

10 September, 2024

Dear participants, families, and guardians,

Everyone at Achieve Australia (Achieve) and Inclusive Housing Australia (IHA) is excited for the opportunity to continue the supports you currently receive from Mercy Community.

As you will have heard from Mercy Community, we start service from on or about 21 October 2024 and will be keeping you across all the work we are doing to get ready for the transition.

Mercy Community undertook an exhaustive search for providers to step into their shoes and continue their legacy. Achieve and IHA were chosen for our alignment to Mercy Community's values, our history in disability support and accommodation and our success with transitions of people into our services from other organisations, just like Mercy Community.

Achieve and IHA are passionate about respecting choice and control for people with disability that is best supported by having separate SIL and SDA providers.

In every way possible, life will stay the same when Achieve becomes your service provider and IHA your accommodation provider.

For Achieve, the transition means we will be delivering Supported Independent Living (SIL) and Community Participation services to people in their home. We are also offering employment to the Mercy Community team now delivering these supports so we can assure continuity of care.

For IHA, the transfer means becoming the Specialist Disability Accommodation (SDA) provider for homes. IHA will maintain the homes. We will work on plans to deliver new best in class disability accommodation options in South East Queensland.

We have a detailed transition plan to step through with Mercy Community. This includes working with you, your family member and employees. We are setting up a local office in Woolloowin, staffed by a wonderful management team on the ground, with our first day of service being on or about 21 October 2024.



Achieve Australia CEO
Jo-Anne Hewitt



Inclusive Housing Australia
Interim CEO, Laura Green

Providing SIL and Community Participation

Our team at Achieve will ensure you and your family member, as well as the Mercy Community employees, feel informed and supported during this change. We commit to the continuity of care and supports you have been receiving.

The only change will be that employees will work for Achieve instead of Mercy Community.

We are currently working to:

- offer employment to the Mercy Community team who currently support you or your family member;
- engage immediately with you, your family member and employees to answer any immediate questions;
- meet you, your family members and guardians to get to know you and discuss paperwork we need you to sign.

You may meet a few new faces as our management team engage with you and our senior team visit to meet you and the employees.

Who will own and maintain my home?

From on or about 21 October IHA, on behalf of a charitable housing trust, will own and manage the homes in the Mercy Community portfolio. Other homes that are owned or managed by you or your family will continue under the same arrangements.

Let's get to know each other

Achieve would like to meet with you on a day, time and place to suit you to answer any questions and arrange for paperwork to be signed. We will call you to introduce ourselves and make these arrangements.

IHA will also be in contact with you if you are in an SDA property to engage with you and arrange for any paperwork that needs to be signed.

Next Steps

Our team is committed to making this transition as seamless as possible and will be sending a fortnightly update to keep you informed throughout this transition process. The team is always reachable and welcome your calls and emails.

Please call 0490 381 003 or email seq@achieveaustralia.org.au to reach our wonderful transition team at Achieve. The supportive IHA team can be reached on 1800 442 732 or info@inclusivehousing.com.au.

Kind regards


Achieve Australia CEO
Jo-Anne Hewitt


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More about Achieve www.achieveaustralia.org.au

Achieve's passion is social inclusion for people with disability. We support people with disability in their homes and to connect to community and enjoy hobbies, interests and social activities.

Achieve was set up in 1952 by a group of parents who wanted something better for their children than what was available at that time. Over the years, Achieve has grown and become well known for providing support to people with cognitive and intellectual disabilities.

We are a 'for purpose' organisation, which means we reinvest any surplus funds in:

- developing new or better services for the people we support
- expanding to places where we can have a positive impact
- research and projects to benefit people with disability more broadly.

More about IHA www.inclusivehousing.com.au

At IHA, we're all about innovation in Specialist Disability Accommodation. It is our vision to change the lives of people with disability by providing and managing high-quality, accessible homes that truly make a difference.

IHA was set up as a joint venture between Achieve and Leftfield Social Housing to build and manage fit-for-purpose accommodation options for people with disability. In mid-2024, IHA partnered with Lighthouse Infrastructure, an independent, sustainable real asset fund manager, to prepare to assist more people to move into new, quality SDA options that enable individuals to fulfil their potential in a safe, supported environment.

Since 2019, IHA's program of work has included 34 dwellings across 6 locations, providing homes for 53 people.

What people say...

"Achieve Australia and IHA have impressed the Families and Friends Group, because of their organisational skills: Placing clients at the centre of everything they do. Working collaboratively with client group. Therefore, I am glad to recommend them to manage similar disability services."

"Throughout my daughter's journey with Achieve, their team has consistently exhibited genuine care and empathy towards her. They have taken the time to understand her unique needs and preferences, ensuring that every aspect of the support provided enhances her quality of life. Their dedication to her well-being has been evident in every interaction, giving us immense peace of mind."

