



Annual Report

2024 - 2025

Executive Summary

Board of Directors

Jo' Wit – Board Chairperson

Cathy Wheeler – Board Company Secretary

Phillip Bell – Board Treasurer

Diane Quinn – Board Director

Margaret Byrne – Board Director

Carolyn Ehrlich – Board Director

Louise Horneman-Wren – Board Director

Auditor

Ramsay and Associates

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Facebook

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ABN

94 628 523 943

ACN

164 125 384

Hubs

Luke's Place Ipswich

8–10 Warwick Road
Ipswich QLD 4305

Luke's Place Salisbury Road

33 Salisbury Road
Ipswich QLD 4305

Dingley Dell Gallery

10 Pine Mountain Road
North Ipswich QLD 4305

Luke's Place Esk

6 Russell Street
Esk QLD 4312

Luke's Place Lockyer

17 Campbell Street
Laidley QLD 4341



Our Vision

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

Cover image: Surfing activity at Gold Coast, Queensland

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Vale Dee Reedy

Sadly, this year, the ALARA family bid farewell to Dee Reedy after her long battle with illness.

Dee had been a staff member of ALARA for nearly 27 years. She was instrumental in the development of the Ipswich centre-based programs and in creating a culture of client focus and quality service present in these programs today.

Dee commenced with ALARA as a Respite Assistant on 20 April 1998, becoming a casual support worker in May 1999. In March 2004 she took on the role of Acting Coordinator – Luke's Place Ipswich taking on a permanent Coordination role in March 2005.

In July 2010 she took on the role of Senior Coordinator for Luke's Place Ipswich area and was instrumental in the development and implementation of a new model of day and community services in the area and in the establishment of the ALARA Jets team.

Dee was part of the fabric of ALARA and has been a key driver in forming the organisation that ALARA has become today.

While in her last year she stepped back from her role as Senior Coordinator she remained connected to the organisation in a casual capacity undertaking a variety of projects that enhanced service quality.





On the celebration of her twenty-fifth anniversary with ALARA, this was just a small sample of the feedback received about Dee from her colleagues.

It is extremely hard to capture all of what this special lady means to me and to the people of ALARA.

If you know Dee well, you know she has a 'thing' for hearts... I have no doubt this is because she is a walking heart herself... a woman so kind, humble and empathetic that she leaves an impression wherever she goes.

It is hard not to get emotional when writing this as Dee has given myself, as well as so many others, our participants, families, support staff, fellow employees so very much over the last 25 years.

The work and effort Dee has delivered over the years is the definition of putting yourself into your work.

Dee has taught me empathy, patience and understanding as well as so many other valuable attributes over the years. I will treasure and appreciate all that she has given me on a personal level for years to come.

Dee has been an amazing leader! Dee is the kind of leader that people will follow voluntarily even if she had no title or position as her kindness has been her language of leadership and what we all admire so much about working with her.

Dee's work has shown me that you inspire people, not by showing them how amazing you are, but by showing them how amazing they are!

Truthfully, I could talk about you all day and all night, and I'd still have a million more things to say, so I'll round it up and finish by saying the world's biggest THANK YOU!

Dee's passing leaves a huge hole in so many hearts and in the organisation. She was an outstanding person who made an immense difference in the lives of a large number of people.



Annual General Meeting

AGM Agenda

Supper

Welcome

Apologies and Proxies

Minutes of AGM of
ALARA QLD Limited 2024

Business arising from the Minutes

Reports

- Chairperson's Report
- Financial, Directors & Audit Report
- CEO's Report

Election Of Board Directors
ALARA Qld Limited

Special Resolution

Recognition Awards

Date Of Next Meeting

Closure

Nominees for the Board of Directors

Nominees For Board of Directors 2025-26

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 Chief Executive Officer, Judith Dickson.

Nominees, listed alphabetically are:

- Margaret Byrne
- Carolyn Erhlich
- Brenden Harris
- Belinda Huig

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

Minutes of 2024 Annual General Meeting

Minutes for the Annual General Meeting, ALARA QLD limited held 2 September, 2024.

