

Employee transition to Achieve Australia from Mercy Community

Frequently Asked Questions

The transition

Please find FAQs covering what you can expect in the coming weeks as a transitioning employee. This includes an outline of the three phases of the transition including key dates.

1. What is changing?

There will be some changes to your daily processes, the systems you use and ways of working. Your employer will change to Achieve Australia Limited (Achieve) from Mercy Community. Any change of employment conditions will be no less favourable than your current arrangements with Mercy Community.

Achieve is committed to supporting you through this change and providing as much information as possible to make your transition as smooth as possible.

2. Why are we changing employers?

At the beginning of 2024, Mercy Community decided to sell a portion of their business. Achieve specialises in delivering expert disability support. Our passion is supporting people with disability to experience inclusion and live fulfilling lives. As such, we successfully responded to the Mercy tender. A commitment to transition employees was part of the tender process. As a result, your employment will be transferred from Mercy to Achieve, if you wish to maintain it.

3. When is the transition happening?

The official transition date is 21 October 2024. There are activities occurring between now and this date to make the transition as smooth as possible for participants and employees.

4. What happens after I sign my contract?

Once we receive your signed documents, and Mercy Community shares your transfer-related information, you will be onboarded to Achieve's online system. This system is known as Elmo or the Talent Management System (TMS). You will start receiving welcome emails, along with prompts to complete important onboarding policies and review key documents.

We will be in contact soon with details about your induction dates.

5. Participant homes and sites impacted by the transition

The below locations are transitioning to Achieve Australia from Mercy Community:

26 Isedale St, Woolloowin

191 Hudson Rd, Woolloowin (Achieve's temporary office location)

20 Blake St, Woolloowin

25 Hooker St, Windsor

35 Hooker St, Windsor

195 Hudson Rd, Woolloowin

10 Blake St, Woolloowin

1/32A Evergreen Av, Loganlea

99 River Hills Rd, Eagleby

8 Scott Young Dr, Pimpama

5/22 Gray Av, Corinda

6. Is there a change to Community Participation?

We do not have any plans to change any client arrangements and will continue the current level of support in place.

7. Can I choose to remain employed by Mercy?

It is best to speak with your Mercy Community team about this.

8. Who is Achieve Australia?

Achieve has been providing services to people with disability since 1952. Today, we are a registered NDIS provider with 1,200 employees offering integrated clinical, health,

social and disability services in accommodation, community participation, supported employment and support coordination services in the Greater Sydney and Northern Rivers regions of NSW.

9. What is Achieve Australia like to work for?

At Achieve, we offer a career you can be proud of and a place where you feel safe to be yourself. We invest in our workforce and appreciate the rich diversity they represent of life experience, languages, and culture.

We are committed to supporting our team to succeed. We offer our employees a range of benefits and incentives to reward their work. With professional development and learning at the forefront of what we do, we support each other to grow and contribute each day.

Achieve is a current Disability Confident Recruiter and was named an 'Employer of Choice' in 2021 as part of a national process.

10. What are the employment benefits of working with Achieve Australia?

Benefits for Achieve employees include additional paid leave to support life circumstances, career progression, and a work environment where recognition and appreciation is important.

We want you to feel valued and inspired to do your best every day. We have a supportive team culture that encourages you to learn, develop and thrive. We reward commitment and dedication to our clients and to one another.

We value choice and applaud courage.

Below are some of the benefits our employees most value:

- Generous salary packaging via AccessPay.
- Health and wellbeing programs, such as Fitness Passport.
- Access to free, private counselling for you and your family via our EAP provider.
- Additional paid leave such as parental and study leave.
- Rewards and recognition program.
- Future Leader development program for high performers that includes 1:1 coaching, mentoring and development opportunities.

- Access to learning via a mandatory training schedule and opportunities to participate in other training.
- Career progression – opportunities to act up in senior roles and be appointed to senior or other roles.
- Job satisfaction working as part of a team making a difference to the lives of people with disability in an organisation that cares about people.

