



# ANNUAL REPORT 2020-21





## **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**



# ALARA INFORMATION

## BOARD OF DIRECTORS

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

## AUDITOR

Ramsey and Associates

## CONTACT DETAILS

### Registered Office

8 – 10 Warwick Road  
 Ipswich Qld 4305

### Postal Address

8 – 10 Warwick Road  
 Ipswich Qld 4305

### Telephone

(07) 3817 0600

### Facsimile

(07) 3812 0450

### Email

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

### Website

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

### Facebook

[www.facebook.com/ALARAAssociationInc](http://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

## CONTENTS

AGM AGENDA

NOMINEES FOR 2021/22 BOARD DIRECTOR POSITIONS

MINUTES OF ANNUAL GENERAL MEETING 2020

MINUTES OF EXTRAORDINARY ANNUAL GENERAL MEETING 2020

KEY STRATEGIC AREAS AND VALUES

CHAIRPERSON'S REPORT

CORPORATE INFORMATION

EXECUTIVE MANAGER'S REPORT

ACKNOWLEDGMENTS OF SUPPORT

STAFF SERVICE AWARDS

FINANCIAL REPORT

DIRECTORS' REPORT

STATEMENT OF COMPREHENSIVE INCOME

STATEMENT OF CHANGES IN EQUITY

BALANCE SHEET

STATEMENT OF CASH FLOWS

NOTES TO THE FINANCIAL STATEMENTS

RESPONSIBLE PERSONS' DECLARATION

AUDITOR'S INDEPENDENCE DECLARATION

INDEPENDENT AUDITOR'S REPORT

# ANNUAL GENERAL MEETING

## AGM AGENDA

SUPPER

WELCOME

APOLOGIES AND PROXIES

MINUTES OF AGM of ALARA QLD LIMITED 2019

BUSINESS ARISING FROM THE MINUTES

REPORTS

- CHAIRPERSON'S REPORT
- FINANCIAL, DIRECTORS' & AUDIT REPORT
- EXECUTIVE MANAGER'S REPORT

ELECTION OF BOARD DIRECTORS ALARA QLD LIMITED

SPECIAL RESOLUTION

RECOGNITION AWARDS

DATE OF NEXT MEETING

CLOSURE

# NOMINEES FOR BOARD OF DIRECTORS 2020/21

In accordance with Section 14.4 of the ALARA QLD Limited Constitution at the Annual General Meeting, one half of the Director's, 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:

- Robyn Hartfiel
- Gregory Horrigan
- Noelene Schultz
- Catherine Wheeler
- Joanne (Jo') Witt

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 2020

## MINUTES FOR THE ANNUAL GENERAL MEETING, ALARA QLD LIMITED, HELD 7TH SEPTEMBER, 2020

**Attendees:** As per attached list

**Apologies:** As per attached list

**Proxies:** As per attached list

### 1. Opening

The meeting was chaired by Noelene Schultz (Director). Noelene 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 welcomes members and acknowledges special guests attending via TEAMS.

### 2. Apologies and Proxies

The Secretary, Cathy Wheeler read the 19 member apologies, noting 16 proxies and 4 staff and 6 guest apologies (see attached lists).

### 3. Minutes of the Annual General Meeting 2019

Members were asked to review the minutes from the Annual General Meeting 2019.

**Motion:** "That the minutes of the Annual General Meeting, held 2nd September 2019, as printed, be accepted."

**Moved:** Cathy Wheeler

**Seconded:** Phillip Bell

**Carried!**

### 4. Business arising from the Minutes

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

### 5. Reports

#### Chairman's Report

The Chairperson's Report was delivered by Noelene Schultz.

**Motion:** "That the Chairperson's Report for the Year 2019–20 be accepted."

**Moved:** Noelene Schultz

**Seconded:** Marg Byrne

**Carried!**

#### Treasurer's Report

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

Noelene Schultz as Chair asked that the Financial Report including the Directors and Auditors Report for the period ending 30 June 2020, as distributed to members present, be tabled and taken as read. The Chair then opened the meeting to any questions about the Financial Statement and Auditors Report.

**Motion:** "That the Financial Report for the Year 2019–20 be accepted."

**Moved:** Phillip Bell

**Seconded:** Ian Morley

**Carried!**

#### Executive Manager's (CEO) Report

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

**Motion:** "That the Executive Manager's Report for the Year 2019–20 be received."

**Moved:** Cathy Wheeler

**Seconded:** Noelene Schultz

**Carried!**

## 6. Election of Board of Directors

In accordance with Section 14.4 of the ALARA QLD Limited Constitution, at Annual General of the Company, one half of the Directors retire from office but are eligible for re-election. The following financial members Phillip Bell, Margaret Byrne, Antonietta Harrison and Louise Horneman-Wren 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.

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

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 Phillip Bell, Margaret Byrne, Antonietta Harrison and Louise Horneman-Wren 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.

## 8. Special Resolution

**Motion:** "That Section 12 General Meeting of the ALARA QLD Limited Constitution be amended with the addition of a new rule 12.25 Meeting by using technology" as follows:

*New Rule 12.25 Meeting by using technology*

*(a) A general meeting may be held at a place or a number of places and by using one or more technologies that enable some or all persons entitled to attend the meeting a reasonable opportunity to participate in the meeting, without them being physically present in the same place.*

*(b) If a general meeting is held by using one or more technologies, then, the following requirements will apply:*

*i. the notice of the meeting:*

*a. must specify that the meeting is to be held by using one or more technologies and the technologies to be used;*

*b. may be given by electronic means to those entitled to receive notice of the meeting;*

*c. must include information about how those entitled to attend can participate in the meeting (including how to vote and speak at the meeting);*

*d. must include the time and date by which and the places at which a member appointing a proxy must lodge the relevant documents prior to the meeting, which may include an electronic place;*

*ii. any information to be provided with the notice of meeting or otherwise in relation to the meeting may be given by electronic means or by providing to those entitled to the information details of an online location where the items can be viewed or downloaded;*

*iii. all persons participating in the meeting are taken for all purposes to be present at the meeting while so participating;*

*iv. rule 12.15 of this constitution will not apply and any vote taken at the meeting must be taken on a poll (not on a show of hands), by using one or more technologies to give each person entitled to vote the opportunity to vote and to ensure the vote is counted;*

v. there must be a reasonable opportunity provided for persons attending the meeting to speak and be heard by using one or more technologies that allow that opportunity;

vi. a member may appoint a proxy to attend the meeting and vote on their behalf by using one or more technologies specified in the notice of the meeting;

vii. if a member has appointed a proxy or attorney to attend the meeting to vote on their behalf, the chairperson of the meeting must treat the duly appointed proxy or attorney in the same way as the member would be entitled or required to be treated if the member was at the meeting;

viii. the chairperson of a general meeting may require the adoption of any procedure which is in the chairperson's opinion necessary or desirable for the proper conduct of the meeting including as to orderly debate or discussion and the casting or recording of votes at the general meeting and a decision by the chairperson under this rule is final.

