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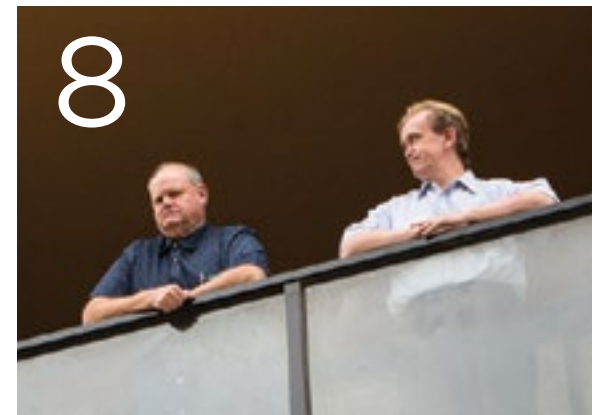
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or call 1300 22 44 38

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WORK FIRST OR?



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MYVIEW

ANNE BRYCE, CEO ACHIEVE AUSTRALIA

Fact: Only 53 percent of Australians with disability are in the workforce or actively seeking work, compared with 83 percent for people with no disability.

Fact: The Australian Government spends over \$220 million per year to support people with disability to receive employment support in their workplace.

Fact: Despite this level of investment, the number of people with disability participating in the workforce has been decreasing since 2003.

These trends suggest it is time for the disability sector to expand on its philosophy of supporting 'choice, voice and control' for people with disability.

Surely our mission of social inclusion should also embrace satisfying, paid employment at whatever level is appropriate for each person's needs and aspirations? After all, paid employment is a key enabler of social inclusion for every Australian – and people with disability should not be excluded.

A 'work first' approach can be taken without undermining the person-centred 'choice and control' philosophy. However, we will need to re-think training and paths to employment, incentives for employees and providers, and existing funding models.

Funding to support employees with disability is transitioning to the National Disability Insurance Scheme (NDIS). However, currently only 2.2 percent of NDIS plans include vocation as a line item. Instead, social participation is a priority – following accommodation and direct support services.

WORK FIRST OR CHOICE and CONTROL?

There is a funding disparity between these line items in NDIS plans. For example, support for a person with disability to access community, social and recreational activities is funded to almost \$45 per hour.

However, it is little more than \$18 per hour for a group of three people to providing a path to employment through capacity-building activities such as training on independent travel, time and financial management, and self-care.



NDIS pricing for disability employment support must be adjusted to more realistic levels to provide additional funding for these vital supports and services.

There is also more work to be done on the Supported Wage System (SWS). This enables special workplace arrangements to be created so employers can pay wages to a person with disability based on how productive they are in their job.

National Disability Services (NDS) – the industry peak body for our sector – is pushing for additional wage assessment methods to be made available for Australian Disability Enterprises (ADEs). The risk is that the impact of the modified SWS on wage costs under the National Disability Insurance Scheme remains unclear.

The NDS has modelled average increases in wage costs of 30 to 60 percent. If the Supported Wage System remains the only available wage assessment tool, jobs for people with disability could be lost – and so too will be opportunities for full social inclusion.

Achieve Australia is advocating the bundling of supported employees' wages and welfare

benefits into what we are terming a 'social wage'.

This approach would result compensation close to the National Minimum Wage for employees with disability. Clearly, this would have both economic and social benefits.

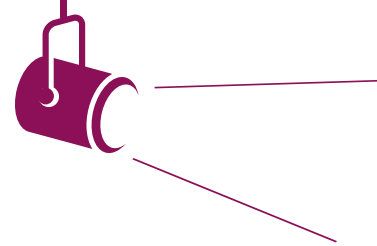
The overlap between social inclusion and rewarding employment cannot be ignored. The Australian Government Institute of Health and Welfare tells us that one in three people with disability don't go out as often as they would like, and two in five avoid community situations because of their disability.

A work first approach would help to bridge this gap. In our society most teenagers have part-time jobs, then as adults work full time to support their independence, social and recreational activities.

Shouldn't we enable more Australians with disability to achieve similar levels of social and financial independence?

