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WELCOME

BRENT PITTS, ACTING CEO & CHIEF FINANCIAL OFFICER



I hope that you have been enjoying the summer so far and I'm excited to share with you the very first edition of Enable magazine for 2019.

Firstly, I would like to extend a warm welcome to our new clients, family members, carers and staff at the Summer Hill Centre who we have enjoyed getting to know over the past few months. We look forward to continuing our work together in 2019.

In this edition, we take a look at the Quality Checkers pilot program, which is the first of its

kind in Australia. The unique program provides the people we support the opportunity to be interviewed by other people with disabilities about how they live their lives and give feedback on the services they receive. This new and inclusive approach is now paving the way for more people with disability to have their say.

In December, we were thrilled to see the results of the first Creating Home Competition. Teams at Achieve's group homes came up with so many creative ways to improve and transform personal spaces and shared living areas. It was wonderful to see the incredible results for the people we support as well as the collaboration between clients, families, staff and the community. Congratulations to the winning teams and to everyone involved.

Achieve was really proud to celebrate some of our participants amazing achievements at the end of 2018. Artists from Achieve's Day Programs were delighted to showcase their creative works at the 58th City of Ryde Art Society's Annual Exhibition. It was the first time the art group had exhibited outside of Achieve, which is a fantastic milestone. We also celebrated the graduation of 37 students from the various TAFE programs at Araluen. Well done to everyone involved in both of these programs, we can't wait to see what comes next in your journey!

A major milestone for Achieve in 2018 was the relocation of The Sewing Basket and AchievAble Enterprises to Newington, as well as the addition of a second fabric and



needlecraft store in West Ryde. As a result, Achieve has been able to offer even more people with disability supported employment options. However, low levels of employment for people with disability across the country are contributing to poverty and isolation in our communities. On page 20, we take a look at what some of the barriers may be that are preventing people from entering the workforce.

I would also like to sincerely thank all of our sponsors, supporters, players and staff for your contribution to the 17th Annual Achieve Golf Day in November. The day was a wonderful success and I'm excited to share the outcomes of the day with you on page 28, as well as how the funds raised will be used.

Finally, I would like to acknowledge the former CEO of Achieve Australia, Anne Bryce, for her passion and commitment to the organisation over the past 15 years. As we move into a new chapter at Achieve, we continue to make the individual outcomes, safety and wellbeing of the people we support our number one priority and ensure a sustainable future for the organisation into the future.

I hope you enjoy this edition of Enable and I look forward to sharing more updates with you again soon.

Brent Pitts, Acting CEO & Chief Financial Officer



A MESSAGE FROM FORMER CEO, ANNE BRYCE

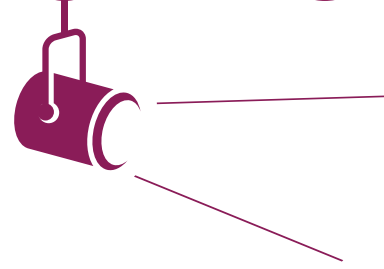
Hi Everyone,

Just a short message to accompany the Chairman's advice that I am leaving the organisation after 21 years and 15 as the CEO. It is with much sadness that my time at Achieve is over after a long and proud journey watching the organisation grow from a small community organisation to a large well recognised organisation never forgetting the grassroots of our work, our community at large.

Thank you for being part of our community, I remain passionate about quality services for people with disability and wish to assure everyone that I will continue my work and leadership in this area in other ways. I wish to take this opportunity to thank clients, families and staff of Achieve, and all the very best for the future.

Kind Regards, Anne Bryce

SPOTLIGHT ON QUALITY CHECKERS



Quality Checkers is a unique program developed in the U.K. by Choice Support, which looks at the quality of services and support that people with disability are receiving from providers and gives an insight into how they live their lives.

Achieve Australia and the Centre for Disability Studies (CDS), an affiliate of the University of Sydney, are the first organisations to run a pilot of the Quality Checkers program in Australia and undertake research on its effectiveness from a local perspective.

Building a socially inclusive voice

Quality Checkers is different from other feedback methods as it features a peer-to-peer review model, where people with disability are also carrying out the interviews and reporting on results with the help of a support worker, staff member or family member.

“The program gives people with disability an opportunity to provide feedback, voice their opinions and talk about things that matter most to them. It also ensures people with disability become part of the solution,” said Merrill Patton, Manager Quality and Risk at Achieve Australia.

The program places Quality Checkers into pairs that include a person with disability working alongside a support worker, staff member or family member. Each pair is trained to go out to people’s homes, conduct Quality Checker interviews, assess the results, and generate reports based on their findings.

“People with disability can pick up on things about services that others may not,” said a participant of the Quality Checker program recently at the 52nd Australasian Society for Intellectual Disability

(ASID) Conference. “People may also be more comfortable talking about their concerns with others who have a shared lived experience of disability,” said the Quality Checker.

