

ANNUAL REPORT 2021-22



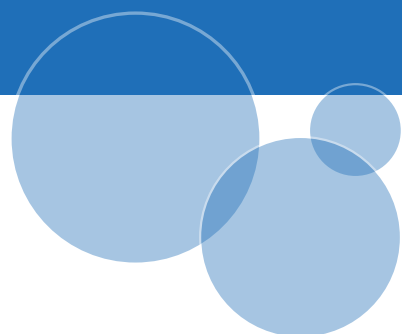


OUR VISION

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

COVER IMAGE: Mosaic wall at Dingley Dell, 'Tinkers' Christmas craft, surfing with Disabled Surfers Association Gold Coast, Garden Art (Luke's Place Salisbury)

ABOVE: Boonah Getaway



ALARA INFORMATION

BOARD OF DIRECTORS

Jo' Witt — Chairperson
 Cathy Wheeler — Secretary
 Phillip Bell — Treasurer
 Diane Quinn
 Noelene Schultz
 Antonietta Harrison
 Margaret Byrne
 Louise Horneman-Wren

AUDITOR

Ramsey and Associates

CONTACT DETAILS

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ABN: 94 628 523 943

ACN: 164 125 384

DAY CENTRE AND REGIONAL LOCATIONS

Luke's Place Ipswich Area

Luke's Place Ipswich
 8 Warwick Road
 Ipswich Qld 4305

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

Dingley Dell Gallery
 10 Pine Mountain Rd
 North Ipswich Qld 4305

Luke's Place Esk

6 Russell Street
 Esk Qld 4312

Luke's Place Kilcoy

Kilcoy Memorial Hall
 18 Kennedy St
 Kilcoy Qld 4515

Luke's Place Lockyer

17 Campbell Street
 Laidley Qld 4341

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NOMINEES FOR BOARD OF DIRECTORS 2022/2023

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

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

Nominees, listed alphabetically are:

- Phillip Bell
- Louise Horneman-Wren
- Diane Quinn

At the first meeting following the Annual General Meeting each year the Directors shall elect from the Board of Directors the Chairman, Treasurer and those persons shall hold office until the Annual General Meeting or such other period as shall be determined by the Board of Directors from time to time.

MINUTES OF THE ANNUAL GENERAL MEETING 2021

MINUTES FOR THE ANNUAL GENERAL MEETING, ALARA QLD LIMITED, HELD 6TH SEPTEMBER, 2021

Attendees: As per attached list

Apologies: As per attached list

Proxies: As per attached list

1. Opening

The meeting was chaired by Louise Horneman-Wren (Director). Cathy Wheeler (Director and Company Secretary) made the following acknowledgement to traditional owners.

ALARA QLD Limited acknowledges the Jagera, Yuggera and Ugarapul people, the traditional custodians of the land upon which we meet in Ipswich. ALARA affirms that the Aboriginal people and Torres Strait Islander people are the Indigenous peoples of Australia; Australia's first people. We pay our respects to the Elders, both past, present and future for they hold the memories, the traditions, the culture and hopes of Indigenous Australians.

The Chair welcomed members and acknowledged special guests attending via TEAMS.

Mayor Therese Harding addressed the meeting on behalf of Ipswich City Council.

2. Apologies and Proxies

The Secretary, Cathy Wheeler read the 18 member apologies, noting 12 proxies and 2 staff and 6 guest apologies (see attached lists).

3. Minutes of the Annual General Meeting 2020

Members were asked to review the minutes from the Annual General Meeting 2020.

Motion: "That the minutes of the Annual General Meeting, held 7th September 2020, as printed, be accepted."

Moved: Cathy Wheeler
Seconded: Noelene Schultz
Carried!

4. Business arising from the Minutes

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

5. Reports

Chairman's Report

The Chairperson's Report was delivered by Toni Harrison.

Motion: "That the Chairperson's Report for the Year 2020-21 be accepted."

Moved: Toni Harrison
Seconded: Marg Byrne
Carried!

Treasurer's Report

The Financial Report (including Directors and Audit Report) was delivered by Toni Harrison on behalf of Treasurer Phillip Bell.

The Meeting Chair asked that the Financial Report including the Directors and Auditors Report for the period ending 30 June 2021, as distributed to members present, be tabled and taken as read. The Chair then opened the meeting to any questions about the Financial Statement and Auditors Report.

Motion: "That the Financial Report for the Year 2020-21 be accepted."

Moved: Toni Harrison
Seconded: Robyn Hartfiel
Carried!

A Member asked for emailed report to be sent out before the AGM

CEO Report

The CEO's report was delivered by Judy Dickson.

Motion: "CEO's Report for the Year 2020-21 be received."

Moved: Cathy Wheeler
Seconded: Toni Harrison
Carried!

6. Election of Board of Directors

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

The following financial members – Robyn Hartfiel, Noelene Schultz, Joanne Witt and Catherine Wheeler have been nominated for a position on the Board of Directors. An additional nomination was received for Gregory Horrigan. The nominations were checked and certified to be in order by the Chief Executive Officer Judy Dickson.

There are up to four (4) positions to be determined.

The Chair of the meeting to announce that in a accordance with section 12.5 of the Constitution they have announced that a poll in the form of secret ballot will be conducted.

The Hon. Shayne Neumann has agreed to act as scrutineer.

The candidates Robyn Hartfiel, Noelene Schultz, Joanne (Jo') Witt and Cathy Wheeler were elected as Directors.

Members are advised that 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, Company Secretary, Treasurer and those persons shall hold office until the next Annual General Meeting or such other period as shall be decided by the Board of Directors from time to time.

7. Special Resolution

Motion: *"That Members approve the adoption of the draft Constitution which has been circulated."*

Moved: Robyn Hartfiel

Seconded: Louise Horneman-Wren

Carried!

8. Recognition Awards

The CEO, Judy Dickson announced the following staff longevity awards. She advised that it will be determined how best to celebrate the long service awards later in the year dependent on COVID restrictions in place at that time.

5-year Awards

Michael Bradshaw

Nadine Hansen

Suellen Weinert

David Stanyer

Joshua Irvine

Fiona Daniells

Stephen Barnett

Brooke Haley

Mamour Kun Peter

Linda Shaw

Alexander George

10-year Awards

Paul Cunningham

Debra Treloar

Lesley Ashworth

Steve Edwards

John Bearer

Tania Moore

20-year Award

Maria Harper

Gina White

8. Date of Next Meeting

The date of the 2021/2022 Annual General Meeting to be set for Monday 5th September 2022 at 7.00pm.

9. Closure

There being no further business, the Chair thanked everyone for their participation in organising and helping with the AGM and then declared the meeting closed at 7.33 pm.



Noelene Schultz



Cathy Wheeler



ATTENDEES A.G.M. HELD 6TH SEPTEMBER, 2021

Life Members

Robyn Hartfiel
Ray McMinn
Sue Saunders
Lyn Stewart
Jo'Witt (via TEAMS)
Cathy Wheeler

Members

Margaret Byrne
Toni Harrison
Louise Horneman-Wren
Noelene Schultz
Greg Horrigan
Barbara McMinn
Don Stewart

Proxies

Agnes Brown– appointed Robyn Harfiel
Jo' Witt – appointed Toni Harrison
Gordon Broughton- appointed Chairperson
Kevin Hartfiel – appointed Robyn Harfiel
Sally McMinn – appointed Ray McMinn
Michael Munt - appointed Chairperson
Anne Ruthenberg - appointed Chairperson
Imelda Samson - appointed Chairperson
Shirley Schostakowski – appointed Chairperson
Gerard Schostakowski – appointed Chairperson
Stephen Schostakowski – appointed Chairperson
Don Stewart – appointed Lyn Stewart

Staff

Judy Dickson
Kirstie Reaves
Narelle Schaffer

Guests

Mayor Teresa Harding – Ipswich City Council
Mr. Jim Madden – State member for Ipswich West
Mr. Lance McCallum – State Member for Bundamba
Hon. Shayne Neumann – Federal Member for Blair
Cr. Chris Wilson – Lockyer Regional Council

APOLOGIES

Life Members

Agnes Brown
Ian Morley

Members

Phillip Bell
Gordon Broughton
Kevin Hartfiel
Barbara McMinn
Sally McMinn
Michael Munt
Anne Ruthenburg
Imelda Samson
Stephen Schostakowski
Gerard Schostakowski
Shirley Schostakowski
Don Stewart

Guests

Hon. Milton Dick, MP – Member for Oxley

Mayor Graham Lehmann – Somerset Regional Council

Ms Deb Frecklington – Member for Nanango, Leader of the Opposition

Mr Jim McDonald – State member for Lockyer

Staff

Michael Howcroft

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



KEY STRATEGIC AREAS & OUR VALUES

INDIVIDUAL & COMMUNITY OUTCOMES

Outcome 1: A high level of customer and family/ carer satisfaction.

