



ANNUAL REPORT

2012/2013



ALARA.

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

ALARA INFORMATION

BOARD OF MANAGEMENT

Jo' Witt — President
Cathy Wheeler — Vice-President
Kate Stewart — Secretary
Ian Morley — Treasurer
Robyn Hartfiel
Ray McMinn
Michael Kingham

AUDITOR

CB Audit Pty Ltd

CONTACT DETAILS

Registered Office

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Ipswich Qld 4305

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alara@alaraqld.org.au

Website

www.alaraqld.org.au

Facebook

www.facebook.com/ALARAAssociationInc

ABN: 94 628 523 943

ACN: 164 125 384

DAY RESPITE CENTRES

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 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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CLOSURE

NOMINEES FOR THE BOARD OF DIRECTORS

NOMINEES FOR BOARD OF DIRECTORS 2013/14

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

The following financial members of ALARA QLD Limited have been nominated for a position on the Board of Directors of ALARA QLD Limited. There are up to eight (8) 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 Erica Hartfiel
- Michael John Kingham
- Ian Henry Morley
- Catherine Jane Wheeler
- Joanne Gay 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.



OUR VISION

ALARA provides a high quality, flexible and responsive support service that enables people with a disability to be valued members of our community.

Board Workshop 2012

MINUTES OF 2011/12 AGM

MINUTES FOR THE ANNUAL GENERAL MEETING, ALARA Association Inc. HELD 10 SEPTEMBER, 2012

Attendees: As per attached list

Apologies: As per attached list

Proxies: As per attached list

1. Opening

Meeting opened at 6.40pm by Jo' Witt, President, by welcoming Members, Associate members, clients, staff and guests

2. Apologies and Proxies

As attached

3. Minutes of the Annual General Meeting 2012

Motion: "That the minutes of the Annual General Meeting, held 10th September 2012, as printed, be accepted."

Moved: Lyn Stewart Seconded: Sally McMinn Carried!

4. Reports

President's Report

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

Motion: "That the President's Report for the Year 2011 – 12 be accepted."

Moved: Jo' Witt Seconded: Michael Munt Carried!

Treasurer's Report

The Treasurer's report was delivered by Ian Morley.

Motion: "That the Treasurer's Report for the Year 2011 – 12 be accepted."

Moved: Ian Morley Seconded: Ray McMinn Carried!

Financial & Auditor's Report

The Auditor's Report was addressed by Treasurer Ian Morley.

Motion: "That the Auditor's Report for the Year 2011 – 12 be accepted."

Moved: Ian Morley Seconded: Lyn Stewart Carried!

Executive Manager's Report

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

Motion: "That the Executive Manager's Report for the Year 2011 – 12 be received."

Moved: Cathy Wheeler Seconded: Sally McMinn Carried!

5. Election of Board of Management Members

2012/13 TO 2013/14

The following members of ALARA Association Inc. have been nominated for a position on the Board of Management.

These nominations have been checked was certified to be in order by ALARA Executive Manager Judith Dickson.

Nominees are:

- Michael Kingham
- Bruce McFarlane
- Ian Morley
- Joanne Witt

There are four nominations for four positions. In accordance with the rules of the Association, the presiding Officer declares these four members duly elected for a two year term 2012/13 – 2013/14

The continuing members are:

- Robyn Hartfiel
- Ray McMinn
- Kate Stewart
- Cathy Wheeler

At the first Board of Management meeting following the Annual General Meeting, the elected Members of the Board, and those continuing members elected in 2012 for a 2-year term, will themselves elect a President, Deputy President, Secretary and Treasurer from their number.

6. Appointment of Auditor

Motion: "That Registered Auditor Chris Booker be appointed as ALARA Association Inc. auditor for the Financial year 2012 - 2013."

Moved: Ian Morley Seconded: Kate Stewart Carried!

7. Recognition Awards

The following staff longevity awards were announced by the EM Judy Dickson:

5-year Awards

JULIE BOUNDS
SHARON HALL
LEAH CORBYN
WAYNE JOHNS
DEEANN DAILLY
TRACY JOHNSTONE
JOHN HORNE
SHERRALEE METCALF
DAWN YOUNG

10-year Awards

ALLEN HEMPSALL
PETER STEVANOVIC

15-year Award

MARK DIAMOND
GAYLENE SMITH
LORRAINE SHEA

Agnes Brown made a vote of thanks to retiring Board members Lyn Stewart and Sue Saunders. Flowers were then presented to them.

8. Date of Next Meeting

The 2013 Annual General Meeting was set at Monday 9th September 2013.

9. Closure

There being no further business, the Chairperson declared the meeting closed at 7.50pm.

Jo' Witt
President

Cathy Wheeler
Secretary

ATTENDEES A.G.M. HELD 10TH SEPTEMBER, 2012

Life Members

Agnes Brown
Ray McMinn
Ian Morley
Sue Saunders
Lyn Stewart

Members

Gordon Broughton
Sonja Gilchrist – Focal Extended Inc
Mike Kingham
Maria McCaffrey
Barbara McMinn
Sally McMinn
Michael Munt (Biztopia)
Bernard Schostakowski
Stephen Schostakowski
Don Stewart
Kate Stewart
Cathy Wheeler
Jo Witt

Proxies

Hilda Fixter – appointed Chairman
Stephen Fletcher – appointed Secretary
Sue Hampton – appointed Secretary
Karen Hardwick RT Edwards – appointed Secretary
Kevin Hartfiel – appointed Cathy Wheeler
Robyn Hartfiel – appointed Jo Witt
Bruce McFarlane – appointed Chairman
Anne Ruthenburg – appointed Secretary
Robyn Sailer – appointed Secretary
Imelda Samson – appointed Secretary
Gerard Schostakowski – appointed Secretary
Shirley Schostakowski – appointed Secretary
Lizette Schultz – appointed Secretary

Staff

Russell Bentley
Julie Bounds
Leah Corbyn
Judy Dickson
Stephanie Hys
Toni McKlaren
Kylie Papworth
Narelle Schaffer
Cynamon Toner
Robyn Wuth
Dawn Young

Guests

Cr Andrew Antonioli – Ipswich City Council
Roy Henderson – Focal Extended Inc
Cr Sheila Ireland – Ipswich City Council
Mayor Graeme Lehmann – Somerset Regional Council
Cr Charlie Pisasale – Ipswich City Council

APOLOGIES

Members

Paul Burke
Hilda Fixter
Stephen Fletcher
Gary Gannaway
Michelle Gannaway
Sue Hampton
Karen Hardwick – RT Edwards
Kevin Hartfiel
Robyn Hartfiel
Bruce MacFarlane
Heather Olm
Anne Ruthenburg
Robyn Sailer
Imelda Samson
Gerard Schostakowski
Shirley Schostakowski
Lizette Schultz
Tracey Simpson

Staff

Dee Dailly
Michael Howcroft

Guests

Cr Victor Attwood – Ipswich City Council
Ian Berry MP – Member for Ipswich
Cr Cheryl Bromage – Ipswich City Council
Cr Bruce Casos – Ipswich City Council
Sean Choat MP – Member for Ipswich
West
Kathy Haviland – Disability Services
Mayor Steve Jones – Lockyer Valley
Regional Council
Cr Heather Morrow – Ipswich City Council
Shayne Neumann MP – Federal Member
for Blair
Jillian Parker – Disability Services
Mayor Paul Pisasale – Ipswich City Council
Ian Rickuss MP – Member for Lockyer
Bernie Ripoll MP – Member for Oxley

KEY STRATEGIC AREAS

FINANCIAL OUTCOMES

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

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

Outcome 3: To increase ALARA's revenue by exploring other sources of funding (recurrent and non-recurrent) consistent with client needs and the scope of ALARA services as outlined in the Scope Policy.

CLIENT & COMMUNITY OUTCOMES

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

Outcome 2: To be a leader within the community and with funding agencies as a provider of high quality services for people with a disability and their families/carers.

Outcome 3: To raise aspirations for people with a disability to have valued roles in their community.

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: To ensure ALARA's systems and infrastructure are effective in addressing the organisation's growth.

Outcome 2: To demonstrate the provision of innovative responses to needs.

Outcome 3: ALARA's legal status is consistent with legislative opportunities.

OUR VALUES

VALUE 1: CLIENT FOCUSED

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



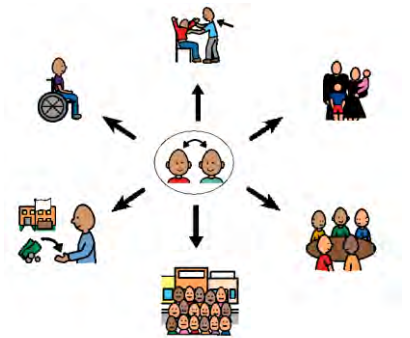
VALUE 2: RESPONSIVE

We will be RESPONSIVE and flexible within our resource limitations.



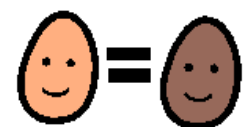
VALUE 3: PARTNERS

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



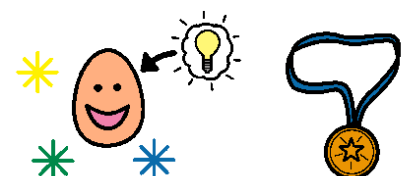
VALUE 4: RESPECT

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



VALUE 5: EXCELLENCE

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



PRESIDENT'S REPORT

As we embark on the 22nd Annual Report for our organisation for the year ending 2012/2013, it is with pleasure that I present our following outstanding achievements.

