

# **Annual Report**

**2024 - 2025**

## 1. Acknowledgement of Country



### **We respect First Nations people.**

We respect the Traditional Custodians of the land.

We respect their connection to land, water and community.



### **We say thank you to Elders.**

We thank Elders from the past.

We thank Elders today.



### **We recognise culture continues.**

First Nations people have cared for this land for a long time.

Their culture is strong and continues today.

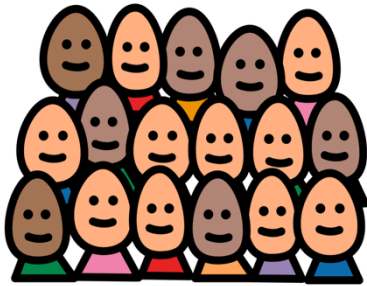


### **We support respect and learning.**

We are committed to learning more.

We want to show respect in our work every day.

## 2. Welcome



**This year, more people needed support.**

Many people had complex needs.



**We focused on keeping people safe.**

We improved how we plan and deliver support.

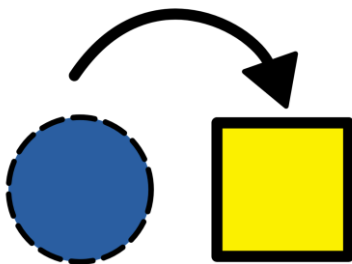
We made our systems clearer for staff.



**We checked our work.**

External audits reviewed our services.

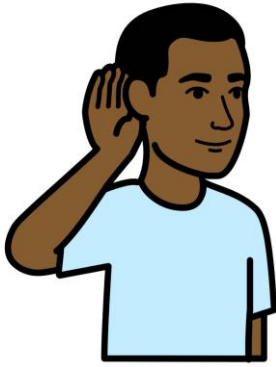
This helped us improve how we support people.



**We made changes to services.**

Some services moved to Achieve.

People kept their supports during these changes.

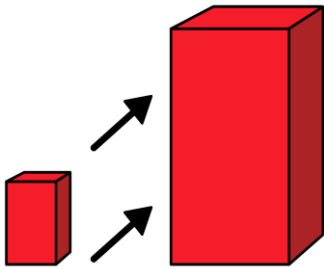


### **We stayed connected.**

Leaders spent time in services.

We spoke with families early.

We supported staff through change.



### **We continued to grow carefully.**

We focused on stability and good support.



### **Our goal stayed the same.**

We support people to live with:

- dignity
- safety
- choice and control

### 3. This year in numbers

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**This section shares important numbers from the year.**



**We supported many people.**

This includes people in homes and programs.



**We had a large team.**

This includes staff and volunteers.



**We delivered services across many places.**

This includes:

- homes
- apartments
- community locations



**We supported people in different ways.**

This includes:

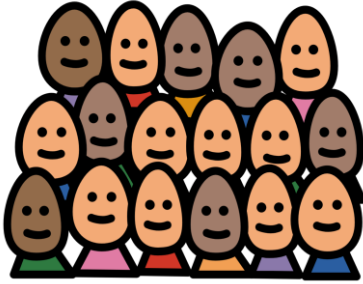
- daily support
- community programs
- short stays



## **We also completed important work.**

This includes:

- service transitions
- audits
- interviews with people and families

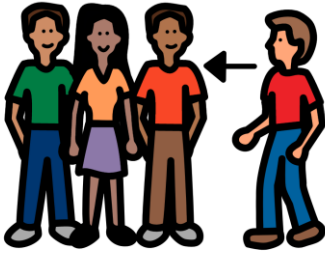


## **These numbers help show our impact.**

They show how many people we support.

They show the work we do across services.

## 4. Achieve is growing



### **Achieve is growing.**

We are supporting more people.



### **We grow in a careful way.**

We plan before making changes.

We focus on safe and stable support.



### **We took on new services.**

Some services moved to Achieve this year.

This included places in:

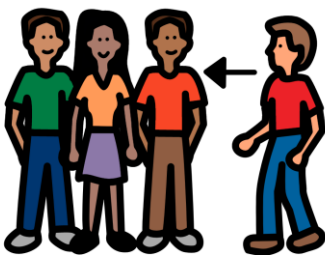
- New South Wales
- Queensland



### **People kept their supports.**

Support did not stop during changes.

People stayed connected to their routines.



### **Staff moved across too.**

Team members joined Achieve.

