

Standing up for social inclusion



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Acknowledgement

Achieve Australia acknowledges the Traditional Custodians of the lands on which we operate and pay our respects to Elders past, present and emerging. We recognise the enduring relationship Aboriginal and Torres Strait Islander peoples have with Country and that sovereignty was never ceded.

Achieve is also proud to support the Uluru Statement from the Heart.

Welcome

Our Passion is social inclusion for people with disability.

Our Purpose is to build extraordinary lives, supporting people with disability to be well, have a home, choose a career, learn new skills, participate in their community and enjoy a full life.

We live by **our Principles** of inclusiveness, stewardship, extraordinary outcomes and ethical practices.

Welcome to

Achieve Australia's Annual Report for 2022

Elevating the voices of people with disability in our work – a key priority of our 2020-2023 Strategic Plan – was a highlight of our year. This included co-designing a new independent living skills program with young people with disability and their families.

Also, Inclusive Housing Australia worked with the people we support and their families to develop additional 'fit for purpose' housing and following a successful pilot, we launched the ground-breaking Quality Champions program. The program employs people with lived experience of disability to talk with the people we support to review our services and recommend improvements. You can read more about these initiatives further in this report.

Achieve's financial sustainability and efficient structure enables us to invest in innovative projects like these. We also continued to invest in The Achieve Foundation and its mission to remove barriers to inclusion for people with disability, and create more positive community attitudes.

We took deliberate steps during the year to build our knowledge as an employer to ensure employees with disability thrive at Achieve no matter their role. In June 2022, we were proud to be recognised for these efforts by being named a Disability Confident Recruiter at the first Disability Confidence Awards. This important groundwork is part

of our plan to recruit more qualified and talented candidates with lived experience of disability at all levels of the organisation including our Board.

We want to attract quality candidates from diverse backgrounds to our roles. Taking part in recruitment fairs during the year and creating a more compelling 'Careers' section on our website, has made it easier for us to tell our story of being an employer of choice. The Careers section was a key improvement of our website redevelopment project.

Our social enterprises had a strong year. The Sewing Basket opened a store at Caringbah creating new jobs for people with disability, and the team at AchievAble Enterprises started arrangements for 14 employees to gain a nationally recognised qualification.

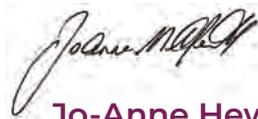
Managing the risk of COVID-19 remained a top priority over the year. We are proud of how well the team balanced COVID safety with the social and emotional wellbeing of the people we support. This was well illustrated by how we held an NRL Grand Final party in the home of our most ardent footy fans in 2021 but by

2022, we could support some of these fans to attend the Grand Final in person.

We also ran a successful COVID-19 vaccination effort for the people we support and staff, greatly assisted by Dr Jamal Rifi and Mr Faisal Rifi of Belmore Medical Centre. We managed the challenge of accessing enough Rapid Antigen Test kits and Personal Protective Equipment (PPE) during peak times so well, we were able to share surplus stock with other service providers in need. Our experience and knowledge saw Achieve chosen to join the NDIA Contingent Care COVID-19 Panel advising our sector. The COVID challenge continues, but we are well equipped to manage it.

It has been an exciting year for us, and we would like to extend our heartfelt thanks to our Board of Directors and Executives and to all our

employees for their incredible efforts, especially our teams providing services directly to the people we support. Our sincere thanks also to volunteers at The Sewing Basket and to all our supporters.



Jo-Anne Hewitt

CEO



Richard Dinham

Chair



Our year

in review

Homes and programs

- 1 Short term accommodation centres
- 52 Community homes
- 52 Apartments
- 3 Community and lifestyle programs
- 26 Quality Champions interviews



Support services

- 17 Short term accommodation provided
- 280 Short term accommodation nights provided
- 115 People supported through our day programs, My Life
- 185 People engaging our Support Coordination team
- 3,493 Support Coordination hours provided
- 284 People receiving Supported Independent Living
- 90 People receiving drop-in support
- 26 Business customers at AchievAble Enterprises



Employees and volunteers

- 1,175 Total Achieve Australia employees
- 66 Supported employees
- 69 Total volunteers
- 8,832 Total volunteering hours



Research and grants

- QUT Philanthropy for people with disability in Australia
- Frameworks Project tackles community attitudes
- 11 grant submissions submitted worth \$1.9 million
- Inclusive governance model created
- Funding secured for Community Connections Program
- Mapping SDA in NSW with UTS researchers



