

ALARA QLD Limited.

# NATIONAL DISABILITY INSURANCE SERVICES (NDIS)



## INFORMATION BOOKLET

# What is ALARA?

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

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

## ALARA NDIS Services

ALARA is registered with the NDIS to provide the following services:

### ■ Plan Management

ALARA provides both financial and service intermediary services for individuals who choose the Plan Management option for the management of their funds. This is an area in which we have extensive experience and great IT systems.

### ■ Support Coordination

As part of your NDIS planning meeting, you can ask for funding for Support Coordination to set up and coordinate your services and supports. Your services may be complex with a number of organisations providing different supports at different times. ALARA's Support Coordination services can assist you to explore the range of service and support opportunities available to you and to purchase and coordinate those supports. Our Support Coordinators have an extensive knowledge of local options and opportunities.

### ■ Assistance with Personal Activities and Daily Tasks/Shared Living

ALARA can provide assistance with or supervision of the personal tasks of daily life to enable you to live as independently as possible. This includes assistance to get in and out of bed, showering, bathing and personal hygiene, getting dressed and having your meal. This support can be provided at home, in the community or in another relevant setting. This support can be provided individually, in a host family arrangement or where participants are sharing the same household or living in cluster units. If your needs for daily personal activities are more complex, we can assist with the **high intensity daily personal activities** services.

### ■ Household Tasks

If you need assistance with household tasks we can support you with meal planning preparation, food shopping, cleaning and other domestic tasks, spring cleans, washing and ironing your clothes and other household tasks.

## ■ **Development of Daily Living and Life Skills**

The development of daily living and life skills focuses on training and development activities that improve a participant's capacity to manage day to day life and to develop specific skills related to undertaking personal care tasks, household tasks, enhancing personal safety, travel training, financial literacy, budgeting and money management. ALARA can provide these services individually and we also run groups for people with similar goals.

## ■ **Participation in the Community (including Innovative Community Participation Projects)**

ALARA's community participation support is co-designed with each person and their families. Our community participation services aim to link you to your community and to social and recreational activities that are tailored to your passions and interests. ALARA actively supports people to engage in volunteer work with participants making a fantastic contribution to community across Ipswich, Lockyer and Somerset.

Our service delivery is flexible and can be tailored to whichever day of the week or time of day is most suitable for the individual.

## ■ **Personal Training**

Under the NDIS, ALARA offers a range of activities that encourage physical well-being and healthy living. Using our staff with personal training qualifications we are also able to arrange individually tailored personal training sessions.

## ■ **Group and Centre Based Activities**

ALARA offers a great range of group and centre based opportunities designed around the interests and strengths of participants. These will be provided both at current centre based locations as well as community locations. ALARA operates service hubs in Ipswich, Laidley, Esk and Springfield Lakes.

We are cognizant of cost and supporting individuals to maximise their NDIS support budget and where appropriate and preferred will work to match individuals and create support sharing arrangements and special interest groups.

## ■ **Assistance in Coordination for Management of Life Stages and Transition**

The goal of this support is to assist participants through life's key transition points and to support the individual and participants to manage these transitions through good planning, skill development assisting the individual to build their capacity on a number of levels.

# ALARA's Values



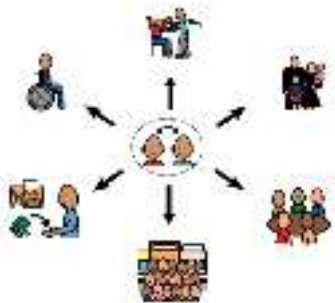
## VALUE 1: PERSON FOCUSED

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



## VALUE 2: RESPONSIVE

We will be RESPONSIVE and flexible within our resource limitations.