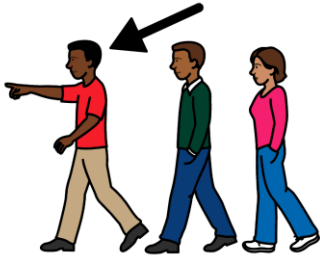
They were supported through the change.



### **We worked closely with families.**

We answered questions.

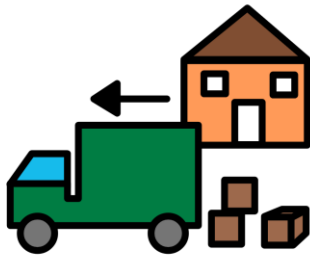
We explained what would happen.



### **Leaders were present.**

They spent time in services.

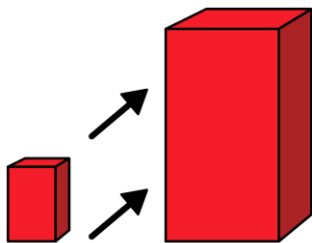
They supported people and staff.



### **We also opened new housing.**

Some people moved into new homes.

These homes were designed for safety and independence.



### **Our growth has a purpose.**

We want to:

- support more people
- meet complex needs
- stay strong into the future



### **We are planning ahead.**

We expect to support more people over time.

We will continue to grow carefully.

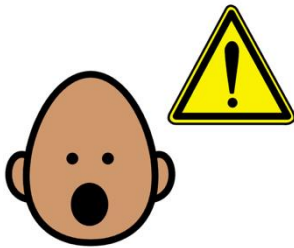


## 5. Speaking up and improving the system



### **Achieve spoke up this year.**

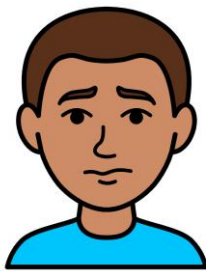
We shared what we see in our services.



### **We spoke about problems in the system.**

Some problems include:

- unclear plans
- unsafe support
- not enough help for complex needs



### **These problems affect people's lives.**

They affect safety.

They affect daily support.

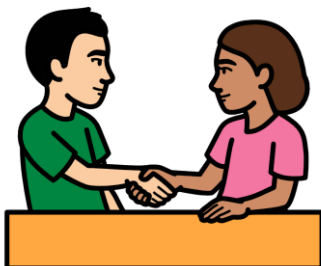
They affect the future.



### **We supported changes to the system.**

We support a system that is:

- clear
- safe
- fair



### **We worked with other organisations.**

We joined groups that share the same goals.

Together, we had a stronger voice.



**We also supported people to speak.**

People with disability shared their views.

They were part of important conversations.



**We showed what good support looks like.**

People visited our services.

They saw how people work and connect.



**What matters most.**

We want a system that works better.

We want people to feel safe and supported.

## 6. Making services better

1	2	3	4	5	6	7
✓	✓	✓	✓	✓	✓	✓

### **We focused on everyday support.**

We worked to make support safe and consistent.



### **We supported our staff.**

We gave staff better tools and training.

This helped them do their job well.



### **We spent more time in services.**

We listened to people we support.

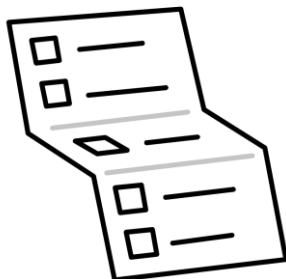
We listened to staff.



### **We made systems simpler.**

Staff spent less time on paperwork.

They spent more time with people.



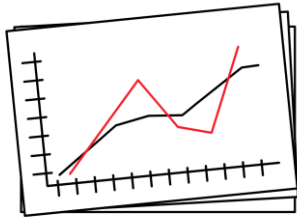
### **Our work was checked.**

External auditors reviewed our services.

They looked at:

- rights
- safety

- quality of support



### **The results were strong.**

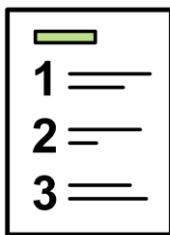
Auditors saw good practice in our services.



### **We improved training.**

Staff learned about:

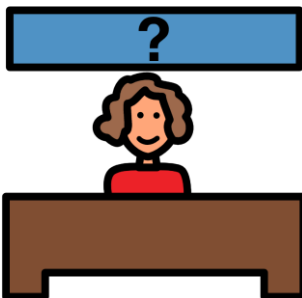
- health care
- medication
- complex support needs



### **We simplified policies.**

We combined many documents into one clear guide.

