



# ANNUAL REPORT 2022-23



## OUR VISION

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

COVER IMAGE: ALARA Jets training with Darren Lockyer  
ABOVE: Toni, Denita and Angela enjoying their Getaway to Coochiemudlo Island



# ALARA INFORMATION

## BOARD OF DIRECTORS

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

## AUDITOR

Ramsey and Associates

## CONTACT DETAILS

### Registered Office

8 – 10 Warwick Road  
 Ipswich Qld 4305

### Postal Address

8 – 10 Warwick Road  
 Ipswich Qld 4305

### Telephone

(07) 3817 0600

### Email

[alara@alaraqld.org.au](mailto:alara@alaraqld.org.au)

### Website

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

### Facebook

[www.facebook.com/ALARAAssociationInc](https://www.facebook.com/ALARAAssociationInc)  
[www.facebook.com/DingleyDellGallery](https://www.facebook.com/DingleyDellGallery)

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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# ANNUAL GENERAL MEETING

## AGM AGENDA

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### Welcome to Country

*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.*

# NOMINEES FOR BOARD OF DIRECTORS 2023/2024

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:

- Margaret Byrne
- Carolyn Ehrlich
- Cathy Wheeler
- Joanne Witt

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 2022

## MINUTES FOR THE ANNUAL GENERAL MEETING, ALARA QLD LIMITED, HELD 5TH SEPTEMBER 2022

**Attendees:** As per attached list

**Apologies:** As per attached list

**Proxies:** As per attached list

### 1. Opening

The meeting was chaired by Noelene Schultz (Director). At 7.03pm, Noelen Schultz 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.

### 2. Apologies and Proxies

The Secretary, Cathy Wheeler read the 11 member apologies, noting 8 proxies and 3 staff and 6 guest apologies (see attached lists).

### 3. Minutes of the Annual General Meeting 2021

Members were asked to review the minutes from the Annual General Meeting 2021.

**Motion:** *“That the minutes of the Annual General Meeting, held 6th September 2021, as printed, be accepted.”*

**Moved:** Noelene Schultz

**Seconded:** Robyn Hartfiel

**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 Noelene Schultz.

**Motion:** *“That the Chairperson's Report for the Year 2020–21 be accepted.”*

**Moved:** Noelene Schultz

**Seconded:** Margaret Byrne

**Carried!**

#### Treasurer's Report (including Directors and Audit Report)

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

The Meeting Chair asked that the Financial Report including the Directors and Auditors Report for the period ending 30 June 2022, as distributed to members present, be tabled and taken as read. There were no questions about the Financial Statement and Auditors Report.

**Motion:** *“That the Financial Report for the Year 2021–22 be accepted.”*

**Moved:** Phillip Bell

**Seconded:** Louise Horneman-Wren

**Carried!**

#### CEO's Report

The CEO's report was delivered by Judy Dickson.

**Motion:** *“That the CEO's Report for the Year 2021–22 be received.”*

**Moved:** Noelene Schultz

**Seconded:** Ray McMinn

**Carried!**

## 6. Election of Board of Directors

The following financial members – Phillip Bell, Louise Horneman-Wren and Diane Quinn having retired at the end of their two-year term as Directors have been nominated for a position on the Board of Directors. The nominations were checked and certified to be in order by the Chief Executive Officer Judy Dickson.

There were no further nominations for these positions to be determined, so the three candidates having been nominated and eligible were automatically appointed to the positions for which they have nominated.

## 7. Recognition Awards

The CEO, Judy Dickson announces the following staff longevity awards. It will be determined how best to celebrate the long service awards later in the year dependant on COVID restrictions in place at the time.

### 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 Gribbin  
 Roselee Gale  
 Jeff Campbell

### 10-year Awards

Graham Nuttall  
 Monalisa Hartman  
 Graham Frost  
 Mellisa McKlaren  
 Maureen Murray  
 Michael Howcroft  
 Ruth Blackburn  
 Save'U Sauvao  
 Elsa White

### 15-year Awards

Leah Corbyn  
 Dee Payton  
 Tracy Johnstone

### 25-year Awards

Mark Diamond  
 Gaylene Smith

## 8. Date of Next Meeting

The date of the 2022/2023 Annual General Meeting to be set for Monday, 4th September 2023 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 7.41pm.

Noelene Schultz

Cathy Wheeler



## ATTENDEES A.G.M. HELD 5<sup>TH</sup> SEPTEMBER 2022

### Life Members

Robyn Hartfiel  
Ray McMinn  
Cathy Wheeler

### Members

Phillip Bell  
Margaret Byrne  
Diane Quinn  
Louise Horneman-Wren  
Michael Munt  
Noelene Schultz

### Proxies

Agnes Brown – appointed Cathy Wheeler  
Jo' Witt – appointed Cathy Wheeler  
Kevin Hartfiel – appointed Robyn Harfiel  
Sally McMinn – appointed the Chairperson  
Barbara McMinn – appointed the Chairperson  
Shirley Schostakowski – appointed the Chairperson  
Gerard Schostakowski – appointed the Chairperson  
Stephen Schostakowski – appointed the Chairperson

### Staff

Judy Dickson  
Kirstie Reaves  
Narelle Schaffer  
Iain Smaill

### Guests

Mr. Jim Madden – State member for Ipswich West  
Cr. Jason Cook – Lockyer Valley Regional Council  
Cr. Andrew Fechner – Ipswich City Council- Div. 3

## APOLOGIES

### Life Members

Agnes Brown  
Ian Morley  
Lyn Stewart  
Jo' Witt

### Members

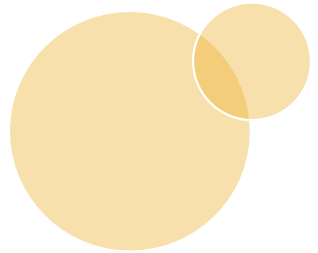
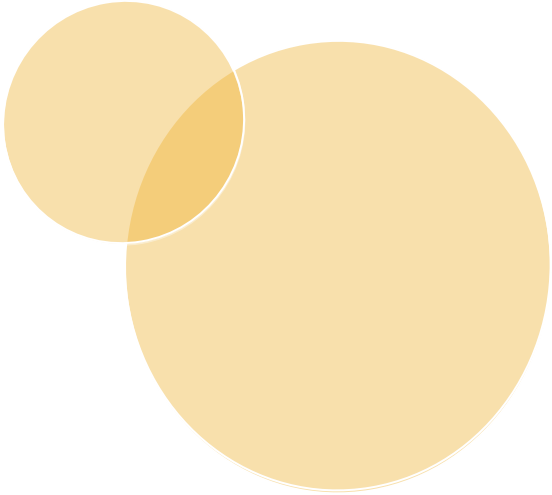
Kevin Hartfiel  
Barbara McMinn  
Sally McMinn  
Anne Ruthenburg  
Stephen Schostakowski  
Gerard Schostakowski  
Shirley Schostakowski

