



South East Queensland updates

19 September 2024

Dear participants, families, and guardians,

Thank you to everyone who has already engaged with **Achieve Australia (Achieve)** and **Inclusive Housing Australia (IHA)** as part of the transition of services for you or your loved one.

As outlined in our previous letter, Achieve will be providing **Supported Independent Living** and **Community Participation** services on or about 21 October. We are on track for a seamless transition that we believe will feel like no change at all for participants.

From the same time, IHA will be your **Specialist Disability Accommodation (SDA)** provider, and will be taking care of the houses you or your loved one lives in. Achieve and IHA have a lot of experience working together but we deliver services separately to safeguard each person's right to make their own decisions and exercise choice and control.

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

Update from Achieve

Invitation to meet our CEO and COO




Our CEO, Jo-Anne Hewitt, will be in South East Queensland next week from 24 to 27 September.

Jo-Anne plans to visit homes to meet participants and would love to meet you too if you would like to be part of these occasions. Just get in touch using the contact details above so arrangements can be made.

You are also invited to join us at a morning tea hosted by Jo-Anne and our Chief Operations Officer Daniel Kyriacou.

Morning tea details

 Thursday 26 September

 10:30am-11:30am

 191 Hudson Rd, Woolloowin

RSVP by emailing seq@achieveaustralia.org.au and please make the subject line 'Morning Tea'.

Thank you

Our gratitude to everyone who has already engaged with Achieve. Our general managers, Ainsley Carpenter and Karen Aurisch, have enjoyed meeting with family members and staff to learn about the people we will support.

From later next month, Ainsley will have responsibility for South East Queensland and Karen will remain on secondment to Brisbane for three months.

Ainsley and Karen want to listen and learn and answer any questions you have including about the paperwork we need families and guardians to sign as part of the

transition. This includes a Statement of Service, Service Agreement and Consent form.

Thank you to all families and guardians who have provided their consent for us to contact you. This has enabled Ainsley and Karen to spend time with Mercy Community staff to gain a thorough understanding of the support needs of individuals.

Ainsley and Karen are excited to start visiting people in their homes to get to know them. If you would like to meet our general managers at your loved one's home, please let us know so this can be arranged.

How to contact us

Please feel free to email seq@achieveaustralia.org.au or phone 0490 381 003 to arrange to meet with us or to discuss any aspect of the transition.

Where can you meet with us

You can choose to meet with Ainsley and or Karen at our temporary office at 191 Hudson Road, Woolloowin or a nearby café. As mentioned, we can also meet you at the home of your loved one if this suits best.



We're here for you.

Transitioning staff

We are also pleased to tell you that employment contracts have been issued to every disability support staff member who supports you or your loved one. We have extended an invitation to each staff member to meet with Ainsley, Karen or one of our two senior HR managers in South East Queensland supporting the transition.

The team has received a great response from staff with more than half booking in for a meeting already.

Update from IHA

We'd like to take this opportunity to introduce you to **Rebecca Egan** – also known as Beck [pictured below].

Beck is the **Customer Engagement Manager for IHA** and brings a wealth of experience in tenancy and SDA management. She will be your main point of contact moving forward.

Beck will soon reach out to you by email to provide a new Accommodation Agreement and Residential Tenancy Agreement. These documents will require your attention and signature. Beck is available to support you throughout this process and wants to ensure that everything goes smoothly for you.

If you have any questions or need assistance with the documents, please don't hesitate to contact her at rebecca.egan@inclusivehousing.com.au or 1800 442 732.



New web page created for you

We have created a new page on Achieve's digital platform to house all the information we are sending you.

[Visit this page](#) at any time to view the Welcome letter from the CEOs of Achieve and IHA, the Easy Read letter we created, newsletter updates and more. We will be adding items over time so you can find everything in one place.

The link is only for our South East Queensland community and cannot be seen publicly.

Until our next update, please don't hesitate to contact us at

seq@achieveaustralia.org.au or 0490 381 003.

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

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