This made it easier for staff to follow.



### **We improved how information is shared.**

Staff can now see clear information about each person.

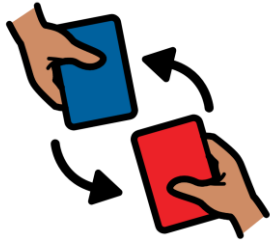
This helps teams work together.



### **We listened to feedback.**

People with disability shared their views.

This led to real changes in services.

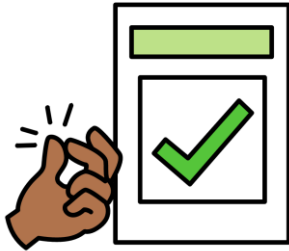


### **Small changes made a difference.**

Support became clearer.

Follow-up improved.

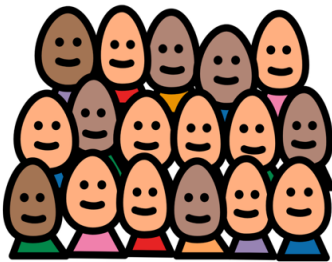
People had more say.



### **What matters most.**

Good support should be clear, safe and consistent.

## **7. Our people**



### **Our people are important.**

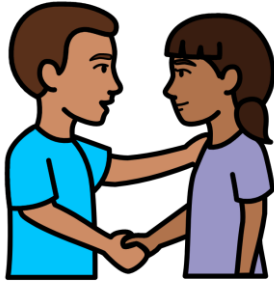
Our team supports people every day.



### **We recognised good work.**

We held our staff awards.

We celebrated people across the organisation.



### **We thanked long-term staff.**

Some people have worked at Achieve for many years.



### **We listened to our team.**

Staff shared their views in a survey.

This helped us understand what is working.



### **We are making improvements.**

We are using feedback to improve workplaces.



### **Staff had opportunities to speak.**

They shared ideas and experiences in group sessions.



### **We supported wellbeing.**

Staff could access free and private support.

This included help with:

- stress
- personal issues
- work concerns



### **We continued training and development.**

Staff built skills in their roles.

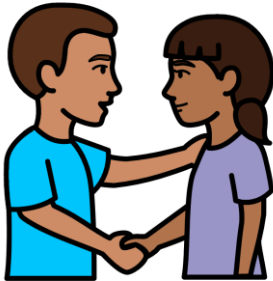
Leaders developed their leadership skills.



### **We focused on inclusion.**

We worked to make our workplace welcoming for everyone.

This includes people with disability.



### **What matters most.**

We want staff to feel:

- supported
- respected
- able to improve

## 8. Inclusion and respect



### **Inclusion is important to Achieve.**

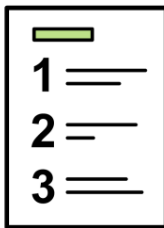
We want everyone to feel respected and included.



### **Respecting First Nations people**

#### **We worked on reconciliation.**

Reconciliation means building respectful relationships with First Nations people.



#### **We launched our Reconciliation Action Plan (RAP).**

This plan guides our work.



#### **We took action this year.**

We:

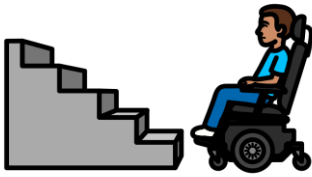
- provided cultural training for staff
- held events during Reconciliation Week
- supported First Nations employment



#### **We included culture in our work.**

We used Welcome to Country at events.

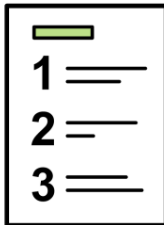
We worked with First Nations artists and communities.



## Disability inclusion

**We launched a Disability Inclusion Action Plan.**

This plan helps us remove barriers.



**The plan focuses on 3 areas.**

### People

We support fair hiring and training.

### Places

We improve buildings and spaces.

### Voices

We listen to people with disability.



**People helped shape this work.**

People with lived experience shared their ideas.

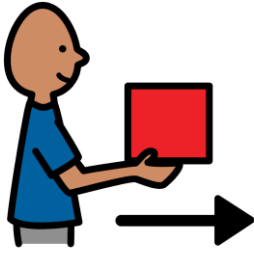


**What matters most.**

We want everyone to feel:

- safe
- respected
- included

## 9. Improving how we support people



### **We worked on how support is delivered.**

We focused on making support clear and consistent.

