



# ANNUAL REPORT 2014-15



Lockyer  
Megasports Program  
participated in a joint  
training workshop with  
the Laidley Lions Junior  
Rugby League Club  
(LLRL).

**OUR VISION**  
To support and  
enable people with  
disabilities to be  
valued members of  
the community.

# ALARA INFORMATION

## BOARD OF DIRECTORS

Jo' Witt — Chairperson  
 Cathy Wheeler — Secretary  
 Ian Morley — Treasurer  
 Robyn Hartfiel  
 Michael Kingham  
 Noelene Schultz  
 Antonietta Harrison

## AUDITOR

CB Audit Pty Ltd

## CONTACT DETAILS

### Registered Office

8 – 10 Warwick Road  
 Ipswich Qld 4305

### Postal Address

P.O. Box 63  
 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

### Springfield Office

YMCA Springfield Lakes Community Centre  
 63 Springfield Lakes Boulevard  
 Springfield Qld 4300

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# ANNUAL GENERAL MEETING

## AGM AGENDA

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# NOMINEES FOR BOARD OF DIRECTORS 2015/16

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 member 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 five (5) 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:

- Michael Kingham
- Ian Morley
- Joanne 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 2013/14 AGM

## MINUTES FOR THE ANNUAL GENERAL MEETING, ALARA QLD LIMITED, HELD 8 SEPTEMBER, 2014

**Attendees:** As per attached list

**Apologies:** As per attached list

**Proxies:** As per attached list

### 1. Opening

Meeting opened at 7:00pm by Jo' Witt, Chairperson. Jo' Witt acknowledged the traditional custodians of this land and welcomed guests Councillor Sheila Ireland, Ipswich City Council, and Mr Shayne Neumann MP, Federal Member for Blair.

Jo' Witt introduced Ian Morley as chair of the meeting in the absence of Cathy Wheeler the Company Secretary.

### 2. Apologies and Proxies

Ian Morley read the twenty one member apologies, noting fifteen proxies and eleven guest apologies (see attached lists).

As attached

### 3. Minutes of the Annual General Meeting 2013

Ian Morley asked everyone to review the minutes from the Annual General Meeting 2012/13.

**Motion:** "That the minutes of the Annual General Meeting, held 9th September 2013, as printed, be accepted."

**Moved:** Carol Cummings

**Seconded:** Lyn Stewart

**Carried!**

### 4. Business arising from the Minutes

Ian Morley asked if there was any business arising from the minutes. There was no business arising from the previous minutes.

## 5. Reports

### President's Report

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

**Motion:** "That the President's Report for the Year 2013-14 be accepted."

**Moved:** Ian Morley

**Seconded:** Ray McMinn

**Carried!**

### Treasurer's Report

The Financial Report (including Directors' and Audit Report) was delivered by Ian Morley.

Ian Morley asked that the Financial Report including the Directors' and Auditors' Report for the period ending 30 June 2014, as distributed to members present, be tabled and taken as read. Ian Morley then opened the meeting to any questions about the Financial Statement and Auditors' Report. There were no questions.

**Motion:** "That the Financial Report for the Year 2013-14 be accepted."

**Moved:** Ian Morley

**Seconded:** Robyn Hartfiel

**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 2013-14 be received."

**Moved:** Ian Morley

**Seconded:** Carol Cummings

**Carried!**

## 6. Election of Board of Directors

Ian Morley advised that 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 must retire from office but are eligible for re-election.

Four financial members Robyn Hartfiel, Catherine Wheeler, Noelene Schultz and Antonietta Harrison 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.

**Motion:** "That Robyn Hartfiel having retired in Accordance with Section 14.4 of the ALARA QLD Limited constitution as being eligible, is elected as Director of the Company."

**In favour:** 15 Voting members present and 15 Proxies

**Against:** Nil

**Carried!**

**Motion:** "That Catherine Wheeler having retired in Accordance with Section 14.4 of the ALARA QLD Limited constitution as being eligible, is elected as Director of the Company."

**In favour:** 15 Voting members present and 15 Proxies

**Against:** Nil

**Carried!**

**Motion:** "That Noelene Schultz having retired in Accordance with Section 14.4 of the ALARA QLD Limited constitution as being eligible, is elected as Director of the Company."

**In favour:** 15 Voting members present and 15 Proxies

**Against:** Nil

**Carried!**

**Motion:** That Antonietta Harrison in Accordance with Section 14.1 and 14.2 of the ALARA QLD Limited constitution as being eligible, is elected as Director of the Company.

**In favour:** 15 Voting members present and 15 Proxies

**Against:** Nil

**Carried!**

## 7. Appointment of Auditor

**Motion:** "That CB Audit Pty Ltd be appointed as auditors of the company."

**Moved:** Ian Morley

**Seconded:** Ray McMinn

**Carried!**

## 8 Fixing Auditors' Remuneration

**Motion:** "That the Board be authorised to fix the Auditors' remuneration."

**Moved:** Ian Morley

**Seconded:** Robyn Harfiel

**Carried!**



## 9. Recognition Awards

The Executive Manager, Judy Dickson, announced the following staff longevity awards which will be presented at the Staff “All Together” to be held on the 20th October 2014.

### 5-year Awards

Annette Jensen  
 Gaylene Stack  
 Nicolette Terakes  
 Sharon Bamford  
 Judith Dickson  
 Billi-Jo Aherne  
 Jeffrey Ole  
 Melissa Moss  
 Anne Hall  
 Kelli Warren  
 Shirley Norton  
 Maria Wakeham

### 15-year Awards

Ian Harmony

### 20-year Award

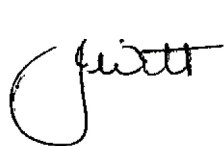
Stephanie Hys

## 10. Date of Next Meeting

The date of the 2014-2015 Annual General Meeting was set at Monday 7th September 2015 at 7.00pm.

## 11. Closure

There being no further business, Ian Morley thanked everyone for their participation in organising and helping with the AGM and then declared the meeting closed at 7.30pm.



**Jo' Witt**

**Chairperson**



**Ian Morley**

## ATTENDEES A.G.M. HELD 8TH SEPTEMBER, 2014

### Life Members

Robyn Hartfiel  
 Agnes Brown  
 Ray McMinn  
 Ian Morley  
 Lyn Stewart  
 Jo' Witt

### Members

Antonietta Harrison  
 Mike Kingham  
 Sally McMinn  
 Barbara McMinn  
 Carolyn Moore  
 Michael Munt  
 Noelene Schultz  
 Don Stewart  
 Carol Cummings

### Proxies

Gordon Broughton – appointed Chairman  
 Sonja Gilchrist (Focal Extended) – appointed Chairman  
 Michelle Gannaway – appointed Chairman  
 Gary Gannaway – appointed Chairman  
 Robyn Gregory – appointed Chairman  
 Suzanne Hampton – appointed Chairman  
 Kevin Hartfiel – appointed Chairman  
 Anne Ruthenberg – appointed Chairman  
 Robyn Sailer – appointed Chairman  
 Shirley Schostakowski – appointed Chairman  
 Gerard Schostakowski – appointed Chairman

Bernard Schostakowski – appointed Chairman  
 Kate Stewart – appointed Chairman  
 Susanne Thomas – appointed Chairman  
 Robert Thomas – appointed Chairman

### Staff

Judith Dickson  
 Michael Howcroft  
 Narelle Schaffer  
 Leah Corbyn  
 John Horne  
 Toni McClaren  
 Cynamon Toner  
 Robyn Wuth  
 Dawn Young  
 Julie Bounds  
 Anne Hall

### Guests

Cr. Sheila Ireland – Ipswich City Councillor  
 Hon. Shayne Neumann MP – Federal Member for Blair

## APOLOGIES

### Life Members

Jim Runham  
Sue Saunders

### Members

Gordon Broughton  
Jim Cummings  
Hilder Fixter  
Sonja Gilchrist  
Michelle Gannaway  
Gary Gannaway  
Robyn Gregory  
Suzanne Hampton  
Kevin Hartfiel  
Anne Ruthenberg  
Robyn Sailer  
Imelda Sampson  
Bernard Schostakowski  
Gerard Schostakowski  
Shirley Schostakowski  
Kate Stewart  
Robert Thomas  
Susanne Thomas  
Catherine Wheeler

