

ANNUAL REPORT 2018-19





OUR VISION

ALARA's vision is a community in which people with a disability and older Australians receive support to have their needs met, to achieve their personal goals and to be actively included in the life of the community

ALARA INFORMATION

BOARD OF DIRECTORS

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

AUDITOR

CB Audit Pty Ltd

CONTACT DETAILS

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ABN: 94 628 523 943

ACN: 164 125 384

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

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NOMINEES FOR BOARD OF DIRECTORS 2019/20

In accordance with Section 14.4 of the ALARA QLD Limited Constitution at the Annual General Meeting, one half of the Director's, 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 Director 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:

- Robyn Hartfiel
- Catherine Wheeler
- Joanne Witt

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.

MINUTES OF THE ANNUAL GENERAL MEETING 2018

MINUTES FOR THE ANNUAL GENERAL MEETING, ALARA QLD LIMITED, HELD 3RD SEPTEMBER, 2018

Attendees: As per attached list

Apologies: As per attached list

Proxies: As per attached list

1. Opening

The meeting opened by Chair Jo 'Witt at 7.05. Jo acknowledged the traditional custodians of this land and acknowledged special guests – Shayne Neumann MP (Federal Member for Blair) and Councillor Michael Hagan (Lockyer Valley Regional Council).

2. Apologies and Proxies

The Secretary, Cathy Wheeler read the 19 member apologies, noting 16 proxies and 10 staff and guest apologies (see attached lists).

As attached.

3. Minutes of the Annual General Meeting 2017

Members were asked to review the minutes from the Annual General Meeting 2017.

Motion: *“That the minutes of the Annual General Meeting, held 4th September 2017, as printed, be accepted.”*

Moved: Cathy Wheeler

Seconded: Ray McMinn

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

Chairman's Report

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

Motion: *“That the Chairperson's Report for the Year 2017-18 be accepted.”*

Moved: Jo' Witt

Seconded: Lyn Stewart

Carried!

Treasurer's Report

The Financial Report (including Directors' and Audit Report) prepared by Treasurer Phillip Bell was delivered by Toni Harrison.

Toni Harrison asked that the Financial Report including the Directors' and Auditors Report for the period ending 30 June 2018, as distributed to members present, be tabled and taken as read. Toni Harrison then opened the meeting to any questions about the Financial Statement and Auditor's Report.

Motion: *“That the Financial Report for the Year 2017-18 be accepted.”*

Moved: Toni Harrison

Seconded: Ian Morley

Carried!

Executive Manager's Report

The Executive Manager's report was delivered by Judy Dickson.

Motion: *“That the Executive Manager's Report for the Year 2017-18 be received.”*

Moved: Jo' Witt

Seconded: Cathy Wheeler

Carried!

6. Election of Board of Directors

In accordance with Section 14.4 of the ALARA QLD Limited Constitution, at the Annual General Meeting of the Company, one half of the Directors retire from office but are eligible for re-election. Two Directors, Phillip Bell and Margaret Byrne, were appointed to casual vacancies during the financial year and have offered themselves to nominate for a position on the Board of Directors.

Four financial members, Phillip Bell, Margaret Byrne, Antonietta Harrison and Noelene Schultz, 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 Margaret Byrne having been nominated and eligible in Accordance with Section 14.2 of the ALARA QLD Limited Constitution, is elected as Director of the Company"

In favour: 10 voting members and 16 proxies

Against: Nil

Carried!

Motion: "That Phillip Bell having been nominated and eligible in Accordance with Section 14.2 of the ALARA QLD Limited Constitution, is elected as Director of the Company."

In favour: 10 voting members and 16 proxies

Against: Nil

Carried!

Motion: "That Antonietta Harrison 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: 10 voting members and 16 proxies

Against: Nil

Carried!

Motion: "That Noelene Schultz 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: 10 voting members and 16 proxies

Against: Nil

Carried!

7. Recognition Awards

The Executive Manager, Judy Dickson announced the following staff longevity awards, which will be presented at an Awards Evening on 22nd October 2018.

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 Award

Faith Muir

20-year Award

Jull Kries

Reiner Dickler

Dee Reedy

8. Date of Next Meeting

The date of the 2018/2019 Annual General Meeting was set at Monday 2nd September 2019 at 7.00pm.

9. Closure

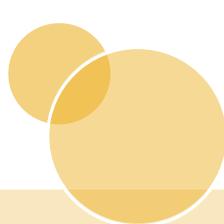
There being no further business, Chair thanked everyone for their participation in organising and helping with the AGM and then declared the meeting closed at 7.31pm.



Jo' Witt



Cathy Wheeler



During the financial year, ALARA provided services to **920 clients** and their families and carers. In total, across all revenue types, we provided **388,200 hours of direct support.**



ATTENDEES A.G.M. HELD 3RD SEPTEMBER, 2018

Life Members

Lyn Stewart
Ray McMinn
Ian Morley
Cathy Wheeler
Jo' Witt

Members

Antonietta Harrison
Mike Kingham
Sally McMinn
Barbara McMinn
Noelene Schultz

Proxies

Phillip Bell – appointed Chairperson
Gordon Broughton – appointed Chairperson
Agnes Brown – appointed Chairperson
Margaret Byrne – appointed Chairperson
Robyn Gregory – appointed Chairperson
Sue Hampton – appointed Chairperson
Kevin Hartfiel – appointed Chairperson
Robyn Hartfiel – appointed Chairperson
Greg Ploetz – appointed Chairperson
Ann Ruthenburg- appointed Chairperson
Robyn Sailer – appointed Chairperson
Sue Saunders – appointed Chairperson
Bernard Schostakowski – appointed Chairperson
Shirley Schostakowski – appointed Chairperson
Gerard Schostakowski – appointed Chairperson
Stephen Schostakowski – appointed Chairperson

Staff

Judy Dickson
Narelle Schaffer
John Horne
Kirstie Reaves

Guests

Hon Shayne Neumann MP – Federal Member for Blair
Mr Michael Hagan – Lockyer Valley Regional Council

APOLOGIES

Life Members

Agnes Brown
 Robyn Hartfiel
 Susan Saunders

Members

Phillip Bell
 Gordon Broughton
 Margaret Byrne
 Hilda Fixter
 Robyn Gregory
 Sue Hampton
 Kevin Hartfiel
 Greg Ploetz – MA Kent & Assoc
 Micheal Munt – Biztopia
 Anne Ruthenburg
 Robyn Sailer
 Bernard Schostakowski
 Stephen Schostakowski
 Gerard Schostakowski
 Shirley Schostakowski
 Don Stewart



Guests

Sheila Ireland – Former Councillor Ipswich City Council Division 9
 Charlie Pisasale – Former Councillor Ipswich City Council, Division 8
 Kerry Silver – Ipswich City Council, Div 3
 Kylie Stoneman – Former Councillor Ipswich City Council, Div 4
 David Martin – Former Councillor Ipswich City Council, Div7
 Mr Milton Dick, MP – Member for Oxley
 Jennifer Howard MP – Member for Ipswich
 Ms Deb Frecklington – Member for Nanango, Leader of the Opposition
 Karen Caine – Department of Communities, Disability Services and Seniors
 Kathy Haviland – Department of Communities, Disability Services and Seniors

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 responsive in addressing the organisation's current and emerging needs.

Outcome 2: Provision of innovative responses to need.

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

Outcome 4: Understand and be responsive to the changing environment requirements.

Outcome 5: To support customers and families in a changing environment.

FINANCIAL OUTCOMES

Outcome 1: To deliver cost effective 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 diversify 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.

