



**ANNUAL REPORT**  
**2017-18**





The Dingley Dell Renovation was finalised during the 2017-2018 financial year with arts programs resuming.

**OUR VISION**  
To support and enable people with disabilities to be valued members of the community.

# ALARA INFORMATION

## BOARD OF DIRECTORS

Jo' Witt — Chairperson  
 Cathy Wheeler — Secretary  
 Phillip Bell — Treasurer  
 Robyn Hartfiel  
 Michael Kingham  
 Noelene Schultz  
 Antonietta Harrison  
 Margaret Byrne

## AUDITOR

CB Audit Pty Ltd

## CONTACT DETAILS

### Registered Office

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 Ipswich Qld 4305

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### Website

[www.alaraqld.org.au](http://www.alaraqld.org.au)

### Facebook

[www.facebook.com/ALARAAssociationInc](http://www.facebook.com/ALARAAssociationInc)

## DAY CENTRE AND REGIONAL LOCATIONS

### Luke's Place Ipswich Area

Luke's Place Ipswich  
 8 Warwick Road  
 Ipswich Qld 4305

Luke's Place Salisbury Road  
 33 Salisbury Rd  
 Ipswich Qld 4305

Dingley Dell Gallery  
 10 Pine Mountain Rd  
 North Ipswich Qld 4305

### Luke's Place Esk

6 Russell Street  
 Esk Qld 4312

### Luke's Place Lockyer

17 Campbell Street  
 Laidley Qld 4341

### Springfield Office

YMCA Springfield Lakes Community Centre  
 63 Springfield Lakes Boulevard  
 Springfield Qld 4300

ABN: 94 628 523 943

ACN: 164 125 384



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# ANNUAL GENERAL MEETING

## AGM AGENDA

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**During the financial year, ALARA provided services to 824 clients and their families and carers. In total, across all revenue types, we provided 308,276 hours of direct support.**

# NOMINEES FOR BOARD OF DIRECTORS 2018/19

In accordance with Section 14.4 of the ALARA QLD Limited Constitution at the annual general meeting, one half of the Directors, or if the number of Directors is not a multiple of two (2) then the lesser number nearest to one half, must retire from office. A retiring member is eligible for re-election.

The following financial members of ALARA QLD Limited have been nominated for a position on the Board of Directors of ALARA Qld Limited. There are up to four (4) positions to be determined.

The following nominations have been checked and certified to be in order by ALARA Executive Manager Judith Dickson.

Nominees, listed alphabetically, are:

- Phillip Bell
- Margaret Byrne
- Antonietta Harrison
- Noelene Schultz

In accordance with Section 16.5 of the ALARA QLD Limited Constitution: At the first meeting following the Annual General Meeting each year the Directors shall elect from the Board of Directors the Chairman, Vice Chairman, Treasurer and those persons shall hold office until the Annual General Meeting or such other period as shall be determined by the Board of Directors from time to time.

**"My Art" meets on Friday at the Dingley Dell Gallery and is open to all community members wishing to spend time on their art and develop their skills.**



# MINUTES OF THE ANNUAL GENERAL MEETING 2017

## MINUTES FOR THE ANNUAL GENERAL MEETING, ALARA QLD LIMITED, HELD 4TH SEPTEMBER, 2017

**Attendees:** As per attached list

**Apologies:** As per attached list

**Proxies:** As per attached list

### 1. Opening

The meeting opened by Robyn Hartfiel at 7.03. Robyn acknowledged the traditional custodians of this land and welcomed guests.

### 2. Apologies and Proxies

The Secretary, Cathy Wheeler read the 12 member apologies, noting 10 proxies and 16 staff and guest apologies (see attached lists).

As attached

### 3. Minutes of the Annual General Meeting 2016

Members were asked to review the minutes from the Annual General Meeting 2016.

**Motion:** "That the minutes of the Annual General Meeting, held 5th September 2016, as printed, be accepted."

**Moved:** Cathy Wheeler

**Seconded:** Lyn Stewart

**Carried!**

### 4. Business arising from the Minutes

The Meeting Chair asked if there was any business arising from the minutes. There was no business arising from the previous minutes.

### 5. Reports

#### President's Report

The Chairperson's Report by Jo' Witt was delivered by Robyn Hartfiel.

**Motion:** "That the President's Report for the Year 2017 be accepted."

**Moved:** Robyn Hartfiel

**Seconded:** Sue Ray McMinn

**Carried!**

#### Treasurer's Report

The Financial Report (including Directors' and Audit Report) was delivered by Ian Morley.

Ian Morley asked that the Financial Report including the Directors' and Auditor's Report for the period ending 30 June 2017, as distributed to members present, be tabled and taken as read. Ian Morley then opened the meeting to any questions about the Financial Statement and Auditor's Report.

**Motion:** "That the Financial Report for the Year 2016–17 be accepted."

**Moved:** Ian Morley

**Seconded:** Sue Saunders

**Carried!**

#### Executive Manager's Report

The Executive Manager's report was delivered by Michael Howcroft.

**Motion:** "That the Executive Manager's Report for the Year 2016–17 be received."

**Moved:** Cathy Wheeler

**Seconded:** Lyn Stewart

**Carried!**

### 6. Election of Board of Directors

In accordance with Section 14.4 of the ALARA QLD Limited Constitution, at Annual General of the Company, one half of the Directors retire from office but are eligible for re-election.

Three financial members Robyn Hartfiel, Michael Kingham and Joanne Witt have been nominated for a position on the Board of Directors. The nominations were checked and certified to be in order by the Executive Manager Judy Dickson.

**Motion:** "That Robyn Hartfiel having retired in Accordance with Section 14.4 of the ALARA QLD Limited constitution as being eligible, is elected as Director of the Company."

**In favour:** 12 Voting members present and 10 Proxies

**Against:** Nil

**Carried!**

**Motion:** “That Michael Kingham having retired in Accordance with Section 14.4 of the ALARA QLD Limited constitution as being eligible, is elected as Director of the Company.”

**In favour:** 12 Voting members present and 10 Proxies

**Against:** Nil

**Carried!**

**Motion:** “That Joanne Witt having retired in Accordance with Section 14.4 of the ALARA QLD Limited constitution as being eligible, is elected as Director of the Company.”

**In favour:** 12 Voting members present and 10 Proxies

**Against:** Nil

**Carried!**

## 7. Special Resolution

**Motion:** “That Section 16.8 of the ALARA QLD Limited Constitution in respect to Passing of Circular Resolutions be amended to read as follows:

“The Directors may pass a resolution without a Directors’ meeting if the majority of all of the Directors entitled to vote on the resolution sign a document or reply in writing stating that they are in favour of the resolution. Duplicate copies of the document may be used for signing. The resolution is deemed to be passed when the last Director signs or replies.”

**Moved:** Robyn Hartfiel

**Seconded:** Toni Harrison

**Carried!**

## 8. Recognition Awards

The Direct Service Manager, Judy Dickson announced the following staff longevity awards, which will be presented at the Staff “All Together” to be held on Monday 23rd October 2017.

### 5-year Awards

Graham Nuttall  
Cynamon Toner  
Cecilia Knauth  
Monalisa Hartman  
Graham Frost  
Simone Poulsen  
Sari Kocsardi  
Melissa McKlaren  
Maureen Murray  
Russell Bentley  
Catherine Blaine  
Tess McLennan  
Hans Anderson  
Michael Howcroft  
Ruth Blackburn  
Save’U Sauvao  
Elsa White

### 10-year Awards

Julie Bounds  
Leah Corbyn  
Deeann Dailly  
Dawn Young  
Tracy Johnstone  
John Horne  
Sherralee Metcalf

### 20-year Award

Mark Diamond  
Gaylene Smith  
Lorraine Shea



### 9. Date of Next Meeting

The date of the 2017/2018 Annual General Meeting was set at Monday 3rd September 2018 at 7.00pm.

### 10. Closure

There being no further business, Chair thanked everyone for their participation in organising and helping with the AGM and then declared the meeting closed at 7.31 p.m.



**Robyn Hartfiel**



**Cathy Wheeler**

**Cruise holiday-makers  
dressed and ready for  
the "Bianca" night**



## ATTENDEES A.G.M. HELD 4<sup>TH</sup> SEPTEMBER, 2017

### Life Members

Sue Saunders  
 Robyn Hartfiel  
 Lyn Stewart  
 Ray McMinn  
 Ian Morley  
 Cathy Wheeler

### Members

Antonietta Harrison  
 Mike Kingham  
 Sally McMinn  
 Barbara McMinn  
 Noelene Schultz  
 Michael Munt

### Proxies

J Gordon Broughton – appointed Chair  
 Sue Hampton – appointed Chair  
 Kevin Hartfiel – appointed Robyn Hartfiel  
 Greg Ploetz – appointed Robyn Hartfiel  
 Ann Ruthenburg – appointed Chair  
 Robyn Sailer – appointed Chairperson  
 Shirley Schostakowski – appointed Chair  
 Gerard Schostakowski – appointed Chair  
 Stephen Schostakowski – appointed Chair  
 Don Stewart – appointed Lyn Stewart

### Staff

Selina Barker  
 Russell Bentley  
 Julie Bounds  
 Michael Howcroft  
 John Horne  
 Kirstie Reaves

### Guests

Mayor Andrew Antionelli – Ipswich City Council  
 Ms Jennifer Howard MP – State member for Ipswich  
 Cr Kerry Silver Ipswich City Council Division 3  
 Mr Michael Hagan – Lockyer Valley Regional Council

## APOLOGIES

### Life Members

Jo' Witt

### Members

Gordon Broughton  
 Hilda Fixter  
 Sue Hampton  
 Kevin Hartfiel  
 Greg Ploetz MA Kent & Assoc  
 Anne Ruthenburg  
 Robyn Sailer  
 Stephen Schostakowski  
 Gerard Schostakowski  
 Shirley Schostakowski  
 Don Stewart

**Staff**

Judy Dickson

Narelle Schaffer

**Guests**

Mayor Graeme Lehmann – Mayor Somerset Regional Council

Mayor Tanya Milligan – Lockyer Valley Regional Council

Cr Cheryl Bromage – Ipswich City Council, Division 6

Cr Sheila Ireland – Ipswich City Council Division 9

Cr Charlie Pisasale – Ipswich City Council, Division 8

Cr Wayne Wendt – Ipswich City Council, Division 5

Cr David Pahlke – Ipswich City Council, Div 10

Cr Kylie Stoneman – Ipswich City Council, Div 4

Hon. Shayne Neumann MP – Federal Member for Blair

Mr Milton Dick, MP – Member for Oxley

Mr Ian Rickuss, MP – Member for Lockyer

Ms Deb Frecklington – Member for Nanango

Ms Jo-Ann Miller – Member for Bundamba

Karen Caine – Department of Communities, Disability Services and Seniors Safety and Disability Services



**Many people for the first time had additional resources to not just to meet basic needs but also to explore new interests and invest in their own skill development.**

# KEY STRATEGIC AREAS

## INDIVIDUAL & COMMUNITY OUTCOMES

**Outcome 1:** To achieve a high level of customer and family/carer satisfaction.

**Outcome 2:** A high level of engagement with the local service sector and community.

**Outcome 3:** Raise aspirations for customers to have valued roles in their community.

**Outcome 4:** Recognition as a leader in the provision of quality innovative services for people with a disability and their family.