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

Outcome 3: Aspirations raised for customers to have valued roles in their community.

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

Outcome 5: New, improved and diverse service options.

WORKFORCE DEVELOPMENT

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

Outcome 2: A stable workforce that is trained, skilled and knowledgeable about their roles and responsibilities.

Outcome 3: A workforce that is valued and supported to achieve the vision of ALARA.

ORGANISATIONAL IMPROVEMENT & INNOVATION

Outcome 1: Systems and infrastructure that are responsive in addressing current, emerging and diverse needs.

Outcome 2: Innovative responses to need.

Outcome 3: Attraction and attention of clients to ALARA's services.

Outcome 4: Services are responsive to changing need.

FINANCIAL OUTCOMES

Outcome 1: Cost effective support services in ALARA's catchment area.

Outcome 2: The level of clients' services meets the funding allocation and contracted outputs.

Outcome 3: A diversified revenue base.

Outcome 4: Financial viability and sustainability.



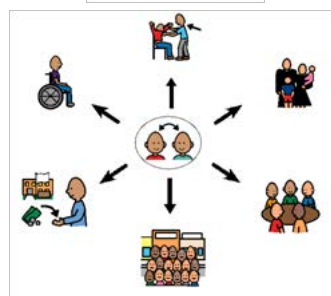
VALUE 1: PERSON FOCUSED

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



VALUE 2: RESPONSIVE

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



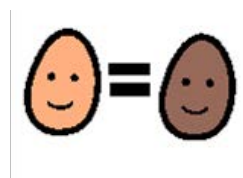
VALUE 3: PARTNERS

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



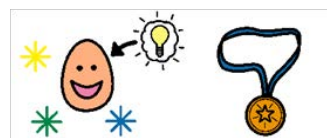
VALUE 4: SAFETY

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



VALUE 5: RESPECT

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



VALUE 5: EXCELLENCE

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

CHAIRPERSON'S REPORT



As ALARA embarks on thirty-one years of service to the communities of Ipswich and surrounding areas, it is with great pride I present the Chairperson's report for the 2021-2022 financial year.

There is no doubt that the past three

years have been challenging to our community, and the service sector and recovery will be slow. However, it is through unprecedented moments where communities have been fractured and are still recovering from uncertain times that we come together to show our strength and perseverance.

The resilience of the organisation and the challenges of continuing to deliver safe, quality services for our clients have been tested through this period. I would like to acknowledge the commitment and professionalism of each staff member who met the challenge of several disruptions and found innovative ways to continue the support of our clients and families.

The role of the Board in plotting a clear strategic direction and ensuring a solid base from which the organisation can operate cannot be underestimated. I would like to express my appreciation to my fellow board Directors for their unwavering support for the organisation and the ongoing commitment of their time and expertise.

ALARA's mission is to enrich the lives of people who access our services through the provision of quality support, facilitating meaningful connections and contributing to the creation of inclusive communities.

"ALARA is constantly evolving"

JO' WITT, ALARA CHAIRPERSON

"The organisation has always maintained its commitment to supporting the community in the creation of opportunities for people with a disability. We are now also assisting older Australians to maintain their connection and involvement with the community as they age.

As this Annual Report attests, we continue to form effective partnerships and have a high level of engagement with other agencies, local businesses and all levels of government in pursuit of these goals. Our existing connections and relationships have remained strong through this period despite the disruptions brought by the pandemic and natural disasters.

Whatever the future may bring, we must remain agile and adaptive to the continually changing environment and competitive markets in which we operate.

Many chapters have been written, and the next chapters in the ALARA's journey are constantly evolving.

Jo' Witt

Chairperson
ALARA QLD Limited

CORPORATE INFORMATION

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

BOARD OF DIRECTORS

ALARA is governed by a Board of Directors which will consist of at least five and not more than eight Directors.

BOARD PROFILES

PROFILES OF DIRECTORS IN OFFICE AS AT 30 JUNE 2022:



Jo' Witt – Chairperson

*Cert IV Mental Health Recovery,
Dip Community Services*

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

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



Cathy Wheeler – Company Secretary and Board Director

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

Cathy joined the ALARA Association Inc. Board in 2006, becoming a Board Director and Company Secretary of ALARA QLD Limited in 2013. Cathy has extensive qualifications relevant to her chosen career in Education. She has worked with people with a disability since the 1980s and in Special Education since 1990 teaching at Lowood, Cunnamulla and Goodna. She is currently the Deputy Principal at Goodna Special School. She has been a Justice of the Peace since 2000. Cathy brings to the ALARA Board extensive knowledge of services and support for children and young people across the ALARA catchment area and a deep understanding around issues related to the provision of quality support services. Cathy is a life member of ALARA QLD Limited.



Diane Quinn – Director

*BA LLB(Hons) Grad Dip Leg
Prac LLM(Adv) MBA*

Diane joined the ALARA QLD Limited Board in 2022, filling a casual vacancy. She worked as both a solicitor and policy adviser in local government for over 30 years, and also worked for a number of years in private practice as a solicitor. Diane qualified as a solicitor in Queensland, England and Wales; and has worked in Brisbane, London and the United Arab Emirates. In the latter part of her career, governance was an area of particular focus.

She is experienced in the operations of NFP boards, and was a member of the board of a local arts organisation as well as a member of a national professional board for a number of years. With both parents and both her grandmothers having been nonagenarians, some of them with chronic conditions, Diane is especially interested in the provision of quality services to assist the elderly.



Noelene Schultz – Director

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

as a nurse, with 28 years spent focused on working with school-aged children and their families in Community Health. She has since retired. Noelene has been an active Ipswich Orchid Society member since 2000. Noelene is committed to ensuring that people with a disability and their carers have access to quality information about services and supports that can enhance their lives.



Toni Harrison – Director

Dip. Bus.; Adv. Dip. Acc.

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

areas of business and accountancy. Her current area of study is a Bachelor of Human Services majoring in human resource management. She has had many years of involvement with local school community and sporting associations generally in the capacity of Secretary or Treasurer. Toni has had a long-term interest in the work of ALARA and brings to the Board both a new perspective and willingness to contribute to the work and development of the organisation as required.



Margaret Byrne – Director

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

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

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



Phillip Bell – Treasurer and Board Director

CPA; FAIM.

Phillip is the CEO of the Ipswich Chamber of Commerce and Industry. He has previously held Senior and Executive Leadership roles in a diversity of

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



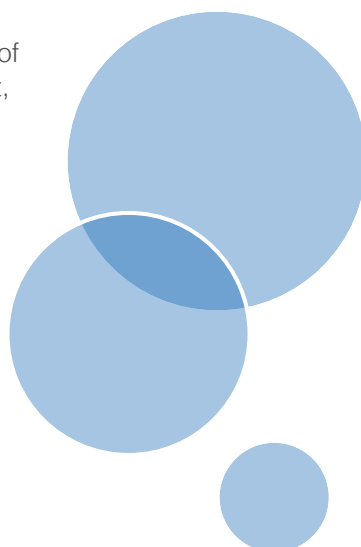
Louise Horneman-Wren
– Director

BDS Sc FICD; FADI; MAICD

Louise joined the ALARA Board in 2020. Louise is an experienced dentist who has worked in private practice in Rockhampton, the UK and, for the past 30 years, in the Ipswich and Boonah regions. In 2005 she acquired the Boonah practice in which she worked and became its principal dentist. She has been a member of the Ipswich Sub-Branch of the ADAQ since 1991, serving as its secretary from 1992 to 1993, and its President in 1996 and again between 2006 and 2012. She was a State Councillor of the ADAQ from 1993 to 1996 and served as the chair of its Oral Health Committee. She was a committee member of the University of Queensland Alumni, Dental Special Interest Group from 1992 to 2003, and served terms as both its Secretary and President. From 2004 to 2012 Louise was a member of the Dental Panel of Assessors for Queensland. In 2001 she was conferred a Fellowship by the International College of Dentists and a Fellowship of Academy of Dentistry International in 2015.

Louise has engaged extensively in support of the arts, health and education, particularly the education of indigenous students. She is a member of the Australian Institute of Company Directors.

Having had a parent with a disability, Louise is acutely aware of the vitally important attainment of dignity, the need for access to services, and that, access to services is essential to dignity.



CHIEF EXECUTIVE OFFICER'S REPORT

I am pleased to present the Annual Report for ALARA QLD Limited for the 2021-2022 year.