The questions which are asked during the interview look at various aspects of a person’s life to find out their individual needs and wants.



Some of the questions that are asked during the interview include:

- Do you get good care and support?
- Do you have many friends?
- Do you get to go out?
- Do you have a job?
- Are you safe?

The results from the interviews are then assessed by CDS and provided to Achieve’s support staff, who work together with their client to create an action plan based on the results.

Collaborative learning

The Quality Checkers program is also focused on creating a collaborative and inclusive learning environment where people with disability and their supporting peers are learning side by side as part

of the same training sessions. Everyone has an opportunity to learn from each other.

“The program reiterated for me that people with disability have the same aspirations, desires and needs in their lives as I do,” explains Tarryn Severn, Achieve staff member and Quality Checker. “Everyone wants to have family and friends around them, to go out and live in a home that they love and feel comfortable and safe in,” said Tarryn.

People with disability, who are taking part as Quality Checkers, are also reporting that they feel positive about the skills they have gained by participating in the program and the contribution they are making.

“PEOPLE MAY BE MORE COMFORTABLE TALKING ABOUT THEIR CONCERNS WITH OTHERS WHO HAVE A SHARED LIVED EXPERIENCE OF DISABILITY.”

Presenting together at the 2018 ASID Conference

Quality Checkers was recently presented at the 52nd Australasian Society for Intellectual Disability (ASID) Conference on the Gold Coast by Achieve, CDS, people with disability and support workers and staff.

As part of the Community Inclusion session, the presentation focused on *How peers can evaluate the quality of their accommodation services*. It was a truly inclusive presentation with people with disability also contributing to explain the benefits and why it is important.

Achieve hopes that feedback models such as this can one day become embedded in the Australian disability sector to ensure even more people with disability are contributing to the conversation.

The Quality Checkers pilot program and research project runs until February 2019.



CREATING HOME COMPETITION: WHEN A HOUSE BECOMES A HOME

In the spring edition of Enable, we shared an article on the inaugural *Creating Home Competition*. Project teams at Achieve's group homes were selected to come up with creative ways to meet the needs of individual clients and create a greater sense of 'home'.

The judging panel was made up of:

- Anne Bryce, Former CEO, Achieve Australia
- Professor Patricia O'Brien, Chair in Disability Studies and Director, Centre for Disability Studies, University of Sydney
- Dr Phillipa Carnemolla, Senior Research Fellow, School of the Built Environment, University of Technology

Teams presented to the panel who considered the collaboration and inclusive nature of the projects. All project teams took a collaborative approach and consulted with clients, families, staff, and some with the community, to find out the specific needs for each individual client and to look at the use of shared spaces within the home.

Some of the highlights from project teams this year include:

- A full renovation of a client's bedroom including a fresh coat of paint, the installation of new shelving, curtains and furnishings, and family photos that were reorganised and reframed to reflect personal style and comfort.
- The design of a new shared sensory room complete with a wall mural, music, lighting, lounge furniture, and physical objects to create an interactive and stimulating area.
- Creating an outdoor area for relaxation and entertaining, which included a bush tucker garden, bird feeder and refurbished outdoor table and chairs.
- Using textured patterns and fabrics that were chosen by a client who is blind and deaf to redecorate personal spaces.
- Creating an entertaining area to host dinner parties with family and friends and adding photos and vibrant artworks to the home.

The judges were unanimous in their feedback that all participating teams should feel proud of what they achieved and for the efforts that went into their plans. Teams were not only able to create tailored solutions to meet the needs of individuals living in a home, but also gave careful consideration to shared spaces and group activities that could involve family, friends and the community.

People with disability were also highly engaged in the competition with many involved in the selection and design process, helping to select colours and textures for furnishings, creating original works of art, or even choosing plants for their garden.

Teams were not only able to create tailored solutions to meet the needs of individuals living in a home, but also gave careful consideration to shared spaces and group activities that could involve family, friends and the community.

Congratulations to the 2018 competition winners in each category:

- **Co-creating Space - Fourth Avenue, Llandilo**
- **Community Space - Belmore Street, Ryde**
- **Outdoor Space - Hickey Street, Casino**
- **Personalised Space - Heath Street, Asquith**
- **Overall winner - Fourth Avenue, Llandilo**
- **Overall winner - Kent Road, North Ryde**

With the success of the first competition in 2018, we look forward to seeing more inspiring ideas and innovation this year with a new set of project teams working together to create that sense of 'home'.

THE TROUBLE WITH SPECIALIST DISABILITY ACCOMMODATION - LET'S BREAK IT DOWN

Specialist Disability Accommodation (SDA) is NDIS funded specialist housing support for people with disability. SDA is intended to ensure housing requirements of people with very high support needs or extreme functional impairments can be delivered.

