

ALARA QLD Limited.

INFORMATION PACK



What is ALARA?

The name ALARA is an acronym derived from the words access, lifestyle support accommodation support, respite care and activities. ALARA's purpose is to provide a range of support services that are individualised and responsive to the needs of people with a disability, their carers and families.

ALARA began in 1991 and was established by a group of parents and other interested community members who wanted to form an organisation that provided support to people with intellectual, physical and sensory disabilities living in the Ipswich and West Moreton region.

ALARA now provides services for over 500 clients and has a committed team of over 150 staff and volunteers. The current budget is in excess of \$6 million and is used to provide a range of flexible services to meet the diverse needs of clients and carers in the Ipswich and West Moreton region.

ALARA provides the following services:

- day and community services in Ipswich, Esk and Laidley
- funding for out of home respite
- in home services and support including personal care, respite, cleaning, cooking
- support to access community activities, participate in the community and develop social networks
- social and recreational activities for individuals and groups
- information and advocacy
- some limited assistance with service related transport (where funded).

ALARA is also registered as a **Host Provider** for self directed support with the Department of Communities, Child Safety and Disability Services.

ALARA's Values



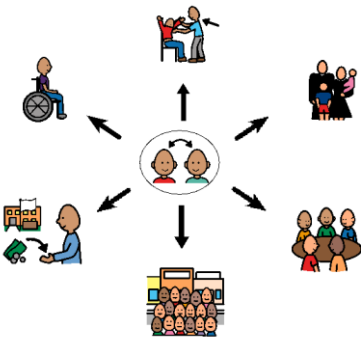
VALUE 1: CLIENT FOCUSED

We will be CLIENT FOCUSED and aim to meet individual needs.



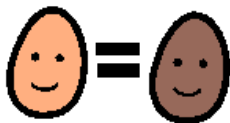
VALUE 2: RESPONSIVE

We will be RESPONSIVE and flexible within our resource limitations.



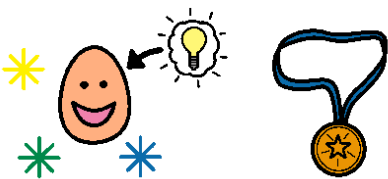
VALUE 3: PARTNERS

We will be PARTNERS with our clients, carers, families, staff, volunteers, members, the community and funding bodies.



VALUE 4: RESPECT

We will operate with RESPECT, dignity, confidentiality, accountability, equity and honesty with open and transparent communication.



VALUE 5: EXCELLENCE

We will strive for EXCELLENCE through learning, innovation, creativity and change.

ALARA services and support options

ALARA provides support for children and adults with a disability who:

- have a physical, intellectual, neurological or sensory disability or severe autistic spectrum disorder
- live within the ALARA catchment area. This is broadly the local government boundaries of Ipswich City Council and rural areas that are now part of the Somerset, Lockyer and adjacent Scenic Rim Council areas.

The following is a description of each of the support services and eligibility criteria.

General (Block Funded) Services

ALARA receives general (block funds) from the State Department of Communities, Child Safety and Disability Services through the Disability and Community Care Services programs and the Federal Department of Health and Ageing through the Home and Community Care (HACC) program.

DS Block Funded Services

DS Block funds are used to support people with a disability in the following ways:

- provision of community access
- assistance with personal care
- in-home accommodation support
- provision of respite in the home and in the community
- assistance for the individual to participate in community life and achieving personal goals
- assistance with developing skills that enable the person to be as independent as possible
- assistance with domestic tasks (e.g. assistance with cooking, cleaning, washing)
- assistance with accessing and participating in recreational and leisure activities.

To receive support through this program stream the person with a disability will also need to meet Disability Services eligibility criteria and be allocated support through the DS Service Pathway.

Community Care Services

Community Care Services aim to assist people under 65 years of age (or Aboriginal and Torres Strait Islander people under 50 years) who have a moderate, severe or profound disability or a condition that restricts their ability to carry out activities of daily living. It also provides support for the unpaid carers of the person with a disability.

People with a disability may be eligible for services if:

- they are living in the community
- having difficulty performing core activities of daily living due to physical limitations
- at risk of losing their independence due to loss of functional ability or unsustainable living arrangements

Community Care Services are intended to be directed towards individuals only requiring basic maintenance and support to remain living in the community. Typically this support is less than 5 hours per week from all Community Care providers. Community Care services cannot be provided to clients who are already receiving *like* services through other government funded programs such as Disability Services.