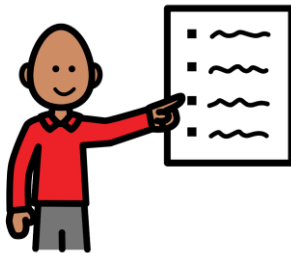
### **We built a shared way of working.**

This helps all staff support people in the same way.



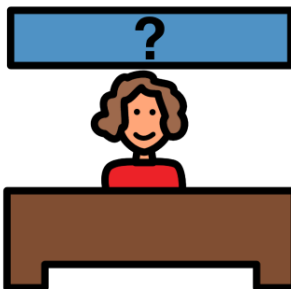
### **People helped shape this work.**

People with disability and families shared their views.



### **We made expectations clear.**

Staff understand what good support looks like.



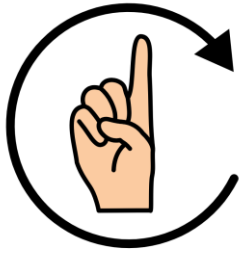
### **We improved how information is shared.**

Staff can see important information more easily.



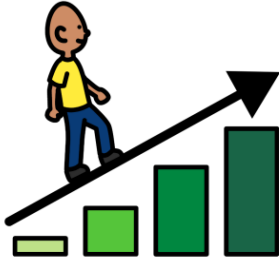
### **This helps reduce mistakes.**

Teams can work together more clearly.



### **People do not need to repeat their story.**

Staff already have the right information.



### **We improved our systems.**

We reduced double work.

We made records simpler.



### **This work is not always visible.**

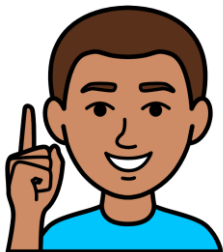
But it improves daily support.



### **We are preparing for changes in the sector.**

We are improving how we show:

- decisions
- safety
- quality



### **What matters most.**

We want support to be:

- consistent
- clear
- centred on the person

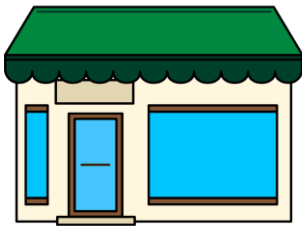


## 10. Work and community programs



### **Achieve runs programs in the community.**

These programs support people to work and connect.



### **The Sewing Basket**

**This is a community store.**

It sells donated craft materials.



### **The store supports jobs.**

People with disability work in the store.

They build skills and confidence.



### **Volunteers also help.**

They support daily work in the store.



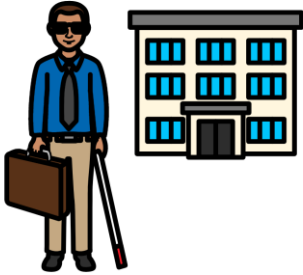
### **The store helps the environment.**

Items are reused instead of thrown away.



**Many people visit the store.**

Customers return because they feel welcome.



**AchievAble**

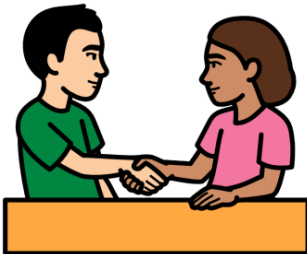
**This program supports employment.**

People with disability gain work experience.



**Some people move into new roles.**

They build skills and confidence over time.



**AchievAble works with businesses.**

These partnerships create job opportunities.



**Windara**

**Windara is a community site.**

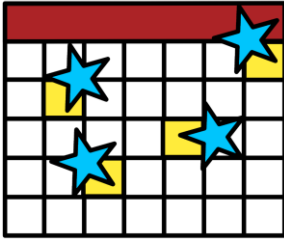
It offers work in areas like:

- gardening
- hospitality
- events



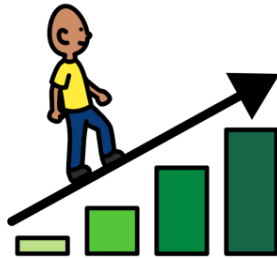
**People work in real community settings.**

They interact with customers and the public.



**Windara hosts events.**

These bring the community together.