The NDIA explain that SDA funding can only be provided to a small proportion of NDIS participants as part of their support plans. They estimate this proportion will be 6%.

When disability accommodation providers register their properties as SDA, they guarantee financial support to make the homes more accessible and liveable for people with high needs.

"It's important funding to have," explains Naomi Kiarie-Gichanja, from Achieve Australia's My Pathway team. "This funding helps to cover rent, some helps to restore houses to make them accessible and some funding will be used to install assistive technology. Most providers' houses are SDA funded, because they can't afford to run them without it."

SDA provides secure funding for people with high needs to create liveable homes. That should be great news. But, there's a problem. Let's break it down.

- 1. SDA funding is only approved for a small minority of NDIS participants, around 6%.**
- 2. Most disability accommodation is classified as SDA.**
- 3. If an NDIS participant doesn't have the appropriate funding approved in their support plan, they cannot access SDA.**

So where does this leave the other 94% of NDIS participants when looking for disability accommodation?

For many, it means they have been locked out of the system. "The NDIA refers to SDA as the 'last resort', because it's for individuals with the highest needs and most severe disabilities," says Millie Zhang,

Support Coordination Program Lead at Achieve Australia. "My colleagues and I have to research all other options for housing, write a report for our client and submit it to the NDIA."

A Support Coordinator's role is to help NDIS participants manage their support plans so each individual gets the best results possible. To prove that SDA is somebody's "last resort", Support Coordinators and families are asked to provide evidence that they have attended private rental inspections, then prove why those homes were not appropriate for the participant.

Finding secure employment is often difficult for people with disability, making it hard to cover private rental costs. But Support Coordinators have been told that this is an insufficient reason for the NDIA to approve SDA funding.

After exploring the private rental market, the next option is social housing. The minimum wait time for social housing in NSW is five years, and most is not accessible or suitably designed for people with disability.

A last resort for those who can't access SDA is residential aged care or nursing homes. For a young person with disability who has hobbies and interests, wants to engage with the community and have a network of friends, this is a far less than desirable solution. For ageing parents who are the primary carers for children with disability, the concern that their adult children will not find suitable long-term housing is extremely stressful.

The vacancies in disability accommodation are plentiful, as are the people who would like to apply to live in these homes. However, if SDA applications continue to be rejected at the same rate, they will remain vacant.

To find a solution to these problems we need to start a conversation. Over the coming months, we'll continue to investigate issues with SDA through a series of articles. If you have a story or information you'd like to share with us, contact us via email at enable@achieveaustralia.org.au




VACANCY My Home Vacancies

Achieve Australia's accommodation and support services offers you a range of options to best suit your goals and needs.

Current listings

Asquith - 1 room
Dundas - 1 room
Guildford West - 1 room
North Ryde - 1 room
Ryde - 3 rooms
Wentworthville - 1 rooms

To view more details on these vacancies, visit our website or contact the team at Achieve Australia.

 1300 44 22 38 and ask for My Pathway

 MyPathway@achieveaustralia.org.au

 achieveaustralia.org.au/my-home/my-home-vacancies

BRINGING NEW ARTISTS INTO THE LIMELIGHT

It's no secret that art allows us to express ourselves creatively, to experiment with colours and textures and to connect with others who are like minded. People with disability enjoy art on many levels, which means that they can also contribute to public exhibitions like the most recent City of Ryde Art Society's Annual Exhibition.



Left to right: Vivian Fung, Samantha Stibbard, Kerry Dowling, Karen Lau, David Wetzler and Natalie Crook at the City of Ryde Art Society's Annual Exhibition.

The Art Society generously extended an invitation to Achieve's Day Program participants to take part in their 58th public exhibition held last spring. The annual exhibition featured more than 80 original artworks from leading artists in the local area and attracts art enthusiasts from far and wide each year.

It was the first time the group have taken part in a public exhibition outside of Achieve and something that they were immensely proud of. Vivian Fung, who presented her work at the exhibition, says she enjoys creating artworks of people with oil pastels. "My artwork was about a happy girl wearing a hat and thinking about a boy. Her name is Bobby," she said.

Students from the art program graduated at the end of 2018 with a TAFE Certificate. The tailored TAFE program runs over a 12-month period and has provided students the opportunity to develop and refine their artistic abilities, explore and experiment with different mediums, and learn how to set up their own exhibition.

"The best thing about the art program is the nice people, getting to make beautiful art and the helpful teachers," said Vivian.

Achieve would like to sincerely thank the City of Ryde Art Society for providing the art group the opportunity to participate in their annual public exhibition last spring.

It is opportunities such as this that make our community more inclusive and welcoming for people with disability and encourage the people we support to live full and meaningful lives.

