

2023 - 2024

ALARA QLD Limited

ANNUAL REPORT

ALARA
QLD Limited
Support • Connect • Include

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: (Dingley Dell Window Display)

BELOW (Activities Social - Kalbar Sunflower Festival)



EXECUTIVE SUMMARY

BOARD OF DIRECTORS

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

AUDITOR

Ramsay and Associates

CONTACT DETAILS

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Facebook

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HUBS

Luke's Place Ipswich Area

8 Warwick Road
Ipswich Qld 4305

Luke's Place Salisbury Road

33 Salisbury Road
Ipswich Qld 4305

Dingley Dell Gallery

10 Pine Mountain Road
North Ipswich Qld 4305

Luke's Place Esk

6 Russell Street
Esk Qld 4312

Luke's Place Lockyer

17 Campbell Street
Laidley Qld 4341

ABN: 94 628 523 943

ACN: 164 125 384

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ANNUAL GENERAL MEETING

AGM AGENDA

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MINUTES OF AGM of ALARA QLD Limited 2023

BUSINESS ARISING FROM THE MINUTES

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ELECTION OF BOARD DIRECTORS ALARA QLD Limited

RECOGNITION AWARDS

DATE OF NEXT MEETING

CLOSURE

NOMINEES FOR BOARD OF DIRECTORS

NOMINEES FOR BOARD OF DIRECTORS 2024 / 25

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 Chairperson, 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 2023 ANNUAL GENERAL MEETING

MINUTES FOR THE ANNUAL GENERAL MEETING, ALARA QLD LIMITED HELD 4TH SEPTEMBER 2023

Attendees: As per attached list

Apologies: As per attached list

Proxies: As per attached list

1. Opening

The meeting was chaired by Jo' Witt (Chair) at 7:03pm. Mayor Theresa Harding 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 and those attending via MS TEAMS.

2. Apologies and Proxies

The Secretary, Cathy Wheeler read the 14 member apologies, noting 11 proxies and 3 staff and 6 guest apologies (see attached list).

3. Minutes of the Annual General Meeting 2022

The Secretary, Cathy Wheeler read the 14 member apologies, noting 11 proxies and 3 staff and 6 guest apologies (see attached list).

Motion: "That the minutes of the Annual General Meeting, held 5th September 2022, 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. Chairperson's Report

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

Motion: "That the Chairperson's Report for the 2022 - 2023 be accepted."

Moved: Jo' Witt

Seconded: Robyn Hartfiel

Motion: Carried!

6. Treasurer's 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 Auditor's Report.

Motion: "That the Financial Report for the Year 2022 - 2023 be accepted."

Moved: Phillip Bell

Seconded: Jim Madden

Motion: Carried!

7. CEO's Report

The CEO's Report was delivered by Judy Dickson.

Motion: "That the CEO's Report for the Year 2022 - 2023 be accepted."

Moved: Cathy Wheeler

Seconded: Noelene Schultz

Carried!

8. Election of Board of Directors

The following financial members - Margaret Byrne, Catherine Wheeler and Joanne Witt having retired at the end of the 2 year term as directors have been nominated for a position on the Board of Directors. Carolyn Ehrlich who was appointed to a casual vacancy during the last financial year has also been nominated. The nominations were checked and certified to be in order by the Chief Executive Officer Judy Dickson. There are 4 candidates up for 4 positions to be determined.

There were no further nominations for these positions, the 4 candidates having been nominated and eligible were automatically appointed to the positions for which they have nominated.

7. Recognition Awards - Life Membership

The ALARA Board has voted to confer life membership on Noelene Schultz who has given ten years of service to the Board.

Noelene joined the ALARA QLD Limited Board in 2013 initially filling a casual vacancy. She has had a career as a nurse for 48 years and has held registration as a general nurse. Noelene has worked both in the private and public sector as a nurse with the last 28 years spent focused on working with school-aged children and their families in Community Health. As a keen orchid grower, Noelene has been an active and supporting member of the Ipswich Orchid Society for 14 years, also actively involved in her church commitments. This connection has led to a number of collaborations with ALARA and the Ipswich Siblings Network. As a grandparent of a child with a disability, she brings to the Board invaluable life skills and experiences. Noelene is committed to building community awareness of issues for people with a disability and their families.

8. Staff Recognition Awards

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

5 Year Awards

Katherine Handford	Tanya-Sheree Scott
Brendan Young	Neville Collins
Deanna Siljac	Nate Baker
Daniel McGuire	Alan Chambers
Joshua Crook	Geoffrey Edmanson
Callixte Hakizimana	Terry Larsen
Nicole Swanson	Karina Payne
John Williams	Laura Stumer
Daniel Hill	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

9. Date of Next Meeting

The date of the 2023/2024 Annual General Meeting to be set for Monday, 2nd September 2024 at 7:00pm.

10. 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 7:35pm.

