

enable



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SUPPORT COORDINATION



Support Coordination is a service provided by Achieve Australia that is designed to support participants and families to get the most out of their NDIS plan.

We can help to:

- research and assess providers
- negotiate on your behalf
- provide financial advice
- deliver NDIS plan support
- coordinate assessments
- meet NDIA standards
- strengthen and enhance your independence

Contact our expert team for more information.

 **1300 22 44 38**

 **supportcoordination@achieveaustralia.org.au**

 **support-coordination.org.au**

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WHAT'S INSIDE



12



CEO welcome	4
Spotlight on people and culture	6

MY HOME

Achieve in Action: Gary Sim	8
Creating Home Competition	9
The Lachlan Tigers	10
SDA Update	12
Vacancies	13

MY LIFE

Day Programs	14
Positive Partners	16

MY CAREER

The Sewing Basket	18
AchievAble Enterprises	20

MY WELLBEING

Psychology and Behaviour Support Services	22
In the news	26
Out and about with Achieve	28



WELCOME

ANNE BRYCE, CEO ACHIEVE AUSTRALIA

Welcome to the spring edition of Enable magazine. In this edition, we share with you a range of inspiring stories, updates and events that span all four pillars of our support services: My Home; My Life; My Career; and My Wellbeing.

Quality Checkers

The Quality Checkers program, which provides opportunities for people with disability to provide feedback on their needs and satisfaction to other people with disability, is progressing well. Teams have been visiting community homes, undertaken two rounds of checks, and have submitted reports on their visits. These reports are being discussed with those who were interviewed and action plans are being developed. So far, benefits have been experienced by all involved in this new process. The Centre for Disability Studies (CDS) is now evaluating the experiences and the lessons we have learnt.

Bheard

Since the introduction of Bheard in early August as an alternative feedback and complaints agency for Achieve, we have been working with Bheard to ensure customer satisfaction around our complaints resolution process is rigorous. Initially, there has been a strong uptake of this service from participants and families and feedback continues to be received on a regular basis.

My Home

As part of My Home, it was inspiring to hear the story of the Lachlan Tigers and to see their fantastic results at this year's Ten Pin Bowling National Disability Championships. Congratulations to the team on this achievement!

This spring, we are launching the *Creating Home Competition* at Achieve. The competition focuses on transforming the living environments in our community homes where individual personalities can shine through and spaces and places can become real homes.

In our Achieve in Action series, we feature Gary Sim who shares his wisdom of working in the disability sector for nearly 40 years.

My Life

At our My Life Day Programs, participants often take part in creative workshops to discover new interests, learn new skills, and explore their passions. To inspire your creativity, we want our readers, participants, their families and carers to capture the season for our *Essence of Spring Photography Competition*. See page 14 for all the details.

We also feature one of our team's favourite spring recipes, Vietnamese Chicken Noodle Salad, and invite our readers to share your favourite recipes for the next edition.



My Career

We were delighted to recently announce the new name and locations for The Sewing Basket in Newington and West Ryde. The popular fabric and needlecraft store began twenty years ago with Don and Jo McKerrell, and we take you back to where it all started at Crowle Home in 1998.

AchievAble Enterprises, previously Packaging and Assembly Solutions, has also relocated to the integrated hub at Newington. The enterprise will continue to service a range of business customers and provide employment opportunities for the people we support.

My Wellbeing

As part of My Wellbeing, our team of specialists in Psychology and Behaviour Support can make a real difference to the lives of people with disability. Experienced staff can assist with supportive tools and strategies to help overcome behaviours of concern and meet individual needs and goals.

Invictus Games Sydney

There are many opportunities for people with disability to get involved in our community and we are excited to see that two of our supported employees had the chance to volunteer at the Invictus Games in Sydney this October. The Invictus Games is an international sporting event for wounded, injured and ill veterans and active service personnel.

Finally, this spring I will be celebrating 15 years as CEO of Achieve Australia. I am honoured to have had the opportunity to work with such an experienced and hardworking team over the years who are dedicated to making a lasting impact to the lives of the people we support, their families and carers.

I look forward to sharing more updates with you soon.

Anne Bryce, CEO Achieve Australia



SPOTLIGHT ON PEOPLE & CULTURE



Lorraine Salloum knows a thing or two about people and culture. With a 20-year career spanning Human Resources, change leadership and operations delivery, Lorraine has recently joined Achieve as the new People, Culture and Performance Executive.

Lorraine (pictured above) has also previously held executive positions at NSW Treasury and NSW Department of Family and Community Services (FACS).

Together with more than 1,000 skilled employees, Lorraine is set out to further develop Achieve's workforce to drive even better outcomes for the people we support, their families and carers. She is currently leading the development of *Workforce Strategy 2020*, Achieve's workforce plan for a productive, engaged and competitive workforce that is the company of choice for professionals working in disability services.

"HR is about much more than just compliance, recruitment and training," explains Lorraine. "Our services at Achieve are delivered by people and our people make the biggest impact on the lives of the people we support," she said.