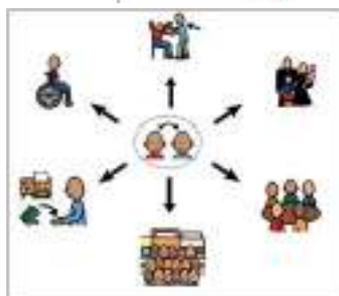


VALUE 2: RESPONSIVE

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

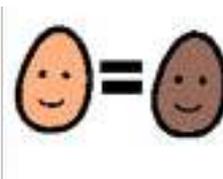
VALUE 3: PARTNERS

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



VALUE 4: SAFETY

We are committed to ensuring the physical and emotional **SAFETY** of everyone involved with ALARA QLD Limited.



VALUE 5: 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



“ALARA’s clear vision is for a community in which people with a disability and older Australians receive support to have their needs met, to achieve their personal goals and to be actively included in the life of the community.”

JO' WITT, ALARA CHAIRPERSON

Like other organisations in the Disability and Aged Care sectors, ALARA has been immersed in transition with the implementation of the National Disability Insurance Scheme (NDIS) and changes to a Consumer Directed Care approach in aged care services.

Fortunately work by the Board, staff, families and clients over a number of years enabled us to enter this period as a mature, resilient and stable organisation. While the reforms have presented a range of challenges, collectively we have continued to work together to make the range of changes necessary to operate successfully in this new environment. Thank you to clients and families for your invaluable contribution and feedback during this time.

It is with great pride as Chair of the Board of Directors that I reflect on the performance and growth of our organisation over the past year. Our commitment to being a strong, professional organisation for our valued clients, and to advocate for sustainable reform under the NDIS is unwavering.

I would like to acknowledge the commitment and dedication of our Board Members. Their efforts in strengthening our governance processes have underpinned this growth period.

The Board of ALARA at the last Board Workshop reviewed the mission, vision, values and strategic goals of the organisation to best reflect what the organisation would like to achieve or accomplish in the mid-term or long-term future.

ALARA's clear vision is for a community in which people with a disability and older Australians receive support to have their needs met, to achieve their personal goals and to be actively included in the life of the community. We have accordingly embraced the mission of enriching the lives of people who access

our services through the provision of quality support, facilitating meaningful connections and contributing to the creation of inclusive communities. Readers of the annual report will note that we have changed the organisation's logo to best reflect this, with the words 'supporting people with a disability' replaced by 'Support•Include•Connect'.

ALARA is fortunate to have a diverse team of staff from a range of cultural backgrounds with significant skills and a broad range of experience. I acknowledge their leadership and contribution, and contribution to achieving the vision.

I would also like to thank our Executive Manager Judy Dickson for the diverse contributions that she has brought to ALARA and for making us a stronger organisation.

Thank you for your efforts and I look forward to working closely with you over the coming year to realise ALARA's strategic goals and to continue to create sustainable, inclusive and value-driven quality service solutions for our clients.

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 2019:



Jo' Witt – Chairperson

Cert IV Mental Health Recovery, Dip Community Services

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 and taking up a role in the Community Services sector and studying 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.

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 30 years and until her retirement was a partner for local Ipswich firm M.A. Kent and Associates. She was a volunteer solicitor for TASC Ipswich (a not-for-profit organisation) for eight years after retirement. 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.



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 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



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 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 brought 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. Mike formally retired from the Board during the 2018/19 financial year at the November 2018 Board meeting.



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. Her current area of study is a Bachelor of Human Services majoring in human resource management. She has had many years of involvement with 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 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 2018–2019 year.

ALARA continues to navigate the dynamic environment of change in which we are operating. This change has involved all of the major funding types accessed by our service users and multiple compliance and regulatory changes.

The transition to the National Disability Insurance Scheme (NDIS) for people previously funded through Disability Services (State) block and individual funding was completed by 30 June 2019. ALARA now supports and has systems in place to underpin the delivery and billing of services for individuals who are NDIA-Managed, Plan-Managed and Self-Managed. Additionally, through the financial year we continued to actively assist individuals receiving support through the Community Care program to transition to the NDIS or prepare for the implementation of the new Queensland Community Support Scheme. We were particularly gratified to see that many of the individuals transitioning to the NDIS received access to resources that better met their personal needs.

The welcome news that ALARA was a successful tenderer for the provision of Queensland Community Support Scheme (QCSS) services in Ipswich, Lockyer and Somerset means a seamless transition for Community Care service users not eligible for the NDIS as we move into the 2019/2020 year. We also look forward to welcoming new service users transitioning from other services.

“ALARA continues to navigate the dynamic environment of change in which we are operating. This change has involved all of the major funding types accessed by our service users and multiple compliance and regulatory changes.”

JUDY DICKSON
ALARA EXECUTIVE MANAGER

Both the NDIS and Consumer Directed Care (CDC) in aged care empower service users and families to have choice and control over the use of their funding. Each scheme provides additional opportunities for people to have services that are specifically tailored to meet their needs and expand their horizons.

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. As an organisation we continue to adapt organically to ensure:

- responsiveness and flexibility to service user needs and preferences
- creation and adaption of innovative service offerings that reflect service user requirements and goals
- that we work closely with our community – partnering with other organisations, the local community and businesses and government to create new opportunities for people with a disability and older Australians
- that we continue to scale up of our support worker workforce and attract staff and volunteers with new and often very specific skill sets or interests
- that we continue to look at ways to streamline processes to accommodate the new and often changing administrative requirements of the schemes while containing costs

- that we continue to develop improved and innovative ways to communicate with our geographically spread workforce as well as meet their needs for training and mentoring
- that we actively monitor cash flow and margins to ensure the financial sustainability of the organisation into the future.

The following report provides an overview of how ALARA has performed in relation to each of our key strategic areas – Individual and Community, Workforce Development, Organisational Improvement and Innovation and Sustainability.

Our success this year is again a testament to ongoing team effort and the commitment and resilience exhibited across all levels of the organisation.

I would once again like to personally acknowledge ALARA's Board for their clear strategic focus in positioning the organisation for the transition through a period a significant change 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 people we support.

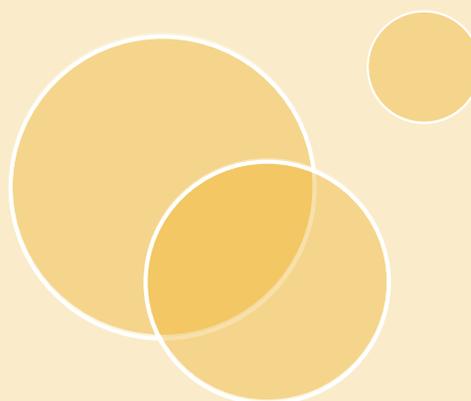
On behalf of ALARA, I would like to acknowledge the ongoing support of our funding bodies, state, federal and local governments, trusts and foundations, local business, and the many supporters in the communities in which we operate.

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.



Judy Dickson
Executive Manager

"Our success this year is again a testament to **ongoing team effort** and the **commitment** and **resilience** exhibited across all levels of the organisation."



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 920 clients and their families and carers. In total, across all revenue types, we provided 388,200 hours of direct support.

The following is an overview of services provided by ALARA in the 2018-2019 financial year by service area.

NATIONAL DISABILITY INSURANCE SCHEME – DIRECT SERVICES

Throughout the 2018/2019 financial year, the last of clients previously funded under the specialist Disability Services (State) completed their transition to the NDIS. By the 30 June 2019, the NDIS was fully rolled out in Queensland. A significant component of ALARA services are now purchased under this scheme.

Although challenging both from an administrative and financial perspective, 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. ALARA continues to create a range of programs and opportunities to enable individuals to pursue their goals and learn new skills.