The year has been another rewarding one of constant change and focus for our organisation. We have made the transition to a Company Limited by Guarantee which became effective from 21st June 2013. This has been a huge undertaking from a legal perspective which was accomplished with board members and key management participating in ensuring a smooth transition on all fronts. Our new name is **ALARA QLD Limited**.

It is with great satisfaction that the National Disability Insurance Scheme (NDIS) has now evolved with a new name of DisabilityCare Queensland. This will ensure that people with disabilities are given more help and options as well as their input being heard as to their requirements for a quality lifestyle. This is a positive path for future direction of those who want to make individual choices for their lives.

At the official opening of Luke's Place's Salisbury Road on the 10th August 2013 by Ian Berry MP Member for Ipswich, it was acknowledged by a number of distinguished politicians and council members that the centre would provide a much needed service within the community of Ipswich. A variety of programs had begun earlier in the year including computer skills, cooking classes, fitness and well being classes, craft classes, as well as a welcome environment for "get togethers" for clients and families with no stress or expectations.

Dingley Dell Ipswich formerly known as "Ipswich Painters, Potters and Craft Society", has exceeded our expectations in providing relaxation and enjoyment through the many Art classes that people have participated in since its opening. Clients, families, and carers have enjoyed the various Art Programs available on offer, and feedback has been overwhelmingly positive.

Some of the wonderful art work was exhibited at the opening of Luke's Place Salisbury Road and again was well received. It is evident that there is a lot of hidden talent amongst our clients. By using Art as therapy they are able to explore their feelings and express those feelings in pieces of work that many would be proud to attach their names to.

In the future, we hope to embark on renovations at Dingley Dell. This will entail disability ramps, toilets facilities, and new flooring within the premises.

As the Springfield/Ripley and surrounding regions expand rapidly a new service centre is being sourced to be able to provide ongoing support and help to those families within these areas. We already maintain contact with a large number of families however with the increase of growth within this region it has been identified that ALARA services would be well received if support was on a larger scale.

Through its strategic focus and with the support of clients, families, community members, staff, volunteers and dedicated board members, ALARA has gone from strength to strength. Many thanks go to those who have worked to provide ALARA with a strong foundation for future growth and support within our community.



Jo' Witt

A handwritten signature of Jo' Witt in black ink.

**President
ALARA Association
Inc.**

TREASURER'S REPORT

It is my pleasure to present the final Financial Statements of ALARA Association Inc. for the year ended 30th June 2013. Next year the financial statements will be under the name of ALARA QLD Limited.

The financial statements show the continued growth and financial stability of the Association. They are a reflection of the dedication of all persons now and in the past to ensure quality care and support is provided and prudent financial governance is followed. We could not achieve what we have without the efforts of our staff.

For the first time income has exceeded \$6 million, coming in at \$6,502,180. This is an increase of \$742,662 (12.9%) on the previous year. As would be expected with the income increase, expenses also increased, rising by 6.2% to \$5,989,355. Wages will always be the largest expenditure and at \$4,226,350 is 70.6% of total expenses.

Now that Salisbury Road has been completed, the land and buildings which ALARA acquired are now shown in the balance sheet at a cost of \$2,463,234. Against this is a mortgage of \$1,229,079 to the Department of Communities, Child Safety and Disability Services. The real value of the building would be much greater than the cost reflected in the balance sheet.

As mentioned earlier, the financial statements next year will be under the name of ALARA QLD Limited and will be prepared in accordance with the Corporations Act. The presentation will differ to what was required for an incorporated association.

I would like to thank Judy, Russell, Narelle and the finance and administration staff for their efforts during the past year.

They have had a few challenges with incorporating and changing to a Company Limited by Guarantee and finalising the Association. But we all got there in the end!



Ian Morley

A handwritten signature in black ink, appearing to read 'Ian Morley', written in a cursive style.

**Treasurer
ALARA Association
Inc.**

DECLARATION BY MEMBERS OF THE BOARD

ALARA ASSOCIATION INC

DECLARATION BY MEMBERS OF BOARD

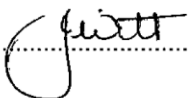
The Board has determined that the Association was not a reporting entity.


The Board has determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the accounts.

In the opinion of the Board

1. The financial statements as set out on the previous pages present fairly the financial position of the entity as at the 30th June 2013 and of the results of the entity for the year ended on that date and,
2. At the date of this declaration, there are reasonable grounds to believe that the entity will be able to pay its debts as and when they fall due.

This declaration is made in accordance with a resolution of the Board and is signed for and behalf of the Board by:

Director 

Treasurer 

Date: 26/8/2013

ALARA Association Inc.

INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30TH JUNE 2013

	30/06/2013	30/06/2012
	\$	\$
INCOME		
<i>Association Funds</i>		
User Pay Fees	124,671.02	116,323.94
Donations	16,742.03	200,162.50
Membership Fees	-10.00	560.00
Other Association Income	14,280.68	9,426.20
Hours Sold	412,753.88	320,900.19
Interest Received	66,056.47	92,263.49
Disability Services - Recurrent	3,147,776.24	2,955,339.95
Disability Services – Non-Recurrent	15,430.56	89,852.62
Community Care - Recurrent	1,978,888.52	1,920,606.34
Community Care – Non-Recurrent	16,279.00	140,169.66
HACC - Recurrent	32,966.00	0.00
HACC – Non-Recurrent	16,000.00	0.00
Other Grants	35,288.09	1,700.00
Income Received	5,877,122.49	5,847,304.89
less Transferred to Unspent Grants	-625,058.21	87,786.68
Total Income	6,502,180.70	5,759,518.21
EXPENSES		
Advertising	4,566.03	5,423.25
Audit Fees	9,194.00	6,230.00
Bad Debts	1,431.94	808.00
Bank Charges	2,796.85	3,670.73
Capital Expenditure	838,318.48	390,432.19
Cleaning	13,541.94	16,709.34
Computer Software / Support	54,310.18	51,332.53
Consultancy Fees	11,387.26	2,251.27
Craft Supplies	2,390.15	2,726.13
Depreciation	172,863.96	163,864.98
Donations	1,938.96	1,713.82
Electricity	19,219.76	21,078.46
Fees & Subscriptions	13,489.04	16,066.32
First Aid	6,601.72	6,383.01
Functions	9,744.50	5,448.82
General Expenses	9,435.17	19,406.31
Equipment & Hire	47,829.05	226,577.53
Hours Purchased Other Services	233,408.06	250,864.80
Insurance	32,247.00	32,750.00
Interest Paid	4,273.81	1,835.11
Motor Vehicle Expenses	149,915.64	150,272.31
Out of Pocket Expenses	6,070.20	1,133.28
Legal Costs	7,963.65	0.00
Postage & Stationery	64,466.67	55,740.77
Provision for Employee Entitlements	89,364.03	53,588.06
Quality Assurance	6,346.39	4,511.04
Rates	3,792.50	3,362.69
Rent	34,318.38	34,152.64
Repairs & Maintenance	69,570.14	43,212.20
Staff / Client Amenities	34,976.35	33,994.19
Staff Training	27,923.53	37,338.59
Superannuation	372,385.93	324,598.92
Telephone	45,192.28	44,787.00
Travelling / Mileage	109,002.11	91,956.20
Wages & Tsfr to Employee Entitlements	4,226,350.35	3,688,586.72
Volunteer Expenses	20.00	105.45
Transfer to Assets	-838,318.48	-390,432.19
Workers Comp Insurance	74,262.00	68,457.47
Recovery of Unspent Grant Funds	16,765.63	15,808.57
Total Expenses	5,989,355.16	5,486,746.51
Net Surplus/ (Deficit) for Period	512,825.54	272,771.70

ALARA Association Inc.
BALANCE SHEET AS AT 30TH JUNE 2013

		30/06/13	30/06/12
		\$	\$
ACCUMULATED FUNDS			
Retained Earnings	(See Note 2a)	2,744,818.68	2,231,993.19
Unspent Grant Funds	(See Note 2b)	381,917.18	1,006,975.37
Closing Balance		3,126,735.86	3,238,968.56
Represented by:			
ASSETS			
Cash on Hand		2,950.00	2,650.00
Cash at Bank	(See Note 3)	34,048.34	57,386.45
Cash at Bank - Donations Account		32,381.22	34,060.28
Term Deposit	(See Note 3)	1,747,790.11	2,022,790.11
Sundry Debtors		74,237.41	49,401.53
Other Debtors	(See Note 4)	0.00	0.00
Fixed Assets	(See Note 1)		
Land & Buildings - (Valuation)		175,000.00	175,000.00
Land & Buildings - (Cost)		2,463,234.32	1,731,390.25
Plant & Equipment - (Cost)		1,497,372.56	1,462,576.84
		4,135,606.88	3,368,967.09
Less Accumulated Depreciation		-1,072,320.96	-939,829.05
		3,063,285.92	2,429,138.04
Total Assets		4,954,693.00	4,595,426.41
LESS LIABILITIES			
Current Liabilities			
Employee Entitlements	(See Note 1)	373,855.90	292,837.97
Accrued Wages		101,653.76	85,119.35
Loan - NAB		12,975.40	11,846.15
		488,485.06	389,803.47
Non Current Liabilities			
Mortgage - Salisbury Road	(See Note 4)	1,229,079.00	851,632.00
Loan - NAB		40,122.36	53,097.76
Unearned Income	(See Note 4)	0.00	0.00
Employee Entitlements	(See Note 1)	70,270.72	61,924.62
		1,339,472.08	966,654.38
Total Liabilities		1,827,957.14	1,356,457.85
		3,126,735.86	3,238,968.56

ALARA Association Inc.
 NOTES TO AND FORMING PART OF THE ACCOUNTS
 FOR THE YEAR ENDED 30TH JUNE 2013

Note 1: Statement of accounting policies

These financial statements are a special purpose financial report prepared for use by the members. The Management Committee of ALARA Association Inc. had determined that the entity was not a reporting entity and therefore there was no requirement to apply Accounting Standards and other mandatory professional reporting requirements in preparation and presentation of these statements.