**Outcome 5:** New and improved service options.

## WORKFORCE DEVELOPMENT

**Outcome 1:** To have a workforce that is energised, proactive, self-initiating and responsive to the changing needs of people with a disability and ALARA.

**Outcome 2:** To have a stable workforce that is trained, skilled and knowledgeable about their roles and responsibilities.

**Outcome 3:** To have a workforce that is valued and supported to achieve the vision of ALARA.

## ORGANISATIONAL IMPROVEMENT & INNOVATION

**Outcome 1:** ALARA's systems and infrastructure are effective in addressing the organisation's growth.

**Outcome 2:** Provision of innovative responses to need.

**Outcome 3:** Retain and attract customers to ALARA's services.

**Outcome 4:** Understand the likely nature of staffing requirements under NDIS.

**Outcome 5:** To support customers and families to prepare for the transition to the NDIS.

## FINANCIAL OUTCOMES

**Outcome 1:** To deliver cost effective disability support services in ALARA's catchment area.

**Outcome 2:** To ensure that the level of customer services meets the funding allocation and contracted outputs.

**Outcome 3:** To increase ALARA's revenue.

**Outcome 4:** Financial viability and sustainability.

# OUR VALUES



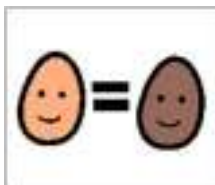
## VALUE 1: PERSON FOCUSED

We will be **PERSON FOCUSED** and aim to meet individual needs.



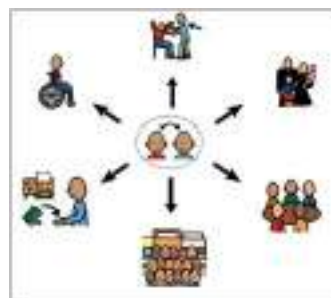
## VALUE 2: RESPONSIVE

We will be **RESPONSIVE** and flexible within our resource limitations.



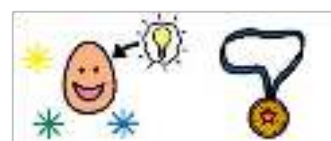
## VALUE 3: PARTNERS

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.

# CHAIRPERSON'S REPORT



“With the implementation of NDIS in our region, we have experienced a 'roller coaster' of change and transformation. We were well prepared thanks to the continual support, planned informative events, and staged implementation executed by the staff of ALARA as well as through the highly regarded personal-centred services already provided by the organisation.”

JO' WITT, ALARA CHAIRPERSON

It is a great pleasure and always a privilege to serve ALARA as Chairperson. As I present the 27th Annual Report for 2017–2018, I reflect on the many achievements I have witnessed and was honoured to be a part of.

I have been fortunate in my role to see the initiation, commencement and completion of the renovation of a wonderful facility, the Dingley Dell Gallery. This facility will again be a community asset and an integral part of ALARA's service provision through the delivery of exciting arts initiatives.

With the implementation of NDIS in our region, we have experienced a “roller coaster” of change and transformation. I believe that we were well prepared thanks to the continual support, planned informative events, and staged implementation executed by the staff of ALARA as well as through the highly regarded personal-centred services already provided by the organisation.

To the ALARA employees and volunteers, the Board and I would like to thank you for your hard work and commitment to our clients. I truly believe that we are only as good as those we surround ourselves with. Your expertise, commitment and passion for ALARA is what drives our organisation forward to a greater future.

Our Board of Directors have achieved a great deal this financial year. They are passionate and always show great commitment to ALARA. Their efforts are much appreciated, for which I thank them for their time and continued support.

As we travel forward with a continued commitment to providing exceptional services and our vision to support and enable people with a disability to be valued members of our community, I wish the organisation another successful year. We shall attain this through achieving our strategic outcomes of financial security, innovation, investment in our staff and excellent client services.

Thank you for our success.

**Jo' Witt**

**Chairperson  
ALARA QLD Limited**

# CORPORATE INFORMATION

ALARA QLD Limited is a public company limited by guarantee with members rather than shareholders. A member can be a body corporate but must nominate one individual to represent it in the company.

## BOARD OF DIRECTORS

ALARA is governed by a Board of Directors which will consist of at least five and not more than eight Directors. The Directors must meet at least once every two (2) calendar months to exercise their functions.

## BOARD PROFILES

### PROFILES OF DIRECTORS IN OFFICE AS AT 30 JUNE 2018:



**Jo' Witt – Chairperson**

*Cert IV Mental Health Recovery*

Jo' joined the ALARA Association Inc. Board in 2002, serving as the President of the Association from 2008 until 2013 when she became President of ALARA Qld

Limited. Jo has extensive experience in retail including a range of managerial roles. Following a change in her career focus, she took up a role in the Community Services sector and studied for her Diploma of Community Services and Management. As a parent of a young person with a disability she has extensive lived experience in a caring role. She is a strong advocate for people with disabilities and their carers, promoting a holistic approach to service delivery. Jo' is a life member of ALARA QLD Limited.

**Cathy Wheeler – Company Secretary and Board Director**

*Grad Dip in Computer Education; Dip Teach; Ass Dip Com Rec; Cert IV in Training and Assessment, JP (Qual)*

Cathy joined the ALARA Association Inc. Board in 2006, becoming a Board

Director and Company Secretary of ALARA QLD Limited in 2013. Cathy has extensive qualifications relevant to her chosen career in Education. She has worked with people with a disability since the 1980s and in Special Education since 1990, teaching at Lowood, Cunnamulla and at Goodna. She is currently the Deputy Principal at Goodna Special School. She has been a Justice of the Peace since 2000. Cathy brings to the ALARA Board extensive knowledge of services and support for children and young people

across the ALARA catchment area and a deep understanding around issues related to the provision of quality support services. Cathy is a life member of ALARA QLD Limited.



**Robyn Hartfiel – Director**

*Llb (Hons)*

Robyn joined the Respite Care Services (Ipswich) Board in 1998, subsequently served on the ALARA Association Board of Management and continued as Board Director with the transition

of the organisation to ALARA QLD Limited in 2013. She has been a solicitor for 28 years and until her retirement was a partner for local Ipswich firm M.A. Kent and Associates. She is a volunteer solicitor for TASC Ipswich (a not-for-profit organisation). In addition to her years of experience as a Board member for the organisation, Robyn's legal background has been invaluable to the Board when considering matters such as leases, real estate transactions, agreements and other legal issues that arise from time to time. Robyn is a life member of ALARA QLD Limited.

**Mike Kingham – Director**

Mike joined the ALARA Association Board of Management in 2013, becoming a founding Board Director of ALARA QLD Limited in 2013. Mike was educated in the United Kingdom and moved to Australia in 1961. He has

had a diverse working life, which has included owning and operating a family business in the Lockyer area, being QLD Sales Manager for the print company and

working in the local Real Estate Industry. Over the years Mike has contributed to his local community in a range of volunteer roles, including past President and Secretary for his local Lions Club, Adult Literacy educator and volunteer tutor and currently provides regular musical performances at local nursing homes and respite centres. Mike brings to the ALARA QLD Limited Board his invaluable lived experience of acquired disability, a strong business background and local networks and an interest in positioning ALARA to respond to the changes required under an NDIS.

### Noelene Schultz – Director



Noelene joined the ALARA QLD Limited Board in 2013. She has had a nursing career for 48 years and has held registration as a General Nurse. Noelene has worked previously both in the private and public sector as a nurse, with 28 years spent focused on

working with school-aged children and their families in Community Health. She has since retired. Noelene has been an active Ipswich Orchid Society member since 2000. Noelene is committed to ensuring that people with a disability and their carers have access to quality information about services and supports that can enhance their lives.

### Toni Harrison – Director



*Dip. Bus.; Adv. Dip. Acc.*

Toni was elected as Director of ALARA Qld Limited at the 2014 Annual General Meeting. Toni is an experienced office and business manager with formal qualifications in the areas of business and accountancy. She has

had many years of involvement with the local school community and sporting associations generally in the capacity of Secretary or Treasurer. Toni has had a long-term interest in the work of ALARA and brings to the Board both a new perspective and willingness to contribute to the work and development of the organisation as required.



### Margaret Byrne - Director

*B. Sp. Thy. (Hons); Cert IV Training and Assessment*

Marg joined the ALARA QLD Limited Board in 2018, filling a casual vacancy. Marg brings to the role extensive experience in the area

of disability and community services. She was a practising Speech Therapist/Speech Pathologist for 29 years and subsequently worked in a range of key management and project roles for Disability Services at both regional and central office level. In the three years prior to her retirement from the Queensland Government, she held a key role in program and project management, including a lead role in NDS Transition Projects – Participant Readiness and Information, Linkages and Capacity Building (ILC). In addition to her knowledge and experience in the area of disability services, Marg brings to the Board a sustained commitment to the creation of opportunities for people with a disability to learn, participate and to be included in their local communities.



### Phillip Bell – Treasurer and Board Director

*CPA; FAIM.*

Phillip is the CEO of the Ipswich Hospital Foundation. He is also the President of the Ipswich Chamber of Commerce and Industry. He has previously held Senior and

Executive Leadership roles in a diversity of sectors, including: Education, as the Executive Director – Finance and Corporate Services at TAFE Queensland South West; Transport, as the Director – Financial Operations and Compliance at TransLink; Financial and Corporate Regulation, having held Senior Executive Roles with the Australian Securities and Investments Commission and the Australian Taxation Office; and Law Enforcement, having served with the Queensland Police Service in the Fraud Squad, Drug Squad, and Proceeds-of-Crime Task Force. He is a proud Ipswich local and he and his wife are Directors of a family-owned company which has pastoral and agribusiness advisory interests in the Rosewood area.

# EXECUTIVE MANAGER'S REPORT



## I am pleased to present the Annual Report for ALARA QLD Limited for the 2017–2018 year.

During this financial year the National Disability Insurance Scheme (NDIS) and Consumer Directed Care (CDC) have had a significant impact on services for people with a disability and older Australians. Both schemes provide additional opportunities for many people to have services that are specifically tailored to meet their needs and expand their horizons.

The NDIS rolled out fully within our region during the year and required a significant scaling-up of services to meet the new demand. This was not just created by new participants but also for existing clients. Many people for the first time had additional resources to not just to meet basic needs but also to explore new interests and invest in their own skill development.

ALARA has had a long-term commitment to the co-design of individualised services with service users and families and to the development of group programs based on shared interests and goals. Participant's new purchasing power through the NDIS has stimulated the creativity and responsiveness within the organisation. This Annual Report reflects the range of new programs and initiatives that have been developed to meet expressed need. This organic process is embedded within our culture and will continue to open new possibilities for people who access our services.

“ALARA has had a long-term commitment to the co-design of individualised services with service users and families and to the development of group programs based on shared interests and goals.”