The issues around supported employment for disability are complex but if the Australian Government, the NDIS and providers like Achieve can work together, they can be resolved.

SPOTLIGHT ON DISABILITY EMPLOYMENT



CHRISTOPHER'S LONG CAREER

Christopher has enjoyed a career of more than 23 years working in the commercial enterprises of Achieve Australia and the organisations from which it grew.

He currently works for Packaging and Assembly Solutions, an Achieve venture that employs people with disability to provide 'high touch' packaging and assembly which cannot be undertaken by machines.

This venture serves customers in the consumer goods, boutique food and beverages, health, beauty, printing and marketing sectors.

Christopher, 41, has an intellectual disability and autism. He thrives on structure and routine.

"I'm proud to say that he loves going to work and has not had a single sick day off in his entire career," said his father Jim.

Christopher's responsibilities at the plant include working on a production line packaging airline cutlery and using an inkjet printer to generate dates and batch numbers for snack food packaging.

Leanne Larche, Operations Manager of Achieve's My Career pillar of services, has known and worked with Christopher for a long time. She remembers how he changed as he grew into his new role at the plant.

"Initially Christopher had challenging behaviours that were not easily understood by people from outside his immediate family. However, he seemed to find greater focus as he gradually settled in to our team.

With gentle coaching, he responded very well and quickly acquired new skills.

"He is a valued, productive team member who has flourished in our structured working environment," said Leanne.

Employment for Christopher and his colleagues offers multiple benefits - learning new skills, becoming more independent through meaningful paid work, and enjoyment of the social aspects of work.

"I can't imagine what kind of life Christopher would have led if he did not have the opportunity to work," said Jim. "Without that challenge and opportunity, he would have been totally bored. Instead, he is living a much fuller life than would otherwise have been possible".



"I'm proud to say that he loves going to work and has not had a single sick day off in his entire career"

- Jim, Christopher's father

FUND IT AND FIX IT NDIS CAMPAIGN

Funding for the NDIS needs to be secured to ensure the ongoing viability of the Scheme. However, more work is also required to make the Scheme effective and fair for participants and disability service providers alike.

The funding challenge

In mid-2017, everyone involved in the disability sector watched anxiously as the Federal Government and Opposition debated the most effective approach to funding the NDIS through to its full implementation in 2019.

However, when the 2017 Budget was unveiled, the Government revealed that the Medicare levy would be increased from 2 percent to 2.5 percent from 2019 to help fund the NDIS.

The bill to increase the Medicare Levy to fund the NDIS was sent to the Senate last year. However, in April 2018 the Government reversed course and decided not to raise the Medicare levy to fund the NDIS.

The Treasurer said the tax increase is no longer needed because the Government has found a way to source the funding through additional unexpected revenue. No further detail has yet been provided so the disability sector is pressing for more detail and a specific commitment on where future NDIS funding will come from.

The polling, commissioned by advocacy group Every Australian Counts, shows 80% of people agree the government should fully fund the NDIS to provide certainty to people with a disability.

Kirsten Deane the campaign coordinator of Every Australian Counts said "What the figures show is that there's incredibly high support for the NDIS rolling out and there's incredibly high support for it to be fully funded."

The Federal Budget announced in early May included full funding for the NDIS for the coming year, without the previously proposed increase in the Medicare levy. However, this means that ongoing NDIS funding will be subject to budget negotiations every year from now on. This approach has attracted criticism from disability advocates who say it has removed certainty around future funding for the Scheme.

Challenges with the NDIS roll out

For people with disability and their families and support networks the NDIS process can be very stressful and uncertain. We know people are experiencing long delays, receiving multiple plans and having to work with through mountains of paper work. Disappointingly, the capacity and sector knowledge of NDIS planners is also below all our expectations, making the planning process more difficult.

"We have invested in innovation, staff training and focused on quality supports, and back of house efficiency. We all want the NDIS to be a success, and we all aim to be successful under the NDIS"

Like people with disability and their families, the experience for service providers like Achieve has been that the business rules and capacity within the NDIA are inadequate to support the market transformation that is currently underway. The low margins, continual process changes, complex bureaucracy and significant delays experienced when engaging with the NDIA make it a complex and at times exhausting process.