Awards and recognition

- Disability Confident Recruiter – Disability Confidence Awards 2022
- Employer of Choice (Public Sector and NFP) Excellence Awardee – Australian HR Awards 2021
- The Sewing Basket, Kincumber – Finalist Outstanding Specialised Retail Business 2022 in the Central Coast Local Business Awards
- The Sewing Basket, Caringbah, Highly Commended, Sutherland Shire Environment Centre Local Business Sustainability Awards 2022



New Achieve Australia website

- We redesigned and enhanced our public website
- Features include a simpler navigation structure and home page
- Additional accessibility features were added such as a “Read to speak” tool that reads text to site visitors
- We added a ‘Resources’ section to make it easier for our community to find the information they need
- More videos, newly designed pages and a fresh and expanded “Careers” section help us better tell Achieve Australia stories including to potential employees



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Delivering

Year two of our Strategic Plan FY2020-2023

During Year 2 of our plan, we worked on a diverse range of projects designed to enhance the services we deliver to the people we support. All projects are aligned to the 5 priorities outlined in the Strategic Plan - Living Inclusion, Elevating Voices, Transforming Services, Building Capacity and Valuing Resources.

The 2020-2023 Strategic Plan guides our strategic work while ensuring we remain true to our passion and purpose. The plan was developed through a large consultation project led by Achieve Australia's Strategy Planning Committee comprising members of our Board, the Executive and Senior Leadership teams. Insights gathered from the people we support, their families and carers, frontline staff, community partners and industry thought leaders all informed the final draft.

Projects aligned to our 5 priorities:

Living inclusion

Build a diverse and inclusive organisation



– work over the year included:

- developing a picture of what diversity looks like across the organisation, including staff, people we support, governance and leadership
- commencing learning and development through a Cultural Competence Program to build and embed inclusion in the workplace
- developing a Diversity and Inclusion Strategy with a focus on people with disability, Aboriginal and Torres Strait

Islander people and culturally and linguistically diverse communities

- achieving 'Disability Confident Recruiter' employer status.

Social inclusion of people with disability:

- conducting research in collaboration with The Achieve Foundation into what 'social inclusion' means for the people we support
- developing our definition of inclusion as 'a feeling of belonging'
- developing a Marketing and Communications Strategy, including a customer value promise and employee value promise.

Elevating voices

Support Achieve Australia to reflect client voices:



- collaborating with The Achieve Foundation to develop an inclusive governance model to support recruiting people with lived experience to our Boards
- using the Quality Champions program to co-design how the voices of the people support are represented
- developing other 'voice of customer' initiatives including a way to listen to people new to receiving services from Achieve
- continuing our advocacy agenda, including activities with Alliance20, Inclusive Housing Australia (IHA), Ability First and others
- co-design research exploring future services with school leavers and young people with disability and their families and carers.

Transforming services

Tailoring service offerings for the people we support:



- co-designing a new life skills program specifically for young people with intellectual disability called My life, My say
- joining Inclusive Housing Australia's (IHA) Disability Advisory Committee to explore new models of disability housing.

Aligning the organisation to meet client goals:

- developing a new business model to guide our organisational structure
- designing a fit-for-purpose organisation with appropriate structures, redesigning workflows, and introducing new ways of working
- refining corporate functions to better support frontline service delivery
- embedding person-specific practice through the development and delivery of tailored clinical training by experienced clinical nurse educators that is aligned to an individual's complex health needs and goals.

Building capacity Building culture, service delivery and leadership:



- implementing a continuous improvement framework
- establishing a new leadership strategy and intentional culture program
- creating a new employee recognition framework
- further strengthening workforce capability and performance
- developing a Practice Framework with sector experts and The Achieve Foundation.

Valuing resources

Reinvesting through responsible financial management:



- incorporating concepts of commercial and financial literacy and risk management into organisational design and roles
- building competence of frontline staff for commercial and financial responsibilities and risk management
- implementing a growth plan with IHA and other accommodation providers to leverage strengths in geographic locations and service markets.

Improving and aligning systems, processes, and technology:

- investing in a Technology Strategy to implement a new Customer Relationship Management system, more accessible website and upgraded rostering Content Management System.

These strategic initiatives seek to deliver:

- a strong and sustainable value proposition for the sector, people we support and employees
- positive client experiences and achieve recognition for our impact

- ongoing co-design of outcomes-based services for people we support
- an organisational design and structure aligned to achievement of client outcomes
- an attractive place to work where services are delivered, and employees are developed through a Practice Framework
- services, processes and communications supported by innovative technology.



service delivery highlights

The ongoing pandemic, national staff shortages and funding cuts did not stop our teams reaching new heights for people with disability this year.

