

# ANNUAL REPORT 2019-20



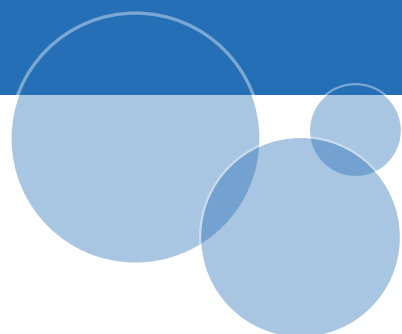




## OUR VISION

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

**COVER IMAGE:** Amazing works produced on the Weekend City Getaway at Cork and Chroma Studio.



# ALARA INFORMATION

## BOARD OF DIRECTORS

Jo' Witt — Chairperson  
 Cathy Wheeler — Secretary  
 Phillip Bell — Treasurer  
 Robyn Hartfiel  
 Noelene Schultz  
 Antonietta Harrison  
 Margaret Byrne

## AUDITOR

Ramsey and Associates

## CONTACT DETAILS

### Registered Office

8 – 10 Warwick Road  
 Ipswich Qld 4305

### Postal Address

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 Ipswich Qld 4305

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### Website

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

### Facebook

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

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 Lockyer

17 Campbell Street  
 Laidley Qld 4341

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# ANNUAL GENERAL MEETING

## AGM AGENDA

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# NOMINEES FOR BOARD OF DIRECTORS 2019/20

In accordance with Section 14.4 of the ALARA QLD Limited Constitution at the Annual General Meeting, one-half of the Directors, or if the number of Directors is not a multiple of two (2) then the lesser number nearest to one-half, must retire from office. A retiring Director is eligible for re-election.

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

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

Nominees, listed alphabetically are:

- Phillip Bell
- Margaret Byrne
- Antonietta Farrison
- Louise Horneman-Wren

In accordance with Section 16.5 of the ALARA QLD Limited Constitution: At the first meeting following the Annual General Meeting each year, the Directors shall elect from the Board of Directors the Chairman, Vice Chairman, Treasurer and those persons shall hold office until the Annual General Meeting or such other period as shall be determined by the Board of Directors from time to time.



# MINUTES OF THE ANNUAL GENERAL MEETING 2019

## MINUTES FOR THE ANNUAL GENERAL MEETING, ALARA QLD LIMITED, HELD 2ND SEPTEMBER, 2019

**Attendees:** As per attached list

**Apologies:** As per attached list

**Proxies:** As per attached list

### 1. Opening

The meeting was chaired by Robyn Hartfiel (Director). Robyn 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 then welcomed special guest Mayor Tanya Milligan – Lockyer Regional Council.

### 2. Apologies and Proxies

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

### 3. Minutes of the Annual General Meeting 2018

Members were asked to review the minutes from the Annual General Meeting 2018.

**Motion:** *"That the minutes of the Annual General Meeting, held 3rd September 2018, as printed, be accepted."*

**Moved:** Cathy Wheeler

**Seconded:** Ray McMinn

**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 Robyn Hartfiel.

**Motion:** *"That the Chairperson's Report for the Year 2018-19 be accepted."*

**Moved:** Robyn Hartfiel

**Seconded:** Toni Harrison

**Carried!**

#### Treasurer's Report

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

Robyn Hartfiel as Chair asked that the Financial Report including the Directors and Auditors Report for the period ending 30 June 2019, as distributed to members present, be tabled and taken as read. Then opened the meeting to any questions about the Financial Statement and Auditors Report.

**Motion:** *"That the Financial Report for the Year 2018-19 be accepted."*

**Moved:** Phillip Bell

**Seconded:** Marg Byrne

**Carried!**

#### Executive Manager's Report

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

**Motion:** *"That the Executive Manager's Report for the Year 2018-19 be received."*

**Moved:** Phillip Bell

**Seconded:** Michael Munt

**Carried!**

## 6. Election of Board of Directors

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

Three financial members Robyn Hartfiel, Catherine Wheeler and Joanne Witt have been nominated for a position on the Board of Directors. The nominations were checked and certified to be in order by the Executive Manager Judy Dickson.

Section 14.2 (f) of the Constitution states that where the number of candidates is equal to or less than the number of available positions, no vote is necessary, and the candidates are automatically appointed to the positions for which they have nominated.

Therefore in accordance with Section 14.2 (f) of the Constitution, the candidates Robyn Hartfiel, Catherine Wheeler and Joanne Witt having been duly nominated and being eligible for election are hereby automatically elected to the positions of Directors.

Members are advised that in accordance with section 16.5 of the ALARA QLD Limited Constitution:

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

## 7. Recognition Awards

The Executive Manager, Judy Dickson, announced the following staff longevity awards which will be presented at the Staff All-together on 21st October 2019.

## 5-year Awards

Jennifer Bill  
Sheralee Blay  
Max Gordon  
Steven Kilfoy  
Kim Malcolm  
Donna Massey  
Sam Meighan  
Julie Powell  
Stacey Sofra  
Karen Squires  
Karen Voysey

## 10-year Awards

Annette Crettenden  
Judy Dickson  
Anne Hall  
Shirley Norton  
Jeffrey Ole  
Gaylene Stack  
Maria Wakeham  
Kelli Warren

## 20-year Award

Ian Harmony

## 8. Date of Next Meeting

The date of the 2019/2020 Annual General Meeting to be set for Monday 7th September 2020 at 7.00 pm.

## 9. Closure

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



Jo' Witt



Cathy Wheeler



## ATTENDEES A.G.M. HELD 2<sup>nd</sup> SEPTEMBER, 2019

### Life Members

Robyn Hartfiel  
Lyn Stewart  
Ray McMinn  
Cathy Wheeler

### Members

Antonietta Harrison  
Phillip Bell  
Margaret Byrne  
Barbara McMinn  
Michael Munt

### Proxies

Jim Cummings – appointed Phillip Bell  
Mike Kingham – appointed Chairperson  
Sue Saunders – appointed Lyn Stewart  
Jean Cummings – appointed Cathy Wheeler  
Hilda Fixter – appointed Chairperson  
Kevin Hartfiel – appointed Robyn Hartfiel  
Sally McMinn – appointed Chairperson  
Shirley Schostakowski – appointed Chairperson  
Gerard Schostakowski – appointed Chairperson  
Stephen Schostakowski – appointed Chairperson  
Noelene Schultz – appointed Chairperson  
Don Stewart – appointed Chairperson

### Staff

Judy Dickson  
Bill Bopf  
John Horne  
Kirstie Reaves

### Guests

Mayoral Tanya Milligan – Lockyer Regional Council

## APOLOGIES

### Life Members

Jim Cummings  
Mike Kingham  
Ian Morley  
Susan Saunders  
Jo' Witt

### Members

Jean Cummings  
Mikael Blanc  
Hilda Fixter  
Robyn Gregory  
Kevin Hartfiel  
Sally McMinn  
Heather Olm  
Anne Ruthenburg  
Stephen Schostakowski  
Gerard Schostakowski  
Shirley Schostakowski  
Noelene Schultz  
Don Stewart

### Guests

Hon. Milton Dick, MP – Member for Oxley  
Hon. Shayne Neumann – Federal Member for Blair  
Mayor Graham Lehmann – Somerset Regional Council  
Ms Deb Frecklington – Member for Nanango, Leader of the Opposition  
Mr Jim McDonald – State member for Lockyer  
Mr Jim Madden – State member for Ipswich West

### Staff

Michael Howcroft  
Narelle Schaffer

# MINUTES OF THE 2020 EXTRAORDINARY GENERAL MEETING

## MINUTES FOR THE EXTRAORDINARY GENERAL MEETING, ALARA QLD LIMITED, HELD 27TH APRIL, 2020

**Attendees:** As per attached list

**Apologies:** As per attached list

**Proxies:** As per attached list

### 1. Opening

The meeting was opened by Chair Phillip Bell at 7.10 pm. Phillip acknowledged the traditional custodians of this land. Phillip acknowledged that because of COVID-19 restrictions, only two members and the Executive Manager could be present. The meeting was being conducted by way of proxies for other members.