The good news

For many people with disability, the NDIS has changed their lives – they finally have the support they need to get out and do the things they want to do. It's been everything we all hoped and fought for.

Achieve Australia campaigned for and continues to support the concept and principles that underpin the NDIS. We have

invested in innovation, staff training and focused on quality supports, and back of house efficiency. We all want the NDIS to be a success, and we all aim to be successful under the NDIS.

We have seen with the people we support that the NDIS is improving the lives of people with disability. People with disability are exercising greater choices and getting significantly more supports.

We will work with everyone in our service to make sure they get a fantastic support outcome under the NDIS. We will also be a strong advocate to make sure the NDIS is fully funded and delivers quality outcomes for people with disability.

Find out more at:

<http://www.everyaustraliancounts.com.au/fund-it-fix-it/>



PACKING FOR PROFIT AND PURPOSE

High-touch, high quality, competitive packaging and assembly services delivered by capable people with disability.

Packaging of perishable and non-perishable items with rigorous quality control systems including HACCAP food safety certification.

Join our customer list drawn from a variety of sectors: FMCG, boutique food and beverages, health and beauty, printing houses, airlines and marketing agencies.

Get in touch with manager Leanne Larche for a quote on your packaging or assembly solution, or find out how we can tailor a solution to your needs.

Call **1300 22 44 38** today
or email llarche@achieveaustralia.org.au

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CLIENT FINANCIAL SERVICES

Achieve Australia has appointed a Client Finance Coordinator to assist people with disability and families with the management of budgets and daily living expenses.

Fadia Tasneem (pictured below), a qualified accountant and auditor with Masters Degrees in Business Administration and Accounting, is developing processes that enable people Achieve supports to better manage their financial wellbeing - in addition to their overall physical and mental wellbeing.



“When we asked for feedback, people we support, families and guardians all said they want improved budgeting and transparency of expenses,” said Fadia.

“In response, we are rolling out a centralised accounting and reporting system to manage the budget of each community home. This will give everyone a clear view of exactly where their money is being spent, on what, and the remaining balance available - complete with receipts and reports available on request.”



The budgets of community homes and apartments include allocations for basic items like food, transport, and utilities bills - electricity, gas and telephone.

Longer term, Achieve is looking at replacing the petty cash floats in community homes with a debit card for each residence. This would further improve the accounting of every individual transaction and enable tighter control of authorisations for each expense.

Fadia is also turning her attention to new ways of assisting people with disability to better manage their personal spending on items like toiletries, clothes and shoes, and recreation.

“Our goal is to provide complete transparency and accuracy in our accounting and reporting on budgets, balances, and outgoings.

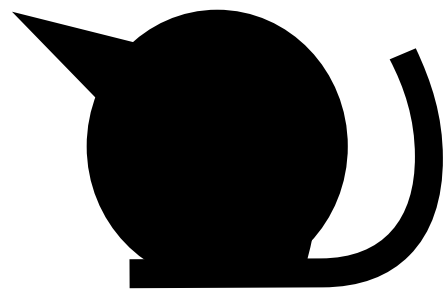
“Financial wellbeing supported by useful information on where your money goes is essential for every member of the community. It reduces stress, gives people a greater sense of control and confidence, and is an essential part of life. Everyone deserves that confidence and peace of mind,” said Fadia.

The new My Wellbeing financial management and reporting processes are currently being tested on a selected group of community homes. The plan is to roll out this new approach to financial management across the whole organisation.



Plain

and



Simple

Language

Support Coordination is defined by the National Disability Insurance Scheme as a capacity-building service. It aims to enhance the independence of people with disability and provide opportunities to self-direct the supports people both need and want.

Q: What is the role of a Support Coordinator?

A Support Coordinator helps NDIS participants and families or guardians understand their NDIS plan. The Coordinator will help you put your NDIS plan into action using your choice of disability service providers.

They will also help you to manage financial resources more effectively so you can obtain the best outcome from your NDIS plan.

Another important part of the Coordinator's role is to support you at NDIS plan reviews.

Q: What is the difference between an NDIS Planner and a Support Coordinator?