ATTENDEES A.G.M HELD ON 4TH SEPTEMBER 2023

Life Members

Robyn Hartfiel
Susan Saunders
Jo' Witt
Ian Morley
Cathy Wheeler

Members

Phillip Bell
Margaret Byrne
Carolyn Erlich
Diane Quinn (via TEAMS)
Noelene Schultz
Mr Jim Madden - State Member for Ipswich West

Proxies

Agnes Brown - appointed Chairperson
Anne Ruthenberg - appointed Chairperson
Ian Morley - appointed Chairperson (*Ian subsequently attended the meeting in person*)
Kevin Hartfiel - appointed Robyn Hartfiel
Michael Munt - appointed Chairperson
Michael Kingham - appointed Chairperson
Shirley Schostakowski - appointed Chairperson
Gerard Schostakowski - appointed Chairperson
Stephen Schostakowski - appointed Chairperson
Lyn Stewart - appointed Sue Saunders

Staff

Judy Dickson
Louise Chesters
Emma Petta
Narelle Schaffer
Iain Smaill
Nicola Bratley

Guests

Cr. Michael Hagain - on behalf of Mayor of Lockyer Valley Regional Council - Tanya Milligan
Cr. Sheila Ireland - Ipswich City Council - Div. 1
Cr. Jacob Madsen - Ipswich City Council - Div. 1
Cr. Kate Kunzelmann - Ipswich City Council - Div. 4
Mayor Teresa Harding - Ipswich City Council
Deputy Mayor Russell Milligan - Ipswich City Council
Jennifer Howard MP - State Member for Ipswich

APOLOGIES

Life Members

Agnes Brown
Ray McMinn
Lyn Stewart

Members

Kevin Harfiel
Barbara McMinn
Sally McMinn
Gordon Broughton
Anne Ruthenberg
Stephen Schostakowski
Gerard Schostakowski
Shirley Schostakowski
Michael Munt
Michael Kingham
Louise Horneman-Wren

Guests

Hon. Milton Dick, MP - Federal Member for Oxley
Mr Lance McCallum - State Member for Bundamba
Mr Jim McDonald - State Member for Lockyer
Hon. Shayne Neumann - Federal Member for Blair
Neil Morris - RW Ramsey and Co
Cr. Andrew Fechner - Ipswich City Council - Div. 3

Staff

Michael Howcroft
Talia Bowd
Tracy Johnstone

KEY STRATEGIC AREAS & OUR VALUES

KEY STRATEGIC AREAS

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:** Opportunity 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 changing needs
- 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 responsible to changing need

FINANCIAL OUTCOMES

- Outcome 1:** Cost effective support services in ALARA's catchment area
- Outcome 2:** The level of client 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

VALUES

VALUE 1: PERSON FOCUSED

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



VALUE 2: RESPONSIVE

We will be RESPONSIVE and flexible within our resource limitations.



VALUE 3: PARTNERS

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



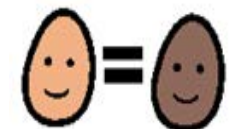
VALUE 4: SAFETY

We are committed to ensuring the physical, 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: STRIVE

We will STRIVE for excellence through learning, innovation, creativity and change.



CHAIRPERSON'S REPORT



ALARA QLD Limited has achieved thirty-three 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 2023 - 2024 financial year.

During the year ALARA has weathered a number of challenges faced not only by the disability and aged care sectors, but also by the business community in general. The focus has continued to be the achievement of our 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'*.

ALARA has extended the type and range of services provided and continued to develop innovative responses to the needs of clients and families.

There has been a strong focus on recruitment and upskilling of staff both to ensure continuity of service and to ensure safe and high-quality service provision.

A highlight of the financial year was the finalisation of the purchase of 17 Campbell Street, Laidley, the premises which houses Luke's Place Lockyer. This is a building that we have leased for several years. The purchase provides assurance for our continued operation in this regional location. It also creates an opportunity for future renovation to expand the range of programs on offer.

ALARA has also continued to look for and invest in strategies and improvements in its IT systems and cloud-based infrastructures. This is both to streamline operations as well as to enhance consumer experience.

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 work in several areas including:

- Continuing to enhance our corporate and clinical governance to ensure quality services for our clients.
- Reviewing the organisational leadership contract arrangements and KPIs.
- Enhancing our focus and knowledge on human rights issues, quality and safeguarding.
- Reviewing and planning the strategic direction of the organisation.

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.

I would also like to acknowledge the commitment and professionalism to our wonderful staff and volunteers who have taken the year's challenges in their stride and found innovative ways to continue to support our clients and families.

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

Cert IV Mental Health Recovery, Dip Community Services

**Board 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 most 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
Board 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 the Chair of ALARA QLD Limited.

Jo' has extensive experience in retail, including a range of managerial roles. She has recently changed her career focus, taking up a role in the Community Services sector and attaining formal qualifications in Community Services.

As a parent of a 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.



Cathy Wheeler
Board Secretary

*Grad Dip in Computer Education;
Dip Teach; Ass Dip Comm Rec;
Cert IV Training & Assessment; JP
(Qual), MICDA*

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 at Goodna. Cathy has since retired from the position of Deputy Principal of Goodna Special School.

Cathy 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 of issues related to the provision of quality support services.



Phillip Bell
Board Treasurer

CPA; FAIM

Phillip is the Regional Manager at the Bendigo and Adelaide Bank and has had a diverse professional background. Previously he has held leadership roles in various sectors.

In Health, he was the CEO of the Ipswich Hospital Foundation.

In Education, he served as the Executive Director - Finance and Corporate Services at TAFE Queensland South West.

He contributed to Transport as Director - Financial Operations and Compliance at TransLink.

In Finance and Corporate regulation, Phillip held senior roles with the Australian Securities and Investments Commission and the Australian Taxation Office.

Additionally, Phillip has served in Law Enforcement with the Queensland Police Service, including roles 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 that has pastoral and agribusiness advisory interests in the Scenic Rim.