JUDY DICKSON  
ALARA EXECUTIVE MANAGER

While delivering on improved outcomes for many people with a disability, the NDIS has also resulted in significant change and a range of new challenges for organisations such as ALARA:

- Increased service demand and the nature of supports people are purchasing has meant a significant scaling-up of our support worker workforce and the need to attract staff with new and often very specific skill sets or interests. Over the financial year our support staff numbers have increased 30%. Increased workers create greater demand for recruitment, training, mentoring, and rostering and payroll functions.
- Additionally the NDIS has complex administration requirements around quoting, service agreements, booking, and claiming or invoicing which impact on staff across services and finance and administration.
- Significant payment delays and claiming problems mean that organisations such as ALARA need to be constantly vigilant with respect to cash flows.
- Narrow margins where they exist mean that these additional costs have to be absorbed by the organisation and our existing head office staff.

Throughout the year we have therefore looked at new cost-effective ways to support a growing community-based workforce and adjust our systems and technology to streamline processes wherever possible.



This was an extremely challenging transitional year and a testament to the ongoing team effort and the commitment and resilience exhibited across all levels of the organisation.

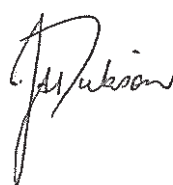
I would like to personally acknowledge ALARA's Board for their clear strategic focus in positioning the organisation for the transition to the NDIS and CDC and to our continued development as an innovative and quality service provider.

Thank you also to all of our wonderful staff and volunteers for your skill, commitment and passion for making a positive difference in the lives of the people we support.

On behalf of ALARA, I would like acknowledge the ongoing support of our funding bodies, state, federal and local governments, trusts and foundations, local business, and the many supporters in the communities in which we operate.

Most importantly, thank you again to our clients and families for welcoming our service into your lives, and providing the valuable input and feedback that helps us monitor and improve our services.

The following report provides an overview of the activities of the organisation and what has been achieved in relation to each of our strategic areas in this financial year.



**Judy Dickson**  
Executive Manager



**This Annual Report reflects the range of new programs and initiatives that have been developed to meet expressed need.**

## INDIVIDUAL AND COMMUNITY OUTCOMES

ALARA QLD Limited aims to provide high-quality, flexible and responsive services that support and enable people with a disability to be valued members of their community.

### SERVICE OVERVIEW

During the financial year, ALARA provided services to 824 clients and their families and carers. In total, across all revenue types, we provided 308,276 hours of direct support.

The following is an overview of services provided by ALARA in the 2017–2018 financial year by service area.

### NATIONAL DISABILITY INSURANCE SCHEME – DIRECT SERVICES

Over the course of the year, individuals previously funded through Disability Services transitioned to the National Disability Insurance Scheme (NDIS) or the Continuity of Service (CoS) program. The majority of people previously supported through the Community Care program who were eligible for the NDIS also transitioned. This occurred in waves and required a significant redirection of staff time to quoting, negotiating with the Adult Guardian, Supports Coordinators and Plan Managers from a range of agencies, establishing service agreements and new support plans, and creating bookings.

The scheme has provided greater equity in support and has led to many people for the first time being able to receive both support for their essential daily activities and an opportunity to explore their goals and interests. Throughout the year ALARA created a range of programs and opportunities to enable individuals to pursue their goals and learn new skills.

During the financial year, ALARA supported 542 people through their NDIS Plan (NDIA Managed, Self-Managed and Plan Managed) with individual support, group or centre-based activities.

### NATIONAL DISABILITY INSURANCE SCHEME – PLAN MANAGEMENT AND SUPPORTS COORDINATION

ALARA's NDIS Plan Management services gives individuals the benefits of self-management without the financial, administrative and coordination workload. ALARA provides a range of financial and service intermediary services. During the financial year 113 individuals were supported through our Plan Management Arm.

ALARA's Support Coordinators assist individuals to implement their NDIS Plan, shortlist and investigate suitable providers, choose preferred providers and create an agreement with them or help people to move to a different provider if required. Their aim is to ensure maximum choice and information about potential providers. During the financial year 61 individuals were supported with Supports Coordination.

ALARA's Plan Management and Support Coordination Services are operationally separate from our direct service and we have a Conflict of Interest Policy in operation to ensure individuals are offered the widest range of local options available.

### GRANT-FUNDED SERVICES

#### DS Block Funding

Department of Communities – Disability Services (DS) provided block funding to ALARA to flexibly meet the needs of a number of clients. This financial year the DS block funding enabled ALARA to support 22 clients providing a total of 1287 hours of service with a flexible range of supports including personal care, respite, learning and development programs until their transition to the NDIS.

Additionally, the DS Accommodation block grant continued to assist three individuals to live in the accommodation of their choice while waiting for transition to the NDIS.

By the end of the financial year all block-funded individuals had made the transition to the NDIS.

### DS Individual Funding

In the 2017–2018 financial year ALARA supported 54 clients with individualised funding. Services were provided at home, centre-based or community locations. The majority of individuals with packages supported through ALARA have now transferred to the NDIS.

### DS Post-School Block Specified

This year ALARA provided services to eight individuals from the Ipswich area and one person from the Laidley area through this funding stream. The support provided is tailored to the individual's needs and can include goal-orientated centre-based or community-based support. By the end of the financial year all individuals had made the transition to the NDIS.

### Community Care Block – Direct Services (State)

During the financial year ALARA supported 382 people with a disability providing 22,321 hours of support assisting with personal care, social support, respite care and domestic assistance

In addition, Community Care funding enabled the organisation to provide a total of 216.25 hours of Assessment, Client Care Coordination, Case Management Counselling, Support, Information and Advocacy.

A significant number of individuals supported through the Community Care program transitioned to the NDIS during the course of the year.

### Your Life Your Choice – Host Provider Services

In total, 35 individuals were supported by ALARA's Your Life Your Choice (YLYC) Host Services in the 2017–2018 financial year. A majority of those individuals transitioned to NDIS as the rollout occurred in the region. As at 30 June 2018, ALARA was Host Provider for five individuals. Through the YLYC Program, ALARA continued to assist individuals and families to have greater choice and control over their disability services and supports. This included assisting individuals and families to purchase services, therapies and equipment from a variety of different



**"Lets Go Surfing" was a big success again this year!**

organisations, funds management for individuals and families who are directly employing their own staff and providing payroll services.

### Commonwealth Home Support Program (CHSP) – Department of Health and Aging (Federal)

Through the financial year ALARA supported 37 older individuals through this program, providing social support, domestic assistance and centre-based services. Vacancies are filled through referral via the My Aged Care Portal.

Our current Commonwealth Home Support Program contract for direct services runs to 2020.

### Home Care Packages

ALARA is an approved Home Care Provider (Home Care Packages). This will provide future service options for clients transitioning to aged care and for their carers who are eligible in their own right for aged care. During the financial year ALARA supported three older individuals with home care packages under the consumer directed care approach.

### Continuity of Support (COS Program)

ALARA is a provider of the Commonwealth Continuity of Support Program for individuals receiving support under specialist disability services at the time of the rollout of the NDIS in the region, and who were not eligible for the NDIS because they were already 65 years of age or over. The program is funded through the Federal Department of Health. During the 2017–2018 financial year seven individuals were supported through this program.

### DAY SERVICES

ALARA currently operates centres in Ipswich, Esk and Laidley.

Luke's Place Esk and Luke's Place Lockyer receive their primary funding through the Department of Communities – Disability Services for the provision of centre-based and flexible local respite support as well as learning and life-skills development.

Luke's Place Ipswich area services located at Warwick Rd and Salisbury Rd are funded through the Department of Communities – Community Care. Funding for a small number of places is also received from the Commonwealth Home Support Program through the Federal Department of Health.

Each centre continues to strive to improve the quality of programs, provide opportunities for clients to develop new skills and to connect to the local community in a meaningful and valued way. The funding is predominantly for centre-based group support, which limits the level of individual hours. Coordinators are therefore required to be innovative and have the ability to actively foster partnerships with the community to maximise opportunities for clients.

### Luke's Place Lockyer

Luke's Place Lockyer (LPL) program participants continue to be actively involved in their local communities through volunteering. The organisations they have supported during the year include the Laidley Crisis Care and Accommodation Centre, Laidley Meals on Wheels, Uniting Care Op Shop (Laidley), and The Salvation Army Op Shop (Gatton). Clients from the service are also involved in a range

of community activities such as the Laidley Gym Group, Heart moves, Hydrotherapy, local community sheds, music with Rob McGrigor (Toowoomba Music Therapy services, a qualified Music Therapist), the Golden Oldies Music Program, Music with Jason and Crisis Care Cooking.

In a typical week:

- Mondays at LPL are Heart moves, music, gardening and accessing the community.
- Tuesdays are The Lockyer Valley Community Activities Shed (previously known as the Men's Shed), Laidley Gym, Laidley Library, Laidley Meals on Wheels, volunteering at an opportunity shop, art group and Crisis Care Cooking.
- Wednesday's Life Skills group continues to focus on meal planning, shopping for ingredients and cooking skills, with program participants cooking a meal to share with their families.
- Thursdays are The Lockyer Valley Community Activities Shed (previously known as the Men's Shed) and a group attending Hydrotherapy.
- On Fridays a group of individuals attend a music program and in the afternoon volunteer their time at an opportunity shop.



**ALARA provides a range of health and wellness activities including bushwalking.**

The Book Stall at the Laidley Markets continues to operate through the efforts and commitment of service participants managing the stock and a volunteer (Roger) managing the stall. They raised \$1271.70 during the financial year and the group determines the way in which the funds are used to support the Luke's Place programs.

### Luke's Place Esk

During the financial year the centre continued to operate three days a week based at the Lutheran Church Hall in Esk. In-home and community-based support was provided throughout the week. In total eight individuals received centre-based support during the financial year, and 10 people received in-home and community-based support.

The focus this financial year was again on enhancing opportunities for service participants to be involved in the local community and actively changing community perceptions of people with a disability by supporting participants to undertake valued volunteering roles.

At the end of June 2018 service participants were engaged in activities such as:

- Can collecting and crushing to raise much-needed funds for the Leukaemia Foundation. Cans are supplied by the Club Hotel, Esk and members of the community.
- Removing buttons off old clothes and cutting the material into the correct sizes for cleaning rags for the Red Cross Thrift Shop at Toogoolawah.
- General cleaning duties at the Helping Hands Thrift Shop at Esk.
- Folding, sorting clothes, general cleaning duties and pricing at Esk Lions Thrift Shop.
- Assisting an elderly community member to maintain their garden, and feeding local chooks
- Assisting an elderly person to walk her dogs.

The service continues to hold a monthly BBQ at the Friendly Grocer in Esk on the 2nd Friday of each month. This allows participants to be actively



**ALARA program participants actively help their communities, volunteering with local organisations such as Laidley Meals on Wheels.**

seen within their community and to assist in skill development through things such as cooking and money handling. It also facilitates networking with people in the community. The monies raised allow participants to participate in activities that they might not have been able to access given their rural location.

