



South East Queensland updates

19 September 2024

Dear colleagues,

Thank you to everyone who has made Achieve Australia (Achieve) feel so welcome as we visit homes and sites and hold face-to-face meetings with you all.

To get to know you better, our senior executives are hosting two events.

Afternoon tea in Pimpama Wednesday 25 September ☕

Our Chief Executive Officer, Jo-Anne Hewitt is hosting afternoon tea between 2:30pm and 3:30pm in the Pimpama Community Centre, which is part of the Pimpama Sports Hub. Look out for Achieve Australia signs.

Pizza night in Woolloowin Thursday 26 September 🍕

Jo-Anne, alongside Chief Operating Officer, Daniel Kyriacou, would like to invite all staff to a 'Pizza Night' at 191 Hudson Road at Woolloowin on Thursday, 26 September from 5pm.

General Managers Ainsley Carpenter and Karen Aurisch will be joining both events.

To RSVP, please email seq@acheiveaustralia.org.au and make the subject line, 'Pizza Night' or 'Afternoon Tea'. Please let us know if you have any dietary requirements and we will endeavour to accommodate them.



Transition update

The transition is progressing well. Employment contracts have been sent to every disability support staff member and we are grateful to all those who have already signed and returned their contract to us. Our People, Performance and Culture (PPC) team will keep you informed about induction and training.

To everyone else, please send along your signed contract as soon as possible. As previously advised, Achieve starts delivering services on or about 21 October and we need to be ready to fill forward rosters to ensure continuity of care.

Remember, as advised previously by Mercy Community ...

- If you would like to work for Achieve, it is preferable that you sign and return the contract by 27 September 2024.
- If you choose not to accept the offer of employment with Achieve, your employment with Mercy Community will terminate however, you will not be entitled to any payment with respect to redundancy.

Our operation general managers, **Ainsley** and **Karen**, and PPC team members, **Alicja Byrnes** and **Carrie Evans** remain available to meet with you.

[Click here](#) to book one of the available time slots at **139 Rifle Range Rd, Pimpama**.

[Click here](#) to book to meet at **191 Hudson Rd, Woolloowin**.

CEO and COO visit next week

CEO, Jo-Anne Hewitt will be visiting from 24 September to 27 September. During this time, Jo-Anne will meet participants in their homes and families. COO, Daniel Kyriacou will be arriving on 26 September to meet participants, families and staff.



More from operations

From our first day of service delivery, Ainsley will have responsibility for South East Queensland and Karen will remain on secondment to Brisbane for 3 months. Our PPC team will also be visiting regularly.

All families and guardians have provided their consent for us to engage with them and we have sent families and guardians a newsletter with relevant information including an update from Inclusive Housing Australia (IHA) who will be providing Specialist Disability Accommodation and caring for the homes.

You may meet IHA's Customer Engagement Manager Rebecca Egan at some stage. Beck, as she is best known, brings a wealth of experience in tenancy and SDA management and will be the main point of contact for families and guardians.

Learning more about participants and meeting families

Families and guardians have been very responsive making a time to meet with Ainsley and Karen. The two GMs have also worked with Mercy Community's operation management to gain a thorough understanding of people's support needs. And as mentioned, Jo-Anne and Daniel will be meeting people and families next week.

As you know, the day-to-day for participants will stay pretty much the same as it is now. There will be some new faces, but their routines will stay in place. You play an important role in helping participants transition to Achieve. And in helping our

operation managers understand people's support needs. They look forward to learning more from you.

We're here for you.

How to contact us

Outside of your one-to-one meetings, please feel free to email seq@achieveaustralia.org.au or phone 0490 381 003 if you have questions about the transition.

New web page created for you

You may find the answer to your question on a new page we have created for staff on Achieve's digital platform.

[Visit this page](#) at any time to view the Welcome letter from our CEO Jo-Anne Hewitt, the Transition FAQs, videos featuring our employees, read our annual report and more. We will be adding items during the transition period.

Thank you and we are looking forward to working with you.

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