Leading during COVID

In December 2021, there were long wait times for COVID testing and results as well as limited resources available. Our teams worked hard to provide masks, testing kits and vaccines for the people we support and our staff, well ahead of government mandates. This meant we could distribute our extra stock to help other organisations in need.



Achieve Australia also spoke out in the media about the overloaded system putting a strain on staffing levels, particularly in disability accommodation. As part of the NDIA Contingent Care COVID-19 Panel we took a stand to ensure people with disability were always top of mind in the government's planned response.

A focus on continuous improvement

This year, our focus has been on driving continuous improvement across all service delivery areas. In a series of internal quality and practice audits as well as feedback from the Quality Champions program, we identified 530 improvement actions that were completed and verified. This work continues to help us better understand what is working and where we can improve how we perform.



We also started work on reviewing and improving our organisational policies and practices. The areas we have been working on include better healthcare planning and advocacy for the people we support, and a new response to palliative and end of life supports.

Part of this work has involved the delivery of practical clinical training in the following areas:

- Palliative and End of Life Care
- Medication Management
- High Intensity Support Skills Descriptors (HISSD)
- Accountability and Communication in Clinical.

Social enterprises continue to thrive

Despite COVID and taking steps to keep everyone safe, The Sewing Basket and AchievAble Enterprises continued to provide steady, meaningful work for 66 people with disability.



The Sewing Basket expanded with a new shop at Caringbah in the Sutherland Shire to grow its inclusive community. And AchievAble Enterprises laid the groundwork to enable 14 of its employees to take part in an accredited training course in Certificate III Process Manufacturing in February 2023.



Evolving our day program

The Community and Lifestyle program team carried out significant work alongside the people we support to redesign our day programs. This research in 2021 explored what the future of group-based supports might look like. By taking on the feedback of people who use the service, a new improved model was developed for roll out.



Another exciting co-design program, My Life My Say, will launch as a pilot in 2023. The new program provides practical, independent life skills for young people with disability who have left school and not yet decided whether to pursue further education or employment. The plan is for 4 courses to be created and tested for year one of the program. These are transport in the community, communication, self-advocacy and moving out of home.

In memory

We warmly remember those we supported who passed during the year.

Our sincerest condolences go to their family and friends, and to our colleagues who are deeply saddened by every loss.



At times, it has been challenging to find ways to say goodbye during the pandemic. By hosting online memorials with staff and the people we support, we could still come together to share fond memories, light candles, and reflect in moments of silence and remembrance.



Quality Champions

A voice for positive change

Highlights

9 Quality Champions and Quality Champions Partners employed



84 recommendations made to improve service delivery



26 interviews conducted to check services



Achieve Australia's Quality Champions program launched in late 2021 to gather feedback from people receiving our services as part of our continuous improvement process.

The program grew out of Achieve's participation in a successful 2018 trial of how the UK program, Quality Checkers, could be adapted for Australia.

How Quality Champions works

Our teams work in pairs to conduct interviews with the people we support and write reports on the information gathered.

One member of each pair has lived experience of disability, which helps to put the people we support at ease to share their experiences and suggestions.

Feedback reports are then provided to our quality and service delivery teams to use to improve services. Suggestions that led to changes include a person wanting to learn to swim and another requesting support workers communicate with her in a particular way.

To date, the work of the Quality Champions combined with information from internal audits has contributed to 530 improvements being actioned across the organisation.

Innovative programs like this let us see disability services through the eyes of the people we support. This helps to better understand what is most important in people's lives and how we can improve our services and the way we deliver them.

What people say about Quality Champions:

“I think we make a great team. My partner brings certain strengths and I bring certain strengths, so we combine together very well.”

Ross Hardy,
Quality Champion Partner

“I wanted to become a Quality Champion because it's just new experiences and skills to encompass. It's awesome to meet new people with disability and to interview them.”

Katrina Sneath,
Quality Champion

“The people we support have a voice. It means they can have an opportunity in a safe way to give us feedback around what we're doing really well and the things that perhaps we're not doing so well.”