When asked to reflect on what it takes to work in the disability sector, Lorraine said, "It takes a special person to work in the disability sector and they must have an inherent motivation to support others."

Lorraine went on to say, "While it's not an easy job, it is immensely rewarding to know that you're helping to make a difference in someone's life and it's that passion and drive that we are looking for at Achieve."

Our culture at Achieve is shaped by four signature behaviours that are expected of every employee, at every level in our organisation.

Alongside the core skills and competencies of our staff, they help us to deliver successful outcomes and meet our objectives.

These signature behaviours are:

We deliver on our promises

We take ownership and deliver on expectations, keeping stakeholders regularly informed. We give our best, finish tasks and keep pushing until everything is done.



Embrace change and grow

We are flexible, have a can-do attitude and we are open to learning new things. We self-reflect and we are open to learning from failures. We try new things and grow when something changes.



Be consistent and leading by example

We conduct ourselves in accordance with policies, procedures and practices and hold ourselves accountable. We ensure our actions match our words and we take the lead to find answers and provide solutions if there are issues.



Listen, create, deliver and repeat

We are present in the moment and empathise to understand the situation. We are inspired by new ideas that add value. We keep on doing what works and strive for continuous improvement.



Through the display of these signature behaviours, our workplace remains collaborative, innovative and driven within a supportive environment.

To find out more about recruitment opportunities at Achieve, follow Achieve Australia on LinkedIn or visit our Recruitment Hub at achieveaustralia.recruitment.com.au



“Our services at Achieve are delivered by people and our people make the biggest impact on the lives of the people we support.”

ACHIEVE IN ACTION: LEADING BY EXAMPLE, GARY SIM

Gary Sim joined the Achieve team in February 2018 with almost 40 years' experience in the disability sector.

With a background in caring for people with complex health needs and challenging behaviours, Gary heads up a skilled team of 42 staff at the Achieve community homes in Wentworthville.

“AS LEADERS, WE HAVE TO WALK THE TALK, LISTEN TO OUR TEAM AND NOT BE AFRAID TO TRY NEW WAYS OF DOING THINGS.”

The homes contain four individual houses which can accommodate five elderly people in each one. Gary and his team are dedicated to delivering the best care with a personalised approach.

“We aim to bring about the best possible opportunities and experiences for our residents to make this next stage of their lives both interesting and colourful,” explains Gary. “I encourage my team to focus on the possibilities, not the limitations, and to always explore every option when faced with challenges,” he said.

Leading by example is the key to his success. Gary believes that to get the best out of any team, leaders need to be a role model and cultivate a positive culture at work. “As leaders, we have to walk the talk, listen to our team and not be afraid to try new ways of doing things,” Gary said.

The team in Wentworthville are not only highly trained nurses in complex aged care, but they also believe in cultivating a sense of home ownership through personalised surroundings and by participation in daily household activities.

Equally important is providing opportunities for recreational activities and engagement within the community to instil a sense of belonging.

Gary says that he still enjoys what he does even today. “I am still learning even after all these years and it’s not one-size-fits-all for our residents. Every day I learn something new about each person we care for which makes working in the disability sector very rewarding,” he said.

After experiencing such positive change for people with disability over the course of his career, Gary is inspired to lead the next generation of disability workers into the future.



Gary Sim (pictured left) celebrating a client's birthday in Wentworthville.

A HOME IS MORE THAN JUST BRICKS AND MORTAR: CREATING HOME COMPETITION

Home is an experience of belonging, safety, comfort, ownership, and freedom to be yourself. What makes a home is also different for everyone.

Our accommodation services aim to provide more than just a house or an apartment. As part of working towards this goal, 11 of our community homes are taking part in the inaugural *Creating Home Competition* this spring.

Project teams have been selected to come up with creative ways to meet the needs of individual residents and create a sense of 'home'.



A professional judging panel has been appointed for the competition and includes:

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

Dr Carnemolla leads the large-scale research

project, *Beyond the Group Home*, at Achieve's Crowle Estate.

Her research has found that even simple design modifications can significantly impact the quality of life for people with disability.

"For everybody, how we are listened to, how our preferences are taken into account, and how we are able to maintain autonomy over our home space is critical to whether we feel a home to be truly ours," Senior Research Fellow at the University of Technology, Dr Phillippa Carnemolla said.

"This competition recognises how supporting the participation of people with disability in the design, layout and look of their own homes will contribute to their increased ownership of place, independence, autonomy and quality of life," said Dr Carnemolla.

The judging panel for the *Creating Home Competition* will consider how residents have been involved in the decision-

making process, whether the results have an individual as well as a group focus, and consider feedback from residents to help choose the winner.

The winner will be announced on Monday, 12 November 2018 with the winning team set to receive a prize for their community home. By instilling this culture within our services, we can help to create a place of comfort, a sense of pride, and belonging for the people we support.

THE LACHLAN TIGERS: A TEAM OF CHAMPIONS

The Lachlan Tigers are a force to be reckoned with. Since 2009, just four residents from Achieve's community home in North Ryde began competing in the Ten Pin Bowling National Disability Championships.