### Guests

Cr Andrew Antonioli – Ipswich City Council  
Cr Victor Attwood – Ipswich City Council  
Cr Cheryl Bromage – Ipswich City Council  
Cr Bruce Casos – Ipswich City Council  
Mr. Sean Choat MP – Member for Ipswich West  
Mayor Steve Jones – Mayor of Lockyer Valley Regional Council  
Mayor Graeme Lehmann – Mayor and Chief Executive Officer Somerset Regional Council  
Cr Heather Morrow – Ipswich City Council  
Cr Charlie Pisasale – Ipswich City Council  
Mayor Paul Pisasale – Mayor Ipswich City Council  
Mr Ian Rickuss MP – Member for Lockyer  
Hon. Bernie Ripoll MP – Member for Oxley  
Matthew Williams – CB Audit – Auditors  
Karen Caine – Department of Communities, Child Safety and Disability Services

# KEY STRATEGIC AREAS

## INDIVIDUAL & COMMUNITY OUTCOMES

**Outcome 1:** To achieve 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:** Raise aspirations for people with a disability 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 effective in addressing the organisation's growth.

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

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

**Outcome 4:** Understand the likely nature of staffing requirements under NDIS.

## FINANCIAL OUTCOMES

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

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

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

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

# OUR VALUES



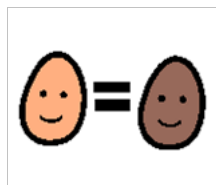
## VALUE 1: PERSON FOCUSED

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



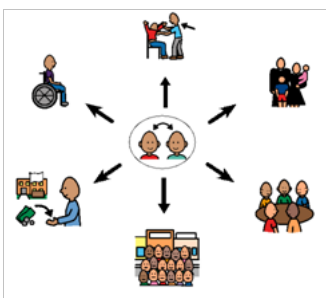
## VALUE 2: RESPONSIVE

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



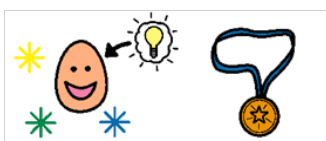
## VALUE 3: PARTNERS

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



## VALUE 4: RESPECT

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



## VALUE 5: EXCELLENCE

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

# CHAIRPERSON'S REPORT



As we embark on the 24th Annual Report for the organisation for the year ending 2014/2015, I feel very privileged to present our most recent achievements.

ALARA continues to focus on organisational readiness for the rollout of the National

Disability Insurance Scheme (NDIS) and looks forward to a future where we can continue to deliver outstanding services for the community that are consistent with ALARA's mission, vision and values.

Our office at Springfield Lakes Community Centre, which was opened last year, has been well received within the community and surrounding areas and our service presence continues to grow in the region. Our plan is to continue to expand the range of opportunities for people with disabilities and their families in the coming years.

The Dingley Dell renovations obtained Council approval and work is almost completed on Stage 1. Fund raising continues in earnest to advance the project. Our hopes are that we will be able to use Dingley Dell while Stage 2 is being completed. ALARA is proud to be responsible for the restoration of this iconic building and looks forward to the opportunities it will create for artists with a disability in the future.

Many thanks to the Board of Directors for their ongoing strong commitment to ALARA in a voluntary capacity. I would also like to recognise the outstanding contributions made each day by management, staff and volunteers who continue to build on the long standing success of the organisation in providing opportunities for people with disabilities and their families.

**Jo' Witt**

**Chairperson  
ALARA QLD Limited**

**Presentation of  
the ALARA Jets  
Official Team  
Shirts**



# 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 (2) calendar months to exercise their functions.

## BOARD PROFILES

### PROFILES OF DIRECTORS IN OFFICE AS AT 30 JUNE 2015:



#### **Jo' Witt – Chairperson**

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. She has recently changed her career focus, taking up a role in the Community Services sector and studying for formal qualifications in the area of Mental Health Recovery. 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.



#### **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 1980's and in Special Education since 1990 teaching at Lowood, Cunnamulla and at 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.



#### **Ian Morley – Treasurer**

Ian joined the Respite Care Services (Ipswich) Board in 1997 taking on the role of Treasurer. He has continued to serve in that capacity on the ALARA Association Board of Management and as a Board Director

for ALARA QLD Limited from 2013. Ian was an experienced Chartered Accountant who, until his retirement in 2011, was a partner with a local Ipswich Accounting Firm. Prior to this he had a broad range of experience as an accountant in the corporate sector. He has had a lifelong commitment to sport and fitness and has qualified both as a track and field judge and trampolining judge. He has held a number of positions on sporting club Boards of Management both in New Zealand and Australia. As Treasurer, Ian has contributed his knowledge of accounting, tax and business to the ALARA Board over the years of his involvement. He has been actively involved in the ongoing development and improvement of ALARA's financial and accounting systems and processes. Ian 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 25 years and until her recent retirement was a partner for local Ipswich firm M.A. Kent and Associates. She now continues her relationship with the firm on a consultancy basis. She is Secretary of the Ipswich Woman's Development Network and volunteer solicitor for TASC Ipswich (both not-for-profit organisations). 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.



### **Mike Kingham – Director**

Mike joined the ALARA Association Board of Management in 2013, becoming a founding Board Director of ALARA QLD Limited in 2013. Mike was educated in the United Kingdom and moved to Australia in 1961. He has

had diverse working life which has included owning and operating a family business in the Lockyer area, being QLD Sales Manager for a print company and working in the local real estate industry. Over the years Mike has contributed to his local community in a range of volunteer roles including past president and Secretary for his local Lions Club, Adult Literacy educator and volunteer tutor and currently provides regular musical performances at local nursing homes and respite centres. Mike brings to the ALARA QLD Limited Board his invaluable lived experience of acquired disability, a strong business background and local networks and an interest in positioning ALARA to respond to the changes required under an NDIS.



### **Noelene Schultz – Director**

*Registered Nurse (NP)*

Noelene joined the ALARA QLD Limited Board in 2013 filling a casual vacancy. She has had a career as a nurse for 48 years and has held registration as a general nurse. Noelene has worked

both in the private and public sectors as a nurse, with the last 28 years spent focused on working with school-aged children and their families in Community Health. As a keen orchid grower Noelene has been an active and supporting member of the Ipswich Orchid Society for 14 years, and is also actively involved in her church commitments. As a grandparent of a child with a disability she brings to the Board invaluable life skills and experiences. Noelene is committed to building community awareness of issues for people with a disability and their families.



### **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. She has had many years of involvement with the 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.

# EXECUTIVE MANAGER'S REPORT



**I am pleased to present the Annual Report for ALARA QLD Limited for the 2014–2015 year.**

This year we have continued to expand the range of services and opportunities available for people with a disability and their families and actively prepare for operation under the National Disability Insurance Scheme when it rolls out in Queensland.

In addition to maintaining high quality in-home and community-based services we have continued to develop new opportunities for people with a disability in areas such as sports, music and the arts through collaboration with other professional and community groups and our local business community.

Once again we have seen a steady number of individuals with individual funding packages choosing ALARA as their service provider. A key factor has been ALARA's flexibility and focus on supporting individuals to achieve their goals and extend their horizons.

The construction of our Accessible Kitchen Garden project at Luke's Place Salisbury Rd was completed within the financial year, ready for the commencement of programs and workshops next Spring. Work on Stage One of the Dingley Dell Gallery project (re-stumping and levelling the building and new flooring) is well progressed. Funds are being sourced through

“Our success this year is again a testament to an ongoing team effort.”

JUDY DICKSON  
ALARA EXECUTIVE MANAGER

fundraising and grant applications to continue work on what will be the venue for inclusive arts workshops in the future.

Our success this year is again a testament to an ongoing team effort. I would like to personally acknowledge ALARA's Board for their clear strategic focus which has enabled the organisation both to prepare for the NDIS as well as continue to improve and develop as a quality service provider.