(c) For clarity,

i. this rule 12.25 applies in addition to any of the other requirements set out in this constitution in relation to general meetings, but where this rule is inconsistent with another rule this rule is to prevail.

ii. For rule 12.6(c.) (ii) the 'place' specified in the notice may be 'by technology'.

iii. For rule 12.6(d) and 12.12(c.) any change in 'venue' may be to or from a meeting by technology.

**Moved:** Noelene Schultz

**Seconded:** Marg Byrne

**Carried!**

**Motion:** "That for Rule 1.1 of the ALARA QLD Limited Constitution in the definition of Guarantee amount the reference is changed from Rule 4(a) to Rule 4(c)."

**Moved:** Cathy Wheeler

**Seconded:** Phillip Bell

**Carried!**

**Motion:** "That Rule 25.1 of the ALARA QLD Limited Constitution is deleted and replaced with: "Any notice or other communication required to be given under this constitution must be in writing, addressed to the person entitled to receive the notice or other communication and given or sent to the Notice Address of that person."

**Moved:** Ian Morley

**Seconded:** Margaret Byrnes

**Carried!**

**Motion:** "That in Schedule 1 of the ALARA QLD Limited Constitution (p.28), paragraph (a) is to be deleted and replaced with: "A Member who is entitled to vote at this meeting is entitled to appoint another person as their proxy to vote on their behalf."

**Moved:** Cathy Wheeler

**Seconded:** Phillip Bell

**Carried!**

**Motion:** "That Section 14.1 Board of the ALARA QLD Limited Constitution be amended with the addition of Rule 14(c): (c) The Ordinary Member must not be ineligible to be a Director under the Corporation Act or the ACNC Act."

**Moved:** Margaret Byrne

**Seconded:** Phillip Bell

**Carried!**

**Motion:** "That 14.3 Appointment of Directors by Directors be amended as follows: "The Directors have the power to appoint any Ordinary Member who is not ineligible to be a Director under the Corporations Act or the ACNC Act to fill a casual vacancy or as an addition to the Board provided that the number of Directors does not exceed any maximum number of Directors fixed by this Constitution."

**Moved:** Noelene Schultz

**Seconded:** Ian Morley

**Carried!**

## 8. Recognition Awards

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

### 5-year Awards

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

### 5-year Awards

Dimitri Giannakopoulos  
Tanya Lamberton  
Aaron Sellen

### 20-year Award

Narelle Schaffer

## 9. Incoming Correspondence

The Chair of the Meeting read a thank you card from Agnes and Angela Brown for the Board of Directors.

## 10. Date of Next Meeting

The date of the 2020/2021 Annual General Meeting to be set for Monday 6th September 2020 at 7.00pm.

## 11. Closure

There being no further business, Chair thanked everyone for their participation in organising and helping with the AGM and then declared the meeting closed at 7.43 p.m.



Noelene Schultz



Cathy Wheeler

## ATTENDEES A.G.M. HELD 7TH SEPTEMBER, 2020

### Life Members

Ian Morley

Cathy Wheeler

### Members

Phillip Bell

Margaret Byrne

Louise Horneman-Wren

Noelene Schultzi

### Proxies

Agnes Brown – appointed Cathy Wheeler

Robyn Hartfiel – for the Motions

Ray McMinn – appointed Chairperson

Sue Saunders – for the Motions

Jo' Witt – appointed Cathy Wheeler

Gordon Broughton – for the Motions

Robyn Gregory – appointed Chairperson

Antionietta Harrison – for the Motions

Kevin Hartfiel – for the Motions

Barbara McMinn – appointed Chairperson

Sally McMinn – appointed Chairperson

Michael Munt – appointed Chairperson

Anne Ruthenberg – appointed Chairperson

Imelda Samson – appointed Chairperson

Shirley Schostakowski – appointed Chairperson

Gerard Schostakowski – appointed Chairperson

Stephen Schostakowski – appointed Chairperson

### Staff

Judy Dickson

Kirstie Reaves

### Guests

#### *In person*

Cr. Jason Cook – Lockyer Valley Regional Council

#### *Via Microsoft Teams*

Mayor Teresa Harding – Ipswich City Council

Cr. Sheila Ireland – Ipswich City Council – Div. 1

Cr. Kate Kunzlemann – Ipswich City Council – Div. 4

Cr. Jacob Madsen – Ipswich City Council – Div. 1

## APOLOGIES

### Life Members

Agnes Brown

Robyn Hartfiel

Ray McMinn

Susan Saunders

Lyn Stewart

Jo' Witt

### Members

Gordon Broughton

Robyn Gregory

Antionietta Harrison

Kevin Hartfiel

Barbara McMinn

Sally McMinn

Michael Munt

Anne Ruthenburg

Imelda Samson

Stephen Schostakowski

Gerard Schostakowski

Shirley Schostakowski

### **Guests**

Hon. Milton Dick, MP – Federal Member for Oxley

Cr. Marnie Doyle – Ipswich City Council – Div. 3

Mayor Graham Lehmann – Somerset Regional Council

Mr Lance McCallum – State Member for Bundamba

Mr Jim McDonald – State Member for Lockyer

Mr Jim Madden – State member for Ipswich West

Mayor Tanya Milligan – Lockyer Valley Regional Council

Ms Jennifer Howard – State Member for Ipswich

Hon. Shayne Neumann – Federal Member for Blair

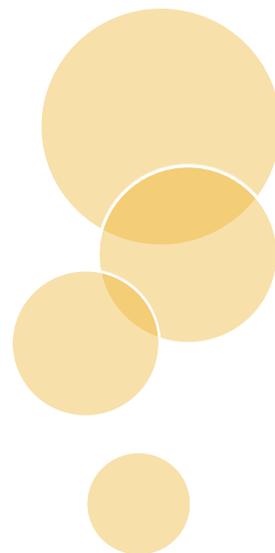
### **Staff**

Selina Barker

Anna Berimballi

Michael Howcroft

Narelle Schaffer



# KEY STRATEGIC AREAS

## INDIVIDUAL & COMMUNITY OUTCOMES

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

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

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

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

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

## WORKFORCE DEVELOPMENT

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

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

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

## ORGANISATIONAL IMPROVEMENT & INNOVATION

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

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

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

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

## FINANCIAL OUTCOMES

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

**Outcome 2:** The level of client services meets the funding allocation and contracted outputs.

**Outcome 3:** A diversified revenue base.

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

# 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.



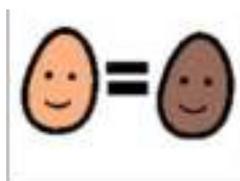
## VALUE 3: PARTNERS

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



“I thank everyone involved with ALARA for their contribution and continued support over the past 30 years.”