### Guests

Hon. Milton Dick, MP – Member for Oxley  
Mayor Teresa Harding – Ipswich City Council  
Mr. Lance McCallum – State Member for Bundamba  
Mr. Jim McDonald – State Member for Lockyer  
Mayor Tanya Milligan – Lockyer Valley Regional Council  
Cr. Sheila Ireland – Ipswich City Council

### Staff

Michael Howcroft  
Terry Larsen



# KEY STRATEGIC AREAS & OUR VALUES

## INDIVIDUAL & COMMUNITY OUTCOMES

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

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

**Outcome 3:** Opportunities created for clients to have valued roles in their community.

**Outcome 4:** A high level of safe and effective personal and clinical care.

**Outcome 5:** Management, reporting and analysis of high impact, high prevalent risks.

**Outcome 6:** Recognised leader in the provision of quality innovative services for people with a disability and their family.

**Outcome 7:** New, improved and diverse service options.

## WORKFORCE DEVELOPMENT

**Outcome 1:** An energised, proactive, self-initiating workforce responsive to the changing needs of clients and ALARA.

**Outcome 2:** A trained, skilled and stable workforce.

**Outcome 3:** A valued workforce supported to achieve the vision of ALARA.

## ORGANISATIONAL IMPROVEMENT & INNOVATION

**Outcome 1:** Systems and infrastructure addressing current, emerging and diverse needs.

**Outcome 2:** Innovative responses to need.

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

**Outcome 4:** Services are responsive to changing need.

## SUSTAINABILITY 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.

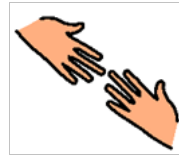
**Outcome 4:** Financial viability and sustainability.

**Outcome 5:** Effective management of the impact of operations on society and the environment.



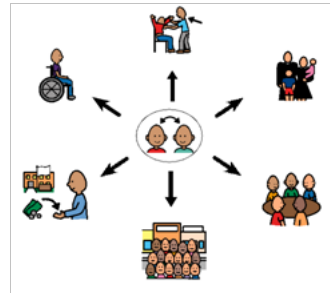
### VALUE 1: PERSON FOCUSED

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



### VALUE 2: RESPONSIVE

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



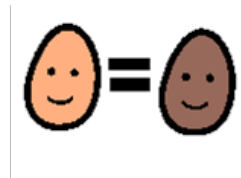
### VALUE 3: PARTNERS

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



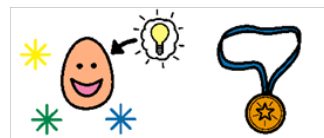
### VALUE 4: SAFETY

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



### VALUE 5: RESPECT

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



### VALUE 5: EXCELLENCE

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

# CHAIRPERSON'S REPORT



ALARA QLD Limited has achieved thirty-two years of service to the communities of Ipswich and surrounding areas and it is with great pride I present the Chairperson's report for the 2022-2023 financial year.

Over the last twelve months we have slowly emerged from three difficult years marked by both pandemic and natural disasters. This financial year has however not been without its own challenges. Both the aged care and disability sectors have experienced significant workforce shortages. The cost of living and operating has spiralled, especially fuel and energy costs that are essential to the delivery of services. Supply chain issues have added to the time for completion of key maintenance projects and to the complexity of maintaining stocks of essential supplies. Wages which form the largest part of the organisation's expenditure have significantly risen and there have been several changes in the industrial landscape and regulatory and compliance requirements requiring policy and procedural changes.

Despite these challenges I am proud of the way that the organisation has continued to deliver on its Mission "to enrich the lives for people who access our services through the provision of quality support, facilitating meaningful connections and contributing to the creation of inclusive communities". I would like to acknowledge the commitment and professionalism of each staff member who have taken these challenges in their stride and found innovative ways to continue the support of our clients and families.

Once again, the role of the Board in plotting a clear strategic direction and ensuring the ongoing viability and sustainability of the organisation cannot be underestimated.

This year the Board in addition to its ongoing monitoring schedule has undertaken significant

**"The organisation has continued to deliver on its Mission."**

work in a number of areas including:

- Enhancing corporate and clinical governance to ensure quality services for our clients
- Ensuring our Board composition has the right skill mix for both effectiveness and to meet accountability requirements in relation to various funded programs
- Reviewing the organisational leadership structure and roles
- Enhancing our risk management framework

I would again like to express my appreciation for the expert contribution and the time commitment given by all our Board Directors and acknowledge that these are unpaid voluntary positions.

Again, thank you to the clients and families who choose ALARA as their service provider and to our community who collaborate with us.

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 creating new opportunities for the people we support.

I look forward to the year ahead with a renewed and continued focus on sustainability and making a positive difference in the lives of the people who access our services.

**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 2023:



**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.



**Carolyn Ehrlich – Director**  
*B Hlth Sc (Nursing), Grad Dip  
 Primary Health Care, Masters  
 Advanced Practice (Community  
 and Primary Health Care) Hons  
 1; PhD*

Carolyn joined the ALARA QLD Limited in 2023. Carolyn has extensive clinical and

community experience as a Registered Nurse. More recently, and up until her retirement in 2022, Carolyn has worked as an Academic Researcher in the areas of disability and rehabilitation. Carolyn has published extensively in peer reviewed journals in the areas of implementation, normalisation, nursing, disability and rehabilitation. Carolyn has volunteered in several community organisations that aim to support people across life stages. Carolyn brings to the board career and leadership experience across acute and community organisations that provide health and wellbeing care and support for people across the lifespan, in both clinical and academic capacities.