### 2. Apologies and Proxies

The Chair read the 21 member apologies, noting 21 proxies.

### 3. Motion

*"That R.W. Ramsay & Company be appointed as Auditors of the Company ALARA Qld Limited."*

**Moved:** Phillip Bell

**Seconded:** Robyn Hartfiel

**Carried!**

## ATTENDEES E.G.M. HELD 27TH APRIL, 2020

### Life Members

Robyn Hartfiel

### Members

Phillip Bell

### Proxies

Michael Blanc – for the Motion

Agnes Brown – appointed Chairperson

Margaret Byrne – for the Motion

Sue Hampton – for the Motion

Toni Harrison – appointed Chairperson

Kevin Hartfiel – for the Motion

Mike Kingham – for the Motion

Barbara McMinn – appointed Chairperson

Ray McMinn – appointed Chairperson

Ian Morley – appointed Chairperson

Michael Munt – appointed Chairperson

Anne Ruthenberg – appointed Chairperson

Imelda Samson – for the Motion

Sue Saunders – appointed Chairperson

Gerard Schostakowski – for the Motion

Shirley Schostakowski – for the Motion

Noelene Schultz – for the Motion

Don Stewart – for the Motion

Lyn Stewart – for the Motion

Catherine Wheeler – appointed Chairperson

Jo Witt – for the Motion

### Staff

Judy Dickson

## APOLOGIES

### Life Members

Jo' Witt

Ian Morley

### Members

Gerard Schostakowski

Shirley Schostakowski

Margaret Byrne

Anne Ruthenberg

Kevin Hartfiel

Imelda Samson

Michael Blanc

Michael Munt

Sue Hampton

# KEY STRATEGIC AREAS

## INDIVIDUAL & COMMUNITY OUTCOMES

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

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

**Outcome 3:** Raise aspirations for customers to have valued roles in their community.

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

**Outcome 5:** New and improved service options.

## WORKFORCE DEVELOPMENT

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

**Outcome 2:** To have a stable workforce that is trained, skilled and knowledgeable about their roles and responsibilities.

**Outcome 3:** To have a workforce that is valued and supported to achieve the vision of ALARA.

## ORGANISATIONAL IMPROVEMENT & INNOVATION

**Outcome 1:** ALARA's systems and infrastructure are responsive in addressing the organisation's current and emerging needs.

**Outcome 2:** Provision of innovative responses to need.

**Outcome 3:** Retain and attract customers to ALARA's services.

**Outcome 4:** Understand and be responsive to the changing environment requirements.

**Outcome 5:** To support customers and families in a changing environment.

## FINANCIAL OUTCOMES

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

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

**Outcome 3:** To diversify ALARA's revenue.

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

# OUR VALUES



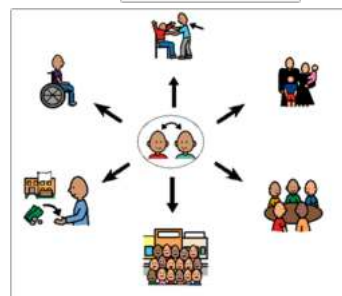
## VALUE 1: PERSON FOCUSED

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



## VALUE 2: RESPONSIVE

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



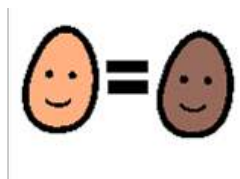
## VALUE 3: PARTNERS

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



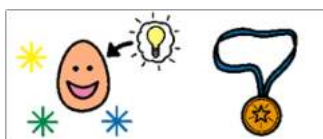
## VALUE 4: SAFETY

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



## VALUE 5: RESPECT

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



## VALUE 5: EXCELLENCE

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



# CHAIRPERSON'S REPORT



“ALARA prides itself in putting the needs of families first and foremost.”

JO' WITT, ALARA CHAIRPERSON

ALARA QLD Limited has experienced another amazing yet interesting year. The first half of the year saw managed growth and development of new services and supports to meet client need. In the second half of the financial year, however, the resilience of the organisation and the commitment of staff, management and Directors was tested as they dealt with the challenges of localised bush fires, flooding and then the COVID-19 pandemic.

ALARA prides itself in putting the needs of families first and foremost. Despite the practical challenges around remote working arrangements experienced and disruptions in their own personal lives, the office team responded effectively during the lockdown period. They moved quickly to home-based working arrangements, prioritised essential services and regular phone-based welfare checks for clients, created new virtual solutions to enable clients to remain connected, sourced additional personal protective equipment (PPE), developed new risk assessments and implemented compulsory training for staff in COVID-safe practices. Support workers worked flexibly and often in new ways to ensure client support continued.

On behalf of my fellow Directors, I would like to pay tribute to the leadership team and each of our hardworking staff and volunteers for their role in ensuring continuity of service during these times of uncertainty.

Forming effective partnerships with other agencies and local business has always been key to ALARA's values and operations. The value of these strong working relations became particularly apparent during the year, where information technology (IT) capability for remote working arrangements and collaboration around client support came to the fore.

I would also like to recognise our voluntary Board of Directors and their continued work in ensuring the ongoing sustainability of the organisation through effective strategic planning and governance. This ensured that the organisation was well placed to navigate this turbulent time.

In the midst of the lockdown period, ALARA underwent an external audit against the Human Service Quality Standards. This audit was conducted remotely and related to the Queensland Community Support Scheme, which ALARA commenced providing on 1 July 2019. Despite this being a relatively new program, the findings were very positive, and any improvement opportunities offered have been embraced.

Thank you again to the staff, Board and all the people who have worked with us this year to ensure we continued to work towards the achievement of our mission despite these unprecedented times: *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.*

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. The Directors must meet at least once every two calendar months to exercise their functions.

## BOARD PROFILES

### PROFILES OF DIRECTORS IN OFFICE AS AT 30 JUNE 2020:



**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.



**Robyn Hartfiel – Director**

*Llb (Hons)*

Robyn joined the Respite Care Services (Ipswich) Board in 1998 subsequently served on the ALARA Association Board of Management and

continued as Board Director with the transition of the organisation to ALARA QLD Limited in 2013. She has been a solicitor for 30 years and until her retirement was a partner for local Ipswich firm M.A. Kent and Associates. She was a volunteer solicitor for TASC Ipswich (a not-for-profit organisation) for eight years after retirement. In addition to her years of experience as a Board member for the organisation, Robyn's legal background has been invaluable to the Board when considering matters such as leases, real estate transactions, agreements and other legal issues that arise from time to time. Robyn is a life member of ALARA QLD Limited.



### **Noelene Schultz – Director**

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

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



### **Toni Harrison – Director**

*Dip. Bus.; Adv. Dip. Acc.*

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

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



### **Margaret Byrne – Director**

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

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

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



### **Phillip Bell – Treasurer and Board Director**

*CPA; FAIM.*

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

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

# EXECUTIVE MANAGER'S REPORT



## **I am pleased to present the Annual Report for ALARA QLD Limited for the 2019–2020 year.**

In my last year's report, I referred to ALARA continuing to navigate the dynamic environment of change in which we were operating. These changes involved all of the major funding types accessed by our service users and multiple compliance and regulatory changes. In this financial year, not only has change continued across funding and regulatory environments, but we have also been responding to the unprecedented events of the last six months.

As the new calendar year commenced, we moved from operating in a drought-affected area to bush fires, to localised funding and then to a global pandemic. Since then we have all been riding the wave of COVID-19, which has created significant changes to everyone's day-to-day lives, not in the least implementing COVID-safe practices, lockdowns, social isolation and shortages of PPE and some basic grocery supplies.

All businesses have experienced significant challenges throughout this period, and the bar is much higher for an essential service such as ALARA.

“We moved from operating in a drought-affected area to bush fires, to localised funding and then to a global pandemic ... Our success is testament to ongoing team effort and the commitment and resilience exhibited across all levels of the organisation.”