Diane Quinn
Board Director

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

Diane joined the ALARA QLD Limited Board in 2022, filling a casual vacancy.

Diane worked as both a solicitor and policy advisor in local government for over 30 years and also worked for a number of years in private practice as a solicitor. She 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 operation of Not-for-Profit 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 her parents and her grandmothers having been nonagenarians, some of them having chronic conditions, Diane is especially interested in the provision of quality services to assist the elderly.



Carolyn Ehrlich
Board Director

*B Hlth Sc (Nursing); Grad Dip
Primary Health Care; Masters
Advanced Practice (Community
& Primary Health Care) Hons 1;
PhD, MICDA*

Carolyn joined the ALARA QLD Limited Board of Directors 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 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 capabilities.



Margaret Byrne
Board Director

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

Margaret joined the ALARA QLD Limited Board in 2018, filling a casual vacancy.

Margaret 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 levels. In the three years prior to her retirement from the Queensland Government, she held a key role in program project management including a lead role in NDIS Transition Projects - Participant Readiness and Information, Linkages and Capacity Building (ILC).

In addition her knowledge and experience in the area of disability services, Margaret brings to the Board a sustained commitment to the creation of opportunities for people with a disability to learn, participate and be included in their local communities.



Louise Horneman-Wren
Board Director

BDSc FICD FADI MICDA

Louise has been extensively involved in the Dental profession. During her student years, she served as President of the University of Queensland Dental Students Association.

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 for the ADAQ from 1993 to 1996 and served as the Chair of its Oral Health Committee. She was a 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 the 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.

Louise has lived in Ipswich for 30 years and raised a family here.

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.

Louise graduated from the University of Queensland Dental School in 1985.

She has worked continuously 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.

CHIEF EXECUTIVE OFFICER'S REPORT

I am pleased to present the Annual Report for ALARA QLD Limited for the 2023 - 2024 year.

This 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 Financial Outcomes.

It reflects continued expansion in the range of new service initiatives and program opportunities created for our client group. Managed growth has occurred in services provided under the National Disability Insurance Scheme, Queensland Community Support Scheme and in the provision of Home Care Packages.

The report also highlights a range of collaborative working arrangements with other local providers and businesses and events held during the year which have highlighted the skills and contributions of both clients and staff.

This has occurred in the context of another challenging and difficult year for human service providers.

Workforce and skill shortages have continued for the disability and aged care sectors. Regional and rural areas are especially under strain. During the year, ALARA has focused on recruitment in all areas through locally focused recruitment campaigns and collaborative working relationships with local employment and training providers.

Across all funding streams, ALARA has faced increased costs in relation to compliance without corresponding pricing adjustment. Once again there have been substantial changes to NDIS and Aged Care regulatory environment, significant changes to claiming processes, and a range of industrial and human resources changes impacting on the costs of service delivery. Internally, policies and procedures, processes and training have been required to respond to a host of changes. Managing ongoing change continues to consume a considerable amount of management and administration time and organisational resources.



Added to this has been the further increase in costs across a range of fronts.

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 businesses 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 of 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.

A handwritten signature in black ink that reads "Judy Dickson". The signature is fluid and cursive, written over a white background.

Judy Dickson

B. Sp Thy; B.A.; Grad Dip. Man; Dip. Com Sec Man; JP (Qual); MICDA
Chief Executive Officer
ALARA QLD Limited

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 966 clients and their families and carers. In total, across all revenue types we provided 424,751 hours of support.

The following is an overview of services provided by ALARA in the 2023 - 2024 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 847 people through their NDIS Plan (NDIA Managed, Self-Managed and Plan Managed) with individual support, group or centre-based activities.

NATIONAL DISABILITY INSURANCE SCHEME - DIRECT SERVICES - PLAN MANAGEMENT & 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, shortlist 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.

GRANT FUNDED SERVICES

QLD COMMUNITY SUPPORT SCHEME (STATE)

During the financial year ALARA supported 129 people in the Ipswich, Lockyer and Somerset areas through the Queensland Community Support Scheme (QCSS) through the provision of 17,319 hours of support. This is a scheme that 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 (CHSP) - DEPARTMENT OF HEALTH & AGING (FEDERAL)

Through the financial year ALARA supported 43 older persons through this program providing 3738 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 57 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 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 program is funded through the Federal Department of Health. During the 2023/2024 financial year, 2 individuals were supported through this program. By the end of the financial year both clients have successfully transitioned to Aged Care Services.

DAY SERVICES

ALARA currently operates day 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 program 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.

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.

During each week:

- Monday at LPL was music and drama. This is with volunteer Rosealie Hatchman who spends the morning playing her guitar and singing. Clients practice each week and once a month perform at Tabeel for the elderly residents. The afternoon is dedicated to working on their drama performances. The group have held several performances, the last being Grease Lightning and they are currently working on a Rock N Roll performance.
- 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. Many clients have entered work into local shows and have been successful in obtaining a prize. 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 is a bowling group. They now have shirts printed for the group. Thursday Week 2 the group attend hydro in Plainlands indoor pool, this allows the swimming group to continue all year round.
- The Friday Social Group accessed areas of interest in the community, work on travel training and social skills. Clients learn money handling, social interaction and cooking skills running the BBQ's and stalls at the Laidley Markets every alternate Friday.
- The Mix and Mingle Group run on a Saturday once per month.

ALARA Lockyer conducted a range of fundraising activities to support the clients' goal of adding two murals to Luke's Place Locker. We held several car washes and a Movie and Market Night with a total of \$1,838.60 raised.