ALARA is funded to provide the following Community Care services types:

- Domestic Assistance — assistance with domestic chores including, cleaning, dishwashing, clothes washing and ironing
- Social Support — assistance to maintain social contact and participate in community life
- Personal Care — assistance with daily self care tasks such as eating, bathing, toileting, dressing, grooming, getting in and out of bed and moving about the house.
- Respite — assistance in home or in a community setting which provides the carer with an effective break from their caring role (does not include out of home overnight centre based respite).
- Counselling Support, Advocacy and Information — assistance with understanding or managing situations, behaviours and relationships associated with the person's need for care, including advocacy, the provision of advice, information and training.
- Assessment
- Case Management
- Client Care Coordination

Home and Community Care Services (HACC)

The Commonwealth HACC Program is directed towards assisting frail older people with functional limitations as a result of moderate, severe and profound disabilities and their unpaid carers. Older people are defined as aged 65 years and over and for Aboriginal and Torres Strait Islander people aged 50 years and over. The target population are those individuals meeting these criteria who would be at risk of premature or inappropriate long term residential admission.

Service Fees

The funding received from government meets part of the cost of service delivery. The balance is paid through client fees.

Currently this fee is \$3.00 per hour of support. Clients or families will also need to contribute for any unfunded transport costs and out of pocket expenses associated with the program.

Your Coordinator will discuss the service fees with you. The level of fees charged will take into account the amount of service you receive, your income and your individual circumstances.

Individually Funded Services

ALARA provides support for individuals and families in receipt of individual packages allocated through Disability Services (DS). The services provided reflect the service types and level of support approved by the funding body. This may include in-home support, out of home respite, community based support, participation in a range of life skills and learning programs or support to engage in recreation and leisure activities.

Where the client has an individual package the support costs are charged directly to the package. In most cases there is no allocation for transport or only a small allocation. Clients or families contribute for any unfunded transport costs and out of pocket expenses associated with the program.

4Families – Flexible Respite for Children 0-12 years

The objective of this funding from Disability Services is to provide respite support (generally around 4 hours per week) to assist families of children with a disability. Referral for this program is via the DS service pathway.

Megasports Lockyer

Megasports Lockyer is an activity that promotes health, fitness and group interaction. Megasports Lockyer is held at Luke's Place Lockyer on a Saturday once a month from 10.00 to 1.00pm. The program is designed for children with a disability and their siblings aged 5–12 years. Parents are invited to stay and meet each other socially or they can drop off and pick up their children at the end of the activity. This program is funded under the DS Flexible Respite for Children Initiative and referral is via the DS service pathway.

Lockyer School holiday Vacation Care Program

ALARA operates a vacation care program on selected days over each school holiday period. Priority for this program is given to eligible high school aged children with a disability. Referral for this program is via the DS service pathway. There is no daily charge for the program however there may be costs associated with some activities e.g. entry fees for excursions.

Day and Community Services

ALARA provides centre based day and community participation services in Ipswich, Esk and Lockyer with funding provided through the Department of Communities Child Safety and Disability Services. We also have a small number of places in Ipswich funded by the Department of Health and Aging, Commonwealth HACC program.

The core funding of each of the services is to provide day respite. Priority access to services is given to individuals requiring support to maintain their home living situation and strengthen their carer's capacity to provide support.

ALARA's "Luke's Place" centres provide access to a diverse range of activities dependant on the interests and preferences of individuals and the group.

Programs offered are tailored to individual needs and may include general life skills development, computer use for recreation or further education, gardening, craft, visual and performance arts, meal planning and cooking, volunteering, physical fitness or outings with a recreation and leisure focus.

The number and variety of activities in each area depends on the funding, location, and the staff and volunteer resources available.

Transport is provided to and from the centres from some locations and in Ipswich between centres using wheelchair accessible mini buses.

Luke's Place Ipswich Area

Services are provided from three locations in the Ipswich area (Warwick Rd, Salisbury Rd and the Dingley Dell Art Gallery) and operate on a sessional basis Monday to Friday between 9.00am and 4.00pm.

Additional programs operate on Saturdays from 9.00am to 3.00pm and there is a Wednesday evening session from 3.00pm to 8.00pm.

Luke's Place Esk

This service provides support for adults who live within the Lowood, Fernvale, Esk and Toogoolawah areas. This centre is generally open from 9.00am to 4.00pm every Tuesday, Thursday and Friday. Referral is via the DS service pathway.