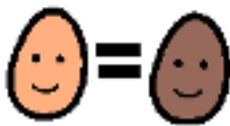
## VALUE 3: PARTNERS

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



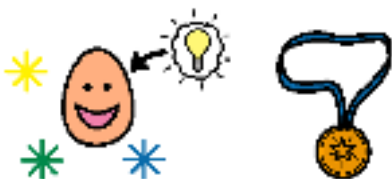
## VALUE 4: SAFETY

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



## VALUE 5: RESPECT

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



## VALUE 6: EXCELLENCE

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

# ALARA services and support options

ALARA provides support for children and adults with a disability and older Australians who live within the ALARA catchment area. This is broadly the local government boundaries of Ipswich City Council and rural areas that are now part of the Somerset, Lockyer and adjacent Scenic Rim Council areas.

ALARA understands that everyone's needs, preferences and aspirations are different and may change throughout their life.

We do not provide a menu of supports but work with each person to purpose design their service around their needs and goals and aspirations and areas identified in their NDIS support plan.

We are cognizant of cost and supporting individuals to maximise their NDIS support budget and where appropriate and preferred, will work to create support sharing arrangements and groups.

This booklet describes some of the services that people with a disability and their families typically purchase from ALARA using their NDIS funds.



## NDIS Plan Management

ALARA's NDIS Plan Management services gives you all the benefits of self-management without the financial, administrative and coordination workload.

With assistance from an ALARA Plan Manager you have the option of engaging NDIA registered or unregistered services to provide your support. This for example would mean you could continue to receive support from your local sole trader therapist who does not wish to go through the NDIA registration process.

ALARA can provide both **financial intermediary activities** or **service intermediary services** or both types of support.



### **Financial intermediary services** include:

- obtaining quotes for your consideration
- managing provider bookings
- managing payment of invoices
- managing financial disputes or queries
- expense claim processing
- providing you with monthly statements
- maintaining financial records

### **Service intermediary services** include:

- sourcing potential suppliers and service providers\*
- making agreements on your behalf with preferred suppliers and service providers
- liaising with providers and the NDIA on your behalf
- providing you with the tools and training to maximise your involvement in the management of your NDIS funding

As a local provider for 25 years ALARA has well developed financial systems and maintains a comprehensive data base of local service providers. The Plan Management Unit is functionally independent from our services area and operates under a strict Conflict of Interest Policy and is tasked to ensure you have the opportunity to consider the broadest range of provider options.

The costs of Plan Management do not come from your support budget. If you choose to use Plan Management service the NDIA will add funds to cover this cost.

\*If you require a greater level of support in sourcing and negotiating services and supports, designing programs to increase your community connections or build capacity and resilience we all recommend that you also request funding for *Support Coordination and Connection*.

## NDIS Support Coordination

At your NDIS Planning Meeting you can ask for Support Coordination to help you get started on the things in your Plan.

There are three levels of Support Coordination:

1. Support Connection
2. Coordination of Supports
3. Specialist Support Coordination

### Support Connection:

This is added to a plan when an individual needs a small amount of support to get started. Support Connection in some areas is typically done by the Local Area Coordinator (LAC) who will:

- Direct participants to mainstream and community support
- Provide some guidance to the participants to help them select a suitable provider

### Coordination of Supports

ALARA is registered with the NDIA to provide Coordination of Supports.

As your Support Coordinator we can:

- Help you to implement your NDIS Plan
- Work with you to short list and investigate suitable providers including mainstream services
- Assist you to choose preferred providers and create an agreement with them to establish supports
- Help you to move to a different provider if required.

The aim is to ensure that you have maximum choice and information about potential providers.

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

ALARA holds an extensive register of local providers and services from many years of work with Your Life Your Choice Clients, the Emergency Funding Initiative and the Older Carer Initiative program as well as our strong networks in the local communities in which we work.

### Specialist Support Coordination

This level of support is for people with very complex needs who require case management support and potentially have high levels of risk in their situation.

Specialist Coordination agencies are required to employ appropriately qualified and registered Allied Health professionals. This is outside ALARA's current service offerings but we will look at engaging appropriate staff and registering for this service type in the future if there is sufficient demand.



# SERVICES FOR ADULTS





## At Home Support

Whether you live alone, with friends or family – reliable and responsive services at home are essential to stability and wellness.

