

# South East Queensland Updates

3 October 2024

**Dear colleagues,**

We thank everyone for leaning in as activity gathers pace in the countdown to Day 1 of Achieve Australia (Achieve) South East Queensland. We are grateful for your enthusiasm and assistance as we learn about Participants and service delivery.

A range of teams at Achieve are currently working on creating and collating resources to ensure you will have everything you need when services transition to Achieve on or about 21 October. Our newsletter of 17 October will include details about this, so stayed tune.

In the meantime, induction sessions are being scheduled for all transitioning staff. You should have been booked into one of these sessions by now. If not, please speak to your Mercy Community Team Leader as soon as possible.

## **New staff appointments**



We are very pleased to announce the appointment of **Coralee Bond** (pictured above left) as our new **Service Manager for South East Queensland** and **Jane Ngwenya** (pictured above right) and **Liane Radrodro** as our new **Service Coordinators**.

Coralee started her 26-year career by working part time in the disability sector while studying for a degree in psychology at the University of Queensland. After graduating, Coralee went on to hold a range of service delivery and senior manager roles with Queensland disability providers. She also has considerable experience advocating for the rights of people with disability.

There is a couple of reasons Coralee accepted the new Service Manager role with Achieve. The opportunity to work directly with participants after roles that took her away from frontline service delivery was a key reason and another was the energy of the people she met during the recruitment process.

"I could tell the people I met shared my passion for supporting people with disability," Coralee said.

### **Coralee and Jane start on 8 October and Liane on 21 October**

Both Jane and Liane bring considerable disability service experience to their roles. Jane is transferring from Sydney, where she has worked with Achieve for 7 years, and Liane, is moving back to Brisbane from the Northern Territory. Both will report to Coralee. We hope to share more about our new Service Coordinators in the next newsletter.

### **Getting to know everyone**

Thank you to everyone who attended one-on-one meetings with General Managers Ainsley Carpenter and Karen Aurisch and or People Performance and Culture colleagues General Manager Alicja Byrne and Regional People Manager Carrie Evans.

Many of you also met our Chief Executive Officer Jo-Anne Hewitt and Chief Operations Officer Daniel Kyriacou last week as they visited Participants in their homes and hosted a 'Pizza Night'.

Jo-Anne and all Achieve managers are impressed by the dedication and professionalism of the current team and your support for this next chapter.

## Meeting families

Our managers have also met many family members during one-to-one meetings, house visits and a special morning tea hosted by Jo-Anne and Daniel at the Achieve office in Woolloowin.

During the morning tea, questions asked by the 8 family members who attended included topics such as: how Achieve develops its staff and the role of our Quality team in building staff clinical and health knowledge.

Inclusive Housing Australia's Customer Engagement Manager Beck Egan also attended the morning tea to answer questions about IHA's role in providing Specialist Disability Accommodation services.



Caption from left: Beck Egan, Jo-Anne Hewitt, Karen Aurisch, Daniel Kyriacou, and Ainsley Carpenter.

## On track for a seamless transition

Other significant steps in the transition journey we want to share include:

- **Families and guardians have received all the documentation required** for signing to support the transition including their Service Agreement, Statement of Service, and Consent forms.

- **Between 8 and 11 October colleagues from Sydney will be setting up the office area of each house** including printers, computers, IT connection and new mobile phones. We will share the new phone numbers for the homes you work in and those for the Service Manager and Service Coordinators in the next newsletter. In the meantime, you can email [seq@achieveaustralia.org.au](mailto:seq@achieveaustralia.org.au) or phone 0490 381 003 with any questions about the transition.
- **Members of our Quality team will be visiting soon** to introduce themselves and learn about the documenting procedures and other systems you use. The Quality team also wants to learn how they can best support staff to deliver good clinical and health outcomes to our participants. Those visiting will be **Chief Customer and Practice Officer Tina McManus, General Manager Clinical Governance and Practice, Esther Conway, and Manager Quality and Safeguarding, Jennifer Horsfield.**



We're here for you.

### Reminder - web page created for you

Please [visit the web page set up for South East Queensland staff](#) on Achieve's digital platform anytime to read information about the transition. The link is only for our South East Queensland community and cannot be seen publicly.

### How to contact us

Please feel free to email [seq@achieveaustralia.org.au](mailto:seq@achieveaustralia.org.au) or phone 0490 381 003 if you have questions about the transition.

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