To view the full My Life Day Program guide and for more information, visit achieveaustralia.org.au/my-life



Artwork by Vivian Fung

SALAD DAYS

HERE'S HOW TO MAKE A RIPPER SALAD WITH JUST FIVE INGREDIENTS

Our summer recipe is courtesy of *Easy Healthy Tasty* by Charity Spalding (APD) & Jennifer Richards with advice from Eleni Haramis. Just use one or two ingredients from each of these lists - plus one of the dressings.

1. Lots of leafy greens

Whichever ones you use, make sure you pack the salad out with these flavourful, healthy ingredients.

Choose from:

- Baby rocket (arugula)
- Rocket
- Baby spinach
- Endive
- Oakleaf lettuce
- Butter lettuce
- Cos lettuce (chopped or torn)
- Chopped herbs (like spring onion, parsley or coriander)
- Full leaves from soft leaf herbs (like coriander, parsley, mint)
- Thinly shredded cabbage leaves

2. A feature vegetable

Use generous portions of extra vegetables like:

- Leftover roast pumpkin, potato or sweet potato
- Cherry tomatoes
- Blanched green beans or broccoli
- Grated carrot
- Grated beetroot
- Corn kernels sliced off the cob (or you can use canned corn)

3. Something hearty

A few handfuls of a hearty ingredient gives the salad punch.

Use:

- Leftover roast pumpkin, potato or sweet potato
- Cooked brown rice, couscous or quinoa
- Chickpeas
- Tinned beans (black beans, kidney beans, cannellini beans, four bean mix) or lentils
- Leftover cooked meat (a perfect way to use left over roast meat)
- Hard boiled eggs

4. Sweet, salty or seedy

A sprinkle of these adds interest, flavour and texture:

- Sesame seeds
- Chia seeds
- Thinly sliced apple, pear or cucumber
- Orange or mandarin segments
- Pomegranate seeds
- Currants
- Shaved parmesan cheese
- Alfalfa sprouts
- Olives

5. Creamy or crunchy

A small amount of one of these ingredients finishes off the salad nicely:

- Crumbled feta cheese
- Walnuts
- Pine nuts
- Almond slivers
- Sprouted lentils
- Mung beans

Amazing dressings

- Lime juice - Squeezing the juice of a lime over your salad is the easiest, healthiest, tastiest salad dressing that we know.
- Yoghurt dressing - To 1 cup of yoghurt add a 1/2 crushed garlic clove, 1 tablespoon of chopped parsley (or herb paste) and a pinch of salt. This also makes a great dip for chopped vegetables.
- Lemon and olive oil - Add 1 tablespoon of lemon juice, 2 tablespoons of olive oil, a pinch of salt and a pinch of sugar to a small jar with a screw-on lid. Put the lid on tight and shake until combined.
- Olive oil and balsamic - Add 1 tablespoon of balsamic vinegar, 2 tablespoons of olive oil, a pinch of salt and a pinch of sugar to a small jar with a screw-on lid. Screw the lid on tight and shake until combined.
- Asian fusion - Add 1 tablespoon of white wine vinegar, 2 tablespoons of olive oil, 1 teaspoon of soy sauce, 1 teaspoon of honey and 1/2 teaspoon of sesame oil to a small jar with a screw-on lid. Screw the lid on tight and shake until combined.

WHEN DREAMS COME TRUE

“The members are energised and exhilarated by bringing their dreams and stories to life through the power of music.”



It was a once in a lifetime experience for the Achieve Wishes to visit a professional recording studio recently to film and record their very own song. The Achieve Wishes are a singing and song writing group supported by Achieve's My Life Day Programs.



Since they first formed in 2012, their dream has been to write and record their music in a professional studio. With the help of their tutor Nadav Khan and Achieve, this dream has now become a reality.

Nadav has worked closely with the group over time to expand their musical talents through collaborative song writing sessions and singing lessons.

“There’s an overwhelming sense of joy, amazement and pride for all of us as the band members words are formed into song,” explains Nadav. “From week to week they are so passionate about working on their music.”

Music therapy is well known to improve physical and mental health and wellbeing. It is for this reason that music has always been a part of Achieve's Day Programs.

“By using their voices, playing instruments and becoming songwriters, the participants

work on articulation, word play, coordination, and are empowered to find a way to express the essence of who they are,” said Nadav. “The members are energised and exhilarated by bringing their dreams and stories to life through the power of music.”

In the lead up to the recording, the group put in extra hours of rehearsal to fine-tune their sound for the big day.

Based at Sydney's Entertainment Quarter in Moore Park, Trackdown Recording Studios is famous for creating scores for film and television, producing and recording music, and technical sound design. Some of their projects include iconic Australian films such as Ladies in Black, Lion and Mad Max Fury Road.