Today, more than half of it's 50 residents make up the Lachlan Tigers bowling team.

To get to the National Championships is no easy feat. Teams must compete at local, regional and state levels before being accepted at the nationals where they are up against 1,500 other players from across Australia and New Zealand.

This year, 18 residents travelled to Adelaide to take part in the National Championships, taking home a total of 23 medals. Scott Mitchell was among them, winning his second National Record Title in the

Doubles Division with Katelyn Smith. For nearly 20 years, the Doubles Record had remained unbeaten and, on the day, Scott and Katelyn won by a staggering 52 pins against their nearest rivals.

Other stand out medallists this year were:

- Susan Vern-Barnett - Gold medal, Singles Division
- Kim Merrick and David McCabe - Gold medal, Doubles Division
- Simon Pick, Simon Sydo and Richard Aouchan - Gold medal, Teams Division
- David McCabe - Gold medal, Teams and Singles Divisions and Bronze medal, Doubles Division

"I love meeting all my friends from all over the country and winning medals," said Scott. When asked why he started playing bowling, Scott said, "My dad was a good bowler and we have played bowling for many years with Norton Road. It's a great sport and so much fun to be with all my friends."

Scott's father, Graham, is also a lover of sports and enjoys seeing his son compete. "How amazing to

see your son achieve such a result," said Graham. "To be the best bowler in his division and to see the fun he has being part of the team is so inspiring for myself and our family."

Being a part of a national sporting community provides a unique opportunity for the people we support and offers the chance to

strengthen those bonds with family and friends.

"To be surrounded by like-minded people who share the same passion for bowling is something special for everyone involved," Recreation Officer at Achieve, Greg Brown said.

The Lachlan Tigers have travelled and competed all over Australia, except in the Northern Territory, which they hope to add to their list of victories in the near future.

Opposite page: Scott Mitchell and Katelyn Smith beat the Doubles Record in 2018 which had been unbeaten for nearly 20 years.



The Lachlan Tigers and Achieve Recreational Officer, Greg Brown (pictured centre) at the 2018 Adelaide Bowling Championships.



UPDATE SUPPORTED DISABILITY ACCOMMODATION (SDA)

For most families, Supported Disability Accommodation (SDA) has been difficult to access. Homes at Achieve are SDA registered, however applications for SDA require large amounts of evidence which may not be practical or realistic for families to produce. This evidence may include medical reports, occupational therapy functional assessments, psychological reports, behaviour incident reports, Support Coordinator's housing solutions reports, and the list goes on.

Achieve understands these difficulties and is committed to working with the people we support, their families and carers, and the National Disability Insurance Agency (NDIA) to ensure that people receive the support they need on an ongoing basis.

What's the difference between Supported Independent Living (SIL) and Supported Disability Accommodation (SDA)?

Supported Independent Living (SIL) is the support or supervision of daily tasks to live independently.

Supported Disability Accommodation (SDA), on the other hand, is for people with disability who have severe functional impairment or highly complex support needs that require specialist housing alternatives.

To allow for easier access to Supported Disability Accommodation, we have three suggested improvements that could make a difference to this specialist area of the NDIS.

1. CLEAR APPLICATION PROCESSES

The NDIA could provide a structured form and a clearer process on how to apply for SDA. Providing an application form with a checklist or set of questions would help providers, Support Coordinators, and families with their applications.

2. FEEDBACK ON FUNDING DECISIONS

When the NDIA rejects an SDA application, there is limited feedback provided on the reasons for this decision. This makes it difficult for providers and Support Coordinators to assist families on how to improve their applications.

3. TRAINING ON THE SDA APPLICATION PROCESS

If the NDIA were able to provide more information and training for providers, Support Coordinators and families, they could better understand the application process and what is specifically required to access SDA.

If these three suggested improvements are put in place by the NDIA, it will be a smoother process for families attempting to access Supported Disability Accommodation and any questions or concerns could be raised early on in the process to shorten waiting periods.

Achieve will continue working with the NDIA to achieve better outcomes and support for participants, their families and carers in this fundamental area of the NDIS.

If you have questions about the SDA or need assistance, contact our team on **1300 22 44 38**.



VACANCY

My Home Vacancies

There are a number of benefits from choosing Achieve Australia as your next home.

Our homes are:

- safe and comfortable
- personalised so that you can decorate your own room
- tailored to a wide range of disability support needs, including wheelchair accessibility
- conveniently located close to shops, hospitals and transport
- supported by qualified, experienced staff.

CURRENT LISTINGS

Asquith - 1 room

Dural - 1 room

Dundas - 1 room

Guildford West - 1 room

Kellyville - 6 rooms

Kellyville Ridge - 1 room

Meadowbank - 1 room

Northmead - 1 room

Stanwell Tops - 2 rooms

To view the full profile on all available vacancies, visit achieveaustralia.org.au/my-home/my-home-vacancies



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



MyPathway@achieveaustralia.org.au



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

LIVE THE WAY YOU WANT

Our My Life Day Programs provide the people we support an opportunity to discover and explore their passions, learn new skills, and become more engaged in their communities.