The 2021-2022 year was challenging and difficult for human service providers as well as the entire Australian community. The period was again dominated by COVID-19 and local natural disasters. These events have continued to test both business continuity planning and response.



Judith Dickson, ALARA's CEO

The broader Australian community have faced significant challenges but people with a disability and older Australians, their families and carers have been acutely impacted financially and socially and are especially vulnerable in terms of their health and well-being. Accordingly, ALARA continued to focus on adapting our services to ensure the delivery of essential supports and services while minimising risks to clients and staff.

In the absence of the significant financial supports that were available in the previous financial year, COVID-19-related financial pressures were substantial. We experienced increased costs in personal protective equipment, enhanced testing, and managing staffing shortfalls as well as in maintenance and general supplies.

The impact of COVID-19, the closing of international borders, and competition from other service industries have made it even more difficult for the human service sector to source and retain the workers required to provide clients with the supports they seek to purchase.

ALARA has responded by participating in local initiatives aimed at attracting new entrants to the sector and working collaboratively with both employment and training providers.

Training, upskilling and professional learning and development are key to retaining a workforce and meeting the changing and varying needs of clients. This includes supporting clients with more complex support needs. The challenge of providing

staff with training opportunities in terms of the availability of suitable opportunities and the cost of paying and backfilling staff to attend training is significant. During the financial year, ALARA extended its use of virtual and online training to ensure training and development opportunities were available to all staff.

The following report provides an overview of how ALARA has performed in relation to each of our key strategic areas –

Individual and Community, Workforce Development, Organisational Improvement and Innovation and Sustainability Outcomes.

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

I would once again like to personally acknowledge ALARA's Board for their clear strategic focus, which has supported the organisation to navigate a range of challenges and to continue to develop as an innovative and quality service provider.

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

Most importantly, to clients and families, thank you so much for continuing on this journey with us. Your feedback has been essential in assisting us to design and implement service responses that address your support needs and aspirations.

Judy Dickson
Chief Executive Officer

"Despite the challenges created by COVID 19 we provided **350,902 hours** of support."

INDIVIDUAL AND COMMUNITY OUTCOMES

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

SERVICE OVERVIEW

During the financial year, ALARA provided services to 917 clients and their families and carers. In total, across all revenue types and despite the challenges created by COVID 19 we provided 350,902 hours of support.

The following is an overview of services provided by ALARA in the 2021-2022 financial year by service area.

NATIONAL DISABILITY INSURANCE SCHEME – DIRECT SERVICES

A significant component of ALARA services are purchased under this scheme.

ALARA provides support services to assist with the tasks of daily life and continues to create a range of programs and opportunities to enable individuals to pursue their goals, learn new skills and to participate and be included in community life.

During the financial year, ALARA supported 785 people through their NDIS Plan (NDIA Managed, Self-Managed and Plan Managed) with individual support, group or centre-based activities.

NATIONAL DISABILITY INSURANCE SCHEME – PLAN MANAGEMENT AND SUPPORTS COORDINATION

ALARA's NDIS Plan Management services gives individuals the benefits of self-management without the financial, administrative and coordination workload. ALARA provides a range of financial and intermediary services. During the financial year 140 individuals were supported through our Plan Management arm.

ALARA's Support Coordinators assist individuals to implement their NDIS Plan, short list and investigate suitable providers, choose preferred providers, or help people to identify alternative options if required. Their aim is to ensure clients and families are well equipped with information to ensure they can make informed choices. During the financial year, 103 individuals were supported through our Supports Coordination arm.

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

GRANT-FUNDED SERVICES

Queensland Community Support Scheme (State)

During the financial year, ALARA supported 146 people in the Ipswich, Lockyer and Somerset areas through the Queensland Community Support Scheme (QCSS) through the provision of 17,210 hours of support. This is a scheme which commenced 1 July 2019.

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

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

Through the financial year ALARA supported 38 older persons through this program, providing 3,052 hours of individual social support, domestic assistance and group social support services. Vacancies are filled through referral via the My Aged Care Portal.

Home Care Packages

ALARA is an approved Home Care Provider (Home Care Packages). In addition to supporting local older Australians this will provide future service options for clients transitioning to aged care and for their carers and other local older Australians in our community. During the financial year ALARA supported 32 older individuals with home care packages using a consumer directed care approach.

Disability Support for Older Australians (DSOA Program)

ALARA is a provider of the Disability Support for Older Australians Program (previously the Commonwealth Continuity of Support Program) for individuals who receiving support under specialist disability services at the time of the rollout of the NDIS in the region and who were not eligible for the NDIS because they were already 65 years of age or over. The programme is funded through the Federal Department of Health. During the 2021/2022 financial year, two individuals were supported through this program.

DAY SERVICES

ALARA currently operates centres in Ipswich, Esk and Laidley.

Each centre continues to strive to improve the quality of programs, provide opportunities for clients to develop new skills and to connect to the local community in a meaningful and valued way. Clients access these services using a variety of funding sources. To ensure programs match the goals and needs of clients and maximise their opportunities, Coordinators and Facilitators must be innovative and skilled in actively fostering partnerships with the community.

Centres were again significantly impacted this financial year by COVID restrictions. They were largely closed during lockdown periods although in earlier lockdowns were available for use by clients for one-to-one support. Each centre has a site-specific COVID safe plan.

Luke's Place Lockyer

Luke's Place Lockyer program participants continued to be actively involved in their local communities through volunteering. The organisation they supported during the year is Laidley Meals on Wheels. Clients from the service are also involved in a range of community activities such as local community sheds and music with Rosealie Hatchman.

In a typical week the group undertakes a range of activities:

- Monday at LPL was music and movement. This is with volunteer Rosealie Hatchman who spends the morning playing her guitar and singing. Clients have formed a band with her and join in singing. The afternoon is dedicated to fun with lots singing and dance and they are currently working on a performance for their families.



Anything Goes Garden Group with 'Pin-interest inspired' plaster of paris artworks at Luke's Place Lockyer

- Tuesday's clients attend The Lockyer Woodcrafters Group where they learn the skill of woodturning. Staff and clients also work on items that can be sold at the Laidley Markets on a Friday. Clients also volunteer at Laidley Meals on Wheels with the support of a worker.
- Wednesday's Life Skills group continues to focus on meal planning, shopping for ingredients and cooking skills, with program participants cooking a meal to share with their families.
- Thursday Wk 1 is the Garden Art Group. Clients have continued to work on growing vegetables and herbs that are used by the cooking group, make woodwork items to sell at the weekly stall in Laidley and maintain the LPL gardens. The group have commenced working on a sensory garden. Thursday Wk 2 the group attend hydro in Ipswich during the warmer months and have formed a bowling league at Richlands during the cooler months.
- The Friday Social Group accessed areas of interest in the community. Clients learn money handling, social interaction and cooking skills running the BBQ's and stalls at the Laidley Markets each week (BBQ 3 weeks per month).
- The Craft Creations Group and Mix and Mingle Group ran on alternative Saturdays.

The Centre was approached in February, by the Support for Laidley Welfare Group Inc. and made a donation of \$10,000. This was greatly appreciated and will be used to upgrade the kitchen at the Lockyer Centre on renewal of their lease. The clients of Lockyer made Christmas trees and snowmen as a fundraiser, there was a total of \$2,400 raised to go to client programs.

The Book Stall and BBQ at the Laidley Markets operated through the efforts and commitment of a service participants managing the stock with participants and their support workers managing the stall and BBQ when the Markets were running. They raised \$3,969.25 during the financial year. The Gardening Group through sales at the markets made \$3,144.10. The Lockyer client group determines the way in which these funds are used to support the local Luke's Place programs.

Luke's Place Esk

During the financial year, the Esk centre has continued to operate for three days a week and is based at the Lutheran Church Hall in Esk. Supports provided for clients throughout the week have included centre and community-based service. In total, 30 clients per month received centre-based or group supports during this financial year, and a number of clients received in-home and community-based supports.

The Esk Centre staff have continued to work on enhancing the Centre's program of activities to ensure client engagement and development. Activities include:

- Social Skills – attending outings to local places of interest including Laidley Pioneer Village, Darling Downs Zoo, Railway Museum, and other local hospitality venues of interest.
- Health and fitness – attending local parks and dams to use fitness equipment, walking, various ball games, fishing, lawn bowls, playing golf at local courses and swimming in the warmer months.
- Cooking Essentials – weekly cooking activities developing cooking skills and safe food handling.

Developing cooking and food handling skills.



- Money Handling – developing skills whilst attending shops within the community (e.g. food purchasing for cooking).
- Community Networking – Horse-riding for the disabled, music and dance activities with local music group including Music with “Bruce”, attending to community gardens including planting of seedlings, weeding and watering, visits with Esk Kindergarten, Esk Golf Club and Toogoolawah Bowls Club.