Thank you also to all of our 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, thank you again to our clients and families for welcoming our service into your lives, and providing the valuable input and feedback that helps us monitor and improve our services.

The following report provides an overview of the activities of the organisation and what has been achieved in relation to each of our strategic areas in this financial year.



## 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 course of the year ALARA provided services to 649 clients and their families and carers. In total, across all revenue types, we provided 176,420 hours of direct support. Additionally ALARA assisted numerous clients and families with assistance in sourcing or obtaining necessary specialised equipment.

The following is an overview of services provided by ALARA in the 2014-2015 financial year by service area.

### DIRECT SERVICES

#### DS Block Funding

Department of Communities – Disability Services (DS) provides block funding to ALARA to flexibly meet the needs of a number of clients. This financial year the DS Block funding enabled ALARA to support 39 clients providing a total of 8423 hours of service with a flexible range of supports including personal care, respite, learning and development programs.

The DS Accommodation block grant continued to assist three individuals to live in the accommodation of their choice.

#### DS Individual Funding

In the 2014-2015 financial year ALARA supported 86 clients with individualised funding. Services were provided at home, centre-based or community locations. ALARA again experienced significant growth in the number of individuals allocated individualised funding by Disability Services who selected ALARA as their provider of choice.

#### DS Post-School Block Specified

This year ALARA provided services to eight individuals from the Ipswich area and one person from the Laidley area through this funding stream. The support provided is tailored to the individual's needs and can include goal-orientated centre-based or community-based support.

#### Community Care Block – Direct Services (State)

During the financial year ALARA supported 570 people with a disability providing 26,796 hours of support assisting with personal care, social support, respite care and domestic assistance.

In addition, Community Care funding enabled the organisation to provide a total of 3422 hours of Assessment, Client Care Coordination, Case Management Counselling, Support, Information and Advocacy.

Our current Community Care contract has been extended to 30 June 2017.

#### Home and Community Care Block – Department of Health and Aging (Federal)

During the financial year ALARA supported 14 older individuals with a disability, providing social support, domestic assistance and centre-based services as well as Case Management, Client Coordination and Assessment.

Our current Home and Community Care contract for direct services has been extended to 31 October 2015. Case Management, Client Care Coordination and Assessment will now be provided by the My Aged Care - Regional Assessment Service.

## DAY SERVICES

ALARA currently operates centre-based day respite programs in Ipswich, Esk and Laidley.

Luke's Place Esk and Luke's Place Lockyer are funded through the Department of Communities – Disability Services for the provision of centre-based and flexible local respite support. Luke's Place Ipswich area services located at Warwick Rd and Salisbury Rd are funded through the Department of Communities – Community Care (now Community Care). Funding for a small number of places is also received from the Home and Community Care program through the Federal Department of Social Services.

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. The funding is predominantly for centre-based group support which limits the level of individual hours. Coordinators are therefore required to be innovative and have the ability to actively foster partnerships with the community to maximise opportunities for clients.

### Luke's Place Lockyer

During the 2014-2015 period, 27 people with a disability were supported through the Centre's DS block grant.

Luke's Place Lockyer program participants continue to be actively involved in their local communities through volunteering. The organisations they have supported during the year include the Laidley Crisis Care and Accommodation Centre, Laidley Meals on Wheels, Brave Companion Dog Rescue, Uniting Care Op Shop (Laidley), and The Salvation Army Op Shop (Gatton). A few of these individuals were selected by a committee to feature in the Lockyer Celebrating Our Abilities 2015 Calendar which was launched in September 2014 to celebrate Disability Action week. Clients from the service are also involved in a range of community activities such as the Laidley Gym Group, Heartmoves, the Gatton Men's Shed, the Golden Years of Music and are developing the Laidley choir.

The Wednesday 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.

The Book stall operated by service participants on a Friday at the local Laidley Markets raised \$2,361.40 during the financial year. The group chose to purchase the following resources for the service including contributing towards Henrietta's hen house (ALARA's rescue chooks initiative), computer, cooking and gardening equipment, the annual Lockyer Christmas party, art supplies, client diaries and hi vis vests for the dog squad crew. This initiative commenced to assist people to develop money handling and numeracy skills. Stall holders' responsibilities now include sorting, pricing, sales and customer service and banking the takings.

Early in the new financial year a new computer hub was installed, thanks to the generous support of the Lockyer Valley Community Disability Association.

### Luke's Place Esk (LPE)

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 10 individuals received centre-based support during the financial year, and 10 people received in-home and community-based support.

Working on projects at the Gatton Men's Shed



The Photography Workshop concluded with a Framing session by Steve from Articulate Framing



Luke's Place Esk supports a number of service participants to actively engage in volunteering for local community organisations. At the end of June 2015 service participants were engaged in activities such as:

- Can collecting and crushing to raise much needed funds for the Leukaemia Foundation. Cans are supplied by the Club Hotel, Esk.
- Removing buttons off old clothes and cutting the material into the correct sizes for cleaning rags for the Red Cross Thrift Shop at Toogoolawah.
- General cleaning duties at the Helping Hands Thrift Shop at Esk.
- Folding and sorting clothes, general cleaning duties at Esk Lions Thrift Shop.
- Cooking program at LPE where clients choose a recipe, purchase items, follow a recipe and take home the finished product.
- Assisting an elderly community member to maintain their garden and feeding local chooks
- Assisting with grounds maintenance at the Esk Golf Club. This local club is run by volunteers.

Emphasis continues to be placed on improving service participants' health and fitness. This includes accessing the hydrotherapy pool at Goodna or Kilcoy.

Service participants at Luke's Place Esk continued to care for plants in their planter boxes at the restored Esk Railway Station building. This is a joint project with the Esk Lions Club. Once a month the participants join with the Esk Lions Club members for morning tea. This has assisted participants to expand their local networks.

### Luke's Place Ipswich Area

Luke's Place Ipswich area services are funded as centre-based day respite services through a recurrent Community Care block grant. A small number of additional individuals are block funded through Home and Community Care Services (Federal). Some individuals also attend the service utilising Disability Services post-school, post-school block specified or flexible respite funding.

During the 2014-2015 financial year a combined total of 213 clients received Ipswich centre-based services through Community Care or Federal Social Services funding at Luke's Place Ipswich, Luke's Place Goodna (until 28th February 2013), Luke's Place Salisbury Road (from 4th March 2013), through the Aspirations Program or Dingley Dell initiatives. Across these programs (Community Care and HACC) 28,446 hours of support were provided.

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

*Aspirations* is an Ipswich based social group created at ALARA to offer activities that vary month to month.

Additional workshop series are run as funds become available. For example this financial year we were fortunate to receive funding to re-run the popular BBQ Masterclasses and conduct Mosaic workshops.

### **Aspirations**

*Aspirations* is an Ipswich based social group created at ALARA to offer activities that vary month to month. *Aspirations* is available for individuals who are eligible for Community Care funding. Additionally, people who are individually funded can also choose to access this program to explore shared interests and maximise their support. *Aspirations* is aimed at providing participants with an opportunity to participate in community events and explore interests while enhancing social connections and friendships. Outings throughout the financial year were varied and included Murr's Ceramics, Broncos Training and a home game at Suncorp Stadium, Sailability, a Powercruise at Willowbank and fishing just to name a few.

### **Arts Programs**

We were again unable to access the Dingley Dell Gallery for most of the financial year because of the preliminary work being undertaken for the renovations. However it was still a very active year in respect to our Arts programs. Some of the highlights of the year included free Mosaics workshops conducted by John Fegan, a local Mosaics artist. The resulting works, which were of a very high standard, now decorate the fence adjacent to the BBQ area at the rear of the Warwick Rd property.

Another photography course was run this year by Larry Stumer with country bush and beach trips for inspiration. This was followed by a framing workshop conducted by Steve Rainbow from Articulate Framing.

In the last report we advised that ALARA was again successful in obtaining funding from the Regional Arts Development Fund to run a range of free workshops for aspiring artists with a disability. These workshops and activities funded were in three streams – ceramic sculpture and mixed media, artistic expression using ceramic forms, slip casting and the use of bisque to create jewellery and were held from May 2014 to February 2015.