JO' WITT, ALARA CHAIRPERSON

I am honoured as Chairperson to present the 30th Annual Report for ALARA QLD Limited.

The 2020/2021 financial year has been a tough year for our entire community. The COVID-19 pandemic has created a significant social and economic impact.

Change and adaption have been constant themes. The Board would like to recognise the ALARA team for the way they have risen to this challenge.

Throughout the year, staff had to respond rapidly and seamlessly to changing health directives which impacted programming. In many instances, this was done by staff working remotely and in a very short timeframe to ensure clients' needs were met.

The organisation worked hard to innovate with the creation of new programs and services and new technological solutions to ensure clients' and carers' needs were met. In this process, the input of people who access ALARA services was critical in the co-design process.

The impact of the pandemic is likely to be with us for some time. The Board of ALARA is continuing to focus on business continuity planning and further development of our strategic plan to futureproof the organisation.

My role as Chairperson is made easier by the dedication and professionalism of each Board Director. I thank them for their tireless support, commitment, and ongoing contribution to ALARA and look forward to working with them in the future.

The Board and I wish to acknowledge the Chief Executive Officer and her team for their leadership throughout these uncertain times.

I thank everyone involved with ALARA for their contribution and continued support over the past 30 years.

ALARA remains committed to the provision of quality services and supports in the years to come and beyond and to achieving our mission: to enrich the lives of people who access our services through the provision of quality support, facilitating meaningful connections and contributing to the creation of inclusive communities.

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 2021:



**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.



**Louise Horneman-Wren – Director**

*BDS Sc FICD; FADI; MAICD*

Louise joined the ALARA Board in 2020. Louise is an experienced dentist who has worked in private practice in Rockhampton, the United Kingdom and, for the past

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

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

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

# CHIEF EXECUTIVE OFFICER'S REPORT



## **I am pleased to present the Annual Report for ALARA QLD Limited for the 2020/2021 year.**

Looking back over the annual reports for the last two financial years, the dynamic environment in which we were operating were key themes. Once again in this financial year, events external to the organisation have meant we were constantly needing to adapt and change.

Over the last three financial years we have weathered multiple compliance and regulatory changes, drought and fire in the regions in which we operate and a pandemic. We entered this financial year still managing services around changing COVID restrictions and shortages in a range of product areas. Then in the first part of 2021, we experienced three lockdowns and further restrictions.

Each day we would monitor the news for updates that would impact on what services could proceed or changes to protocols we had in place for centre-based, group services, Getaways and community access.

The Client Service Team and Rostering Department were continually focused on adjusting rosters as activities were cancelled or reinstated and support staff redirected. Staff who were normally office-based needed to be ready at all times to move immediately to home-based working arrangements.

Staffing has been a challenge through the COVID period as a number of support workers had limited availability due to their own family caring responsibilities during lockdowns and coming offline for COVID testing and the wait for the result.

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

Our success this year despite all the challenges is again a testament to the ongoing team effort, commitment and resilience exhibited across all levels of the organisation and federal government support through JobKeeper and other initiatives.

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 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. Your feedback has been essential in assisting us to chart a course and adapt in these difficult times.

**Judy Dickson**

**Chief Executive Officer**

## 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 313,982 hours of support.

The following is an overview of services provided by ALARA in the 2020-2021 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 915 people through their NDIS Plan (NDIA Managed, Self-Managed and Plan Managed) with individual support, group or centre-based activities.

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

ALARA's NDIS Plan Management services gives individuals the benefits of self-management without the financial, administrative and coordination workload. ALARA provides a range of financial and intermediary services. During the financial year 139 individuals were supported through our Plan Management arm.

ALARA's Support Coordinators assist individuals to implement their NDIS Plan, short-list and investigate suitable providers, choose preferred providers, or help people to identify alternative options if required. Their aim is to ensure clients and families are well equipped with information to ensure they can make informed choices. During the financial year, 73 individuals were supported through our Supports Coordination arm.

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

### GRANT FUNDED SERVICES

#### Queensland Community Support Scheme (State)

During the financial year, ALARA supported 146 people in the Ipswich, Lockyer and Somerset areas through the Queensland Community Support Scheme (QCSS) through the provision of 17,501 hours of support. This is a scheme which commenced 1 July 2019.

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

#### Commonwealth Home Support Program (CHSP) – Department of Health and Aging (Federal)

Through the financial year ALARA supported 36 older persons through this program, providing 2,700 hours of social support, domestic assistance and centre-based services. Vacancies are filled through referral via the My Aged Care Portal.



### Home Care Packages

ALARA is an approved Home Care Provider (Home Care Packages). In addition to supporting local older Australians this will provide future service options for clients transitioning to aged care and for their carers and other local older Australians in our community. During the financial year, ALARA supported 16 older individuals with home care packages using a consumer-directed care approach.

### Continuity of Support (COS Program)

ALARA is a provider of the Commonwealth COS Program for individuals who are receiving support under specialist disability services at the time of the rollout of the NDIS in the region and who were not eligible for the NDIS because they were already 65 years of age or over. The programme is funded through the Federal Department of Health. During the 2020/2021 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 must be innovative and skilled in actively fostering partnerships with the community.

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

### Luke's Place Lockyer

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

In a typical week before the COVID-19 period:

- Monday at LPL was music and movement. This is with volunteer Rosealie Hatchman who spends the morning playing her guitar and singing. Clients have formed a band with her and join in singing. The afternoon is dedicated to fun with lots of singing and dance.

- Tuesday's clients attend The Lockyer Woodcrafters Group where they learn the skill of woodturning and support Laidley Meals on Wheels.
- 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 Garden and Garden Art Group. Clients have continued to work on growing vegetables and herbs that are used by the cooking group, make woodwork items to sell at the weekly stall in Laidley, maintain the LPL gardens and create their succulent turtles that are advertised and sold either through ALARA Facebook, the markets or word of mouth. Total sold is eight with another two on order.
- The Friday Social Group accessed areas of interest in the community. Clients learn money handling, social interaction and cooking skills running the BBQs and stalls at the Laidley Markets each week (BBQ – 3 weeks per month).
- The Craft Creations Group and Mix and Mingle Group ran on alternate Saturdays.