Monthly outings on a Saturday have been added this year and the group enjoyed a visit to Blackbutt to have lunch at the bakery and look around the town, the Yowie Markets lunch at the Kilcoy Exchange Hotel.

Further to the above, the focus for this financial year was also on actively changing community perceptions of people with a disability by supporting participants to undertake valued volunteering roles. For the year, clients have participated in the following activities:

- assisting an elderly community member to maintain their garden and feed their chickens
- assisting a local resident who is unable to drive to do his weekly shopping and collect mail for him
- shredding paper so a client can use in her chicken pen in the nesting boxes
- preparing meals for a community member who is unable to cook for herself
- assisting with catering for the Rural Fire Brigade Training Days.

The Esk Centre holds a sausage sizzle fortnightly at the Friendly Grocer in Esk, when permitted under COVID restrictions. This activity has given the opportunity for clients to actively engage with community members regularly and also for them to develop their skills in basic food preparation and money handling. The monies raised have contributed to clients being able to participate in activities that they might not have been able to access given their rural location and financial limitations, for example attending the Darling Downs Zoo.



Luke's Place Kilcoy operates from the Kilcoy Memorial Hall

Clients participate in a weekly carwash, COVID restrictions permitting. All monies raised going to support the Community Garden established by ALARA, which is located at the Stepping Stone Community Centre, Heap St, Esk. Clients attend to the gardens on a regular basis and working bees are held at the gardens during school holidays and they are well supported by local community members.

Luke's Place Esk has been well known for the quality of their cooking programs and hospitality for numerous years. This year they had the pleasure of displaying their skills catering for the SES Christmas Party (Esk Branch). This function was held on the 9th December at the Esk Centre. In preparing for this event clients and staff worked to develop their skills in safe food handling, etiquette and serving techniques. They prepared the food in the centre kitchen and on the evening they served meals for nine guests. The team also catered for the SES Somerset Region Dinner which was held at Anglican Church Hall Esk on 11th December 2022 with 90 people in attendance.

Monies raised through these events are used to support Luke's Place Esk program initiatives.

Luke's Place Kilcoy (LPK)

Luke's Place Kilcoy commenced operation and welcomed its first clients on the 10th January 2022. The centre operates from the Kilcoy Memorial Hall in Kilcoy on Monday, Tuesday and Thursday each week. In total there are currently four clients attending centre each week. The focus for the centre has been on all clients and adapting programs and activities to suit all clients and enhance their engagement with their community.

Clients participate in the design of programming for the month with activities of their choice. Goals and activities have included:

- Social skills – attending outings on a weekly basis to places of interest to all clients, including Caboolture Pioneer Village, Art Galleries, Parks, Luke's Place Esk and other hospitality venues of interest.
- Health & fitness – attending the local pool and heated pool for aqua fitness, attending local dams and parks for outdoor fitness activities of choice, including walking and active sports.
- Cooking – cooking activities developing cooking skills and safe food handling, making dinner to take home and lunches, and also linking in with Luke's Place Esk to join in with the cooking program.
- Money Handling – developing money handling skills while attending opportunities within the community.
- Community Networking – while out within the local community, connecting with local art gallery, visiting the library, hosting visits from a local music group, visiting artists' galleries in the region, and visiting a local craft group.

A Morning Communi-tea was held for the whole community on 17 March 2022. In addition to introducing the service, the event included live music and poetry by local artists and fundraising for Shave for A Cure.

ALARA Qld has had a presence in the Kilcoy region providing in-home and community services for a number of years prior to the commencement of the Centre. The Centre will allow us to further develop our footprint within the local community and we anticipate that this will be a growth area for our in-home, community and centre-based services.

Luke's Place Ipswich Area

During the 2021-2022 financial year, 152 clients received Ipswich centre-based services offered at Luke's Place Ipswich and Luke's Place Salisbury Road as well as through the Groups Program and Arts initiatives. Across all programs, despite the COVID restriction period, 49,020 hours of support were provided. This was a significant reduction on the previous year, which is attributable to COVID restrictions and the consequent suspension and redesign of services.

Each of our Ipswich locations 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 individualised schedule.

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

Luke's Place Ipswich area also runs group programs. Some of the programs are offered as a workshop series (ongoing and time-limited) and others are single events. These include:

- Fun Fit sessions facilitated by ALARA's personal trainer run twice a week with great results for participants. The group aims to assist participants to improve their level of fitness and stamina. The exercise regime is low impact and focuses on increasing flexibility and strength.



Programs at Luke's Place Salisbury Road during the year included Woodwork and Hobbyists workshops.

- A Ten Pin Bowling Group continued play weekly on a Saturday up to the COVID restrictions. The group are part of a League at Richlands Bowling All Stars. This group is committed to their league and as part of their activity aim to develop both their individual social skills and ability to work together as a team. An additional social bowling team has now started on a Thursday each week.
- The Tuesday and Wednesday Upcycling Furniture group continue to have positive outcomes, making items for themselves as well as items for others. They focus on learning new practical skills, social skills such as working in a group and building confidence to voice ideas within the group.
- The Thursday Upcycling Furniture group worked on larger take-home items and items to generate funds to pay for future projects. The group focuses on learning new skills – practical woodworking skills, coordination and fine motor skills and social skills, including working as a group and sharing ideas. The upcycling groups have completed various seating projects for everyone to enjoy at the centre.
- The ladies in the Up Cycling Fashion group have been busy sewing and repairing their own fashion items as well as making items to sell at Dingley Dell and ALARA Market days. Individuals in this group have again grown their skills significantly this year. The group focuses on developing practical sewing and design skills, fine motor skills, improving their social skills, working towards a common goal, budgeting and tracking trends in sales. The group continues to pursue their goal to attend the Quilting Show at the Brisbane Convention Centre or similar event.
- The Dance group has been highly successful with numbers returning after COVID restrictions were eased.
- Baking for the Community runs when COVID restrictions allow. All ingredients are donated by participants, families, staff and community members. Baked goods are provided to a range of recipients including local nursing homes, local community groups, homelessness services and local emergency services staff.



- The Give a Cook a Break groups work on preparing a meal or single course for their family. Groups operate both at Warwick Rd and Salisbury Rd centres. This activity gives participants the opportunity to improve their menu planning, road safety skills (walking to the shop), money handling and budgeting skills, safe food handling and hygiene, cooking and social skills. There is also an opportunity to make a contribution to their family.
- A new offering is the Breakfast Club which operates three mornings a week. This ensures participants have a healthy breakfast and learn about cooking and nutrition before heading off to another activity
- Three Ladies groups run on different days and a Men's group on a Friday.
- Tinkers groups run on Mondays and Tuesday. Group members are supported to "tinker" on a range of projects – everything from wood work to ceramics, Steam Punk to artistic repurposing of Tenpin bowling balls.
- A number of workshop series ran through the financial year, such as Let's Go Surfing (in collaboration with the Disabled Surfers Association Gold Coast), card making and fishing activities.

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

- A Gardening group continues on a Wednesday and has focused on planting and nurturing additional fruit trees and nasturtiums throughout the garden area.
- A Thursday night social group meets regularly and allows people to share their interests and experiences.

Dingley Dell Arts Programs

ALARA provides a range of arts programs at the Dingley Dell Gallery. Each group offered has a different focus and offers opportunities for involvement at different skill levels and for a range of arts mediums.

The Gallery also displays the work of ALARA and other local community artists and artisans, selling work on a commission basis. It is open to the public Tuesday to Friday.

Popup markets were held on the first Saturday of every month other than during the period of time that the Gallery could not operate due to COVID restrictions. Popup markets again profile the work of ALARA and other local artists and artisans as well as generate funds to support the operational costs and resourcing of the Gallery.

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

The "What's in Art" Social Arts Group has continued to meet at Dingley Dell on a Wednesday and Thursday with both regular and drop in artists. They support one another to learn about a range of artistic mediums. Currently there are seven members of this group working on joint and individual projects.

A "My Art" group met on a Friday at the Gallery at the start of the financial year but due to COVID has now evolved into individual bookings of the space for our artists who wish to spend time on their art and further develop their skills.

Work has been progressing on a mosaic wall in the carport area with a plan on completion to host an event to showcase the area and thank all those who have donated time and materials towards the wall.



Donation from the Laidley Support Group

ACTIVITIES PROGRAM

ALARA Activities operates a diverse program focused on recreation, trying new things and broadening friendship networks. Activities run in the financial year were modified to ensure adherence to social distancing requirements and other COVID-safe precautions. ALARA produces an Annual Activities flyer and a Getaway flyer which are distributed to ALARA clients and staff. Information about upcoming events can also be accessed via the ALARA website and ALARA Facebook page. In August of 2021, a dedicated ALARA Activities Group Facebook page was made. It currently has 142 members. Photos are posted after each Activity and Getaway.