Tina McManus,
General Manager Quality and Practice



**QUALITY
CHAMPIONS**
A voice for positive change

COVID vaccine hubs supported by Belmore Medical Centre

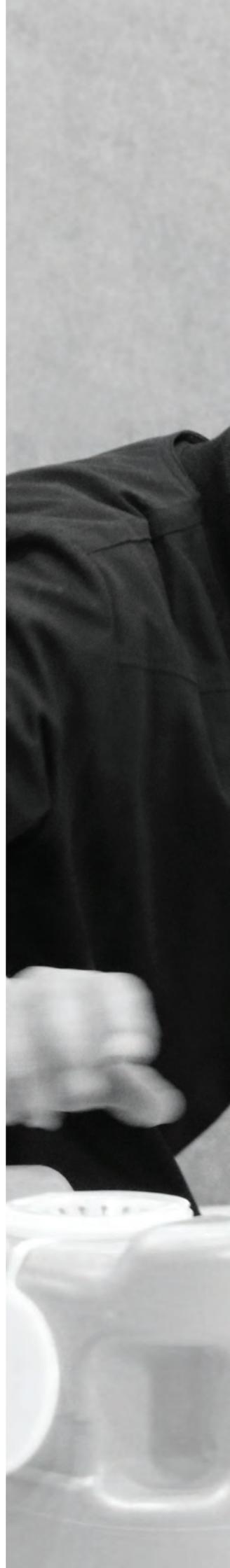
The heads of Belmore Medical Centre were listening when Achieve Australia CEO, Jo-Anne Hewitt, spoke to media about sector frustration with government action to keep people with disability safe from COVID. She told media there had been a lack of government action on providing access to vaccines for people with disability.

Belmore Medical Centre's founder, Dr Jamal Rifi, and Managing Director Faisal Rifi, got in touch with Achieve Australia to not only offer to share supplies of COVID-19 vaccine but to visit us to administer the jabs.

Our teams worked together to get ready and then in July 2021, Dr Rifi and Mr Rifi visited the homes of many of the people we support to give them their first COVID jab then they travelled to Araluen to vaccinate many more. They went out of their way to make the people we support comfortable, administering jabs on the bus that brought them to Araluen or inside. Their choice. Staff were also administered jabs. At the appropriate interval, the Belmore team returned to provide second jabs.

Months later we were able to utilise a drive through vaccination hub set up by Belmore Medical Centre at Chester Hill so people we support could receive their much-needed COVID-19 boosters. Many staff did as well. With the rapid spread of new variants in NSW, and a shortage of booster appointments available, the Chester Hill clinic helped both Achieve Australia and the community.

**Our enormous thanks to
the Rifis and the team
at Belmore Medical Centre.**





Lockdown was a time to get

busy

We were able to utilise a great range of activities for the people we support to counter the isolation, boredom and anxiety created by COVID lockdowns and restrictions. As restrictions lifted, we used our safety protocols to get people back out into the community as safely as possible.

For example, our highly experienced team at Summer Hill House used lots of colourful activities to keep the smiles on the faces of those making use of our short-term accommodation services. The people staying with us enjoyed music, art projects and sensory activities indoors and

playground and park visits, bike riding, nature walks, and trips to the ocean and country outdoors.

In one home in Macquarie, there were a range of activities both indoors and out.



f & creative

Indoor activities included developing cooking skills across all meal types and sweet and savory recipes. Outdoors people we support enjoyed gardening and games. At another home in Macquarie, creating Aboriginal-inspired art as a tribute to the traditional custodians of the area and gardening took centre stage.

In our day programs in Seven Hills and Epping, celebrating special events on the calendar like St Patrick's Day, Diwali and Ramadan were favourite activities as they combined art, music and learning as well as lots of delicious snacks and dishes.

Our teams were able to draw on a detailed library of activities across set categories, which were first developed back in 2020 in response to COVID lockdowns. Each activity was developed to engage and keep active people unable to attend jobs, day program activities or see family and friends during lockdowns.





Being part of the community in Casino

We know how important it is for the people we support in the Northern Rivers to be part of their close-knit community in the region. Our staff also have deep community connections.

In September, one of the people we support via our drop-in service in the Northern Rivers wanted to celebrate breaking out of lockdown with a road trip. We travelled with him from Casino to where he grew up in Rappville then made our way to Lismore for a shopping trip and lunch.

In November we reopened our day program premises with a special event for the people we support to show them our colourful and contemporary refurbishment.

A huge “welcome” sign was hung, and our CEO Jo-Anne Hewitt and Chief Operating Officer Daniel Kyriacou joined the celebration.

The space now has a dining area, chill-out area, and collaborative area for group activities like yoga classes and taking part in art projects.

In April we supported three people to attend the Casino ANZAC Day

service. We also supported someone who wanted to help a neighbour who had experienced a bereavement by doing her gardening.

The community spirit is strong in the Northern Rivers and a highlight is the annual Beef Week festival. Held each May, the events include street stalls, competitions, and a ball.

The people we support worked with our staff to bring our Disney theme to life with costumes, transforming our building into a castle and dressing all the windows.

We placed second for our window display. And residents joined our courtyard BBQ event so they could get to know us and see our display.