JUDY DICKSON  
ALARA EXECUTIVE MANAGER

As is good practice, ALARA has a Business Continuity Plan and experience in working under disaster provisions, and, as such, we were able to respond very quickly to each new chapter of 2020 as it emerged. During the initial lockdown period, ALARA moved swiftly to the majority of office-based staff working from home and suspending group-based programs. Despite largely working remotely, our head office team pulled together to ensure essential supports continued with minimal interruption and, where required, group supports were replaced with one-on-one support. They were committed to supporting people to remain safe, well, socially connected and with access to support for shopping (accompanied or unaccompanied) for essential supplies. COVID-safe service protocols were developed, and mandatory training implemented for all workers to ensure safe service provision and operations. A range of new virtual services were developed and, given the uptake and popularity, will undoubtedly continue to be part of our service offering into the future.

The NDIA and other funding bodies responded to the challenge of COVID-19 by providing more flexibility in the way funds can be used throughout the period. For people with an NDIS Plan, Support Coordination can be accessed through core funding. This has enabled a number of participants



the opportunity to receive additional assistance to best utilise their plan through this difficult time. The ability to use core NDIS funding for activity-related transport provided in conjunction with certain supports has opened up new possibilities for a number of participants whose access to the community was previously limited by the cost of travel.

As restrictions eased, we were progressively tracking back to full operation by the end of the financial year. The majority of head office staff who do not normally work remotely had returned or were progressively returning to the office. Centre-based services were progressively resuming in accordance with social distancing requirements. Each site had a COVID-Safe Plan in operation. Many of the community-based group programs had also restarted, although these were dependent on the requirements of social distancing on transport and whether the usual venue or facilities were fully operational.

Staffing has been a challenge through the COVID-19 period as a number of support workers had limited availability due to their own family, caring responsibilities, health issues or other restrictions. The majority were progressively returning to work, and additional recruitment occurred so that we could meet client demand.

The following report provides an overview of how ALARA has performed in relation to each of our key strategic areas – Individual and Community, Workforce Development, Organisational Improvement and Innovation, and Sustainability Outcomes.

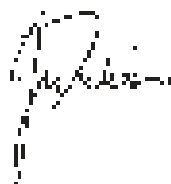
Our success this year despite all of the challenges is again a testament to an ongoing team effort and the commitment and resilience exhibited across all levels of the organisation.

I would once again like to personally acknowledge ALARA's Board for their clear strategic focus in positioning the organisation to weather significant challenges and continue development 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.

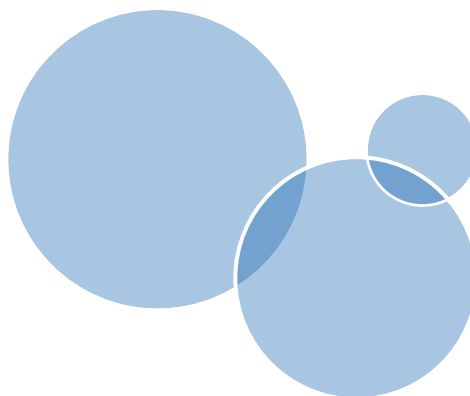
On behalf of ALARA, I would like to acknowledge the ongoing support of our funding bodies, state, federal and local governments, trusts and foundations, local business, and the many supporters in the communities in which we operate.

Most importantly, to clients and families, thank you so much for coming on this journey with us. While we all hope that further restrictions and lockdown measures will not be necessary, we are ready for this eventuality and will again be able to adapt quickly to ensure continuity of support.



**Judy Dickson**  
Executive Manager

"Most importantly, to clients and families, **thank you** so much for coming on this journey with us."



## 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 clients and their families and carers. In total, across all revenue types and despite the challenges created by COVID-19, we provided 308,452 hours of direct support.

The following is an overview of services provided by ALARA in the 2019-2020 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 760 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 give 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, 146 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 and



**Santa's Chair, created by ALARA's Woodworking Group**

create an agreement with them or help people to move to a different provider if required. Their aim is to ensure maximum choice and information about potential providers. During the financial year, 70 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 123 people in the Ipswich, Lockyer and Somerset areas through the Queensland Community Support Scheme (QCSS) through the provision of 10,384 hours of support. This is a new 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 37 older individuals through this program, providing social support, domestic assistance and centre-based services. Vacancies are filled through referral via the My Aged Care Portal.

Our current Commonwealth Home Support Program (CHSP) contract for direct services runs to 30 June 2022.

### **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 who are eligible in their own right for aged care as well. During the financial year, ALARA supported seven older individuals with Home Care packages under the consumer-directed care approach.

### **Continuity of Support (COS Program)**

ALARA is a provider of the Commonwealth Continuity of Support (COS) Program for individuals 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 2019/2020 financial year, three 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 have to be innovative and have the ability to actively foster partnerships with the community.

Each of our services was impacted in the second half of the financial year by COVID-19 restrictions. Centres were largely closed from March until late May other than for use by clients for one-on-one support. As at the end of the financial year, most centre services had come back online but were operating under 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 while these opportunities were available before the COVID-19 restrictions. The organisations they supported during the year included the Laidley Crisis Care and Accommodation Centre, Laidley Meals on Wheels, Uniting Care Op Shop (Laidley), Laidley State Primary School and Laidley State High School. Clients from the service are also involved in a range of community activities such as Hydrotherapy, local community sheds, music with Jason Troutman and Rosealie Hatchman, and Crisis Care Cooking.



**Toni cooking up a storm during lockdown**

In a typical week before the COVID-19 period:

- Mondays at Luke's Place Lockyer were music and movement.
- Tuesdays are The Lockyer Valley Community Activities Shed (previously known as the Men's Shed), Laidley Meals on Wheels, social group and crisis care cooking.
- 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.
- Thursdays are The Lockyer Valley Community Activities Shed (previously known as the Men's Shed) and a group attending Hydrotherapy.
- Friday's Life Skills group focuses on meal planning, shopping for ingredients and cooking skills, with program participants cooking a meal to share with their families. The Friday Social Group accessed areas of interest in the community.
- The Craft Creations Group and Mix and Mingle Group ran on alternating Saturdays.

## During the COVID-19 period ALARA provided one-on-one rather than group activities.

The Lockyer Woodworking group worked in collaboration with the Gatton Community Shed to design and create the ALARA Float entry into the Lockyer Spring Festival Parade in September. The float had an Australian flora and fauna theme.

The Book Stall at the Laidley Markets operated through the efforts and commitment of service participants managing the stock and a volunteer (Roger) managing the stall when the Markets were running. They raised \$1440.36 during the financial year. The Luke's Place Sausage Sizzle stall was running twice a month at the Markets before the COVID-19 period. As the markets progressively recommenced, the stall was back running once a month prior to the end of the financial year. This stall raised \$1903.60 during the 2019/2020 period. The Lockyer client group determines the way in which these funds are used to support the local Luke's Place programs.

### **Luke's Place Esk**

During the financial year, the centre continued to operate three days a week based at the Lutheran Church Hall in Esk. In-home and community-based support was provided throughout the week. In total, 30 individuals per month received centre-based or group support during the financial year, and a number of people received in-home and community-based support.

The focus this financial year was again on enhancing opportunities for service participants to be involved in the local community and actively changing community perceptions of people with a disability by supporting participants to undertake valued volunteering roles.

At the end of June 2019, service participants were engaged in activities such as:

- assisting an elderly community member to maintain their garden and feed their chooks
- assisting a local resident who cannot drive do his weekly shopping and collect mail for him



- assisting an elderly farmer to hand-feed his animals
- folding, sorting clothes, general cleaning duties and pricing at Esk Lions Thrift Shop
- shredding paper so a client can use in her chook pen in the nesting boxes
- preparing meals for a community member who is unable to cook for herself.

Regular offerings included bowling, horse riding for the disabled, woodwork, music with “Bruce”, and walking and cycling on the Brisbane Valley Rail Trail.

The service continued to hold a monthly BBQ at the Friendly Grocer in Esk where this was permitted under COVID restrictions. This allows participants to be actively seen within their community and to assist in skill development through things such as cooking and money handling. It also facilitates networking with people in the community. The monies raised allow participants to participate in activities that they might not have been able to access given their rural location.