There are four My Life Day Program hubs at Epping, Casino, Lismore and Seven Hills which host a range of activities including:

- cooking and independent living
- literacy, numeracy and computer training
- tennis, swimming and recreation
- growing a vegetable or herb garden and composting
- art, music therapy, drama and photography
- volunteering and building work skills.

Our specialist staff will not only tailor programs to meet individual needs and wants, they can also help to find activities that meet long-term goals and enrich daily life.

GET CREATIVE WITH OUR ESSENCE OF SPRING PHOTOGRAPHY COMPETITION

At Achieve, we want to see what spring means to you. Email your favourite photos to enable@achieveaustralia.org.au by Friday 30 November, with your name, how you are connected to Achieve and tell us in a few words why it captures the essence of the season for you.

The winner will be published in the next edition of Enable magazine and receive two movie tickets to enjoy over the holiday season.

Karen Lau is a part of the TAFE Art Program and completed this surreal portrait as one of her projects. The artwork is a reflection of her creativity and her love of nature.



Karen Lau (2017)

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

Our My Life team would like to share one of their favourite spring recipes with our readers.

VIETNAMESE CHICKEN NOODLE SALAD

8 serves

Ingredients

250g dried rice noodles such as vermicelli
 400g cooked chicken, cut into strips
 1 tablespoon olive or canola oil
 2 cups cabbage, shredded
 1 red capsicum, finely sliced
 1 Lebanese cucumber, finely sliced
 1 carrot, grated
 1/2 cup shallots, sliced
 1 cup bean shoots (optional)
 1/2 cup mint, chopped (optional)
 1/2 cup coriander, chopped (optional)

For the dressing

1/3 cup lemon juice
 1 tablespoon caster sugar, dissolved in 1
 tablespoon of boiling water
 2 tablespoons reduced salt soy sauce

Method

1. In a large heatproof bowl, place rice noodles and cover in hot boiling water.
2. Separate with a fork and allow to stand for 4 minutes or until noodles are tender. Drain and return to bowl.
3. Add chicken and remaining ingredients.
4. In a small bowl, whisk dressing ingredients together.
5. Pour dressing over salad immediately prior to serving and toss through.

Variations and tips

- Use different noodles such as hokkien, chow mein or pad thai noodles.
- For a vegetarian option, replace the chicken with firm tofu or extra vegetables.
- Don't oversoak the noodles or they will stick together.

Reader's recipe

Do you like whipping up something delicious in the kitchen or do you have a favourite family recipe you'd like to share?

Send your summer recipes to enable@achieveaustralia.org.au by Friday 30 November.

The winner will receive a deluxe kit complete with kitchen essentials and a plush throw rug.

Your recipe will also be published in the next edition of Enable magazine, watch out Jamie Oliver!

PARTNERING TO MAKE A DIFFERENCE



Improving the literacy skills of people with disability

Achieve has recently partnered with Pricewaterhouse Coopers (PwC) to deliver an 8-week literacy program, Positive Partners, which helps people with disability build on their knowledge of reading and writing through a range of interactive sessions.

In a different take on traditional corporate volunteer programs, staff from PwC were matched with a program participant from Achieve whose skills, hobbies and interests matched their own. This helped to establish connections and form relationships with participants and their mentors over the course of the program.

The sessions were held at the Customs House Library, Araluen and at PwC's Barangaroo offices, providing a unique opportunity to experience what it's like to work in different settings. The program also allowed participants to develop their confidence, awareness and understanding of how their literacy skills can be applied in their daily lives.

"As we have grown as an organisation, we have reached a level of sophistication that has allowed us to show more innovation and leadership when partnering with the community," CEO of Achieve Australia, Anne Bryce said.

"Part of our strategy has been to find corporate partners that can contribute their skills and time while working with us to innovate," said Anne.

Sessions within the program were focused on:

- Becoming familiar with a variety of texts such as reading a novel for pleasure or reading a newspaper article for information.
- Using literacy skills in everyday life such as understanding and ordering from a menu, following a set of instructions, and following a

travel timetable that would enable the participant to get from 'a to b'.

- Developing personal strategies for understanding texts through the use of visual cues.
- Exploring a variety of sentence structures, sequences and word groupings to recognise the meaning behind certain text.

When asked what they took away from the program, one participant said, "My favourite lesson was the detective work. I have improved my reading, talking and thinking, and I want to keep working on my writing."

At the conclusion of the program, seven participants were presented with a certificate at the closing ceremony and provided the opportunity to read out a thank you letter to their PwC partner.

"We were delighted to support this program to develop awareness and the everyday application of literacy skills," Partner, Social Impact at PwC Australia, Rosalie Wilkie said.

"Our mentors loved every minute of this shared learning opportunity," said Rosalie.

Planning for the next round of Positive Partners has already begun and a book of stories, to be produced by the participants, will be published in the near future.

In partnership with





Working together to solve problems.



Learning how to search for and take out a loan for a book.



Piecing a recipe back together to make homemade yoghurt.



Program participants and mentors celebrate at the closing ceremony in September.