The Statements are prepared on an accrual basis from the records of the Entity. They are based on historical cost and do not take into account changing money values.

Next year's Statement will cover the period from 1st July 2013 to 30th June 2014 for ALARA QLD Limited. All assets and liabilities of the Association have been transferred to the company as at 1st July, 2013.

Employee Benefits

Provision is made in respect of the liability for annual leave, sick leave and long service leave. In the current year sick leave provision has been calculated at 40% of the total available sick leave, which is considered to be a conservative estimate of the amount that will be actually utilised.

Contributions are made to an employee superannuation fund and are charged as expenses when incurred. There is no legal obligation to provide benefits to employees on retirement.

Property, Plant & Equipment

Property, plant and equipment are carried forward in the balance sheet at cost. Depreciation is charged on plant and equipment using a mix of the diminishing value basis and the straight line basis over the life of the assets. No depreciation is charged on buildings as the Board believe the market value exceeds the current carrying value in the balance sheet. A property at 10 Pine Mountain Road was gifted to the Association in 2012 and has been taken up in the balance sheet at an independent valuation done on 16th April, 2012

totalling \$175,000. The gift has been taken up through donation income. Some of the assets acquired during the year were funded by Disability Services, Community Care, HACC or other funding bodies.

Grant Monies/C/F Funds

Grant Monies are returned as income in the year received and unexpended grants are reflected in Accumulated Funds.

Note 2 (a)

Opening balance Retained Earnings	2,231,993
Add Surplus for year	512,826
	<u>\$2,744,819</u>

Note 2 (b)

Opening balance Unspent Grants	1,006,975
Movement for Year	(625,058)
	<u>\$381,917</u>

The balance of unspent grant funds includes funds for service delivery to clients with individual packages, emergency funds, capital works and funding for the Older Carers Initiative.

Note 3: Cash at bank/term deposit

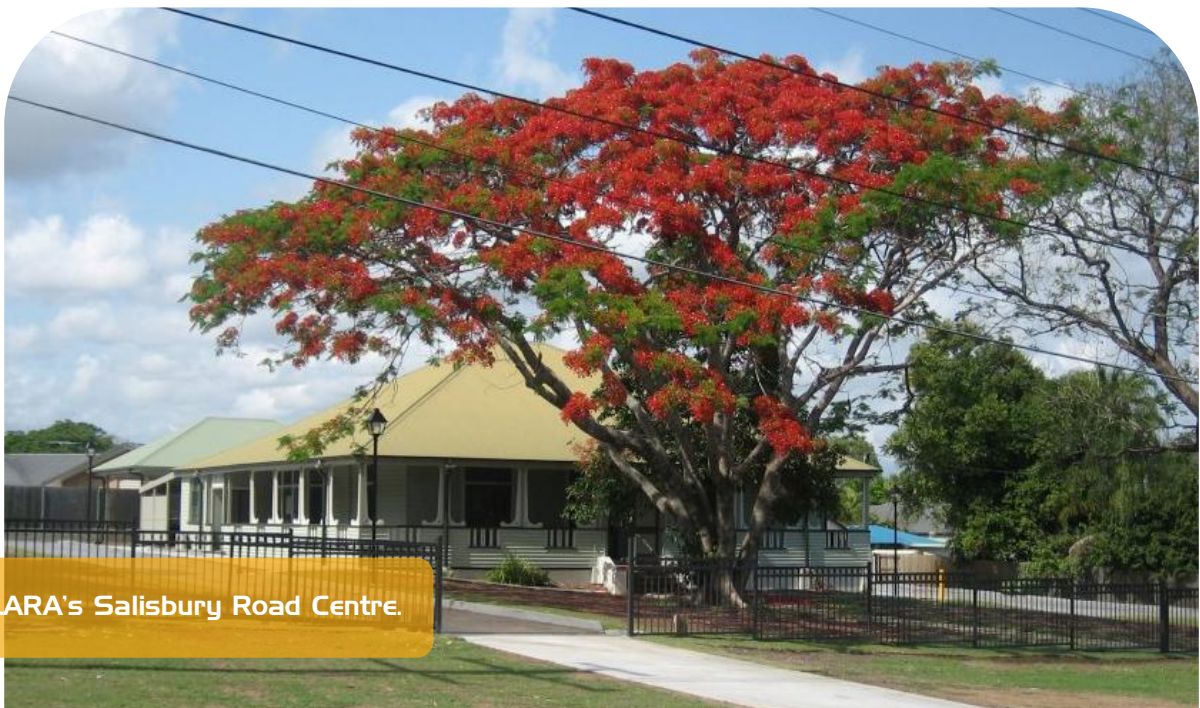
The monies held at Bank are retained at balance date but are intended to be expended in the next financial year for the following purposes:

Grant funds for:

- Capital purposes
- Client support
- Emergency relief
- Employee entitlements

Note 4: Mortgages and charges

A first mortgage of \$600,000 was given to the Department of Communities in 2010 as security for the property purchased at 33 Salisbury Road. The Association has received further capital project funding during 2011/12 and 2012/13 of \$629,079 to refurbish the property which has now been completed. This has increased the total mortgage to \$1,229,079 which is due for release in 2030. A five year loan facility was established with the NAB during 2012 to fund the purchase of a Commuter bus. There are no other mortgages, charges or other securities affecting the assets of the Association.



ALARA's Salisbury Road Centre.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ALARA Association Inc.



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ALARA ASSOCIATION INC

We have audited the special purpose financial report of Alara Association Inc., comprising the Income and Expenditure Statement, Balance Sheet, Notes to and Forming Part of the Accounts and the Board of Management Declaration for the year ended 30 June 2013.

The Responsibility of the Board of Management for the Financial Report

The Board of Management is responsible for the preparation and fair presentation of the financial report and have determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Association's constitution and the Associations Incorporation Act 1981 and is appropriate to meet the needs of the members. The Board of Management's responsibility also includes such internal control as the officers determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board of Management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

Opinion

In our opinion, the financial report presents fairly in all material respects the financial position of Alara Association Inc at 30 June 2013, and of its financial performance for the year ended on that date

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Alara Association Inc to meet the requirements of the Associations Incorporation Act 1981. As a result, the financial report may not be suitable for another purpose.

Chris Booker FCA
Registered Company Auditor

4 September 2013
Brisbane

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EXECUTIVE MANAGER'S REPORT



I am pleased to present the Annual Report for ALARA for the 2012-2013 year.

This has been another exciting and challenging year for the organisation.

There have been a number of highlights, not in the least being the long awaited completion of work at our new Day Service premises at 33 Salisbury Road. Services commenced in early 2013.

Again we have seen a steady increase in the number of individuals with individual funding packages choosing ALARA as their service provider. A key factor has been ALARA's focus on supporting individuals to achieve their goals and extend their horizons and the continuous improvement of service quality and reliability.

In addition to listening and tailoring supports to individual requirements, ALARA has also been successful in creating a range of opportunities through collaboration with other local community groups and the business community.

During the year, ALARA was endorsed as a Host Provider by Disability Services under the *Your Life Your Choice* Initiative. As a Host Provider, ALARA will now be able to assist individuals and families to have greater choice and control over their disability services and supports. This assistance can occur along the full continuum of self directed support from purchasing services on behalf of individuals, enabling the individual or family to directly employ their own workers.

Services will continue to grow to address unmet need in 2013-2014.

Towards the end of 2012, Queensland Health's Hospital and Health Services - West Moreton notified Community Care of the decision to

relinquish funding for community care services effective 1 July 2013. To ensure continuity of services for local people with a disability, ALARA as a community care provider in the region accepted additional funding for community care services (predominantly domestic assistance). Clients were contacted by ALARA towards the end of the financial year to ensure commencement of services from 1 July 2013.

ALARA was also notified of a successful expression of interest in providing a range of overnight respite services for adults with a disability who reside in the Lockyer area. ALARA will directly supply in-home respite services and camps and retreats. We will purchase overnight respite from the families' preferred provider. This service will commence 1 July 2013 on receipt of referrals via the Disability Services service pathway.

Our success this year is a testament to an ongoing team effort. I would like to personally acknowledge ALARA's Board for their clear strategic focus and vision for the organisation. Thank you also to all of our 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 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 to our clients and families for welcoming our service into your lives, and providing the valuable input and feedback that helps us monitor and improve our services.

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

CLIENT AND COMMUNITY OUTCOMES

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

Service Overview

During the course of the year ALARA provided services to 652 clients and their families and carers. In total, across all revenue types, we provided 132,487 hours of direct support. Additionally ALARA assisted numerous clients and families with assistance in sourcing or obtaining necessary specialised equipment.

The following is an overview of services provided by ALARA in the 2012-2013 financial year by service area.

Direct Services

DS Block Funding

Department of Communities – Disability Services (DS) provides block funding to ALARA to flexibly meet the needs of a number of clients. This financial year the DS Block funding enabled ALARA to support 56 clients providing a total of 9411 hours of service with a flexible range of supports including personal care, respite, learning and development programs.

