

# Bulletin

## Transfer of the Summer Hill centre including its respite services to Achieve Australia

Bulletin 1, 27 September 2018

### Keeping you informed

The NSW Government announced on 29 August 2018, that Achieve Australia will be the new service provider to operate the Summer Hill centre including its respite services. The transfer is expected to take place on Thursday 1 November 2018.

You have received this Bulletin because:

- you or a family member will be supported by Achieve Australia when the services transfer, or
- you are a FACS staff member who is transferring to Achieve Australia.

As we prepare for the transfer of Summer Hill to Achieve Australia, we will keep you up to date with important information through a series of these bulletins.

### Getting to know the Achieve Australia team

Achieve Australia will provide opportunities for everyone involved in the transfer to meet the Achieve Australia team well before 1 November 2018, including:

- visits to the Summer Hill centre to gain an understanding of current operations
- briefing meetings for families to provide opportunities for open discussion and questions
- team meetings and informal events providing opportunities for staff to share their experiences and ask questions
- regular bulletins such as this for residents and their families, and staff transferring to Achieve Australia.

Afternoon teas have been scheduled for the Achieve Australia Senior Management Team with Summer Hill centre management team every Friday commencing 21 September.

Family engagement meetings have also been scheduled, the first of which was held with group home families on 18 September and respite families on 25 September. Future family engagement opportunities include:

Date	Topic
10 October 2018	NDIS Focussed Session
17 October 2018	Final Update and Q&A

Invitations for October meetings will be sent shortly.

Please note, if families are unable to make these times, Achieve Australia will accommodate personal circumstances and arrange a separate meeting or phone call with you.

## Message from Anne Bryce, CEO Achieve Australia



Dear colleagues and families,

In November 2018, we will be welcoming you to the Achieve Australia family. We are looking forward to meeting you, hearing what you have to say, and working closely with you to make the coming transfer to Achieve Australia as seamless as possible.

During the process, we made the following four commitments to people being supported, families and staff members involved in this transfer:

1. We will ensure no disruption to service delivery, maintain existing staff and use our vast experience to make the transition as smooth as possible.
2. We will always make the health, safety and wellbeing of your loved one our priority.
3. We will be open and available and treat the transition as a partnership with you.
4. We will respect the people we support as individuals and provide a unique home with quality care and support.

These commitments will be honoured, and I will be personally involved in order to ensure a safe and seamless transfer.

This bulletin is the first in a series designed to keep you up to date during the transition process. It outlines how we will approach the transfer process, including sources of information and communication channels available to you as we move forward together.

We will work hard to get to know every person moving to our support, their family, and staff members. I'm looking forward to meeting you all.

**Anne Bryce**  
**Chief Executive Officer**  
**Achieve Australia**

## Effective planning

In order to ensure the best outcomes for the people that we will be supporting, the transition process is prioritising engagement regarding Supported Independent Living (SIL) Quotes. This commenced on 17 September 2018 with the objective to secure the funding that people require to meet their personal objectives prior to 1 November 2018. This will support a seamless transfer of services.

## Get in touch

Achieve Australia has set up an information line, email and website dedicated to the Summer Hill transfer in order to answer any questions or concerns you may have during the process. It is incredibly important that you have a direct line of communication to Achieve Australia and any enquiries submitted will receive a direct response as well as contribute to our future communications to all families and staff.

Phone: 0477 900 052  
Fiona Miller, Customer Engagement Executive  
Monday – Friday, between 9am and 5pm

Email: [transfer@achieveaustralia.org.au](mailto:transfer@achieveaustralia.org.au)

Web: [www.achieveaustralia.org.au/my-home/facs-transfer/](http://www.achieveaustralia.org.au/my-home/facs-transfer/)

## Support for people with disability and their families

If you are a client, family member or guardian and have any questions about the transfer process, please call FACS on 1800 379 284, Monday to Friday between 9am and 5pm or you can email [servicedeliverytransfer@facs.nsw.gov.au](mailto:servicedeliverytransfer@facs.nsw.gov.au).

## Information and support for transferring staff

FACS staff can find information and resources about the transfer at [www.workingtogether.facs.nsw.gov.au](http://www.workingtogether.facs.nsw.gov.au).

If you have any questions please speak with your manager or alternatively you can email [workingtogether@facs.nsw.gov.au](mailto:workingtogether@facs.nsw.gov.au).

If you find that you need additional support during this time, we encourage you to contact the free and confidential Employee Assistance Program on 1300 687 327.