View a video showing what a day in the life of a Support Worker at Achieve looks like [here](#).

11. Can I apply for other roles within Achieve Australia?

Yes, absolutely. You can keep an eye out for internal communications from the Talent team or speak with your Manager.

12. What is the frontline operational structure at Achieve?

There is a Service Manager who oversees several houses. A Service Coordinator reports into the Service Manager and supports the leadership and service delivery of the houses. Senior Support Workers and Support Workers report into each Service Coordinator.

13. What training and support will be provided by Achieve Australia?

We recognise that you have a lot of great experience and training already. To support the transition and changes, we have tailored an induction and orientation program to suit you and to help you transition to Achieve's way of working. This will likely be similar to what you have been doing.

We will also provide an induction program including a range of mandatory training and training on how Achieve works.

Employment details

14. Am I re-starting employment again?

Your start date remains the same as it was with Mercy Community. Achieve will record the transfer date, but for the purposes of your employment, your start date and entitlements will be the same.

15. What happens to my accrued leave such as annual leave, sick leave, and long service leave?

Your accrued leave entitlements are transferred across to Achieve. If you have any booked and approved leave from 21 October 2024 onwards, Mercy Community has shared the dates and we will coordinate this with you.

16. Will I receive a new employment contract?

Yes. We want you to understand your new terms of employment and have set up 1:1 meeting times for employees to ask questions and discuss their employment with Achieve.

Contracts will be issued from 13 September 2024 onwards, or as soon as we receive the required information from Mercy Community.

17. Do I have to serve another probationary period?

If you have previously completed a probationary period (6 months) with Mercy Community, you do not need to complete this again.

If you are still in your probationary period with Mercy Community, this will transfer to Achieve and your new manager will work with you closely to ensure you have all the support and access needed to succeed.

18. Will my job title or role responsibilities change?

There may be changes to job titles and some responsibilities. If you are a Support Worker with Mercy Community, you will transition as a Support Worker. If you are a Team Leader with Mercy Community, you will transfer as a Senior Support Worker, and this would have been discussed and explained to you. Achieve does not have Team Leader positions in our structure.

19. Will my current manager or supervisor change?

Yes, the reporting lines for frontline staff will be the Service Coordinator. These positions are currently being recruited for. In the meantime, General Managers Karen Aurisch and Ainsley Carpenter will be available and, on the ground, to support day to day leadership of all South East Queensland sites.

20. Will there be any changes to my daily work routine or expectations?

There will likely be changes to some of the processes, which might mean you have to complete things differently or request resources or approval differently. This will be communicated, and any training needed will be provided. Expectations are set out in the role descriptions, and we will support teams to understand these expectations with time, our focus is on ensuring continuity of care comes first.

21. How often are rosters drafted?

Rosters are drafted and published one month in advance.

22. Are there any new compliance requirements or training we need to complete?

Achieve have additional safeguarding requirements we ask staff to have. This includes first aid and CPR training, and other face to face or online specific training. We will share information about what you need to do, but don't worry, client wellbeing and continuity of care comes first.

23. I need to talk to someone about my contract and/or position, who should I contact?

Email Achieve's People, Performance and Culture team on hr@achieveaustralia.org.au

24. When do I start working with Achieve?

The official transfer date is 21 October 2024.

25. I am casual and want to know if there is availability to apply for a permanent position. Or what permanent part-time hours can you offer?

At Achieve, we are proud that most of our workforce are permanent, and we have a smaller casual pool than typical in the sector. We will be looking to offer some of the Mercy Community casuals permanent part-time employment once the transition is finalised. There will still be some casual opportunities.

Generally, Achieve expects a minimum of 40 hours per fortnight for permanent part-timers, however we would look at all options if you can only do less. Keep an eye out for communication during Phase 3 of the transition (from 21 October 2024 onwards).