In designing your service ALARA will work in partnership with you, your family and your support network to ensure that we fit seamlessly into your lifestyle and routine.

The types of support that we typically provide include:

- Assistance with personal care (getting in and out of bed, showering and dressing)
- Assistance with managing your medication
- Assistance with household duties such as cleaning and laundry
- Assistance in planning and preparation of meals
- Helping you to do your shopping and go to appointments
- Helping you keep in touch with family and friends
- Daily check-ins
- Assistance to develop skills and become more independent at home

Our at-home support can be for a minimum of one hour at the time you need the support, for extended more extended periods in the day or evening or over-night.

ALARA will assist you to select a team of support workers that you feel comfortable and confident with and will ensure on-going appropriate training and support.

An after-hours on call support is available on weekends and public holidays to ensure your service runs smoothly and there is a point of contact in case your needs change.



# Community Participation and Skill Development

Want support to learn new skills, engage with your community or expand your network of friends?

ALARA will work with you to identify your strengths, interests and aspirations to create a tailored service to suit your needs and the goals in your NDIA plan. Support can be provided individually or ALARA will explore shared support arrangements.

ALARA can support you to:

- **Learn new skills** with individual programs that build, develop or help you regain skills in a range of areas to ensure that you are as independent as possible.
- **Study at TAFE or University**
- **Join and participate in a local community group**
- **Get organised** through assistance to do your shopping, pay the bills and attend appointments
- **Build on an interest** by taking that passion and linking you to interest groups, courses or one of our in-house programs. There are all sorts of groups to try from woodworking, mechanics through to BBQ Masterclasses!
- **Try new things** that your community has to offer
- **Get healthy and active** - learning to grow and cook healthy food, working out at the local gym or with one of our qualified personal trainers, being a member of a sporting team, joining a walking group or using the local hydrotherapy pool
- **Enjoy doing the things you like to do** – going to the theatre, movies, events and the library.
- **Play sport** - with the local sports team, ALARA Jets Touch Football team, ALARA Darts Team or the ALARA Megasports program.



## ALARA Community Spirit Volunteering

ALARA works closely with other community groups in the Ipswich, Lockyer and Somerset areas to create new opportunities for people with a disability to be involved in the life of their community and make their own unique contribution.

Many local organisations rely on committed volunteers. ALARA can assist you to identify a suitable volunteer role that matches your interests, availability and skills and provide the necessary support to make the arrangement a success.

ALARA service participants are currently volunteering their time in a range of different ways.

Here are just a few:

- Providing visiting and reading services for children and aged care residents
- Baking for residents of nursing homes or cooking for vulnerable local people
- Delivering meals for Meals on Wheels
- Assisting with the care of rescue animals or at animal shelters
- Helping host community organisations with administration and office work
- Helping with fundraising campaigns and events



## Community Hubs

ALARA has Community Hubs or “Luke’s Place Centres” in Ipswich, Esk and Lockyer. Each centre provides access to a diverse range of opportunities designed around the interests and preferences of individuals and the group.

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

Transport may be offered to and from the centres from some locations and in Ipswich between centres using wheelchair accessible mini buses.

### Luke’s Place Ipswich Area

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

Additional programs operate on Saturdays from 9.00am to 3.00pm and there are evening sessions on a number of nights of the week.

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 Esk

This service provides support for adults who live within the Lowood, Fernvale, Esk and Toogoolawah areas. This centre is generally open from 9.00am to 4.00pm every Tuesday, Thursday and Friday. The focus of the programme is enhancing opportunities for service participants to be involved in the local community and to undertake valued volunteering roles.

### Luke’s Place Lockyer

The Luke’s Place Lockyer program is targeted to individuals living within the Laidley, Gatton, Minden, Rosewood, Glenore Grove and surrounding areas. The Lockyer Centre operates a variety of programs from 8.00am to 2.30pm Monday through to Friday. Activities include accessing the Community Shed, playing with the band in the Music Program, cooking up a storm with our cooking groups or make lifelong friends at one of the social groups. The centre runs a Crafty Creations Program from 9.00am to 12pm one Saturday per fortnight and a Mix N Mingle Program from 5.00pm to 8.00pm on the alternate Saturday.