Regular programs include:

Exercise and Healthy Lunch Group

A group of ladies come together once a week with the goal of improving their fitness levels. The group have been making the most of local exercise parks and walking tracks in the area. The ladies pack a lunch most days having a bought lunch once a month.

Klub ALARA

Klub ALARA and Party Klub ALARA are monthly groups for adults who want to catch up with their friends. Each group meet once a month on a Friday night. Often birthdays and other achievements are celebrated.

Party Klub ALARA is primarily for younger participants (17- to 30-year-olds) and has a very active party atmosphere with lots of dancing and singing. The group is very photogenic, they enjoy sharing and seeing the photos from the night on the ALARA Activities Facebook page.

Klub ALARA is a quieter evening for the participants to catch up for a chat and a dance. Everyone enjoys catching up over a meal.

Each month has a theme for the evening and participants enjoy dressing up to the theme. Popular themes have been the Grease Party, Formal night, Hollywood, Hawaiian night, 80's night, Halloween and Red for Romance.

Social Groups

There were 20+ Social Group activities in the financial year. The socials are organised for over 18's as well as others for the under 18's.

When possible, we support participants to use public transport to and from the activity, both to build skills and reduce costs for participants. The group has attended local animal parks, museums, theme parks, festivals, country pubs and local clubs for a meal and dancing, picnics at various locations, as well as Christmas celebrations. Throughout the year, Bingo and Trivia Nights are also held at Warwick Rd and the State of Origin Nights, which are always well attended.

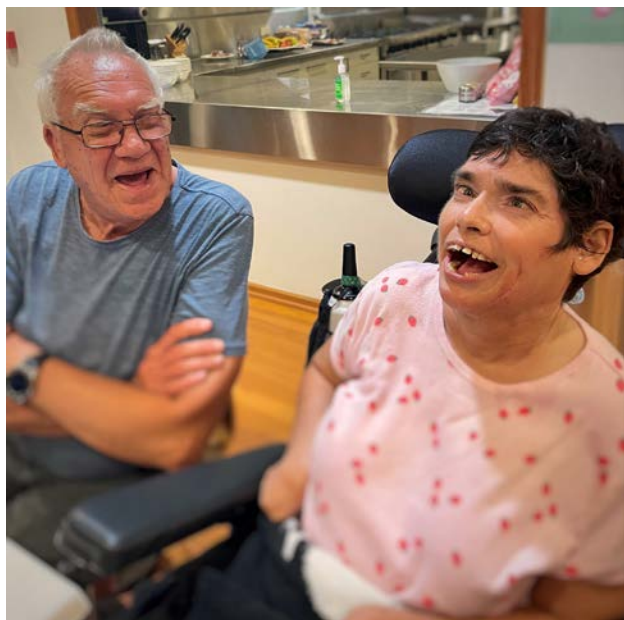
Social Bowling, Bingo and Dinner and chats are extremely popular. We alternate each month as each activity appeals to different individuals. Community connections have been made with venues such as CSI and iPlay Riverlink.

Getaways

Getaways provide a holiday away with friends and an opportunity for people with a disability to engage in exciting new activities. They also provide carers the opportunity for a break.

During the financial year the following Getaways were conducted:

- Possum Park Getaway August 2021. A small group set out to Possum Park enjoying the travel out to Miles. They learnt about the history of the area they had travelled to.
- Gold Coast Rec Centre Junior Getaway September 2021. The Under 18's enjoyed all the activities on offer at the Gold Coast rec centre. The group spent 3 days together, giving them plenty of opportunity to build friendships.
- Brookfield QCCC Getaway November 2021. The group enjoyed the pool and basketball court. The group stayed two nights, enjoying a Trivia night and Disco night on site.



Relaxing at the Boonah Getaway, March 2022

- Boonah Relaxation Getaway March 2022 staying at The Outlook in Boonah. The group enjoyed working on some Art projects over the three days at a venue they felt very comfortable at. Boonah remains the favourite Getaway location for many.

- Camp Duckadang Getaway March 2022 was an active getaway with team-building activities. A group of young adults all enjoyed the stay.
- Stradbroke Getaway May 2022 was an Island getaway. Plenty of public transport was used. The group enjoyed the ferry across and the bus on the Island.

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

Out and About Group

This group was established in 2021 to meet the needs of participants in their first few years out of school. It is based at the Raceview Congregational Church Hall. The group focus is on developing independence and life skills. The group meet 3 days a week and do cooking, shopping, exercise, volunteer at Meals on Wheels and access public transport in the community.

Members enjoy planning ahead and trying new experiences together.

ALARA Cruises

Unfortunately cruising could not occur during the financial year because of the COVID pandemic.

Teenagers Learning and Life Skills Group

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

Some of the skills they have been working on are cooking, money-handling and budgeting, road safety, fundraising projects, research in the library and online, teamwork, decision-making and working in a group and learning basic sign language. The group enjoy sharing their achievements on the ALARA Teenage Facebook Page (a members only page).



Getaway to camp Duckadang

ALARA Holiday Program

Each school holiday we have had an action-packed program with a mixture of day trips and in-days available to school-aged children. Unfortunately, due to the presence of COVID in the community, our groups have been smaller in size than past years. Popular activities have been theme parks, trips into the city via public transport, picnics out in the community, art and craft sessions in the centre, cooking, and nights at the Drive In.

SUPPORTED INDEPENDENT LIVING (SILS)

During the financial year the organisation commenced support for an individual with SILS funding living in privately rented shared accommodation with a friend who is also in the process of applying for SILS.

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.

COMMUNITY COLLABORATIONS AND PARTNERSHIPS

The ALARA Jets Team

This collaboration with the Ipswich Jets is the result of a great idea and initiative of Grant Fullarton, a service participant with a passion for rugby league football. The ALARA Jets team train with members of the Ipswich Jets and other community members. There are currently 20 registered players. They are supported by a team of coaches made up of two volunteers and three staff members.

The team continues to train on a Thursday afternoon from 4 to 5.30pm at Limestone park with 14 to 18 players attending training.

Monday night Touch Rugby League (TRL) games continue to be played at Grange Road field with 9 to 11 players attending, playing against other local teams.

Wednesday nights TRL game's locations have changed due to flooding of fields this year.



The ALARA Jets team train with members of the Ipswich Jets and other community members. They are supported by a team of coaches made up of two volunteers and three staff members.

During the financial year playing shirts were updated to include new sponsors. The sponsors are:

- Articulate Framing
- Limestone Dental Group
- Body Smart Health
- DCA Mentoring supports
- Pennywise
- EPMS
- TRL
- And one new sponsor Challenge Employment and Training

A morning tea was held on the 3rd of December 2021 to unveil the new shirts and meet and thank the sponsors.

TRL has continued to support the team with a 50% discount for every set of 10 fixtures/games. This occurs 4 times a year (Spring, Summer, Autumn and Winter).

TRL also had a Charity Cup day on the 9th April 2022 raising \$1,500 for the ALARA Jets team.

During the financial year ALARA Jets football team members and ALARA artists attended the Challenge Invision Festival at the Redbank Employment Centre. Team members played a friendly game against engineering students while the artists sold a number of pieces.

The end of year BBQ in the Park presentation was held on the 9th December 2021 at Limestone park with all the players attending.

The ALARA Darts Team – ‘Respect da Bull’

The ALARA Luke’s Place Darts Team train and play each Monday at the West Moreton Darts Association. The team are trained by members of the West Moreton Darts Association Committee.

While COVID restrictions were in place, members of the group temporarily met and play darts at Luke’s Place Salisbury Road; however, they are now back training at this venue. As at June 30th 2022, nine players were attending regularly.

Siblings Network

The Ipswich Siblings Network aims to operate as a combined initiative with other local community groups. The Ipswich Siblings Network provides opportunities for children with a sibling or relative with a disability to meet other siblings, share experiences and make friends. The group meet a few times a year.

In September 2021, the group enjoyed a day at iPlay Riverlink. The group played ten pin bowling and arcade games followed by lunch and then a movie. This was great day out for all.

Over the Christmas school holidays the Siblings joined in with the Holiday Program on a day out to Movie World. This gave some of our ALARA families the opportunity to send all their children for a full day out (and finish some Christmas shopping). Breaking off into smaller groups the siblings spent the day making the most of Movie World going on plenty of rides. The groups were very supportive of each other and met up for lunch in the middle of the day.