The DS Accommodation block grant continued to assist three individuals to live in the accommodation of their choice.

DS Individual Funding

In the 2012-2013 financial year ALARA supported 66 clients with individualised funding. Services were provided at home, centre-based or community locations. ALARA again experienced significant growth in the number of individuals allocated individualised funding by Disability Services who selected ALARA as their provider of choice.

DS Post-School Block Specified

This year ALARA provided services to seven individuals from the Ipswich area and one person from the Laidley area through this funding stream. The support provided is tailored to the individual's needs and can include goal-orientated centre-based or community-based support. The group of the young people based in Ipswich have combined their support on a Friday to participate in an Active Lifestyles Program.

Community Care Block – Direct Services (State)

During the financial year ALARA supported 470 people with a disability providing 27,348 hours of support assisting with personal care, social support, respite care, and domestic assistance.

In addition Community Care funding enabled the Association to provide a total of 2278 hours of Assessment, Client Care Coordination, Case Management Counselling, Support, Information and Advocacy.

Home and Community Care Block – Department of Health and Aging (Federal)

During the financial year ALARA supported two older individuals with a disability providing social and domestic assistance.

Day Services

ALARA currently operates centre-based day respite programs in Ipswich, Esk and Laidley.

Luke's Place Esk and Luke's Place Lockyer are funded through the Department of Communities – Disability Services for the provision of centre-based and flexible local respite support. Luke's Place Ipswich area services at Warwick Rd and Salisbury Road are funded through the Department of Communities – Community Care (now Community Care). Funding for a small number of places is also received from the Home and Community Care program through the Federal Department of Health and Aging.

Coordinators are therefore required to be innovative and have the ability to actively foster partnerships with the community to maximise opportunities for clients.

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

Luke's Place Lockyer

During the 2012-2013 period, 28 people with a disability were supported through the Centre's DS block grant with a total of 6212 hours of support provided.

Luke's Place Lockyer 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 Centre, Laidley Meals on Wheels, Laidley Library, Brave Companion Dog Rescue and opportunity shops in Laidley and Gatton. Clients from the service are also involved in a range of community activities such as the local gym, the Gatton Men's shed, the IDA Singers Choir in Ipswich and the Laidley Women's group.

The Wednesday life skills group continues to focus on meal planning and cooking skills, with program participants cooking a meal to share with their families.



Lucky Winner Father's Day Raffle.

The Book stall operated by service participants on a Friday at the local Laidley Markets raised \$1127.80 during the financial year. The group chose to purchase the following resources for the service including a DVD Player, upright freezer, electric urn, client diaries, two electric frypans, cooking equipment and storage containers for the Wednesday cooking group and wheelchair footplates for the hydro pool chair. The funds were also used to subsidise the Christmas party luncheon. This initiative commenced to assist people to develop money handling and numeracy skills. Stall holders' responsibilities now include sorting, pricing, sales and customer service and banking the takings.

Luke's Place Esk (LPE)

During the financial year this group increased operation from two to three days a week based at the Lutheran Church Hall in Esk. In-home and community-based support is provided throughout the week.

In total 14 individuals received centre-based support during the financial year, and 8 people received in-home and community-based support.

Luke's Place Esk supports a number of service participants to actively engage in volunteering for local community organisations. At the end of June 2013 service participants were engaged in activities such as:

- Can collecting and crushing to raise much needed funds for the Leukaemia Foundation.
- Sewing and making small items, removing buttons off old clothes and cutting the material into the correct sizes for cleaning rags for the Blue Care Thrift Shop and Red Cross Thrift Shop at Toogoolawah.

Increased emphasis has been placed on improving service participants' health and fitness. This has included accessing the hydrotherapy.

Aspirations Program — Broncos training session



Transport is now provided to assist participants to access Bremer TAFE for cooking and music therapy classes.

Service participants at Luke's Place Esk continued to care for plants in their planter boxes at the restored Esk Railway Station building. This is a joint project with the Esk Lions Club.

Luke's Place Ipswich and Goodna

Luke's Place Ipswich area services are funded as centre-based day respite services through a recurrent Community Care block grant. A small number of additional individuals are block funded through Home and Community Care Services (Federal). Some individuals also attend utilising Disability Services post school, post school block specified or flexible respite funding.

During the 2012/2013 financial year, a combined total of 161 clients received Ipswich centre-based services through Community Care or Health and Aging funding Luke's Place Ipswich, Luke's Place Goodna (until 28th February 2013), Luke's Place Salisbury Road (from 4th March 2013), through the Aspirations Program or Dingley Dell initiatives. Across this program 22,544 hours of support were provided.

With the completion of Salisbury Road at the end of 2012, a new service model was implemented at our Ipswich Centre-based services from February 2013. Each Ipswich location lends itself to different types of programs and activities. Accordingly on a quarterly basis participants chose from options developed around shared interests, goals and aspirations. Activities are offered at the most appropriate venue. Each person receives an individual schedule.

Aspirations

The delays in the completion of the Salisbury Road centre created difficulties taking on new clients in 2012 because of space or facility limitations at our existing locations. To respond to this issue the service developed the Aspirations Program to provide group-based support in community

locations for people on the waiting list for day respite services. Clients who are individually funded also accessed this program to explore shared interests and maximise their support.

This program has been very popular and will be continued even though Salisbury Road is now completed.

Activities throughout the financial year were varied and included Murr Ceramics, a trip to Aussie World, Sailability, Broncos training, fishing at Hope Island and a day at Power Cruise just to name a few.

Dingley Dell Arts Programs

The first pilot arts program commenced in July and ran for one session per week over 10 weeks. The program was entitled "Art Can Speak Louder Than Words" and culminated in a printmaking and mixed media exhibition and Wine and Cheese night at the Dingley Dell Gallery on the evening of the 5th December.

Funding was also approved as an outcome of a HACC Innovative Project Tender for the Breaking Down Social Isolation through Art Project to run additional groups over six weeks. Themes included *Magic in Mud*, a six-week program designed to teach basic clay techniques, and *Make Your Mark* allowed participants to extend their skills in a range of artistic media.

Cooking for Life Programs

Also approved through the HACC Innovative Project Tender was the Cooking for life Program. These funds were used to support individuals to attend the Jamie Oliver Cooking for Life program as well as to run BBQ Masterclasses using the new outdoor BBQ kitchen on Luke's Place Salisbury

Road's deck. This extremely popular program proved that you can cook absolutely anything on a BBQ!

LAN Group

In talking to people about their interests and goals it became apparent that a number of young adults were extremely interested in computers and computer games but also very socially isolated. The LAN group which has operated one evening a week at Luke's Place Salisbury Road since March 2013 enables these young people to meet and share their passion for interactive gaming and related interests.

JAM

JAM facilitated a one-day music program in January 2013. Around 20 individuals were supported to create drums and perform together. JAM is a not for profit organisation of professional musicians who share their music with the community.

Holiday Respite Programs Funding (Laidley)

The Laidley children's holiday respite program funded by the Department of Communities – Disability Services was conducted each school holiday period. The program, targeted to high school-aged children with a disability, provided support during the school holiday period. Seventeen children were supported this year.



Computer Hub in action

This program continues to be extremely popular and very positive feedback has been received from children and families. Activities were as diverse as a Good Tukka Workshop with Kambu, a CPR workshop, Printing and Craft workshop, visits to Explor-a-sauras, the Science Centre, the Military Museum, the Art Gallery, Walk-about-Creek Wildlife centre, Kingston Park Raceway, tours through River 9.49 radio station and the Towri Cheese factory. Rock climbing, swimming, tennis, woodwork and movies were also popular.

The funding received assists ALARA to engage support workers for the program but does not cover entry costs or other out-of-pocket expenses. To assist with these costs a number of local parents have been conducting a sausage sizzle at the Laidley markets which is conducted every second Friday of the month.

Respite for Children 0-12 Initiative

ALARA provided the following services under the Flexible Respite for Children 0-12 Initiatives:

Lockyer Megaspports

This service operates one Saturday per month at Luke's Place Lockyer and community sporting venues. It provides a range of physical activities for children with a disability and their siblings aged 5-12 years. Around seven children and their siblings attend each session. Activities this year included a CPR Training session, Tai Chi, softball, netball, soccer, swimming and a Mini Olympics. A vintage games day was very popular and included many of the games parents would remember from their school days.

4Families Respite Project (Ipswich)

This initiative provided approximately 4 hours per week respite for 15 children with a disability aged 0-12 with an urgent need for this support.

Referral to both services is via the Disability Services Pathway.

This year ALARA provided support to 57 families in the Ipswich South West Region through the O.C.I. initiative.

Older Carers Initiative (O.C.I.)

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

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

This year ALARA provided support to 57 families in the Ipswich South West Region through this initiative either directly or through the families' existing primary service provider.

The Futures Coordinator continues to assist carers to source opportunities for the building of personal support networks for their sons and daughters by providing information and linkage to social and recreational activities and events.

ALARA Association, as part of this initiative, has established and maintains a regional Register of Older Carers. This Register outlines current and future needs for respite and accommodation support and assists Disability Services to proactively plan for the funding and supports which will need to be in place in the short to longer term. To date there are 74 registered carers on the 65+ year register maintained for Disability Services and 40 registered carers on the 45–64 year ALARA Register.