Attendees: As per attached list

Apologies: As per attached list

Proxies: As per attached list

1. Opening

The meeting was chaired by Margaret Byrne (Director) opening at 7.03 p.m. The meeting Chair made the following acknowledgement to traditional owners.

ALARA QLD Limited acknowledges the Jagera, Yuggera and Ugarapul people, the traditional custodians of the land upon which we meet in Ipswich.

ALARA affirms that the Aboriginal people and Torres Strait Islander people are the Indigenous peoples of Australia; Australia's first people.

We pay our respects to the Elders, both past, present and future for they hold the memories, the traditions, the culture and hopes of Indigenous Australians.

The Chair welcomed members and acknowledged special guests and those attending via Microsoft Teams.

2. Apologies and Proxies

The Chair read the member apologies, noting proxies, staff and guest apologies (see attached lists).

3. Minutes of the Annual General Meeting 2023

Members were asked to review the minutes from the Annual General Meeting 2023.

Motion: "That the minutes of the Annual General Meeting, held 4 September 2023, as printed, be accepted."

Moved: Margaret Byrne

Seconded: Phillip Bell

Motion: 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 Margaret Byrne

Motion: "That the Chairperson's Report for the Year 2023-24 be accepted."

Moved: Margaret Byrne

Seconded: Louise Horneman-Wren

Motion: Carried!

Treasurer's Report (including Directors and Audit Report)

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

The Meeting Chair asked that the Financial Report including the Directors and Auditors Report for the period ending 30 June 2023, as distributed to members present, be tabled and taken as read. There were no questions about the Financial Statement and Auditors Report.

Motion: "That the Financial Report for the Year 2023-24 be accepted."

Moved: Philip Bell

Seconded: Cathy Wheeler

Motion: Carried!

CEO's Report

The CEO's report was delivered by Judy Dickson.

Motion: "That the CEO's Report for the Year 2023-24 be received."

Moved: Margaret Byrne

Seconded: Ray McMinn

Motion: Carried!

Minutes of 2024 Annual General Meeting *continued*

6. Election of Board of Directors

The following financial members – Phillip Bell, Louise Horneman- Wren and Diane Quinn having retired at the end of their two-year term as directors were nominated for a position on the Board of Directors.

The nominations were checked and certified to be in order by the Chief Executive Officer Judy Dickson. There are three candidates for up to four (4) positions to be determined.

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

8. Staff Recognition Awards

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

5-Year Awards

Claudine Coulter
Marthyn Hill
Erin Hudson
Deborah Robertson
Megan-Marrie Woodford
Nicola Bratley
Jason Jackson
Bronwyn Burgess
Mason Garratt
Danielle Smith
Limiva Fonmanu
Breanna Gadsby

Rachel Lewis
Reece Payton
Stephen Millar
Cheyne Dobson
Troy Troutman
Tahlia Bowd
Kylie Chandler
Kristeen Delbridge
Sheree Parfitt
John Sexton
Tracie Smart
Alicia-May Brown

10-Year Awards

Sheralee Blay
Stacey Vaccaneo
Jennifer Bill
Samuel Meighan
Karen Squires

15-Year Awards

Annette Crettenden
Judy Dickson
Anne Hall
Maria Wakeham

9. Date of Next Meeting

The date of the 2024-2025 Annual General Meeting to be set for Monday 15 September 2025 at 7.00 p.m.