The Centre was approached by the organisers of the Chrome and Clutter Annual Event to run the gates for two days of the three-day event, earning a \$600.00 donation and the opportunity to run a stall and raffle. We had many great local businesses who donated prizes, with a total of \$1,334 raised and a further \$300 raised from the stall.

The Book Stall at the Laidley Markets operated through the efforts and commitment of service participants managing the stock, with participants and their support workers managing the stall when the markets were running. They raised \$910.00 during the financial year. The Gardening Group through sales at the markets and the succulent turtles raised \$932.35. The Luke's Place Sausage Sizzle stall ran three times a month at the markets before the COVID period and since lockdown has lifted. This stall raised \$5,567.15 during the 2020/2021 period. The Lockyer client group determines the way in which these funds are used to support the local Luke's Place programs.



### Succulent turtles, nurtured and then sold online!

#### Luke's Place Esk

During the financial year 2020/2021 Luke's Place Esk (LPE) centre has continued to operate for three days a week and is based at the Lutheran Church Hall in Esk. Supports provided for clients throughout the week have included centre- and community-based services. In total, 30 clients per month received centre-based or group supports during this financial year, and a number of clients received in-home and community-based supports.

The most recent focus this year for the Esk Centre has been on enhancing the Centre's program of activities to incorporate the following aspects for client engagement and development. By developing the new program for the centre there has been enhanced opportunities for client participation and we have also welcomed new clients to the centre:

- Social Skills – attending outings to local places of interest, including Laidley Pioneer Village, Darling Downs Zoo, Railway Museum, and other local hospitality venues of interest
- Health and Fitness – attending local parks and dams to use fitness equipment, walking, various ball games, fishing, lawn bowls and playing golf at local courses
- Cooking Essentials – weekly cooking activities developing cooking skills and safe food handling
- Money Handling – developing skills whilst attending shops within the community, for example food purchasing for cooking

In total, across all revenue types and despite the challenges created by COVID 19 we provided 313,982 hours of support.



- Community Networking – Horse Riding for the Disabled, music and dance activities with local music group including Music with “Bruce”, attending to community gardens including planting of seedlings, weeding and watering, visits with Esk Kindergarten, Toogoolawah Golf Club and Toogoolawah Bowls Club

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

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

The Esk Centre holds a sausage sizzle fortnightly at the Friendly Grocer in Esk, when permitted under COVID restrictions. This activity has given clients

the opportunity to actively engage with community members regularly and to also develop their skills in basic food preparation and money handling.

The monies raised have contributed to clients being able to participate in activities that they might not have been able to access given their rural location and financial limitations, for example attending the Darling Downs Zoo.

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

Luke’s Place Esk has been well known for the quality of their cooking programs and hospitality for numerous years. This year they had the pleasure of displaying their skills catering for the SES Christmas Party (Esk Branch). This function was held on Wednesday 4th December at the Esk Centre. In preparing for this event, clients and staff worked to develop their skills in safe food handling, etiquette and serving techniques. They prepared the food in the centre kitchen and on the evening they served meals for approximately 30 guests. Monies raised from this event will be used to support future program initiatives.

#### **Luke’s Place Ipswich Area**

During the 2020/2021 financial year, 247 clients received Ipswich centre-based services offered at Luke’s Place Ipswich and Luke’s Place Salisbury Road as well as through the Groups Program and Arts initiatives. Across all programs, despite the COVID restriction period, 49,175 hours of support were provided. This was a significant reduction on the previous year, which is attributable to COVID restrictions and the consequent suspension and redesign of services.

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

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

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

- 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.
  - A Ten Pin Bowling Group continued play weekly on a Saturday up to the COVID restrictions. The group are part of a League at Richlands Bowling All Stars. This group is committed to their League and as part of their activity aim to develop both their individual social skills and ability to work together in a team.
- The Tuesday and Wednesday Upcycling Furniture group continue to have positive outcomes, making items for themselves as well as items for others. They focus on learning new practical skills and social skills, such as working in a group and building confidence to voice ideas within the group.
- The Thursday Upcycling Furniture group worked on larger take-home items and on 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. 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 continued to pursue their 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.
- Woodworking and leatherworking groups run weekly with participants moving to one-on-one support during the COVID lockdown periods.
- Baking for the Community runs when COVID restrictions allow. All ingredients are donated by participants, families, staff and community members. Baked goods are provided to a range of recipients, including local nursing homes, local community groups, homelessness services and local emergency services staff.
- The Give a Cook a Break groups work on preparing a meal or single course for their family. Groups operate both at Warwick Rd and Salisbury Rd centres. This activity gives participants the opportunity to improve their menu planning, road safety skills (walking to the shop), money handling and budgeting skills, safe food handling and hygiene, cooking and social skills. There is also an opportunity to make a contribution to their family.
- A new offering is the Breakfast Club which operates three mornings a week. This ensures participants have a healthy breakfast and learn about cooking and nutrition before heading off to another activity.
- The Thursday Active Group, when operating, focuses on public transport skills. Members actively plan their group activities around their personal goals.
- Three Ladies groups run on different days and a Men's group on a Friday.
- Tinkers groups run on Mondays and Tuesday. Group members are supported to "tinker" on a range of projects – everything from wood work to ceramics, Steam Punk to artistic repurposing of Tenpin bowling balls.
- A workshop series also ran throughout the financial year, such as Let's Go Surfing (in collaboration with the Disabled Surfers Association Gold Coast), 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 arts mediums.

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

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

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

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

A “My Art” group 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 Activities operates a diverse program focused on recreation, trying new things and broadening friendship networks. Activities run in the financial year were modified to ensure adherence to social-distancing requirements and other COVID safe precautions. ALARA produces an Annual Activities flyer and a Getaway flyer which are distributed to ALARA clients and staff. Information about upcoming events can also be accessed via the ALARA website and Facebook page.

Regular programs included:

### 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 nine Saturdays through the financial year. Fitness in the Park is popular, as more parks around Ipswich are getting fantastic gym equipment installed. Other sessions included dance, golf, river walks, swimming and lawn bowls.

### Exercise and Healthy Lunch Group

From February 2021, ALARA joined with Combined Wellness Solutions in West Ipswich to enable a group of ladies to attend a weekly session. The group have been improving their skills at the gym with the assistance of exercise physiologists and then making healthy choices for lunch.

### Klub ALARA

Klub ALARA and Party Klub ALARA is a monthly group for adults who want to catch up with their friends. Each group met once a month on a Friday night.

Party Klub ALARA is primarily for younger participants (17- to 30-year-olds) and has a very active party atmosphere with lots of dancing and singing.

Klub ALARA is a quieter evening for the participants to catch up and chat with their friends.