During the financial year, ALARA supported 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 give 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, 142 individuals were supported through our Plan Management Arm.

ALARA's Support Coordinators assist individuals to implement their NDIS Plan, short-list and investigate suitable providers, choose preferred providers and create an agreement with them or help people to move to a different provider if required. They aim to ensure maximum choice and information about potential providers. During the financial year, 74 individuals were supported with Supports Coordination.

ALARA's Plan Management and Support Coordination Services are operationally separate from our direct services. We have a Conflict of Interest Policy in operation to ensure individuals are offered the widest range of local options available. The Conflict of Interest Policy can be viewed on the ALARA website.

GRANT-FUNDED SERVICES

Disability Services Individual Funding (Department of Communities, Disability Services and Seniors – State)

In the 2018-2019 financial year, ALARA supported seven clients with individualised funding. Services were provided at home, centre-based or community locations. These individuals transitioned to the NDIS during the financial year.

Community Care Block – Direct Services (State)

During the financial year, ALARA supported 101 people with a disability and chronic health conditions, providing 7613 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 310 hours of Assessment, Client Care Coordination, Case Management Counselling, Support, Information and Advocacy.

The reduction of hours of support and client numbers from prior years reflects the active support provided to assist individuals to move across to the NDIS if eligible. A significant number of individuals supported through the Community Care program transitioned to the NDIS during the course of the year.

Towards the end of the financial year, ALARA submitted a successful tender to the Department of Communities, Disability Services and Seniors to provide services under the new Queensland Community Support Scheme (QCSS) in the Ipswich, Lockyer and Somerset areas.

The QCSS aims to provide a small amount of targeted support to people with a long-term disability, chronic illness, mental health or other condition that impacts on their day-to-day functional capacity and ability to participate in the community.

Your Life, Your Choice (YLYC) – Host Provider Services

Through the YLYC Program, ALARA assisted 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 organisations, funds management for individuals and families who are directly employing their own staff and providing payroll services.

In total, six individuals were supported by ALARA's Your Life your Choice Host Services in the 2018/2019 financial year. All YLYC clients transitioned to the NDIS by the 30th June 2019.

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

Through the financial year, ALARA supported 40 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 client transitioning to aged care and for their carers who are eligible in their own right for aged care. During the financial year ALARA supported five 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 programme is funded through the Federal Department of Health. During the 2018/2019 financial year four individuals were supported through this program.





DAY SERVICES

ALARA currently operates centres in Ipswich, Esk and Laidley.

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. Clients access these services using a variety of funding sources. To ensure programs match the goals and needs of clients and maximise their opportunities, Coordinators and Facilitators have to be innovative and have the ability to actively foster partnerships with the community.

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) St Mary's Primary Laidley, Laidley State Primary School and Laidley State High School. Clients from the service are also involved in a range of community activities such as Hydrotherapy, local community sheds, music with Jason Troutman and Crisis Care Cooking.

In a typical week:

- Mondays at LPL are music and movement, craft, gardening and accessing the community

- Tuesdays are The Lockyer Valley Community Activities Shed (previously known as the Men's Shed), 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
- Friday's Life Skills group focuses on meal planning, shopping for ingredients and cooking skills, with program participants cooking a meal to share with their families
- Social Groups that access areas of interest in the community

The Lockyer Woodworking group who engage with the Gatton Community Shed have created a large wooden replica of a Kenworth truck which then went on display at Kenworth Darra – Brown and Hurley outlet.

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 \$1070.70 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 (LPE)

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, an average of six individuals per month received centre-based support during the financial year, and a number of 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 2019, 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 feed their chooks.

The service continues to hold a monthly BBQ at the Friendly Grocer in Esk. This allows participants to be actively 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, LPE has been known for the quality of their cooking programs and hospitality. This year LPE again catered for the SES Christmas Party (Esk, Lowood and Kilcoy branches), which was held on Friday 7 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 later in December at the centre for 30 ESK SES members.

Luke's Place Ipswich Area

During the 2018/2019 financial year, an average of 135 clients per month received Ipswich centre-based services offered at Luke's Place Ipswich and Luke's Place Salisbury Road as well as through the Groups Program and Arts initiatives. Across all programs, 67,114 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.

Luke's Place Ipswich area also runs a number of group 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. The exercise regime is low impact and focuses on increasing flexibility and strength.

A *Ten Pin Bowling* group plays weekly on a Saturday. The group is part of a League at Richlands Bowling All Stars. This group is committed to their League and, as part of their activity, aim to develop both their individual social skills and ability to work together in a team.

The Tuesday Upcycling Furniture group continue to have positive outcomes, making items for themselves as well as items for others. This year they have made a new Santa chair for the ALARA Christmas Party. They focus on learning new practical skills, social skills such as working in a group and building confidence to voice ideas within the group.

The Thursday Upcycling Furniture group have been working on larger take-home items and to generate funds to pay for materials on items to sell at ALARA Markets – Salisbury in Spring and the Twilight Markets. Some of the funds are also used for their Christmas party as determined by the group. The group focuses on learning new skills – practical woodworking skills, coordination and fine motor skills and social skills, including working as a group and sharing ideas.

The ladies in the Up Cycling Fashion group have been busy sewing and repairing their own fashion items as well as making items to sell at Dingley Dell and ALARA Market days. Individuals in this group have grown their skills significantly this year. With the sale of items, they now have enough money to pay their out-of-pocket expenses to attend a community-based craft workshop. A side community-focused project has been the making of turban caps for ladies undergoing chemotherapy. The group focuses on developing practical sewing and design skills, fine motor skills, improving their social skills, working towards a common goal, budgeting and tracking trends in sales.

The *Drama group* runs weekly and aims to develop social skills and self-awareness.

The *Dance group* has been highly successful and continues to grow in numbers. The group put on a demonstration at the ALARA Christmas Party last year and this is a goal for 2019.

Woodworking and *leatherworking* groups run weekly.

Baking for the Community runs weekly. 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 *Give a Cook a Break* group work on preparing a meal or single course for their family. The activity gives participants the opportunity to improve their menu planning, road safety skills (walking to the shop), money handling and budgeting skills, safe food handling and hygiene, cooking and social skills. There is also an opportunity to make a contribution to their family.

The *Tuesday Active Group* focus on physical fitness 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 runs three *Ladies groups* on different days and a *Men's group* on a Friday.

Towards the end of the financial year, a small group of service users were engaged in the "My Story" project. Following a generous donation through the Ipswich City Council Quick Response Grant program, ALARA was able to purchase a GoPro and Accessories. This equipment was used by the group to learn video production techniques. The group documented stories of four people with a disability, outlining their progress towards the achievement of their personal goals.

Some of the time-limited workshop series run through the financial year were Let's Go Surfing (in collaboration with the Disabled Surfers Association Gold Coast), monthly card making and fishing activities.

Dingley Dell Arts Programs

With the completion of renovations at Dingley Dell Gallery, a range arts programs resumed. Each group offered has a different focus and offers opportunities for involvement at different skill levels and for a range of art mediums.

Popup shops re-commenced in November and were held on the first Saturday of every month. Popup shops both profile the work of ALARA and other local artists and artisans as well as generate funds to support the operational costs and resourcing of the Gallery.

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.

Popup shops showcase the work of ALARA and other local artists and artisans as well as generate funds to support the operational costs of the Gallery

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 five regular members of this group, with several individuals who pop in on occasion.



ACTIVITIES PROGRAM

Participants use their individual funding for support to participate in the Activities program.

Regular Activities Programs include:

Ipswich Megasports

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 20 people on each occasion. Megasports Activities included the Riverwalk, Fitness in the Park at Sutton Park Brassall, Zumba, hip hop and line dancing, football, putt putt, yoga and a water balloon challenge.