The original song by the Achieve Wishes, *My Good Friends*, was inspired by the group's reflection on how important true friends are in our lives and how they can lift us up, provide support and help us in times of need. The song's chorus includes the lyrics:

*“Sometimes we all need good friends
To comfort us to hold our hand
We all need good friends
To wrap their arms around us with a
warm embrace
And never never let you go, I'll always
be there”*

The official film clip was launched to an audience of more than 100 people at the 17th Annual Achieve Golf Day on 8 November 2018 to resounding applause. The group are continuing their lessons with Nadav and hope to record and perform more music to share with the community in the near future.

To view the film clip for *My Good Friends*, visit achieveaustralia.org.au/achieve-wishes-film-clip

Pictured above clockwise: The Achieve Wishes at Trackdown Studios in October: Natalie Crook, Alexandra Dawe Katherine Towers and Alexander Rouston.

Pictured opposite page: Alexandra Dawe, Alexander Rouston, Nadav Kahn and Katherine Towers at Trackdown Studios.



“It was a highlight to see Louisa and Christopher out there in their uniforms, having a good time, mixing with everyone. They were in their element.”

Invictus, in Latin, means ‘unconquered’. That was truly the spirit of the 2018 Sydney Invictus Games. Founded by Royal Prince Harry in 2014, the Invictus Games are an international adaptive sporting event for ill, wounded or injured current and veteran service members. Their purpose is to highlight the healing, uniting power of sport.

Adaptive sports are like regular sports, but with some modifications to the rules and equipment to better meet the needs of competitors, meaning they are inclusive of people with disability.

Last year’s Games were held at various iconic venues across Sydney from 20 to 27 October 2018. Two of Achieve Australia’s supported employees, Christopher Poole and Louisa Hill, were lucky enough to volunteer at the event over the course of the week.

Christopher and Louisa are employees at AchievAble Enterprises, but at the Invictus Games they were right in the thick of the action, working in Spectator Services.

“Chris and Louisa are both social, personable people, so we thought they’d be great representatives for Achieve;” said Leanne Larche, Achieve’s Operations Manager, who provided support throughout the week.

As volunteers in Spectator Services, they were paired up with other volunteers to help people attending the Games make their

way around venues like Sydney Olympic Park Aquatic Centre and the Genea Netball Courts. This role allowed them to meet and mingle with a range of people.

“There were people from all over the world there; representatives from the army and athletes too. Unfortunately, we didn’t see Harry or Meghan, but it was a great atmosphere, people were happy and it was

‘GAME ON’ DOWN UNDER:

Achieve Australia’s week at the Sydney Invictus Games

just really supportive,” said Leanne. When asked about their highlights, Christopher and Louisa agreed that it was the social aspect that was the best part. “We met some soldiers and got photos with them. That was really cool, I loved the soldiers,” said Louisa.

For Leanne, it was watching her employees enjoy themselves. “My highlight was seeing Louisa and Christopher out there in their

uniforms, having a good time, mixing with everyone. They were in their element down there.”

Even for those of us watching from our living rooms the spirit of the Games was infectious and we are already looking forward to the 2020 Invictus Games in the Netherlands.



WHAT'S THE FUTURE FOR DISABILITY EMPLOYMENT IN AUSTRALIA?



Long gone are the days of the sheltered workshops of the 1950s, but in its place is a supported disability employment sector that has not seen significant growth in employment numbers for many decades.

According to the *State of the Disability Sector Report* recently released by the National Disability Services (NDS), as of June 2018, only 2% of NDIS supports for people over 25 years and 5.2% of supports for people 15 to 24 years were for employment.

As a result, low levels of employment for people with disability means that the Australian economy is missing out. The NDS Sector Report states that not only is it bad for our economy, but it is also a cause of poverty and isolation for people with disability.

Even more importantly, many people with disability want to go to work, to earn an income and be part of a connected and inclusive society. There is significant untapped potential in the market with 200,000 people signed up to the current NDIS and a further 260,000 people looking to enter the scheme in the near future.

Achieve has looked at what some of the barriers are that may prevent people with disability from entering the workforce.

Pension cuts

If a person with disability wants to earn an income, their Disability Support Pension (DSP) is reduced depending on their earnings. This means that people with disability are at a disadvantage as they may not be better off financially if they go to work or risk losing a part of their DSP.

Due to the wages structure set by the Fair Work Commission (FWC), people with disability earn a lower hourly rate depending on the level of their disability. Some people think that if a person is earning a DSP that they shouldn't then also earn an income without their pension being affected.

However, if people with disability already have a significantly lower earning potential due to the current FWC wage-setting model, could these proportional cuts to the DSP be lowered, or even removed altogether, to provide more incentives to enter the workforce?

Achieve's Senior Project Manager, David Rafferty, has more than 20 years of experience in the disability employment sector and explains that, "Due to their supported wages, people with disability may find themselves earning the same money that they get on a Disability Support Pension - where they can cover the most basic living costs, but still not be able to put any savings away or grow their income."