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

### Social Groups

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

When possible, we support participants to use public transport to and from the activity, both to build skills and reduce costs for participants. The group has attended local animal parks, ghost tours, theme parks, high teas, country pubs and local clubs for a meal, picnics at various locations, local shows, a day trip to Coochiemudlo Island as well as a Christmas party for our clients.

Social Bowling and Dinner and Chats are extremely popular. We alternate each month and have two sessions of bowling to allow everyone an opportunity to participate.

### Getaways

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



During the financial year the following Getaways were conducted:

- Boonah Creative Getaway July 2020: staying at The Outlook in Boonah.
- Gold Coast Theme park Getaway staying at the Big 4 resort on the Gold Coast in August 2020.
- Tangalooma Getaway was a new venue and the participants were given the opportunity to experience island life. This was in September 2020.
- Thunderbird Park Getaway, August 2020: was a very active getaway where the participants had the opportunity for do the challenges of laser tag, bush walks, obstacle courses and fossicking.
- Toowoomba Carnival of Flowers in September 2020: two groups stayed in Toowoomba and enjoyed the festival with like-minded friends.
- Warwick Country Getaway was a great boys weekend out in the country in October 2020. The participants enjoyed having the opportunity to get involved with life on the farm and in the country.

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

- Gold Coast Getaway March 2021: the participant stayed at Norfolk Apartments and was able to enjoy the Gold Coast and surrounding area.
- Sunshine Coast Getaways June 2021: we had two large groups staying at the Sunshine Coast Recreational Centre. These were very active getaways with plenty of opportunity for high ropes, giant swings, archery and team building activities.

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

### Out and About Group

In January 2021, a new group was established to meet the needs of participants in their first few years out of school. The group focus is on developing independence and life skills. The group meet 3 days a week and do cooking, shopping, exercise, volunteering at Meals on Wheels and accessing public transport in the community.

### ALARA Cruises.

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

### Virtual Services

Zoom bingo sessions continue during times of lockdown to assist the clients to remain connected. Bingo is very popular and the participants have developed their skills to be able to log in and participate from home. Prizes were home-delivered or picked up from the centre after lockdowns.

### TEENAGERS LEARNING AND LIFE SKILLS GROUP

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

Some of the skills they have been working on are cooking, money handling and budgeting, road safety, 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 enjoy sharing their achievements on the ALARA Teenage Facebook Page (a members only page).

### ALARA HOLIDAY PROGRAM

Each school holiday we have had an action packed program with a mixture of day trips and in days available to school aged children. Unfortunately, COVID lockdowns have interrupted a few of the days and we have needed to cancel at very short notice. Whenever possible we have been able to adjust the program and continued in an alternative form. Popular activities have been theme parks, trips into the city via public transport, picnics out in the community, art and craft sessions in the centre, cooking, and movie sessions.

### SOLD HOURS

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



## COMMUNITY COLLABORATIONS AND PARTNERSHIPS

### The ALARA Jets Team

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

While the team did not play any matches out of the Ipswich area in the last financial year, they have continued to be very active locally.



Ten to twelve players play on a Monday night in the local TRL (Touch Rugby League) competition, while other players attend training on Thursday.

The Presentation dinner for 2020 was adapted to comply with COVID restrictions. Instead of a formal dinner, an afternoon BBQ was held for players and families on the 10th December 2020 at Limestone Park after training.

For a number of years, the team and interested family members have held fundraising BBQs at all the Ipswich Jets' home games. Unfortunately, only one BBQ could be held early in the financial year because of lockdowns and limitations on community sport that have resulted in the cancellation of Ipswich Jets home games.

### The ALARA Darts Team – 'Respect da Bull'

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

While COVID restrictions were in place, members of the group temporarily met and play darts at Luke's Place Salisbury Road; however, they are now back training at this venue. As at June 30th 2020, 11 players were attending regularly.

### Siblings Network

The Ipswich Siblings Network is a combined initiative with St Vincent de Paul. 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 September 2020 the group enjoyed a day trip to Coochiemudlo Island and enjoyed catching up with friends whilst exploring the island. It was a great opportunity to discuss any issues during the COVID pandemic and the challenges of home schooling. In December 2020, the group met again for a Christmas lunch and craft session. It was fantastic to see new families join the group.

In January 2021 the Siblings Group went a day trip to Dreamworld theme park. This was a popular activity that had been cancelled previously due to lockdown. The group once again showed support for one another and enjoyed the days they were able to get together.

In April 2021 the program was held at iPlay Riverlink, where the group played ten pin bowling and arcade games followed by lunch and chats. The group is very supportive of each other and many have formed great friendships.

Siblings Network has participated in the Ipswich Orchid and Bromeliad Societies Garden Spectacular who have kindly agreed to support us for another year. ALARA holds funds generated through fundraising on behalf of the Network.

## SERVICE PROMOTION AND COMMUNITY AWARENESS

### EXPOS and Community Events

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

- Monthly Sausage Sizzles in Esk when permitted under COVID restrictions
- Sausage Sizzles and Book Stall at the Lockyer Markets
- Recruiting events held locally
- Challenge Employment and Training Open Day

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

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

- NDS – National Committee on Workforce (CEO)
- NDIS National Workforce Research project – Advisory Group (CEO)
- Queensland Alliance for Mental Health-Community Mental health Workforce project (CSO)
- Together at Toogoolawah – focus on Mental Health Awareness (ALARA information bags)
- Young People Community Wellbeing Expo – Lowood State High (ALARA stall)
- Presentations at Claremont and Goodna Special Schools

Unfortunately, we were unable to hold the annual ALARA Christmas Party because of ongoing COVID restrictions. As an alternative, a range of smaller events were held.



## EVENTS

### SENIORS MORNING TEA

ALARA hosted a Seniors Morning Tea at the Salisbury Road centre on the 20th August 2020 as part of the 2020 Seniors Week activities. The session focused on providing participants with essential information about Aged Care services and options. While it was a smaller group than initially planned because of COVID restrictions, feedback from attendees about the information provided was extremely positive.

### ANNUAL ALARA CHRISTMAS PARTY

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



### TALK LIKE A PIRATE WEEK

In September 2020, clients and staff of Luke's Place Ipswich held a Talk Like a Pirate Week, featuring different activities on different days to raise funds for Childhood Cancer Support. In total \$371.17 was raised for this worthy cause.

### FUNDRAISING EVENTS

#### Salisbury in Spring

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

#### Dingley Dell Pop-up Markets

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

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

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.

## STAKEHOLDER PARTICIPATION

ALARA throughout 2020/2021 has continued to look at ways to enhance client and carer involvement in the organisation.

ALARA has, for example, 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, when fully collated from each funding stream, will assist the organisation in the continuous improvement of the services we provide.