In maintaining the Register and provision of respite support the Futures Coordinator continues to foster collaborative working relationships with local agencies to ensure that carer needs are met. Agencies include Disability Services, Anglicare (formerly Spiritus), Anuha, Carinity Care (formerly Fassifern Community Centre and Our House Toogoolawah), FSG Australia, Centacare, FOCAL Extended Inc, Carers Queensland, Commonwealth Respite and Carelink Centre, Cabanda Day Respite Centre and other local organisations.



ALARA Association has also set up a Futures Planning Register which currently has 34 families registered that are at various stages of their Futures Planning journey.

A Life Planning Retreat was held at the Boonah Lookout with six individuals in June 2013. During the workshop areas such as awareness of your community, ability to engage and interact with others, and aspirations in relation to future living arrangements were explored. It is hoped that in future, if a suitable funding source can be located a Retreat will also be conducted for Carers.

An iNSPYR Resilience Workshop for carers was conducted on the 17th April as a joint initiative with FSG Australia. This workshop easily reached its target numbers of 25 participants, with sufficient interest for a further workshop for people who were unable to obtain a place on this occasion.

Although this initiative was put out to tender this financial year in some regions, ALARA was not required to retender because of its excellent and sustained performance against the program's key performance indicators.

A Carer's Art Program was conducted at Dingley Dell. Carer's enjoyed the opportunity to catch up with one another and share information at the same time as exploring their own creativity.

During the 2012-2013 period, Emergency Response Funding was accessed on behalf of 84 individuals for support hours and a number of pieces of specialised equipment urgently required by individuals and families were also provided.

Emergency Funding

ALARA was successful in its tender to continue to manage the Regional Emergency Response Funding (E.R.) on behalf of the Department of Communities – Disability Services. The purpose of this funding is to ensure that people with a disability have access to appropriate services in emergency and crisis situations. In particular it assists with flexible and time-limited supports to individuals with a disability, their families and carers who are in urgent and critical need and unable to access other forms of support. New guidelines for this program will commence 1 July 2013.

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 2012-2013 financial year, services were purchased by organisations, family members or individuals for 49 children and adults with a disability.

Activities Program

The ALARA Activities program has continued to expand this financial year. This program, made possible through donations and allocation of ALARA funds, was accessed by 170 local people with a disability. A small Viability grant from the Department of Communities – Disability Services contributes to the cost of Coordination of the program.

Thirteen Klub ALARA events were conducted over the 2012-2013 period. An average of 25 clients participated each night. Events included Christmas in July, a night at the Tivoli Drive-In Movies, a PJ Party, a Pool Party, Halloween Night, a Wine & Cheese Night, a Rock'n Roll Night, two nights at the Ipswich RSL Club, a Flanny (Flannelette PJ's) & BBQ Night, a get together to watch The State of Origin Game and the annual Christmas Lights tours held across two Nights.

The Social Club conducted 9 activities with an average of 15 participants. Activities included attending SeaWorld, 'Op Shop' Shopping, Haunted Tour of Brisbane, Darling Downs Zoo, "S" Troupe Performance & Dinner, St Patricks Day Lunch, Movie & Pizza Day, Ipswich Show, and the Springfield Markets. The February 2013 Social Group outing was cancelled due to being rained out and the April 2013 was almost rained out however the Activity was changed to a Movie and Pizza Day at ALARA.

Six Holiday Retreats were conducted over the 2012-2013 financial year with 65 participants in all. The Retreats provide a holiday away with friends, and an opportunity for people with a disability to engage in exciting new activities. Our capacity to provide holiday retreats increased again this financial year through the generous payroll giving of the staff of VISY, Carole Park Site, and by the Pratt Foundation who matched the contributions provided by Visy staff in the prior financial year. Two smaller Holiday Retreats were held to give people more of a holiday atmosphere just like being away with a group of friends.

Megasports is an activity held at Ipswich Special School, Milford St Ipswich, monthly on a Saturday. This activity promotes health, fitness, and group interaction. Megasports operated 10 Saturdays through the financial year and averaged around 12 people at each activity. Megasports Activities this year included Taekidokai, Leichhardt Pool, Tai Chi, Water Activities, Mini Golf - Putt Putt, Zumba, a Snakes & Ladders Game and The Limestone Park Fitness Circuit.

To ensure that our Activities program continues to address the interests and needs of clients, a pizza and planning night was conducted in December 2012. The night again yielded many great and creative ideas that will be incorporated into future events. ALARA produces a bi-monthly Activities flyer including a “What’s On” section with news of affordable activities and events available in our local area. Both are distributed to ALARA clients and staff.

Community Collaborations and Partnerships

Siblings Network

The Ipswich Siblings Network is a combined initiative of Disability Services staff, Focal Extended, Goodna Integrated Family Support, Cerebral Palsy League 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 in the year in the school holidays. This unfunded initiative has continued to operate for a number of years on the basis of contributions in kind from the listed organisations and the largely voluntary participation of staff from the associated agencies.

Service Promotion and Community Awareness

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

2012

July	NAIDOC Cultural Celebration – Brigg Road Sports Club, Flinders View
August	Senior’s Week – Toogoolawah Showgrounds Senior’s Week – Ipswich Showgrounds Brisbane Valley Interagency Mobile Information Hub - Pipeliner Park Esk
October	Carers Week Expo - Laidley Community Centre
November	Community Services Forum - North Ipswich RSL Carer Information Day - Claremont Special school

2013

May	Brisbane Valley Interagency Mobile Information Hub - Lars Anderson Park Esk
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ALARA assisted to raise community awareness regarding disability issues during the year by presenting to a number of groups and being represented at a range of network meetings and forums

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 assisted to raise community awareness regarding disability issues during the year by the following **presentations**:

- A presentation was given for carers who are part of the MyTime Group at the Goodna Special School on services and supports available through ALARA.
- The Coordinator of Luke's Place Esk presented to High School students at Toogoolawah State High School as part of the Active Citizens Launch.

ALARA was also regularly represented on the following networking meetings and forums:

- Lockyer HACC Forums
- Lockyer Service Providers Disability Network Forum Meetings
- Lockyer Interagency Meetings
- Brisbane Valley Interagency Meetings
- HACC Domestic Assistance Forum
- West Moreton HACC Forum – Centre-based Services
- Ipswich Community Access Committee
- Non-Government Disability Organisations – Ipswich Forum
- Ipswich Regional Disability NGO meetings
- Youth Alliance Network
- OCI Provider's Meeting
- Disability Services – Host Provider Meeting

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

- NDIS Commonwealth-Queensland Agreement signing
- Qld Media Club Luncheon with the Hon. Campbell Newman
- Community Sector Skilling Plan Operational Reference Group

- ALARA was represented by the Executive Manager on the Queensland NDIS Steering Committee. The Committee hosted and NDIS Forum for Disability Service providers at Parliament House on Wednesday 27th June, 2012. This was attended by key ALARA staff.
- Blair NDIS Forum
- Blair Budget Breakfast
- Ipswich Child and Youth Alliance Visioning Day
- National Disability and Carer Alliance Meeting
- Community Services Forum
- Community Breakfast at Ipswich Turf Club addressed by the Prime Minister
- NDS Members Forum with the NDIS Launch Transition Agency
- NDS Budget Breakfast

ALARA was represented at key **Conferences and Workshops** including:

- NDS State Conference
- NDS CEO Conference
- Self Directed Approaches Conference
- Managing Complexities of Self Directed Approaches
- Child Safety Workshop
- Child Protection for Workers
- Ipswich Digital Enterprise Program
- "Expanding Opportunities for Life after School"
- "Creating an Inclusive Community" – Lockyer Regional Council
- Attache Software Training – *ClearView*
- Sexual Health and Relationships- supporting people with a disability
- "*He's not depressed it's just behavioural*"
Dr Luke Hatzipetrou

Events

ALARA conducted the following events:

Two **DisabiliTeas** were held on the 26th October 2012 to raise awareness of the need for a National Disability Insurance Scheme (NDIS).

The Ipswich event was conducted at Luke's Place Ipswich.

The Laidley event took place at the Laidley Markets and was a collaboration with the Lockyer Valley Community Disability Association.

Both received wonderful support from clients and families, local community members, community groups, businesses and politicians.

Luke's Place Lockyer hosted a workshop ***Imagining and planning for the future under an NDIS*** conducted by Valmae Rose. The workshop was attended by people with a disability, carers and service providers from the Lockyer area.

Australia's Biggest Morning Tea events were again conducted across the organisation. They generate publicity for the cause, the work of ALARA and profile how people with a disability make a difference to their community.

During **National Volunteer Week** in May 2013, ALARA recognised both the contributions of community members who volunteer for ALARA and our service participants who provide valued voluntary support for a range of local community organisations. A successful series of volunteer profiles were featured on the ALARA Facebook generating a great deal of interest and positive feedback.

Clients and staff also conducted fundraising activities for a number of worthy causes including Movember, the Cancer Council, the RSPCA and the Grumpy Grandpa's at Redbank Plains.



VISY Board's Carol Park Staff present ALARA with a cheque for \$12,155 from the Pratt Foundation.

In September 2012, key ALARA staff visited donors at **VISY Board's Carole Park** site to say a huge thankyou for their ongoing support. At the morning Tea, ALARA was presented with a cheque for \$12,155 from the Pratt Foundation which matched the contribution of Visy staff from the 2011-2012 year.

The **ALARA Christmas Party** was held at the Ipswich Show Grounds on 3rd December 2012. Around 330 clients, carers and staff attended, enjoying the meal, the entertainment and the ever popular visit from Santa. This was an increase of over 100 people on the previous year. This event had an Aussie Christmas Theme and Santa arrived in style on the back of a ute complete with his surf board!