Participants actively conduct a weekly carwash (COVID restrictions permitting) with all monies raised going to support the Community Garden established by ALARA which is located at the Stepping Stone Community Centre, Heap St, Esk. Working bees at the Community Gardens are held during the school holidays and are well supported by the local community.

For a number of years, Luke's Place Esk (LPE) has been known for the quality of their cooking programs and hospitality. This year LPE again catered for the SES Christmas Party (Esk branch). The function took place was held on Wednesday 4th December at the Esk Centre. In preparation for the event, staff and participants worked to develop their skills in safe food handling and etiquette and serving techniques. They prepared the food in the centre kitchen and, on the night, served meals for approximately 30 guests. Income from the event will be used to support future program initiatives.

### **Luke's Place Ipswich Area**

During the 2019-2020 financial year, 303 clients received Ipswich centre-based services offered at Luke's Place Ipswich and Luke's Place Salisbury Road as well as through the Groups Program and Arts initiatives. Across all programs, despite the COVID-19 restriction period, 55,515 hours of support were provided. This was a significant reduction in the previous year despite increased client headcount, which is attributable to COVID restrictions and the consequent suspension and redesign of services.

Each of our Ipswich locations lends itself to different types of programs and activities. Accordingly, on a quarterly basis participants choose from options developed around shared interests, goals and aspirations. Activities are offered at the most appropriate venue. Each person receives an individualised schedule.

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

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

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.



#### Luke's Place Esk Ten Pin Bowling Group

A Ten Pin Bowling group continued to play weekly on a Saturday up to the COVID restrictions. The group are part of a League at Richlands Bowling All Stars. This group is committed to their League and as part of their activity aim to develop both their individual social skills and ability to work together in a team.

The Tuesday 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, social skills such as working in a group and building confidence to voice ideas within the group.

The Thursday Upcycling Furniture group worked on larger take-home items and to 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 ladies in the Up Cycling Fashion group have been busy sewing and repairing their own fashion items as well as making items to sell at Dingley Dell and ALARA Market days. Individuals in this group have again grown their skills significantly this year. With the sale of items, they raised enough money to pay their out-of-pocket expenses to attend a community-based craft workshop. A side community-focused project has been the making of

turban caps for ladies undergoing chemotherapy. During the year, they took a trip to the PA Hospital to deliver the items made. 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 have a new goal to attend the Quilting Show at the Brisbane Convention Centre or similar event.

The Dance group has been highly successful although numbers decreased as an outcome of COVID restrictions. The group again put on a demonstration at the ALARA Christmas Party in 2019.

Woodworking and leatherworking groups run weekly with participants moving to support one-on-one support during the COVID lockdown period.

Baking for the Community ran weekly up to early 2020. All ingredients are donated by participants, families, staff and community members. Baked goods are provided to a range of recipients including local nursing homes, local community groups, homelessness services and local emergency services staff.

The Give a Cook a Break groups work on preparing a meal or single course for their family. Groups operate both at Warwick Rd and Salisbury Rd centres. This activity gives participants the opportunity to improve their menu planning, road

safety skills (walking to the shop), money handling and budgeting skills, safe food handling and hygiene, cooking and social skills. There is also an opportunity to make a contribution to their family.

A new offering is the Breakfast Club which operates three mornings a week. This ensures participants have a healthy breakfast and learn about cooking and nutrition before heading off to another activity.

The Thursday Active Group, when operating have been focusing on public transport skills and actively plan their group activities around their personal goals.

Additionally, Luke's Place Ipswich run three Ladies groups on different days and a Men's group on a Friday.

Some of the time-limited workshop series run through the financial year included Let's Go Surfing (in collaboration with the Disabled Surfers Association Gold Coast), monthly card-making and fishing activities.

### 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 art mediums.

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

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

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

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



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

A "My Art" group meets on a Friday at the Gallery and once the current COVID situation has passed will again be open to all community members wishing to spend time on their art and further develop their skills.



## LAN Group

The LAN group has operated one evening a week at Luke's Place Salisbury Road since March 2013. This group enables young people with a disability to meet and share their passion for interactive gaming and related interests. There are currently five regular members of this group with several individuals who pop in on occasion.

## ACTIVITIES PROGRAM

ALARA operates a diverse activities program focused on recreation, trying new things and broadening friendship networks. The majority of activities ran for most of the year other than during the COVID lockdown period and in a modified way to ensure social distancing and other safety precautions towards the end financial year. Regular programs include:

### Ipswich Megasports

Ipswich Megasports is an Ipswich-based activity normally held on the first Saturday of the month. This activity promotes health, fitness, and group interaction. Megasports operated seven Saturdays through the financial year pausing during the higher-level COVID restrictions.

### Klub ALARA

Klub ALARA was for many years a monthly group for adults who wanted to catch up with their friends. The group only met once a month on a Friday night.

Towards the end of 2017, it was decided to split the traditional Klub ALARA into two groups as it had become very popular, and we were no longer able to accept everyone. Party Klub ALARA for younger participants (17 to 30-year-olds) was started in February 2018 and has still proven to be extremely popular with lots of new clients attending.

At the request of families, Junior Klub ALARA was also launched in August 2017 for 12 to 17-year-olds. It has been a good opportunity to introduce children to a group activity. Each month has a theme for the evening, and participants enjoy dressing up and getting into character. Popular themes have been the Grease Party, Hollywood Red Carpet, Karaoke, Halloween and an Aussie BBQ.

## Social Groups

There were nine Social Group activities in the financial year. When possible, we use public transport to and from the activity both to build skills and reduce costs for participants. The group has attended the Urban Markets, theme parks, the Tivoli Drive-In, had a high tea and visited Southbank.

A Junior Social Group also commenced during the financial year.

Social Bowling has commenced monthly, with separate groups being run for adults and juniors.

## Getaways

Getaways were again extremely popular in the 2019-2020 financial year. The 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 with the opportunity for a break. During the financial year, the following Getaways were conducted:

- Country and Western Getaway in July 2019 staying at Bestbrook Mountain Farmstay.
- A Medieval Retreat for the Medieval Festival staying in Caboolture.
- Luxury Beach weekends in July and November 2019 staying at Norfolk Apartments.
- A Sea World Nara Resort weekend trip was held in March 2019. This was very popular with the participants who enjoy a weekend at the theme parks.
- Paradise Country Glamping weekend in November 2019. This Getaways included The Australian Outback Spectacular Show and breakfast with the koalas. In the morning they have milked the cows, collected eggs, fed the baby goats and sheep and other farm-related duties all before breakfast. The weekend is finished off with a day at either Movie World or Sea World.
- Weekend City Getaway in December 2019.
- The Redland Blues Festival Getaway in February 2020 staying at the Moreton Bay Beach Lodge was a must for music lovers.



### Abseiling at Tallebudgera Recreational Centre, part of the Getaways program

#### ALARA Cruises

A group of holidaymakers enjoyed the Brisbane to Airlie Beach Cruise (5 days, 4 nights) in October 2019. For some, this was the first time on a cruise. Subsequent cruises were cancelled because of the pandemic.

#### Extra Activities

A range of one-off activities were also provided, including the Annual Christmas Lights, State of Origin evening, Supanova, Powercruise, 2019 Brisbane EKKa and Melbourne Cup lunch to name a few.

To ensure that our activities program continues to address the interests and needs of clients, feedback forms are completed by activity participants. These are used to plan subsequent programs and events.

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 Facebook page.

### The Supernova activity held this year as part of the extra activities.

- An active Getaway was held in February 2020 staying at the Norfolk Apartments. Another very active and action-packed getaway at the coast. The Getaway included adventure on the Aqua Duck, putt putt, paddle boarding and a museum visit.
- In March 2020, a Surfing Getaway was held in collaboration with the Disabled Surfers Association Gold Coast.
- A Gold Coast Theme Park Getaway was also conducted in March 2020 for the thrill-seekers. Holidaymakers stayed at Norfolk Apartments.
- Keen anglers attended the Maroochydore Fishing Getaway in June 2020 staying at the Maroochydore Waterfront Conference Centre.
- A Children's Getaway in July 2019 allowed participants to experience the Snowflakes in Stanthorpe Festival. The group stayed at the Bestbrook Mountain Farmstay which offers a range of farm experience activities.
- The Lockyer team ran their first Adult Getaway in October 2019 to Tangalooma Island. Highlights of the trip included feeding the dolphins, whale watching, feeding the fish and exploring the wrecks on a glass-bottom tour. A second Getaway ran at the beginning of 2020 with participants Glamping at the Sunshine Coast.