26. Are there opportunities to apply for new roles as part of this process?

During the initial transition period, we will advertise and recruit other leadership positions to support the cluster. This will include (but is not limited to):

- Senior Support Workers (Level 3).
- Service Coordinator.
- Service Manager.

You will have the opportunity to express your interest in these roles. There will also be other opportunities to apply for roles, transfers or higher duties in the future.

Training

27. What training will be available to me?

Achieve has annual mandatory training for its frontline staff to support them in providing quality services to participants. After the initial transition you will begin to link in with regular training processes.

28. Will I be paid to attend training?

Yes, you will be paid to attend any training related to your role.

Pay information

29. What are the pay cycles and when will I be paid?

Achieve have a fortnightly payroll cycle. The Pay fortnight runs Monday to Sunday. Your first full pay cycle with Achieve will be:

- Pay period: 21 October 2024 to 6 November 2024.
- Pay date: 9 November 2024.

30. How do I access my pay slips?

Payslips will be emailed to your work email address and are password protected. Enter your date of birth in the format ddmmmyyy to access the document.

31. Who can I contact with questions about my pay?

If you have questions about your pay rate, contact PPC on hr@achieveaustralia.org.au
If you have questions about the payment you received, complete a [pay enquiry form](#).

32. How do I set up salary packaging?

You will receive a brochure in your welcome pack with a link to set up your salary packaging payments.

33. How do I book in time with Access Pay to discuss salary sacrificing options?

You can contact the AccessPay Customer Service team via
CustomerService@accesspay.com.au

Accessing Achieve systems like email and the Intranet

34. Where can I access my Achieve Australia work email?

During your induction, we will help you to set up your work Microsoft account and answer any questions you have about the new systems including your email and accessing our Intranet and other system.

35. Will there be new systems?

Possibly. Achieve use Microsoft Office applications for file storage, in particular SharePoint. Achieve uses Visicase for rostering, and Elmo as the people management system. We will provide training to ensure you know what you need to do to use all applications.

36. How will onboarding to Achieve Australia be handled?

Once we receive your signed contract and transfer information from Mercy Community, we will commence onboarding and setting up your profile into the TMS system.

37. When will the systems and processes change? How will we know what to do?

Systems will change at 6am on 21 October 2024.

38. How will I be able to do my job without log ins?

You will receive computer and system log ins during your 'in person' induction. If you can't make induction prior to the transfer date of 21 October 2024, we will plan to meet with you to share the required information within the first few days of your shifts from 21 October.

The process:

39. Will there be any changes to the way we interact with clients and colleagues?

Achieve plans on continuing the great work of Mercy Community. This includes ensuring service delivery continues without unnecessary interruptions. There may be some changes, which will be communicated to you as they occur, along with the reasons for the changes.

40. What should I do if I want to work at another site, or change my availability?

Speak with your manager, or in the absence of a manager, an Achieve leader (Karen Aurisch or Ainsley Carpenter).

41. How will management be involved in supporting the transition?

Achieve's leadership team will be on the ground across all the Brisbane locations, and available to support and help with any teething issues that may arise. Achieve's senior leadership team including the CEO and COO will be visiting from time to time. The senior team are very much looking forward to meeting everyone.

From 11 September, once consent from participants is received, Achieve's management team will be visiting locations to introduce themselves to participants and their families.

Communication and updates:

42. Will there be regular meetings or updates during the transition?

Achieve and Mercy Community will communicate closely with all affected staff and participants.

43. Who do I contact for what?

We know that change isn't easy. To support you through your transition to Achieve and provide all available information, please reach out any time using the contacts below.

Enquiry type	Key contact
Recruitment processes, employment conditions	hr@achieveaustralia.org.au Please email through any questions so we can respond individually or include the information for everyone in the staff sessions or emails.
Operational or roster questions	Karen Aurisch, General Manager Operations 0400830043 kaurisch@achieveaustralia.org.au Ainsley Carpenter, General Manager Operations 0439241995 Acarpenter@achieveaustralia.org.au