Siblings Network participated in the Ipswich Orchid and Bromeliad Societies Garden Spectacular, which this year donated \$3,975 to the Siblings. ALARA holds funds generated through fundraising on behalf of the Network.

SERVICE PROMOTION AND COMMUNITY AWARENESS

EXPOS and Community Events

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

- monthly Sausage Sizzles in Esk when permitted under COVID restrictions
- Sausage Sizzles and Book stall at the Lockyer Markets
- recruiting events held locally
- presentation at YMCA Springfield to Challenge students wishing to work in aged care and disability
- Challenge Employment Information Day
- Seniors Expo at Ipswich Showgrounds.

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

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

- LASA Home Care Group Meetings
- Wivenhoe Job Match Project
- Ipswich Siblings Network
- QAMH Members Forums
- Brisbane Valley Interagency Meetings
- Wivenhoe Jobmatch Project
- Job Match Disability and Aged Care Program Working Group
- 30 Mob Online
- NDSP Networking Event
- Disability Housing Open Day – Leichardt
- Disability Expo Brisbane
- YMCA Springfield (Challenge event) presentation to students

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

- NDS – National Committee on Workforce (CEO)
- NDIS National Workforce Research Project – Advisory Group (CEO)
- National Disability Services Care Workforce Labour Market Survey
- NDIS National Workforce Plan for 2021-2025 Joint Standing Committee Submission
- Defend our NDIS – Queensland Regional Online Community Rally
- Monthly Support Coordination Team meetings – face to face and via TEAMS
- Tour of Challenge Property at Collingwood Park
- Esk Kindy – Winangali Tribe Smoking Ceremony



Kilcoy Morning Communit-tea

EVENTS

SENIORS MORNING TEA

ALARA hosted a Seniors Morning Tea at the Ipswich North Reserve on the 5th October 2021 as part of the Seniors Week event calendar. Around 100 people attended. This was partly funded by a successful grant application through COTA. The guest speaker was Brian Herd, a leading expert in elder law with local group Miner Chords proving entertainment. The session focused on providing participants with essential information to assist in planning for the future, including wills, trusts, enduring power of attorney and advanced care planning.

IPSWICH WOOD CRAFT SOCIETY PRESENTATION

On the morning of the 8th October 2021, Luke's Place Ipswich hosted members of the Ipswich Woodworkers Society Inc who had made a number of items for use in craft sessions as well as gifts for carers and aged care clients.

KILCOY MORNING COMMUNIT-TEA

An ALARA Morning Communit-tea event was held on Thursday, 17th March 2022 at the Kilcoy Memorial and Cultural Hall. The event was an opportunity to invite the community to experience a morning at the Kilcoy centre and learn about ALARA and our services. Key ALARA staff were available to also discuss service options, including Support Coordination and Aged Care.

The morning included bush poetry and singalong by local musicians, games and activities as well as information stands from local allied health professionals. Nicola, our Kilcoy Facilitator, braved her head being shaved in support of the World's Greatest Shave!

ANNUAL ALARA CHRISTMAS PARTY

Unfortunately, we were again unable to hold the annual ALARA Christmas Party because of ongoing COVID restrictions on the size of group gatherings. As an alternative, a range of smaller events were held in centres and in conjunction with various activities across the organisation.

FUNDRAISING EVENTS

Salisbury in Spring

'Salisbury in Spring', an annual event held at Luke's Place Salisbury Rd in September, was unfortunately cancelled this financial year because of COVID restrictions. This market day normally provides an opportunity for local artists and crafters to display and sell their work as well as a range of hands-on arts experiences for children and adults.

Dingley Dell Pop-up Markets

Dingley Dell Pop up markets are held at the Gallery on the first Saturday of each month. The markets profile the work of Dingley Dell artists and artisans from our local community. Unfortunately due to COVID restrictions, the event had to be cancelled in some months; however, they continue to gain momentum and community interest.

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

STAKEHOLDER PARTICIPATION

Throughout 2021-2022, ALARA has continued to look at ways to enhance client and carer involvement in the organisation.

ALARA has, for example, client/carers representation on its Workplace Health and Safety Committee.

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

CLIENT SATISFACTION SURVEY

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

WORKFORCE DEVELOPMENT

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

RECRUITMENT

During the financial year targeted recruitment of support workers occurred to meet client need. Several new support staff were engaged as an outcome of our involvement in the Wivenhoe Jobmatch Project.

As at 30 June 2022, ALARA employed 246 people of which 210 were employed in a support worker role.

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 relevant industry qualifications.

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

Staff undertake a range of online training courses through the Staff Portal and the GO 1 Learning platform. In addition to a range of mandatory training, staff have access to around 360 short courses. NDS's Zero Tolerance e-Learning is offered via Go1 and is mandatory training for all staff. This training aims to embed a culture of Zero Tolerance of abuse, assault, neglect and exploitation of people with a disability and children and young people across the organisation. During the year, ALARA has added to training offerings available through GO1 to enhance both staff knowledge and understanding in NDIS and aged care streams.

During the financial year, several staff commenced their Certificate 3 or 4 in Disability, Individual Support or Aged Care through ALARA's collaborations with training providers.

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

- NDS Qld Fast Facts

Relevant staff participated in the following information or training sessions:

- Maintenance Manager Super User Refresher
- Maintenance Manager User Training
- BDO – Impairment testing and Going Concern (Cashflow Forecasting)
- Aged Care Online Portal training



- Proteus Leadership – Leading People and Culture
- RMIT – Recognising and Responding to Sexual Violence
- Behaviour Support and Restrictive Practice Training for Team Leaders
- Aged Care Case Management Training
- Responding to vaccine hesitancy in the Disability Sector in Queensland
- CHSP Extension 2022-2023
- Attaché/Access Pre-Upgrade checks for Version 21
- Support at Home and Regulation Update
- Excel training for Administration staff
- Webinar – Individualised Living Options – Community Resource Unit 06.10.21
- DSC - Transitional Pricing versus Apportioned Pricing
- NDSP Webinar – SDA
- NDIS SIL Operational Guidelines Information Session

Two facilitators completed their Certificate IV Training and Assessment.

A number of staff completed Personal Care Training provided by Spinal Life including training for PEG Feeding, Medication and Personal Care competencies.

STAFF SURVEY

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

STAFF AWARD RECOGNITION

The Staff Awards night was held at Luke's Place Salisbury Rd on 27 May 2022 to recognise the long service for 19 staff. The event was attended by staff receiving an award and their friends and families.

EMPLOYEE ASSISTANCE PROGRAM

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

WORKFORCE MATTERS

SALARY PACKAGING

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

SINGLE TOUCH PAYROLL

Single Touch Payroll (STP) is a government initiative aimed at streamlining business payroll reporting obligations. Employers such as ALARA commenced reporting under STP from 1 July 2018. This reporting mechanism means that we report employee payments (such as salary and wages, allowances, superannuation) and PAYG withholding to the ATO through our payroll software at the same time we pay employees.

PORTABLE LONG SERVICE LEAVE (QLEAVE)

The Queensland Government passed legislation to establish a new portable long service leave scheme available for community services workers, effective from 1 January 2021.

ALARA now reports balances to Q-Leave each quarter, together with a Levy based on 1.35% of workers' ordinary wages paid during the return period. ALARA can claim reimbursement from QLeave for some, or all, of the payment made to the worker for service that is recorded with QLeave from 1 January 2021 onwards.

COVID-19 MANDATORY VACCINATIONS

ALARA commenced mandatory reporting both to the Federal Department of Health and the NDIA on the vaccination status of staff.

On 10th November the Queensland Government released a public health directive mandating COVID-19 vaccination for all in-home and community aged care workers and well as staff and volunteers in health facilities. By December 2021 all in scope workers (staff and volunteers) were required to have two doses of vaccine. From that date, we were unable to roster workers who did not meet the requirements. Eleven staff terminated their employment or could no longer be offered work by the organisation. All current ALARA staff and volunteers meet mandatory vaccination requirements.

During the 2021-2022 period, 145 staff were eligible and received a COVID Booster Payment. Eligibility for this payment required that staff provided support under specific NDIS service types, rostered to supports that were eligible

ALARA again offered a \$20 subsidy for staff to obtain their annual flu shot. This was subsequently made free by the Queensland Government.

AGED CARE WORKFORCE BONUS

After a successful submission, we received a total of \$8,040 to pass on to 23 eligible support workers who worked with aged care clients in a sample period. They received various amounts dependent on the hours worked.

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 and actions taken as an outcome of incident investigations and identified trends throughout the year. Monthly updates are provided to the ALARA Board.

WORKPLACE GENDER EQUITY COMPLIANCE

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

In accordance with the requirement of the Act, ALARA QLD Limited is required to lodge its annual public report with the WGEA.