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







### Keeping connected with zoom sessions during lockdown

#### Virtual Services

Zoom sessions commenced in April 2020 to assist clients to remain connected while in lockdown because of the pandemic.

Bingo was very popular, and after a few teething issues, everyone managed to log in and participate from home. Prizes were home-delivered.

Snakes and ladders provided lots of giggles as the real-life “token” moved their symbols around our giant mat on the throw of the dice.

Weekly exercise sessions which often ended with making a healthy snack together and chatting about life in “lockdown” helped to address loneliness and social isolation.

The teenage group met regularly and enjoyed cooking from the comfort of home and with some assistance from a family member managed to cook scones, pizza and cakes. They had a lot of fun doing science experiments and staff were very impressed by the attention given to the demonstrations and participants' ability to follow instructions independently. The group really enjoyed catching up and sharing what they were up to while at home and doing homeschooling.

#### RACEVIEW INTEGRATED PLAYGROUP

In February 2016, ALARA assumed the auspice for the Raceview Integrated Playgroup. This playgroup commenced in May 1992 at the suggestion of families with young children with a disability who were looking for a playgroup that would include the children in a supportive environment rather than a segregated disability-specific program. Facilitators were previously provided through Disability Services, but in 2015 staffing could no longer be maintained as the program commenced transition towards the NDIS. ALARA has recognised the value of this group to Ipswich and the families concerned and has welcomed the opportunity to continue this important service.

The playgroup continued to meet each Monday at the Raceview Congregational Church Hall from 9.30 to 11.30 until December 2019 but ceased due to the pandemic and group size restrictions and social distancing requirements.

## TEENAGERS LEARNING AND LIFE SKILLS GROUP

This group of lively teenagers meet once a week on a Monday afternoon for two hours and are working on their social, communication and life skills. Each term they plan what they want to achieve that term 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, using public transport, research in the library and online, teamwork, decision making and working in a group, basic sign language, personal hygiene and independent living skills (ironing, washing, making a bed). Filming using ALARA's Go Pro has been extremely popular. The group intends to use the footage on the ALARA Teenage Facebook Page (a member-only page)

They have participated in Salisbury in Spring and ALARA's Twilight markets selling the goods that they have produced. They enjoyed promoting their group and raising funds for supplies during the year. This group is available to all our clients 12-17 years old.

## LOCKYER CHILDREN'S PROGRAM

During the July school holidays, activities included going to the movies, bowling and outing to the Brisbane CBD and Darling Downs Zoo.

During the September School holidays, the Lockyer region ran a Youth Camp which went to the QCCC Mapleton. Activities included the Starlight cinema, indoor wall climbing, flying foxes and the by fire area storytelling evening.

The December holiday program ran for five days and included Christmas craft activities, a visit to Just Jump in Ipswich and Christmas lunch and gift day.

## SOLD HOURS

ALARA is a significant employer of skilled support staff within the Ipswich and associated regional areas. ALARA is able to offer reliable staffing and support to other agencies that assist people with a disability and their families in this region.

## COMMUNITY COLLABORATIONS AND PARTNERSHIPS

### The ALARA Jets Team

This collaboration with the Ipswich Jets is the result of a great idea and initiative of Grant Fullarton, a service participant with a passion for rugby league football. The ALARA Jets team train with members of the Ipswich Jets and other community members.

Some of the playing highlights of the financial year included:

- Playing in the Interservice Cup in August 2019. This one-day event provided players of all abilities the chance to develop their rugby league skills. at Cbus Stadium on the 15th July 2018 against a Gold Coast team from Specialised Touch Football
- Participation in Footprints in the Park Tournament in September 2019. This annual tournament attracts teams from Brisbane and surrounds.

The team and interested family members continue to hold fundraising BBQs at all the Ipswich Jets' home games before the COVID restrictions came into place.

Voluntary participation in the Jets BBQs led to some great outcomes for team members and included:

- improved social community connections and interactions
- food-handling preparation, cooking and food safety skills
- development of money-handling skills
- customer service skills
- developing friendships with other team players.

The annual ALARA Jets presentation evening was held on the evening of 28th November at the Ipswich Jets Leagues Club and marked the 6th anniversary of the team. There were 68 attendees, including team members and families, volunteers, staff, sponsors, Ipswich Jets Club representatives and Board members.

### The ALARA Darts Team – ‘Respect da Bull’

The ALARA Luke's Place Darts Team train and play each Monday. The team temporarily met and play darts at Salisbury Rd while the West Moreton Darts Association venue was under renovation. They are now back training at this venue.

The team are trained by members of the West Moreton Darts Association Committee. As at June 30th 2020, 11 players were attending regularly.

### Siblings Network

The Ipswich Siblings Network is a combined initiative of local agencies. Earlier in the financial year, this included Focal Community Living Inc., Carers Qld, Ozcare/St Vincent de Paul and ALARA QLD Limited. The Ipswich Siblings Network aims to provide opportunities for children with a sibling or relative with a disability to meet other siblings, share experiences and make friends. The group meet a few times a year.

In July 2019 the group enjoyed a Christmas in July event. In September 2019, the first Siblings Camp was held – Glamping at Paradise Country. They all enjoyed catching up with familiar friends and meeting new friends.

In January 2019 the group visited Thunderbird Park for a day of Laser Skirmish and fossicking. During the financial year, the group also attended First Aid and CPR training. Feedback was that this was extremely empowering for the children involved with one child making use of this knowledge in a family emergency.

Siblings Network has participated in a few fundraising activities. In September 2019 they had a BBQ at Salisbury in Spring. They also sold raffle tickets at the Ipswich Orchid and Bromeliad Societies Garden Spectacular. In September 2019 they received a sponsorship of \$3950 from the Ipswich Orchid Society. ALARA holds funds generated through fundraising on behalf of the Network.

## SERVICE PROMOTION AND COMMUNITY AWARENESS

### EXPOS and Community Events

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

- monthly sausage sizzles in Esk when permitted under COVID restrictions
- sausage sizzles and book stalls at the Lockyer Markets
- entry of an ALARA float into the Lockyer Spring Festival parade
- Fresh Futures Market in Ipswich
- mobile information Hubs in Fernvale, Lowood, Toolgoolawah and Esk
- recruiting events held locally.

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 Advisory Group Meetings
- Ipswich Siblings Network
- Brisbane Valley Interagency Meetings
- Ipswich Interagency Meeting
- Fresh Futures Planning Committee
- NDS Meeting Networking Meeting





Another successful ALARA Christmas Party, held at the Ipswich Turf Club

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

- NDS – National Committee on Workforce (EM)
- NDS Regional Forum in Toowoomba (EM)
- NDS Regional Forum Brisbane South (EM)
- Portable Long Service Leave Consultation
- NDIS Thin Markets Consultation
- NDIS Workforce Issues Consultation
- NDIS Research Project Advisory Group
- CHSP Provider Forum
- ZOOM meeting with 30 Mob members for sharing of experiences and processes around service provision and impacts of COVID-19
- QCSS Stakeholder Engagement Teleconference
- Presentation at the Gatton Primary school for parents whose children attend the Special Education Unit

## EVENTS

### ANNUAL ALARA CHRISTMAS PARTY

The ALARA Christmas Party for 2019 was held at the Ipswich Turf Club on 7th December 2019 as the usual venue, the Ipswich Showgrounds' main pavilion, was under renovation. Over 400 clients, carers and staff attended, enjoying the meal, the entertainment and the ever-popular visit from Santa. This event was generously supported through the Ipswich Council Christmas Fund, Booval Rotary, many local businesses and the ALARA community.

### RIVER 94.9 CHRISTMAS LIGHTS COMPETITION

Luke's Place Salisbury Rd was again entered in River 94.9 Christmas Lights Competition with the lights profiled at the Twilight Markets.