Luke's Place Lockyer

The Luke's Place Lockyer program is targeted to individuals living within the Laidley, Gatton, Minden, Rosewood, Glenore Grove and surrounding areas. The Lockyer Centre operates from 9.00am to 2.30pm Monday to Friday. The weekday activities are for individuals who are 17 years and over. Referral is via the DS service pathway.

Fees for Centre-based Services

Fees vary according to the number of sessions you attend and the nature of the funding received for each service. Additional fees may be charged to cover additional expenses related to some activities e.g. admission fees on outings. Participation in any activity with additional costs is voluntary.

Aspirations

Aspirations is a program that assists individuals to try new things and explore their interests. Activities vary from month to month and are as diverse as the ideas of the people who participate in the program. Past activities have included fishing, *Sailability*, ceramics, factory outlet shopping and specialty cooking classes to name a few! *Aspirations* can be accessed by people on the waiting list for centre based support or those who wish to use their individualised funding to try something new! Costs vary according to the activity.

Arts Program

ALARA offers a range of Arts Programs to support practising artists and budding artists with a disability to express their creativity, develop new techniques and explore new mediums. A number of programs are offered each year at the Dingley Dell Art Gallery and through the Salisbury Rd Art Studio. You can register your interest in receiving notification of upcoming programs through the ALARA Intake Officer on **3817 0600**.

Activities Program

ALARA provides a range of monthly activities for people with a disability in the Ipswich area. These activities are designed to develop and foster friendships and assist with access to interesting community activities and events. The Activities flyers are distributed bi-monthly and provide information on upcoming activities.

Apart from a small state government subsidy towards the Activities Coordinator position, the Activities Program is largely funded from ALARA's own resources, client contributions and community support.

To be eligible to attend Activities you must:

- have a physical, intellectual or sensory disability or autistic spectrum disorder
- live within ALARA's service boundaries.

Age limits vary according to the group activity. For some activities places are limited so people are encouraged to register their interest as early as possible.

To find out more about the Activities Program contact the Coordinator directly on **3817 0616**. The Activities Coordinator will determine your eligibility. If you are eligible, the Activities Coordinator will then arrange to meet with you and your carer or nominated representative (if appropriate) to complete the necessary paperwork. Once you are on our mailing list, you will receive advance notice of upcoming Activities. If you are not eligible for a service, the Coordinator, with your permission, will assist you to identify and refer you to alternative services.

Currently the following Activities are conducted:

Klub ALARA

This program is designed to enable people with disabilities to access an age appropriate venue where they can engage in conversation, develop and foster friendships and above all, have fun. Klub ALARA is specifically aimed for over 18 year olds, but on a case by case basis, people aged 16 years and over may also attend.

Klub ALARA is held monthly on a Friday night, starting at 6pm and finishing at 9pm at Luke's Place Ipswich, 8 Warwick Rd Ipswich. We encourage everyone to bring a plate of healthy food to share. The current cost is generally \$3 per person. This is subject to change according to entertainment on the night.

Megasports

Megasports is an activity that aims to promote health, fitness, and group interaction. This program is tailored to suit all age groups and encourages family participation. Megasports is held at Ipswich Special School, Milford St Ipswich, monthly on a Saturday. Fun begins at 10am, finishing up at 12pm. Cost is currently \$3 per person or \$7 per family (two adults and two children). Please bring a hat and closed in shoes.

During the two hours, you can participate in a range of fun sporting activities such as shooting hoops on the basketball court, testing your skills at lawn bowls, playing pool in the undercover area, joining in a game of cricket on the main oval or learning new skills from a guest coach. You might even like to suggest another activity for the group.

Megasports finishes with a sausage sizzle at lunch time.

Social Group

The Social Group is a program designed to assist adults with disabilities to access interesting community activities and events and is generally held on a Saturday once a month. The great thing about Social Group is that you get to choose the activities! Group participants nominate the events that they would like to attend each month.

Past events have included going to the Esk Multicultural festival, music concerts and fishing trips. These events will be scattered throughout the year and are advertised in the bi-monthly Activities Flyer.

Holiday Retreats

A limited number of Holiday Retreats are run throughout the year. The retreats are aimed at enabling participants to discover new environments, enjoy fun and challenging activities, develop their social skills and have a holiday.

Participants for each retreat will be chosen based on need, group dynamics and the suitability of the venue.

Activities are developed to create opportunities to develop and foster friendships and assist with access to interesting community activities and events.