Klub ALARA

Klub ALARA was for many years 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. Party Klub ALARA for younger participants (17- to 30-year-olds) was started in February 2018 and has proven to be extremely popular with lots of new clients attending.

At the request of families, Junior Klub ALARA was also launched in August 2017 for 12–17-year-olds. This group is growing steadily with an increase in numbers. It has been a good opportunity to introduce the children to a group activity. Each month has a theme for the evening and participants enjoy dressing up and getting into character. Popular themes have been the PJ party, Bingo, Hollywood Red Carpet, Karaoke, Halloween and Aussie BBQ.

In total, 10 Klub ALARA, 10 party Klub ALARA and 10 Junior Klub ALARA events were conducted over the 2018-2019 period.

Social Groups

There were 10 *Social Group* activities in the financial year. We have tried to keep outings local to Ipswich to minimise costs for participants. When possible, we use public transport to and from the activity. The group has attended markets and movies at the Tivoli Drive In as well as some of the regular and ever popular outings include visiting Sea World Theme parks, bowling, train rides to Southbank and the city and local theatre shows. A first for the group was a High Tea at Dinmore Tea House. The ladies enjoyed the elegance of the afternoon.

Getaways

Getaways have once again been extremely popular in the 2018-2019 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:

- Murwillumbah Art Getaway, July 2018. The clients had the perfect setting for lots of creative work. Many tried new methods and materials with some fantastic results.
- Currimundi in December 2018. This was a very active and action-packed Getaway 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 – September 2018 and March 2019. 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 in August 2018 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 opportunities for photos.
- Nobby Beach Holiday Village in December 2018. Clients enjoyed the beach and pool for plenty of exercise. Most days were finished off with a walk along the beach front before or after dinner.
- A Sea World Nara Resort weekend trip was held in March 2019. This was very popular with the participants, who enjoy a weekend at the theme parks.
- An active Getaway, staying at Tallebudgera Recreational Centre in February 2019. Another very active and action-packed getaway at the coast. We included a day surfing with the Disabled Surfers Association Gold Coast – always popular and attracted many repeat clients.
- Maroochy Waterfront was the venue for a rest and relaxation Getaway in November 2018 and then a fishing Getaway in May 2019.
- Bribie Island Getaways in September 2018 – the clients had an active getaway which included 4-wheel-driving along the beach. A second Bribie Island Getaway in November 2018 focused on three days of fishing.
- A new venue for 2019 was Tangalooma Island. The highlight of this Getaway held in March was feeding the dolphins in the evening. The adventurous clients did some sand dune tobogganing, which involved first walking up the very high dunes. The ferry ride over was a new experience for many of the group.
- Caloundra Rest and Relaxation Getaway was held in June 2019. Plenty of opportunities were provided to relax and rejuvenate. Holidaymakers enjoyed shopping at the local shops as well as a day trip to Eumundi markets and Maleny dairies. The accommodation at Windward Passage was fantastic.
- In 2019 we started Weekend Getaways alternating between the Gold Coast and Brisbane city on a monthly basis. Eat Street markets are very popular when staying in the city. Holidaymakers use public transport as much as possible at the destination to assist them to develop skills in this area.

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



Getaways have once again been extremely popular in the 2018-2019 financial year.

ALARA Cruises

Groups of holidaymakers enjoyed the Brisbane to Airlie Beach Cruise (5 days 4 nights) in September 2018, February and June 2019. For many, this was the first time on a cruise.

Feedback from the participants has been extremely positive, with a few people repeating the cruise. Whilst on the cruise, participants are very busy with all the on board activities and programs. The Gatsby night is always a favourite and a great night to get dressed up.

Extra Activities

A range of programs were also provided, including: the Annual Christmas Lights, State of Origin evenings, Supanova (Brisbane and Gold Coast), Screen Printing, an Evening with the Melbourne Ballet Company, Urban Markets, Ipswich Show and Dreamworld.

To ensure that our Activities program continues to address the interests and needs of clients, the annual Hot Dog and Planning Night was conducted in November 2018. This night again yielded many new and creative ideas that have helped in the planning of events.

ALARA produces an Annual Activities flyer and a Getaway flyer which are distributed to ALARA clients and staff. Information about upcoming events can also be accessed via the ALARA website.

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.

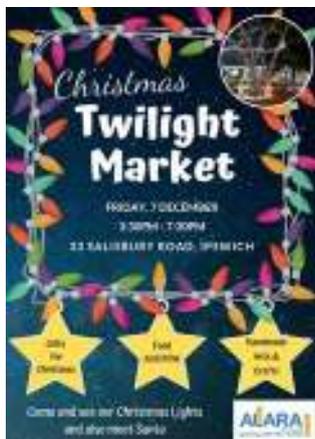
The playgroup continues to meet each Monday at the Raceview Congregational Church Hall from 9.30 to 11.30.

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 13 families with 15 children. During each session, the children participate in music, stories and various art and sensory activities. The group have enjoyed the end-of-term excursions to Just Jump and the Ipswich Railway museum. A visit from Santa was greeted with very mixed emotions.

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

ALARA would like to thank Epic Assist Community Grants for their generous sponsorship of the playgroup. We were able to purchase more art supplies for the playgroup.





TEENAGERS LEARNING AND LIFE SKILLS GROUP

This group of lively teenagers meet once a week on a Monday afternoon for two hours and are working on their social, communication and life skills. Each term they plan what they want to achieve that term and

incorporate a mixture of indoor and outdoor activities to achieve their goals.

Some of the skills they have been working on are cooking, money handling and budgeting, road safety, using public transport, research in the library and online, teamwork, decision-making and working in a group, basic sign language, personal hygiene and independent living skills (ironing, washing, making a bed).

They have participated in the Twilight markets selling the goods that they have produced. They enjoyed promoting their group and raising funds for supplies during the year. This group is available to all our clients 12-17 years old.

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 to 30 June 2019 ALARA was contracted by Playgroup Queensland to operate PlayConnect in Ipswich. The PlayConnect Playgroup ran on a Tuesday at Raceview Congregational Church Hall from 9.30am-11.30am.

With the completion of this contracted arrangement at the end of the financial year, PlayConnect families were given the opportunity of joining Monday's Raceview Integrated Playgroup.

LOCKYER CHILDREN'S PROGRAM

During the October School holidays, the Lockyer region ran a Children's Camp which went to the Tallebudgera Active Recreation Centre. Due to demand, younger children were included with separate activities suited to each age cohort. In total 24 children attended.

Activities included Kite Making, Circus Skills, Canoeing, Swimming, Body Boarding, the Giant Swing, a High Ropes Course, a Disco Night, and a Movie Night.

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 2018-2019 financial year, services were purchased by Care Connect and CRCC for seven individuals.





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 demonstration games. As at the end of June 2018, there were 20 registered players and four community members who regularly play.

Some of the playing highlights of the financial year included:

- playing at Cbus stadium on the 15th July 2018 against a Gold Coast team from Specialised Touch Football
- participating in November 2018 in the Battle of the Border at the Gold Coast Titans High Performance Centre Parkwood. The event included a mixture of teams from Queensland and New South Wales.

Following the summer fixtures in 2018, the team registered with Touch Rugby League and played against other local community teams on a Monday night. There are 10 rounds of games/fixtures each season and the team is currently playing in the winter fixtures. Nine to 12 players participate on a Monday night. Players also include other family members and four community members regularly play with the team.

The team and interested family members continue to hold fundraising BBQs at all the Ipswich Jets' home games.