**Phillip Bell – Treasurer and Board Director**  
*CPA; FAIM*

Phillip joined the ALARA Board in 2018. He is currently a Regional Manager of the Bendigo Adelaide Bank. He has previously held Senior and Executive Leadership roles in a

diversity of sectors including Education, as the CEO of the Ipswich Chamber of Commerce and Industry, CEO of the Ipswich Hospital Foundation, 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.



**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.



**Noelene Schultz – Director**  
*RN. (Retired)*

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.

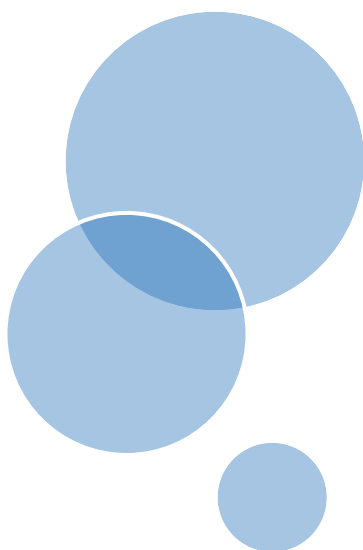


**Louise Horneman-Wren –  
Director**

*BDSc 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 2022 - 2023 year.**

The 2022- 2023 year was again challenging and difficult for human service providers.

Workforce and skill shortages have continued and are growing both for the disability and aged care sectors. Rural areas are under particular strain. While most restrictions related to COVID-19 Public Health orders were lifted in the later part of 2022, absenteeism as a result of COVID and other respiratory conditions have continued to have an impact on the complexity of ensuring service continuity.

ALARA continues to respond to the recruitment challenge through locally focused recruitment campaigns and collaborative working relationships with local employment and training providers.

As with other providers, ALARA has faced increased costs in relation to compliance.

This financial year saw changes in the NDIS and Aged Care regulatory environment, increased complexity related to claiming and a range of industrial and human resources changes impacting on the costs of service delivery. Policies and procedures, processes and training have been required to respond to a host of changes.

Added to this has been the significant increase in costs across a range of fronts with the continuing increase in the price of fuel creating an added consideration in the deliver services in the regional and rural environment in which we operate.

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



**Judith Dickson, ALARA's CEO**

key strategic areas – Individual and Community, Workforce Development, Organisational Improvement and Innovation and Sustainability Outcomes. Despite the conditions in which we are operating, the report reflects a range of new service initiatives and opportunities created for our client group.

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  
ALARA QLD Limited

“Despite the conditions in which we are operating, the report reflects a range of new service initiatives and opportunities created for our client

## 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 938 clients and their families and carers. In total, across all revenue types and despite the challenges created by COVID 19 we provided 348,959 hours of support.

The following is an overview of services provided by ALARA in the 2022-2023 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 768 people through their NDIS Plan (NDIA Managed, Self-Managed and Plan Managed) with individual support, group or centre based activities.

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

ALARA’s NDIS Plan Management services gives individuals the benefits of self-management without the financial, administrative and coordination workload. ALARA provides a range of financial and service intermediary services. During the financial

year 137 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 145 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 125 people in the Ipswich, Lockyer and Somerset areas through the Queensland Community Support Scheme (QCSS) through the provision of 10,981 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 43 older persons through this program providing 3038 hours of individual social support, domestic assistance and social support – group 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 55 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 2022/2023 financial year, 2 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:

- 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.
- 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



Enjoying the summer with a day out at the beach.

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 Week 1 have a Bowling Group and there are discussions underway to have shirts printed for the group. Thursday Week 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. They also run the BBQs and stalls at the Laidley Markets every Friday.
- The Mix and Mingle Group run on a Saturday Week 1.

A further \$20,000.00 was donated by the Laidley Welfare Group Inc. to go towards upgrading the kitchen at the Lockyer Centre. This has truly been appreciated by the clients of Lockyer.

The clients and staff of Lockyer worked hard and entered a float in the Spring Carnival in September. We were fortunate enough win first place in the Community Category. A fun time was had by all.



ALARA Lockyer participated in fundraising for the Biggest Morning Tea. We held a Crazy Sock Week, a Movie Under The Stars evening, a raffle with prizes donated from local businesses and a morning tea. We had such great support from the community and successfully raised \$1,901.05 for the Cancer Council.

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 are running. They have raised \$5,446.00 during the financial year. 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 2022/2023 the Esk Centre has continued to operate for three days a week based at the Lutheran Church Hall in Esk. Supports provided for clients throughout the week have included centre and community-based services. In total, 10 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 skills.
- Money Handling – Developing skills whilst attending shops within the community e.g., food purchasing for cooking.

**Lockyer entering a float into the Spring Carnival in September 2022.**

- Skill Development – Arts and crafts, paper brick making and woodworking.
- Community Networking- 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, Southbank, Bribie Island and the Esk Show.

The focus for this financial year was again 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 feeding 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.

Clients participate in a weekly carwash. All monies raised go to support the Community Garden established by ALARA which is located at the



**Our Social Group having a great time at Dreamworld.**

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 9 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 LPE program initiatives.

#### **Luke's Place Kilcoy**

The Kilcoy Group has their base at Memorial Hall in Kilcoy and have group activities on Monday, Tuesday and Thursday each week. In total, there is currently 4 clients attending centre group each week. The focus for the group has been on adapting programs and activities to suit all clients and enhance their engagement with their community.

All clients participate in contributing to programming

for the month with activities of their choice. By doing this there has been an increase in client participation in social activities including:

- **Social Skills** – Attending outings on a weekly basis to places of interest to all clients including art galleries, parks, coastal regions, Luke’s Place Esk & Ipswich, Dingley Dell and other hospitality venues of interest.
- **Health and Fitness** – Attending 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 skills, making dinner to take home, making lunches and also linking in with Luke’s Place Esk to join in with cooking program.
- **Money Handling** – Whilst attending opportunities within the community developing money handling skills.
- **Community Networking** – Whilst out within local community connecting with local art gallery, visiting library, visits from local music group, visiting artist’s galleries in the region and local craft groups.

ALARA Qld has had a presence in the Kilcoy region for a number of years prior to the commencement of the Centre. We are continuing to expand our footprint within the local community.