The **Minister for Communities, Child Safety and Disability**, Tracy Davis and local State member Ian Berry visited Luke's Place Salisbury Rd on the afternoon of the 28th May 2013. The visit was outside normal program hours however volunteer service participants gave their time to demonstrate a range of program offerings and facilities at the site making the afternoon very interactive for our guests.

On the 6th June, the ALARA Warwick Rd Office and Luke's Place Ipswich area services, jointly celebrated **Queensland Day** with a maroon morning tea. Decorations included a Queensland flag provided by Ian Berry's office.



WE COUNT.

ALARA supported the NDIS Campaign in a variety of ways this year with clients, staff and supporters, such as Ian Berry MP, getting on board.



Stakeholder Participation

ALARA throughout 2012-2013 has continued to look at ways to enhance client and carer involvement in the organisation.

The Client Editorial Committee continues to have a healthy membership. Several new faces have joined the committee this financial year injecting new ideas and skills and the meetings held every two to three weeks have been well attended. The quarterly newsletters are a credit to the committee and are full of individual stories, news from various programs and general information.

ALARA has client/carers representation on its Quality Committee and the Workplace Health and Safety Committee.

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

Client Satisfaction Survey

In the later part of the financial year, the ALARA Board conducted the ALARA annual Client Satisfaction Survey. Surveys could be completed on-line or in hard copy form. There was an excellent response. The results were again very positive with a range of feedback and suggestions that will assist the organisation in the continuous improvement of the services we provide.

Award Nominations

ALARA was again nominated for Ipswich Chamber of Commerce Awards, this time in two categories: "The Ipswich Study Community Involvement Award" and "Apprenticeships Queensland Employer Commitment to Training". We were finalists for "The Ipswich Study Community Involvement Award". This award recognises the efforts of business and individuals within the Ipswich Community whose contribution to the community is above and beyond that which is normally expected by way of generous donations, community service and/or philanthropy. While we



ALARA's staff graduation celebration.

did not win, it was an honour to again have the work of the organisation acknowledged in this way.

WORKFORCE DEVELOPMENT

A key strategic goal for ALARA continues to be a stable workforce that is trained, skilled and knowledgeable about the needs of people with disabilities and their families. Work has continued this year in a number of areas to ensure that we continue to attract quality staff and that our level of staff turnover remains low compared to industry benchmarks.

Considerable attention has again been given to the following areas:

Staff Training and Development

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

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

Targeted competency-based training is provided in relation to the needs of specific individual clients with respect to enteral (PEG) feeding, enemas and catheter care. All service staff complete manual handling training and undertake an annual refresher. Fire training is provided on an annual basis for head office, centre-based staff and clients participating on the day.

This year our quarterly support worker small group training covered a range of topics such as Epilepsy Training presented by Epilepsy Queensland, Self Care for Support Workers, Communication, and Sexual health and Relationships and a range of

Two of ALARA's Coordinators were successful in being selected for a program for "New and Emerging Leaders Integrated Community of Practice", which is a collaboration involving the Community Sector Skilling Plan, Department of Communities, Child Safety and Disability and the Southern Queensland Institute of TAFE.

regular topics based around policies and procedures.

All Head office staff and Coordinators participated in a session on Creating Positive Work Relationships and Workplace Harassment conducted by Stuart Pilton, HR Consultant. The training was competency based with staff then completing an on-line assessment.

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

During the financial year ALARA continued its collaboration with Bridgeworks and Apprenticeship Centres such as Sarina Russo, Mission Australia and MEGT to access funded accredited training for eligible new and existing staff through the Australian Government's Productivity Places Program (PPP). Other staff studied privately, in some cases with scholarship support through the State Government's Community Sector Skilling Planning initiative.

ALARA had two Graduation nights during the 2012-2013 year to celebrate the achievement of staff who had recently completed formal accredited training. Both were held at the Humanities Centre. The first on the 10th July 2012, for 12 staff where certificates were presented by Cr. Andrew Antonoilli and the second on 8th March 2013 with certificates presented by the President Jo' Witt to 20 staff. The qualifications achieved by staff included Certificate IV in Disability, Diploma in Disability, Diploma Client Service Coordination, Certificate IV in Training and Assessment, Certificate IV in Frontline Management, Certificate IV in Business, Certificate – Workplace Rehabilitation and Return to Work Coordinator, Workplace Health and Safety Officer accreditation and Masters in Human services.

A number of additional staff achieved their qualifications at the very end of the financial year with a few others being very close to completion.

Their Graduation Ceremony will be conducted later in 2013.

Two of ALARA's Coordinator's were successful in being selected for a program for "New and Emerging Leaders Integrated Community of Practice". This program is a collaboration of the Community Sector Skilling Plan, Department of Communities, Child Safety and Disability and the Southern Queensland Institute of TAFE.

Support Worker Meetings

Our quarterly support worker meetings are offered at a range of times to enable all staff to attend. The meetings provide an excellent opportunity to provide information about new or revised procedures, issues that have been identified through our complaints and feedback process and to obtain staff feedback and suggestions.

Staff Survey

The ALARA Board conducted the ALARA annual Staff Survey. As with the Client Survey, they could be conducted on-line 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.

Wages and Conditions

Remuneration and Conditions

In the second part of the 2011/2012 financial year, ALARA Association negotiated a new Enterprise Agreement to replace the existing Collective Agreement which was due to expire in August 2012. This agreement was approved by Fair Work Australia and came into effect in 2012/2103 on the 4th September 2012.

Salary Packaging

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

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

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* (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.

ALARA has been registered as a reporting entity. Our first report is due to be lodged with WGEA between 1 April and 31 May 2014 covering the reporting period 1 April 2013 to 31 March 2014 and annually thereafter.

ORGANISATIONAL IMPROVEMENT AND INNOVATION

Transition to new Quality Standards

Work commenced during the financial year to transition to the new Human Services Quality Standards and the Community Care Common Standards. Using consultancy support an exercise was undertaken to map the previous standards - Disability Services Quality Service Standards to the and the Home and Community Care National

Standards. Work commenced on completing the self assessment tools for both systems and teams were established to prepare the evidence packs for the next audit.

Technological Innovation

ALARA this financial year introduced a range of technological enhancements to improve communication and the streamline processes, including:

- Service Coordinators and Facilitators have been issued with staff phones to overcome problems with previous technology and enhance their access to email.
- We have been trialling laptops which enable on-screen signing of forms enabling the coordinators and client or carer to sign forms during reviews conducted in-home or in community locations. The laptops are equipped with remote access to our systems.
- Staff can now elect to receive their payslips electronically with secure password access. This saves significantly on postage and the cost of printed slips.

Service Effectiveness

ALARA is keen to formally evaluate the effectiveness of its programs with respect to the value for individuals, their family and our community. During the financial year ALARA continued its joint project with NDS Queensland using the Social Return on Investment (SROI) Tool to identify and quantify the social return on investment on a selected program.

ALARA Facebook page has proved an extremely popular means of providing regular updates to our stakeholders and the broader community. The numbers of "likes" from clients, carers, other community members and organisations grows every month.

Team Leader Role

ALARA created a new role of Team Leader for the Ipswich Direct Service Coordination Team effective September 2012. This position provides mentoring and support to the Direct Client Service Coordination Team to ensure smooth and effective delivery of in home and community based services for ALARA clients and families.

The Team Leader also has a key role in developing ALARA's model of service delivery and tools to assist clients and families to make the transition to self directed support.

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.

Communications

ALARA's Facebook page has proved an extremely popular means of providing regular updates to our stakeholders and the broader community. The numbers of "likes" from clients, carers, other community members and organisations grows every month.

With the finalisation of the name change, new domain name and the new logo, work will resume on upgrading the website.

FINANCIAL AND ADMINISTRATION OUTCOMES

ALARA 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 through grant funding and other sources.

Funding

ALARA QLD Limited acknowledges the funding contribution and the ongoing support of the Queensland Department of Communities –

Disability Services and the Community Care Program and from the Federal Department of Health and Aging - Home and Community Care Program. We would like to thank both the central and regional staff of our funding bodies for their assistance and support throughout the financial year.

State Government Funding

During the 2012-2013 year ALARA received a total of \$1978,889 from the **Community Care** branch for the provision of direct and centre-based services. An additional \$16,279 was received in non-recurrent funds for capital and transition towards new funding arrangements. A further \$377,447 (from the \$629,079 capital agreement) was received towards the refurbishment of the Salisbury Road site.

During the 2012-2013 year ALARA received a total of \$3,147,776 from **Disability Services** in recurrent funding for the provision of group and individual support across a range of service types. In addition we received \$15,431 non-recurrent funding for a range of purposes.

Unfortunately funding assistance from the Department to assist with the costs of Positive Notice cards for Working with People with a Disability was ceased. This is now an additional expense to be met by the organisation.

Federal Government Funding

During the 2012-2013 year ALARA received a total of \$32,966 from the Department of Health and Aging, Home and Community Care (HACC) program for the provision of domestic assistance and centre-based services for people with a disability who were aged 65 years or over (or 50 if Aboriginal or Torres Strait Islander). An additional \$16,000 was received in non-recurrent funds for capital and transition towards new funding arrangements.

Local Government Funding

ALARA received the following support from the Ipswich City Council Community Development Branch in 2012-2013:

- \$1000 in funding towards the supply and installation of air-conditioning at the Dingley Dell Gallery
- \$1500 through the Community Christmas Grants Round to assist with the costs of the ALARA Client and Family Christmas Party

DONATIONS

A total of \$16,742 in monetary donations was received during the financial year to support the provision of ALARA services.