## WORKFORCE DEVELOPMENT

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

## RECRUITMENT

During the financial year targeted recruitment of support workers occurred to meet client needs.

Several new support staff were engaged as an outcome of our partnership with Challenge Foundation. This involved placement of students undertaking Certificate III or IV in Individual Support at ALARA. Several of the work experience students subsequently gained employment with ALARA.

As at 30 June 2021, ALARA employed 252 people, of which 219 were employed in a support worker role.

## STAFF TRAINING AND DEVELOPMENT

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

Our Induction and Orientation packages are of a high standard and mapped to relevant industry qualifications.

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

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

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

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

- NDS – Essential Briefing 2020
- NDS Safeguards Conference
- Telstra Vantage Virtual Conference
- CPA Virtual NFP Conference
- QCOSS Budget Breakfast
- NDS Committee Information Session (CEO participated as panellist)



Relevant staff participated in the following information or training sessions:

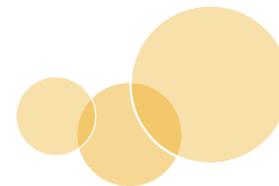
- BDO – Appropriate Accounting Policies
- Disability and Domestic and Family Violence
- Webinar – What is Neurological Physiotherapy?
- Support Coordination – Two-day Intensive (Disability Service Consulting)
- NDIS Worker Screening: minimising turnaround times for your service
- Not-for-Profit Bootcamp: Creating a Social Media Strategy
- Intermediate Excel Training
- CPA Update on JobKeeper
- COVID-19 Vaccine Rollout: National Briefing

### STAFF SURVEY

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

### STAFF AWARD RECOGNITION

The Staff Awards night was held at Luke's Place Salisbury Rd on 8th March 2021 to recognise the long service for 16 staff. The event was attended by staff receiving an award and their friends and families.



## EMPLOYEE ASSISTANCE PROGRAM

A decision has been taken to change the supplier for our Employee Assistance Program (EAP), engaging EAP Assist. The EAP supports employees with work-related problems as well as personal problems that may impact on their job performance, health and mental wellbeing. 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 Australian Taxation Office through our payroll software at the same time we pay employees.

### PORTABLE LONG SERVICE LEAVE (QLEAVE)

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

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

## WORKPLACE HEALTH AND SAFETY

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

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

## WORKPLACE GENDER EQUITY COMPLIANCE

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

In accordance with the requirement of the Act, ALARA QLD Limited is required to lodge its annual public report with the WGEA. This year the WGEA compliance reporting deadline has been extended because of technical issues with their new system.

## ORGANISATIONAL IMPROVEMENT AND INNOVATION

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

## QUALITY ACCREDITATION

Interim registration to deliver services under the NDIS was given to providers such as ALARA who were previously funded by State Disability Services. Our External Quality Audit for Registration under the NDIS occurred in November 2020. The recommendation and report then went to NDIS Quality and Safeguards. In June 2021, ALARA

received advice that under Section 73E of the *National Disability Insurance Scheme Act*, the NDIS Commissioner had made a decision to register ALARA QLD Limited as an NDIS provider.

ALARA will be due for a full recertification audit against the Human Services Quality Standards in August 2021.

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.

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

## TECHNOLOGICAL INNOVATION

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

ALARA's business model relies heavily on IT infrastructure, both for users, whether local or remote, as well as for clients, suppliers, and other industry and community contacts. ALARA will continue to invest in technology over the next five (5) years to promote flexible working arrangements, and working towards a standardised, high-quality user experience regardless of location. As a result, in the new financial year, we will see investment in our end-user mobile technology replacement program, that will ensure compatibility with our systems' evolution and upgrades, and assist ALARA to maintain its competitive edge in the sector and enhance customer experience.

## BUSINESS IMPROVEMENT

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

## MEDIA

During the financial year, there were again a number of positive articles and mentions in print media and radio. This included mentions of the Dingley Dell Gallery mural project, the achievements of individual clients where the work of ALARA has been featured, fundraising events, Pop-up Markets 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, COS 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.

## SUSTAINABILITY OUTCOMES

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

## FUNDING

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

We would like to thank both the central staff and local contract managers of each of our funding bodies for their assistance and support throughout the financial year. We would also 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 period.

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

## STATE GOVERNMENT FUNDING

During the 2020/2021 year ALARA received a total of \$676,711.01 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 Queensland Community Support Scheme (QCSS) provides support to people who, with a small amount of assistance, can maintain or regain their independence, continue living safely in their homes, and actively participate in their communities.

This current QCSS service agreement runs to 30 June 2022.



## FEDERAL GOVERNMENT FUNDING

During the 2020/2021 year, ALARA received a total of \$111,302.55 from the Department of Health for the Commonwealth Home Support program (CHSP) for the provision of domestic assistance and social support (individual and 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 \$41,910.50 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 and subsequently there has been an interim extension until 30th September 2021 pending transition to the Disability Support for Older Australians program.

Additionally, during the financial year, ALARA supported 16 individuals with Home Care packages under the Consumer Directed Care Model (CDC).

## LOCAL GOVERNMENT FUNDING

ALARA received the following financial support from Local Government in the 2020/2021 period:

### Ipswich City Council COVID Ipswich Community Repair and Replacement Funding

A grant of \$2,150 was received from the Ipswich City Council to assist with the costs of remedial work at Luke's Place Warwick Road. This was for work to replace the water damaged timber under the deck and to replace leaky box guttering.

## OTHER GRANT FUNDING

ALARA was successful in a Grant Round for Queensland Seniors Month 2021 through COTA Queensland. A total of \$1,000 was received towards a high tea for older Australians to be held on 13th October 2021 at the North Ipswich Reservice. The guest speaker will be Brian Herd from CRH Law.

## DONATIONS

A total of \$7,884.40 in monetary donations were received during the financial year to support the provision of ALARA services. This included:

- Payroll deductions of \$4905.00 from the staff of the Visy Board Carole Park. As agreed with the donors, these funds are used to support Holiday Retreats and a small component of the funding is used to assist us to meet urgent needs that fall outside the scope of current funding arrangements.
- A donation of \$500 was received from the Bahai Local Spiritual Assembly in Lockyer to support initiatives in the Lockyer Centre.
- The Esk Lions Club made a generous donation of \$1,000 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.

Luke's Place Lockyer raised \$1334.00 from the raffle, which was well supported by the community. The raffle was drawn at the Chrome and Cutter Retro Festival held on the 26th June 2021 at the Laidley Showgrounds. LPL will also receive \$600 for manning the gate at the Festival.