10. Closure

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

Minutes of 2024 Annual General Meeting *continued*

Attendees AGM held 2 September 2024

Life Members

Agnes Brown
Ray McMinn

Members

Phillip Bell
Margaret Byrne
Carolyn Ehrlich
Michael Munt
Louise Horneman-Wren
Diane Quinn (via Microsoft Teams)
Catherine Wheeler (via Microsoft Teams)
Barbara McMinn
Mr Jim Madden – State Member
for Ipswich West

Proxies

Shirley Schostakowski – appointed Chairperson
Gerard Schostakowski – appointed Chairperson
Stephen Schostakowski – appointed
Chairperson
Tanya Miller – appointed Chairperson
Sue Saunders – appointed Chairperson
Anne Ruthenberg – appointed Chairperson
Ian Morley – appointed Chairperson
Sally McMinn – appointed Ray McMinn
Kevin Hartfiel – appointed Chairperson
Robyn Hartfiel – appointed Chairperson
Lyn Stewart – appointed Chairperson
Jo' Witt – appointed Chairperson

Associate Members

Leisha Haim

Staff Attendance

Judy Dickson
Tracey-Ann Smith
Iain Smaill
Maria Wakeman
Colleen Henderson (via Microsoft Teams)
Louise Chesters
Andrea Evans
John Williams

Guests

Cr Marnie Doyle –
Ipswich City Council Division 3
Cr Andrew Antonioli –
Ipswich City Council Division 3
Cr Chris Wilson – Deputy Mayor
Lockyer Valley Regional Council
Ms Jennifer Howard MP –
State Member for Ipswich
The Hon Shayne Neumann MP –
Federal Member for Blair

Apologies

Life Members

Lyn Stewart
Robyn Hartfiel
Noelene Schultz
Ian Morley

Members

Anne Ruthenburg
Kevin Hartfiel
Sally McMinn
Tanya Miller (Focal Community Services)
Stephen Schostakowski
Gerard Schostakowski
Shirley Schostakowski
Antonietta Harrison

Minutes of 2024 Annual General Meeting *continued*

Associate Members

Christine Elliot
Sephania Koehler
Brigit Koehler
Leanne Fielder
Gavin Podlich
Sue Tracey

Guests

Mr Lance McCallum MP –
State Member for Bundamba
Mr Jim McDonald MP –
State Member for Lockyer
Mayor Teresa Harding – Ipswich City Council
Mayor Tanya Milligan –
Lockyer Valley Regional Council
The Hon Leeanne Enoch MP –
Minister for Treaty,
Minister for Aboriginal and
Torres Strait Islander Partnerships,
Minister for Communities and
Minister for the Arts.
Neil Morris – RW Ramsey and Co.

Staff

Michael Howcroft
Narelle Schaffer



Key Strategic Areas

Individual and Community Outcomes

- Outcome 1:** A high level of client and family/ carer satisfaction
- Outcome 2:** A high level of engagement with the local service sector and community
- Outcome 3:** Opportunity created for clients to have valued roles in their community
- Outcome 4:** A high level of safe and effective personal and clinical care
- Outcome 5:** Management, reporting and analysis of high impact, high prevalent risks
- Outcome 6:** Recognised leader in the provision of quality innovative services for people with a disability and their family.
- Outcome 7:** New, improved and diverse service options

Workforce Development

- Outcome 1:** An energised, proactive, self-initiating workforce responsive to changing needs.
- Outcome 2:** A trained, skilled and stable workforce
- Outcome 3:** A valued workforce supported to achieve the vision of ALARA

Organisational Improvement and Innovation

- Outcome 1:** Systems and infrastructure addressing current, emerging and diverse needs
- Outcome 2:** Innovative responses to need
- Outcome 3:** Attraction and retention of clients to ALARA's services
- Outcome 4:** Services responsible to changing need

Financial Outcomes

- Outcome 1:** Cost effective support services in ALARA's catchment area
- Outcome 2:** The level of client services meets the funding allocation and contracted outputs
- Outcome 3:** A diversified revenue base
- Outcome 4:** Financial viability and sustainability
- Outcome 5:** Effective management of the impact of operations on society and the environment

Image above: Kalbar Sunflower Festival, Kalbar, Queensland



Our Values

Value 1: Person Focused

We will be **person focused** and aim to meet individual needs



Value 4: Safety

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



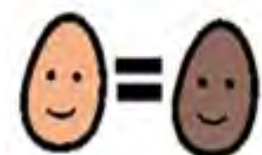
Value 2: Responsive

We will be **responsive** and flexible within our resource limitations



Value 5: Respect

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



Value 3: Partners

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



Value 6: Strive

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



Image above: House Down Under, Gold Coast, Queensland

Chairperson's Report

This is the thirty-fourth year that ALARA QLD Limited has provided service support to the people of Ipswich and to surrounding areas. Our AGM is an excellent time to reflect on the year just passed, and to anticipate what is to come.