The Beef Week Gala Dinner was a definite highlight with three of the people we support joining us as our guests. They even posed for photos and danced with the Beef Week Queen.

Socials

Star bowling team hit Melbourne

A team of 14 athletes, who live in homes supported by Achieve Australia in the Macquarie cluster, travelled to Melbourne to compete in the National Tenpin Bowling Championships for Persons with Disability.

The team supported by eight staff competed over 18 days from 8 June 2022. Team members really shone with most bowling well above their averages and one team member made the NSW state team. The NSW State team went on to win one of the major challenges of the tournament called the Cole Cup.

Covid-19 remained a spectre and athletes and staff carried out daily testing. When not competing, the team enjoyed what Melbourne had to offer - sightseeing, shopping, and eating out.



New social group experiences the bright lights of the city

Friday Night Hangout started later in the year as a new service people can access using their NDIS supports.

People already using Achieve services as well as those new to us can join the group every fortnight as they meet up in Epping at our day program site at Araluen. From there the group choose what they want to do – whether that is pizza and a movie at Araluen or visiting an event.

The Friday Night Hangout group chose a visit to the Vivid Sydney Festival for one event with everyone first meeting up at Araluen. Our adventurers enjoyed chatting to their friends on the journey

to the city by train with a highlight being the amazing view over the water between Meadowbank and Rhodes. They enjoyed touring the light installations, hearing music from jazz great James Morrison and seeing a fireworks display.

A similar social group, called My Life After 5 will start in Casino for people in the Northern Rivers in the coming months.



My life, My say

My life, My say is a brand-new program developed during the year that focuses on life skills for school leavers with cognitive disabilities before they have committed to further education or employment.

The program was co-designed with young people with disability and their families. They told us they wanted more activities that build their independence.

To begin the project, the group took part in research involving a range of online interviews and engaging art activities. This revealed 4 key areas that young people want in a day program, including:

- independence and self-determination
- social inclusion and friendship
- life tasting through new experiences
- person-centred and strengths-based service delivery.

After the interviews, profiles were created to highlight 3 types of young people with disability who could benefit from these programs. Each profile looked in detail at a young person's needs, interests, goals, and challenges.

Parent profiles were also included to explore their roles as advocates. The parents who were interviewed had different wishes depending on their child's abilities and their awareness of program options. Yet all parents wanted participation to be safe and support greater independence, so that young people can have a full life just like others of their age.

As part of the research, the different steps a young person goes through when they join a day program was explored. Once complete, the group attended workshops to design the new programs.

During this financial year, four new courses were created focusing on transport in the community, communication, self-advocacy and moving out of home.

The transport course was tested through our day programs at Araluen and Seven Hills.

A pilot program will be run in 2023 to test all courses.

As the work continues, more courses will be added to provide a full year's worth of courses. We are very excited about My Life, My Say and look forward to sharing more in the new financial year.

What young people and their parents said

"I want to ... help people with disabilities, to make their lives a lot easier to meet their needs and to see what else they can [do]... teaching them things that they don't know about ...[and] things that they haven't done before." – **Young person**

“When I do all the things I love, it’s like my autism just disappears. But then when I stop doing those things.... I’m back to me with my disability, of course.”

Young person

“He’s actually capable of doing stuff, and I think just having that mindset that ‘We can try some things with him and if he doesn’t get it straight away, you can actually keep trying.’”

Parent of a young person

“I want to learn new things ... I think other people with disabilities would probably feel the same way.”

Young person

“Knowing each participant and their backgrounds, that’s so important which doesn’t always happen in day programs.”

Parent of a young person



**my
life**

**my
say**

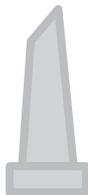
The Sewing Basket Highlights

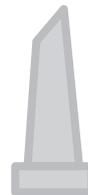


At its heart, The Sewing Basket exists to support people with disability and to help foster an inclusive community. The last 12 months has kept the team busy with the addition of a new shop in the Sutherland Shire, recruitment and fundraising activities, and making new improvement plans for the future.

4 shop locations
📍 Newington 📍 Balmain
📍 Kincumber 📍 Caringbah

69  **8,832** 
volunteers volunteer hours

 **Central Coast Local Business Awards Finalist**
Outstanding Specialised Retail Business 2022

 **Sutherland Shire Environment Centre Local Business Sustainability Awards**
Highly Commended 2022



“We also see people coming from Campbelltown and even as far as Wollongong to shop!”

Like many in the retail sector last year, The Sewing Basket started the year with a 3-month lock down due to COVID-19. While the stores were closed, the team continued to sell its wares online increasing its social media community.