As a result, this is causing inequality in our society, where one source of income, being supported wages, is offset by income loss linked to the DSP.

"Given that supported wages are based on lower rates of pay, people with disability who are receiving a support pension shouldn't be disadvantaged if they can and want to go to work," says David.

Exclusive funding to ADEs

Australian Disability Enterprises (ADEs) currently provide employment assistance to approximately 20,000 people with disability across the nation.

ADEs are a good option if a person with disability needs additional support at work, but it shouldn't be their only option.

Opening up this market to more businesses and corporations would help to create a more integrated and inclusive workforce. "The concept

of supported employment must be made more accessible to employers," says David. "People with disability should be able to work anywhere that jobs are available - whether that's in a café, a retail shop or a factory."

By providing an increase in government funding for businesses employing people with disabilities outside of ADEs and by increasing NDIS supports in employment, more opportunities would be available. Such changes would also influence a movement towards the deregulation of supported

employment as a genuine employment pathway for people with disability.

The good news though is that at the recent NDS CEO Meeting, Minister for Families and Social Services, Paul Fletcher, announced that a new taskforce will look at removing the barriers to employment for Australians with disability.

Achieve is supportive of this initiative and hopes that the government will continue to work closely with service providers, NDIS participants and local businesses to move the disability employment sector forward

into a more prosperous future.

If you are seeking employment, there are opportunities and supports available through our My Career services.

Contact Achieve to discuss your needs on **1300 22 44 38** or visit achieveaustralia.org.au/my-career



“People with disability should be able to work anywhere that jobs are available.”

achievAble
enterprises

Holistic healthcare and wellbeing at Achieve

Bimbola Ibuowo's first job in disability support was as a Social Educator at Crowle Home, now known as Crowle Estate, in 2007.

Following studies in aged care, Bimbola developed a love for clinical healthcare services and went on to gain a formal nursing qualification from the University of Technology, Sydney.

Now as a Registered Nurse for the Western Region at Achieve, Bimbola provides nursing care and support as a part of Achieve's My Wellbeing services.

"It's like a hospital in the home," says Bimbola. "We can perform regular non-surgical procedures in the comfort of the client's home such as continence care, insulin injections or wound and pressure care, which can save a trip to the hospital."

Every day, Bimbola is in regular contact with clients and staff across the region, checking on their daily progress, making assessments, providing clinical advice, and attending clinical appointments.



"Everyone wants to feel that their needs are being met and that they are being listened to when it comes to their health."

Bimbola went on to say, "Everyone wants to feel that their needs are being met and that they are being listened to when it comes to their health. That's why I can also attend personal appointments with clients where needed, to provide that extra bit of support."

Achieve's nursing services are provided to clients at no extra charge, offering holistic healthcare and peace of mind.

In addition, the My Wellbeing team also provides Psychology and Behaviour Support Services (PBSS). PBSS are NDIS registered, and are able to provide supports under the categories of 'Improved Relationships' and 'Improved Daily Living'.

Achieve's PBSS Coordinators can offer flexible meeting options including home visits.

For enquiries or to discuss a referral, contact an Achieve expert.

📞 1300 22 44 38

✉️ info@achieveaustralia.org.au



ACHIEVE IN ACTION: BUILDING ON OUR SUCCESS FOR THE FUTURE

As an organisation, we are proud of our extensive history and how it has shaped who we are today. From where it all began at Crowle Home in 1952, which assisted just 15 children, to an organisation that now supports 280 clients as well as a growing workforce of more than 1,100 employees. We've experienced significant growth over the last few years.

But in order to build on this growth in a rapidly changing environment, we must continue to innovate and adapt to meet the needs of the people we support, their families and our staff in the future. So, what do we need to do?

2019 AND BEYOND

In 2019, Achieve's focus is on ensuring the long term sustainability of the organisation, while building solid foundations and processes to ensure we're ready to thrive in a potentially deregulated disability sector.

Together with a highly skilled and passionate workforce, the Executive team is committed to prioritising our customer relationships to exceed expectations as well as using our expertise to increase support for people with complex needs. In addition, we aim to be an employer of choice for talented people working in the disability support.

BUILDING AND EMPOWERING THE WORKFORCE

At Achieve, we understand that it's the people who are at the heart of every organisation. Our workforce are not only skilled in disability support services but they are also passionate, enthusiastic and dedicated to achieving social inclusion for all people with disability. For this reason we want to attract more like-minded people to help deliver our services as we continue to grow. To help do this, our team are working to maintain a workplace environment and culture that supports the conditions for our employees to succeed in everything that they do.



SERVICE DELIVERY

Following the successful tender and transfer of two state government group homes in 2017 and 2018, the organisation has experienced significant growth. During this process, we have been committed to working collaboratively with both clients and their families to make the health and wellbeing of the people we support our number one priority.