ORGANISATIONAL IMPROVEMENT AND INNOVATION

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

QUALITY ACCREDITATION

The NDIS mid-term audit is scheduled for 5th–6th October 2022 and planning is underway.

A full recertification audit against the Human Services Quality Standards was conducted on the 17th and 18th August 2021.

An audit was undertaken against the Aged Care Quality Standards by the Aged Care Quality and Safety Commission. ALARA is currently preparing a response and continuous improvement plan in relation to Standards 2,3,4,7, and 8. This was the first audit related to Aged Care since 2016 and has provided valuable feedback.

To streamline our requirement to comply with the different Quality Systems required by each of our funding streams, ALARA uses Standards and Performance Pathway (SPP). SPP is an online service for NGOs and service provider organisations, funding departments, assessors, and peaks. The system maps across the different sets of community services and health standards and streamlines preparation of evidence for quality standards assessment and compliance reporting.

TECHNOLOGICAL INNOVATION

This year, ALARA continued its data transformation journey, capitalising on cloud-based technologies as the foundation of business intelligence and reporting; and improving remote and collaborative working during the disruptions caused by the ongoing global pandemic crisis, through our IT replacement program and migration to the Microsoft Azure Server platform.

ALARA's business model relies heavily on IT infrastructure, both for users, whether local or remote, as well as for clients, suppliers and other industry and community contacts. ALARA will

continue to invest in technology over the next five (5) years to promote flexible working arrangements, and working towards a standardised, high-quality user experience regardless of location. As a result, in the new financial year, we will see investment in our end-user mobile technology replacement program, that will ensure compatibility with our systems' evolution and upgrades; and assist ALARA to maintain its competitive edge in the sector and enhance customer experience.

BUSINESS IMPROVEMENT

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

MEDIA

During the financial year there were again a number of positive articles and mentions in print media, radio and social media.

SOCIAL MEDIA

ALARA has an active Facebook presence through the ALARA QLD Limited page, the Dingley Dell page, Activities page (member only group page) and the ALARA Teenagers page (member only group page).

WEBSITE

The ALARA website is actively managed to reflect the services provided by ALARA and any important updates or news. It also provides access to the Staff Portal and Client Portal (currently for ALARA Plan Managed clients).

The website complies with Web Content Accessibility Guidelines 2.0 (WCAG), which is the world standard for accessibility and includes a BrowseAloud facility. This provides options for text magnification, text to speech, spoken translations in 35 languages and written translations in 78 languages. Work continued this year on enhancing the staff portal to streamline access to time and attendance, policies, procedures and frequently used forms as well as the staff email facility.

SUSTAINABILITY OUTCOMES

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

FUNDING

ALARA QLD Limited acknowledges the funding contribution and support of the Queensland Department of Communities, Disability Service and Seniors – Queensland Community Support Scheme and from the Federal Department of Health – Commonwealth Home Support Program, Disability Support for Older Australians and Home Care Packages.

We would like to thank both the central staff and local contract managers of each of our funding bodies for their assistance and support throughout the financial year. We would also express our appreciation for each of the funding bodies for the additional flexibility provided in use of funds or additional supports opportunities for clients through the COVID period.

ALARA also expresses its thanks to those individuals, carers and organisations who purchase services from ALARA.

STATE GOVERNMENT FUNDING

During the 2021-2022 year ALARA received a total of \$686,863 from the Community Care Branch of Queensland Department of Communities, Child Safety and Disability Services for the provision of in-home and community connection services under the Queensland Community Support Scheme (QCSS).

The QCSS provides support to people who, with a small amount of assistance, can maintain or regain their independence, continue living safely in their homes, and actively participate in their communities.

This current QCSS service agreement runs to 30 June 2023.

FEDERAL GOVERNMENT FUNDING

During the 2020-2021 year ALARA received a total of \$113,194.70 from the Department of Health for the Commonwealth Home Support program (CHSP) for the provision of domestic assistance, social support – individual and group social support services. This program supports people who are frail aged - 65 years or over (or 50 if Aboriginal or Torres Strait Islander). The grant agreement for these services has been extended until 30th June 2023. The transition to the new Support at Home program will now occur 1 July 2024.

In the same period, ALARA also received \$18529.26 from the Department of Health for the Continuity of Support Program and from 1 October 2021 \$415,021.87 under the Disability Support for Older Australians Program to provide continued supports for individuals previously funded by Disability Services (State) who were not eligible for the NDIS when it rolled out in our region because they were already aged 65 years or older. The current funding agreement for this service covers the provision of service until 31 December 2022.

Additionally, during the financial year, ALARA supported 32 individuals with Home Care Packages under the Consumer Directed Care Model (CDC).

LOCAL GOVERNMENT FUNDING

ALARA received the following financial support from Local Government in the 2021-2022 period:

Ipswich City Council Minor Grants Round

A grant of \$1000 was received from the Ipswich City to assist with the costs of the purchase of a refectory table for Luke's Place Salisbury Rd. This was to improve inclusion in activities for clients using wheelchairs or specialised bariatric chairs for seating at the table.

OTHER GRANT FUNDING

ALARA was successful in the Stronger Communities Programme Round 7 (Department of Industry, Science, Energy and Resources) for \$9000 towards a purchase of an accessible gazebo for the Luke's Place Salisbury Rd accessible kitchen garden. The construction of the gazebo could not occur during the financial year because of supply chain delays. ALARA wishes to acknowledge the support provided by the Hon Shayne Neumann (Federal Member for Blair) in obtaining this grant.

DONATIONS

A total of \$19,996.75 in monetary donations were received during the financial year to support the provision of ALARA services. This included:

- Payroll deductions of \$3,820 from the staff of the Visy Board Carole Park. As agreed with the donors, these funds are used to support Holiday Retreats and a small component of the funding is used to assist us to meet urgent needs that fall outside the scope of current funding arrangements.
- Laidley Community St. donated \$600 for ALARA manning the gate at the Chrome and Cutter Retro Festival.
- The Esk Community Op Shop made a generous donation of \$1000 for fuel for the Commuter to enable Esk participants to enjoy a wider range of activities.
- The Support for Laidley Welfare Group Inc. made a \$10,000 donation to Luke's Place Lockyer. These funds will be used towards renovations of the kitchen at LPL to improve accessibility.
- TRL donated \$1500 to support the ALARA Jets. These funds were raised through the TRL North Brisbane Charity Cup Day held on 9th April 2022.

The Lockyer Valley Community Disability Association (LVCD) purchased \$827.65 worth of power tools for the Lockyer centre. These were subsequently used by their "Everything Goes" garden group to raise funds for their group through making and selling timber Christmas garden decorations.

Donations for the Ipswich Siblings Group included:

- The Ipswich Orchid Society donated \$3,975.
- The Ipswich, Redbank, Goodna Ladies Lions Auxiliary donated \$200.

FUNDRAISING ACTIVITIES

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

FINANCIAL STIMULUS MEASURES

A one-off payment of \$413,289.43 by the National Disability Insurance Agency has been taken up as Accrued Revenue on the Balance Sheet as at 30 June 2022. This funding pertained to the additional costs of keeping participants safe during the COVID-19 pandemic, and some overhead costs incurred by providers during 2021-22 not previously taken into account.

These funds were physically received in ALARA Qld Limited bank account on the 16th of August 2022.

PROPERTY MATTERS

A Building Condition assessment was performed during the 2019-2020 financial year which has allowed ALARA to identify risk-based maintenance and renewal projects over the next 10 years.

ALARA uses a web-based maintenance management system which tracks maintenance requests status, electronic recording of hazard inspections, interaction with suppliers in workflow, and has the capability for reminders and alerts.

Storm damage occurred to the Warwick Rd ceilings in December 2020 was finally repaired after delays in negotiation with the insurer. The significant work required to the roof to rectify design issues that have contributed to damage in heavy downpours has been delayed because of supply chain issues related to building materials.

Key-less Door Security was added to all ALARA Ipswich buildings. This flexible, cloud-based, smart-access control solution enables central assigning to access to facilities and areas.

MOTOR VEHICLES

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

ALARA partners with SAGE Fleet in relation to fleet management. SAGE Fleet work exclusively with the not-for-profit sector to provide specialist advice and expertise with disposals, secure better purchasing discounts for new vehicles and fuel cards under the State Government's NGO purchasing arrangements. They have implemented GPS vehicle tracking for safety and fleet and driving performance monitoring, ensuring ALARA vehicles are driven efficiently and used appropriately.