This included payroll deductions of \$13,110 from the staff of the Visy Board Carole Park. As agreed with the donors, these funds are used to support Holiday Retreats and a small component of the funding is used to assist us to meet urgent need that falls outside the scope of current funding arrangements.

The Ipswich Orchid Society presented a cheque of \$1350 to ALARA from funds generated as part of their Autumn Spectacular Orchid Show. As discussed with the Society the funds were used to assist ALARA to conduct its annual Client and Family Christmas Party.

The Gatton I.G.A. donated \$183.28 through the Community Cash Give-away. We would like to thank the residents of the Lockyer valley who nominated ALARA as their chosen charity.

The Lions Club of Laidley donated \$527 for the purchase of a large garden shed which was subsequently erected on the existing slab by a working bee of staff and families.

ALARA would like acknowledge the generosity of Cr. Andrew Antoniulli who at the last AGM generously donated a \$1000 voucher for "Pig on the Spit" which assisted with the costs of the Client



Cr. Andrew Antoniulli speaking at ALARA's 2012 Christmas party.

and Family Christmas Party. The Councillor also donated 15 tickets for the "Boy from OZ" at the Civic Centre. The performance was enjoyed by clients, families and support staff.

Trusts and Foundations

Pratt Foundation

The \$12,155 donated by the VISY employees through payroll deduction in 2011-2012 was matched by the **Pratt Foundation** through their grants process early in the 2012-2013 financial year. This money is also being utilised to assist ALARA to provide Holiday Retreats for local adults with a disability.

Youngcare

ALARA was successful in obtaining Youngcare grants through the *Youngcare at Home* grant initiative totalling \$20,333. These grants enabled the purchase of essential equipment and rehabilitation services for individuals named in the grant application.

Fundraising Activities

Our Day Services, Activities Program, Laidley Children's Service, clients and families conducted a wide range of funding raising activities during the financial year raising a total of \$1572 that purchased equipment, resources and assisted with activity entry and camp costs across a number of programs.

Property

As previously mentioned we are pleased to announce the completion of renovation work at the new Day Centre location at 33 Salisbury Road, Ipswich. This service is now in operation with the formal opening to be held in the 2013/2014 financial year.

ALARA would again like to thank clients and family members who gave their time to participate both in surveys and interviews.

Motor Vehicles

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

COMPLIANCE AND GOVERNANCE

Quality Management Performance and Certification

As an outcome of the annual external audit conducted 23 -25 October by the Institute of Healthy Communities, ALARA demonstrated conformity against all of the ten service standards. The Organisation has achieved certification for the next three years. The next surveillance audit will be in October 2013.

ALARA would again like to thank clients and family members who gave their time to participate both in surveys and interviews.

Recommendations from the auditors were included as part of our Continuous Improvement Plan.

Fire Audit

ALARA continues to have robust systems in place in relation to fire safety. All recommendations from the last Queensland Fire and Rescue audit in January 2012 of the Warwick Rd office were implemented.

Insurance

Members are advised that the organisation has in place public liability coverage to the value of \$10 million dollars in any one event. 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.

Board Activities

During the 2012-2013 financial year the Board of Management of ALARA Association Inc. conducted 10 Board of Management Meetings and two Extra-Ordinary meetings.

Two **working groups** met periodically through the financial year to progress key strategic issues for the association. Those groups were:

Working Group for the Salisbury Road Development – *R. Hartfiel, I. Morley, R. Bentley, J. Dickson*

Working Group on Transition to Public Company Limited by Guarantee - *R. Hartfiel, I. Morley and Kate Stewart*

Board members participated in two **Board workshops**. The annual Board Workshop was conducted on the 12th and 13th August 2012, and focused on:

- Progression of transition to Company Limited by Guarantee
- Review of the Strategic Plan
- Review of Ends Policy and Board – EM Executive Limitations
- Development of Board Monitoring Schedule and Board Training Plan.

A Board Governance Workshop conducted by Alan Hough in February 2013 provided:

- Orientation for new Board members and a refresher for existing Board members
- Clarification of the role of a Director under the Corporations Act compared to Committee Member under the Association Incorporations Act

During the financial year, Board members conducted **internal audits** around the four key strategic areas identified in the Strategic Plan. Board members responsible for those audits were:

- **Financial Outcomes:** Kate Stewart, Bruce MacFarlane and Jo Witt
- **Workforce Development:** Ian Morley and Mike Kingham
- **Client and Community:** Cathy Wheeler and Jo Witt
- Organisational Improvement and Innovation: *Ray McMinn and R. Hartfiel*

Board members participated at the staff all-together held on the 8th October 2012 at the Ipswich RSL. In addition to the presentation of staff longevity awards the evening focused on an overview of an NDIS by Fiona Anderson, State Campaign Manager for NDIS and discussion groups around the potential impact for people with a disabilities, carers, staff and the organisations.

During the financial year individual Board members participated in a range of training and information activities related to their role:

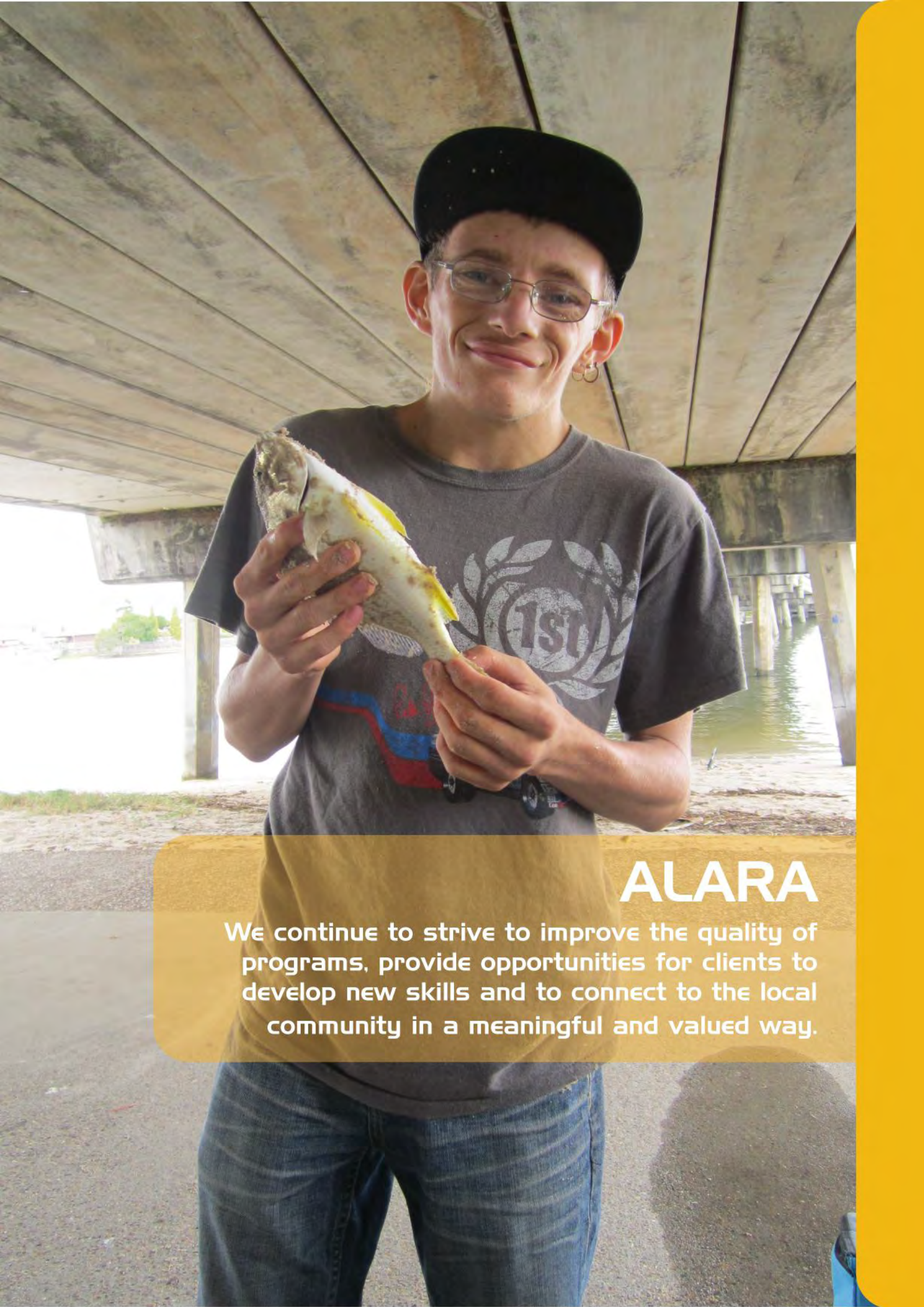
- Kate Stewart, Ian Morley and Robyn Hartfiel attended a *'Boardroom Clinic: a free seminar on nonprofit governance for board members, students and the public'*
- Kate Stewart, Ian Morley and Robyn Hartfiel attended a breakfast seminar by Fox and Thomas Lawyers on the ACNC Bill
- Jo Witt and EM attended Conference *"Managing Complexities of Self Directed Approaches"* to obtain information to assist in planning for Your Life Your Choice and DisabilityCare.

