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South East Queensland Updates

3 October 2024

Dear participants, families, and guardians,

Thank you to everyone who has engaged with Achieve Australia (Achieve) and Inclusive Housing Australia (IHA) in the past fortnight.

With your support, we are making the transition smooth for you or your loved one to join Achieve and IHA services later this month.

[Download this newsletter in Easy Read here.](#)



Pictured from left: IHA Customer Engagement Manager Beck Egan with Achieve's CEO, Jo-Anne Hewitt, General Manager Karen Aurisch, Chief Operations Officer Daniel Kyriacou, and General Manager Ainsley Carpenter.

Update from Achieve

Our CEO and senior managers are so grateful for the warm and positive way participants and families have engaged with us.

Thank you for inviting us into your homes and lives. We appreciate you making time to meet with us including all those who attended our morning tea hosted by Jo-Anne at Achieve's South East Queensland office in Woolloowin.

"It has been wonderful to meet participants and families and to hear what is most important to them," Jo-Anne said. "Families were particularly interested in the way we develop staff through continuous training and giving them access to resources such as nursing and behavioural support and more from our Quality team."

"As we have said, nothing will change on day one however, over time we plan to build on the strengths of the team in place to further develop their capability to work closely with Participants to support their health and life goals," Jo-Anne said.

Transition documentation

Earlier this week, we sent you a range of documents to sign including your new Service Agreement, Statement of Service, and Consent forms.

To ensure continuity of service for your loved one, it would be great if you could **please have your signed documents back to us by 11 October 2024.**

Please don't hesitate to get in touch with Ainsley or Karen if they can assist in any way as you read through and sign the documents from Achieve. They are happy to meet you in person, or answer questions by phone or email.

To contact Ainsley and Karen, phone 0490 381 003 or email seq@achieveaustralia.org.au.

Exciting staff news

We are pleased to announce the appointment of **Coralee Bond** as our new **Service Manager for South East Queensland** reporting to Ainsley.

Coralee started her 26-year career in the disability sector while studying for a degree in psychology. After graduating, Coralee went on to hold a range of service

delivery and senior manager roles with disability providers and has considerable experience advocating for the rights of people with disability. Coralee prefers to work in roles with direct contact with participants and families.

We are also excited to announce **Jane Ngwenya and Liane Radrodro as our new Service Coordinators**. Both bring a great depth of frontline disability service experience to their roles. Jane and Liane will report to Coralee.

Coralee and Jane start on 8 October and Liane on 21 October.



Pictured from left: Coralee Bond and Jane Ngwenya

Supporting the further development of our new team

Ainsley and Karen have been impressed by the dedication and professionalism of the team currently in place supporting you or your loved one. We have onboarded most of the team and scheduled formal induction sessions in the next couple of weeks.

The new frontline management appointments will support the further development of the South East Queensland team.

Members of our Quality team will be visiting soon to introduce themselves to staff and learn about the documenting procedures and other systems they have been using.

The Quality team is also keen to learn how they can best support staff to deliver good clinical and health outcomes for you and your loved one.

In-home office set up

Other colleagues will be visiting homes between 8 and 11 October to set up the office area of each house including printers, computers, IT connection and new mobile phones. Mercy Community will remove their office equipment on the day of transition and the team will begin using Achieve equipment. Training will have been provided in advance so service continuity will be maintained.

We are creating a contact card featuring the relevant contacts and phone numbers for your home and will be sending these out in advance of the first day of service on or about 21 October.



Update from IHA

It was wonderful for IHA Customer Engagement Manager Beck Egan to meet with some of you at the recent special Morning Tea!

The IHA team are excited to move forward with the transition to our Accommodation Management, and we have begun sending out the required tenancy documentation.

Some of you will receive all necessary documents via email or DocuSign, including:

1. **NDIS SDA Service Agreement:** Your agreement with IHA as the SDA Provider (for those residing in SDA homes only)
2. **Tenancy Agreement (Form 18a):** Outlining your rights and obligations as a tenant
3. **Direct Debit Request Form**
4. **Tenancy Handbook:** An easy-read version

Beck will be in Brisbane on Tuesday, 8 October and is available for face-to-face meetings. This is a great opportunity to review the accommodation documents and address any questions you may have before signing.

Please call Beck on 0450 313 831 to schedule an appointment.

Looking forward to seeing you soon!

New web page created for you

A reminder of the web page set up on the Achieve digital platform to house all the information from Achieve and IHA.

[Visit this page](#) at any time to access communication sent to you by Achieve and IHA. The link is only for our South East Queensland community and cannot be seen publicly.



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