Participants actively conduct a weekly carwash, with all monies raised going to support the Community Garden established by ALARA which is located at the Stepping Stone Community Centre, Heap St, Esk. Working bees at the Community Gardens are held during the school holidays and are well supported by the local community.

For a number of years, Luke's Place Esk has been known for the quality of their cooking programs and hospitality. This year they again catered for the SES Christmas Party (Esk, Lowood and Kilcoy branches) which was held on Friday 8 December at the Esk Civic Centre. In preparation for the event, staff and participants worked to develop their skills in safe food handling and etiquette and serving techniques. They prepared the food in the Civic Centre's industrial kitchen and, on the night, served meals for approximately 65 guests. Income from the event will be used to support future program initiatives. A second event was held on 13th December 2017 at the centre for 30 Esk SES members.



Getaways provide a holiday away with friends and an opportunity for people to engage in exciting new activities.

### Luke's Place Ipswich Area

Luke's Place Ipswich area services were previously funded as centre-based day respite services through a recurrent Community Care block grant. A small number of additional individuals are block-funded through the Commonwealth Home Support Program (Federal). Some individuals also attended the service utilising Disability Services support for school leavers, post-school block specified, or funds from other program initiatives. Some clients purchase services through self-managed funds or private sources. During the course of the financial year the majority of eligible clients transferred to the NDIS and continued to purchase support through their NDIS plan.

During the 2017–2018 financial year, a combined total of 225 clients received Ipswich centre-based services offered at Luke's Place Ipswich and Luke's Place Salisbury Road as well as through the Aspirations Program and Arts initiatives. Across these programs (Community Care and CHSP) 48,576 hours of support were provided.

Each of our Ipswich locations lends itself to different types of programs and activities. Accordingly, on a quarterly basis, participants choose from options developed around shared interests, goals and aspirations. Activities are offered at the most appropriate venue. Each person receives an individualised schedule.

Programs vary on a quarterly basis but include skill development and lifelong learning activities in the different streams. As an example, in a quarter clients could have the choice of participating in structured sessions on Health and Lifestyles, Cooking and Baking, Gardening, Woodwork, Public Transport and Road Safety, and Creators and Hobbyists workshops.

Under the NDIS, ALARA's Aspirations program evolved into a range of Leisure, Recreation and Life Skills programs. Some of the programs are offered as a workshop series (ongoing and time-limited) and others are single events.

Some of the ongoing groups include:

*Fun Fit sessions* facilitated by ALARA's personal trainer run weekly on a Thursday at Salisbury Rd with great results for participants. The group aims to assist participants to improve their level of fitness and stamina.

A *Ten Pin Bowling League* has been established and play weekly on a Saturday at AMF Bowling Ipswich. Nine participants play each week.

Both *Upcycling Furniture* and *Upcycling Fashion* have been extremely popular this year, with participants learning a range of practical skills and repurposing furniture and fashion.

*Woodworking* and *leatherworking* groups run weekly.

*Baking for the Community* runs weekly on a Wednesday. All ingredients are donated by participants, families, staff and community members. Baked goods are provided to a range of recipients, including local nursing homes, local community groups, homelessness services and local emergency services staff.

The *For the Love of Cooking* group incorporates budgeting and shopping for ingredients as well as cooking dinner to take home for the family.

The *Tuesday Active Group* focus on healthy lifestyles and accessing public transport.

The *Thursday Active Group* have been focusing on public transport skills and actively plan their group activities around their personal goals.

Additionally Luke's Place Ipswich run three *Ladies groups* on different days and a *Men's group* on a Friday.

Some of the time-limited workshop series run through the financial year were *BBQ Chef*, *Microwave Cooking*, *Surfing* (in collaboration with the Disabled Surfers Association Gold Coast) and the *Jamie Oliver Ministry of Food Courses*.

A range of one-off programs were also provided, including State of Origin evenings, Supanova, Melbourne Cup at the Yamanto Tavern, and Movies and Lunch opportunities.

### **Dingley Dell Arts Programs**

During the financial year work was completed on the renovation of the Dingley Dell Gallery. The final work, which involved new flooring covering and landscaping, occurred early in 2018. The new flooring covering was provided through the generous support of the Ipswich Lutheran Bargain Centre.

ALARA wishes to acknowledge the work of ALARA artists who completed artwork on the floor while funds were sourced for flooring. A permanent record of this work was commissioned from Photoevents (James Pitman) who then created a poster called "What lies below", which is now on display at the Gallery. The original works are now preserved under the new floor covering and will be rediscovered when the floor covering is next renewed.

The *Tuesday Art Group* runs weekly at the gallery and gives participants who are new to art the opportunity to explore a range of mixed media.

The "What's in Art" Social Arts Group has continued to meet at Dingley Dell on a Wednesday and regularly has up to seven participants, who support one another to learn about other artistic mediums. Currently there are seven members of this group working on joint and individual projects.

"My Art" meets on a Friday at the Gallery and is open to all community members wishing to spend time on their art and further develop their skills.

### **LAN Group**

The LAN group has operated one evening a week at Luke's Place Salisbury Road since March 2013. This group enables young people with a disability to meet and share their passion for interactive gaming and related interests. There are currently six regular members of this group, with several individuals who pop in on occasion.

**The Tuesday Art Group runs weekly at the gallery and gives participants who are new to art the opportunity to explore a range of mixed media.**



## LOCKYER RESPITE SERVICES

This program for the Lockyer area was funded by the Department of Communities – Disability Services. It provided in-home and out-of-home overnight respite services.

During the 2017–2018 period seven individuals utilised their allocation of in-home respite funding. Families were also able to link in with CRCC, meaning that in some cases they were able to extend their break. The Lockyer Valley Disability Community Association provided the premises and subsidised amenities and food. Individuals were therefore only responsible for their out-of-pocket expenses for entertainment activities such as going to the movies, going to Ten Pin Bowling and lunch out in the community. This meant that there are generally no out-of-pocket costs to individuals or their families for their stay.

With the introduction of the NDIS funding in 2017 people have more choice in obtaining respite and are now choosing to receive regular overnight In-Home Support, so that they can enjoy remaining in their own home or they are choosing to attend ALARA's Getaways program.

## OLDER CARERS INITIATIVE (O.C.I.)

The Older Carers Initiative (funded by Disability Services) aimed to assist older carers to sustain their caring role and plan for the future support of their family members with a disability.

The program provided funding for flexible respite support to families with older parent carers to enable the family to stay together longer and extend their capacity to provide care.

During the 2017–2018 year ALARA provided support for up to eight families in the Ipswich South West Region through this initiative, either directly or through the families' existing primary service provider. This included provision of case management or supports that reflected the respite needs for the older carer.

Individuals supported under this initiative were fully transitioned to the NDIS by the end of December 2017.

## EMERGENCY FUNDING

ALARA managed the Regional Emergency Response Funding (E.R.) on behalf of the Department of Communities – Disability Services. The purpose of this funding is to ensure that people with a disability had access to appropriate services in emergency and crisis situations. In particular it assisted with flexible and time-limited supports to individuals with a disability, their families and carers who are in urgent and critical need and unable to access other forms of support. During the 2017–2018 period, Emergency Response Funding was accessed for 78.25 support hours and a number of pieces of specialised equipment urgently required by individuals and families were also provided. A number of other individuals, while not eligible for funding under this initiative, were assisted with information to enable them to find alternative funding sources or services. This funded program is now closed.

## ACTIVITIES PROGRAM

This program had historically attracted a small viability grant from the Department of Communities – Disability Services which contributed to the cost of coordinating the program. This funding was phased out during the financial year as the NDIS rolled out in the region. Participants use their individual funding or funding allocated from various sources for support to participate.

Regular Activities Programs include:

*Ipswich Megasports* is an Ipswich-based activity normally held on the first Saturday of the month. This activity promotes health, fitness and group interaction. Megasports operated 10 Saturdays through the financial year, averaging around 25 people on each occasion. Megasports Activities included the Riverwalk, Kholo Gardens, Fitness in the Park at Sutton Park Brassall, Zumba and line dancing, and a water balloon challenge.

*Klub ALARA* has historically been a monthly group for adults who wanted to catch up with their friends. The group only met once a month on a Friday night. Towards the end of 2017 it was decided to split the traditional Klub ALARA into two groups as it had become very popular and we were no longer able to



accept everyone. As an addition to the regular Klub ALARA, Party Klub ALARA was started in February 2018 and has proven to be extremely popular with lots of new clients attending. Party Klub ALARA attracts younger participants (17–30 year olds) and has a lot of music, dance and games each month.

In total, ten Klub ALARA events were conducted over the 2017–2018 year.

At the request of families, Junior Klub ALARA was also launched in August 2017 for 12–17 year olds. This has been slow to increase in numbers and generally six to nine children attend for 2 hours once a month. It has been a good opportunity to introduce the children to a group activity and has been a successful transition group for the 16–17 year olds who have then moved on to other ALARA group activities. Each month has a theme for the evening and participants enjoy dressing up and getting into character. Popular themes have been the PJ party, Hollywood Red Carpet, Karaoke and Aussie BBQ.

There were ten *Social Group* activities in the financial year. We have tried to keep outings local to Ipswich to minimise costs for participants. Due to popular demand, some of the venues were attended twice giving everyone an opportunity to join in. These were the Ipswich Show and Dreamworld. The group also attended markets and movies at the Tivoli Drive In as

**Getaways were extremely popular in the 2017–2018 financial year.**



well as some of the regular and ever-popular outings, including visiting Sea World Theme park, op shopping and local theatre shows.

*Getaways* were extremely popular in the 2017–2018 financial year. The Getaways provide a holiday away with friends and an opportunity for people with a disability to engage in exciting new activities. They also provide carers the opportunity for a break. During the financial year the following Getaways were conducted:

- Boonah in November 2017, April and June 2018. These are generally focused on rest and relaxation and included a visit to the Towri Sheep farm.
- Currimundi in September and December 2017. These are very active and action-packed Getaways, with the clients often pushing themselves out of their comfort zones and trying new and exciting activities such as rock climbing, giant swings, canoeing and archery.
- Paradise Country Glamping. November 2017, and March and June 2018. These Getaways are held on weekends and have included The Australian Outback Spectacular Show and breakfast with the Koalas – a fantastic photo opportunity. In the morning they have milked the cows, collected eggs, fed the baby goats and sheep and performed other farm-related duties all before breakfast. The weekend is finished off with a day at either Movie World or Sea World.
- Underwater World is a one night Getaway with the opportunity to sleep in the tunnel under the sharks and stingrays. We also have a behind-the-scenes tour and see how they care for all the various fish. Before dinner participants experienced a private Sea Lion show with lots of opportunity for photos.
- The Girls Pamper Week held on the Gold Coast was a fantastic success. The group stayed at Montrose - Our Getaway. This was a fantastic venue with great facilities to accommodate the manicures, pedicures, facials and massages that were a feature of the Getaway. Holiday-makers enjoyed gentle walks along the beach to finish the day and there was enough time for a shopping trip to Harbour Town.