There are a vast range of options happening at each centre and new opportunities are being created all the time. To request a sample of our ever changing monthly calendars simply call the ALARA main office.

## Sports, Skill Development, Arts and Social Activities for Groups

ALARA operates a range of group activities to both engage and inspire you and where you can share your interest and passions with others.

ALARA partners with a large range of local community groups and businesses to create these opportunities and invites suggestions from participants to ensure variety and appeal.

### Skill Development Groups

Our skill development groups assist individuals to try new things, explore their interests and develop new skills. Different groups and workshop series run across the year and are designed to people with similar needs and interests. Examples include – Dance, Upcycling furniture, Upcycling Fashion, BBQ masterclasses, Surfing lessons on the Gold Coast and Up to Speed – Basic Car Maintenance. Different offerings emerge during the year that are as diverse as the ideas of the people who participate in the program.



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

## Activities Program

ALARA provides a range of monthly activities for people with a disability in the Ipswich area. These activities are designed to develop and foster friendships and assist with access to interesting community activities and events. The Activities brochure is available via the ALARA website, from Reception or can be emailed to you. Your Coordinator/Facilitator can also provide a copy.

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

Currently the following Activities are conducted:

### ■ Klub ALARA

This program is designed to enable people with disabilities to access an age appropriate venue where they can engage in conversation, develop and foster friendships and above all, have fun. Klub ALARA and Party Klub ALARA are specifically aimed for over 18 year olds. Party Klub ALARA caters for young adults and has a true party atmosphere with music, dance, fun and games. There are also Junior Klub ALARA for teenagers and children.

### ■ Megasports

Megasports is an activity that aims to promote health, fitness, and group interaction. This program is tailored to suit all age groups and encourages family participation. Fun begins at 10am, finishing up at 12pm. During the two hours, you can participate in a range of fun sporting activities such as shooting hoops on the basketball court, testing your skills at lawn bowls, playing pool in the undercover area, joining in a game of cricket on the main oval or learning new skills from a guest coach. You might even like to suggest another activity for the group. Megasports finishes with a sausage sizzle at lunch time.

### ■ Social Group

The Social Group is a program designed to assist people to access interesting community activities and events are generally held on weekends and evenings. These outings are offered to the various age groups including under 18s. The great thing about Social Group is that you get to choose the activities and catch up with friends! Group participants nominate the events that they would like to attend each month.

## Arts Program

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



## Sporting and Special Interest Groups

ALARA operates a range of sporting programs and special interest groups in each area

### ■ **ALARA Jets Touch Football Team**

Each week during football season the ALARA Jets train with members of the Ipswich Jets and community members. This collaboration with the Ipswich Jets Rugby League team has seen players grow in skill and confidence, not only on but off the field. The team competes through the season through a variety of different opportunities.



### ■ **“Respect-Da-Bull” - The ALARA Darts Team**

The ALARA Darts Team was established in August 2014 and practice each Monday at the West Moreton Darts Association and receive coaching from members of this community group. Each week participant’s skill level increases and they have already had some great success against local challengers.



### ■ **LAN Group**

The LAN Group (or local area network group) meets one night per week to share their interest in computers and computer games. Participants are welcome to bring along their own laptop and multiplayer games or use the laptops provided on the night. Participants must be 18 plus.



New opportunities are constantly developing as we identify people who share a particular passion.



## Holidays, Getaways and Respite

### ■ Getaways

Getaways are run throughout the year. They are aimed at enabling participants to discover new environments, enjoy fun and challenging activities and develop their social skills. They also make a great alternative to traditional respite options.

Some retreats will have an active outward bound theme, others will focus on rest, relaxation and pampering. There is something for everyone.

### ■ Holidays

ALARA can purpose design and individualise a holiday around your needs and budget. Why go to a traditional respite centre when you could be doing something you want to do. Work with a member of our team to design a holiday to suit your needs. Popular holidays include Cruises in Australian waters.