Planners are employed by the National Disability Insurance Agency (NDIA). They are the first point of contact for people registering for the NDIS.

Planners make decisions on what 'reasonable and necessary' supports will be included in participants' plans. However, they do not support participants to actually implement their plans.

Support Coordinators are employed by NDIA Registered Service Providers like Achieve Australia. They do not engage with participants until they have an approved NDIS plan in place.

Once the plan is in place, the Support Coordinator helps participants and their families or guardians choose and link with the services they require to implement the plan.

Q: Does the NDIS fund Support Coordination or do we have to pay for it?

There is provision for Support Coordination in your NDIS plan. Just ask for it at your NDIS planning meeting. You can request from 10 hours a year up to 100 hours per year of Support Coordination.



Q: Will I have a choice of providers, or only Achieve services?

Yes. The NDIS has strict rules and ethics around Support Coordination services.

Regardless of who coordinators work for, they are required to provide impartial advice to help NDIS participants choose the best provider for their needs, and the most appropriate services to support the goals in their plan.

Q: How will my Support Coordinator determine which providers and services to recommend?

Coordinators consult with NDIS participants as well as their family or guardian. They will also communicate with NDIS staff, a variety of support providers, and primary and allied health providers as required.

Your Support Coordinator will offer you options and recommendations, but the final decision is yours. You can ask as many questions as you need to make the decision which is right for your needs and aspirations.

Talk to us

We have Support Coordinators in Sydney and Northern NSW

Telephone: My Pathway: 1300 22 44 38

Email: supportcoordination@achieveaustralia.org.au

Visit: www.achieveaustralia.org.au

MY PATHWAY@WORK

The My Pathway group of services is the 'front door' to Achieve Australia.

Members of the My Pathway team support people with disability, families and guardians from their first contact with our organisation, through the journey of exploring how we can work together – then assist in identifying and connecting to the services required.

Everyone My Pathway supports is important. However, some situations require the team to go above and beyond its usual scope of work and persistence.

This is the story of two people in such situations.

BOB

Bob has mild intellectual disability and schizophrenia. He spent six years in a locked hospital ward for patients with mental illness.

A behaviour support specialist from Achieve, Lauren McAuliffe (who has since transferred to My Pathway) had worked one-on-one with Bob for the past three years. She regularly visited him in hospital and was aware of his difficult situation.

Achieve's opportunity to provide better support for Bob came with the transfer of a new, purpose-built community home from the NSW Government to our organisation.

Thanks to her history with Bob, Lauren was the ideal person to take the lead on planning his transfer from the hospital to the more welcoming environment of the new home. Again, a cross-functional team of Achieve experts worked with Lauren, the

hospital and the NDIS to secure funding, ensure continuity of medical care, and enable a safe and seamless move to Bob's new home.

Bob continues to receive medication and other forms of support for his schizophrenia but is now in an environment that encourages him to grow and flourish.

He has a room of his own, personalised to reflect his own tastes and interests. Rather than being locked away, he has access to the kitchen to make himself a cup of tea whenever he wishes. He is also able to participate in Achieve's Day Programs – providing opportunities to socialise, explore new interests, and participate more fully in the community.

After six years in a locked ward, Bob now has more freedom to be himself – while enjoying the safety and support of a real home.

JOHN

John was a designer in his 30's when he sustained an acquired brain injury from medical complications following routine surgery. As a result, John had mobility issues, required feeding via a tube inserted into his stomach, lost the ability to communicate clearly and dramatically changed in personality – including refusing personal care due to a variety of phobias.

Following post-operative treatment and physical rehabilitation, John and his wife relocated to Sydney. John ended up in a Sydney hospital – a temporary solution that did not enable him to make progress in re-establishing some quality of life.

Due to a combination of challenging behaviours, medical requirements and accessibility issues, John and his wife found it difficult to obtain suitable services and supports.

At the end of 2017, John's Service Coordinator brought his situation to the attention of Achieve Australia. At the time, we did not have a vacancy in a community home suitable for someone with such complex medical needs.