Left: Grease Lightning - Luke's Place Lockyer

The BBQ and items made by the Just Craft'n Around Woodturners Group sold at the Laidley Markets operated through the efforts and commitment of the service participants managing the stock with participants and their support workers managing the stall and BBQ when the markets are running. They have raised \$4,278.50 during the financial year. The Lockyer client group determines the way in which these funds are used to support the local Luke's Place program. Opportunities, Coordinators and Facilitators must be innovative and skilled in actively fostering partnerships with the community.

LUKE'S PLACE ESK

During the financial year 2023/2024 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, 14 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 Morayfield Shopping Centre for Christmas shopping, outings to Wivenhoe and Somerset Dam, lunch at Bottletree Hotel, Toogoolawah Hotel, Harlin Hotel and Kilcoy Hotel. A group attended the show Wilbur the Optical Whale performed by theatre company 'Indel-ability Arts' at the Somerset Civic Centre.
- 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.
- Money Handling - developing skills whilst attending shops within the community e.g. food purchasing for cooking.
- Skill Development - arts and crafts, paper brick making and woodwork

- Community Networking - attending to community gardens including planting of seedlings, weeding and watering, Esk Golf Club, various volunteering initiatives and morning tea with the Bushwhackers Band.

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. This 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 them.
- 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 themselves.
- Assist in catering for the Rural Fire Brigade training days.

Clients participate in a weekly car wash. All monies raised going to support the Community Garden established by ALARA. The garden is located at the Stepping Stone Community Centre, Heap Street, 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 the 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 Rural Fire Brigade training days held on Saturday 16 March 2024 (50 people) at the SES Depot in Esk and Saturday 20 April 2024 (34 people) held 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.

Monies raising through these events are used to support LPE program initiatives.

LUKE'S PLACE IPSWICH AREA

During the 2023/2024 financial year, 136 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 56,675 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 and 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 to play weekly on a Saturday. The group are part of a league at Richlands Bowling All Stars. The group is committed to their league and as part of their 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 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 a larger take home 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 sold several deck chairs and bench seats to the public. This group has created furniture for Salisbury Road with two tables for the tinker/creator and hobbyist and upcycle fashion group. Along with benches for all the groups to use in the outdoor undercover area.
- 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 group 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.



Recycled table made by the Tuesday and Thursday Woodwork Groups for the Tinkers and Sewing Groups at Luke's Place Salisbury Road

- 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 Road centres. This activity gives participants the opportunity to improve their menu planning, money handling and budgeting skills, safe food handling and hygiene, cooking and social skills. There is also an opportunity to make a contribution to their family.
 - The *Breakfast Club* which operates three mornings a week. This ensures participants have a healthy breakfast and learn about cooking and nutrition and portion sizes, before heading off to another activity.
 - *Tinkers* groups run on Monday and Tuesday. Group members are supported to 'tinker' on a range of projects - everything from woodwork to ceramics acrylic pour.
 - *Creator and Hobbyist* sessions involve group members making personalised items for themselves, family members or a local community group. Session 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 who brought a yearly pass to the 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 through 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 and 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 - 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).
- Specialised creative Christmas (Holiday) workshops run for the last week of service.

DINGLEY DELL ARTS PROGRAM

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 not at capacity. They support one another to learn about a range of artistic mediums and all work on joint and individual projects.

On a Friday, artists who wish to spend time on their art and further develop their skills are able to book the space individually.

Towards the end of the financial year an exciting new Dingley Dell had the opportunity to display work at the Stoney Creek Brewery and to create artwork which will potentially be used for brewery products.



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 (416 members) and ALARA Teenagers providing 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 others for dinner and dancing. 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 - 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 pajama night, formal night, Hollywood, Hawaiian, 80's, Halloween and Superhero nights.

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 as well as the State of Origin nights. Social bowling, bingo and dinner and chats are extremely popular.

Left: Artworks displayed at the Stoney Creek Brewery

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:

- Warwick Jumpers and Jazz (July 2023) - A small group enjoyed the cold weather and music at Warwick for 3 days. They attended what was on offer at the festival.
- Coochiemudlo Island (August 2023) - 2 separate groups headed over to Coochiemudlo at different times. The groups enjoyed exploring the island and fished, golfed and relaxed.
- Gold Coast Recreation Centre (Junior Getaway - September 2023) - A great group of juniors stayed at the Gold Coast Recreation Centre in the September school holidays. For many, it was their first getaway. They all took part in team building exercises and water sports.
- Toowoomba Carnival of Flowers (September 2023) - the group headed to Toowoomba to enjoy all the carnival had to offer. They also enjoyed a show at the Empire Theatre.
- Bribie Island (October 2023) - 2 separate groups visited Bribie Island. They spent time on the island visiting the butterfly house and beaches. They also spent time in Caboolture.
- Bundaberg (November 2023) - the group headed up to Bundaberg to experience the turtles laying eggs at night. They also visited the soft drink factory and saw what Bundaberg had to offer.
- Windward Passage (December 2023) - a small group headed to the Sunshine Coast to stay at a unit they have frequented over a year. While at the Sunshine Coast they spent days out at the Ginger Factory and Australia Zoo.
- Cedar Glenn Farm Stay (February 2024) - a small group went for a 'Country Stay' at Cedar Glenn. The peace and serenity was a much needed recharge for those attending.
- Helensvale (February 2024) - a group of theme park enthusiast clients attended the getaway as they paid a visit to both Movie World and Sea World.
- Alexandra Headlands (March 2024) - the group enjoyed staying close to the beach for 3 days. While on the Sunshine Coast they visited Australia Zoo and Aussie World.
- Turtle Beach Junior Getaway (April 2024) - a small group of juniors enjoyed a fast paced getaway to the Gold Coast where they visited the Upside Down House and Currumbin Wildlife Sanctuary.
- Mapleton QCCC (April 2024) - the group enjoyed the activities on offer such as flying fox and giant swing. They also took part in many team building exercises.
- Moon Rising (May 2024) - a small number of individuals stayed at the Sunshine Coast for some rest and relaxation. They enjoyed markets and each other's company.
- Thunderbird Park (May 2024) - the group enjoyed activities such as fossicking, mini golf and pickleball.
- Bestbrook Farm Stay (June 2024) - the group enjoyed seeing all the animals at the farm and riding the horses. Bestbrook has been a favourite for many of our clients who return each year.
- Broadbeach (June 2024) - a small number of individuals stayed at Broadbeach for some time away from home. While away, they pampered themselves by getting nails and hair done. They also enjoyed a night at the Outback Spectacular.