Older Carers Initiative

The Older Carers Initiative (OCI) has been designed to strengthen the capacity of older carers to support their family member with a disability and to provide families with practical assistance to plan and prepare for the future.

The initiative is funded by Disability Services and referral is via the DS service pathway. Respite support for older parent carers can be provided directly by ALARA or purchased from a respite service of the carer's choice.

Respite requests can be planned, occasional or in response to an emergency situation. The specific number of hours of support available will depend on the level of demand for support during the financial year and the Disability Services program guidelines.

Carers are assisted to actively plan for the future accommodation and support for their family member with a disability. To assist with this transition some funds are available for time limited independent living skills training or opportunities to get to know others who are interested in exploring shared living arrangements.

To be eligible for support through the Older Carer Initiative:

- The person receiving care must:
 - meet the eligibility requirements for support from the Department of Communities, Child Safety and Disability Services
- The person providing care must be:
 - 65 years and over, or if Indigenous, aged 50 years and over
 - providing care to the family member with a disability
 - living with the person receiving care
 - an unpaid carer, apart from receiving the Carer Allowance
 - residing in the Program catchment area.

Strengthening the capacity of older carers to support their family member with a disability and to provide families with practical assistance to plan and prepare for the future.



Emergency Relief Funding

ALARA manages the Emergency Relief Funds for DS in the Ipswich West Moreton region. These funds are designed to provide flexible and time limited supports to individuals with a disability, their families and carers who are in need of urgent and critical support and unable to access other forms of support.

To be eligible to receive financial assistance through these funds a person needs to:

- have a disability as defined under the Queensland Disability Services Act (2006)
- be a resident of Queensland
- be between 0–65 years of age
- be experiencing a time-limited unanticipated urgent and critical situation
- require minimal one-off funded support (maximum \$2000).

The amount of funding available is limited and the eligibility criteria need to be met before a decision to allocate funds can be made. For further information contact the Intake Officer on **3817 0600**.

Funds can also be used to assist with the purchase of specialised equipment prescribed by your therapist where there is an urgent and critical need for the equipment and all other funding options have been explored.

Purchased Services and Fee for Service

When a client needs a service and ALARA is not able to provide a service (e.g. because we may not have suitably qualified staff available or we do not provide a particular service) then ALARA may be able to purchase this service for a client from another organisation. ALARA is only able to purchase services from another organisation where the arrangement is permitted under the relevant funding guidelines and funding is available for this purpose.

ALARA services can also be purchased by other agencies or directly by the individual or family. A schedule of fees for a broad range of services is available on request.

ALARA services can also be purchased by another agency or directly by the carer or person with a disability.



How to access a service

Access to services funded by Disability Services requires referral via the DS service pathway.

The ALARA Intake Officer can provide information to assist you to contact your local DS Service Centre. Alternatively you can ring **1800 177 120** or email disabilityinfo@disability.qld.gov.au

If you are interested in finding out more information on how to access other ALARA support services contact the ALARA Intake Officer on **3817 0600** between 8.30am to 4.30pm Monday to Friday (excluding public holidays).

If you are specifically interested in centre based services then you can contact the Centre Coordinator for Luke's Place Ipswich Area on **3817 0600**, Luke's Place Esk (on Tuesday, Thursday and Friday only) on **5424 1242** or Luke's Place Lockyer **5465 3742**.

If you are only interested in attending the Activities program then you can speak directly to the Activities Coordinator on **3817 0616**.

Intake Process

When you speak to the Intake Officer they will ask a number of questions to determine:

- what your needs are
- what supports you are looking for
- if you meet the eligibility criteria for different services (e.g. age, disability, geographical area).
- whether you have accessed the DS service pathway process (for DS funded services only).

If you do not meet the eligibility criteria the Intake Officer will offer suggestions of other services that may be suitable and with your consent can make a referral to an organisation/s on your behalf.

The Intake Officer will also explain the circumstances under which you can reapply for ALARA services (e.g. you move into the area where ALARA provides a service). An individual, their guardian or nominated representative may appeal a decision regarding eligibility for ALARA services using the complaints process (for more information please refer to the *Complaint Information fact sheet*). Information regarding this process will also be provided by the Intake Officer.

If you meet the eligibility criteria for specific funding programs your request for a service will be considered at the weekly Prioritisation meeting. Your priority for service will depend on a number of factors. These include whether resources (funding and staffing) are available, the level of need for service, your personal circumstances and the needs of other people on the waiting list. At the meeting a Coordinator will be allocated as your contact person and they will call you within two days of the meeting to discuss the outcome.