However, early in 2018 the NSW Government transferred to Achieve a newly-built house designed specifically for people

with complex needs. Knowing we now had the capacity to provide John with the support he needed, a cross-functional team of Achieve experts was formed to plan and manage his transfer out of hospital.

The team brought together the planning skills and NDIS know-how of My Pathway, the medical background of our Clinical Team, and many others behind the scenes including Operations, Finance, Property, Administration and Fundraising.

The Fundraising team became involved to identify a corporate sponsor who would provide electronic equipment required for John's new room.

John is now living in his new home with 24/7 support. A spare room is kept available so his wife can visit and stay over any time.

Since moving, John's quality of life has steadily improved. He has made great progress on overcoming his phobias and is enjoying a marked improvement in his overall wellbeing.

John's mobility is also slowly improving. Although he continues to face many challenges, John now enjoys quality of life and has opportunities that were not possible in hospital.



QUALITY CHECKING BY PEOPLE WITH DISABILITY

COMING SOON

Achieve Australia is constantly evaluating the quality of its accommodation services and customer satisfaction, and striving for continuous improvement.

As an extension of these efforts, we will soon be launching a new initiative called the Quality Checkers Program.

Quality Checkers was initially developed in the UK in 2002 to enable people with disability to have greater choice, voice and control over their accommodation services. The Program operates by providing opportunities for people with disability to provide feedback on their needs and satisfaction to other people with disability who have been trained for the task.

Quality Checkers work in small teams – one person with disability and one supporter. The teams will use questionnaires, visit Achieve group homes, and talk with people we support and families to obtain feedback and make recommendations for improvement.

Achieve is working with the UK Quality Checkers team to localise its questionnaires and approaches for the Australian environment.

A group of people supported by Achieve is currently training to take the lead in implementing the Quality Checkers Program in Australia.

RESEARCH IN ACTION

Achieve Australia is currently receiving Commonwealth funding for a large-scale research project titled Beyond the Group Home.

This project is being led by Dr Phillippa Carnemolla – an industrial designer and Postdoctoral Research Fellow in Design, Architecture and Building at the University of Technology Sydney.

Dr Carnemolla is evaluating the physical and operational differences between the Crowle Estate apartments and group homes (the predominant housing model for people living with high support needs in Australia) where four residents and live together with support staff around the clock.

Specifically, she is reviewing how independent living impacts the wellbeing and social interactions of people receiving support, the model's effect on staff practices, and if the Crowle Estate apartments represent a sustainable and scalable solution.

“One of the really interesting questions that my research will hopefully unpack is how apartment living impacts people's social participation, sense of place, and ownership of place,” said Dr Carnemolla.

Crowle Estate was completed and the first Achieve Australia apartments were occupied in December 2016. Prior to their move, Dr Carnemolla interviewed key stakeholders including people with disability, families and staff to build an understanding of the benefits and challenges of group home living. This research will serve as a comparison point for her findings at Crowle Estate as she continues her work through 2018.

Achieve is proud to have built a strong research partnership with Dr Phillippa Carnemolla. She has a long-held fascination with the role of good design in enabling people with disabilities to participate in their local communities.

Her PhD, which she completed in 2016, showed that even simple design modifications could significantly impact the health-related quality of life for people receiving care.



ACHIEVE IN ACTION: RACHAEL ROSS, MY LIFE

DEDICATED PEOPLE WITH A WIDE VARIETY OF SKILLS ENABLE ACHIEVE AUSTRALIA TO DEVELOP ON THE RIGHTS OF PEOPLE WITH DISABILITY TO ACHIEVE MEANINGFUL AND VALUED LIVES. ACHIEVE IN ACTION IS AN OCCASIONAL SERIES THAT EXPLORES THE SKILLS AND CONTRIBUTIONS OF THESE INDIVIDUALS.

Rachael Ross is Coordinator of Achieve Australia's My Life Day Programs Centre in Seven Hills, Sydney.

Day Programs are a mix of centre- and community-based activities that encourage people with disability to become more active and independent, participate in their local community, learn new skills, and develop individual interests.

Rachael is a graduate in Health Sciences – Disability and Mental Health Therapeutic Recreation from the Western Sydney University and has worked at Achieve for three years.