- A Gents Getaway was held at the same venue and the gentlemen had a fantastic time playing putt putt, pedal boat rides, ten pin bowling and movies. All came back very relaxed.
- A Sea World Nara Resort weekend trip was held in March. This was very popular with the participants who enjoy a weekend at the theme park.
- A Tallebudgera Getaway was held in April 2018, another very active and action-packed getaway at the coast. It is always popular and has many repeat clients.

ALARA continues to receive support for our Getaway program from the staff of Visy Carole Park assisting with some expenses.

A new feature this year was the introduction of ALARA Cruises. The first Cruisers enjoyed the Brisbane to Airlie Beach Cruise (5 days 4 nights) in November 2017. Other groups subsequently enjoyed the same cruise in February and June 2018 with four cabins on each trip. In February 2018 we were able to book two accessible cabins but have unfortunately not been able to access these cabins again with our planned future cruises. Feedback from the clients has been extremely positive with a few of the clients repeating the cruise.

Extra activities for the financial year included the Annual Christmas Lights tours which ran on two nights in December 2017.

To ensure that our Activities program continues to address the interests and needs of clients, the annual pizza and planning night was conducted in November 2017. This night again yielded many new and creative ideas that have helped in the planning of events.

ALARA produces an Annual Activities flyer that is distributed to ALARA clients and staff.

### **Raceview Integrated Playgroup**

In February 2016, ALARA assumed the auspice for the Raceview Integrated Playgroup. This playgroup commenced in May 1992 at the suggestion of families with young children with a disability who were looking for a playgroup that would include the children in a supportive environment rather than a segregated disability-specific program. Facilitators were previously provided through Disability Services but in 2015 staffing could no longer be maintained as the program commenced transition towards the NDIS. ALARA has recognised the value of this group to Ipswich and the families concerned and has welcomed the opportunity to continue this important service.

The playgroup continues to meet each Monday at the Raceview Congregational Church Hall from 9.30–11.30. At the end of term two 2018 the playgroup went to the Just Jump at Redbank. This was a very popular venue with the group, who love the physical activity of the jumping castle and inflatable obstacle course.

The group is continuing to grow. Many of the families have formed close friendships and provide valuable support to one another on an informal basis. There are currently 15 families with 22 children.

ALARA participated in the Woolworths Earn and Learn promotion collecting stickers to the value of 6000 points which could be put towards products from Modern Teaching Aids. A range of resources were obtained for the playgroup.

### **PlayConnect**

PlayConnect Playgroups are a component of the Australian Government's Helping Children with Autism package. PlayConnect Playgroups offer play-based learning opportunities for children with ASD or ASD-like systems and create and extend social networks for their families. These playgroups also connect families and carers to resources available in their local area. From October 2017 ALARA was brokered by Playgroup Queensland to operate PlayConnect in Ipswich. The PlayConnect Playgroup runs on a Tuesday at Raceview Congregational Church Hall from 9.30am–11.30am.



### Lockyer Megasports

The Lockyer Children's Megasports Program operates one Saturday per month at Luke's Place Lockyer and at various community sporting venues in the Lockyer Region. It provides a range of physical activities for children with a disability and their siblings aged 5–12 years. Around 11–14 children and their siblings attend each session. Sporting activities this financial year have included Cricket, Giant Snakes & Ladders game, Ten Pin Bowling, Netball, Soccer, working out on the fitness equipment at the Laidley Recreation Grounds, Development of Ball-Handling Skills, Swimming, Rugby League and Touch Rugby. Contact with local sporting groups has continued, with ALARA representatives working collaboratively with the Lockyer Recreation Committee to plan joint activities to involve the children. This Committee includes coaches from a variety of local sporting groups (Netball, Softball, Rugby League, Touch Rugby, Soccer, etc.) and they are committed to continuing to be involved in running sporting workshops with the children who attend the Lockyer Megasports program.

With the introduction of the NDIS in 2017, funding for this program has gradually moved from being funded through Disability Services block funding to being purchased directly by families through their child's NDIS Plan. This has also meant that children with support needs higher than those who could have been supported under the previous grant have now been able to access the program.



**ALARA has recognised the value of playgroups to Ipswich and the families concerned and has welcomed the opportunity to continue this important service.**



### **Holiday Respite Programs Funding (Laidley)**

The Lockyer Holiday Program was funded by the Department of Communities – Disability Services and is now purchased through the young person's NDIS Plan. It is targeted to high school-aged children with a disability who reside in the Lockyer region, and provides support and activities for five individuals during each school holiday period. Twelve young people have accessed the program in the last financial year.

To assist with the cost of out-of-pocket expenses a number of local parents have been conducting a sausage sizzle at the Laidley markets on the second Friday of every month, where they raised a total of \$1226.76 for the financial year. In 2017–2018 Lockyer Valley Community Disability Association (LVCDA) has continued to fund transport costs for Holiday Program activities using the Lockyer Valley Aged and Handicapped Association (LVAHA) bus service. This means that the children can travel together on trips. Activities for the 2017–2018 period have included Movie & Maccas Days, Cooking & Fitness Days, Art Workshops, Visits to Theme Parks, Visit to Spring Loaded Trampoline Park, Visit to Laser Force, Completion of the Jamie Oliver Ministry of Food Cooking Program in Ipswich, visit to Inflatable World, Outing to Robelle Domain for Swimming & BBQ lunch, Rock Climbing, and participation in the Laidley High Ropes Course. The program is always action-packed, and continues to be extremely popular with very positive feedback being received from children and their families.

### **SOLD HOURS**

ALARA is a significant employer of skilled support staff within the Ipswich and associated regional areas. ALARA is able to offer reliable staffing and support to other agencies that assist people with a disability and their families in this region. In the 2017–2018 financial year, services were purchased by organisations, family members and individuals with a disability.

## **INFORMATION SHARING AND EDUCATIONAL OPPORTUNITIES FOR CARERS**

### **Carer Resilience Workshop**

ALARA, in conjunction with the Ipswich City Council, held a Carer's Resilience Workshop on the 10th October 2017 at the Leichhardt Community Centre. The day was facilitated by iNSPYR and explored dealing with stress, developing assertiveness, balancing work, life and caring, and looking to the future.

## **COMMUNITY COLLABORATIONS AND PARTNERSHIPS**

### **The ALARA Jets Team**

This collaboration with the Ipswich Jets is the result of a great idea and initiative of Grant Fullarton, a service participant with a passion for rugby league football. The ALARA Jets team train with members of the Ipswich Jets and other community members. They have played both in inclusive matches and in a demonstration games.

The ALARA Jets (and friends) again participated in the Community Touch Tournament at St Joseph's Nudgee College. This event was organised by Footprints in Brisbane Inc to promote community wellbeing by linking people together. The ALARA Jets played a number of teams from Brisbane and as far afield as Toowoomba.

The ALARA Jets participated in the Ecco Ripley Footy Clinic on Sunday 18th September playing the Jets Mixed Team. The event was covered by "A Great Day Out" on Channel 7. A sausage sizzle held on the day for the team raised over \$550.

The 2017 ALARA Jets presentation evening was held on the evening of 16th November at the Ipswich Jets Leagues Club with 53 attendees, including team members and families, volunteers, staff, sponsors, Jets Club representatives and Board Members.



The ALARA Jets played four games in June in the Battle of the Border at Tweed Heads. The event included a mixture of teams from Queensland and New South Wales. Our team won two games with a total of 25 tries between the players!

The team and interested family members continue to hold fundraising BBQs at all the Ipswich Jets' home games. This financial year they also were invited to run fundraising BBQs at a Local Jobs Seminar coordinated by the Ipswich City Council in December 2017 and the Ipswich Jets Family Day in June 2018. We would particularly like to thank Steve Rainbow of Articulate Framing for his donation of new signage for the team for BBQs and other fundraising events.

Voluntary participation in the Jets BBQs is leading to some great outcomes for team members, including:

- Improved social community connections and interactions
- Food-handling preparation, cooking and food safety skills
- Development of money-handling skills
- Customer-service skills
- Developing friendships with other team players

### **The ALARA Darts Team – ‘Respect da Bull’**

The ALARA Luke's Place Darts Team train and play each Monday. They are trained by members of the West Moreton Darts Association Committee. As at June 30th 2018, 12 players were attending regularly.

Up until the early part of 2018 the team trained at the West Moreton Darts Association facility at Dinmore. However, as a result of urgently required repairs to the building this was not possible. The group used Brother's League Club for a period of time; however, it was not always available. The decision was taken to line one of the back walls of the Salisbury Rd bus shed so that a dart board could be mounted. This work was completed by two ALARA staff, Dee Dailly and Tania Moore (who have fantastic practical skills), with the assistance of Andrew Black and Ryan Black from Designer Homes Queensland who donated their time.

### **Siblings Network**

The Ipswich Siblings Network is a combined initiative of Focal Community Living Inc., GIFS - Goodna Integrated Family Support, Carers Qld, Ozcare and ALARA QLD Limited. The Ipswich Siblings Network aims to provide opportunities for children with a sibling or relative with a disability to meet other siblings, share experiences and make friends. The group meet a few times a year. In July 2017 the group attended Movies and Lunch at Riverlink. In September 2017 the girls enjoyed a Picnic Pamper day at Kholo Gardens. December 2017 we returned to Kholo Gardens for the Christmas Party and BBQ. Siblings Network did a fundraiser BBQ at Salisbury in Spring.

## SERVICE PROMOTION AND COMMUNITY AWARENESS

### EXPOS and Community Events

ALARA services were promoted with stalls at a number of local expos and community events held throughout the financial year, including:

#### 2017

July	Mobile Information Hub – Fernvale Community Sausage Sizzle – Esk Activities Sausage Sizzle – Karalee Woolworths
August	Community Sausage Sizzle – Esk Senior’s Week Expo – Esk Mobile Information Hub – Lowood
September	Fresh Futures Market – Ipswich Teddy Bear Picnic – Esk Community Sausage Sizzle – Esk Mobile Information Hub – Toogoolawah
October	Community Sausage Sizzle – Esk Mobile Information Hub – Fernvale
November	Mobile Information Hub – Esk Careers In Disability Expo – Ipswich Showgrounds Community Sausage Sizzle – Esk
December	Blair Disability Links – Brassall Shopping Centre Community Sausage Sizzle – Esk

#### 2018

January	–
February	Mobile Information Hub – Fernvale Community Sausage Sizzle – Esk
March	Community Sausage Sizzle – Esk
April	Community Sausage Sizzle – Esk
May	Mobile Information Hub – Lowood Community Sausage Sizzle – Esk Ipswich Special School Transition from School Information Session
June	Community Sausage Sizzle – Esk

Our thanks go to the band of staff, family members and clients who manned the ALARA stalls providing information, advice and assistance to community members.