When support cannot begin immediately your name can be put on a waiting list until funds, suitable staff or a place becomes available. When your name is on the waiting list, your designated Coordinator will keep in regular contact to ensure that we are aware of any change in your circumstances and to update you on the progress of your application.

When service can begin, the Coordinator will contact you and arrange to visit you at home. You can include any people of your choice at this meeting (e.g. carer, friend, advocate or translator).

The Coordinator will take time over one or more visits to:

- find out more information about your situation and needs
- explain how ALARA services work and what you can expect
- complete the relevant paperwork including a service agreement and consent form
- develop a Support Plan with you that outlines what support will be provided, by whom and when
- provide information about other useful services and make referrals to these for you if you wish.

The Coordinator will organise a start date for your supports and introduce suitable staff. Once support has commenced the Coordinator will keep in regular contact to see how the service is going and if you require any changes or adjustments.

Please note:

ALARA has the right to refuse service when:

- the individual does not meet the eligibility criteria for services from ALARA or a specific funded program
- the client's support needs cannot be adequately or safely met within the available resources or
- the client's behaviour poses a significant risk to themselves, other clients or staff.

Host Provider Services

The Department of Communities, Child Safety and Disability recently introduced self directed support which enables people with a disability and /or their families to have choice and control over their disability supports and services. By using funding and other resources to plan, purchase and select supports and services that suit individual needs, they are able to become active participants in the design and delivery of their individual support. This option has currently been offered to individuals and families funded through the family support program but will be extended in the future to other people with funding packages. A longer term goal of the Department would be to include people funded under block grant arrangements. Self Directed support is seen as one way to assist individuals, their families and providers to prepare for a National Disability Insurance Scheme.

Self Directed Funding must be used to purchase supports that are specific to the nature and impact of the disability on the person and linked to their DS assessed need.

All funding under the Disability Services Act 2006 must go through an approved provider. Therefore an approved provider is required to act as an intermediary for people and families who want to self direct their supports. These organisations are called “Host Providers”. ALARA has been endorsed as a **Host Provider**.

ALARA as a Host provider is able to assist individuals and their families along the full continuum of self directed support from purchasing service and support on their behalf through to supporting self management of their package. More information about ALARA’s Host Provider Services can be found in our Host Provider Information Pack “Your Life Your Choice – ALARA Host Provider Services” or by contacting the Self Directed Support Facilitator on **3817 0618**.

ALARA contact list

Administration Staff

Executive Manager — Judy Dickson
Finance Manager — Russell Bentley
Finance and Administration Staff

Ph: (07) 3817 0600
Fax: (07) 3812 0450
Email: alara@alaraqld.org.au
Facebook inmail:
[http://www.facebook.com/AlaraAssociati
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Client Service Staff

Direct Service Manager —
Michael Howcroft
Ph: (07) 3817 0632

Host Provider Services (Self- Directed
Funding) Facilitator —
Tracy Johnstone
Ph: (07) 3817 0618

Intake Officer
Ph: (07) 3817 0600

On-Call Number
(Weekends, Public Holidays and
Christmas Break only)
Ph: 0428 192 624

Centre Based Programs

Luke's Place Ipswich

Luke's Place Ipswich
Ph: (07) 3817 0620
Fax: (07) 3812 2236

Luke's Place Salisbury Rd
Ph: (07) 3281 4718
Fax: (07) 3281 4718

Dingley Dell Art Gallery
Ph: (07)32817004 (sessional)

Luke's Place Esk

Ph: (07) 3817 0617 (Mon, Wed)
Ph/Fax: (07) 5424 1242 (Tue, Thur, Fri)

Luke's Place Lockyer

Ph: (07) 5465 3742
Fax: (07) 5465 3783

Direct Service Programs:

Coordinator, Ipswich West —
Dawn Young
Ph: (07) 3817 0614

Coordinator, Ipswich East —
Cynamon Toner
Ph: 3817 0613

Coordinator, Springfield —
Sherralee Metcalf
Ph: 3817 0612

Coordinator, Ipswich North —
Margaret Falkenhagen
Ph: 3817 0615

Coordinator, Ipswich South —
Lynn Corbett
Ph: (07) 3817 0610

Coordinator, Community Service -
Donna Teichmann
Ph: (07) 38170600

Older Carer Initiative:

Futures Coordinator —
Leah Corbyn
Ph: (07) 3817 0600

Activities Department:

Coordinator Activities —
Maria Wakeman
Ph: (07) 38170600

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