Early in the financial year, the ALARA Jets supported an Ipswich Jets fundraising initiative by donating the proceeds from their Jets home game BBQs to the Buy a Bale Campaign to help Aussie Farmers affected by drought. Funds raised as an outcome of the joint initiative were matched by Llewellyn Motors, so the final total was over \$2000. The team also raised \$250 for the Red Shield appeal this year at a BBQ held at a home game.

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 Jets team held a Presentation Morning Tea for Sponsors at Warwick Rd on Friday 26th October to meet and greet sponsors and launch the new team playing uniforms for 2019. The sponsor list is as follows: Limestone Dental Group, Articulate Framing, Executive Property Management Services, Disability Community Awareness (DCA), Australian Services and Distribution, Body Smart, Pennywise, TRL and Ipswich Jets.



The annual ALARA Jets presentation evening was held on the evening of Thursday 22nd November at the Ipswich Jets Leagues Club and marked the 5th anniversary of the team. There were 65 attendees, including team members and families, volunteers, staff, sponsors, Ipswich Jets Club representatives and Board Members.

The Ipswich Jets held their Awards Evening on Saturday 6th October and was attended by ALARA staff and some ALARA Jets team and family members. The ALARA Jets were presented with a trophy for 5 years participation in the Jets community and for their contribution to the club.

The ALARA Darts Team – ‘Respect da Bull’

The ALARA Luke’s Place Darts Team train and play each Monday. The team will often meet and play darts at Salisbury Rd as well now that a suitable space has been set up to use.

The team are trained by members of the West Moreton Darts Association Committee. As at June 30th 2018, 13 players were attending regularly.

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 2018 the group attended a Broncos home game at Suncorp stadium. The group travelled to and from the game by train. In September 2018, group enjoyed a day trip to Sea World on the Gold Coast.

They all enjoyed catching up with familiar friends and meeting new friends. In January 2019 the group spent the day ice skating. For many of the group this was their first time on the ice. It was fantastic to see them all supporting each other. After a session ice skating, they came back to the centre and designed a new logo for the group. There was lots of discussion amongst the group about what the siblings group meant to them and why they enjoyed being part of the group.

Siblings Network has participated in a few fundraising activities. In September 2018 they had a BBQ at Salisbury in Spring. In April 2019 they assisted at the Ipswich Orchid and Bromeliad Societies Garden Spectacular. ALARA holds funds generated through fundraising on behalf of the Network.

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:

- Monthly Sausage Sizzles in Esk
- Fresh Futures Market in Ipswich
- Mobile information Hubs in Fernvale and Lowood
- Workforce Link Recruitment Event

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
- LASA Home Care Advisory Group Meetings
- Ipswich Siblings Network
- Brisbane Valley Interagency Meetings
- Ipswich Interagency Meeting
- Fresh Futures Planning Committee



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

- NDS – National Committee on Workforce (EM)
- Annual Review of Price Controls for the NDIS (EM)
- Workforce Project Advisory Group (EM)
- NDIA/LAC/Provider Meetings Ipswich
- Community Care Providers Consultation Session
- NDS Forum Chermside (NDIS Update)
- Fresh Future Market
- Workforce Link Recruitment Event

The Executive Manager and Board Chair presented as part of an expert panel on the topic Restoration to Transformation: Strategic Solutions at the NDS Board Summit held on 25th May 2019.

ALARA hosted a visit from Beaucare, who had requested to visit to learn from our experience in transition to the NDIS.

ALARA also hosted the 30Mob's bi-annual two-day meeting at Dingley Dell and Luke's Place Ipswich on 12th and 13th November. The 30 Mob is a collaboration of small-to-medium disability service providers from across the State who share information, tips and advice as well as provide mutual support.

EVENTS

ANNUAL ALARA CHRISTMAS PARTY

The ALARA Christmas Party was held at the Ipswich Show Grounds on 8th December 2018. Over 400 clients, carers and staff attended, enjoying the meal, the entertainment and the ever-popular visit from Santa. This event was generously supported through the Ipswich Council Christmas Fund, Booval Rotary, many local businesses and the ALARA community.

RIVER 94.9 CHRISTMAS LIGHTS COMPETITION

Luke's Place Salisbury Rd took out the Best Business/Community Organisation Winner in the River 94.9 Christmas Lights Competition 2018. This was their second year of entering the competition and featured many decorations created by the centre's woodworking and arts programs. The \$500 prize money will be used to enhance the display for this year.

CANCER COUNCIL PINK RIBBON FUNDRAISER

The Friday Ladies group held their Pink Ribbon Fundraiser for the Cancer Council on Friday 2nd November raising \$350. In addition to supporting a worthy cause, these events aim to improve the ladies' sense of self-worth and confidence and demonstrate their commitment to their local community.



FUNDRAISING EVENTS

Salisbury in Spring

The fourth annual 'Salisbury in Spring' was held at Luke's Place Salisbury Rd on Saturday 1st September 2018. This market day provides an opportunity for local artists and crafters to display and sell their work as well as experience a range of hands-on arts experiences for children and adults. The event raised funds for the Dingley Dell Gallery as well as providing an opportunity for specific program areas to generate funds towards resources or out-of-pocket expenses for their initiatives. The Siblings Network conducted the sausage sizzle.

Lowood State High School Year 11 Furnishing Students donated a beautiful children's hardwood picnic table which was raffled at Salisbury in Spring; the proceeds supporting the Raceview Integrated Playgroup.

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.

Twilight Craft Market

A Twilight Market was held at Salisbury Rd on the evening of 7th December 2018 to support the sale of products from our various craft and art groups and to profile the site's entry into the Ipswich Christmas Lights.

STAKEHOLDER PARTICIPATION

ALARA throughout 2018-2019 has continued to look at ways to enhance client and carer involvement in the organisation.

The Client Newsletter Editorial Committee continues to create newsletters that are full of individual stories, news from various programs and general information. 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 welcomed as members of interview panels for service-related positions.



The 'Salisbury in Spring' market day provides an opportunity for local artists and crafters to display and sell their work, as well experience a range of hands-on arts experiences for children and adults.

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

During the course of the financial year, ALARA saw a significant increase in the number of direct support workers. This increase was driven by additional funding available to a number of individuals through their NDIS Plan. As at 30 June 2019, ALARA employed 234 people, of which 206 were employed in a support worker role.

During the financial year resources in our Roster Team were enhanced to assist us to manage demand in this area, with the recruitment of two part-time Weekday After Hours Rostering Officers.

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).

Through a collaboration with Linked Services, ALARA has received \$44,574 through wage subsidies. These funds assist with the costs of on-boarding and training new staff.

Considerable attention has again been given to the following areas:

STAFF TRAINING AND DEVELOPMENT

There is a 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 are 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) – Day Manager V2 and streaming roster processes for locating staff for supports, Rostering CDC (Suspend and Reinstate), TRACCS CDC processes
- Behaviour Management
- NDIS Supports Coordinator Training
- Leadership by Design Course
- Privacy Workshop by Presidian Legal Service
- HR Management – Dealing with Difficult Staff
- Support Coordination Intensive Training

Staff also a range of online training courses through the Staff Portal and the GO1 Learning platform. In addition to a range of mandatory training, staff have access to around 360 short courses. During the course of the financial year, ALARA purchased NDS's Zero Tolerance e Learning, which was uploaded as mandatory training for all staff via Go1. This training aims to embed a culture of Zero Tolerance of abuse, assault, neglect and exploitation of children and young people across the organisation.

All staff were allocated training on Prevention and Responding to Bullying, Harassment and Sexual Harassment as mandatory training during the financial year. All staff volunteers and Directors were required to sign the new NDIS Code of Conduct and complete the NDIS Worker Orientation Module by 1 July 2019.