### CANCER COUNCIL PINK RIBBON FUNDRAISER

The Friday Ladies group held their Pink Ribbon Fundraiser for the Cancer Council on Friday 25th October raising \$943.90. In addition to supporting a worthy cause, these events aim to improve the ladies' sense of self-worth and confidence and demonstrate their commitment to their local community.

Luke's Place Ipswich World's Greatest Shave event on 12 March 2020 was again well supported, and participants raised \$855 for the Leukaemia Foundation.





## FUNDRAISING EVENTS

### Salisbury in Spring

The fifth annual 'Salisbury in Spring' was held at Luke's Place Salisbury Rd on Saturday 7th September 2019. This market day provides an opportunity for local artists and crafters to display and sell their work as well as a range of hands-on arts experiences for children and adults. The event raised funds for the Dingley Dell Gallery as well as providing an opportunity for specific program areas to generate funds towards resources or out of pocket expenses for their initiatives. The Siblings Network conducted the sausage sizzle.

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.

### Enjoying the Redlands Blues Festival Getaway!

### Twilight Craft Market

A Twilight Market was held at Salisbury Rd on the evening of 22nd November 2019 to support the sale of products from our various craft and art groups and to profile the site's entry into the Ipswich Christmas Lights.

## STAKEHOLDER PARTICIPATION

ALARA throughout 2019-2020 has continued to look at ways to enhance client and carer involvement in the organisation.

The Client Newsletter Editorial Committee continues to create newsletters that are full of individual stories, news from various programs and general information. The committee continues to use its social networks to encourage others within the ALARA community to contribute and report on what is important to them.

ALARA has 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.

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

## WORKFORCE DEVELOPMENT

During the course of the financial year, ALARA saw a significant increase in the number of direct support workers. This increase was driven by additional funding available to a number of individuals through their NDIS Plan. As at 30 June 2020, ALARA employed 236 people of which 205 were employed in a support worker role.

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

Considerable attention has again been given to the following areas:

### STAFF TRAINING AND DEVELOPMENT

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

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

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

- fire training
- mobile time and attendance training (internal)
- manual handling and WPHS Training
- competency-based training in relation to supporting clients with specific personal care needs (e.g. epilepsy, enteral feed training)
- NDIS supports coordinator training
- support coordination intensive training.

Staff undertake a range of online training courses through the Staff Portal and the GO 1 Learning platform. In addition to a range of mandatory training, staff have access to around 360 short courses. NDS's Zero Tolerance e-Learning is offered via Go1 and is mandatory training for all staff. This training aims to embed a culture of Zero Tolerance of abuse, assault, neglect and exploitation for people with a disability and children and young people across the organisation.

The Client Service Team undertook two days off-site training with the ai Group. The topics covered included communication skills, effective teams, dealing with difficult people and conflict.

The Direct Service Manager and Manager Finance and Corporate Services both completed the Rehabilitation and Return-to-Work Coordination Certificate Course.

Three members of the Client Service Team completed their Cert IV Trainer and Assessor.

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

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

- NDS CEO Conference
- 4th Future of Aged Care Summit (EM)
- NDS – Essential Briefing 2019
- 30 Mob two-day workshop (Redlands)

Relevant staff participated in the following information or training sessions:

- Attaché Merger Customer Briefing
- Microsoft Teams Overview (Biztopia)
- Attaché Accrual Accounting Set-Up
- Attaché Payroll Upgrade
- Attaché Payroll Online
- BDO – NEW Accounting Standards

- CPA Discussion Group – Standards (MFCS)
- Support Coordination – one-day intensive (Disability Service Consulting)
- NDIS Supports Coordination Training (Ability Seer)

Staff joined the following Webinars

- ILO Training (My Care Space)

### STAFF SURVEY

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

### STAFF AWARDS

The Staff All-together (incorporating the Long Service Awards) was held at the North Ipswich Reserve Corporate Centre on the evening of Monday 21st October 2019. The evening included an update on the Strategic Plan by the Company Secretary and a presentation by keynote speaker Ale Wiecek, Founder & Chief Empathy Officer from Sqr One on Igniting Memorable Experiences. Both were well-received by attendees.

### 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 and mental well-being. An EAP offers employer-funded confidential counselling for employees as well as consultative support for managers and supervisors to address employee and organisational challenges and needs. Immediate short-term counselling is available in the event of a critical incident.

## WORKFORCE MATTERS

### SALARY PACKAGING

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

### SINGLE TOUCH PAYROLL

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

### WORKPLACE HEALTH AND SAFETY

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

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

## WORKPLACE GENDER EQUITY COMPLIANCE

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

In accordance with the Act's requirements, ALARA lodged its annual public report with the Agency. A copy of the report is accessible at <https://www.wgea.gov.au/public-reports-0>

A copy of the report is also available in the library at 8 Warwick Road, Ipswich.

## ORGANISATIONAL IMPROVEMENT AND INNOVATION

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

### QUALITY ACCREDITATION

An external Maintenance Audit against the Human Services Quality Standards was conducted 25 to 26 May 2020. The Audit was conducted remotely in order to meet public health requirements in relation to the COVID-19 pandemic. Following the recommendation from the audit team, IHCA certification determined that ALARA would maintain certification against the Human Services Quality Framework. A full re-certification audit will be due by August 2021. Certification in relation to the Human Service Quality Framework is a requirement under the QCSS service agreement in relation to support provided with respect to that program.

While ALARA intended to combine this audit with an audit against the demonstrate compliance with the NDIS Practice Standards for our relevant registration groups, it was not possible due to a requirement to host auditors on-site. This audit has now been deferred until a later date in 2020.

ALARA may be required to undertake an audit against the Aged Care Quality Standards. Review audits may be arranged with notice to the approved provider of the service (announced) or without notice (unannounced). The responsible body is the Aged Care Quality and Safety Commission.

In an effort to streamline our requirement to comply with a number of Quality Systems required by each of our funding streams, ALARA uses Standards and Performance Pathway (SPP). SPP is an online service for non-government organisations and service provider organisations, funding departments, assessors and peaks. It carries the main sets of community services and health standards and saves significant time spent on quality standards assessment and compliance reporting.

## TECHNOLOGICAL INNOVATION

This financial year, ALARA embarked on a data transformation journey. The objective is to capitalise on existing cloud-based systems' infrastructure by enhancing the current flow of information, improve collaboration and assist ALARA gain and maintain a competitive advantage in the industry.

A pilot project will be evaluated next financial year, which will be the foundation for accessing reporting and analytics in a planning platform, providing real-time operational dashboarding and insights. Users and non-technical stakeholders will be able to comfortably access their data anytime from any browser and any web-capable device, be able to drill down from summary to transaction detail and find answers for themselves without requiring input from or placing additional burdens on the finance team. Integrating financial and operational data in a web-based planning platform allows analysis and forecasting without the need for complex manually-created spreadsheets and will improve both efficiency and effectiveness.

ALARA has adopted and implemented a modern workplace strategy, which has partly grown from our response to the COVID-19 pandemic.



This new framework is around initiatives and ICT infrastructure for Remote and Collaborative Working, including:

- Microsoft Teams collaborative tools and functionality
- video conferencing with clients and third parties (e.g. Zoom subscriptions)
- file management structure and security
- end-user training on Microsoft products.

ALARA's business model relies heavily on IT infrastructure, both for users, whether local or remote, as well as for clients, suppliers and other industry and community contacts. ALARA will continue to invest in technology over the next five years to promote flexible working arrangements, and working towards a standardised, high-quality user experience regardless of location. As a result, next financial year sees ALARA focus on continuing to refresh our end-user devices, such as PCs, laptops, mobiles and tablets. In addition, the Warwick Road Wi-Fi and audio-visual components have also been marked for replacement, as these devices are coming to the end of their useful life. These ongoing upgrades ensure that staff continue to take advantage of system advancements and enhancements while also using the most appropriate tools to perform their existing day-to-day tasks.

## 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 and radio. This included mentions of the ALARA Jets, the achievements of individual clients where the work of ALARA has been featured, fundraising events, Salisbury in Spring, Twilight Markets, Pop-up Shops and our arts initiatives.

