

## Helping Summer Hill staff have conversations with families about the transfer to Achieve Australia

These talking points will help you answer questions from residents or their families and guardians about the transfer of specialist disability services at Achieve Australia.

### Who is the new provider?

- On 29 August 2018, it was announced that the operation of the Summer Hill centre will transfer to Achieve Australia.
- This means Achieve Australia will take on responsibility for delivering the specialist disability services, including respite services, at the centre.
- Achieve Australia was selected after a robust process, overseen by expert independent assessors.
- Achieve Australia demonstrated that it meets the criteria that families and guardians of people accessing specialist disability services considered to be most important in selecting new providers.

### Who is Achieve Australia?

- Achieve Australia has provided services and support to people with disability since 1952. With integrity and commitment they help people achieve a life that is meaningful and valued.
- Achieve Australia was selected because they have a long and proud history of delivering accommodation services to people with disability and demonstrated a focus on supporting their specialist disability services staff.
- FACS is confident that Achieve Australia is the best choice for our dedicated workforce and for our residents.
- You (residents and families) are invited to meet representatives from Achieve Australia at a later date. You will have the opportunity to ask them any questions you have about their organisation and how they will work with FACS to complete the transfer of services over the coming months.

### Will anything change?

- Your services will continue after the transfer, and we will be working hard to make it a seamless transition from FACS to Achieve Australia.

- Our highest priority is for you to continue to receive the services important to you.
- To that end, the NSW Government will be the accommodation provider and so you will have an accommodation agreement directly with the NSW Government. Further details will be provided in due course.
- The FACS staff who work at the Summer Hill centre will also transfer to Achieve Australia.
- The transfer of staff will ensure your continuity of care and preserve the important relationships you have with the staff who support you.

## When will this change happen?

- We aim to complete the transfer on 1 November 2018.
- If you haven't already, you will soon receive a letter from FACS telling you that Achieve Australia is going to operate the Summer Hill centre after transfer.

## Where can residents and their families and guardians find more information?

- We will continue to provide you with more information leading up to the transfer.
- Residents and their families or guardians can call FACS on 1800 379 284 or email [servicedeliverytransfer@facs.nsw.gov.au](mailto:servicedeliverytransfer@facs.nsw.gov.au) for more information.