Diane Quinn **Board Chairperson**

For ALARA, as well as for many in the Australian community at large, the 2024-2025 financial year has been one with many challenges.

The 'Disability Services Financial Benchmark Report 2024' prepared by Stewart Brown, provided an overview for that year of the financial performance of Australia's disability services sector.

The report indicated that 67.1% of organisations participating in the benchmarking operated at a loss, a figure which has steadily increased year on year. While operating revenue has been increasing, rising costs have significantly outpaced growth. The average operating loss for participating organisations for the financial year ending June 2024 is \$1.18 million. The findings from the report suggest that internal cost management challenges are also a factor.

This information needs to be considered in the context of ALARA's achievement of its mission last year 'to enrich the lives for people who access our services through the provision of quality support, facilitating meaningful connections and contributing to the creation of inclusive communities', while (as you will subsequently learn from our Treasurer) also attaining a profit in the 2024-2025 financial year.

The Board, ALARA's Executive and all the staff of ALARA have worked diligently together to achieve this outcome.

The actions taken by the Board, ALARA's Executive and all the staff of ALARA include:

- Focussing on a diversification of income streams in a manner that accords primacy to, and is consistent with, ALARA's purpose and mission. ALARA has also recently appointed a business manager to assist in that exercise.
- A commitment to investing in first class systems, while at the same time constraining overheads.
- Working together with our IT service provider Biztopia to ensure that our systems have improved functionality.
- All staff and Board members undertaking training or real life exercises to strengthen our awareness of cyber security.
- Maintaining a continued emphasis on governance.
- Ensuring ALARA's constitution is reviewed annually by the Board to ensure it remains current.
- The Board (at the suggestion of our Treasurer), challenging the organisation of its own volition to establish ESG (environmental, social and governance) analysis and reporting.
- Ensuring continuous reporting within the organisation, which now includes the Board reporting key messages to staff from its meetings.

ALARA is extremely fortunate in the strong relationships that have been established and maintained with government at all three levels, local businesses, and other like organisations, which assist ALARA in the provision of client support.

The Board compliments the staff under the direction of ALARA's highly experienced CEO, Judy Dickson, who all have provided exceptional support for clients this year and always.

ALARA is to be envied for the committed volunteers who help to provide opportunities for the people we support. Volunteers work with our staff to attain the best possible outcomes for our clients and their families.

In addition, the Board has found it very beneficial to receive regular reports from the Consumer Advisory Body and the Quality Care Advisory Group to inform and assist it in its decision making.

Board directors, who are also volunteers, give up their evenings and their weekends to support ALARA. I am grateful for their contribution in their particular areas of expertise.

On a personal note, this year we farewelled two highly esteemed and long-standing Board members – our former Chairperson Jo' Witt, and our former Secretary, Cathy Wheeler. These magnificent ladies worked so long and so hard for ALARA – they will be very much missed.

On a sadder note, we suffered the heartbreaking loss of another magnificent lady, a much loved staff member, Deanne Reedy. Those who came into contact with her even if only briefly, will never forget her. FAREWELL.

Looking to the future, this financial year brings with it a number of challenges.

Preliminary work by ALARA's specialists has indicated that the government mandated change from the Home Care Package Program to the Support at Home Program will be complex to implement, requiring new systems and procedures.

ALARA has decided that it will take the opportunity to simultaneously expand its provision of Aged Care. Our finance team have assessed the consequences of this change and growth, and have advised the Board that we may sustain a small loss next year.