Transition to Company Limited by Guarantee

At a Special General Meeting of the Association on 4th March 2013, members of the Association voted that:

- ALARA Association Inc. take all steps necessary to transition from an Incorporated Association to a Public Company Limited by Guarantee
- The application for authority to transfer the Association's Incorporation under Division 1, part 11A of the Associations Incorporation Act 1981 to a Company under the Corporations Act 2011 (Cth) part 5B.1 was approved.
- That the following members of the Management Committee were authorised to make application: Jo' Witt, Ian Morley and Kate Stewart
- That the proposed name under which the association is to be registered under the Corporations Act 2001 (Cth) will be ALARA QLD Limited
- That the existing Board Members be the first Directors of the Company until the next Annual General Meeting.
- That the Board be authorized to approve a constitution for the Public Company Limited by Guarantee.

The Constitution was adopted at the Board Meeting on the 25th March 2013. The registration of ALARA QLD Limited by ASIC was approved and effective 21st June 2013.



ALARA

We continue 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.

ACKNOWLEDGEMENT OF SUPPORT

DONATIONS

Individuals

C. CASTELLON
C. RIDER
C. SWALES
D. HARVEY
D. KINGHAM
D. OXLEY
D. TOPPING
E. NICHOLLS
E. SHAW
F. PUTLAND
G. PERCIVAL
G. & S. SCHOSTAKOWSKI
HIEN TRIEU
HOANY MINH LE
J. GREER
J. OLIVER
K. BRUMBY
K. FLYNN
L. MORETON
L. SIMPSON
L. STUMER
M. MCDADE
M. WATSON
P. ANDERSON
P. NEUMANN
R. MCMINN
R. SYSTMA
S. BIRD
S. CALSON
S. MCMINN
TY HUU LE
W. & P. TAYLOR

There were also a number of other individuals who requested that their details be withheld.

Donations in Memory of Peter Vine

K. VINE

Donations in Memory of Mick Pascoe

R. COOMBES
COUNTRY DARTS ASSOCIATION

Groups

I.G.A. GATTON
IPSWICH ORCHID SOCIETY
LIONS CLUB – LAIDLEY

Trusts, Foundations and Community Grants

IPSWICH CITY COUNCIL – COMMUNITY
DEVELOPMENT BRANCH
PRATT FOUNDATION
YOUNGCARE

Donations of Vouchers or Tickets

CR ANDREW ANTONOILLI
GLOSS NAIL AND BEAUTY BOUTIQUE

VOLUNTEERS

Thank you to our many regular volunteers who have donated their time and energy to assist us to provide quality services and support for clients and families.

SUPPORTERS

These individuals, organisations or their staff supported us in many ways such as by donating time, gifts and materials, letters of support, pro-bono services, giving significant discounts on goods or services or by making opportunities available for our clients and staff.

AGNES BROWN
AYLEEN MCLENNAN
ALEGRIA MEDITERRANEAN BISTRO & BAR
AMANDA CROSBY
ANIMAL WELFARE LEAGUE – IPSWICH
ANIMAL WELFARE LEAGUE THRIFT SHOP
ANNE RUTHENBERG
BARBARA FLETT
BARRY MASTERTON
BETHANY LATHAM
BETTER BUY MEATS
BILL BOPF
BIZTOPIA
B.J. THOMSEN & FAMILY
BLENHEIM RURAL FIRE BRIGADE
BLUE NURSES THRIFT SHOP – ESK
BRAVE COMPANION DOG RESCUE INC.
BREE CORBYN
BRIDGEWORKS EMPLOYMENT & TRAINING
BRISBANE VALLEY FM 95.9
BRONCOS IN THE COMMUNITY
BUNDAMBA COMMUNITY CHILD CARE
BUNDAMBA STATE SCHOOL
BUNNINGS - BOOVAL
CANDICE MCLAREN
CAROL FLETCHER
CHELSEA GOURGAUD
COMMUNITY SERVICES SKILLING PLAN
COUNCILLOR ANDREW ANTONIOLLI
COUNCILLOR SHEILA IRELAND
DAVID LANE
DAVID WAKEHAM
DAWN YOUNG
DENMANS PARTY HIRE
DEE DAILLY
DI BELLA COFFEE
EBONY CORBYN
ELSA WHITE
EPILEPSY QUEENSLAND
ESK DISTRICT CO-OP PTY. LTD.
ERICA LOCKE
EVAN BRIGHTON

FATSEAS CHICKEN BAR – IPSWICH
FIONA – PINK BUGZ
FIONA CERVETTO
GAYLENE STACK
GIBSON ARCHITECTS
GINA WHITE
GLEN MCINTYRE – LIFESTYLE THERAPIES
GLENN PETERS
GLENNIS BENTLEY
GRAHAM THOUARD
GRANT FULLERTON
GRUMPY GRANDPA'S WORKSHOP
HANS ANDERSON
HOWARD & LYN DICKSON
IAN ADDISON
IAN BERRY MP – MEMBER FOR IPSWICH
IPSWICH CENTRAL DAY CARE
IPSWICH CITY COUNCIL
IPSWICH CITY COUNCIL WASTE MANAGEMENT
IPSWICH CITY COUNCIL EMERGENCY EVACUATION
IPSWICH HOSPITAL FOUNDATION
IPSWICH LIBRARY
IPSWICH ORCHID SOCIETY
IPSWICH SPECIAL SCHOOL
JACARANDA STREET BAKERY
JAYDN CORBYN
JETS LEAGUE CLUB
JODIE GORREL – UNITING CARE COMMUNITY SERVICES
JOHN WICKENDEN
JUDITH BAKER (ARTIST, SCULPTOR & WRITER)
JULIE BLAINE
KAMBU
KATHY BAIN
KEITH FREESE – CHAIRMAN BRISBANE VALLEY CONGREGATION
KERRY LINDQUIST
KIAH LATHAM
KIM WATSON
KENCHINGTON PATISSERIE
KOHLER FAMILY (TOOPOOLAWAH)
KNITTING FOR THE NEEDY BRISBANE
LAIDLEY CRISIS CARE
LAIDLEY LAWN BOWLS
LAIDLEY MEALS ON WHEELS
LAIDLEY VALLEY AGED AND HANDICAPPED ASSOCIATION
LARA LATHAM
LARYSSA ANDERSON – OPEN MINDS
LEUKAEMIA FOUNDATION – IPSWICH BRANCH
LILY JOHNSTONE
LIONS CLUB – ESK

LOCKYER REGIONAL COUNCIL LIBRARY
LOCKYER VALLEY COMMUNITY DISABILITY
ASSOCIATION
LOCKYER VALLEY REGIONAL COUNCIL
LYN STEWART
MADDISON SCHAFFER
MARGARET FALKENHAGEN
MARY RYANS BOOKSHOP – MILTON
MAXIMUM EFFORT CENTRE – SPRINGFIELD
MAYOR PAUL PISASALE
MCDONALDS – YAMANTO
“ME” GYM – SPRINGFIELD
MEN’S SHED – GATTON
MICHAEL HARRIS
MICHAEL MUNT
MICHELLE JAQUES
MICK NEWMAN – ESK CARAVAN PARK
MURR’S CERAMICS
NATALIA JIMENEZ
NOAMI STAINES
NOLA HULIN
NOWLANVIL NURSING HOME
PAULA HALSON
PENNY ATFIELD – CEREBRAL PALSY LEAGUE
QR SAFETY
RAELENE REEVES
REDBANK MEALS ON MEALS
REDBANK PLAINS LIBRARY
REDBANK PLAZA
RED CROSS OP SHOP – GATTON
RED CROSS THRIFT SHOP – TOOGLOOLAWAH
ROB FLETCHER
ROTARY CLUB – BOOVAL
RSPCA
RUE DE PARIS
RUSSELL TEICHMANN
SAILABILITY GOLD COAST
SARAH HOGAN
SHARON BAMFORD
SHAYNE NEUMANN MP (MEMBER FOR BLAIR)
SIMPSON FAMILY
ST IVES UNITING CHURCH – GOODNA
STOCKLAND HEALTHY FOR LIFE RESOURCE CENTRE
ST PATRICK’S CATHOLIC CHURCH – LAIDLEY
STEF HYS
STUART PILTON
SUE ELLIS – DISABILITY SERVICES
SUE THORNE
TABEL NURSING HOME
TAEKIDOKAI MARTIAL ARTS
TESS MCLENNAN
THE CLUB HOTEL – ESK

THE “KEENAGERS” GROUP – GOODNA
THE SPOT
THE WILLOW TEA ROOMS
TIM O’MALLEY – MULTIPLE SCLEROSIS QLD
TONY WATSON
TRACY JOHNSTONE
TWININGS & CO (MELBOURNE)
UNITING CHURCH OP SHOP – LAIDLEY
YAMANTO POLICE
WET’N’WILD (GOLD COAST)

Thanks also go to the many members of the ALARA family and the community who generously donated goods for the ALARA Christmas Party and for the LPL Book Stall at the Laidley Markets.



ALARA Christmas Party 2012

STAFF AWARDS



5-YEAR AWARDS

DOREEN BLAKE
AMANDA CROSBY
JENETTE HALL
KYLIE HAMMOND
HOWARD HEPWORTH
RICARDO HERNANDEZ
SHARON HORNE
CECILIA ANN VAN KLEEF
ROBYN LATHAM
ELAINE SCOTT
EVA TAL
SUSAN TRACEY
JENNIFER WARSZAWSKI

10-YEAR AWARDS

MICHELLE BURROWS
LORRAINE MCINTOSH
FAITH MUIR
PAM RUSSELL

15-YEARS AWARDS

REINER DICKLER
JILL KREIS
DEANNE REEDY

20-YEARS AWARDS

JANET SILJAC



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