### **“What’s in Art” Social Arts Group**

The “What’s in Art” Social Arts Group has continued to meet and support one another to learn about other artistic mediums, visit exhibitions and galleries for inspiration and eventually to display works in the community gallery. A number of group members are also attending “Artisability” sessions.

### **LAN Group**

The LAN group which has operated one evening a week at Luke’s Place Salisbury Road since March 2013 enables young people with a disability to meet and share their passion for interactive gaming and related interests. ALARA is now actively looking at establishing a similar group for teenagers.

### **HOLIDAY RESPITE PROGRAMS FUNDING (LAIDLLEY)**

The Lockyer Children’s Holiday Respite Program funded by the Department of Communities – Disability Services was conducted for 5 days during each school holiday period. The program, targeted to high school-aged children with a disability, provided support during the school holiday period with 20 children being supported this year.

The funding received assists ALARA to engage support workers for the program but does not cover entry costs or other out-of-pocket expenses. To assist with these additional costs a number of local parents have been conducting a sausage sizzle at the Laidley markets which is conducted on the second Friday of

every month. In May 2015 Lockyer Valley Community Disability Association (LVCDA) subsidised the cost of an annual VIP Pass for their children to have access to three Theme Parks which included Movie World, Sea World and Wet'n'Wild World. LVCDA has also funded transport for activities using the Lockyer Valley Aged and Handicapped Association bus service. This means that the children can travel together on trips.

Activities for the 2014-2015 period have included pottery and fitness, a tie dyeing workshop, high ropes course, lawn bowls and visits to Australia Zoo and theme parks. This program continues to be extremely popular and very positive feedback has been received from children and families.

### LOCKYER RESPITE SERVICES

This program for the Lockyer area, funded by the Department of Communities – Disability services, provides in-home and out-of-home overnight respite services.

During the 2014-2015 period eight individuals utilised their allocation of in-home respite funding. Families are now also linking with CRCC, meaning that in some cases they have been able to extend their break. Carers reported that during their break they: visited and stayed with relatives, attended a concert, holidayed at the beach, went on a cruise.

Out-of-home overnight breaks commenced in February 2014 with the Lockyer Valley Disability Community Association providing the premises and subsidised amenities and food. This means that there are generally no out of pocket costs to individuals or their families for their stay. During 2014-2015 eight individuals accessed the overnight services.

### SPRINGFIELD CHILDREN'S GROUP

In June 2015, ALARA launched a Monday afternoon children's group located at the Springfield Community Centre. The initial group of children already had rostered support at this time and, over the coming months, additional children will link to the group as appropriate funding sources and staffing can be sourced. This initiative is a response to requests from parents for a low cost, after school activity that provides a range of opportunities for the children while meeting a respite need.

### RESPITE FOR CHILDREN 0-12 INITIATIVE

ALARA provided the following services under the Flexible Respite for Children 0-12 Initiatives:

#### Lockyer Megasports

The Lockyer Children's Megasports Program operates one Saturday per month at Luke's Place Lockyer and various community sporting venues in the Lockyer Region. It provides a range of physical activities for children with a disability and their siblings aged 5-12 years. Around 14 children and their siblings attend each session. Twenty-two children were registered with the Megasports program during the year. Sporting activities this financial year have included parachute-based games, cricket, netball, soccer, working out on the fitness equipment at the Laidley Recreation Grounds, swimming, and ten pin bowling. Local coach Col Lee has been instrumental in assisting ALARA to link with local sporting groups. In March ALARA Lockyer representatives were invited to attend the meeting of the Lockyer Recreation Committee and discuss the Megasports program. Present at this meeting were coaches from a variety of sporting groups (Netball, Softball, Touch Rugby, Soccer, etc.), and after a brief description of the Megasports program, including its aim and objectives, our Facilitator received a number of offers to provide opportunities for the children to link and interact with



ALARA's Lockyer Children's Holiday Respite Program

multiple mainstream sporting teams. In May, the program was conducted jointly with the Laidley Junior Rugby League Club and in June with the Lockyer District Softball Association. These events were featured in the Valley Weekender.

#### **4Families Respite Project (Ipswich)**

This initiative provided approximately 4 hours per week respite for 13 children with a disability with an urgent need for this support.

Referral to both services is via the Disability Services Pathway.

#### **OLDER CARERS INITIATIVE (O.C.I.)**

The Older Carers Initiative (funded by Disability Services) aims to assist older carers to sustain their caring role and plan for the future support of their family members with a disability.

The Program also provides funding for flexible respite support to families with older parent carers to enable the family to stay together longer and extend their capacity to provide care.

This year ALARA provided support to 35 families in the Ipswich South West Region through this initiative either directly or through the families' existing primary service provider. This included provision of case management or a range of supports that reflected the respite needs for the older carer, in-home respite and overnight respite.

The Futures Coordinator continues to assist carers to source opportunities for the building of personal support networks for their sons and daughters by providing information and linkage to social and recreational activities and events.

ALARA QLD Limited, as part of this initiative, has established and maintains a regional Register of Older Carers. This Register outlines current and future needs for respite and accommodation support and assists Disability Services to proactively plan for the funding and supports which will need to be in place in the short to longer term. At present there are 60 registered carers on the 65+ year register maintained for Disability Services.



**ABOVE: On 7th May 2015 a Carers morning tea was held in Laidley, with a guest speaker discussing the importance of planning for the NDIS and what the NDIS might look like for their family.**

In maintaining the Register and providing respite support the Futures Coordinator continues to foster collaborative working relationships with local agencies to ensure that carer needs are met. Agencies include Disability Services, Anuha, Carinity Care (formerly Fassifern Community Centre and Our House Toogoolawah), FSG Australia, Centacare, FOCAL Extended Inc, Carers Queensland, Karinya, Commonwealth Respite and Carelink Centre, BE Lifestyles, Cabanda Respite Centre and other local organisations.

Currently 32 registered O.C.I. clients have either begun discussions or commenced a Future Plan with the Futures Coordinator. The Client Service Coordinators, as part of a client's annual review of their Support Plan, discuss goals for the future; these goals may consist of moving out of home or seeking employment etc. Generalised discussions are also held with families regarding what their future may look like under an NDIS.

On 7th May 2015 a Carers morning tea was held in Laidley, with a guest speaker discussing the importance of planning for the NDIS and what the NDIS might look like for their family. Further sessions are planned for the new financial year, with the next scheduled in Esk in August 2015.



**The March  
Collusion Music  
Concert, featuring  
the musical talents  
of Ashley and  
Oliver.**

## EMERGENCY FUNDING

ALARA manages the Regional Emergency Response Funding (E.R.) on behalf of the Department of Communities – Disability Services. The purpose of this funding is to ensure that people with a disability have access to appropriate services in emergency and crisis situations. In particular it assists with flexible and time-limited supports to individuals with a disability, their families and carers who are in urgent and critical need and unable to access other forms of support. During the 2014-2015 period, Emergency Response Funding was accessed for support hours and a number of pieces of specialised equipment urgently required by individuals and families were also provided. A number of other individuals, while not eligible for funding under this initiative, were assisted with information to enable them to find alternative funding sources or services.

## ACTIVITIES PROGRAM

The ALARA Activities program saw some staff changes this financial year. This program is made possible through donations and the allocation of ALARA funds. A small Viability grant from the Department of Communities – Disability Services contributes to the cost of coordinating the program.

Ten Klub ALARA events were conducted over the 2014-2015 period. Between 20 and 30 people participate at each Klub ALARA. Events this year included Xmas in July, Halloween night, Hawaiian night, Grease night, PJ and Pizza night, Bingo night, Disco night and Board game night.

The Social Club conducted ten activities with an average of 16 participants. Activities included Movieworld, Southbank, Ten Pin Bowling, Dreamworld and the Ipswich Show.

Six successful Getaways were conducted in the Great South East in Boonah, Gympie and Caloundra over the 2014-2015 financial year with 52 participants in all. The Getaways provide a holiday away with friends and an opportunity for people with a disability to engage in exciting new activities. Our capacity to provide holiday retreats increased again this financial year through the generous payroll giving of the staff of VISY, Carole Park Site.