ALARA was also involved in the following networking meetings and forums:

- Greater Springfield Regional Connect
- NDS Teleconference for Plan Managers
- Somerset/Lockyer NDIS Networking Meetings
- Ipswich and West Moreton Senior’s Services Network Meeting
- Ipswich Siblings Network
- Brisbane Valley Interagency Meetings
- Workability QLD – Lockyer Valley/Ipswich/Somerset/Scenic Rim Region (LISS) Working Party
- Ipswich Interagency Meeting
- Fresh Futures Planning Committee
- Ipswich Regional Disability Service Provider’s Strategic Network

ALARA representatives participated in a range of events and consultation processes, including:

- NDS – National Committee on Workforce (Executive Manager)
- Transition to the NDIS – DS Provider Meeting
- Advisory Group – NDIS Practice Standards (Behaviour Support Modules)
- NDIA/LAC/Provider Meetings Ipswich
- Community Care Providers Consultation Session
- NDS National Operational Reference Group (Executive Manager)
- Community Care Investment and Transition Team
- NDS and Community Services Industry Alliance Roundtable
- Careers in Disability Expo
- Fresh Future Market
- YLYC – Host Provider Teleconference

The Executive Manager presented to the sector at a number of forums, including:

- NDS Forum Cairns (NDIS Readiness)
- NDS Forum Sunshine Coast
- NDS State Conference Panel – Possible Futures: What do we mean by Innovation?

ALARA hosted visits from a number of agencies preparing for the NDIS to share our experience during transition, including:

- Lutheran Services (Keystone)
- Hervey Bay Day Care and Respite Centre
- Bayside Respite

## EVENTS

### Seniors Week 2017 – Seniors High Tea

ALARA held a Seniors' High Tea at North Ipswich Reserve in collaboration with the Ipswich City Council. The guest speaker was Brian Herd CRH Lawyers who is a specialist on elder law. Local businesses and organisations were invited to set up information stalls or provide demonstrations regarding their services and available products to aid in the health and wellbeing of community members who reside in the local community. The event was sold out.

### Re-opening of Dingley Dell

The Dingley Dell re-opening was held on Friday 13th at the Gallery. Around 70 people attended, including the Mayor and Mayoress, Hon. Shayne Neumann, Board Directors, key ALARA staff including Gallery staff, artists and artists families. Pictures and a promotional video (produced by ALARA artist Larry Stumer) can be found on the Dingley Dell Facebook page.

### Annual ALARA Christmas Party

The ALARA Christmas Party was held at the Ipswich Show Grounds on 9th December 2017. Over 400 clients, carers and staff attended, enjoying the meal, the entertainment and the ever-popular visit from Santa. This event was generously supported



**The Seniors' High Tea was held by ALARA at North Ipswich Reserve, guest speaker Brian Herd, from CRH Lawyers, who is a specialist in elder law addressed the group.**

through the Ipswich Council Christmas Fund, Cr Charlie Pisasale's office with funds for the provision of a wheelchair-accessible portable toilet, individual Councillors, Booval Rotary, many local businesses and the ALARA community.

### River 94.9 Christmas Lights Competition

Luke's Place Salisbury Rd took out the People's Choice Award Best Business in the River 94.9 Christmas Lights Competition 2017. This was their first year of entering the competition and featured many decorations created through the centre's woodworking and arts programs. The \$1000 prize money will be used by the team of participants, staff and volunteers to make the display bigger and better in 2018.

### Cancer Council Pink Ribbon Fundraiser

The Friday Ladies group held a Pink Ribbon Fundraiser for the Cancer Council during October 2017 raising \$646.70.



### **Collusion Music Concerts**

Collusion Music is an Australian fine art music ensemble. Together for 15 years, this group of award-winning chamber music musicians renders spell-binding performances to a range of audiences. Collusion Music has an ongoing collaboration to bring fine music to the ALARA family and local community.

A Collusion Music Event was conducted at Luke's Place Salisbury Rd on Saturday 16th September 2017 with an "At the Movies" theme. Our concertgoers, many of whom dressed as their favourite movie character, again enjoyed morning of wonderful music.

### **FUNDRAISING EVENTS**

#### **Salisbury in Spring**

The third annual 'Salisbury in Spring' was held at Luke's Place Salisbury Rd on Saturday 2nd September 2017. This market day provides an opportunity for local artists and crafters to display and sell their work as well as a range of hands-on arts experiences for children and adults. The event raised funds for the Dingley Dell renovation work as well as funds for the Siblings Network who conducted the sausage sizzle.

A range of other fundraising events also occurred through the year, including car washes, chocolate sales, raffles and numerous sausage sizzles raising money for various initiatives.

### **STAKEHOLDER PARTICIPATION**

ALARA throughout 2017–2018 has continued to look at ways to enhance client and carer involvement in the organisation.

The Client Newsletter Editorial Committee continues to create quarterly newsletters that are full of individual stories, news from various programs and general information. The meetings, which are held every three weeks, have been well attended. The committee continues to use its social networks to encourage others within the ALARA community to contribute and report on what is important to them.

ALARA has client/carer representation on its Workplace Health and Safety Committee.

Clients and carers continue to be involved as key members of interview panels for all service-related positions.

### **CLIENT SATISFACTION SURVEY**

During the financial year, the ALARA Board conducted the ALARA annual Client Satisfaction Survey. Surveys could be completed online or in hard copy form. There was again an excellent response, with the results being very positive. The feedback and suggestions made will assist the organisation in the continuous improvement of the services we provide.



## WORKFORCE DEVELOPMENT

A key strategic goal for ALARA continues to be a stable workforce that is trained, skilled and knowledgeable about the needs of people with disabilities and their families. Work has continued this year in a number of areas to ensure that we continue to attract quality staff and that our level of staff turnover remains low compared to industry benchmarks. Our success in this area compared to the sector is tracked through our contribution to and comparison with Workforce Wizard quarterly and annual reports (an NDS initiative).

Considerable attention has again been given to the following areas:

## STAFF TRAINING AND DEVELOPMENT

There is strong correlation in the sector between professional development and training opportunities and staff retention. ALARA continues to invest in quality in-house training for staff as well as actively seeking funded or sponsored opportunities for staff to acquire formal qualifications relevant to their role.

Our Induction and Orientation packages are of a high standard and mapped to the Certificate III Disabilities.

In addition, individual staff in a variety of positions received support to attend a range of training events related to their role:

- Fire Training
- Mobile Time and Attendance Training (Internal)
- Manual Handling and WPHS Training
- Competency-based training in relation to supporting clients with specific personal care needs - Epilepsy, Enteral feed training, Personal Care and Bowel and Bladder Management
- ADAMAS Training (TRACCS) – NDIS and CDC modules
- Notifiable Data Breaches under the Privacy Act (LASA)
- SDA Property Solutions – SDA Housing Options
- Single Touch Payroll
- Intelligent Indicators: Workforce Planning, costing and analysis in the NDIS Context
- NDIS Supports Coordinator Training
- Commonwealth Home Support Program (CHSP) – Understanding Your New Responsibilities (LASA)
- Unmet Need Versus Unmet Funds – Managing the Risks in Home Care Package Operation (LASA)
- NDS Workshop – Linking Employees, Customers and Financial Performance

Staff also accessed a range of online training courses through the Staff Portal and the GO 1 Learning platform. In addition to a range of mandatory training, staff have access to around 360 short courses.

ALARA was represented at key conferences, workshops and functions, including:

- NDS CEO Conference
- NDS – Essential NDIS Briefing
- Navigating Disability Housing in the NDIS Context: Using SDA & SIL to drive innovation reservation
- Mayor's Business Awards (Brisbane)
- NDS State Conference
- 30 Mob two-day workshop
- QCOSS Budget Breakfast
- 'My Rights Qld – A disability rights guide' Launch
- Change Management Training Workshop

Relevant staff joined the following Webinars:

- Managing Cyber Risk
- Managing Sick Leave

During the financial year 12 staff commenced their Certificate III Disabilities through ALARA's collaboration with ARC Training. This group meets on a Thursday fortnightly in the Warwick Rd training room.

### STAFF SURVEY

The ALARA Board conducted the ALARA Annual Staff Survey. As with the Client Survey, they could be completed online or in hard copy form. There was an excellent response. The staff survey provides valuable feedback to the organisation, which is used to improve services to clients and systems that support our workers.

### STAFF ALL-TOGETHER

The annual Staff All-Together was held on Monday 23rd October at the Catalyst Church Convention Centre. In addition to the acknowledgment of Staff Long Service Awards, staff participated in a "Collaboration" session facilitated by David Lees, Director of Unique Outcomes.

### STAFF CHRISTMAS GATHERING

The Staff Christmas gathering was held at the Yamanto Tavern on Friday 15th December. This is a drop-in affair enabling staff to drop by and join their colleagues after work or between supports.

## WAGES AND CONDITIONS

### SALARY PACKAGING

ALARA continued to provide salary packaging arrangements for staff through AccessPay, enabling staff using these arrangements to maximise their take-home pay.

### READINESS FOR SINGLE TOUCH PAYROLL (STP)

Single Touch Payroll (STP) is a new government initiative aimed at streamlining business payroll reporting obligations. It is legislated to commence for larger employers such as ALARA from 1 July

2018. This new reporting mechanism will mean that we report employee payments (such as salary and wages, allowances, superannuation) and PAYG withholding to the ATO through our payroll software at the same time we pay employees. During the financial year, ALARA has completed the upgrade of Attaché Payroll to be fully STP compliant.

### WORKPLACE HEALTH AND SAFETY

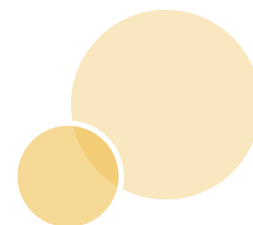
ALARA is committed to the provision of a safe working environment for its staff and clients. Significant emphasis is placed on the provision of education and information to staff, clients and families regarding occupational health and safety requirements.

The Workplace Health and Safety Committee and Senior Management monitor safety statistics, review work practices, actions taken as an outcome of incident investigations and identified trends throughout the year. Monthly updates are provided to the ALARA Board.

### WORKPLACE GENDER EQUITY COMPLIANCE

Under the *Workplace Gender Equality Act 2012* (the Act) all non-public sector organisations that employ a total of 100 or more employees across all subsidiaries in Australia (including full-time, part-time, casual, temporary employees and independent contractors of the employer and of all its subsidiaries) are required to report to the Workplace Gender Equality Agency (the Agency) annually on a set of standardised gender equality indicators.

In accordance with the requirement of the Act, ALARA QLD Limited lodged its annual public report with the Agency. A copy of the report will be accessible at <https://www.wgea.gov.au/public-reports-0>, and in the library at 8 Warwick Road Ipswich.



## ORGANISATIONAL IMPROVEMENT AND INNOVATION

The organisation strives to continuously improve the manner in which we provide services to clients and the business systems and processes that effectively underpin service provision.

### QUALITY ACCREDITATION

ALARA's next Aged Care Quality Standards review is due in 2019. This will be under the new Aged Care Quality Standards.

ALARA's next re-certification audit for the Human Services Quality Standards is due by November 2018.

### TECHNOLOGICAL INNOVATION

ALARA this financial year continued to update our telecommunications, computer systems and software to provide additional capacity and adapt systems for future need.