### **Luke’s Place Ipswich Area**

During the 2022/2023 financial year, 148 clients received Ipswich centre-based services offered at Luke’s Place Ipswich and Luke’s Place Salisbury Road as well as through the group programs and arts initiatives. Across all programs 52,316 hours of support were provided.

Each of our Ipswich locations lends itself to different types of programs and activities. Accordingly, on a quarterly basis, participants 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 a client 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 & Hobbyists workshops.

Luke’s Place Ipswich area also run group programs. Some of the programs are offered as a workshop series (ongoing and time limited) and others are single events. Programs 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.
- **The Ten Pin Bowling Group** continued play weekly on a Saturday. The group are part of a league at Richlands called Bowling All Stars. The group is committed to their league and as part of their



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

activity aim to develop both their individual social skills, their ability to work together in a team and to improve coordination and time management. An additional social bowling team has now started on a Thursday each week.

- The Tuesday and Wednesday Upcycling Furniture Group continues to have positive outcomes, making items for themselves as well as items for others. They focus on learning new practical skills and 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 to generate funds to pay for future projects. The group focuses on learning new skills such as practical woodworking skills, coordination and fine motor skills and social skills including working as a group and sharing ideas. The upcycling groups have sold several deck chairs and bench seats to the public.

- The ladies in the Upcycling Fashions 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 have welcomed new forms of dance and dance culture to their repertoire.

- The Baking for the Community continues to be a popular activity. All ingredients are donated by participants, families, staff and community members. Baked goods are welcomed by a range of recipients including local nursing homes, local community groups, homelessness services and local emergency services staff.

- The Give a Cook a Break is a late afternoon activity, with participants preparing a meal and dessert or single course for their family on a Friday afternoon. Groups operate at both Warwick Road and Salisbury



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

Road centres. This activity gives participants the opportunity to improve their menu planning, money handling and budgeting skills, safe food handling and hygiene, plus cooking and social skills. There is also an opportunity to make a contribution to their family.

- The Breakfast Club which operates three mornings a week. This ensures participants have a healthy breakfast and learn about cooking, nutrition and portion sizes, before heading off to another activity.

- Tinkers Group runs on a Monday and Tuesday. Group members are supported to “tinker” on a range of projects which includes everything from woodwork to ceramics acrylic pour.

- Creator & Hobbyist Sessions involve group members making personalised items for themselves, family members or a local community group. Sessions involve shopping for supplies for projects, money handling and budgeting, computer use for researching projects and planning ideas and community involvement.

- The Football Group, who are keen footy fans, bought a yearly pass to the Brisbane Broncos home games so that they can attend live games.
- The Wednesday 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 members to share their interests and experiences while improving social and life skills.
- Cooking & Baking are popular sessions which occur every day of the week. They are a mixture of social cooking and cooking for community groups such as the Ipswich SES, Homelessness Services and local Emergency Services (Ambulance, Police and Fire). The sessions focus on skill development such as menu planning, shopping for ingredients, preparing ingredients and cooking.

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).

### 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 Monday to Friday.

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. The Wednesdays and Thursdays have grown in numbers in the last year and are now at capacity. They support one another to learn about a range of artistic mediums and all work 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 completed on the mosaic wall in the carport. We are currently planning to host an event to showcase the area and thank all those who have donated time and materials towards the wall.



Samu and Dean with their work at Dingley Dell Gallery.

### ACTIVITIES PROGRAM

ALARA Activities operates a diverse program focused on recreation, trying new things and broadening friendship networks. 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.

There are also dedicated member only Facebook pages for the ALARA Activities Group Facebook page (282 members) and ALARA Teenagers which provides a safe space for participants in these programs to share their photos and experiences.

Regular programs include:



## 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 meet 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 in the last twelve months have been the PJ Night, Formal Night, Hollywood Night, Hawaiian Night, 80's Night, Halloween Night and Superhero Night.

## Social Groups

Each month there are four to five Socials. 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 were held at Warwick Road and the State of Origin Nights. Social bowling, Bingo and Dinner & 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:

- Sunshine Coast Rec Centre December 2022: A lot of activities on offer such as, high ropes, team rescue, archery, rock climbing and swimming. Everyone enjoyed their 3 days away.
- Sunshine Coast – Alexandra Park Conference Centre February 2023: The group enjoyed the pool at the centre. They visited Australia Zoo on one of the days.

- Hervey Bay March 2023: The group enjoyed sightseeing around Hervey Bay and feeding dolphins at Tin Can Bay as well as cooking healthy meals throughout their stay.

- Mt Tamborine – Thunderbird Park May 2023: The group enjoyed activities at Thunderbird Park such as fossicking, mini golf and pickleball. They saw glow worms in a man-made cave and went to Movie World on the way home.

- Bestbrook Farm Stay June 2023: The group enjoyed seeing all the animals at the farm and riding the horses. They visited Darling Downs Zoo on the way home.

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

## Teenagers Learning and Life Skills Group



Luke's Place Warwick Road celebrating State of Origin.

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, 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).

### 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 focus is on developing independence and life skills. The group meets three days a week and participate in cooking, shopping and fitness activities, volunteering at Meals on Wheels and accessing public transport in the community.

Members enjoy planning ahead and trying new experiences together. Over the past year the group has continued to grow in numbers.



Horse riding during the Getaway at the Bestbrook Farmstay in June 2023.

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

### 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. Popular activities have been visits to animal parks, trips into Brisbane City via public transport, picnics in the community, art and craft sessions in the centre, cooking and nights at the Drive In.

### SUPPORTED INDEPENDENT LIVING (SILS)

The organisation supports three people who share a living arrangement.

### 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. Planning is occurring for a 10th Anniversary event for the ALARA Jets team to be held in September of this year. A function will be held at Salisbury Road from 5pm to 7/7.30pm on Friday, 22nd September 2023.

There are currently seventeen registered players.

During the 2022/ 2023 financial year, the team played touch on a Monday night from 6pm to 7pm with other TRL teams from around Ipswich on the Jim Donald Oval in Silkstone. On Thursday afternoons from 4pm to 5.30pm, the team train at Limestone Park in Ipswich. The coaching team have



**Both: ALARA Jets attended the iCare Support Services Disability Awareness Round at North Ipswich Reserve. Right: Here's Robert cooking on the BBQ on the day.**

focused on ball skills and teamwork.