### ■ Flexible in-home respite

Do you need support while your carer takes a short break to attend appointments or is there a need for a more extended support because your carer is going away. Talk to a member of our team about regular in-home respite or more extended supports.

# SERVICES FOR TEENAGERS



ALARA provides a range of opportunities aimed at the needs of children and teenagers.

In addition to in-home and community participation support designed around the needs of the individual young person ALARA has been developing a range of group options suited for teenagers. ALARA operates after school groups on selected days during the school term and operates a range of programs during the School Vacation period. These groups are designed around the shared interests of participants. They include:

- Computer and Gaming Groups
- Arts Programs
- Life Skills Programs aimed at helping young people to become more independent and for the transition to life after school
- Sporting and Wellness programs
- Junior Klub ALARA and Teenage Social and Life skills group
- A Kids Kapers Program one Saturday per month at Luke's Place Lockyer for young people from 6 years up to the age of 17. The program supports young people to develop friendships and be able to participate in new activities and experiences.



# SERVICES FOR CHILDREN





### **After School and School Holiday Activities**

ALARA operates a number of after- school groups on selected days during the school term and operates a range of programs during the School vacation period. Dependant in interest these will run in Ipswich, Lockyer and Somerset. These groups are designed to stimulate and support the development of the child through a range of interesting activities.

All programs operate in child friendly environments. All staff are experienced with providing support to children and hold First Aid Certificates as well as a their Positive Notice Blue Card.

In Lockyer two five day Holiday Programs run each year that allow our youth to access fun things to do both within the Lockyer Region and afar. There are also two Youth Camps held each year that allows our young people to spend time with their friends, form new friendships and create lasting memories.

# How to access a service

If you are interested in learning more about ALARA Services just give us a call on (07) 38170600 between 8.00am and 5.00pm Monday to Friday (excluding public holidays) or email [alaraqld.org.au](mailto:alaraqld.org.au).

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

If you are only interested in attending the Activities program then you can speak directly to the Activities Coordinator on 3817 0600.

Enquiries regarding Plan Management/ Supports Coordination services should be directed to 3817 0600.

Services can be purchased from ALARA using NDIA managed funds, through your Plan Manager or directly if you are self-managing or purchasing privately.

You can also check out our services and upcoming opportunities on the ALARA website: [www.alaraqld.org.au](http://www.alaraqld.org.au) and the ALARA QLD Limited and Dingley Dell Gallery Facebook pages.

If you are not eligible for the NDIS, ALARA will assist you to explore your eligibility for alternative funded service options.

In the Intake Process, you, your carer or advocate will be asked a number of questions to determine:

- what your support needs are
- what supports you are looking for and/or goals you wish to achieve

**Notes:**



Help getting  
**THAT** volunteer role



Helping me to continue  
to learn more



Being part  
of my community



Spending time with  
my friends and family



Assisting me  
at home



Helping me  
plan for the future



Helping me  
with my typical day



Assisting me  
to get out and about



Communicating  
with others

**How ALARA  
assist in  
areas of  
MY life**



Learning to care  
for myself

# ALARA

OLD Limited  
**Support • Connect • Include**

ALARA provides high quality, flexible and responsive support services for people with a disability and their carers. We support and enable people with a disability to be valued members of their community.



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

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

IPSWICH REGION  
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LUKE'S PLACE IPSWICH**  
8 Warwick Road  
Ph. 07 3817 0600

**LUKE'S PLACE SALISBURY RD**  
33 Salisbury Road  
Eastern Heights QLD 4305  
Ph. 07 3281 4718

**DINGLEY DELL GALLERY**  
10 Pine Mountain Road  
North Ipswich QLD 4305  
Ph. 07 3281 7004

**SOMERSET REGION**  
**LUKE'S PLACE ESK**  
6 Russell Street  
Ph. 075424 1242

**LOCKYER REGION**  
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17 Campbell Street  
Laidley QLD 4341  
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