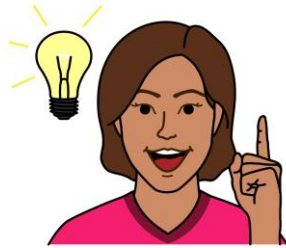


**What matters most.**

We want people to:

- build skills
- gain confidence
- be part of the community

## 11. Research and new ideas



### **Achieve works on new ideas.**

This work is led by the Achieve Foundation.



### **The goal is to improve inclusion.**

We want people with disability to take part in work and community life.



### **Rocket Careers**

#### **Rocket Careers is a new program.**

It helps people find jobs.



### **It connects different groups.**

This includes:

- employers
- service providers
- education providers



### **It makes the system easier to understand.**

People can find support in one place.



**People with disability helped shape this work.**

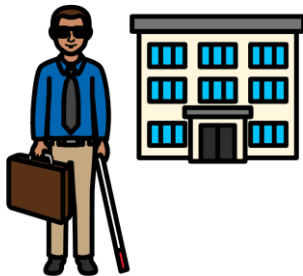
Their ideas guide the program.



**Disability Employment Catalyst**

**This project supports jobs at a larger scale.**

It works with many organisations.



**Organisations are improving how they hire.**

They are creating more inclusive workplaces.



**Changing attitudes**

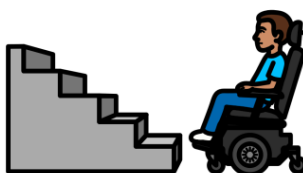
**We are working to change how people think about disability.**

This includes research and public education.



**The goal is long-term change.**

We want more understanding and inclusion in the community.

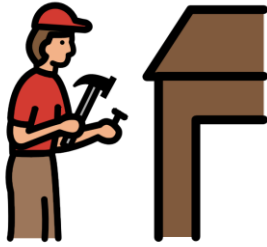


**What matters most.**

We want fewer barriers for people with disability.

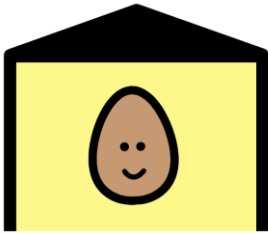


## 12. Housing and support partnerships



### **Achieve works with housing partners.**

This helps provide homes for people with disability.



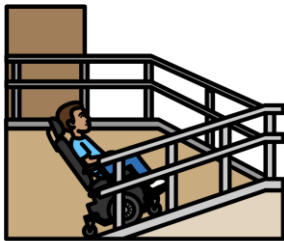
### **Housing and support are planned together.**

This helps people live safely and independently.



### **We worked with Inclusive Housing Australia.**

Together, we supported new housing projects.



### **New homes are being developed.**

These homes are designed for accessibility.



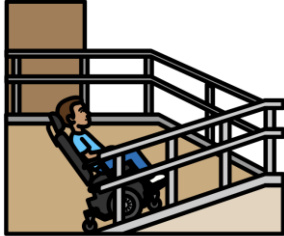
### **Some homes are in Queensland.**

People will move into these homes in the future.



## **More homes are being built in New South Wales.**

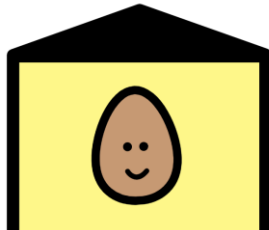
These homes are close to the community.



## **Homes include accessible features.**

For example:

- wider doors
- easy-to-use kitchens
- safe layouts



## **These homes support independence.**

People can live with more choice and control.



## **What matters most.**

We want people to have:

- safe homes
- the right support
- connection to their community

## **13. Money and sustainability**



## **Achieve manages its money carefully.**

This helps us continue supporting people.



**We continued to grow this year.**

We added new services.



**Our income increased.**

This supports our services and programs.



**The sector is changing.**

Funding and pricing are becoming more complex.



**Many providers are facing challenges.**

Costs are increasing.

Some providers are operating at a loss.



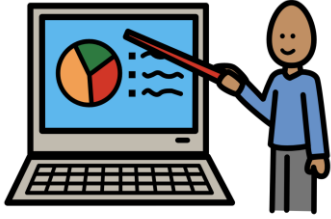
**Achieve also faced financial pressure.**

We are working to improve this.



**We have a strong financial base.**

This helps us stay stable.



## **We are planning for the future.**

We are looking at ways to:

- stay sustainable
- manage costs
- continue services



## **What matters most.**

We want to stay strong so we can keep supporting people