Involvement in the Qld Law Group Family Day with the Ipswich Jets resulted in a \$500 donation from the Qld Law Group.

TRL – Touch Rugby League have 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). The TRL Charity Day held on 15th April 2023 in support of ALARA was well attended with the team involved in six games. The day raised \$1,000 for the ALARA Jets team.

On Monday, 18th July 2023, Rugby League legend, Darren Lockyer joined the ALARA Jets at Jim Donald Park for a special showcase TRL game. This received coverage through the ABC News as well as the TRL and ALARA Facebook pages.

The team sponsors are:

- Articulate Framing
- Limestone Dental Group
- Body Smart Health
- Pennywise
- DCA

The team and supporters continue to volunteer at the Ipswich Jets home games by manning the BBQ with monies going to the Ipswich Jets or the Ipswich Jets' nominated chosen charity for the day.

#### **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. Members of the group temporarily met and played darts at Luke's Place Salisbury Road while renovations were underway at West Moreton Darts Association, however they are now back training at this venue. As at June 30th 2023 ten players were attending regularly.

#### **CHSP Social Support Group**

"Chats" is a new initiative for our CHSP Social Support Group and is aimed at supporting CHSP clients to make informed choices to improve their health and well-being. The group (initially 5 ladies) will meet on a Monday afternoon at Dingley Dell for afternoon tea and a facilitated "chat" led by various professionals skilled in providing services and support to older people.

The first session will take place on Monday May 29th where the group will discuss the concept and undertake some planning. The 5 subsequent

sessions have been booked with an exercise physiologist from Combined Wellness Solutions.

## SERVICE PROMOTION AND COMMUNITY AWARENESS

### EXPOS and Community Events

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

- Sausage sizzles and book stalls at the Lockyer Markets
- Brisbane Disability Connect Expo
- NDIS Foundation Skills Workshop
- Claremont Special School Presentation

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
- Ready Set Connect at North Ipswich
- Ipswich Interagency
- QAMH Members Forums
- QAMH Quarterly CEO Forum
- Brisbane Valley Interagency Meetings
- Job Match Disability and Aged Care Program

#### Working Group

- QLD Home Care Advisory Group Meeting
- ACCPA – Home and Community Care Forum
- QAMH and Q Shelter Learning Exchange
- 30 Mob Online
- NDS State of the Disability Sector Report: A Queensland Perspective
- Networking Meeting with Therapy Pro
- GIVIT Online Training

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

- Building Inclusive Disaster Resilient Communities (BIDRC) (Somerset and Lockyer)
- Ipswich Community Workforce Summit
- QCSS CT Review- Virtual Meeting with Service Providers

- NDS Voting Reform
- QAMH – NDIS Big Review Focus Group

The CEO was appointed to the BIDRC Steering Committee. Building Inclusive Disaster Resilient Communities (BIDRC) is a project in partnership between Queenslanders with Disability Network (QDN), the Centre for Disability Research and Policy at the University of Sydney, Community Services Industry Alliance (CSIA), and communities in five Local Government Areas across Queensland Somerset, Lockyer Valley, Livingstone, Scenic Rim, and Southern Downs. This project is funded by the Australian Government's Department of Industry, Science, Energy and Resources.

The Chief Financial Officer, Manager Systems Support, the Rosters Coordinator and Plan Manager visited South Burnett Care at Kingaroy in March 2023. The purpose of the visit was to look how they were managing the charging of clients for bus transport in a rural/regional area and the new pricing arrangements for group and centre support that will become mandatory later this year.

## EVENTS

### ALARA CHRISTMAS PARTIES

A range of events were held in centres and across the region for various client groups.

### LOCKYER MOVIE NIGHT AND BIGGEST MORNING TEA

ALARA Lockyer participated in fundraising for the Biggest Morning Tea. We held a Crazy Sock Week, a Movie Under The Stars evening, a raffle with prizes donated from local businesses and a morning tea. We had such great support from the community and successfully raised \$1,901.05 for the Cancer Council. For the Biggest Morning Tea, cupcakes were donated by Abbie Webber from Balloons and Sweet Co, flowers for the tables were donated by Laidley Florist and raffle prizes donated by Chris Hudson, Bridgestone – Plainland, Branell Homestead, LJ Hooker, Bunnings, Fairways Tavern, Cruzin Co, IGA, Gatton Pharmacy, Forest Hill Wood Turners, Hair Essence – Gatton, Tonya Hirsch, and Alan Cole.

## FUNDRAISING EVENTS

### Salisbury in Spring

'Salisbury in Spring' is an annual event which is held

at Luke's Place Salisbury Road in September of each year. Despite the rain, Salisbury in Spring was held on Saturday, 3rd September 2022 at Luke's Place Salisbury Road. Even given the weather, reviews of the event were very positive.

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.

### **Mother's Day Raffle**

The Mother's Day Raffle conducted by Luke's Place Ipswich area raised over \$600 for materials and equipment for the Salisbury Road Gardening Group.

### **Esk Grand Hotel**

At the end of July, ALARA staff and volunteers sold raffle tickets at the Esk Grand Hotel for prizes donated by the hotel. \$730 was raised for Esk Centre initiatives.

## **STAKEHOLDER PARTICIPATION**

ALARA throughout 2022-2023 has continued to look at ways to enhance client and carer involvement in the organisation.

ALARA has for example has a role for client/carer representation on its Workplace Health and Safety Committee. Clients and carers continue to be welcomed as members of interview panels for service-related positions.

The organisation is currently in the process of establishing an Aged Care Consumer Advisory Committee to provide feedback about the quality of care to ALARA's Board of Directors so that we can continue to improve services.

## **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 made will assist the organisation in the continuous improvement of the services we provide.

## **WORKFORCE DEVELOPMENT**

A key strategic goal for ALARA continues to be a stable workforce that is trained, skilled and knowledgeable about the needs of people with disabilities and their families. Work has continued this year in 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 2023, ALARA employed 242 people of which 205 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



**Luke's Place Lockyer fundraising for Australia's Biggest Morning Tea in May 2023.**



**Our Teenage Group checking out the trucks at Pro Drive.**

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 Go1 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 for people with a disability and children and young people across the organisation. During the year ALARA has added to training offering 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 Individual Support Disability and/or Aged Care through ALARA's collaborations with training providers.

