

**Dear families and guardians,**

I hope you are well. We promised to keep you informed about the planned change at Mortdale and Condell Park. This update explains what has happened, what stays the same, and what will happen next.

From 22 September 2025, Achieve Australia will provide Independent Living services in the Mortdale and Condell Park homes. Hume Housing will continue as the Specialist Disability Accommodation provider. The homes stay the same. The change is who provides daily help.

This transition will be overseen by General Manager Operations, Karen Aurisch, together with Nursing Service Managers Cheryll Apostol and Natalie Duckworth.

**Our progress so far:**

- We are working with Hume Housing and Northcott to hand over health information, behaviour support plans and daily routines safely.
- Recruitment is open, and current Northcott staff have been invited to apply so there can be familiar faces where possible.
- Reviews are underway so the right staff and supports are in place from day one.

**What happens next**

- We will introduce your Service Manager and give you a single contact for questions.
- Shadow shifts and familiarisation ahead of the start date.
- Service Managers will reach out to arrange Statements of Service to be signed by families and guardians before the start date.
- Medication management and health plan checks will be completed ahead of the start date.
- You will receive a short timeline with key dates and the on-call number for the first week.

**Frequently asked questions**

**Will services change for my family member?**

Services will continue in line with the current NDIS plan. If we see a way to improve outcomes, we will discuss it with you first.

**Will housing or funding change?**

No. Hume Housing remains the SDA provider. NDIS funding arrangements continue under current plans.

**Will staff change?**

Some staff may change employer. Our goal is stability. Many current staff have expressed interest in joining Achieve.

You can find an [Easy Read of this email here](#) if required.

If you have any questions, please contact our Nursing Service Managers:

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**A message from our CEO**

We're excited to share a short video from Jo-Anne Hewitt, where she introduces herself and talks about Achieve Australia - who we are, what we stand for, and how we work alongside people we support.



Yours sincerely,

Karen Aurisch

Operations General Manager