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 10 Saturdays through the financial year and averaged around 10-20 participants at each activity. Megasports Activities this financial year included a river walk, the golf driving range, soccer, water balloon challenge, and physical training in the park.

Extra activities for the financial year included the Annual Christmas Lights tours, which ran on three nights in December 2014, and the State of Origin Night for game two.

To ensure that our Activities program continues to address the interests and needs of clients the annual pizza and planning night was conducted in November 2014. This night again yielded many new and creative ideas that have helped in the planning of events. ALARA produces a bi-monthly Activities flyer including a “What’s On” section with news of affordable activities and events available in our local area. Both are distributed to ALARA clients and staff.

## Your Life, Your Choice – Host Provider Services

In total 11 Clients transitioned to ALARA’s Your Life your Choice Host Services in the 2014-2015 financial year, with the current total standing at 37. As a Host Provider, ALARA continued to assist individuals and families to have greater choice and control over their disability services and supports. This was enhanced by the development of a new monthly statement which provides a clear representation of how individual’s budgets are running. As invoices are processed or advances made these are documented on the statement so that anyone can gain a “real time” picture of how their funding is being spent.

For the 11 newcomers ALARA, as host provider, is assisting individuals and families to purchase services, therapies and equipment from a variety of different organisations and in turn is developing ongoing relationships with other agencies and contractors within the disability sector.



## Transitional Support

During the year ALARA was successful in an expression of interest process to provide transitional support for young people who had completed 24 semesters of school and were finishing at the end of 2014. Transitional supports are one-off supports to assist school leavers to plan for, identify and realise their goals after finishing school. Packages were capped at \$2500 and were to be delivered in full by the end of June 2015. ALARA supported six individuals under this initiative in the 2014-2015 year. Participants had a range of interests and future goals from undertaking future study, and obtaining skills that would assist them to gain future employment to prepare for self-management of funding.

## 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. In the 2014-2015 financial year, services were purchased by organisations, family members or individuals for 41 children and adults with a disability.

## COMMUNITY COLLABORATIONS AND PARTNERSHIPS

### The ALARA Jets Team

This collaboration with Wayne Wendt, CEO of the Luxury Paints 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 has grown from four players to 17 players by the end of June 2015. The ALARA Jets team train with members of the Ipswich Jets and other community members. They have played in both inclusive matches and demonstration games.

Also in July, the Captain and Vice-Captain of the ALARA Jets team were interviewed for 'The Full 80 Rugby League Podcast' through USQ. The Executive Manager was interviewed separately about ALARA and our support for the team.

By the end of the 2013-2014 year the team had secured sponsorship for official jerseys. In August 2014, a morning tea was held at Luke's Place Ipswich to present ALARA Jets team members with their



Caption

official jerseys. The presentation was conducted jointly by Wayne Wendt, CEO Jets, Cr. Andrew Antonoilli and Cr. Charlie Pisasale. Other sponsors, Peter Tully, staff from Masters Springfield and Cr. Sheila Ireland were also in attendance.

On Saturday 13th of September members of the ALARA Jets team manned an information stall and had a Touch Football display game at the McIntyre Centre's 'Paddock in the Park'.

The team again played in a demonstration game in April for the Jets Disability Awareness Day which coincides with the Intrust Super Cup game held locally.

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

During the financial year ALARA Luke's Place Ipswich formed a Darts Team who train and play each Monday at the West Moreton Darts Association. Starting with six players, by the end of the financial year 11 players were attending regularly. Players agreed on the "Respect da Bull" team name and shirt design. By November the team were ready for their first match and challenged staff of Masters Springfield and were the clear winners on the day. During the last part of the financial year the team raised funds for the purchase of their team shirts through generous local sponsorship.

#### **Siblings Network**

The Ipswich Siblings Network is a combined initiative of Disability Services staff, Focal Extended, GIFS - Goodna Integrated Family Support, Carers Qld, Ozcare, Cerebral Palsy League, Mission Australia 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 the school holidays. This unfunded initiative has continued to operate for a number of years on the basis of contributions in kind from the listed organisations and the largely voluntary participation of staff from the associated agencies.

**During the financial year, ALARA Luke's Place Ipswich formed a Darts Team who train and play each Monday at the West Moreton Darts Association.**

#### **Artsability**

During the financial year ALARA was again pleased to be able to work collaboratively with Debbie Chilton, a local artist and ALARA member and Artsability to provide support for their delivery of a professional development program for visual artists living with a disability. Artsability, with funding from the Regional Arts Development fund, delivered a number of workshops in areas including abstract art, printmaking, world of mediums and mixed mediums, screen printing and still life, using Luke's Place Salisbury Rd as a venue.

#### **SERVICE PROMOTION AND COMMUNITY AWARENESS**

##### **Awards**

ALARA was again nominated in the Ipswich Chamber of Commerce Awards, and were winners of the "Stanwell Corporation Community Involvement Award". This award recognises the efforts of business and individuals within the Ipswich Community whose contribution to the community is above and beyond that which is normally expected by way of generous donations, community service and/or philanthropy.

ALARA was awarded an NDS Recognition Award for 20 years of continuous membership at the 2014 CEO's Conference.



## 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:

### 2014

July	Mobile Hub – Lowood Mobile Hub – Coominya
August	Fresh Futures Market – Ipswich Senior’s Week – Esk Carinity Communities Fassifern 30th Birthday Event Disability Action Week Forum Senior’s Week – Variety Day Stall Mobile Information Hub - Fernvale Carer’s Day - Toogoolawah
September	McIntyre Centre “Party in the Paddock” ALARA Jets Information stall Mobile Information Hub - Esk
October	Mobile Information Hub - Coominya Mobile Hub – Toogoolawah Naming of ALARA Place Walloon Park Stall
December	Blair Disability Links – Brassall Shopping Centre

### 2015

March	Mobile Information Hub – Lowood
April	Mobile Information Hub - Fernvale Disability Awareness Day – coinciding with Intrust Super Cup Global Fiesta Stall
May	Mobile Information Hub - Toogoolawah
June	Streetlinks Ipswich Mobile Information Hub - Fernvale

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:

- Lockyer Interagency Meetings (hosted by ALARA Lockyer)
- Brisbane Valley Interagency Meetings
- Ipswich Community Access Committee
- Disability Workforce Innovation Network (DWIN)
- Ipswich Interagency Meeting
- Fresh Futures Planning Committee
- Sports Connect Queensland Network Forum
- Ipswich Regional Disability Service Provider’s Strategic Network
- OCI Provider’s Meeting and teleconferences
- Better Choices, Better Lifestyle Forum
- Primary Health Networks Information and Consultation Session
- Qld Press Club Lunch

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

- NDS National Committee – Aging and Disability (EM)
- Disability and Community Services Partnership Forum (Community Care – Transition to the NDIS Session)
- Forum on Primary Health Care – Advisory Group
- Endeavour Reference Group – Individualising Block Grants (EM)
- NDS Budget Breakfast

ALARA was represented at key Conferences and Workshops including:

- NDS CEO Conference
- NDS Conference 2015
- NDS – Essential NDIS Briefing
- NDS- NDIS Provider Readiness Workshop
- NDS – Financial Implications of the NDIS
- NDIS Master Class
- Blueprint for an Aging Australia
- My Aged Care Portal
- 2015 – Aged Care Changes
- 2015 – Preparing for Transition: South West Partnership Forum
- Function Assessment and Positive Behaviour Intervention
- Effective HRM workshop for the Community Sector – Managing Performance and Respectful Workplaces
- Lifetec – Smart Assistive Technology
- Plan Ahead Workshop
- Better Health for Me
- ‘Because “don’t touch” is not enough.’ Sexual Behaviours and Positive Behaviour Support.
- Two day SRV Training
- “The Accidental Councillor”
- “Dealing with Difficult People”
- Crucial Conversations
- Aspyr – Effective Teams
- ADHD/Asperger’s Presentation
- Health and Wellbeing QUT
- What does good support look like? “Beyond qualifications and pay – ????”
- NDS – Individualisation of Grants
- NDS – Host provider Workshop YLYC (July 2014)
- NDS – Host Provider Workshop (August 2014)
- YLYC Teleconferences (May 2015)
- Sustainable Fundraising
- Effective Leadership
- Time Smart (Outlook)
- Sunsuper Update
- Attaché/ProSys – Update
- Telstra – IT Conference (fully sponsored)

Relevant staff joined the following Webinars:

- NDCO Volunteering – the benefits to organisations and people with disability
- Common law webinar series – Special consideration when working with a young and ageing workforce
- My Aged Care Changes – 2015
- Implementation of the Commonwealth Home Support Program

## EVENTS

### NAMING CEREMONY – “ALARA PLACE”

The support provided by ALARA for local people with a disability and their carers was recognised with the opening of “ALARA Place” on 18th October 2014. “ALARA PLACE” is an interactive, accessible “all-abilities” play space located in Henry Lawson Bicentennial Park at Walloon. The space is the initiative of Cr. Pahlke and adds to the facilities available in the park for members of the local community. The ALARA Jets team and supporters cooked a free sausage sizzle for those attending on the day with ingredients funded by the Council.