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

- NDS Qld Fast Facts
- State of the Disability Sector Report (NDS)
- Ondemand Accounting Conference 2022
- NDS CEO Conference
- NDIS Foundation Skills Workshop
- Navigating the Uncertainty of Change Conference (NDS)

The CSO and Activities Officer presented at the NDIS Foundation Skills Workshop held at the TAFE QLD Ipswich Campus. They were part of a panel reflecting on core or foundation skills for quality support work. The workshop was an initiative of WorkAbility Qld a consortium of three organisations Community Services Industry Alliance, National Disability Services and Queensland Council of Social Service under the NDIS Training and Skills Support Strategy (NTSSS).

The CSO presented as part of an expert panel at the Navigating the Uncertainty of Change Conference (NDS) held at the Brisbane Convention and Exhibition Centre on the 12th and 13th September. The panel focused on employment trends and challenges in the sector.

Relevant staff participated in the following information or training sessions:

- Docu-sign training for Client Service Team, Supports Coordination Team and Administration staff.
- NDS Board and Senior Leaders session: Optimising Organisational Performance
- ONI Training (Coordinators and Facilitators)
- DSC Training – Transport and Travel
- ACCPA Covid Update sessions
- Focus on new Emergency and Disaster Management Standard: What Providers need to put in place.

- DSOA – Performance Report and Template Information Session
- TRACCS Presentation – Tracking Individual Performance Outputs
- QAMH Extraordinary Members Forum- State Government response to Parliamentary Inquiry
- NDS QLD Fast Facts Live
- Reforming in-home aged care update (Dept of Health and Aging)
- GIVIT online training
- Behaviour Support Planning – Aged Care Industry Association
- Restrictive Practice Recognition – Aged Care Industry Association
- Management of Foot and Leg Ulcers in Aged Care (ACIA)- RN
- Incident Reporting & Investigation – Aged Care Industry Association – CSO
- Clinical Governance Home Services – CSO
- Mealtime Management – Reducing Risks and Improving Outcomes (ACIA)- RN
- Introduction to Accessible Communications and Marketing (Vision Australia)
- QLeave – Portable Long Service Leave Information



**Our Upcycling Group displaying their hard work at Luke's Place Salisbury Road.**

#### Session

- TRACCS – Tracking Individual performance Reports (Adamis)
- Leadership Coaching
- Resilience Training
- Quickclaim Information Session

The Payroll Officer and Manager Systems Support have been supported to enrol in Certificate IV Payroll Administration.

The Chief Financial Officer has completed his training course in Rehabilitation and Return to Work Coordinator which forms part of the role.

#### STAFF ALL-TOGETHER

The bi-annual Staff All-Together was well attended. 37 staff and 3 directors attended Warwick Road, 15 staff attended at the Esk Centre and 17 at the Lockyer Centre. Excluding those who also attended in person, 3 directors attended via Teams and 90 staff logged in via Teams. In total (excluding Biztopia support staff), 165 people participated. The feedback was largely positive.

#### 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.

#### EMPLOYEE ASSISTANCE PROGRAM

A decision has been taken to change the supplier for our Employee Assistance Program engaging EAP Assist. The employee assistance program (EAP) supports employees with work-related problems as well as personal problems that may impact on their job performance, health & 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



Enjoying time together with friends at the Sunshine Coast.

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 QLeave 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 is required to provide mandatory reporting both to the Federal Department of Health and the NDIA on the vaccination status of staff.

ALARA requires all staff commencing to have had a minimum of two doses of a COVID-19 vaccine. ALARA again offered a \$20 subsidy for staff to obtain their annual flu shot. This was subsequently made free by the Queensland Government.

### WORKPLACE HEALTH AND SAFETY

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

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

### WORKPLACE GENDER EQUITY COMPLIANCE

Under the Workplace Gender Equality Act 2012 (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 Workplace Gender Equality Act 2012 (Act), ALARA



QLD Limited is required to lodge its annual public report with the Workplace Gender Equality Agency (Agency).

## 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 was conducted on the 5th – 6th October 2022. ALARA received a very positive report. One minor non-conformity relating to creation of an overarching documented program to coordinate and plan for internal audits has now been rectified.

The organisation underwent a HSQS Maintenance Audit on the 21st/22nd March 2023. This is the quality system associated with the provision of the Queensland Community Support Scheme service (QCSS). As an outcome of the audit were recommended to retain our certification. No non-conformities were identified.

An audit was undertaken against the Aged Care Quality Standards by the Aged care Quality and Safety Commission. As an outcome ALARA worked through a 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. In relation to the non-compliance notice (the notice) under section 63S of the Aged Care Quality and Safety Commission Act 2018 (Commission Act) we received written notification that the undertaking to remedy had been met.

To streamline our requirement to comply with the different Quality Systems required by each our funding streams, ALARA uses Standards and Performance Pathway (SPP). Standards & Performance Pathways (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

ALARA continued its data transformation journey this year, focusing on continuing to capitalise on investments made in previous years, as well as current undertakings.

Our ongoing commitment to providing flexible work-from-anywhere arrangements means that we have continued to invest in technology that provides secure access and collaboration tools, as well as hardware investments, all designed to deliver on a high-quality and standardised end user experience regardless of location or device.

ALARA's business model relies heavily on its IT infrastructure and ALARA's overall investment in this space has allowed us to focus on areas such as "secure productivity" – ensuring that our systems and data are secure while still providing access to the information and applications required by all stakeholders as required and approved, whether internal or 3rd party- as well as delivering other important enhancements such as electronic document signing capabilities, ongoing improvements to our data handling and data governance capabilities and increased collaboration through the finalisation of our Modern Workplace



**ALARA Lockyer's Movie Night Under The Stars in March 2023.**

strategy.

ALARA continues to look for strategies and improvements via its IT systems and cloud-based infrastructures to deliver better resources to all stakeholders, ensuring a richer engagement for all stakeholders while also enhancing 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.

## TRADEMARKS

Trademark Applications for the ALARA logo were lodged with pro-bon support from HWL Ebsworth Lawyers.

## MEDIA

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

## PROMOTIONAL VIDEO

During the financial year we updated the ALARA Promotional Video with the assistance of a local company Jacked Visions. The video can be viewed on the ALARA Website.