## SOCIAL MEDIA

ALARA has an active Facebook presence through the ALARA QLD Limited page, the Dingley Dell page, the Raceview Integrated Playgroup (member-only group page) and the ALARA Teenagers page (member-only group page). Facebook continues to be an extremely popular means of providing regular updates to our stakeholders and the broader community.

## WEBSITE

The ALARA website is actively managed to reflect the services to be provided through the NDIS, Aged Care, Continuity of Support and the new QCSS. A key goal priority is to ensure that information is as accessible as possible for people with a disability and older Australians.

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

Enhancements were made to security through acquisition of a new SSL certificate, the mobile responsiveness of the site improved, and keyword search parameters were updated to include aged care.

## SUSTAINABILITY OUTCOMES

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

## FUNDING

ALARA acknowledges the funding contribution and support of the Queensland Department of Communities, Disability Service and Seniors – QCSS and from the Federal Department of Health – CHSP, Continuity of Support Scheme and Home Care Packages.

We would like to thank both the central and regional staff of our funding bodies for their assistance and support throughout the financial year. We would also like to express our appreciation for each of the funding bodies for the additional flexibility provided in the use of funds or additional supports opportunities for clients through the COVID-19 period.

ALARA also expresses its thanks to those individuals and carers who purchase services from ALARA privately or utilising their NDIS Plan.

## STATE GOVERNMENT FUNDING

During the 2019-2020 year ALARA received a total of \$660,983 from the Community Care Branch of Queensland Department of Communities, Child Safety and Disability Services for the provision of in-home and community connection services under the QCSS.

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

In addition to the annual grant, ALARA was able to carry forward \$25,000 of unspent funds from the prior year from the Community Care program which ended 30 June 2019, to support service users to move to an appropriate service pathway. This included QCSS, NDIS, Aged Care services or mainstream support services.

This current QCSS service agreement runs to 30 June 2022.

### Cancer Council Pink Ribbon Fundraiser



## FEDERAL GOVERNMENT FUNDING

During the 2019–2020 year ALARA received a total of \$109,346 from the Department of Health for the 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 2022.

In the same period, ALARA also received \$40,888 from the Department of Health for the COS Program to provide continued supports for individuals previously funded by Disability Services (State) who were not eligible for the NDIS when it rolled out in our region because they were already aged 65 years or older. The current funding agreement for this service was extended until 30 June 2021.

A successful application was made through the Department of Health for funding assistance with extra costs during the COVID-19 period associated with service provision for clients supported under the COS program. A total of \$3433 was approved to assist with costs of paid time for relevant staff to complete the online Infection Control COVID-19 Module, obtain flu shots and for additional PPE.

During the financial year, ALARA also supported individuals with Home Care packages under the Consumer Directed Care Model (CDC).

### Local Government Funding

ALARA received the following financial support from Local Government in 2019-2020 period:

- *Ipswich City Council Christmas/Festive Season Grant:* A grant of \$1500 was received from the Ipswich City Council to assist with the costs of the annual ALARA Christmas Party.

## DONATIONS

A total of \$12,088 in monetary donations were received during the financial year to support the provision of ALARA services. This included:

- Payroll deductions of \$9,885 from the staff of the Visy Board Carole Park. As agreed with the donors, these funds are used to support Holiday Retreats, and a small component of the funding is used to assist us in meeting urgent needs that fall outside the scope of current funding arrangements.
- A donation of \$9840 was received through the Pratt Foundation Matching Program. These funds were earmarked for essential maintenance.
- A \$280 donation was received through the PayPal Giving Fund.
- The Esk Lions Club made a generous donation of \$1000 for fuel expenses 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

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

ALARA's goal to have integrated business information that is accessible by all management levels in real-time was progressed with the implementation of a web-based maintenance management system which tracks maintenance requests status, electronic recording of hazard inspections, interaction with suppliers in workflow, and capability for Reminders and Alerts.



## MOTOR VEHICLES

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

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

## FIRE SYSTEMS

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

## INSURANCE

Members are advised that the organisation has public liability coverage to the value of \$20 million dollars in any one event in line with current industry standards. ALARA also has coverage for Professional Indemnity, Directors and Officers Liability, Employment Practice Liability, Fidelity, Tax Audit and Statutory Liability and appropriate levels of insurance for property, motor vehicle, machinery breakdown, business interruption, cybersecurity 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.

## Maintaining the Esk Community Garden





# ACKNOWLEDGMENT OF SUPPORT

## DONATIONS

### INDIVIDUALS

D. OXLEY  
E. NICHOLLS  
E. SHAW  
H. TRIEU  
J. OLIVER  
K. BRUMBY  
P. ANDERSON  
P. NEUMANN  
N. SAILER  
S. BICKNELL  
R. MCMINN  
S. CARLSON  
TY HUU LE  
D. BLOOM

### GROUPS AND ORGANISATIONS

LION'S CLUB ESK  
PAYPAL GIVING FUND

### DONATIONS FOR THE ALARA CHRISTMAS PARTY

T. MUREAU  
U. MONSIEGNEUR  
S. & G. PARKER  
MALLER-NEHILL FAMILY  
M. MCFARLANE  
L. & B. KATHAGE  
R. MCMINN

### DONATIONS FOR ALARA IN MEMORY OF J CUMMINGS

R MCMINN

### DONATIONS FOR DINGLEY DELL GALLERY

D. CHILTON

### DONATIONS FOR COMMUNITY BAKING

E. THOMSON

### DONATIONS FOR COMMUNITY BAKING

W. HANSELL

### DONATIONS FOR ZOOM BINGO

B. & C. ELLIOTT  
T. HILTON

### DONATIONS FOR THE IPSWICH SIBLINGS GROUP

A. PEARS  
IPSWICH ORCHID SOCIETY

### DONATIONS OF VOUCHERS OR TICKETS

CLUB SERVICES IPSWICH  
ERICA LOCKE  
GOLDEN VALLEY KEPERRA LIONS CLUB  
GRAND ESK HOTEL  
FLINDERS PEAK PHARMACY PURGA  
HELLOWORLD RIVERLINK  
IPLAY IPSWICH  
KMART RIVERLINK  
LONE PINE KOALA SANCTUARY  
THE FRUIT SHOP AND DELI ESK  
THE BUTCHER SHOPPE ESK  
ESK PHARMACY  
LM BRODERICK PHOTOGRAPHY  
YAMANTO COUNTRY MARKETS

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

## TRUSTS, FOUNDATIONS AND COMMUNITY GRANTS

IPSWICH CITY COUNCIL CHRISTMAS GRANT  
PRATT FOUNDATION

## 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.

ADAM WISKAR  
AGNES BROWN  
AI GROUP TRAINING SERVICES  
ALARA ESK TEAM  
ANNETTE CRETTENDEN  
ANNETTE MCLEOD  
ARTICULATE FRAMING (STEVE RAINBOW)  
ASD – AUSTRALIAN SERVICES AND DISTRIBUTION  
B & R CRIBBENS SEWING MACHINE SALES AND REPAIRS  
BEACON LIGHTING  
BETH WAKEHAM  
BIG W BOOVAL  
BILL BOPF  
BILL SAXBY  
BILLY DIEHM (MINISTER RACEVIEW CONGREGATIONAL CHURCH)  
BIRGIT KOEHLER  
BIZTOPIA  
BOB IMHOFF  
BODY SMART HEALTH +  
BREE CORBYN  
BROOKE HALEY  
BROWN FAMILY  
BRYCE VERRALL  
CHARMAINE THOMSEN  
CHERIE GRIBBIN