The shops reopened in September 2021 to customers, and the management team rolled out a consolidation and growth plan.

The West Ryde shop was closed and in March 2022 the new Caringbah store opened to a welcoming response from the community.

“The locals are so excited to see The Sewing Basket in the Shire and people are keen to learn more about our work with people with disability.”

**Geraldine Daniel,
The Sewing Basket Manager.**

Across the 4 stores, 11 people with disability are employed as part of a creative, fun and inclusive team. Experienced volunteers mentor employees and provide guidance and training to build their skills and confidence.

Regular recruitment activities continued throughout the year to employ additional people with disability in line with The Sewing Basket’s expansion.

While generous donations keep flowing in, ensuring a good process for managing the amount of stock received has been key. “We are currently working on plans to look at how we move, repurpose and recycle our stock,” said Geraldine. “In future we want to do more sales, attend more events and exhibitions, and continue partnering with like-minded businesses and community groups.”

The expansion of The Sewing Basket has attracted local recognition through these customer-nominated awards:

- Central Coast Local Business Awards – Finalist Outstanding Specialised Retail Business 2022
- Sutherland Shire Environment Centre Local Business Sustainability Awards – Highly Commended 2022.

The awards are a testament to the outstanding efforts and dedication of staff and volunteers across all stores and our warehouse where donated items are sorted to ensure the quality of stock for sale.

The team also said a fond farewell to David Rafferty, who retired from his role as Manager of The Sewing Basket. David has been central to the growth and success of The Sewing Basket over many years and his commitment inspired many.

Geraldine and the team are continuing to grow The Sewing Basket and innovate in new ways to build its community of passionate sewing and craft enthusiasts.

Championing social inclusion

The Achieve Foundation

In 2021, Achieve Australia established The Achieve Foundation to support research and innovation to remove barriers to inclusion for people with disability.

The Foundation focuses on two key drivers of inclusion:

- housing and supports for people with complex disabilities
- changing community attitudes to people with cognitive disabilities.

Today, the Foundation is creating a community of donors, academics and people with disability to fund and take part in transformational research projects.

In 2021, the Foundation held 2 roundtable events with key stakeholders to kick start this work. The aim of the roundtables was to build relationships in both philanthropic and disability sectors.

Highlights

QUT research on philanthropic giving to disability in Australia



The first roundtable involved a presentation of research led by Queensland University of Technology (QUT). This research explored the current state of disability philanthropy in Australia. The results highlighted that the sector is small, divided and lacks a clear vision to have an impact.



Frameworks Project tackles community attitudes

The Foundation then worked to build a case to address the issues and look at the gap in the Australian market in more detail. This will help drive growth for giving to disability and be useful for donors, non-profits and trustee companies in the future.

Funding secured for Community Connections Program



Mapping SDA in NSW with UTS researchers

Inclusive governance model created



The second roundtable focused on The Frameworks Project. This project aims to shift community attitudes about intellectual disability in Australia. At the event, experts from the disability

community talked about ideas on how to shift attitudes in the public and the media. Once the research is complete, The Foundation will work with disability partners on ways to shift the conversation on a national level.

To support future projects like these, the Foundation made a total of 11 grant submissions worth \$1.9 million. A successful submission made to the Limb Family Foundation will offer a unique employment program for people with intellectual disability. The Community Connections Program supports people to try out employment in the community. The goal is that this will then lead to permanent employment at standard pay rates.

The Foundation is also working on a Housing Agenda Project with University of Technology Sydney (UTS) researchers.

The project involves mapping the location of Specialist Disability Accommodation (SDA) across NSW and then comparing this to people's daily needs and personal goals.

Working closely with Achieve Australia, the Foundation is also developing a model for inclusive governance. So far, this has led to the recruitment of several people with lived experience of disability as new Board Directors for both organisations. This vital work ensures the voices of people with disability are represented across all levels into the future.

theachievethefoundation.org.au



Our people

Highlights



Disability Confident Recruiter
Disability Confidence Awards 2022



Investment in large-scale recruitment campaign to attract new employees



Focus on culture, leadership, performance, and engagement



Disability Confident Recruiter
Disability Confidence Awards 2022



Completion of frontline and organisational redesign



Redesign of employee recognition program



New diversity and inclusion training for leaders



At the very first Disability Confidence Awards in June 2022, Achieve Australia was proud to be recognised as a ‘Disability Confident Recruiter’. As one of only 2 non-profits recognised, the award acknowledges the efforts and work in building inclusive recruitment processes and accessible workplaces.