## SOCIAL MEDIA

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

The website complies with Web Content Accessibility Guidelines 2.0 (WCAG) which is the world standard for accessibility and includes a



**Our Gardening Group having a plant sale at Luke's Place Salisbury Road.**

Reachdesk (previously called BrowseAloud) facility. This provides options for text magnification, text to speech, spoken translations in 35 languages and written translations in 78 languages.

## CLIENT MANAGEMENT SYSTEM (TRACCS)

A Health Check was held with Tim Watts from Adamas on the 13th February 2023. Topics included streamlining kilometre claims, improved branding on the client portal and requested improvements to the Dash Board.

## SUSTAINABILITY OUTCOMES

AALARA 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 Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts – 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.

### STATE GOVERNMENT FUNDING

During the 2022–2023 year ALARA received a total of \$721,684 from the Community Care Branch of Queensland Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (previously the 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 Queensland Community Support Scheme (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 2028. Additional non-recurrent funding has been granted for the 2023-2024 year.

### FEDERAL GOVERNMENT FUNDING

During the 2022- 2023 year ALARA received a total of \$114,892 from the Department of Health and Aged Care for the Commonwealth Home Support Program (CHSP) for the provision of domestic assistance, social support – individual and social support – group. This program supports people who are frail aged- 65 years or over (or 50 if Aboriginal or Torres Strait Islander). The grant agreement for these services has been extended until 30th June 2024. The transition to the new Support at Home program will now occur 1 July 2024.

In the same period ALARA also received \$30,041

from the Department of Health and Aged Care for the Disability Support for Older Australians Program (previously Continuity of Support Program) to provide continued supports for two 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 2023.

Additionally, during the financial year ALARA supported 55 individuals with Home Care Packages under the Consumer Directed Care Model (CDC).

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

### DONATIONS

A total of \$41,938 in monetary donations were received during the financial year to support the



Heather enjoying her time at the Ipswich Show in May 2023.

# ACKNOWLEDGMENT OF SUPPORT

## DONATIONS

### INDIVIDUALS

D. OXLEY  
 D. GREEN  
 E. SHAW  
 H. TRIEU  
 J. OLIVER  
 L. GOURGARD  
 P. ANDERSON  
 P. NEUMANN  
 S. CARLSON  
 J. THOMPSON

### GROUPS AND ORGANISATIONS

ESK COMMUNITY OP SHOP  
 SECONDO DAY RESPITE ASSOC INC.  
 SUPPORT FOR LAIDLEY WELFARE GROUP INC.  
 QUEENSLAND LAW GROUP

### DONATIONS FOR THE ALARA JETS TEAM

TOUCH RUGBY LEAGUE (TRL)

### DONATIONS FOR LPL MOVIES UNDER THE STARS

GM & KL SIMPSON PAINTING

### DONATIONS (CASH OR VOUCHERS) FOR THE BIGGEST MORNING TEA LPL

NICK HIRSCH PAINTING  
 GOLDEN HARVEST BAKERY  
 LJ HOOKER PLAINLAND

### DONATIONS OF VOUCHERS OR TICKETS

BLOOM LOCKSMITH  
 ZARRAFFA'S COFFEE BOOVAL

### ALARA JETS SPONSORS

ARTICULATE FRAMING  
 LIMESTONE DENTAL GROUP  
 BODY SMART HEALTH +



ALARA Lockyer's Friday Social Group making art Bunnings.

DCA – DISABILITY COMMUNITY AWARENESS  
 PENNYWISE IPSWICH  
 TOUCH RUGBY LEAGUE (TRL)

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.

AARON SMITH  
 AGNES BROWN  
 ANGELA BROWN  
 ALAN COLE  
 ALARA ESK TEAM  
 ARTICULATE FRAMING (STEVE RAINBOW)  
 BALLOONS & SWEETS CO.  
 BERENICE ELLIOTT  
 BETH WAKEHAM  
 BILLY DIEHM (PASTOR RACEVIEW  
 CONGREGATIONAL CHURCH)  
 BIZTOPIA  
 BODY SMART HEALTH +  
 BRANELL HOMESTEAD  
 BRAX CLEANING SERVICES PTY LIMITED (NAT  
 AND SHAUN EASTE)  
 BREE CORBYN  
 BRIAN SMITH  
 BRIDGESTONE PLAINLAND  
 BUNNINGS PLAINLAND  
 CAROLYN KERR  
 CHERIE GRIBBIN  
 CLAIRE BOULTON  
 CLUB SERVICES IPSWICH (CSI)  
 CHALLENGE EMPLOYMENT & TRAINING  
 CHRISTINE ELLIOTT  
 CHRIS HILTON  
 CHRIS HUDSON  
 CHROME N CLUTTER RETRO FESTIVAL – LAIDLEY  
 COFF & CO BAKERY KILCOY  
 COLES – RIVERLINK  
 COLLABORATION TRAINING  
 COMBINED WELLNESS SOLUTIONS IPSWICH  
 CORBYN FAMILY  
 COURTNEY SAMSON  
 CR. CHERYL GAEDTKE (SOMERSET REGIONAL  
 COUNCIL)  
 CSIA  
 CRUISIN' CO  
 DALLIS CLIFFORD  
 DANNY NEEDHAM  
 DCA – DISABILITY COMMUNITY AWARENESS  
 DEIRDRE BICKNELL  
 DEE REEDY  
 DELPHINE CAMPBELL  
 DISABLED SURFERS' ASSOCIATION (GOLD COAST)  
 EBONY CORBYN  
 ELSA WHITE  
 ENTRAINU  
 ESK COMMUNITY OP SHOP  
 ESK GOLF CLUB  
 ESK KINDERGARTEN  
 ESK LIONS THRIFT SHOP  
 EZEE REMOVALISTS  
 FAIRWAYS TAVERN  
 FRANCIS PEPPER  
 FOREST HILL WOODCRAFTERS GROUP  
 GARY SCHAFFER  
 GATTON COMMUNITY CENTRE  
 GATTON PHARMACY  
 GAYLENE SMITH  
 GINA WHITE  
 GIVIT  
 GRAND HOTEL ESK  
 GRANGE RD PHARMACY  
 GOLDEN HARVEST BAKERY (LAIDLEY)  
 GOOD 360  
 HAIRESENCE - GATTON  
 HWL EBSWORTH LAWYERS  
 IAOMAI MATTHEWS  
 IGA ESK  
 IGA LAIDLEY  
 IPLAY IPSWICH  
 IPSWICH CITY COUNCIL  
 IPSWICH CITY COUNCIL WASTE MANAGEMENT  
 IPSWICH COUNCIL LIBRARY  
 IPSWICH MEAL'S ON WHEELS  
 IPSWICH TAFE  
 JACOB HAMBLETON  
 JAMIE WALKER  
 JAN HILLE  
 JANICE ASH