A TREASURED COLLECTION OF FABRICS AND WARES



The Sewing Basket has a host of loyal followers from across NSW, Australia and is even known internationally.

Customers arrive in store on the hunt for that something special, unique or exceptional for their latest sewing or craft project. This social enterprise with a difference also has a rich history that goes back twenty years.

In 1998, when a fabric store in Eastwood closed, the remaining stock was donated by Diana Oakley to Don and Jo McKerrell. Over the years, Don and Jo's daughter, Vicki, had attended school and training at Crowle Home for children with disabilities.

As part of the annual fundraiser to support the school, Don and Jo rallied together with other parents to create a special needlecraft sale from the donated stock.

Word quickly spread throughout the community and enthusiasts came from far and wide on the hunt for unique fabrics, patterns and handcrafts.

As more people heard about the sale, further donations poured in and the community began contributing from their own needlecraft collections.

"We've seen remarkable collections come in over the years that showcase the lifelong passion of people's handcraft," said founder of the original fabric store, Jo McKerrell.

"Our volunteers would treasure the items that were donated as some materials had even passed through many generations. It was a way for families to share a loved one's craft with other enthusiasts and honour their creative work," said Jo.

By the time of the second annual sale, there was

so many donations coming in, and the sales so successful, that a larger shop was fitted out at Crowle to keep up with the increasing demand.

Following a merger with The Crowle Foundation and Achieve, a new retail shop opened up in Meadowbank in 2013 dedicated to fabric, needlecraft and more, which later became the name for the shop.

Today, The Sewing Basket has been modernised and transformed at a brand new integrated site in Newington and at another shop in West Ryde.

It still, however, operates under a similar model as it did all those years ago by relying solely on donations and support from the community and it is still run by a group of dedicated volunteers, like Don and Jo were for many years.

"We arrived from the country in 1964 to Crowle Home to help our daughter Vicki and it is without doubt one of the most incredible parts of our lives to see the advances and benefits for people with disability over the years," said Jo.

The Sewing Basket also provides employment for people with disability who work alongside our experienced volunteers in the shop.

This provides supported employees an opportunity to earn an income, improve their workplace skills, and engage with the community.

The Newington and West Ryde shops are now open and donations to The Sewing Basket are gratefully accepted from Monday to Friday from 8am to 4pm via the loading dock at the rear of the Newington premises.

For more information, visit achieveaustralia.org.au/my-career/the-sewing-basket



Don and Jo McKerrell with their daughter, Vicki.

“We’ve seen remarkable collections come in over the years that showcase the lifelong passion of people’s handcraft.”

Locations and opening hours

Newington shop

Unit 5, 2 Holker St
(Cnr Avenue of Asia)

Newington NSW 2127

9am to 2pm

Monday, Wednesday and Friday

1st Sunday and 3rd Saturday of
every month.

West Ryde shop

1079 Victoria Road

West Ryde NSW 2114

Monday and Friday

9am - 2pm

Closed on public holidays.

AN ENTERPRISING FORCE AT WORK



AN ENTERPRISING FORCE OF PEOPLE WITH DISABILITY



Forming another part of the Newington integrated hub, the newly named AchievAble Enterprises, previously known as Packaging and Assembly Solutions, provides a range of services to business sectors including the airline industry, food and beverage providers, print and mail houses, beauty and healthcare companies plus much more.

As part of this enterprise, we provide 'high touch' solutions for packaging and assembly which cannot be undertaken by machines, packaging both perishable and non-perishable items.

The refurbishment and relocation to the Newington site offers modern premises for our employees, an improved production layout for operations, upgraded technology, and better lighting.

For 14 years, the enterprise has been operating at a factory site in Marrickville. The transformation of the site at Newington has taken place to improve operations and expand the business. We offer a range of benefits for our business customers and our employees who work for us.

FOR EMPLOYEES

Our enterprise allows people with disability the opportunity to be engaged in the workforce and earn an income.

"These opportunities provide people with disability the chance to become actively involved both in the workplace and in their communities," CEO of Achieve Australia, Anne Bryce said.

"Our supported workers are building their confidence and interpersonal skills and learning valuable job skills along the way," Anne said.

At AchievAble Enterprises we can offer:

- onsite training
- accessibility options
- safe working conditions
- a supportive team environment
- free parking on site and nearby public transport options.

"I enjoy being able to learn new things and see my friends when I come to work," said Jenny who works at

AchievAble Enterprises.

"I now also get to work at The Sewing Basket and I like helping the customers," said Jenny.

FOR BUSINESSES

AchievAble Enterprises is located approximately 20km from Sydney's central business district, alongside Sydney Olympic Park. We are competitively priced and offer flexible options to meet various business needs.

Our facilities include HACCP certified clean rooms, an accessible loading dock and forklift area, printing facilities, upgraded technology, and a modern production layout to service multiple customers. We have a fully trained team to deliver in full and on time.

Some of our services include:

- co-packaging
- airline meal and cutlery packing
- working with perishable and non-perishable items
- supermarket-ready packaging
- hand assembly kits
- promotional assembly and display packaging
- shrink and flow wrapping
- cosmetic packaging
- liquid filling
- mail distribution
- labelling and printing.