Right: Jumpers and Jazz Getaway in Warwick



TEENAGERS LEARNING & LIFE SKILLS GROUP

This group of lively teenagers meet on a Monday or Tuesday afternoon for two and a half 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, team work, decision-making, working in a group and 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 meet three days a week and participate in cooking, shopping, fitness activities, volunteering at Meal on Wheels and accessing public transport in the community. Recently the group has been working towards gaining their learners driver's license which a few members have been successful obtaining.

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

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 animals parks, trips into the 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 skills 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 & 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 was held at Salisbury Road from 5 to 7:30pm on Friday 22 September 2023.

There are currently 17 registered players.

During the 2023/2024 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 at Silkstone. On Thursday afternoons from 4pm - 5:30pm, the team train at Limestone Park. The coaching team have focused on ball skills and teamwork.

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).

ALARA Jets attended the Disability Awareness Day at North Ipswich Reserve on 26 May, where they played against the Jets 'A' Team. The team then clapped on the main game players in the Hostplus Cup - Jets v North Devils.

The team sponsors are:

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

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. On occasion they will use Salisbury Road to meet and play if West Moreton Darts Hall is unavailable. There are currently nine members playing regularly.

Respect-da-Bull is now competing on a Wednesday night in the mixed team competition at West Moreton Darts Association.

'CHATS' - AGED CARE SOCIAL SUPPORT

'Chats' is an initiative for aged care clients (supported through both CHSP and HCP programs) which aims to reduce social isolation and create opportunities for participants to make genuine friendships within their local community. Seven people are supported to meet regularly at a range of venues of their choice. The focus is on information sharing, mutual support over issues and concerns and just having a good time.



SERVICE PROMOTION & COMMUNITY ACCESS

EXPOS & COMMUNITY EVENTS

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

- Brisbane Disability Connect Expo
- Claremont Special School Presentation
- Challenge Employment Event
- Woodcrest State College Presentation
- Ipswich Fresh Futures - Ipswich Showgrounds
- Ready Set Connect at North Ipswich
- Ipswich Region Business, Careers and Job Expo

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:

- Wivenhoe Job Match Project
- Local Jobs Network Wivenhoe
- 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
- ACCPA QLD COVID19 & Emerging Issues
- ACCPA - Home and Community Care Forum - CHSP Extension Grants
- 30 Mob Monthly Online
- Bodysmart Health and Networking Meeting
- Voice of People with a Disability Report: What does it mean for providers?
- Commonwealth Home Support Programme - Update for Providers
- National Reference Group - Aged Care Transition to Practice Programs

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

- Building Inclusive Disaster Resilient Communities (BIDRC) (Somerset and Lockyer) - CEO
- Mental Health Industry Connector - CSO
- National Reference Group - Aged Care Transition to Practice - CEO
- Y Recruitment

The CEO participated in 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 the Southern Downs. This project is funded by the Australian Government's Department of Industry, Science, Energy and Resources.

ALARA hosted a visit for Senior Management and key operational staff from South Burnett Care in May 2024. South Burnett Care is a Kingaroy-based service offering both disability and aged care supports. ALARA has actively shared information with South Burnett Care in the past regarding system usage (TRACCS) and approaches to funding changes and challenges and audit experiences.

EVENTS

ALARA CHRISTMAS PARTIES

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

LOCKYER MUSICAL PERFORMANCE - GREASE LIGHTENING

Clients and staff of the Lockyer centre staged a musical performance with a Grease Lightening theme in September 2023. The event was well attended by clients, their families, friends and local community members. Funds raised went towards a new art mural at the Lockyer centre by *Street Art Concepts*.

LOCKYER TWILIGHT MARKETS & MOVIE

'Under the Stars' - a dinner open to the community - hosted by clients and staff of our Lockyer Centre.

ALARA JETS 10 YEAR ANNIVERSARY

The ALARA Jets 10th Anniversary celebration was held at Luke's Place Salisbury Road on the evening of the 22 September 2023. The evening was well attended by players, family, sponsors, the Mayor and Councillors as well as the State Member or Parliament. ALARA Jets have been training with the TAE Aerospace Ipswich Jets Rugby League team every season for a decade and is an example of how support can connect and transform lives.