Frontline disability staff can work in often complex and high-pressured environments. That's why we're looking closely at how we can provide even more support and leadership for our workforce in the future. Over the next 12-months our team will implement a number of new initiatives to provide additional support for frontline staff so that they can continue to deliver a superior level of service for people with DISABILITY.

BUSINESS GROWTH AND DEVELOPMENT

Achieve will continue to build on the success of the new integrated employment hub in Newington, which includes the upgraded premises of The Sewing Basket and AchievAble Enterprises. Both social enterprises provide ongoing supported employment for up to 60 people with disability.

This offers the opportunity for supported employees to earn an income, improve their workplace skills and engage with the community. The new integrated hub model works towards our passion for social inclusion together with the goal to expand and provide even more employment opportunities for people with disability in the future.

CUSTOMER EXPERIENCE

The launch of the Quality Checkers pilot

program in 2018, together with the Centre for Disability Studies (CDS) at the University of Sydney, signifies a new era for people with disability to have their say on how they live their lives. As featured in this edition of Enable, Quality Checkers is different from traditional feedback methods as it features a peer-to-peer review model, where people with disability are also carrying out the interviews and reporting on results with the help of a support worker or family member.

Not only that, but it's an opportunity for people with disability to talk about what they need from service providers like Achieve. Championing programs such as this starts a new conversation about how we can better assess service quality and the customer experience through more inclusive measures.

TECHNOLOGY AND INNOVATION

To support Information and Communications Technology (ICT), workflows and infrastructure at Achieve, a new advanced software platform, VisiCase, was tested and implemented in 2018. The rollout of the new platform for up to 1,000 employees provides significant benefits to the organisation including improvements in service delivery, financial control, staff management, and NDIA compliance. A complimentary 3-year ICT strategy will progress further over the next 12-months in order to benefit the people we support and help to facilitate business sustainability and innovation.

The Achieve Executive team and Board of Directors will continue to work collaboratively to ensure a bright future for Achieve, our staff and the people we support. We're committed to an inclusive and empowered culture and believe that only through working as a team, can we truly achieve the extra ordinary.

Take a look at some of the latest news and highlights in the disability sector.

Mirage News, 31 October

ABC AND SCREEN AUSTRALIA UNITE ON DISRUPTED

ABC Children's and Screen Australia have partnered on an exciting new funding program to showcase and amplify the work of Australian creatives and content makers with disability.

The Sydney Morning Herald, 12 November

KURT FEARNLEY NAMED NSW AUSTRALIAN OF THE YEAR 2019

Three-time Paralympic gold medallist Kurt Fearnley has been named the 2019 NSW Australian of the Year.



ABC Life, 19 November

MANDY MCCRACKEN ON PARENTING WITH DISABILITY AND HER 'WONDERFULLY EXCITING' FUTURE

In 2013, Mandy McCracken was a self-described "stay-at-home mum" with three daughters under the age of 10, when she got a blood infection. It led to sepsis, a life-threatening immune response that can cause massive organ and tissue damage. This story is featured in the ABC audio series, *We've Got This: Parenting with a Disability*.

Katherine Times, 20 November

EQUALITEA WELCOMES SUPPORTED TRAINEE TO HIS FIRST SHIFT

Katherine's new equal opportunity cafe welcomed its first supported trainee to his introductory shift yesterday. Harmond Yates, a senior at Kintore Street School, will be the new, friendly face at Equalitea every afternoon after school.

Disability Support Guide, 23 November

NEW INITIATIVE TO HELP ATHLETES WITH DISABILITY ACCESS SPORT EQUIPMENT

People with disability will be able to access the equipment required to participate in para-sport, thanks to the Sport Australia and the Australian Paralympic Committee's (APC) new funding initiative.

Pro Bono Australia, 3 December

PUTTING DISABILITY AND LEADERSHIP IN THE SAME SENTENCE

When disability advocate and entrepreneur, Christina Ryan, realised workplace programs helping people with disability into leadership roles were non-existent, she got angry. And then she started the Disability Leadership Institute, an enterprise that coaches, trains and supports people with disability into decision making and leadership roles.

Arts Hub, 4 December

DISABILITY INTERNSHIPS ANNOUNCED ACROSS KEY NSW CREATIVE INSTITUTIONS

Ten NSW artists and practitioners have been selected as part of the Createability Internship Program, announced by NSW Minister for the Arts, Don Harwin. Host organisations include the Sydney Opera House, the Art Gallery of NSW, Museum of Contemporary Art Australia (MCA) and Sydney Festival.



OUT&ABOUT

Our team have been out and about over the last few months meeting new people, sharing our work, and learning from leaders in the disability sector.