The team was also recognised as an Employer of Choice (Public Sector and NFP) Excellence Awardee at the Australian HR Awards 2021. These awards are a testament to the commitment of our staff to the people we support, even in challenging times.

We continued to invest in our people through culture building, leadership, performance and engagement work. The restructure of our frontline focused on improving our services and the capability within our teams. This means our staff can better support the people we support and continue to deliver quality services.

At the same time, further investment in job and organisational design has helped to

set the organisation up for the future. This includes work to redesign our employee recognition program, ensuring staff are engaged and valued for their contributions. For our leaders, new diversity and inclusion training is building on our capabilities around inclusion in the workplace.

While the pandemic has made recruitment more challenging for the sector, a large-scale recruitment campaign helped to attract new staff.

Over the next 12 months, we will trial ways of recruiting and retaining our workforce. As part of this work, a vital step is in aligning our culture, behaviours, and actions across the organisation, to enrich our services for the people we support.

Passion and dedication on display at our annual staff awards

We held our award ceremony for this year's Performance And Culture Excellence (PACE) winners in December 2021 to recognise those who excel at bringing inclusion to life for the people we support.

Employee of the Year, Support Worker Dana Schultz, is a great example. Dana has worked with Achieve Australia supporting people in Sydney's northern suburbs for nearly three decades. Dana was also the recipient of the Client Choice Award.

“Every day you go to work at Achieve, you leave knowing you have made a positive impact, it is extremely rewarding,” Dana said.

Dana's history with Achieve started when she answered a job ad in her local newspaper looking for a Czech speaker. She landed the part time role which involved supporting a lovely woman in her 60s living with Down syndrome, Ms Liba Kriska.

“It was a wonderful job as I had so much in common with Liba. Like me, she loved to knit, and we enjoyed the same

kinds of movies. It was such a pleasure to spend time with her,” Dana recalled.

Dana knew the difference social inclusion makes to a person. She came to Australia in 1968 from Czechoslovakia speaking only a little English. She learnt the language, got a café job, and eventually married and had three children.

Landing the job at Achieve was perfect for Dana's family life. She enjoyed the job so much she asked for more hours and her casual role became permanent.





“Having Liba in our lives was good for my family as they had never met anyone with a disability,” she said. Her children visited Liba at her home and in turn the family hosted Liba in their home including for Christmas.

“Disability is part of the human experience. As a society, we should make the effort to create adjustments so people with disability can participate as fully as they can as part of our community,” Dana said.

“I love to support people and see their lives changing as they have new experiences – they are like a second family to me.”



Our other winners were:

Team of the Year, Inner West Cluster

Supported Employee of the Year, Ben Howard, Process Worker

Delivering on our Passion, Manir Zaman, Enrolled Nurse, Norton Road, North Ryde

Delivering on our Purpose, Kiran Lodhia, Centre Manager, Araluen Day Program

Living our Values, Ethical Practice, Emma Rose Keegan, Nursing Coordinator, Inner West Cluster

Living our Values, Extraordinary, Cyrus Martin, Operations Manager, New Models

Living our Values, Stewardship, Taylor Sullivan, Investigations Officer, Quality and Practice team

Living our Values, Inclusiveness, Jerome Dauda, Support Worker, Hills Cluster

Inclusive Housing Australia

Highlights



84 people with disability supported

3 sites under development in 📍 Western Sydney and 📍 Casino, NSW 📍

38 Specialist Disability Accommodation (SDA properties)



Growing quality disability accommodation



Collaboration with other service providers and stakeholders in NSW, QLD and WA



Advocacy support for older people with disability who need SDA



Over the past 12 months, Inclusive Housing Australia (IHA) has continued work to deliver more quality disability accommodation for people with disability across the country. Working together with Achieve Australia, other Supported Independent Living (SIL) providers and partners, this important work is only just beginning.

In early 2021, Achieve Australia and IHA began a joint program called Housing Futures. The program will run until 2024 and will support 50 Achieve Australia people we support living in unsuitable accommodation, such as rental homes or NSW Department of Housing properties, the opportunity to relocate into purpose-built housing.

Since the program started, sites are now under development in Western Sydney at Blacktown and Werrington, and in northern NSW at Casino.

As part of these projects, IHA is working together with people with disability, their families and carers on the design and layouts of the new properties at these three sites. This will help to ensure the homes meet everyone's needs.

Partnering with other SIL providers is also important. IHA has been collaborating with several service providers based in South East Queensland to provide better access to Specialist Disability Accommodation (SDA) in these regions.

IHA and Achieve Australia have also been working together to advocate for older people with disability. Some older Australians with disability, who were over 65 when the NDIS started, have been able to secure funding for SIL services but not for SDA. This

means that some people are unable to secure suitable purpose-built homes.