DANIEL MORCOMBE DAY ACTIVITIES

A range of activities were conducted across the Ipswich area to support this day. The Activities Teenage group were supported to complete age appropriate on-line training aimed at empowering them with skills to identify and avoid on-line risks including:

- Recognising and managing online bullying
- Safe online relationships
- Protecting private information

SALISBURY IN SPRING

'Salisbury in Spring' is an annual event which is held at Luke's Place Salisbury Road in September of each year. Salisbury in Spring was held on Saturday, 2 September 2023 at Luke's Place Salisbury Road.

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.



Right: ALARA Jets 10 Year Anniversary Celebration

STAKEHOLDER PARTICIPATION

ALARA throughout 2023 - 2024 has continued to look at ways to enhance client and carer involvement in the organisation.

ALARA has for example had a role for client/carer representation on its Workplace Health and Safety Committee.

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

The organisation established an Aged Care Consumer Advisory Group to provide feedback about the quality of care to ALARA's Board of Directors so that we can continue to improve our services. The Chair of this Committee also sits on the organisation's Quality Care Advisory Group. The first meeting of the group was held on 9 November 2023.

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 staff turnover remains low compared to industry benchmarks.

RECRUITMENT

During the financial year targeted recruitment of support workers occurred to meet client needs. Several new support staff were engaged as an outcome of our involvement with local employment programs and initiatives.

As at 30 June 2024, ALARA employed 242 people of which 206 were employed in a support worker role.

STAFF TRAINING & 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 qualification 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 through the Staff Portal and the GO1 learning platform. In addition to a range of mandatory training, staff have access to numerous 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 the training offered through GO1 to enhance both staff knowledge and understanding in NDIS and Aged Care streams.

A range of face-to-face in-house training activities were undertaken for relevant staff including:

- Business Continuity - Disaster and Emergency Response
- 'What is Multiple Sclerosis - types, symptoms and management'
- Mobile Time and Attendance training (MTA)
- Implementing Behaviour Support Plans (client specific)
- Personal Care Support - including infection control, provision of personal care and specific complex supports

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

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

- NDS Qld Fast Facts
- Home Care Reform Forum
- NDS Contemporary Governance and Leadership Summit
- NDS Regional and Remote Conference 2024
- NDS RoundTable on Foundational Supports
- NDS - PACE Overview and NDIS Test in Tasmania
- NDIS - Provider Information: Group Based Support and Pricing Arrangements Transition
- Australian Business Lawyers - The new workplace law landscape - Navigating the changes
- ACCPA National Conference - The Age of Change
- Aged Care Quality and Safety Commissions Conference - National Provider Conference 2024
- NDS CEO Conference

Relevant staff participated in the following external information or training sessions:

- Beyond ChatGPT: Other Practical AI Tools for Associations
- Complaints: An overview with the NDIS Quality and Safeguards Commission
- Behaviour Support Planning - Aged Care Industry Association
- Critical Incident Reporting - NDS
- EFTSure Training
- Serious Incident Response Scheme (SIRS) - ACIA
- Financial and Prudential Relation - Aged Care Quality and Safety Commission - MSS
- Pain Management in the Elderly - Australian College of Nursing - RN
- Microbial Stewardship and Outbreak Management - RN
- Introduction to Chronic Wound Care - RN
- NDS Medicine Safety: Disability Care Report - RN
- Dealing with Difficult People in Life and Work
- New NDIS Bill - Getting Across the Detail

- Lymphoedema Management - Australian College of Nursing - RN
- Incident Reporting and Investigation - Aged Care Industry Association
- 'Getting to the heart of what matters' (CRU)
- Clinical Governance Home Services
- Medication Management - Providers responsibilities under the Medicines and Poisons Act 2019
- Medication Management webinar
- NDIS Provider webinar on Group Rates and Pricing Arrangements
- NDIS Quality and Safeguards Commission webinar
- Group Based Pricing Transition webinar
- Aged Care Manual Handling training
- Planability training
- NDIS Change of Situation (Endeavour Foundation)
- What Support Coordinators and Recovery Coaches can expect after the NDIS Review - Provider Choice
- Programs of Support - In Practice (DSC)
- Support Coordination: 2 Day Intensive (DSC)
- Safeguarding - What is your role as a Support Coordinator (Endeavour Foundation)
- Bariatric Equipment Education Webinar
- Support Coordination - Person Centred Planning (Endeavour Foundation)

The Payroll Officer and Manager Systems Support are being supported to undertake Certificate IV Payroll Administration.

ALARA's Registered Nurse, Daisy Hong, completed the Nursing Transition to Practice Program run by ACCPA. At the Nursing Program Recognition Ceremony for the National Program held in September it was announced that Daisy was one of three Excellence Award Winners.

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

The Employee Assistance Program (EAP Assist) 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, as well as needs. Immediate short-term counselling is available in the event of a Critical Incident.

WORKFORCE MATTERS

SALARY PACKAGING

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

SINGLE TOUCH PAYROLL (STP)

Single Touch Payroll (STP) is a 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 service 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 onward.

COVID-19 MANDATORY VACCINATIONS

ALARA is required to provide reporting to the Federal Department of Health on vaccination status.

ALARA again offered a subsidy for staff to obtain their annual flu shot.

WORKPLACE HEALTH & 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 requirements 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 & 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 CARE ADVISORY BODY (AGED CARE)

The first meeting of ALARA's Quality Care Advisory Body (Aged Care) formed in December 2023, was held at Head Office on 18 January 2024. The primary function of the Quality Care Advisory Body is to report to the governing body providing advice about the quality of care that ALARA QLD Limited (ALARA) delivers through its aged care services and to provide problem solving and suggestions for improvements.