17TH ANNUAL ACHIEVE GOLF DAY 8 NOVEMBER

On Thursday 8 November, the grey sky turned into a brilliant blue day for the 17th Annual Achieve Golf Day at the Monash Country Club. More than 100 supporters, participants, sponsors and staff attended the event, which raised more than \$50,000 for the installation of new sensory technology wall units for Achieve's Day Programs in Epping, Seven Hills and Casino.

The Achieve Wishes also launched the film clip for their song *My Good Friends* and special guest Federal Member for Bennelong, John Alexander OAM MP, gave an address at the luncheon.

We would like to sincerely thank Teresa Care, all of our sponsors, players, donors and the Golf Advisory Team for your generous support this year.



The Achieve Wishes with Federal Member for Bennelong, John Alexander OAM MP, at the 17th Annual Achieve Golf Day Lunch.



Archie De Sales tees off.



Eileen Kelly, Carlie Strain and Therese Walton helping out on the golf course.



Cathy Gauld gets a ride in the buggy.



GRANNY SMITH FESTIVAL 19 OCTOBER

Attracting more than 80,000 people each year, participants, staff and volunteers from The Sewing Basket took part in the famous Granny Smith Festival and street parade. On the day, we spoke to the community about the NDIS and our disability support services and sold fabric and craft supplies from The Sewing Basket.

BEDLAM AT THE BAY 20 OCTOBER

Bedlam at the Bay is a new event held in Gladesville, which was focused on increasing the awareness of emotional wellbeing for Mental Health Month. This was a great opportunity to engage with other networks and the community, and to provide information on Achieve's My Wellbeing Psychology and Behaviour Support Services (PBSS) for people with disability.

Congratulations to the winner of our Essence of Spring Photography Competition, Catriona Goodwin, for this beautiful image captured of her Gynea Lily.



ACHIEVE'S FIRST WORKFORCE HACKATHON 22 NOVEMBER

Achieve's People, Culture and Performance team facilitated our first ever Workforce Hackathon. The goal of the Hackathon was to gather staff feedback on the current employee experience, business and workforce challenges and their vision for how we can continue to improve as an organisation.



MICROSOFT VOLUNTEERS LEND A HAND 23 NOVEMBER AND 7 DECEMBER

A special thanks to the hardworking volunteers from Microsoft who offered up their skills at the Araluen My Life Day Programs on 23 November and 7 December 2018. The teams painted and prepared the new sensory room, created interactive sensory boards and assisted at the participant Christmas party. We look forward to seeing the completed sensory room with the addition of the new wall units this January.



OUT&ABOUT

UR INCLUDED CELEBRATION 27 NOVEMBER

As part of Social Inclusion Week, students from Achieve's TAFE art program had the opportunity to exhibit their work at the City of Ryde's UR Included Celebration on Tuesday 27 November. On the day, there were live performances, art displays, a photo booth, food stalls, and information from local service providers including Achieve. It was a great event to be involved in to showcase the achievements of people with disability, and to celebrate creativity and diversity in our community.



INCLUSION COMMUNITY WEEK AT SYDNEY OLYMPIC PARK 3-7 DECEMBER

In support of International Day of People with Disability, Sydney Olympic Park hosted a week-long event celebrating the achievements of people with disability in our community. Alongside other community organisations, Achieve ran a stall for The Sewing Basket and craft activities across the week.



TAFE GRADUATION 12 DECEMBER

Congratulations to the Achieve TAFE students who graduated in December with a Certificate I in Preparation for Work & Training and in Vocational & Community Engagement. Students, families, staff and supporters all celebrated at the Araluen Graduation Ceremony on Wednesday 12 December. Graduates completed specialisations in the areas of art, gardening and cooking and a special exhibition of artworks were on display at the event.

A big thank you to everyone who donated their refund to Achieve Australia at Return and Earn TOMRA Cleanaway Collection Points last spring. More than 60,000 drink containers were saved from landfill, raising over \$6,000 to support our My Life Day Programs.



Need to talk to an expert?

Contact us

Contact our team for information, advice, accommodation vacancies, services and support, and to provide feedback.

Bheard

At Achieve, we welcome all feedback and want to hear about any concerns or suggestions you may have.

We have also partnered with an independent telephone feedback line for consumers, carers and families. Contact Bheard on 1800 925 520.

 1300 22 44 38

 info@achieveaustralia.org.au

 achieveaustralia.org.au

 Achieve Australia

 @AchieveAus

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building extraordinary lives



What does it take to create homes for people with disability?

It takes an expert

Achieve Australia offers individualised independent living, community and group accommodation through our My Home service.

Access is also available to other Achieve services including health and wellbeing, day programs and training and employment opportunities.

Call 1300 22 44 38 or visit achieveaustralia.org.au to find Specialist Disability Accommodation vacancies in Achieve Australia community homes.

achieveaustralia.org.au

1300 22 44 38



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