CLAIRE BOULTON  
CHALLENGE EMPLOYMENT  
CHRISTINE ELLIOTT  
CHRIS HILTON  
CHRIS HOUSTON  
COLLEEN NEWMAN  
CONNOR HORRIGAN  
CORBYN FAMILY  
COURTNEY SAMSON  
DANNY NEEDHAM  
DAVID BLOOM LOCKSMITHS  
DCA – DISABILITY COMMUNITY AWARENESS  
DEBORAH LEHMANN  
DEIRDRE BICKNELL  
DEE REEDY  
DISABLED SURFERS ASSOCIATION (GOLD COAST)  
DWYER FAMILY  
ELSA WHITE  
EMMA THOMSON  
ERICA LOCKE  
ESK LIONS THRIFT SHOP  
ESK PHARMACY  
EVAN BRIGHTON  
EXECUTIVE PROPERTY MANAGEMENT SERVICES  
FLINDERS PEAK PHARMACY PURGA  
FRIENDLY GROCER - ESK  
GARY SCHAFFER





**Lockyer Social Group attending a Cirque de Soleil performance**

GAYLENE SMITH

GEOFF HOLLOWAY

GIBSON ARCHITECTS

GIGGLES HAIR STUDIO

GINA WHITE

GIVIT

GLORIA COX

GRAND HOTEL ESK

GREG WAKEHAM

GOOD 360

HAIRPORT YAMANTO

HELLOWORLD RIVERLINK

HELLOWORLD BOOVAL

HUDSON FAMILY

IPSWICH CITY COUNCIL

IPSWICH CITY COUNCIL WASTE MANAGEMENT

IPSWICH COMMUNITY GARDENS

IPSWICH COUNCIL LIBRARY

IPSWICH MEAL'S ON WHEELS

IPSWICH PCYC

IPSWICH JETS RUGBY LEAGUE CLUB

IPSWICH LEAGUE'S CLUB

JACOB HAMBLETON

JASON TROUTMAN

JAN WOOFFINDIN

JANICE ASH

JAYARNA HAMILTON

JENNELLE CHIVERS

JENNIFER HOWARD MP IPSWICH

JENNY WARSZAWSKI

JIM MADDEN MP IPSWICH WEST

JOAN THOMSON

JOE REEDY

JOHN LEVACK

JOHN SEXTON

JOSH RAMSHAW

JUDY DICKSON

JULES MEINHARDT

KAREN LONGWILL

KARRI BROWNE – SENIORS & DISABILITIES  
COMMUNITY DEVELOPMENT OFFICER (ICC)

KATIE WHITAKER

KATH MANTHEY

KATHY HANDFORD

KERRIAN VOGEL

KEVIN RUTHENBERG – CHAIRMAN BRISBANE  
VALLEY CONGREGATION

KREIS FAMILY

KIPLEY JAMES

LAIDLEY CRISIS CARE AND ACCOMMODATION  
CENTRE

LETICIA GAURGAUD

LAIDLEY SECOND CHANCE OP SHOP

LAIDLEY HIGH SCHOOL





# Thank you

LAIDLEY STATE SCHOOL  
 LAIDLEY SWIMMING POOL  
 LANCE WALLACE  
 LARA LATHAM  
 LEANNE FIELDER  
 LEIGH REEDY  
 LEISHA HAIM & FAMILY  
 LESLEY ASHWORTH  
 LIFESTONE DENTAL GROUP  
 LEN AIREY  
 LILY IRVINE  
 LINDA LYONS  
 LINKED SERVICES  
 LIONS CLUB – ESK  
 LLEWELLYN MOTORS  
 LM BRODERICK PHOTOGRAPHY  
 LOCKYER VALLEY COMMUNITY ACTIVITY SHED  
 (GATTON)  
 LOCKYER VALLEY COMMUNITY DISABILITY  
 ASSOCIATION  
 LOCKYER VALLEY REGIONAL COUNCIL  
 LORRAINE BROUGHTON  
 LORRAINE SHEA  
 LUKE JENNER  
 LYN DICKSON  
 LYN KEIDEL  
 MADDISON LEWIS  
 MADDISON SCHAFER  
 MARGARET LARSEN  
 MARGARET SZOLNA  
 MARIA WAKEHAM  
 MEALS ON WHEELS – LAIDLEY  
 MEGAN ROSSOW  
 MELISSA MOREY  
 MICHAEL HOWCROFT  
 MICHAEL MUNT  
 MICHEAL NEWMAN  
 MOYA EALES  
 MURR'S CERAMICS  
 MYLESTONES EMPLOYMENT IPSWICH  
 NDS (QUEENSLAND STATE OFFICE)

NARELLE SCHAFER  
 NICHOLAS LYNCH  
 NICOLE WARREN  
 NORTEC: EMPLOYMENT & TRAINING  
 OFFICE CHOICE (LEANNE MCCULLOCH)  
 PALATINUS FAMILY  
 PAUL STEVENSON  
 PAULA WIELAND  
 PAULA HALSON  
 PAYTON FAMILY  
 PENNYWISE IPSWICH  
 PETER & LINDA TULLY  
 PETER VOGEL  
 PHOTOEVENTS (JAMES PITMAN)  
 PRICE FAMILY  
 RED DEER CAFE  
 RACEVIEW CONGREGATIONAL CHURCH  
 REECE DAILLY  
 ROBYN HARTFIEL  
 ROGER WILLIAMS  
 RON DEVON  
 ROSEALIE HATCHMAN  
 ROTARY CLUB – BOOVAL  
 RSPCA IPSWICH  
 SANDEE MARTINDALE  
 SARA LEVACK  
 SARINA RUSSO INSTITUTE  
 SHELLEY MCKINNEY-SMITH  
 STEWART FAMILY  
 SOMERSET REGIONAL COUNCIL  
 SES ESK  
 SHARON HALL  
 SHAYNE NEUMANN MP (MEMBER FOR BLAIR)  
 SONIA HALL  
 STACET SOFRA  
 STEPPING STONE HEAP ST ESK (COMMUNITY  
 CONNECTION POINT)  
 STEVE EDWARDS  
 SOMERSET REGIONAL COUNCIL  
 SUE THOMAS  
 TABEEL NURSING HOME



TANIA MOORE  
 TASHA CROSSINGHAM  
 TESS MCLENNAN  
 TERRY LARSEN  
 THE FRUIT SHOP AND DELI ESK  
 THE HAIRPORT YAMANTO  
 THE BUTCHER SHOPPE ESK  
 TONI DANIEL  
 TOUCH RUGBY LEAGE (TRL)  
 TRACY JOHNSTONE  
 TRAVIS PERRY  
 TRAXION TRAINING  
 TRISH GIBSON  
 TURSA  
 TYSON TURNER-THOMAS  
 VISY – CAROLE PARK  
 VIVIENNE & RON EMMANUEL  
 YVONNE MURRAY  
 WENDY HURLEY  
 WEST MORETON DARTS ASSOCIATION  
 30 MOB

THANKS ALSO GO TO THE MANY MEMBERS OF  
 THE ALARA FAMILY AND THE COMMUNITY WHO  
 GENEROUSLY DONATED GOODS FOR RAFFLES,  
 THE ALARA CHRISTMAS PARTY, 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 IN PROVIDING  
 QUALITY SERVICES AND SUPPORT FOR CLIENTS  
 AND FAMILIES.

# 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

SELINA BARKER  
SONIA HALL  
HAYLEY HIGGINS  
SHEY JOHNS  
LEEAH HARVEY  
VICKI JACKSON

## 10-YEAR AWARDS

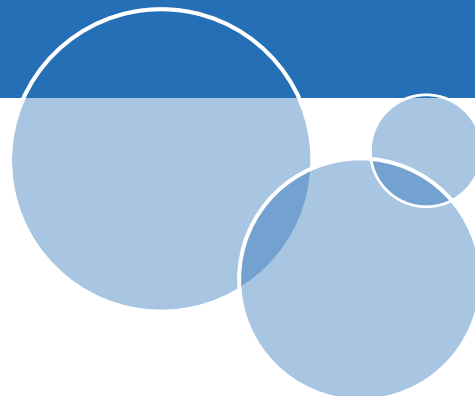
THERESA BAKER  
ANNA BROWN  
JANICE MOLE  
PATRICIA GIBSON  
MESSELE HABTEWOLDE  
STEVEN SHAW

## 15-YEAR AWARDS

DIMITRI GIANNAKOPOULOS  
TANYA LAMBERTON  
AARON SELLEN

## 25-YEAR AWARDS

NARELLE SCHAFER





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