Some of our business customers include Snowy Mountains Cookies, Unilever, Finsbury Green and Flight Catering by dnata.

"Our partnership with AchievAble Enterprises, over several years, has proved to be a great benefit to our business. They provide a stable, quality and reliable service at a competitive price," Director at Snowy Mountains Cookies, Nolen Oayda said.

With further expansion on the horizon for this commercial enterprise, Achieve will be able to provide even more opportunities for the people we support in the future.

For a quote or to enquire about employment opportunities contact our Operations Manager, Leanne Larche via **0425 349 953** or email **llarche@achieveaustralia.org.au**

LIVE A MORE BALANCED, HEALTHY AND SECURE LIFESTYLE WITH MY WELLBEING



At Achieve, we understand that everyone's wellbeing depends on a multitude of factors. Financial security, community networks and good physical and mental health are key to our ability to lead meaningful lives.

This is why our My Wellbeing services offer a broad network of qualified professionals who can help improve the physical, emotional and financial wellbeing of people with disability.

to overcome behaviours of concern in people with disability.

He is also a trained I-CAN facilitator. I-CAN is an award-winning support needs assessment, planning and resource allocation tool designed to assess and guide support delivery for people with disabilities.

"We look holistically at what is going on in the person's life, attempt to understand why that behaviour is happening and what the individual is trying to communicate by displaying that behaviour," explains Senior Psychologist, Michael Caballero.

"We look holistically in the person's life."

Alongside clinical nursing services, independent living support and financial coordination, Achieve are putting new emphasis and energy into our Psychology and Behaviour Support Services (PBSS).

PSYCHOLOGY AND BEHAVIOUR SUPPORT SERVICES AT ACHIEVE

Achieve's Psychology and Behaviour Support Services are NDIS registered and are able to provide supports under the categories of 'Improved Relationships' and 'Improved Daily Living'.

Achieve has recently relaunched and rebuilt these services under the guidance of our new Senior Psychologist, Michael Caballero (pictured above). Throughout his career as a psychologist, Michael has focused on working

"We are then able to develop a tailored program that focuses on creating a supportive environment, developing skills and applying new strategies to help meet individual needs and goals," Michael said.

Michael's considered, individualised approach is at the heart of the Achieve's new PBSS program which is split into two categories - Positive Behaviour Support and Psychology Services.

POSITIVE BEHAVIOUR SUPPORT

(NDIS Funding Category: 'Improved Relationships')

Positive Behaviour Support (PBS) is an evidence-based approach to improving behaviours of concern in people with disability.

Our Behaviour Support Coordinators are trained in a non-aversive, and skills-based approach, emphasising positive reinforcement. Our PBS services include:

- comprehensive behaviour assessments and written reports
- development of Positive Behaviour Support Plans (PBSP)
- training in, and implementation of the PBSP
- staff and carer training in Positive Behaviour Support consultation and advice.

- assessments to determine a person's capacity to make decisions
- dementia screening
- individual/group therapy
- training in topics related to psychology for staff and participants
- consultation and advice.

Our Psychology Services are designed to improve the mental wellbeing of each individual participant, making daily life easier.

at what is going on

Addressing behaviours of concern in this way helps to improve social and community relationships and the overall quality of life for people with disability.

PSYCHOLOGY SERVICES

(NDIS Funding Category: 'Improved Daily Living')

Psychologists are trained in cognitive and behavioural sciences. Our team of qualified psychologists offer a range of assessments and treatments for people with disability to support their emotional wellbeing and mental health.

These services are tailored to the specific requirements of each individual and can include:

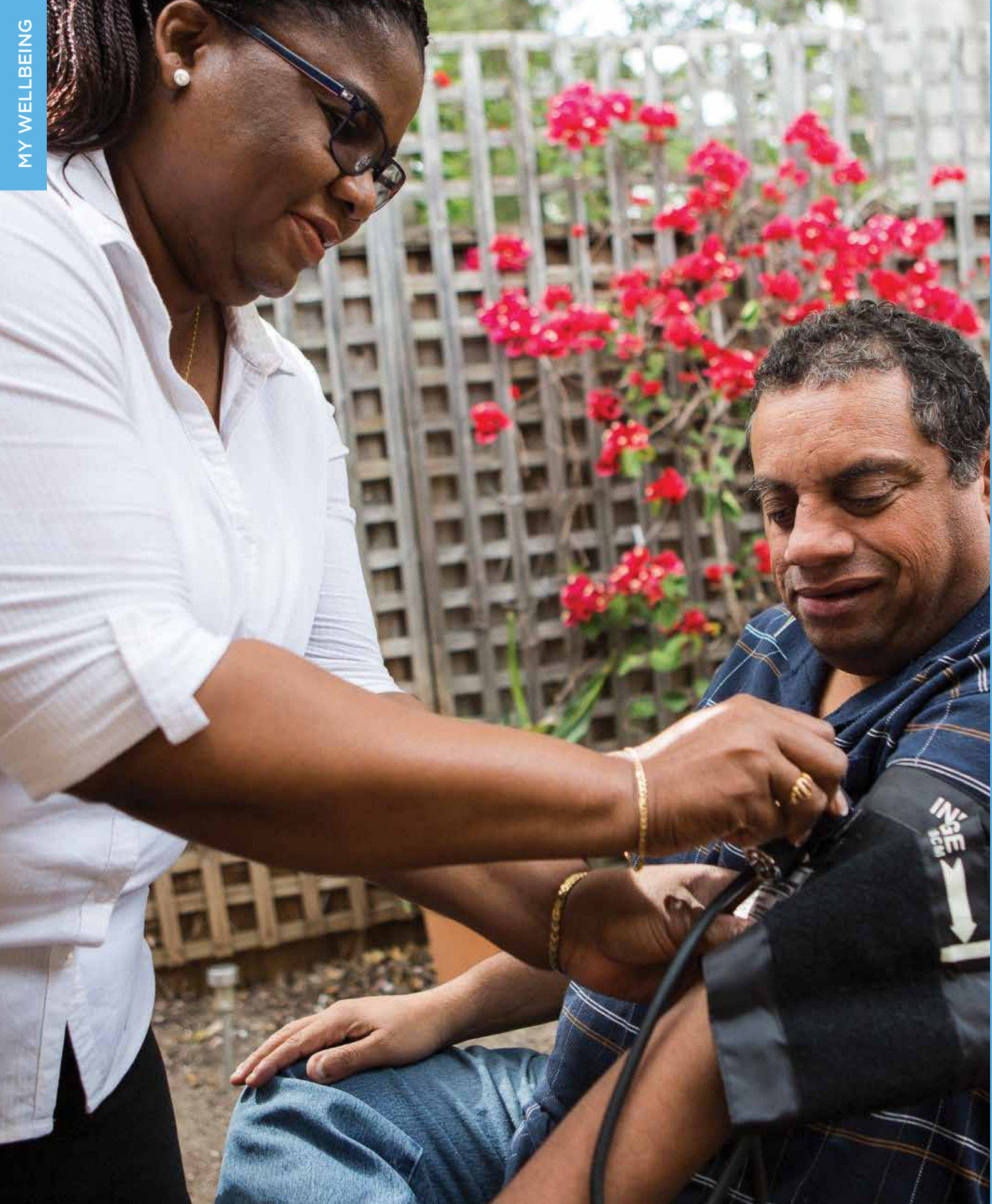
- cognitive and mental health assessment and treatment
- assessment and education around maladaptive sexualised behaviours

CONTACT THE PBSS TEAM

Our Psychologists and Behaviour Support Coordinators offer flexible meeting options including home visits, allowing sessions to take place in the most comfortable environment possible for each individual.

The team are able to respond to all referrals and there is currently no waitlist for services. For enquiries or to discuss a referral, contact our My Pathway team on **1300 22 44 38** or via email to **info@achieveaustralia.org.au** to discuss your needs.





What does it take to maintain the health and wellbeing of a person with disability?

Achieve's My Wellbeing experts provide holistic wellbeing support for people with disability, including:

- **Physical wellbeing**
- **Emotional wellbeing and mental health**
- **Financial wellbeing**

The My Wellbeing team delivers evidence-based services to support a healthier and more secure lifestyle.

We offer Psychology and Behaviour Support Services (PBSS), nursing and health checks, and financial management planning.

The team also help to develop and maintain individualised healthcare and behaviour support plans and keep disability support staff up to date with your health and wellbeing needs.

Talk with our skilled team about how to enhance your wellbeing today.

 1300 22 44 38

 info@achieveaustralia.org.au

 achieveaustralia.org.au



NEWS

We look back at some of the latest news and highlights in the disability sector.

Warwick Daily News, 4 September

MORE STAFF COMING TO NDIS WILL HELP RURAL FAMILIES

October will see new improvements to the National Disability Insurance Scheme (NDIS), which is promising to deliver a better experience to participants.

ABC News, 17 September

THE TIME FOR JUSTICE IS NOW

Greens senator Jordon Steele-John has called on the Government to include the disability community in its terms of reference for the Royal Commission into Aged Care.



SBS News, 20 September

PM REBUFFS CALLS TO EXTEND AGED CARE INQUIRY TO COVER DISABILITY CARE

Prime Minister Scott Morrison is holding firm against calls for the royal commission into aged care to investigate abuse in the disability sector.

Canberra Times, 22 September

LOCAL FLORIST'S NEW HIRE: 'MUST HAVE A DISABILITY OR MENTAL ILLNESS'

2.1 million people in Australia of working age have some form of disability. Australia's employment rate for people with a disability is 46.6 per cent, which is on par with other developed countries.



The Music Network, 25 September

AUSTRALIA COUNCIL COMMITS \$750K FOR ARTS AND DISABILITY FUNDING, "ARTISTS WITH DISABILITY CREATE POWERFUL WORK"

The Australia Council has confirmed \$750,000 over three years to support the work and talents of artists with disabilities.