While the Quality Care Advisory Group reports to the Board, it is independent of the Board of Directors and does not act at the direction of the Board.

In addition to key internal staff members of the Quality Care Advisory Group include Laurie Grealish RN PhD FACN Adjunct Associate Professor, Rosslyn Holloway - Clinical Nurse Advance Care Planning Queensland Health and Nola Fairhurst (Chair of the Consumer Advisory Body).

QUALITY ACCREDITATION

ALARA commenced the process for re-registration as an NDIS provider. The NDIS Recertification Stage 1 was undertaken on 21 May 2024 and is pending the Commission's Final Review. Stage 2 is scheduled for early in the new financial year.

ALARA will also be due for a Human Services Quality Standards Audit (relating to QCSS services) early in the new financial year.

Auditors from the Aged Care Quality and Safety Commission conducted a follow-up audit in August 2023. The outcome of the audit was that all applicable standards were met.

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). Standards and Performance Pathways (SPP) is an online service for NGO's 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.

During the year, ALARA has invested into technology to assist with the administration of Plan Management and our accounting and human resources systems following best practices.

In the Plan Management space, ALARA have implemented Plannability a Credibility System (built solely for Plan Management), which has significantly improved processing of invoices with their specialised scanning solution and direct connection to NDIS processing. The solution also provides easily accessible portal for participants and other client representatives.

ALARA has invested into Oracle's JD Edwards Enterprise resource planning software to meet ALARA's ongoing needs in accounting, payroll and human resource management. As ALARA grows, the solution will provide ALARA with the opportunity to increase automation and provide additional support to our most valued resource, the support team and teams who support them.

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.

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.

The website complies with Web Content Accessibility Guidelines 2.0 (WCAG) which is the world standard for accessibility and includes a Reachdesk (previously called BrowseAloud) facility. This provides options for text magnifications, text to speech, spoken translations in 35 languages and written translations in 78 languages.

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 that 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.

STATE GOVERNMENT FUNDING

During the 2023 - 2024 year ALARA received a total of \$1,256,824 from the Community Care Branch of Queensland Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts 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.

FEDERAL GOVERNMENT FUNDING

During the 2023 - 2024 year, ALARA received a total of \$122,180 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 current agreement with the Federal Department of Health and Aged Care pertaining to the Commonwealth Home Support Programme was extended to 30 June 2025. The transition to the new Support at Home program will now occur 1 July 2027.

In the same period ALARA also received \$9,521 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 2 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. Both clients have now successfully transitioned to Aged Care services.

Additionally, during the financial year, ALARA supported 57 individuals with Home Care Packages under the Consumer Directed Care Model (CDC).

From 1 July 2025, the Support at Home program will replace the existing Home Care Packages (HCP) Program.

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

GRANTS

ALARA received the Aged Care Registered Nurses Payment from Department of Health and Aged Care of \$1,600. These grants were awarded to reward clinical skills and leadership and promote retention of clinical staff in Aged Care.

DONATIONS

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

This included:

- Payroll deductions of \$1,940 from the staff of the Visy Board Carole Park. As agreed with the donors, these funds are used to support Holiday Retreats additional expenses 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.
- A donation of \$1,690 was received from the City of Ipswich Community Fund Limited. This donation was presented by Cr. Paul Tully.
- Esk Lions Club donated \$500 for Luke's Place Esk programs for the purchase of small appliances for cooking programs.
- The Esk Community Op Shop again made a generous donation of \$1,000 for fuel for the commuter to enable Esk participants to enjoy a wider range of activities.

FUNDRAISING ACTIVITIES

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

PROPERTY MATTERS

The purchase of Luke's Place Lockyer (17 Campbell Street, Laidley) from the Lockyer Regional Council was finalised on 31 January 2024. This will provide certainty to the Lockyer Region for a continued service presence within the area as well as an opportunity to make future improvements to the building to support and extend the diverse range of programs on offer at this site.

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.

Significant work required to the roof to rectify design issues that have contributed to damage in heavy downpours was finally completed. Delays had been experienced because of supply chain issues and the need to source a new contractor.

External painting of Head Office/Luke's Place Ipswich as well as an update of signage was completed early in 2024.

MOTOR VEHICLES

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

ALARA partners with SAGE Fleet in relation to fleet management. SAGE Fleet work exclusively with 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 vehicles, machinery breakdown, business interruption, cyber security, workers' compensation and volunteers' insurance. All insurance policies are reviewed on a yearly basis with our insurance broker to ensure that we have sufficient cover to meet ALARA's needs. Insurance cover continues to be a significant cost to the organisation.



Artwork presented by the staff and clients at the Staff Service Awards in May 2024

ACKNOWLEDGEMENT OF SUPPORT

DONATIONS

INDIVIDUALS

E. Shaw
H. Trieu
J. Oliver
P. Anderson
P. Neumann
S. Carlson

GROUPS & ORGANISATIONS

Esk Community Op Shop
Esk Lions Club

DONATIONS OF VOUCHERS OR TICKETS

Stacey Sofra

ALARA JETS SPONSORS

Articulate Framing
Limestone Dental Group
Body Smith Health +
DCA - Disability Community Awareness
Pennywise Ipswich
Touch Rugby League (TRL)

Plus other individuals who required that their details be withheld or donated anonymously.