Key donors for the Festival raffle were Bridgestone Select Tyre and Auto (Plainland), Lockyer RV, Innovare Solutions, Branell Homestead, Spicers Retreat Hidden Vale, Mitre 10 Plainland, Liquor King, Woolworths – Plainland, Massage and Herbal Spa – Ipswich, Potato Studio – Laidley and Porters – Plainland. Proceeds will support Lockyer Programs.



## FINANCIAL STIMULUS MEASURES

### JobKeeper Payments

The government provided financial assistance to small and medium organisations to help them stay in business and keep Australians in jobs during the Coronavirus pandemic. For charitable organisations, the eligibility criteria included where the business experienced reduced income of more than 30% compared to previous year. Due to physical distancing restrictions, the majority of ALARA's Centre-based and Group Activities had to cease temporarily. The JobKeeper Payment was the most significant stimulus package that ALARA received, to pay eligible staff through to the end of March 2021, to keep them employed.

### Cash Flow Boosts

ALARA also received automatic cash flow boosts from the Australian Taxation Office, which are non-refundable, a one-off advance payment received through the National Disability Insurance Scheme that was repaid in full by the end of October 2020.

## PROPERTY MATTERS

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

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

## MOTOR VEHICLES

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

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

## FIRE SYSTEMS

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

## INSURANCE

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

# ACKNOWLEDGMENT OF SUPPORT



## DONATIONS

### INDIVIDUALS

D. OXLEY  
E. SHAW  
H. TRIEU  
J. DICKSON  
J. OLIVER  
K. BRUMBY  
M. FORSTER  
P. ANDERSON  
P. NEUMANN  
S. CARLSON  
TY HUU LE

### GROUPS AND ORGANISATIONS

BAHAI LOCAL SPIRITUAL ASSEMBLY  
LION'S CLUB ESK  
ESK COMMUNITY OP SHOP  
SOMERSET REGIONAL COUNCIL  
DONATIONS FOR THE IPSWICH SIBLINGS GROUP  
A. PEARS  
IPSWICH ORCHID SOCIETY

## DONATIONS OF VOUCHERS OR TICKETS

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

## TRUSTS, FOUNDATIONS AND COMMUNITY GRANTS

IPSWICH CITY COUNCIL – COVID 19 COMMUNITY REPAIR AND REPLACEMENT FUNDING  
QUEENSLAND COTA – QUEENSLAND SENIORS MONTH 2021 SUBSIDY

## SUPPORTERS

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

AGNES BROWN  
ALARA ESK TEAM  
ARTICULATE FRAMING (STEVE RAINBOW)  
BERENICE ELLIOTT  
BETH WAKEHAM  
BILLY DIEHM (MINISTER RACEVIEW CONGREGATIONAL CHURCH)  
BIZTOPIA  
BODY SMART HEALTH +  
BRANELL HOMESTEAD  
BRAX CLEANING SERVICES PTY LIMITED (NAT AND SHAUN EASTE)  
BREE CORBYN  
BRIDGESTONE SELECT TYRE AND AUTO – PLAINLAND  
CHARMAINE THOMSEN  
CHERIE GRIBBIN  
CHEYNE WESCHE  
CLAIRE BOULTON  
CLUB SERVICES IPSWICH

## CHALLENGE EMPLOYMENT

CHRISTINE ELLIOTT

CHRIS HILTON

CHROME N CLUTTER RETRO FESTIVAL – LAIDLEY

COLES – RIVERLINK

COMBINED WELLNESS SOLUTIONS IPSWICH

CORBYN FAMILY

COURTNEY SAMSON

DALLIS CLIFFORD

DANNY NEEDHAM

DCA – DISABILITY COMMUNITY AWARENESS

DEBORAH LEHMANN

DEIRDRE BICKNELL

DEE REEDY

DISABLED SURFERS ASSOCIATION (GOLD COAST)

DWYER FAMILY

ELSA WHITE

EMMA THOMSON

ESK &amp; DISTRICT KINDERGARTEN

ESK LIONS THRIFT SHOP

ESK PHARMACY

EVAN BRIGHTON

EXECUTIVE PROPERTY MANAGEMENT SERVICES

FRANCIS PEPPER

FRIENDLY GROCER – ESK

GABRIELLE FRANKLIN

GARY SCHAFFER

GAYLENE SMITH

GINA WHITE

GIVIT

GRAND HOTEL ESK

GREG WAKEHAM

GOOD 360

HELLOWORLD RIVERLINK

HELLOWORLD BOOVAL

HOWARD HEPWORTH

HUDSON FAMILY

INNOVARE SOLUTIONS

IPLAY IPSWICH

IPSWICH CITY COUNCIL

IPSWICH CITY COUNCIL

## WASTE MANAGEMENT

IPSWICH COUNCIL LIBRARY

IPSWICH MEAL'S ON WHEELS

IPSWICH JETS RUGBY LEAGUE CLUB

IPSWICH TILE CENTRE (IVAN)

JACOB HAMBLETON

JANE DWYER

JANICE ASH

JOAN THOMSON

JOE REEDY

JOHN SEXTON

JUDY DICKSON

KEVIN RUTHENBERG – CHAIRMAN BRISBANE VALLEY CONGREGATION

LAIDLEY CRISIS CARE AND ACCOMMODATION CENTRE

LAIDLEY WOODCRAFTERS GROUP

LARAINÉ HUGHES

LESLEY ASHWORTH

LINDA SHAW

LIONS CLUB – ESK

LIQUOR KING – LAIDLEY

LOCKYER VALLEY COMMUNITY ACTIVITY SHED (GATTON)



LOCKYER VALLEY COMMUNITY DISABILITY ASSOCIATION  
 LOCKYER VALLEY REGIONAL COUNCIL  
 LOCKYER RV  
 LORRAINE BROUGHTON  
 LYN DICKSON  
 MARGARET LARSEN  
 MASSAGE AND HERBAL SPA - IPSWICH  
 MEALS ON WHEELS –LAIDLEY  
 MELISSA MOREY  
 MICHAEL HOWCROFT  
 MICHAEL MUNT  
 MICHEAL NEWMAN  
 MITRE 10 – PLAINLAND  
 MOVIEWORLD  
 MURR’S CERAMICS  
 MYLESTONES EMPLOYMENT IPSWICH  
 NDS (QUEENSLAND STATE OFFICE)  
 NARELLE SCHAFFER  
 NATE BAKER  
 NICOLE SWANSON  
 PAULA WIELAND  
 PAULA HALSON  
 PAYTON FAMILY  
 PENNYWISE IPSWICH  
 PETER & LINDA TULLY  
 PORTERS – PLAINLAND  
 POTATO STUDIO – LAIDLEY  
 QUEENSLAND FIRE BRIGADE – IPSWICH  
 RED DEER CAFE  
 RACEVIEW CONGREGATIONAL CHURCH  
 RICHLANDS BOWLIN ALLEY  
 ROSEALIE HATCHMAN  
 RURAL FIRE BRIGADE – SOMERSET  
 SARINA RUSSO INSTITUTE  
 SES ESK  
 SHAYNE NEUMANN MP (MEMBER FOR BLAIR)  
 STACEY SOFRA  
 SOMERSET REGIONAL COUNCIL  
 SONIA HALL

