

South East Queensland Updates

17 October 2024

Dear colleagues,

Thank you for your close attention during your recent induction sessions. We are now just days away from everyone being part of the Achieve Australia (Achieve) team delivering services to the participants you know so well.

The transition of services will take place at noon on Monday 21 October 2024. Transition activities on that day will include Mercy Communities removing technology equipment from the homes of participants and running through a checklist with Achieve that includes household finances, client and team matters.

As many of you know, Achieve has already installed technology in the office section of people's homes and we will be testing access to our systems is fully operational.

Senior members of Achieve will be on hand on Monday with each person supporting a different house. The transition support team includes Chief Executive Officer Jo-Anne Hewitt, Chief Strategy Officer, Sarah Archer, Operations General Managers Ainsely Carpenter and Karen Aurisch and colleagues from our Northern Rivers team in NSW. Inclusive Housing Australia CEO Laura Green will also be visiting houses.

Achieve is excited about working alongside you to deliver services in South East Queensland and providing you with further training and development over time. As you know, our immediate goal is continuity of care for participants and minimising disruption to the routines you have established so well.

Rosters and the pay process

We are sending you a detailed letter explaining roster arrangements and the pay process and where to direct any further questions you may have.

In summary, refer to your Mercy Community Roster for all shifts that start anytime up until 12 noon 21 October and your Achieve Roster for shifts that start after 12 noon on that date.

For those who finish a shift prior to 12 noon or are on shift at 12 noon, you will be paid by Mercy Community. For those who start a shift at or after 12 noon on 21 October, you will be paid by Achieve.

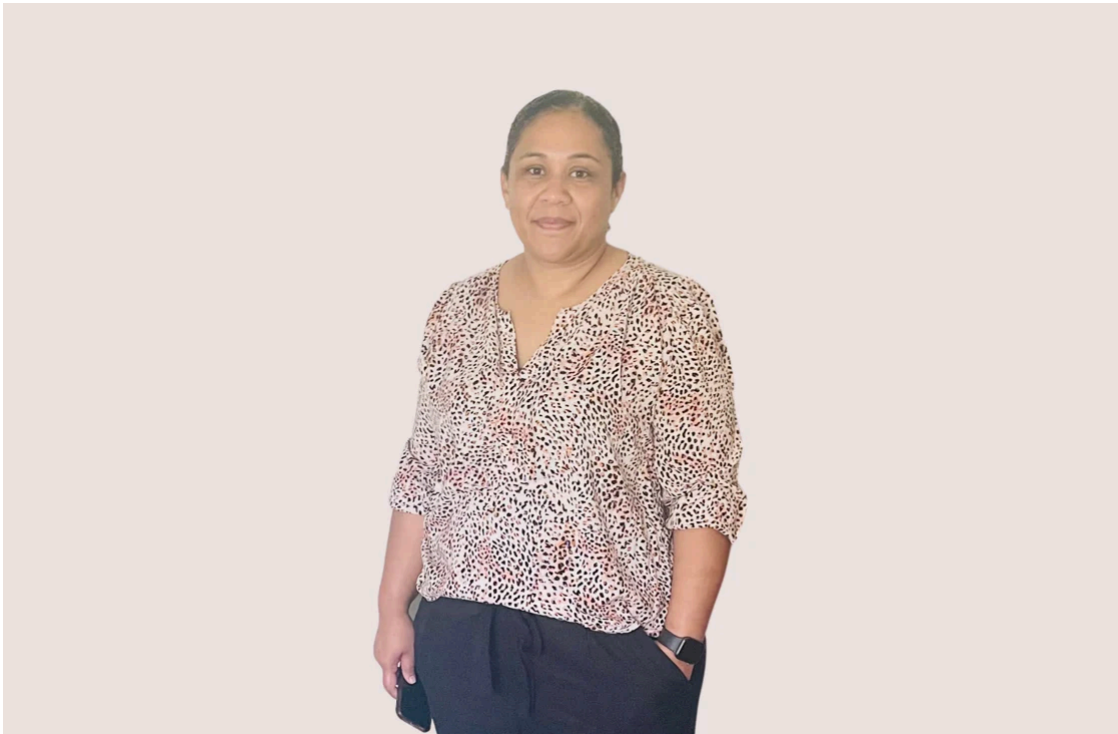
As the transition starts from 12pm, some full-time staff may not have the standard 76 hours imported to the system for their first fortnight. This may also be reflected in overtime calculations in accordance with the SCHADS Award that applies to your employment. Be assured you will be paid correctly for the hours you work.

Please refer to the letter for details about mileage claims and for more detail about the Achieve pay process. The letter also reminds everyone to complete and or check all the onboarding tasks in Achieve's Talent Management System (TMS). This includes supplying your bank details we will use to pay you, your preferred superannuation provider, your emergency contacts and more.

These details must be entered into the TMS as soon as possible so please read the letter we sent you about this carefully. If you have any questions, you are welcome to contact our People, Performance and Culture team via hr@acheiveaustralia.org.au

People update

We are pleased to be welcoming Liane Radrodro in the role of Service Coordinator. Liane, who starts on Monday, has worked in frontline roles in the disability services sector since moving to Australia from Fiji in 2006.



She joins Achieve from her current role in the Northern Territory as Regional Aged Care Manager at Belyuen Community Government Council. In that role, Liane has advocated passionately for the people she has been supporting in an Aboriginal community. She worked closely with the CEO of the council to secure a major upgrade to a wharf to make it fully accessible and to see the area's first medical centre established.

Liane is moving back to Brisbane so she and her husband and their children can live close to her parents. She says she is very excited about her new role with Achieve and looks forward to meeting the people she will support and all her new colleagues.

"I love supporting people to set and reach goals important to them and to take an active part in making positive changes to their life. An example is travel training and seeing people enjoy using public transport. I love putting a smile on their faces," Liane says.

Liane and fellow Service Coordinator Jane Ngwenya report to Service Manager Coralee Bond and Coralee reports to General Manager Ainsley Carpenter who has responsibility for South East Queensland. Jane and Coralee started on 8 October.

With our South East Queensland management team complete, General Manager Karen Aurisch will return to her substantive role on 4 November. Karen has thoroughly enjoyed her secondment to South East Queensland working alongside

Ainsley and all of you to maximise comfort and assurance for the people we support and their families. Our thanks to Karen and you all.

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.

How to contact us

Please feel free to email seq@achieveaustralia.org.au or phone 0490 381 003 if you have questions.

Achieve Australia, Level 1, 1 Epping Road, North Ryde, NSW 2113, Australia, 1300 22 44 38

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