Barriers like this, as well as a lack of SDA homes, often make it hard to find suitable accommodation for people with disability. SDA is still needed in many locations across the country. The next 12 months will see IHA continue working on the Housing Futures program, and with other service providers and partners, while also expanding into new areas.

About IHA

Inclusive Housing Australia (IHA) is a registered SDA provider under the NDIS. IHA is jointly owned by Achieve Australia and Leftfield Social Housing. While both organisations are run separately, they share a belief that inclusion for people with disability begins at home.

[inclusivehousing.com.au](https://www.inclusivehousing.com.au)



**inclusive housing
australia**

Transforming Lives

Finance

As part of Achieve Australia's 2020-2023 Strategic Plan, reaching a state of financial sustainability has been a key priority. Since moving from block funding to the current NDIS model, and then taking on some services previously provided by the state government, a different organisational model was needed.

During this time, we have continued to grow and improve our systems and structures under the new model. With our cost base now restructured around the NDIA funding model, we continue to make investments that focus on improving client outcomes, staff engagement and The Achieve Foundation.

The restructure of our frontline services was also completed early in the financial year. The new structure has provided better management of client outcomes, improvements in staff engagement and alignment of the cost base to funding.

At the same time, COVID-19 has continued to provide challenges. We were able to manage these challenges because of our work to date, together with the NDIA's funding for service providers throughout the pandemic.

In future, it is important that we continue to remain financially sustainable. This will position the organisation well for

continued investment into improving services for the people we support.

Over the next 12 to 18 months, new technologies and improvements to our core systems will help to provide more efficiencies across the organisation. The return on investment in these improvements will ensure that we stay focused on best practice in service delivery.



“Managing our financial resources sustainably means we can leverage periods of stronger returns to benefit the people we support but be prepared to weather more challenging economic conditions when they come.”

Wally Phillips CFO
Achieve Australia Ltd

Consolidated Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2022

	2022 (\$)	2021 (\$)
REVENUE AND INCOME		
Revenue from contracts with customers	106,612,660	104,806,105
Not for profit income	3,160,382	178,560
Investment income and fair value movements	(1,049,395)	3,555,983
Total revenue and income	108,723,647	108,540,648
EXPENDITURE		
Employee benefits expense	78,038,769	87,506,719
Client support services	431,000	548,879
Depreciation & amortisation	1,688,773	2,214,862
Rent expense	416,557	519,374
Motor vehicles expense	699,916	362,018
Consulting and professional fees	1,758,080	2,145,634
General operating expenses	10,930,446	7,819,641
Agency expense	10,952,149	6,003,605
Interest expense on lease liability	103,620	106,467
Total expenditure	105,019,310	107,227,199
Surplus	3,704,337	1,313,449
Share of profit from equity accounted investments	962,710	581,621
Surplus for the year	4,667,047	1,895,070
Other comprehensive income		
Gain on re-measurement of defined benefit liability	1,325,996	951,843
Fair value gain on asset revaluation	1,255,000	655,573
Total comprehensive Surplus for the year	7,248,044	3,502,486

Consolidated Statement of Financial Position

As at 30 June 2022

	2022 (\$)	2021 (\$)
ASSETS		
Current assets		
Cash and cash equivalents	7,056,982	7,133,656
Trade and other receivables	2,490,477	1,829,085
Contract assets	5,878,896	3,846,240
Other assets	572,014	624,457
Total Current assets	15,998,369	13,433,438
Non-current assets		
Property, plant and equipment	9,683,791	8,479,903
Other non-current assets	50,344	49,212
Financial assets	24,083,404	26,474,280
Right of use assets	2,664,672	2,291,195
Investments accounted for using the equity method	4,046,283	3,247,035
Total Non-current assets	40,528,494	40,541,625
Total Assets	56,526,863	53,975,063
LIABILITIES		
Current liabilities		
Trade and other payables	7,141,086	9,201,967
Provisions	11,491,060	15,264,074
Lease liabilities	1,361,887	1,029,040
Contract liabilities	1,130,988	277,760
Total Current liabilities	21,125,021	25,772,841
Non-current liabilities		
Provisions	2,074,971	2,179,315
Lease liabilities	1,462,258	1,406,340
Total Non-current liabilities	3,537,229	3,585,655
Total Liabilities	24,662,251	29,358,496
Net assets	31,864,611	24,616,567
Funds		
Accumulated funds	27,924,022	21,930,979
Asset revaluation reserve	3,940,589	2,685,588
Total funds	31,864,611	24,616,567

HEAD OFFICE

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