JESSE PALATINUS  
 JIM MADDEN MP  
 JOAN THOMSON  
 JOE REEDY  
 JOSHY'S HIRE (LAIDLEY)  
 JUDY DICKSON  
 JULIAN POOLE  
 KAZ NEWTON  
 KEVIN RUTHENBERG – CHAIRMAN BRISBANE VALLEY CONGREGATION  
 KIAH LATHAM  
 LAIDLEY CRISIS CARE AND ACCOMMODATION CENTRE  
 LAIDLEY FLOREST  
 LANCE WALLACE  
 LESLEY ASHWORTH  
 LIMESTONE DENTAL GROUP  
 LINDA SHAW  
 LJ HOOKER - PLAINLAND  
 LIONS CLUB – ESK  
 LOCKYER STAFF TEAM  
 LOCKYER VALLEY ARTS SOCIETY INC.  
 LOCKYER VALLEY COMMUNITY DISABILITY ASSOCIATION (LVCDA)  
 LOCKYER VALLEY REGIONAL COUNCIL  
 LOCKYER WOODCRAFTERS GROUP  
 LORRAINE BROUGHTON  
 LYN DICKSON  
 MARGARET LARSEN  
 MASSAGE AND HERBAL SPA - IPSWICH  
 MEALS ON WHEELS –LAIDLEY  
 MELISSA MOREY  
 MICHAEL HOWCROFT  
 MICHAEL MUNT  
 MICHEAL NEWMAN  
 MIKE KINGHAM  
 MOVIEWORLD  
 MR MINIT – BOOVAL FAIR  
 MYLESTONES EMPLOYMENT IPSWICH  
 NDS (QUEENSLAND STATE OFFICE)  
 NARELLE SCHAFFER  
 NATASHA CARROLL  
 NATE BAKER  
 NIC BOS  
 NICK BOYD  
 NICK HIRSCH PAINTING SERVICES  
 NICOLE SWANSON  
 NOELENE SCHULTZ  
 PAULA WIELAND  
 PAULA HALSON  
 PAYTON FAMILY  
 PENNYWISE IPSWICH  
 PINTREX (PAUL AND TIFFANY)  
 QUEENSLAND FIRE BRIGADE -IPSWICH  
 RACEVIEW CONGREGATIONAL CHURCH  
 RHEA BADKE  
 RICHLANDS BOWLING ALLEY  
 ROSEALIE HATCHMAN  
 RURAL FIRE BRIGADE – SOMERSET  
 SARINA RUSSO  
 SES ESK  
 SHAYNE NEUMANN MP (MEMBER FOR BLAIR)  
 STACEY SOFRA  
 SUPPORT FOR LAIDLEY WELFARE GROUP INC.  
 SOMERSET REGIONAL COUNCIL  
 SONIA HALL  
 SPINAL LIFE AUSTRALIA  
 ST. VINCENT DE PAUL SOCIETY - IPSWICH  
 STEPPING STONE HEAP ST ESK (COMMUNITY CONNECTION POINT)  
 STEVE EDWARDS  
 SUE WAKEHAM  
 TABEEL NURSING HOME  
 TAE AOROSPACE - IPSWICH JETS RUGBY LEAGUE CLUB  
 TANIA MOORE  
 TERRY LARSEN  
 THUNDERBIRD PARK  
 TOOGOOLOWAH BOWLS CLUB  
 TOOGOOLOWAH GOLF CLUB  
 TOM GOYNICH  
 TOM LONGWORTH



Kirsten with our Social Group spending time with a goat at Eco Park.

TOM MARSHALL  
 TOMRA RECYCLING WEST IPSWICH  
 TONIA HIRSCH  
 TOUCH RUGBY LEAGUE (TRL) - IPSWICH  
 TRACY JOHNSTONE  
 TRISH DEAKIN  
 UNIVERSITY OF SOUTHERN QUEENSLAND  
 V VOIGHT  
 VAL & RON PROWD  
 VISY – CAROLE PARK  
 VIVIENNE & RON EMMANUEL  
 WEST MORETON DARTS ASSOCIATION  
 WINTER FAMILY  
 WORKABILITY QLD  
 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*



Let's Go Surfing Group with the Disabled Surfers Association Gold Coast.



# 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

KATHERINE HANDFORD  
 BRENDAN YOUNG  
 GREG HOLBURT  
 DEANNA SILJAC  
 DANIEL MCGUIRE  
 JOSHUA CROOK  
 CALLIXTE HAKIZIMANA  
 NICOLE SWANSON  
 JOHN WILLIAMS  
 DANIEL HILL  
 TANYA-SHEREE SCOTT  
 NEVILLE COLLINS  
 NATE BAKER  
 ALAN CHAMBERS  
 GEOFFREY EDMANSON  
 TERRY LARSON  
 KATRINA PAYNE  
 LAURA STUMER  
 TRACY SWEETING

## 10-YEAR AWARDS

TONIA HIRSCH  
 MONICA MILLING  
 MELISSA MOREY  
 JULIE MEINHARDT  
 JULIE BAKER  
 JANICE ASH

## 15-YEAR AWARDS

JENETTE HALL  
 RICARDO HERNANDEZ  
 AMANDA CROSBY  
 SHARON HORNE

## 25-YEAR AWARDS

DEANNE REEDY



A decorative graphic consisting of several overlapping circles in various shades of blue. A large, solid blue circle is on the left. To its right, a smaller, lighter blue circle overlaps it. Below that, another circle overlaps the large one and the smaller one. At the bottom right, a large, light blue circle overlaps the others. The circles are arranged in a way that they appear to be part of a larger, abstract design.

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