ALARA tablets were rolled out to the majority of support staff throughout the financial year. In addition to time and attendance (staff person's roster and live timesheet and important information about the support) via the staff portal, our support staff can access policies, procedures and forms, newsletters, GO1 Training and a range of useful resources and links.

ALARA is in the process of moving to paperless timesheets. Clients now verify the start and finish of a support with their personalised QR Code. These are available in wallet card, lanyard, keyring or electronic (phone) formats.

### BUSINESS IMPROVEMENT

A number of internal business processes were reviewed with a view to streamlining non-direct activities and improving access to timely information and reports.

## MEDIA

During the financial year there were again a number of positive articles and mentions in print media and radio. This included mentions of the ALARA Jets, the achievements of individual clients where the work of ALARA has been featured, fundraising events, Salisbury in Spring and our musical and arts initiatives.

## MARKETING

We continued our advertising on the back of Ipswich Bowls Club Score cards. This cost-effective means of advertising has assisted ALARA with brand recognition and referrals as well as supporting a great local sporting club with whom ALARA has had a long association.

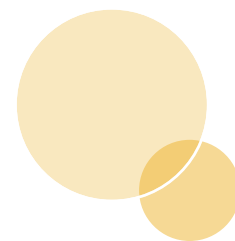
A short ALARA ad featured on the digital screen at Riverlink Post Office regarding the services ALARA operates under the NDIS.

## SOCIAL MEDIA

ALARA has an active Facebook presence through the ALARA QLD Limited page, the Dingley Dell page and the Raceview Integrated Playgroup (member-only group page). Facebook continues to be an extremely popular means of providing regular updates to our stakeholders and the broader community.

## WEBSITE

The new ALARA website was enhanced during the financial year to reflect the new services to be provided through the NDIS, Aged Care and Continuity of Support. A key goal priority is to ensure that information is as accessible as possible for people with a disability. The ALARA website complies with Web Content Accessibility Guidelines 2.0 (WCAG), which is the world standard for accessibility, and includes a BrowseAloud facility. This provides options for text magnification, text to speech, spoken translations in 35 languages and written translations in 78 languages. Work continued this year on enhancing the staff portal to streamline access to time and attendance, policies, procedures and frequently used forms as well the staff email facility. Work also continued on the design of the Client Portal.



## FINANCIAL AND ADMINISTRATION OUTCOMES

ALARA QLD Limited aims to deliver cost-effective disability support services within our service delivery area. The organisation strives to ensure that we have systems in place to ensure that we maximise the level of service provided to each individual provided through grant funding, their individual package or plan and other sources.

### FUNDING

ALARA QLD Limited acknowledges the funding contribution and the ongoing support of the Queensland Department of Communities, Child Safety and Disability Services – Disability Services and the Community Care Programs and from the Federal Department of Health – Commonwealth Home Support Program and Federal Department of Social Services. We would like to thank both the central and regional staff of our funding bodies for their assistance and support throughout the financial year. ALARA also expresses its thanks to those individuals and carers who purchase services from ALARA privately or utilising their NDIS Plan.

#### State Government Funding

During the 2017–2018 year ALARA received a total of \$992,278 from the Community Care Branch of Queensland Department of Communities, Child Safety and Disability Services for the provision of home care, coordinated care and centre-based day services. This service agreement was extended to 30 June 2019, although the quantum of funding and agreed outputs will be adjusted as eligible clients transition to the NDIS.

ALARA received a total of \$1,049,599 from Disability Services in recurrent funding for the provision of group and individual support across a range of service types.

This agreement will stay in place until the expiry or termination of the last remaining funding agreement as service users progressively transfer to the NDIS.

#### Federal Government Funding

During the 2017–2018 year ALARA received a total of \$100,796.37 from the Department of Health for the Commonwealth Home Support program (CHSP) for the provision of domestic assistance, social support – individual and social support – group. This program supports people who are frail-aged – 65 years or over (or 50 if Aboriginal or Torres Strait Islander). The grant agreement for these services is current until 30th June 2020.

In the same period ALARA also received \$126,760.71 from the Department of Health for the Continuity of Support Program to provide continued supports for individuals previously funded by Disability Services (State) who were not eligible for the NDIS when it rolled out in our region because they were already aged 65 years or older. The current funding agreement for this service is in place until 30th June 2019.

#### Local Government Funding

ALARA received the following financial support from Local Government (including donations through Councillors) in 2017–2018 period:

##### Ipswich City Council Christmas Fund

A grant of \$1500 was received from the Ipswich City Council to assist with the costs of the annual ALARA Christmas Party.

As in prior years, Cr Charlie Pisasale arranged the provision of accessible portable toilets for the party.

### DONATIONS

A number of monetary donations were received during the financial year to support the provision of ALARA services. This included:

- Payroll deductions of \$9840 from the staff of the Visy Board Carole Park. As agreed with the donors, these funds are used to support Holiday Retreats and a small component of the funding is used to assist us to meet urgent needs that fall outside the scope of current funding arrangements.

- A donation of \$100 was received from the Ipswich Jets League Club. This donation purchased sporting and training equipment for use by the ALARA Jets and other ALARA sporting and active recreation groups.
- A donation of a \$1000 was received from the Ipswich Council Community Assistance Funds towards the costs of equipment for the ALARA Jets. The donation was proposed by Cr. Wayne Wendt.
- A donation of \$500 was received from the Ipswich Council Community Assistance Fund towards the cost of entertainment at the Christmas Party. The donation was supported by Cr C. Pisasale and Cr Martin.
- The Esk Lions Club made a generous donation of \$580 towards the community garden at Esk.
- A donation of \$2000 was received from the Ipswich Lutheran Bargain Centre for Dingley Dell for new flooring.
- A donation of \$150 was received from the Ipswich City Council through Cr David Pahlke for the Friday Ladies Group Pink Ribbon Fundraiser
- A donation of \$110 was received from the Cruz Del Sur Kung-Fu Club at Lockyer to support our Lockyer Children's holiday programs

## COMMUNITY PARTNERSHIP

The Ipswich City Council contributed \$1,000 to the Seniors Week event.

## SPONSORSHIP

ALARA continued an ongoing working relationship with the Yamanto Tavern (AHL Holdings). The value in this year through Melbourne Cup Fundraising and Sponsor Rebates was \$430.64. These funds were used to support the Dingley Dell renovation.

## VEHICLE DONATIONS

A donation of a 1988 Hyundai Excel 3 was received from the Ipswich Flexible Learning Centre. The car, nicknamed "Sonic", will be used by ALARA to offer practical vehicle maintenance workshops for our clients.

A donation of a Holden Barina Hatchback was subsequently received from the McLaughlin family and is being used at Esk to support community initiatives.

**A donation of a 1988 Hyundai Excel 3 was received from the Ipswich Flexible Learning Centre. The car, nicknamed "Sonic", will be used by ALARA to offer practical vehicle maintenance workshops for our clients.**



## FUNDRAISING ACTIVITIES

Our Day Services, Activities Program, Laidley Children's Service, clients and families conducted a wide range of fundraising activities during the financial year that contributed towards equipment and resources, ALARA Jets Touch football team expenses, activity entry and camp costs across a number of programs, and the renovation of Dingley Dell.

## PROPERTY

### Dingley Dell

The Dingley Dell Renovation was finalised during the 2017–2018 financial year with arts programs resuming.

The Gallery renovation was entered into the Architectural Industry Heritage Restoration Awards and Gibson Architects were awarded a Silver Award in the category of Heritage Conservation.

## MOTOR VEHICLES

As outlined in previous Annual Reports, wherever possible, budgetary provision is made for replacement of the organisation's vehicles as they fall due. The organisation will continue to look to funding opportunities to acquire additional vehicles as demand grows through the increase in services.

**The Dingley Dell Renovation was finalised during the 2017–2018 financial year with arts programs resuming.**

## FIRE SYSTEMS

ALARA continues to have robust systems in place in relation to fire safety. During the financial year our Chief Warden was supported to undertake a Fire Safety Advisors Course.

## INSURANCE

Members are advised that the organisation has public liability coverage to the value of \$20 million dollars in any one event in line with current industry standards. ALARA also has coverage for Professional Indemnity, Directors and Officers Liability, Employment Practice Liability, Fidelity, Tax Audit and Statutory Liability and appropriate levels of insurance for property, motor vehicle, machinery breakdown, business interruption, workers' compensation and volunteers' insurance. All insurance policies are reviewed on a yearly basis with our insurance broker to ensure that we have sufficient cover to meet ALARA's needs. Insurance cover continues to be a significant cost to the organisation.



# ACKNOWLEDGMENT OF SUPPORT

## DONATIONS

### INDIVIDUALS

B. OST  
 DR R. AND D. MARSHALL  
 L. DRENNAN  
 D. OXLEY  
 E. NICHOLLS  
 E. SHAW  
 G. SCHOSTAKOWSKI  
 H. TRIEU  
 J. GREER  
 J. OLIVER  
 J. THOMSON  
 K. BRUMBY  
 P. ANDERSON  
 P. NEUMANN  
 G. MULLINS  
 L. SIMPSON  
 R. MCMINN AND B MCMINN  
 S. CARLSON  
 TY HUU LE

### DONATIONS FOR THE ALARA CHRISTMAS PARTY

F. BRIESCHKE  
 K. JEFFERY  
 L. STUMER  
 L. TINDALE  
 N. FAIRHURST  
 V. VERRALL

### DONATIONS FOR ALARA DARTS

FIONA DANIELLS

### DONATIONS FOR THE ALARA JETS TEAM

IPSWICH JETS RUGBY LEAGUE CLUB

### DONATIONS OF A VEHICLE

IPSWICH FLEXIBLE LEARNING CENTRE  
 TANIA AND ALLEN MCLAUGHLAN

### DONATIONS OR SPONSORSHIP FOR THE REFURBISHMENT OF DINGLEY DELL GALLERY

AHL GROUP (YAMANTO TAVERN)  
 IPSWICH LUTHERAN BARGAIN CENTRE

### DONATIONS OF VOUCHERS OR TICKETS

BAKER'S DELIGHT  
 AUSTRALIA ZOO  
 GAYE'S HAIR FASHIONS  
 JUST CUTS – IPSWICH  
 LONE PINE KOALA SANCTUARY  
 PANCAKE MANOR  
 MONTEZUMAS (RIVERLINK)  
 RED ROOSTER  
 REVIVE YOGA AND WELLNESS CENTRE  
 RIVERLINK COMMUNITY GRANTS (VOUCHER)  
 STEFANS  
 THE GOLDEN VALLEY KEPERRA LIONS CLUB

PLUS OTHER INDIVIDUALS WHO REQUESTED THAT THEIR DETAILS BE WITHHELD OR DONATED ANONYMOUSLY.

### TRUSTS, FOUNDATIONS AND COMMUNITY GRANTS

IPSWICH CITY COUNCIL CHRISTMAS GRANT  
 WOOLWORTHS EARN AND LEARN  
 ICC COMMUNITY DEVELOPMENT FUND (VARIOUS)



## SUPPORTERS

THESE INDIVIDUALS, ORGANISATIONS OR THEIR STAFF SUPPORTED US IN MANY WAYS SUCH AS BY DONATING TIME, PRIZES, GIFTS AND MATERIALS, LETTERS OF SUPPORT, PRO-BONO SERVICES, GIVING SIGNIFICANT DISCOUNTS ON GOODS OR SERVICES OR BY MAKING OPPORTUNITIES AVAILABLE FOR OUR CLIENTS AND STAFF.