SPICERS RETREAT HIDDEN VALE  
 SPINAL LIFE AUSTRALIA  
 ST. VINCENT DE PAUL SOCIETY – IPSWICH  
 STEPPING STONE HEAP ST ESK (COMMUNITY CONNECTION POINT)  
 STEWART FAMILY  
 SUE WAKEHAM  
 TABEL NURSING HOME  
 TANIA MOORE  
 TERRY LARSEN  
 THE FRUIT SHOP AND DELI ESK  
 THE BUTCHER SHOPPE ESK  
 THUNDERBIRD PARK  
 TOOGOLAWAH BOWLS CLUB  
 TOOGOLAWAH GOLF CLUB  
 TOMRA RECYCLING WEST IPSWICH  
 TOUCH RUGBY LEAGUE (TRL) – IPSWICH  
 TRACY JOHNSTONE  
 TRAXION TRAINING  
 TRISH GIBSON  
 TURSA  
 UNIVERSITY OF SOUTHERN QUEENSLAND  
 V VOIGHT  
 VISY – CAROLE PARK  
 VIVIENNE & RON EMMANUEL  
 WEST MORETON DARTS ASSOCIATION  
 WOOLWORTHS – PLANLAND  
 30 MOB

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

## VOLUNTEERS

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



Thank you

# STAFF AWARDS

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

## 5-YEAR AWARDS

Michael Bradshaw  
Nadine Hansen  
Suellen Weinert  
David Stanyer  
Joshua Irvine  
Fiona Daniells  
Stephen Barnett  
Brooke Haley  
Mamour Kun Peter  
Linda Shaw  
Alexander George

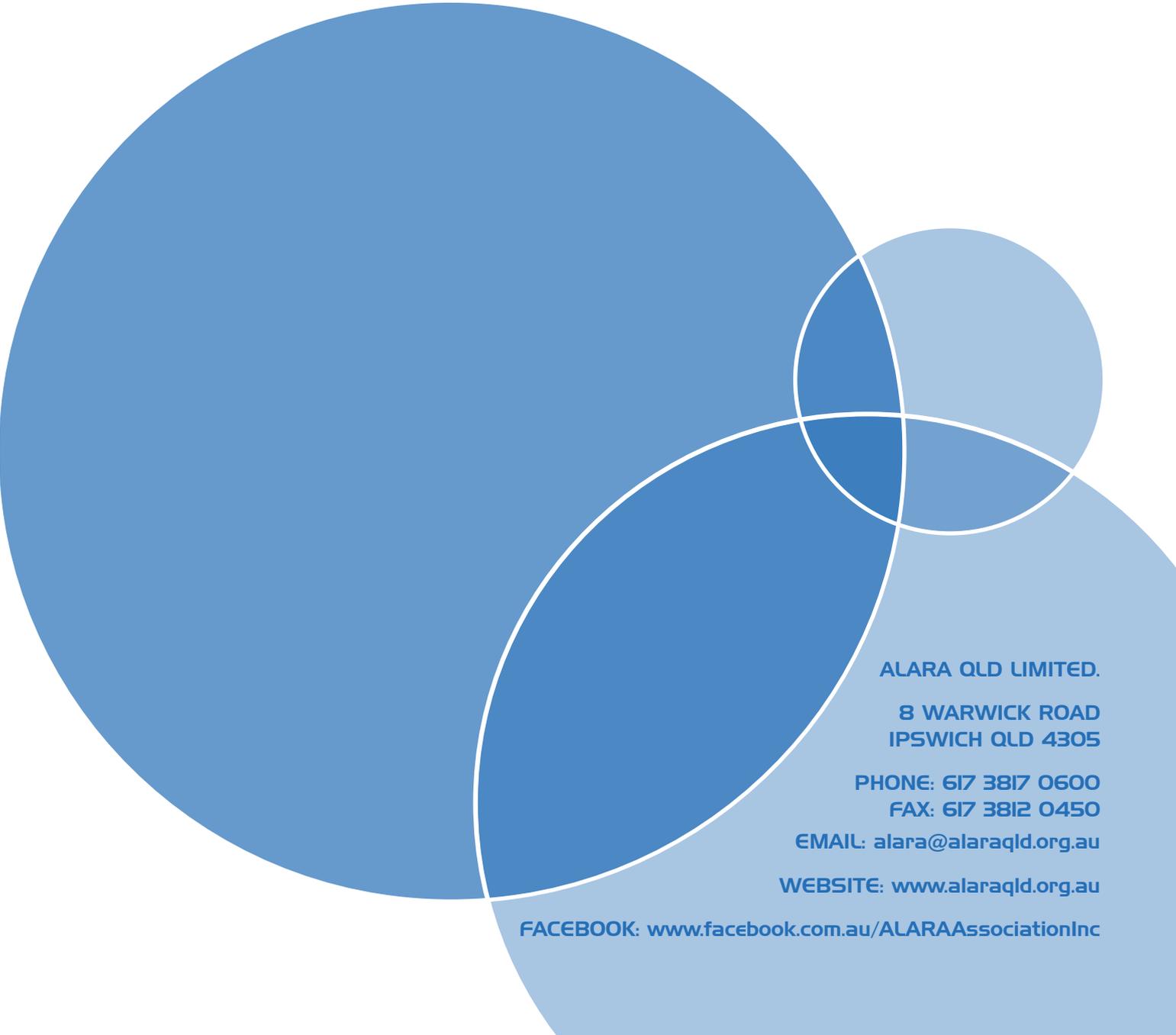
## 10-YEAR AWARDS

Paul Cunningham  
Debra Treloar  
Lesley Ashworth  
Steve Edwards  
John Bearer  
Tania Moore

## 15-YEAR AWARDS

Maria Harper  
Gina White



A decorative graphic consisting of three overlapping circles in shades of blue. The largest circle is on the left, a medium-sized one is on the right, and a smaller one is at the bottom right. They overlap in the center and bottom right areas.

**ALARA QLD LIMITED.**

**8 WARWICK ROAD  
IPSWICH QLD 4305**

**PHONE: 617 3817 0600  
FAX: 617 3812 0450**

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

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

**FACEBOOK: [www.facebook.com.au/ALARAAssociationInc](http://www.facebook.com.au/ALARAAssociationInc)**