The Guardian, 28 September

ARCHITECT OF NDIS SAYS 'UNFAIR' ROLLOUT HOLDING BACK BILLIONS FROM AUSTRALIANS IN DIRE NEED

Underspending on the national disability insurance scheme is projected to run to as much as \$5bn by the end of the financial year, according to an economist who was one of the scheme's key architects.



**“ARTISTS WITH
DISABILITY CREATE
POWERFUL WORK”**

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.

MINISTER VISITS NEWINGTON, 28 AUGUST

Achieve was pleased to host the Minister for Multiculturalism and Minister for Disability Services, The Hon. Ray Williams recently for a sneak peek at our brand new integrated hub in Newington that includes The Sewing Basket and AchievAble Enterprises.



Minister Williams is pictured above with Chairman, Richard Dinham, Anne Bryce and our Board Members.

EXPLORE THE POSSIBILITIES EXPO, BALLINA 22 AUGUST

The Explore the Possibilities Expo provided the opportunity to meet individuals, families, carers and other providers in the Ballina region.



WESTERN SYDNEY APPRENTICESHIP & TRAINEESHIP EXPO, PENRITH, 28 AUGUST

The Western Sydney Apprenticeship & Traineeship Expo gave students, parents and job seekers the chance to speak with potential employers and training providers about career pathways.

OUTSIDE THE BOX CONFERENCE 10-11 SEPTEMBER

We recently attended the National Disability Services Outside the Box Conference in Sydney. The event covered the latest updates in disability housing from choice and it's limits, making a house a home, and investment and demand, to planning, challenges and opportunities in the disability workforce.



Anne Bryce also shared her knowledge and experience as a panel facilitator in the session *Aligning supply and demand*, together with speakers from the Community Housing Industry Association, Illowra Projects and genU.

NEPEAN DISABILITY EXPO, PENRITH 14-15 SEPTEMBER

Achieve was proud to be a Silver Sponsor at the Nepean Disability Expo which was held over two busy days in September. The Expo featured the latest information, technology, products and services on offer in the sector as well as presentations from industry experts and live entertainment by disability groups.



DID YOU KNOW THAT MORE THAN 160 MILLION DRINK CONTAINERS END UP AS LITTER IN NSW EACH YEAR?

To help reduce litter and care for our environment, Achieve has joined as a major charity partner with Return and Earn TOMRA Cleanaway Collection Points from 27 August until 25 November 2018. You can get involved by returning empty bottles, cans and cartons to your nearest Reverse Vending Machines (RVM) and by selecting Achieve Australia as your preferred charity. Funds raised will help to support our My Life Day Programs.

To find your nearest RVM, visit returnandearn.org.au/return-points and start your collection today.

17TH ANNUAL ACHIEVE GOLF DAY, THURSDAY 8 NOVEMBER

Join us for a day on the green! We're appealing to your 'senses' at our Annual Golf Day on Thursday 8 November at the Monash Country Club. This year we're raising funds for new sensory technology to be installed in our Day Programs. Sensory technology helps improve the lives of people with disability by developing the use of cognitive and motor skills. Visit our website for more information and to register. achieveaustralia.org.au/events/17th-annual-achieve-golf-day



Events

October

- 1-31 Oct Mental Health Awareness month
- 20 October Granny Smith Festival
- 21 October Bedlam at the Bay
- 26 Oct - 2 Nov City of Ryde Art Society - 58th Art Exhibition

November

- 8 Nov 17th Annual Achieve Golf Day
- 24 Nov - 2 Dec Social Inclusion Week

December

- 3 Dec International Day of People with Disability
- 5 Dec International Volunteer Day



ERIC BOYD
THESE TRACKS ARE STILL WORKING ON
THE RED DISC AND ARE NOT RECORDED
THEY'RE BLACK DISC

FALCON *

**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**

achieve
australia

building extraordinary lives



NEED IT PACKED AND DISPATCHED BY FRIDAY?

AchievAble Enterprises is located in Newington and provides a range of services to customers in and around Sydney.

We are competitively priced, have two HACCP certified clean rooms for safe food handling, an accessible loading dock, and a fully trained team to service all your needs.

We service a broad range of customers from airlines and supermarkets to boutique providers and cosmetic companies.

Contact our Operations Manager, Leanne Larche, for a quote or for current employment opportunities.

☎ 1300 22 44 38 📞 0425 349 953

✉ llarche@achieveaustralia.org.au

🌐 achieveaustralia.org.au

achievAble
enterprises 

OUR SERVICES INCLUDE:

- CO-PACKAGING
- AIRLINE MEAL AND CUTLERY PACKING
- WORKING WITH PERISHABLE AND NON-PERISHABLE ITEMS
- SUPERMARKET-READY PACKAGING
- HAND ASSEMBLY KITS
- PROMOTIONAL ASSEMBLY AND DISPLAY PACKAGING
- SHRINK AND FLOW WRAPPING
- COSMETIC PACKAGING
- LIQUID FILLING
- MAIL DISTRIBUTION
- LABELLING AND PRINTING