### VISY MORNING TEA

In November 2014, key ALARA staff visited donors at VISY Board's Carole Park site to say a huge thank you for their ongoing support.

### ANNUAL ALARA CHRISTMAS PARTY

The ALARA Christmas Party was held at the Ipswich Show Grounds on 13th December 2014. Around 360 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, Cr. Charlie Pisasale's office and the Council with provision of a wheelchair accessible portable toilet at no charge.

### CELEBRATE AUSTRALIA DAY @ ALARA

On the 22nd of January 2015 the Warwick Rd Office held their Celebrate Australia Day @ ALARA event open to the ALARA staff, clients and families and the general community. Numbers were down because of the range of activities service participants are involved with; however, a great time was had by all who attended.

**Our thanks go to the band of staff, family members, clients and community members who assisted ALARA with fundraising ventures this year.**



Thank you  
Visy Staff!



## WINE AND CHEESE NIGHT

A wine and cheese night was held at Luke's Place Salisbury Rd on the 27th of February to mark the formal conclusion of the RADF program, allowing participants who attended to show their work to family and friends, members of the ALARA community and the local arts community. A selection of art work produced through the RADF-funded workshops and events was also displayed at the Ipswich library from the 3rd to the 27th of February 2015.

## COLLUSION MUSIC CONCERTS

Collusion Music Events were conducted at Luke's Place Salisbury Rd in August 2014 (The Eagles, Beatles and Beyonce), November 2014 (Irish jigs, American rag and a touch of Christmas) and March 2015 (Musical Theatre and Opera Hits). The March concert also featured young artists from the Queensland Conservatorium Music Theatre Department and the Under 20 Winner of the Opera Division of the Brisbane/Cleveland Eisteddfod 2015. Collusions Music is a group of award winning chamber music musicians who are collaborating with ALARA to bring beautiful music from a range of genres to the ALARA family and broader community. Funds raised through the sale of food at the events supported the construction of the planned accessible garden at this site.

## NATIONAL VOLUNTEERS WEEK

National Volunteers Week was celebrated from the 11th to 17th May. During the week a breakfast was held at Luke's Place Lockyer for individuals who volunteer for ALARA, service participants who volunteer in the local community and the agencies who host them. Because of logistical issues volunteers from other areas were recognised individually on the day they worked.

## FUNDRAISING EVENTS

### Salisbury in Spring

The first annual 'Salisbury in Spring' was held at Luke's Place Salisbury Rd on Saturday 6th September 2014. 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 around \$1000 for the Dingley Dell renovation work. It is anticipated that this will become an annual event.

### Trivia Night Fundraiser

On Friday 22nd August ALARA held a Trivia Night at the Glades Hotel in Yamanto. The team from Aftercare took out first place on the night. A total of \$814 was raised.





Salisbury in Spring

### Movie Night Fundraiser

ALARA held a fundraising movie night on the evening of the 7th May at the Limelight Theatre Ipswich. The event was booked out and raised over \$1200 for the Dingley Dell Renovations.

### Esk Show Canteen

A fantastic response was received from families for the call for baked goods for the Canteen which was manned by staff and volunteers at the Esk show in May. Again proceeds from this event went towards Dingley Dell Renovations Project.

A range of other fundraising initiatives also occurred through the year including a Boot Camp, Car Wash and numerous sausage sizzles raising money for various initiatives.

## STAKEHOLDER PARTICIPATION

ALARA throughout 2014-2015 has continued to look at ways to enhance client and carer involvement in the organisation.

The Client Newsletter Editorial Committee continues to create quarterly newsletters that are full of individual stories, news from various programs and general information. The meetings, which are held every three weeks, have been well attended and vocal. 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/carers representation on its Workplace Health and Safety Committee.

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

## CLIENT SATISFACTION SURVEY

In the later part of 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

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 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 the Certificate III Disabilities.

Eighteen support workers commenced their Certificate IV in Disability in 2014 through our collaboration with Mercy Community Care Training (formally Bridgeworks) and by the end of the financial year 15 had completed the course.

All service staff complete manual handling training and undertake an annual refresher. Targeted competency-based training was provided in relation to supporting individual clients with specific personal care needs. From January 2015 this was expanded to include a half day of Epilepsy and PEG feed training (previously conducted as standalone sessions). This change was made due to growing client needs as well requests from Support Workers to be more flexible within their work role with ALARA. Spare capacity in manual handling training days is now offered to carers at high risk of back injury.

As part of the Coordinators' annual planning day, a training session was conducted by CDSpecialist Training on 'Difficult Conversations.' This workshop acknowledged some of the skills required by coordinators in working with families in crisis and in a team environment.

### Streetlinks

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



### STAFF SURVEY

The ALARA Board conducted the ALARA Annual Staff Survey. As with the Client Survey, they could be conducted on-line 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.

### HEALTHY WORKPLACE INITIATIVES

ALARA registered for the workplace for wellness program in addition to the 10,000 Steps Challenge. The organisation set and achieved a goal of 1 million steps in 12 weeks. Across the organisation a range of fitness and healthy eating initiatives were implemented by staff locally to compliment the program. ALARA also participated in the R U OK Campaign.

## WAGES AND CONDITIONS

### REMUNERATION AND CONDITIONS

During the last financial year Coverage of the ALARA Association Inc. Enterprise Agreement 2012 was extended to ALARA QLD Limited effective the 7th of August 2013. Renegotiations of the agreement are currently underway with bargaining representatives.

### SALARY PACKAGING

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

### 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 identify trends throughout the year. Monthly updates are provided to the ALARA Board.

## WORKPLACE GENDER EQUITY COMPLIANCE

Under *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, on 29th May 2015, ALARA QLD Limited lodged its annual public report with the WGEA. A copy of the report will be accessible later in the year 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

ALARA's last external maintenance audit for HSQF was conducted in October 2014. As an outcome of the audit ALARA was recommended for re-certification. ALARA will undergo a full re-certification audit at the beginning of the 2015-2016 year.

### TECHNOLOGICAL INNOVATION

ALARA this financial year continued to update our telecommunications, computer systems and software to provide additional capacity and adapt systems for future need.

## SERVICE EFFECTIVENESS

ALARA is keen to formally evaluate the effectiveness of its programs with respect to the value for individuals, their family and our community. During the financial year ALARA finalised its joint project with NDS Queensland using the Social Return on Investment (SROI) Tool to identify and quantify the social return on investment on Lockyer Megaspports, which clearly indicated the value for money this program represents.

## 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.

During the year we extended the hours of the ALARA main switch from 8.00am to 5.00pm Monday to Friday to improve access for staff, clients and families. Office door opening hours remain 8.30am to 4.30pm to ensure the area is sufficiently manned for security and that administration staff still have time to set up and pack up.

## SOCIAL MEDIA

ALARA's Facebook page continues to be an extremely popular means of providing regular updates to our stakeholders and the broader community. The numbers of "likes" from clients, carers, other community members and organisations grows every month.