ALARA Jets attended the Disability Awareness Day at North Ipswich Reserve on 26 May, where they played against the Jets 'A' Team.



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 for our clients and staff.

Agnes Brown	Ezee Removalists
Alex George	Fiona Cervetto
Angela Brown	Fiona Daniels
ALARA Esk Team	Forest Hill Woodcrafters Group
Articulate Framing (Steve Rainbow)	Fritz Weiners
Barbara Read	Gaylene Smith
Billy Diehm (Pastor Raceview Congregational Church)	Givit
Biztopia	GO1
Body Smart Health +	Grand Hotel Esk
Bree Corbyn	Grange Road Pharmacy
Briana Smith	Good 360
Brisbane Valley Lutheran Church Congregation	Handmade by Sarah Nicole
Bunnings - Plainland	Healthcraft Furniture
Bunnings - West Ipswich	Heather Livingstone
Cherie Gribbin	Honey and Hive Apiary
Club Services Ipswich (CSI)	HWL Ebsworth Lawyers
Challenge Employment and Training	laomai Matthews
Collaboration Training	IGA Esk
Cr. Paul Tully (Ipswich City Council)	Ipswich City Council
CSIA	Ipswich City Council Waste Management
DCA - Disability Community Awareness	Ipswich Florist
Deirdre Bicknell	Ipswich Meal's on Wheels
Dee Payton	Ipswich TAFE
Dee Reedy	Isolation Creations
Denise Scott	Jacaranda Street Hot Bread Kitchen
Disabled Surfers' Association (Gold Coast)	Jacob Hambleton
Dixie Taylor	Jan Hille
Ebony Corbyn	Janice Ash
Elsa White	Jasmine Thorpe
Entrainu	Jazzy's Crafts and Laughs
Erlinda Perry	Jim Madden MP
Esk Community Op Shop	Joan Thomson
Esk Golf Club	Joe Reedy
Esk Kindergarten	Johnathan Gillingham
Esk Lions Club	Kathryn Hammond (Nutrimetics/Tupperware)
Esk Lions Thrift Shop	Kelly Kerridge

Kevin Ruthenberg (Chairman Brisbane Valley Congregation)
 Kristie Thorburn
 Kyrlo Cee
 Laidley Florist
 Lesley Ashworth
 Lily n Makeup
 Limestone Dental Group
 Linda Shaw
 Lockyer Staff Team
 Lockyer Valley Community Disability Association (LVCD)
 Lockyer Valley Regional Council
 Lyn Dickson
 Makka Shop Australia
 Marcia Polzin
 Meals on Wheels - Laidley
 Michael Howcroft
 Michael Munt
 Michael Newman
 Mylestones Employment Ipswich
 NDS (Queensland State Office)
 Nadine Hansen
 Narelle Schaffer
 Natasha Carroll
 Neil and Leanne Vaccaneo
 Neville Collins
 Nick Boyd
 Paula Halson
 Pauline Gibbons
 Pennywise Ipswich
 Prometheus - The Piper and MC Hades
 Queensland Fire Brigade - Ipswich
 Raceview Congregational Church
 Rachel Lewis
 Richlands Bowling Alley
 Rosa's New and Preloved
 Rosealie Hatchman
 Ruby Stumer
 Rural Fire Brigade - Somerset
 Sally Turner
 Sandra and Les Riley

SES Esk
 Shayne Neumann MP (Member for Blair)
 Somerset Regional Council
 Somerset Rural Fire Brigade
 Sonia Hall
 Spinal Life Australia
 St Lucia Golf Links
 Stacey Sofra
 Stephen Miller
 Stepping Stones, Heap Street Esk (Community Connection Point)
 Tabeel Nursing Home
 TAE Aerospace - Ipswich Jets Rugby League Club
 Tania Moore
 Terry Larsen
 The Body Shop
 Toogoolawah Bowls Club
 Toogoolawah Golf Club
 Toowoomba Women's Shed
 Touch Rugby League (TRL) - Ipswich
 Tracy Johnston
 Trilochana Crystals
 Tyler de Mezieres
 Val and Ron Prowd
 Visy - Carol Park
 Vivienne and Ron Emmanuel
 Yvonne Massey
 Wally's Treasures
 West Moreton Darts Association
 Winter Family
 Woolworths - Silkstone
 Workability Queensland
 30 Mob

Thanks also goes to the many members of the ALARA family and the community who generously donated goods for raffles, Christmas parties 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.



WHATEVER!

BORN TO BE WILD

ELECTRIC BLUE

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

Claudine Coulter

Martyn Hill

Erin Hudson

Deborah Robertson

Megan-Marrie Woodford

Nicola Bratley

Jason Jackson

Bronwyn Burgess

Mason Garratt

Danielle Smith

Limiva Fonmanu

Breanna Gadsby

Rachel Lewis

Reece Payton

Stephen Millar

Cheyne Dobson

Troy Troutman

Kylie Chandler

Kristeen Delbridge

Sheree Parfitt

John Sexton

Tracie Smart

Alicia-May Brown

10 YEAR AWARDS

Sheralee Blay

Stacey Sofra

Jennifer Bill

Samuel Meighan

Karen Squires

15 YEAR AWARDS

Annette Crettenden

Judy Dickson

Anne Hall

Maria Wakeham

Previous page image:

Friday Sewing Group's - Australia Flower Collage for the dining room at Luke's Place Salisbury Road