She began as a Social Educator at Achieve's Araluen Day Programs Centre in Epping and then was promoted to Team Leader at that location. When Achieve opened its Seven Hills site in March 2017, Rachael was part of the team which developed the program offerings of the new centre and localised them for the surrounding communities.

Today she leads a team of 10 Social Educators ranging in age from 24 to 50, who have backgrounds and experience in aged care, disability support and community services.

"I developed an interest in disability support from quite a young age," said Rachael. "I was friends with a neighbour who had physical

disability, and I attended a high school where kids with special needs were integrated with the mainstream programs."

A series of volunteer and work experience placements with disability support organisations, in addition to her studies, solidified Rachael's commitment and knowledge.

"It became really clear that disability support – and particularly Day Programs – would be my vocation. I still have that passion today. It is personally challenging but also immensely rewarding."

"I love working with each person and their family to identify needs and special interests. Together we see how we can adapt our programs to provide opportunities for learning, recreation, community participation, and an element of fun," she said.

The Seven Hills team supports 35 people with disability, including some with complex needs.

Currently the youngest participant is 40 years old, however Rachel anticipates the age demographics gradually shifting as younger people with disability graduate from high schools in the surrounding areas.

As community needs change, so will the programs offered by the Seven Hills Day Programs Centre. Achieve Australia's Araluen Centre in Epping has successfully pioneered the combination of certified TAFE courses in art and horticulture with its Day Programs. That is a possible future avenue of development for the Seven Hills site as well.



Want to know more about Achieve Australia's My Life Day Programs across our four sites in Sydney and the Northern Rivers of region of NSW?

Visit our web site: achieveaustralia.org.au/my-life/ or phone our Customer Help Desk on 1300 22 44 38 (free call)



PwC volunteers make their mark at Araluen and Marrickville



The Mergers & Acquisition team of professional services firm PwC Australia put aside their spreadsheets to volunteer at Achieve Australia's Packaging and Assembly Solutions business in Marrickville late last year.

This commercial enterprise employs 40 supported workers who assemble promotional items and package products for clients in consumer goods, food and beverage, health and beauty, printing and marketing businesses.

PwC team members refreshed the working environment for workers with disability by painting walls and helping to clear a break-out area for staff. The volunteers went even further by raising **\$4,000** to purchase steel lockers in which workers can now store their personal items while on the job, as well as valuable stock items and equipment used at the plant.

"We really enjoyed the opportunity to volunteer and raise funds for Achieve Australia," said Sky Tervydyte, M&A Manager of PwC.

"Working alongside Achieve Australia's staff was enjoyable and inspiring. Being able to support such a great cause has made us more determined to continue giving. It was particularly rewarding to see the direct impact that our support made to the Achieve supported staff members."

This was not the first PwC contingent volunteer at Achieve. Last December the CIPS Assurance team volunteered at the Araluen Services Centre to do maintenance and gardening around the building.

Also, stay tuned for more news about PwC's relationship with Achieve. We're looking forward to developing further opportunities to work together.



ACCESS SPECIAL OFFERS, SUPPORT ACHIEVE

Achieve has launched a fundraising initiative - sales of 2018/2019 Entertainment™ Memberships in book form and as a digital application for smart phones. These memberships enable you to access **\$20,000** worth of special retail, travel and dining offers - while also generating additional funds to support the work of Achieve Australia.

Memberships are available in regional versions that highlight offers by businesses near you. Achieve's suburban and regional centres will send information to local communities when the memberships go on sale.



Twenty percent of Memberships sales proceeds will enable Achieve to purchase \$1,629 worth of recording equipment for the Achieve Wishes - a song writing and recording group of people with disability.

The group creates and performs many original songs, often at community events. If you buy a 2018/2019 Entertainment™ Membership, you can help to fund new equipment required for the Achieve Wishes.



For more information: See Help Us Reach our Fundraising Goals on the Achieve Australia web site: achieveaustralia.org.au

WINNER OF THE BEEF WEEK WINDOW DISPLAY!



Beef Week was held in the town of Casino from 19 to 29 May. We committed to a sponsorship of this annual festival which is one of the largest community celebrations in NSW. It includes more than 100 related events over an 11-day period.