## WEBSITE

Work on the ALARA website was completed ready for launch in July 2015. To ensure as many people can access this site as possible it includes a BrowseAloud facility. This provides options for text magnification, text-to-speech, spoken translations in 35 languages and written translations in 78 languages. The Resources section includes a future facility for a Service User portal, Staff Portal and Your life Your Choice portal.

## FINANCIAL AND ADMINISTRATION OUTCOMES

### FUNDING

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 through grant funding and other sources.

#### Funding

ALARA QLD Limited acknowledges the funding contribution and the ongoing support of the Queensland Department of Communities, Child Safety and Disability Services – Disability Services and the Community Care Programs and from the Federal Department of Social Services – Home and Community Care Program. We would like to thank both the central and regional staff of our funding bodies for their assistance and support throughout the financial year.

#### State Government Funding

During the 2014-2015 year ALARA received a total of \$2,254,808 from the Community Care branch of Queensland Department of Communities, Child Safety and Disability Services for the provision of home care, coordinated care and centre-based day services. In addition we received \$26,855 in non-recurrent funding towards the completion of the wheelchair accessible kitchen garden at Luke's Place Salisbury Rd, built in storage cupboard and Luke's Place Ipswich, BBQ masterclasses and Mosaics workshops.

ALARA received a total of \$4,710,066 from Disability Services in recurrent funding for the provision of group and individual support across a range of service types. In addition we received \$346,752 in non-recurrent funding for a range of purposes.

#### Federal Government Funding

During the 2014-2015 year ALARA received a total of \$35,187 from the Department of Social Services, Home and Community Care (HACC) program for the provision of domestic assistance, social support, assessment, client care coordination, case management and centre-based services for people with a disability who were aged 65 years or over (or 50 if Aboriginal or Torres Strait Islander). This funding enables continuity or allows transition time for clients who reach the upper age limits for state-funded community care.

#### Local Government Funding

ALARA received the following financial support from the Ipswich City Council Community Development Branch in 2014-2015:

- \$5000 was donated as a Community Capital Donation towards the Dingley Dell Renovation
- \$2000 through the Community Christmas Grants Round to assist with the costs of the ALARA Client and Family Christmas Party
- \$1000 through the Community Development Fund towards a new vent system for the personal care areas at Luke's Place Salisbury Rd.

### DONATIONS

A total of \$18,858 in monetary donations were received during the financial year to support the provision of ALARA services.

This included payroll deductions of \$10,657 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.

## Dingley Dell Gallery



## TRUSTS AND FOUNDATIONS

### Foundation for Rural and Regional Renewal (FRRR)

ALARA was successful in an application for \$667 from this Foundation for the construction of a hen house “The Penthouse” at Luke’s Place Lockyer to house Rescue Chooks. The chooks which had lived their lives to this point in cages made a smooth transition and soon grew their feathers back. The eggs they supply are used in the Luke’s Place Locker Cooking Program.

### Caring for Community Grant

The Caring for our Community Initiative aims to assist community organisations and volunteer groups to purchase essential equipment to continue their support of Queensland communities. ALARA was successful in obtaining funding \$1398 towards installation of a new dishwasher at Luke’s Place Esk.

### Somerset Regional Council Community Assistance Grant

ALARA was successful in obtaining a grant of \$500 towards the acquisition of new computing equipment to enable clients to engage in computer-based learning, recreation and access the Internet.

## FUNDRAISING ACTIVITIES

Our Day Services, Activities Program, Laidley Children’s Service, clients and families conducted a wide range of fundraising activities during the financial year raising a total of \$11,551 that contributed towards equipment and resources, ALARA Jets Touch football team expenses, activity entry and camp costs across a number of programs, the construction of the Salisbury Rd accessible garden and the renovation of Dingley Dell.

## PROPERTY

### Luke’s Place Salisbury Rd

Work has been completed on the accessible kitchen including potting area, fernery, and several wheelchair accessible herb and vegetable gardens. It already enhances the atmosphere of the centre and is a practical feature for linking with the various cooking sessions regularly held there.

### Dingley Dell

We have continued with the refurbishment of the Dingley Dell Gallery, both to carry out essential repairs and maintenance and to make it accessible for artists with a disability. As funds become available through fundraising events, donations and grant submissions this project will progressively be completed.

## MOTOR VEHICLES

As outlined in previous annual reports, 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.

## FIRE AUDIT

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, 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

P. ANDERSON  
 L. BROUGHTON  
 K. BRUMBY  
 S. CARLSON  
 C. CASTELLON  
 K. DAVIS  
 W. HANSELL  
 TY HUU LE  
 K. JEFFREY  
 B. MCMINN  
 S. MCMINN  
 R. MCMINN  
 H. MINH LE  
 J. MOLE  
 P. NEUMANN  
 E. NICHOLS  
 J. OLIVER  
 D. OXLEY  
 G & S SCHOSTAKOWSKI  
 E. SCHULTZ  
 E. SHAW  
 L. SIMPSON  
 J. STEWART  
 H. TRIEU

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

### GROUPS

ESK HELPING HANDS  
 LAIDLEY GARDEN CLUB INC.  
 CROSBY FAMILY

## DONATIONS FOR THE ALARA JETS TEAM

E. MCAULIFFE  
 G. FULLARTON  
 L. HAIM  
 PENNYWISE – IPSWICH  
 J. RILEY  
 C. SAUNDERS  
 L. SCHMIDT  
 S. SCOTT  
 SIMS FAMILY  
 K. WARREN

## DONATIONS FOR THE REFURBISHMENT OF DINGLEY DELL GALLERY

B. WHITEHOUSE  
 COOKING GROUP SALISBURY RD  
 J. DICKSON  
 D. HAMILTON  
 S. HILTON  
 R. MCMINN  
 A. SPARK  
 B. WAKEHAM  
 WAKEHAM FAMILY

## DONATIONS OF VOUCHERS OR TICKETS

CR ANDREW ANTONOILLI  
 AUSSIE WORLD  
 TRENT BRIGGENSHAW KFC – SPRINGFIELD  
 POWERCRUISE PROMOTIONS  
 BRISBANE BRONCOS IN THE COMMUNITY  
 BLACKALL STREET BUTCHERS  
 NAILS BY JAZZ  
 GIGGLES HAIR AND BEAUTY STUDIO  
 HOGGS BREATH IPSWICH



### SPONSORSHIP ALARA RESPECT DA BULL DARTS TEAM

BROTHERS RUGBY LEAGUE TEAM  
 FLINDERS PEAK MEDICAL CENTRE PHARMACY  
 L. STUMER  
 LUXURY PAINTS IPSWICH JETS  
 MRS K'S PLACE CAFÉ & BAKERY  
 JO-ANN MILLER MP  
 PENNYWISE – IPSWICH  
 PETER ASH MOWING  
 RAINBOW CONES & SNACKS  
 VISY BOARD  
 JETS RUGBY LEAGUE CLUB

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

### TRUSTS, FOUNDATIONS AND COMMUNITY GRANTS

FOUNDATION FOR RURAL AND REGIONAL RENEWAL (FRRR)

### SUPPORTERS

These individuals, organisations or their staff supported us in many ways such as by donating time, prizes, gifts and materials, letters of support, pro-bono services, giving significant discounts on goods or services or by making opportunities available for our clients and staff.