During the course of the year, four Coordinators/Facilitators commenced their Certificate 4 in Training and Assessment to enhance the pool of qualified trainers in the organisation.

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

- NDS CEO Conference
- NDS – Essential NDIS Briefing
- ICHA: Supporting Excellence in NDIS
- 30 Mob two-day workshop (Emerald)
- 30 Mob two-day workshop (Ipswich – hosted by ALARA)
- Commonwealth Continuity of Support Information Session
- The future of Community Care in Queensland Briefing (Toowoomba)
- Quality and Safeguarding Update (NDS)
- NDS Service Provider Forum: Transitioning to NDIS National Quality and Safeguarding
- Relevant staff joined the following Webinars
- HSQF to NDIS: Streamlining compliance with the NDS Quality Portal
- Restrictive Practices in full transition to the NDIS

During the financial year, 15 staff commenced their Certificate 3 or 4 in Community Services (including aged care work) through ALARA's collaborations with training providers.

STAFF SURVEY

The ALARA Board conducted the ALARA Annual Staff Survey. As with the Client Survey, this 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 AWARDS

An Awards evening was held at Luke's Place Salisbury Rd on 29th October 2018 to acknowledge staff long service Awards. Staff were able to invite family and friends to celebrate the evening with them and learn about their contributions to the work of ALARA.

EMPLOYEE ASSISTANCE PROGRAM

A decision has been taken to change the supplier for our Employee Assistance Program (EAP), engaging EAP Assist. The EAP supports employees with work-related problems as well as personal problems that may impact on their job performance, health and mental wellbeing. An EAP offers employer-funded confidential counselling for employees as well as consultative support for managers and supervisors to address employee and organisational challenges and needs. Immediate short-term counselling is available in the event of a Critical Incident.



WORKFORCE MATTERS

SALARY PACKAGING

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

SINGLE TOUCH PAYROLL (STP)

Single Touch Payroll (STP) is a new government initiative aimed at streamlining business payroll reporting obligations. Employers such as ALARA commenced reporting under STP from 1 July 2018. This reporting mechanism means 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.

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 *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 (WGEA) 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 Workplace Gender Equality Agency (the Agency). A copy of the report will be accessible at <https://www.wgea.gov.au/public-reports-0>

A copy of the report is also available 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.

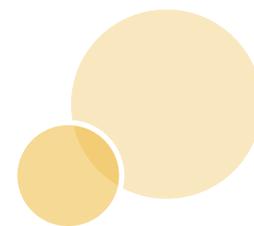
QUALITY ACCREDITATION

As an outcome of an external Audit against the Human Services Quality Framework ALARA was recommended for re-certification after adjusting the reference to critical incident reporting timeframes in our Procedure- Incidents to reflect Departmental requirements. ALARA's next Aged Care Quality Standards review is due in 2019. This will be under the new Aged Care Quality Standards.

In an effort to streamline our requirement to comply with a number of Quality Systems required by each of our funding streams, ALARA has invested in the Standards and Performance Pathway Systems (SPP). SPP is a unique online service for NGOs and service provider organisations, funding departments, assessors and peaks. It carries the main sets of community services and health standards and saves significant time spent on quality standards assessment and compliance reporting.

TECHNOLOGICAL INNOVATION

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



ALARA undertook a server migration to the Cloud during the financial year. Cloud storage, backup and security arrangements are consistent with both organisational requirements and any obligations under our Service Agreements.

Point of Sale Technology (mPOS) was introduced at the ALARA Head Office and Dingley Dell with mobile machines available for events and other usage.

We continued the rollout of ALARA tablets to 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. Based on advice from our IT provider, an additional layer of security was loaded to each device and is automatically part of the setup of new devices.

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, Twilight Markets, Popup Shops and our arts initiatives.

MARKETING

We continued our advertising on the back of Ipswich Bowls Club Score cards for part of the financial year. 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.

ALARA was featured in two NDIS supplements published by the QT during the financial year.

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 ALARA website is actively managed to reflect the services to be provided through the NDIS, Aged Care, Continuity of Support and the new Queensland Community Support Scheme. A key goal priority is to ensure that information is as accessible as possible for people with a disability.

The 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.

SUSTAINABILITY 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 support of the Queensland Department of Communities, Disability Service and Seniors – 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 look forward to a positive working relationship with the Department in relation to the new Queensland Community Support Scheme.

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 2018-2019 year, ALARA received a total of \$792,026.59 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.

This agreement was current until the last remaining funding agreement terminated on 30 June 2018. At this point, all service users had transferred to the NDIS.

FEDERAL GOVERNMENT FUNDING

During the 2018–2019 year, ALARA received a total of \$107,423 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 support 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 \$31,852.18 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 30 June 2019.

During the financial year ALARA supported five individuals with Home Care packages.

Local Government Funding

ALARA received the following financial support from Local Government in the 2018-2019 period:

Ipswich City Council Christmas/Festive Season Grant

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

Ipswich City Council Quick Response Grant Application

- A grant of \$1000 was received from the Ipswich City Council through the Quick Response Program towards the purchase of a GoPro and accessories for the “My Story” video workshops initiative.

Somerset Regional Council – Community Assistance Grants

- A grant of \$134 was received from the Somerset Council towards gardening supplies for the Stepping Stone Community Garden managed by ALARA. Other materials and supplies for this project were donated by the local community.

Grants

A grant of \$300 was received from EPIC Assist Community Grants as sponsorship for the Raceview Integrated Playgroup.

DONATIONS

A total of \$12,088 in monetary donations were received during the financial year to support the provision of ALARA services. This included:

- Payroll deductions of \$9,885 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 in meeting 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 art supplies for the Dingley Dell Gallery.
- The Esk Lions Club made a generous donation of \$1500 towards the community garden at Esk.

FUNDRAISING ACTIVITIES

Our Day Services, Activities Program, Laidley Children's Service, clients and families conducted a wide range of fund raising 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 MATTERS

Effective as of 1 October 2018, the Queensland Government implemented new laws within the Building Regulation 2006 (Building and Other Legislation Cladding Amendment Regulation 2018) regarding the use of combustible cladding on buildings to address safety concerns. As our building at 8 Warwick Rd is cladded and falls within the scope of the regulations, the building was registered and the compliance process completed. The cladding is not of the type that is of concern and no further action is required.

MOTOR VEHICLES

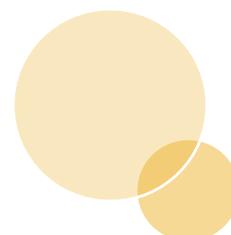
As outlined in previous annual reports, wherever possible, budgetary provision is made for replacement of the organisations vehicles as they fall due. The organisation will continue to look to funding opportunities to acquire additional vehicles as demand grows through the increase in services.

FIRE SYSTEMS

ALARA continues to have robust systems in place in relation to fire safety.