FIRE SYSTEMS

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

INSURANCE

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



ACKNOWLEDGMENT OF SUPPORT

DONATIONS

INDIVIDUALS

D. OXLEY
E. SHAW
H. TRIEU
J. OLIVER
P. ANDERSON
P. NEUMANN
S. CARLSON
R. REEVES
R. HACKETT
T. COX
A. BROWN
J. BOULTON



GROUPS AND ORGANISATIONS

ESK COMMUNITY OP SHOP
LAIDLEY COMMUNITY ST CHROME AND CLUTTER
RETRO FESTIVAL
SUPPORT FOR LAIDLEY WELFARE GROUP INC.

DONATIONS FOR THE ALARA JETS TEAM

TOUCH RUGBY LEAGUE (TRL)

DONATIONS IN MEMORY OF KELLY CUMMINGS

MCMINN FAMILY

DONATIONS FOR THE IPSWICH SIBLINGS GROUP

A. PEARS
IPSWICH ORCHID SOCIETY
IPSWICH REDBANK GOODNA LADIES' LIONS
AUXILLARY

DONATIONS OF VOUCHERS OR TICKETS

COLES RIVERLINK
BOOVAL
SIGNET

ALARA JETS SPONSORS

ARTICULATE FRAMING
LIMESTONE DENTAL GROUP
EXECUTIVE PROPERTY MANAGEMENT SERVICES
BODY SMART HEALTH +
DCA – DISABILITY COMMUNITY AWARENESS
PENNYWISE IPSWICH
TOUCH RUGBY LEAGUE (TRL)
CHALLENGE EMPLOYMENT AND TRAINING

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

TRUSTS, FOUNDATIONS AND COMMUNITY GRANTS

IPSWICH CITY COUNCIL – MINOR GRANTS ROUND

DEPARTMENT OF INDUSTRY, SCIENCE, ENERGY AND RESOURCES - STRONGER COMMUNITIES PROGRAMME ROUND 7

SUPPORTERS

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

AGNES BROWN
ANGELA BROWN
ALAN COLE
ALARA ESK TEAM
ARTICULATE FRAMING (STEVE RAINBOW)
BERENICE ELLIOTT
BETH WAKEHAM
BILLY DIEHM (PASTOR RACEVIEW CONGREGATIONAL CHURCH)
BIZTOPIA
BJ THOMSEN
BODY SMART HEALTH +
BRAX CLEANING SERVICES PTY LIMITED (NAT AND SHAUN EASTE)
BREE CORBYN
CAROLYN KERR
CHERIE GRIBBIN
CLAIRE BOULTON
CLUB SERVICES IPSWICH
CHALLENGE EMPLOYMENT
CHRISTINE ELLIOTT
CHRIS HILTON
CHROME N CLUTTER RETRO FESTIVAL – LAIDLEY
COFF & CO BAKERY KILCOY

COLES - RIVERLINK
COMBINED WELLNESS SOLUTIONS IPSWICH
CORBYN FAMILY
COURTNEY SAMSON
CR. CHERYL GAEDTKE (SOMERSET REGIONAL COUNCIL)
DALLIS CLIFFORD
DANNY NEEDHAM
DCA – DISABILITY COMMUNITY AWARENESS
DEIRDRE BICKNELL
DEE REEDY
DELPHINE CAMPBELL
DISABLED SURFERS' ASSOCIATION (GOLD COAST)
DR. DESMOND NEUENDORFF
DWYER FAMILY
EBONY CORBYN
ELSA WHITE
EMMA THOMSON
ESK & DISTRICT KINDERGARTEN
ESK COMMUNITY OP SHOP
ESK GOLF CLUB
ESK LIONS THRIFT SHOP
EXECUTIVE PROPERTY MANAGEMENT SERVICES
FRANCIS PEPPER
FOREST HILL WOODCRAFTERS GROUP
FRIENDLY GROCER – ESK
GARY SCHAFFER
GATTON COMMUNITY CENTRE
GAYLENE SMITH
GINA WHITE
GIVIT
GRAND HOTEL ESK
GRANGE RD PHARMACY
GOOD 360
HAMBLETON FAMILY
HWL EBSWORTH LAWYERS
IAN CHAPMAN (ON BEHALF OF BERNIE BOYTER)
IPLAY IPSWICH
IPSWICH CITY COUNCIL
IPSWICH CITY COUNCIL WASTE MANAGEMENT
IPSWICH COUNCIL LIBRARY

IPSWICH MEAL'S ON WHEELS	MYLESTONES EMPLOYMENT IPSWICH
IPSWICH JETS RUGBY LEAGUE CLUB	NDS (QUEENSLAND STATE OFFICE)
IPSWICH TILE CENTRE (IVAN)	NARELLE SCHAFER
JACOB HAMBLETON	NATE BAKER
JAMIE WALKER	NIC BOS
JAN HILLE	NICK BOYD
JANICE ASH	NICOLE SWANSON
JESSE PALATINUS	NOELENE SCHULTZ
JIM MADDEN MP	PAULA WIELAND
JOAN THOMSON	PAULA HALSON
JOE REEDY	PAYTON FAMILY
JUDY DICKSON	PENNYWISE IPSWICH
JULIAN POOLE	PINTREX (PAUL AND TIFFANY)
KAZ NEWTON	QUEENSLAND FIRE BRIGADE – IPSWICH
KEVIN RUTHENBERG – CHAIRMAN BRISBANE VALLEY CONGREGATION	RACEVIEW CONGREGATIONAL CHURCH
KIAH LATHAM	RICHLANDS BOWLING ALLEY
LAIDLEY CRISIS CARE AND ACCOMMODATION CENTRE	ROSEALIE HATCHMAN
LESLEY ASHWORTH	RURAL FIRE BRIGADE – SOMERSET
LIMESTONE DENTAL GROUP	SES ESK
LINDA SHAW	SHAYNE NEUMANN MP (MEMBER FOR BLAIR)
LOCKYER VALLEY ARTS SOCIETY INC.	STACEY SOFRA
LIONS CLUB – ESK	SUPPORT FOR LAIDLEY WELFARE GROUP INC.
LOCKYER VALLEY COMMUNITY DISABILITY ASSOCIATION (LVCDA)	SOMERSET REGIONAL COUNCIL
LOCKYER VALLEY REGIONAL COUNCIL	SONIA HALL
LORRAINE BROUGHTON	SPINAL LIFE AUSTRALIA
LYN DICKSON	ST. VINCENT DE PAUL SOCIETY – IPSWICH
MARGARET LARSEN	STEPPING STONE HEAP ST ESK (COMMUNITY CONNECTION POINT)
MASSAGE AND HERBAL SPA - IPSWICH	STEVE EDWARDS
MEALS ON WHEELS –LAIDLEY	STEWART FAMILY
MELISSA MOREY	SUE WAKEHAM
MICHAEL HOWCROFT	TABEEL NURSING HOME
MICHAEL MUNT	TANIA MOORE
MICHEAL NEWMAN	TERRY LARSEN
MOVIEWORLD	THUNDERBIRD PARK
MURR'S CERAMICS	TOOGOOLOWAH BOWLS CLUB
	TOOGOOLOWAH GOLF CLUB



TOM MARSHALL
 TOMRA RECYCLING WEST IPSWICH
 TOUCH RUGBY LEAGUE (TRL) – IPSWICH
 TRACY JOHNSTONE
 TRISH DEAKIN
 TRISH GIBSON
 UNIVERSITY OF SOUTHERN QUEENSLAND
 V VOIGHT
 VISY – CAROLE PARK
 VIVIENNE & RON EMMANUEL
 WENDY PATTERSON
 WEST MORETON DARTS ASSOCIATION
 WINTER FAMILY
 WOONGOOROO ESTATE WINES (PHILIP AND GAIL
 CLOSE)
 ZOE CARTER
 30 MOB

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

VOLUNTEERS

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

Thank you



STAFF AWARDS

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



5-YEAR AWARDS

EVA TAL
DARRYL PALMER
KIRSTIE REAVES
DEAN JOHNSTON
DEMELZA FOUNTAIN
KATRIN SINGH
DIANE SMITH
BLAKE STEELE
SHANNON DIEFENBACH
ANITA MIDGLEY
PAUL DAVIS
CHERIE-LEE GRIBBEN
ROSALEE GALE
JEFF CAMPBELL

10-YEAR AWARDS

GRAHAM NUTTALL
MONALISA HARTMAN
GRAHAM FROST
MELLISA MCKLAREN
MAUREEN MURRAY
MICHAEL HOWCROFT
RUTH BLACKBURN
SAVE'U SAUVOA
ELSA WHITE

15-YEAR AWARDS

LEAH CORBYN
DEE PAYTON
TRACY JOHNSTONE

25-YEAR AWARDS

MARK DIAMOND
GAYLENE SMITH



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