AGNES BROWN

ALARA ESK TEAM

ALH GROUP

ANDREA KEMP

ANDREW ANTONIOLLI

ANDREW HOOPER

ARC TRAINING QUEENSLAND

ARTICULATE FRAMING (STEVE RAINBOW)

ASD – AUSTRALIAN SERVICES AND DISTRIBUTION

ASH DAVIS

B & R CRIBBENS SEWING MACHINE SALES AND REPAIRS

BAKERS DELIGHT

BEACON LIGHTING (RIVERLINK)

BERNADETTE WATSON

BETH WAKEHAM

BIG ORANGE

BILL BOPF

BILL SAXBY

BILLY DIEHM (MINISTER RACEVIEW CONGREGATIONAL CHURCH)

BIZTOPIA

BOB IMHOFF

BODY SMART HEALTH +

BRADLEY KNACK

BRETT OLE

BRISBANE VALLEY CARE & CONCERN MEALS ON WHEELS INC (ESK)

BROOKE HALEY

BROUGHTON FAMILY

BRYAN HERD CRH LAW

BUNNINGS - BUNDAMBA

FIONA DANIELLS

FULLARTON FAMILY

CHRISTINE DEANN

CLUB HOTEL ESK

CODIE WEBSTER

COL & FLO LEE (LOCKYER DISTRICT SOFTBALL ASSOCIATION)

COLLUSION MUSIC AUSTRALIA

COMMONWEALTH RESPITE AND CARELINK CENTRE

CORBYN FAMILY

COUNCILLOR CHARLIE PISASALE

COUNCILLOR DAVID MARTIN

COUNCILLOR DAVID PAHLKE

COUNCILLOR PAUL TULLY

COUNCILLOR SHEILA IRELAND

CRUZ DEL SUR KUNG – FU CLUB

DAN FLANAGAN (PRESIDENT LAIDLEY RECREATION RESERVE COMMITTEE)

DANNY NEEDHAM

DCA – DISABILITY COMMUNITY AWARENESS

DEBRA COOK

DEIRDRE BICKNELL

DEE REEDY

DESIGNER HOMES

DISABLED SURFERS ASSOCIATION (GOLD COAST)

DONNA DRUMMOND

DOWNUNDER INNOVATIONS

ECCO RIPLEY

ERICA LOCKE

ESK GOLF CLUB

ESK LIONS THRIFT SHOP

ESTATE OF ANNA MCNALLY

EVAN BRIGHTON

EXECUTIVE PROPERTY MANAGEMENT SERVICES

FAITH MUIR

FLEET CARD: BUSINESS FUEL CARDS PTY LTD

FRIENDLY GROCER - ESK

GARY SCHAFFER

GIBSON ARCHITECTS

GIVIT

GLENNIS BENTLEY

GRANT FULLARTON

GREG WAKEHAM

GOLDEN YEARS COMMUNITY CLUB

GOOD 360

GRAHAM KEIDGE

H&G BUILDING CONTRACTORS

HEALTHWORKS GYM (BRASSALL)

HELEN DONALDSON

HELLOWORLD

HELPING HANDS THRIFT SHOP – ESK

HILTON FAMILY

HOME TIMBER AND HARDWARE - ESK

IGA LAIDLEY



IGA WALLOON  
 IPSWICH CITY COUNCIL  
 IPSWICH CITY COUNCIL WASTE MANAGEMENT  
 IPSWICH COMMUNITY GARDENS  
 IPSWICH COUNCIL LIBRARY  
 IPSWICH PCYC  
 IPSWICH RUGBY LEAGUE  
 IPSWICH SHOW SOCIETY  
 JENNIFER HOWARD MP IPSWICH  
 JIM & DEBORAH MCDONALD  
 JIM MADDEN MP IPSWICH WEST  
 JOAN THOMSON  
 JOANNE PARDOE  
 JODIE BRACKENBURY  
 JOE REEDY  
 JOHN LEVACK  
 JOHN SEXTON  
 JOHN WICKENDEN  
 JOSH RAMSHAW  
 JUDY DICKSON  
 JUST CUTS (IPSWICH)  
 KARRI BROWNE – SENIORS & DISABILITIES  
 COMMUNITY DEVELOPMENT OFFICER (ICC)  
 KELLY REEDY  
 KERRY CZERNIA  
 KEVIN RUTHENBERG – CHAIRMAN BRISBANE  
 VALLEY CONGREGATION  
 KIRSTI REEDY  
 LAIDLEY & DISTRICT NETBALL ASSOCIATION  
 LAIDLEY CRISIS CARE AND ACCOMMODATION  
 CENTRE  
 LOCKYER DISTRICT SOFTBALL ASSOCIATION  
 LAIDLEY GYM  
 LAIDLEY LAWN BOWLS  
 LAIDLEY LIONS JUNIOR RUGBY LEAGUE CLUB  
 LAIDLEY RECREATION RESERVE COMMITTEE  
 LAIDLEY SECOND CHANCE OP SHOP  
 LAIDLEY SOCCER CLUB  
 LAIDLEY STATE SCHOOL  
 LAIDLEY SWIMMING POOL  
 LAIDLEY TOUCH ASSOCIATION  
 LAIDLEY VALLEY AGED AND HANDICAPPED  
 ASSOCIATION  
 LARA LATHAM  
 LARRY STUMER  
 LEIGH REEDY  
 LIFELINE JACARANDA STREET (KEN AULD)  
 LIFESTONE DENTAL GROUP

LIMELIGHT CINEMAS- RIVERLINK  
 LEN AIREY  
 LILY IRVINE  
 LIONS CLUB - ESK  
 LOCKYER VALLEY COMMUNITY ACTIVITY SHED  
 LOCKYER VALLEY COMMUNITY DISABILITY  
 ASSOCIATION  
 LOCKYER VALLEY REGIONAL COUNCIL  
 LONE PINE SANCTUARY  
 LUXURY PAINTS IPSWICH JETS LEAGUE CLUB  
 LYN KEIDEL  
 MADDISON LEWIS  
 MADDISON SCHAFFER  
 MAREE PORTEOUS  
 MARGARET SZOLNA  
 MARIA WAKEHAM  
 MAYOR WAYNE WENDT  
 MEALS ON WHEELS -LAIDLEY  
 MELISSA MCKLAREN  
 MELISSA MOREY  
 MEN'S SHED TOOGOOLOWAH  
 MICHAEL HOWCROFT  
 MICHAEL MUNT  
 MIKE KINGHAM  
 JAMIE OLIVER'S MINISTRY OF FOOD  
 MINOR CHORDS  
 MITCH PAYNE  
 MRS CLAUS AND SANTA  
 MURR'S CERAMICS  
 NATHAN SAILOR  
 NATIONAL SENIORS  
 NDS (QUEENSLAND OFFICE)  
 NARELLE SCHAFFER





**Booval Rotary members assisting at ALARA's annual Christmas Party.**

NDS QUEENSLAND BRANCH

NORTEC: EMPLOYMENT & TRAINING

NOWLANVIL AGED CARE FACILITY

PAULA BRATIC

PAULA WIELAND

PAULA HALSON

PENNYWISE IPSWICH

PETER & LINDA TULLY

PHOTOEVENTS (JAMES PITMAN)

POWERCUISE PROMOTIONS

QUEENSLAND LOCAL AMBULANCE (IPSWICH)

QUEENSLAND FIRE AND RESCUE (IPSWICH)

RACEVIEW CONGREGATIONAL CHURCH

REBEL SPORT (RIVERLINK)

REDBANK PLAINS HIGH SCHOOL

RED CROSS THRIFT SHOP – TOOGOOLOAWAH

REECE DAILLY

ROB & CAROL FLETCHER

ROB BICHEL (LAIDLEY LIONS JUNIOR RUGBY LEAGUE CLUB)

ROD DELDRIDGE

ROGER WILLIAMS

ROSS AND LORRAINE DAILLY

RON DEVON

ROTARY CLUB – BOOVAL

RYOBI

S WAKEHAM

SUE HOWARD

SOMERSET REGIONAL COUNCIL

SALVATION ARMY OP SHOP - GATTON

SES ESK

SES IPSWICH

SHAREE ST JOHN

SHAYNE NEUMANN MP (MEMBER FOR BLAIR)

SHERRALEE METCALF

STEPPING STONE HEAP ST ESK (COMMUNITY CONNECTION POINT)

STEVE EDWARDS

ST PATRICK'S CATHOLIC CHURCH – LAIDLEY

SOMERSET REGIONAL COUNCIL

SUE HOWARD

TABEEL NURSING HOME

TANYA MOORE

TELSTRA

TESS MCLENNAN

TERRY LARSEN

TOUCH FOOTBALL SPECIALISED

TRISH ARGIRO

TRL IPSWICH

VILLAGE ROADSHOW THEME PARKS

VISY – CAROLE PARK

WALK ON WHEELS

WEST MORETON DARTS ASSOCIATION

WOOLWORTHS EARN AND LEARN

WOOLWORTHS – FERNVALE

YAMANTO TAVERN

YMCA – SPRINGFIELD LAKES COMMUNITY CENTRE

30 MOB

THANKS ALSO GO TO THE MANY MEMBERS OF THE ALARA FAMILY AND THE COMMUNITY WHO GENEROUSLY DONATED GOODS FOR THE ALARA CHRISTMAS PARTY, FOR THE LPL BOOK STALL AT THE LAIDLEY MARKETS AND VARIOUS PROGRAM INITIATIVES.

## **VOLUNTEERS**

THANK YOU ALSO TO OUR MANY REGULAR VOLUNTEERS WHO HAVE DONATED THEIR TIME AND ENERGY TO ASSIST US TO PROVIDE QUALITY SERVICES AND SUPPORT FOR CLIENTS AND FAMILIES.



"Thank you also to all of our wonderful staff and volunteers for your skill, commitment and passion for making a positive difference in the lives of the people we support."

## STAFF AWARDS

### 5-YEAR AWARDS

TONIA HIRSH  
MONICA MILLING  
MELISSA MOREY  
LYNN CORBETT  
JULIE MEINHARDT  
JULIE BAKER  
JANICE ASH

### 10-YEAR AWARDS

HOWARD HEPWORTH  
JENNY HALL  
JENNIFER WARSZAWSKI  
RICARDO HERNANDEZ  
DOREEN BLAKE  
SUE TRACEY  
AMANDA CROSBY  
ROBYN LATHAM  
SHARON HORNE  
ELAINE SCOTT

### 15-YEAR AWARDS

FAITH MUIR

### 20-YEAR AWARDS

JILL KREIS  
REINER DICKLER  
DEE REEDY



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**FACEBOOK: [www.facebook.com.au/ALARAAssociationInc](http://www.facebook.com.au/ALARAAssociationInc)**