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 FOR THE ALARA CHRISTMAS PARTY

G JACKWITZ
 B & L SCHOSTAKOWSKI
 B KATHAGE
 R MCMINN

DONATIONS FOR ALARA JETS BBQ - BUY A BALE CAMPAIGN

JOHN HORNE
 KARIN BONGERS
 BRUCE BRIGGS
 CALLIXTE HAKIZIMANA
 HAMBLETON FAMILY
 KATHLEEN MANTHEY
 EMMA THOMSON
 JANICE WOOFFINDIN

DONATIONS FOR THE ALARA JETS BBQ - RED SHIELD APPEAL

D HARROLD
 M MOREY
 DONATIONS FOR THE ALARA JETS TEAM
 JANICE WOOFFINDIN

SPONSORSHIP FOR THE ALARA JETS TEAM

LIMESTONE DENTAL GROUP
 ARTICULATE FRAMING
 EXECUTIVE PROPERTY MANAGEMENT
 DISABILITY COMMUNITY AWARENESS (DCA)
 AUSTRALIAN SERVICES AND DISTRIBUTION
 BODY SMART
 PENNYWISE IPSWICH
 TOUCH RUGBY LEAGUE (TRL)
 IPSWICH JETS

SPONSORSHIP FOR THE RACEVIEW INTEGRATED PLAYGROUP

EPIC ASSIST COMMUNITY GRANTS

DONATIONS FOR DINGLEY DELL GALLERY

IPSWICH JETS LEAGUES CLUB

DONATIONS

INDIVIDUALS

D. OXLEY
 E. NICHOLLS
 E. SHAW
 H. TRIEU
 J. GREER
 J. OLIVER
 K. BRUMBY
 P. ANDERSON
 P. NEUMANN
 L. SIMPSON
 K STANTON
 G PETERS
 R. MCMINN
 K VINE
 S. CARLSON
 TY HUU LE

GROUPS AND ORGANISATIONS

LION'S CLUB ESK
 IPSWICH RUGBY LEAGUE CLUB



Thank you

DONATIONS FOR FRIDAY ACTIVE GROUP CAMP

S CHRISTENSEN

DONATIONS FOR COMMUNITY BAKING

D MANTHEY

L SHEA

C SAMSON

B STANDEN

DONATIONS FOR SALISBURY RD CHRISTMAS LIGHTS

M HANSELL

DONATIONS OF VOUCHERS OR TICKETS

BAKER'S DELIGHT

GRAND ESK HOTEL

THE FRUIT SHOP AND DELI ESK

THE BUTCHER SHOPPE ESK

ESK PHARMACY

LM BRODERICK PHOTOGRAPHY

IPSWICH LEAGUES CLUB

JUST CUTS - IPSWICH

ERICA LOCKE – GIFT VOUCHERS

S HORNE – SPRINGLOADED VOUCHERS

M DOWN – GIFT VOUCHERS

WHEEL OF BRISBANE

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

SUPPORTERS

THESE INDIVIDUALS, ORGANISATIONS OR THEIR STAFF SUPPORTED US IN MANY WAYS SUCH AS BY DONATING TIME, EQUIPMENT, RESOURCES, 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.

ADAM WISKAR

AGNES BROWN

AI GROUP TRAINING SERVICES

ALARA ESK TEAM

AMANDA PRICE

ANNA POWER

ANN TRACEY

ANNETTE MCLEOD

ARTICULATE FRAMING (STEVE RAINBOW)

ASD – AUSTRALIAN SERVICES AND DISTRIBUTION

B & R CRIBBENS SEWING MACHINE SALES AND REPAIRS

BAKERS DELIGHT

BARRY HARDING

BERYL KEATES

BETH WAKEHAM

BETTY LUNT

BILL BOPF

BILL SAXBY

BILLY DIEHM (MINISTER RACEVIEW CONGREGATIONAL CHURCH)

BIZTOPIA

BOB IMHOFF



BODY SMART HEALTH +
 BREE CORBYN
 BRETT OLE
 BROOKE HALEY
 BROWN FAMILY
 BROUGHTON FAMILY
 BUNNINGS - BUNDAMBA
 CENTRAL IPSWICH PRIMARY SCHOOL
 CHERIE GRIBBIN
 CLUB HOTEL ESK
 CHRISTINE BARRETT
 CHRISTINE ELLIOTT
 COMMONWEALTH RESPITE AND CARELINK CENTRE
 CORBYN FAMILY
 DALLAS & JAN CLIFFORD
 DANNY NEEDHAM
 DARLENE DIAMOND
 DCA – DISABILITY COMMUNITY AWARENESS
 DE ARNE FAMILY
 DEIRDRE BICKNELL
 DEE REEDY
 DISABLED SURFERS ASSOCIATION (GOLD COAST)
 DORIAN MARSHALL
 DWYER FAMILY
 ELSA WHITE
 ERICA LOCKE
 ESK LIONS THRIFT SHOP
 ESK PHARMACY
 EVAN BRIGHTON
 EXECUTIVE PROPERTY MANAGEMENT SERVICES
 FAITH MUIR

FLEET CARD: BUSINESS FUEL CARDS PTY LTD
 FRANCIS PEPPER
 FRIENDLY GROCER - ESK
 GARY SCHAFFER
 GAYLENE SMITH
 GIBSON ARCHITECTS
 GINA WHITE
 GIVIT
 GLORIA COX
 GRAND HOTEL ESK
 GREG WAKEHAM
 GOOD 360
 GRAHAM KEIDGE
 HEALTHWORKS GYM (BRASSALL)
 HELEN PILKINGTON
 HELLOWORLD
 HELPING HANDS THRIFT SHOP – ESK
 HILTON FAMILY
 IPSWICH CITY COUNCIL
 IPSWICH CITY COUNCIL WASTE MANAGEMENT
 IPSWICH COMMUNITY GARDENS
 IPSWICH COUNCIL LIBRARY
 IPSWICH MEAL'S ON WHEELS
 IPSWICH PCYC
 IPSWICH SHOW SOCIETY
 JACOB HAMBLETON
 JAN WOOLFFINDIN
 JANICE ASH
 JENNELLE CHIVERS
 JENNIFER HOWARD MP IPSWICH
 JENNY HALL
 JIM MCDONALD
 JIM MADDEN MP IPSWICH WEST
 JOAN THOMSON
 JOANNE PARDOE
 JOANNE MANDLEKOW
 JOE REEDY
 JOHN LEVACK
 JOHN SEXTON
 JOHN WICKENDEN
 JOSH RAMSHAW

JUDITH SMORTI
 JUDY DICKSON
 JUST CUTS (IPSWICH)
 KARRI BROWNE – SENIORS & DISABILITIES
 COMMUNITY DEVELOPMENT OFFICER (ICC)
 KATHY HANDFORD
 KELLI WARREN
 KEVIN RUTHENBERG – CHAIRMAN BRISBANE
 VALLEY CONGREGATION
 KREIS FAMILY
 KIPLEY JAMES
 KYLIE SMITH
 LAIDLEY CRISIS CARE AND ACCOMMODATION
 CENTRE
 LOWOOD STATE HIGH SCHOOL – YR 11
 FURNISHING STUDENTS
 LAIDLEY GYM
 LAIDLEY SECOND CHANCE OP SHOP
 LAIDLEY HIGH SCHOOL
 LAIDLEY STATE SCHOOL
 LAIDLEY SWIMMING POOL
 LARA LATHAM
 LEIGH REEDY
 LINDA WATSON
 LLEWELLYN MOTORS
 LIFESTONE DENTAL GROUP
 LEE TAARNBY
 LEN AIREY
 LILY IRVINE
 LINKED SERVICES
 LIONS CLUB – ESK
 LM BRODERICK PHOTOGRAPHY
 LOCKYER VALLEY COMMUNITY ACTIVITY SHED
 LOCKYER VALLEY COMMUNITY DISABILITY
 ASSOCIATION
 LOCKYER VALLEY REGIONAL COUNCIL
 LORRAINE MYERS
 LOUISE HARRIS
 LOVELL FAMILY
 LYN KEIDEL
 MADDISON LEWIS
 MADDISON SCHAFFER
 MARGARET CHAMBERS
 MARGARET LARSEN
 MARGARET SZOLNA
 MARY LUNARDI
 MARIA WAKEHAM
 MATTHEW POTTS
 MEALS ON WHEELS -LAIDLEY
 MELISSA MCKLAREN
 MELISSA MOREY
 MEN'S SHED BUNDAMBA
 MEN'S SHED TOOGOOLAWAH
 MICHAEL HOWCROFT
 MICHAEL MUNT
 MICHEAL NEWMAN
 MIKE KINGHAM
 JAMIE OLIVER'S MINISTRY OF FOOD
 MONALISA HARTMAN
 MRS CLAUS AND SANTA - IPSWICH
 MURR'S CERAMICS
 NDS (QUEENSLAND OFFICE)
 NARELLE SCHAFFER
 NDS QUEENSLAND BRANCH
 NORTEC: EMPLOYMENT & TRAINING
 PAT VAN DEER BECK
 PALATINUS FAMILY
 PAUL STEVEVSON
 PAULA WIELAND
 PAULA HALSON
 PAYTON FAMILY
 PENNYWISE IPSWICH
 PETER & LINDA TULLY
 PETER WESTON
 PHOTOEVENTS (JAMES PITMAN)
 PRICE FAMILY
 REINDEER CAFE
 RACEVIEW CONGREGATIONAL CHURCH
 RED CROSS THRIFT SHOP – TOOGOOLAWAH
 REECE DAILLY
 ROB & CAROL FLETCHER
 ROGER WILLIAMS
 ROSS AND LORRAINE DAILLY