AARON HAMPTON  
 ADAM WISKAR  
 AGNES BROWN  
 ALARA ESK TEAM  
 ALEX MASTERTON

ALEXANDRA CARSWELL  
 ALL STEEL TANKS  
 ANDREW HOOPER  
 ANDREW SPARK  
 ANGELA BROWN  
 ANIMAL WELFARE LEAGUE – IPSWICH BRANCH  
 ANIMAL WELFARE LEAGUE THRIFT SHOP  
 ANNA TYNAN  
 ARTICULATE FRAMING (STEVE RAINBOW)  
 ARTISABILITY  
 ASH DAVIS  
 ASHLEY JOHNSTONE  
 ASHLEY TATE  
 ASPIRE  
 BENJAMIN GREAVES  
 BEVAN KATHAGE  
 BIG ORANGE  
 BIZTOPIA  
 BOB IMHOFF  
 BRAVE COMPANION DOG RESCUE INC.  
 BRADLEY O'SHEA  
 BREE CORBYN  
 BRIAN WHITEHOUSE  
 BRISBANE BRONCOS IN THE COMMUNITY  
 BUNDALEERS LODGE NURSING HOME  
 BUNNINGS – IPSWICH  
 CAKE YA FACE  
 CHRIS FULLARTON  
 CHANTAL PETERS  
 CHRISTINE CRONK  
 CLAIRE BOULTON  
 CLAIRE SHELLEY  
 CLUB HOTEL ESK  
 COL & FLO LEE (LOCKYER DISTRICT SOFTBALL ASSOCIATION)  
 COLLUSION MUSIC AUSTRALIA  
 COMMONWEALTH RESPITE AND CARELINK CENTRE  
 COUNCILLOR ANDREW ANTONIOLLI  
 COUNCILLOR CHARLIE PISASALE  
 COUNCILLOR DAVID PAHLKE  
 COUNCILLOR SHEILA IRELAND  
 COURTNEY SAMSON  
 DAN FLANAGAN (PRESIDENT LAIDLEY RECREATION RESERVE COMMITTEE)  
 DANIEL TODD  
 DANNI K



DAVID WAKEHAM  
 DEANNA MCNAMARA  
 DEB CHILTON  
 DEDRI BICKNELL  
 DEE REEDY  
 DONNA DRUMMOND  
 EBONY CORBYN  
 ELSA WHITE  
 ESK GOLF CLUB  
 ESK LIONS THIFT SHOP  
 EVA TAL  
 EVAN BRIGHTON  
 FLEET CARD: BUSINESS FUEL CARDS PTY LTD.  
 FAITH MUIR  
 GARY SCHAFFER  
 GEOFF & KELLI PEPPER -MARTIN  
 GIBSON ARCHITECTS  
 GIGGLES HAIR AND BEAUTY STUDIO  
 GLENNIS BENTLEY  
 GLENYS MANZ  
 GOLDEN YEARS OF MUSIC  
 GRANDAD'S PIES  
 GRANT FULLARTON  
 HAPPY AS LARRY PERSONAL TRAINING  
 GRUMPY GRANDPA'S WORKSHOP  
 HEARTMOVES – GATTON  
 HEATHER PROUD  
 HELPING HANDS THRIFT SHOP - ESK  
 HEIDI & MAURICIO AVILO  
 HILTON FAMILY  
 HOGGS BREATH IPSWICH  
 IAN BERRY  
 IGA WEST IPSWICH  
 IPSWICH AUTOBARN  
 IPSWICH CITY COUNCIL  
 IPSWICH CITY COUNCIL WASTE MANAGEMENT  
 IPSWICH LIBRARY  
 JAYDEN CORBYN  
 JENNELL CHIVERS  
 JOANNE PARDOE  
 JOHN WICKENDEN  
 LEIGH REEDY

LIFELINE – JACARANDA ST  
 LIMELIGHT CINEMAS – RIVERLINK  
 LYNN KEIDEL  
 KERRI TOLHURST  
 KARRI BROWNE – SENIORS & DISABILITIES  
 COMMUNITY DEVELOPMENT OFFICER (ICC)  
 KEVIN RUTHENBERG – CHAIRMAN BRISBANE  
 VALLEY CONGREGATION  
 KIRSTI REEDY  
 KNITTING FOR THE NEEDY  
 LAIDLEY CRISIS CARE AND ACCOMMODATION  
 CENTRE  
 LAIDLEY GARDEN CLUB  
 LAIDLEY GYM  
 LAIDLEY LAWN BOWLS  
 LAIDLEY MEALS ON WHEELS  
 LAIDLEY SECOND CHANCE OP SHOP  
 LAIDLEY STATE SCHOOL  
 LAIDLEY SWIMMING POOL  
 LAIDLEY VALLEY AGED AND HANDICAPPED  
 ASSOCIATION  
 LARA LATHAM  
 LARRY STUMER  
 LEANNE FIELDER  
 LEANNE MARTIN  
 LEIGH ANN ELLIOTT  
 LEUKAEMIA FOUNDATION – IPSWICH BRANCH  
 LILY IRVINE  
 LIONS CLUB - ESK  
 LOCKYER VALLEY COMMUNITY DISABILITY  
 ASSOCIATION  
 LOCKYER VALLEY REGIONAL COUNCIL  
 LORRAINE & MICHAEL SHEA  
 LORRAINE MYERS  
 LOUI'S FRUIT MARKET – BOOVAL  
 LUXURY PAINTS IPSWICH JETS LEAGUE CLUB  
 LYN CORBETT  
 MACKAWAY'S CAFÉ (HARRISVILLE)  
 MADDISON SCHAFFER  
 MARTYN PEASEY  
 MARY WELLER  
 MASTERS – BUNDAMBA

MASTERS - SPRINGFIELD  
 MAYOR PAUL PISASALE  
 "ME" GYM – SPRINGFIELD  
 MELISSA MOREY  
 MEN'S SHED – GATTON  
 MEN'S SHED - IPSWICH  
 MERCY COMMUNITY SERVICES TRAINING  
 MICHAEL MUNT  
 MURR'S CERAMICS  
 NAOMI STAINES  
 NATALIA JIMINEZ  
 NATHAN SAILER  
 NELLI ROCCASINO  
 NOLA HULIN  
 NOWLANVIL NURSING HOME  
 PAUL STEVENSON  
 PAULA HALSON  
 PAULA WEILAND  
 PENNYWISE  
 PETER & LINDA TULLY  
 PHIL BRYCE  
 PHIL GRAY  
 PTERODACTYL HELICOPTORS - CAPTAIN MIKE  
 PURE ROMANCE  
 RED CROSS THRIFT SHOP – TOOGOOLOWAH  
 RICHARD GOYNICH  
 ROB BICHEL (LAIDLAY LIONS JUNIOR RUGBY LEAGUE CLUB)  
 ROB & CARL FLETCHER  
 ROTARY CLUB – BOOVAL  
 SALLY JOHNS  
 SALVATION ARMY OP SHOP - GATTON  
 SAILABILITY – GOLD COAST  
 SAILABILITY – WYNUMM  
 SAMS WAREHOUSE – YAMANTO  
 SHARYN HURLEY  
 SHAYNE NEUMANN MP (MEMBER FOR BLAIR)  
 STEF HYS  
 ST PATRICK'S CATHOLIC CHURCH – LAIDLAY  
 SUMMERHOLME OP SHOP  
 SUMMIT BULOW ACCOUNTANTS  
 TABEEL NURSING HOME

TED & JOHN SIMPSON  
 THE CLUB HOTEL – ESK  
 TONI MCKLAREN  
 TRACY JOHNSTONE  
 UNITING CARE OP SHOP - LAIDLAY  
 USQ GATTON CAMPUS  
 VILLAGE ROADSHOW THEME PARKS  
 VI GRAHAM  
 WAYNE WENDT  
 WEST MORETON DARTS ASSOCIATION  
 WOOLWORTHS BOOVAL  
 99 BIKES – IPSWICH

Thanks also go to the many members of the ALARA family and the community who generously donated goods for the ALARA Christmas Party, McDonald's fundraiser and for the LPL Book Stall at the Laidley Markets.

## 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.





## STAFF AWARDS

### 5-YEAR AWARDS

THERESA BAKER  
ANNE BROWN  
KATIE DAVIS  
PATRICIA GIBSON  
ALGIS GRIGUTIS  
CHANTAL GORDON  
MESSELE HABTEWOLDE  
NANCY JEFFS  
JANICE MOLE  
JOLENE MUNDAY  
LESINA NIELSEN  
STEVEN SHAW

### 10-YEAR AWARDS

DIMITRI GIANNAKOPOULOS  
NOLA HULIN  
NATALIA JIMENEZ  
TANYA LAMBERTON  
AARON SELLEN

### 20-YEAR AWARDS

NARELLE SCHAFFER











**ALARA QLD LIMITED.**

**8 WARWICK ROAD  
IPSWICH QLD 4305**

**PO BOX 63  
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)**