Each year Achieve staff and people we support show their creativity by decorating our Casino office courtyard and the Achieve float which joins the event's Grand Parade.

The Beef Week theme this year was Celebrating Rural Australia. Our local team brought this theme to life with decorations based on the famous bush poet Banjo Paterson and four of his poems winning the window display competition!



Bheard LAUNCHED

Got feedback for Achieve? Use Bheard...



Achieve welcomes frank and frequent feedback from people using our services. That's why we have signed up with an independent telephone feedback line for consumers, carers and families.

Achieve already has a robust, internal complaints management system available for your use at any time. Bheard is another option for you.

It is an independent telephone feedback line that operates on the principle of not assigning blame, but working with callers to identify how services can be improved.

Callers can choose to remain anonymous.

You can now call Bheard on 1800 925 520 to give your feedback.

Interpreters are available on request. Bheard does not prevent you from using other complaint services - either external, or those already available within Achieve Australia.

For general information and to ask questions of Achieve experts, call the **Achieve Customer Engagement Help Desk on 1300 22 44 38.**



You can also use the **Online Enquiry Form on our web site at: <https://achieveaustralia.org.au/contact-us/>**

Another option is to click on the Complaint button on our web site. You will find it on the home page at: **<https://achieveaustralia.org.au/>**



My Future, My Choice was the theme of this year's **Sydney Disability Expo** held on the 25 and 26 May. Achieve was a Gold Sponsor of this event that was held at the Southee Complex, Sydney Olympic Park.

This is the largest disability event on the calendar for 2018. Achieve's stand showcased accommodation options, offering 30-minute Support Coordination sessions.

The Expo is a one-stop shop for people from across the Greater Sydney area to learn about the latest products, services, technology, aids and equipment available.

Hope to see you next year!



ACHIEVE AUSTRALIA'S HORNSBY OFFICE RELOCATES

Achieve Australia's Hornsby office has relocated to:

**Suite 1/22-28 Edgeworth David Avenue
Hornsby NSW 2077
Tel: 1300 22 44 38**

This office supports Achieve operations in the Northern Region of Sydney





VACANCY

Available now: Specialist Disability Accommodation vacancies in Achieve Australia community homes:

- **Wentworthville (1 room available)**
- **Northmead (2 rooms)**
- **Eastwood (1 room)**
- **Stanwell Tops (2 rooms)**

- Safe and comfortable
- Own room - arrange and decorate it your way
- Wheelchair-accessible
- Convenient to shops, hospitals and transport
- Supported by qualified, experienced staff

Tell us your needs, preferences and interests, and we will help you select your new home.

Telephone: 1300 44 22 38 and ask for My Pathway (free call)

Email: MyPathway@achieveaustralia.org.au

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

Live Laugh Learn

With Achieve Australia's My Life programs

- Learn new skills
- Get out and about in the community
- Develop your interests
- Have fun
- Get active

TO SECURE YOUR COPY OF THE PROGRAM GUIDE AND LEARN MORE ABOUT DAY PROGRAMS:

- Free call to our Customer Help Desk: **1300 22 44 38**
- Register your interest on our web site:
<https://achieveaustralia.org.au/my-life/>
- Email acarpenter@achieveaustralia.org.au



OUT NOW
My Life Program Guide
a full list of all activities available,
by location

**Who do
you talk
to?**

WHO TO TALK TO AT ACHIEVE AUSTRALIA TO FIND INFORMATION, SEEK ADVICE, ARRANGE ACCOMMODATION, SERVICES AND SUPPORT, AND PROVIDE FEEDBACK.

**Achieve
Australia**

**START HERE
1300 44 22 38**

Achieve Australia
Customer Support Help
Desk. One free call to
this number will connect
you with who and what
you need.

GENERAL ENQUIRIES AND FEEDBACK:

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E: fmiller@achieveaustralia.org.au

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Millie Zhang
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**ACCOMMODATION
OPTIONS TO MATCH
YOUR GOALS AND NEEDS.
CHOOSE WHERE YOU LIVE
AND WHO YOU LIVE WITH.**

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