RON DEVON
 ROTARY CLUB – BOOVAL
 SARA LEVACK
 SARINA RUSSO INSTITUTE
 STEWART FAMILY
 SOMERSET REGIONAL COUNCIL
 SES ESK
 SHAREE ST JOHN
 SHEREE PARFITT
 SHAYNE NEUMANN MP (MEMBER FOR BLAIR)
 SONIA HALL
 STEPPING STONE HEAP ST ESK (COMMUNITY CONNECTION POINT)
 STEVE EDWARDS
 ST MARY'S PRIMARY SCHOOL – LAIDLEY
 ST MARY'S COLLEGE - IPSWICH
 ST PATRICK'S CATHOLIC CHURCH – LAIDLEY
 SOMERSET REGIONAL COUNCIL
 SUE & GARY PARKER
 TABEEL NURSING HOME
 TANIA MOORE
 TELSTRA
 TESS MCLENNAN
 TERRY LARSEN
 THE FRUIT SHOP AND DELI ESK
 THE BUTCHER SHOPPE ESK
 TOUCH FOOTBALL SPECIALISED
 TRACEY HILTON

TRACY JOHNSTONE
 TRAXION TRAINING
 TRISH ARGIRO
 TRL IPSWICH
 TURSA
 TYSON TURNER- THOMAS
 UNITING CARE
 VANESSA HUNT
 VILLAGE ROADSHOW THEME PARKS
 VISY – CAROLE PARK
 VOOGT FAMILY
 WEST MORETON DARTS ASSOCIATION
 WHEEL OF BRISBANE
 WOOLWORTHS EARN AND LEARN
 WOOLWORTHS – FERNVALE
 30 MOB

THANKS ALSO GO TO THE MANY MEMBERS OF THE ALARA FAMILY AND THE COMMUNITY WHO GENEROUSLY DONATED GOODS FOR RAFFLES, 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 IN PROVIDING 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

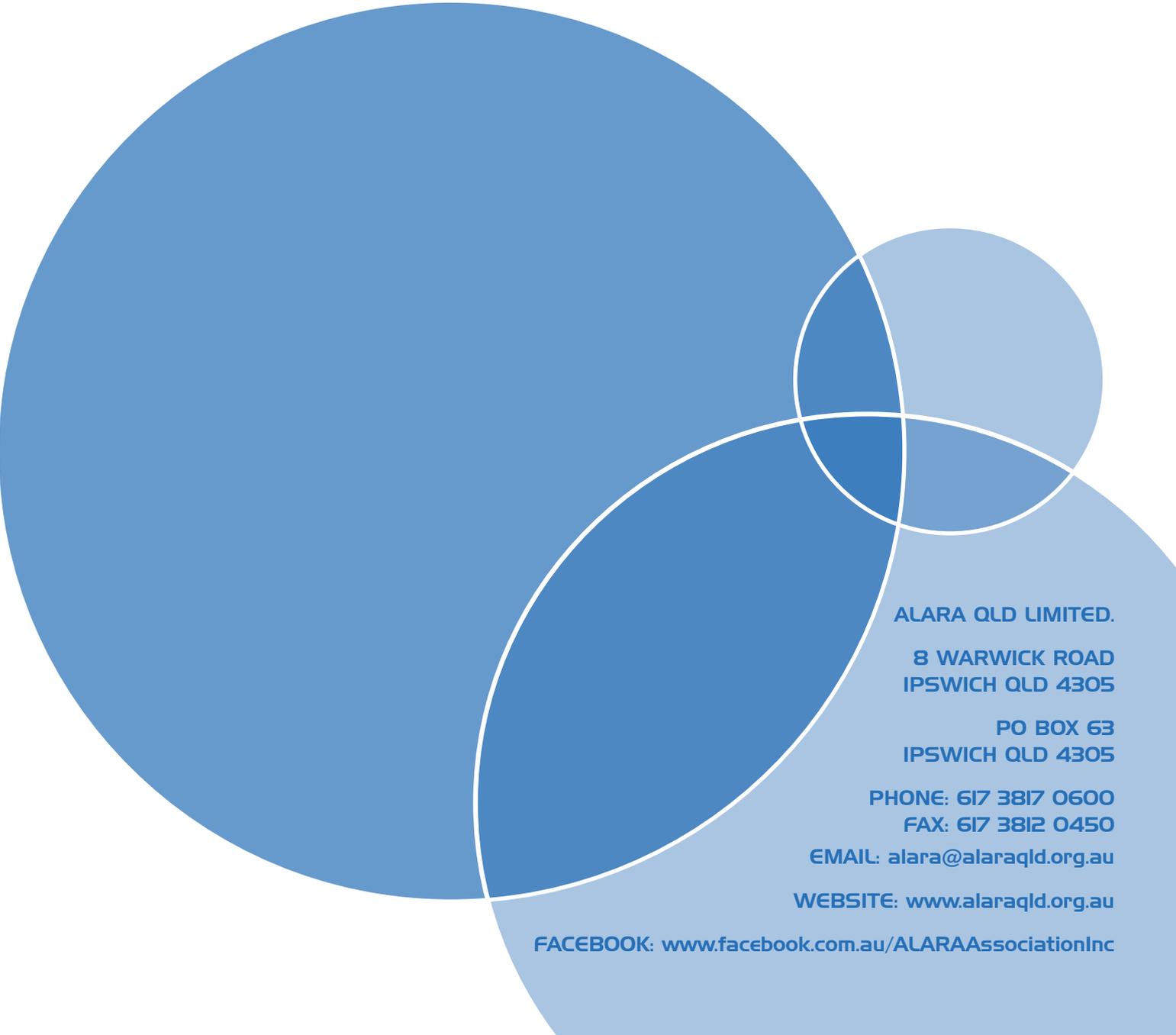
JENNIFER BILL
SHERALEE BLAY
MAX GORDON
STEVEN KILFOY
KIM MALCOLM
DONNA MASSEY
SAM MEIGHAN
JULIE POWELL
STACEY SOFRA
KAREN SQUIRES
KAREN VOYSEY

10-YEAR AWARDS

ANNETTE CRETTENDEN
JUDY DICKSON
ANNE HALL
SHIRLEY NORTON
JEFFREY OLE
GAYLENE STACK
MARIA WAKEHAM
KELLI WARREN

20-YEAR AWARDS

IAN HARMONY



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