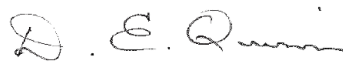
However, this, of itself, is not a matter for concern. This loss needs to be considered in the context that a calculated assessment has been made as to the benefit that ALARA will derive, what that loss may be, what provision has been made for it, and how we are prepared to deal with it.

This is an investment in the future, and will result in the ultimate outcome of expanded services for our clients and their families.

Before I conclude, I would like to emphasise our mission which is the rationale for ALARA's existence:

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

I am pleased to present the Chairperson's report for the 2024-2025 financial year.



Diane Quinn

BA LLB (Hons), GDipLegPrac LLM (Adv), MBA

**Board Chairperson
ALARA QLD Limited**

Corporate Information

ALARA QLD Limited is a public company limited by guarantee with members rather than shareholders. A member can be a body corporate but 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 four and not more than eight Directors.

Board Profiles

Profiles of Directors in Office as at 30 June 2025



Diane Quinn – Chairperson

BA LLB (Hons), GDipLegPrac LLM (Adv), MBA

Diane joined the ALARA QLD Limited Board in 2022, filling a casual vacancy. She worked as both a solicitor and policy adviser in local government for over 30 years, and also worked for a number of years in private practice as a solicitor.

Diane qualified as a solicitor in Queensland, England and Wales; and has worked in Brisbane, London and the United Arab Emirates. In the latter part of her career, governance was an area of particular focus.

She is experienced in the operations of not-for-profit boards and was a member of the board of a local arts organisation as well as a member of a national professional board for a number of years. With both parents and both her grandmothers having been nonagenarians, some of them with chronic conditions, Diane is especially interested in the provision of quality services to assist the elderly.



Phillip Bell – Treasurer

CPA, FAIM

Phillip joined the ALARA Board in 2018. He is currently the Director of Financial Standards and Investigations with the Queensland Building and Construction Commission. He has previously held senior and executive leadership roles in a diversity of sectors including education, banking, finance, transport and health.

Phillip was the President of the Ipswich Chamber of Commerce and Industry from 2017 to 2025 and CEO of the Ipswich Hospital Foundation from 2017 to 2019. Phillip has held a number of senior finance roles including as CFO of TAFE Queensland South West and Director of Financial Operations for Translink.

He is an experienced CPA and Financial Regulator having served senior roles with the Australian Securities and Investments Commission (ASIC), the Australian Taxation Office (ATO) and with the Queensland Police Service (QPS) within the Fraud Squad, Drug Squad, and Proceeds-of-Crime Task Force. He is a proud Ipswich local. He and his wife are Directors of a family-owned company which has pastoral and agribusiness interests in the Rosewood area and in northern New South Wales.

Board Profiles

Profiles of Directors in Office as at 30 June 2025



Louise Horneman-Wren – Company Secretary

BDS, FICD, FADI, MAICD

Louise joined the ALARA Board in 2020. Louise is an experienced dentist who has worked in private practice in Rockhampton, the UK and Ipswich and Boonah for over 30 years. 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 – Queensland 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.



Margaret Byrne – Board Director

BSpThy (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.

Board Profiles

Profiles of Directors in Office as at 30 June 2025



Carolyn Ehrlich – Board Director

*BHlthSc (Nursing), GDipPHC,
MAdPrac CPHC (Hons 1), PhD, MICDA*

Carolyn joined the Board of ALARA QLD Limited in 2023, taking up a casual vacancy. Carolyn has extensive clinical and community experience as a Registered Nurse (RN). More recently, and up until her retirement in 2022, Carolyn has worked as an Academic Researcher in the areas of disability and rehabilitation.

Carolyn has published extensively in peer reviewed journals in the areas of implementation, normalisation, nursing, disability and rehabilitation. Carolyn has volunteered in several community organisations that aim to support people across life stages.

Carolyn brings to the Board, career and leadership experience across acute and community organisations that provide health and wellbeing care and support for people across the lifespan both in clinical and academic capacities.



Belinda Huig – Board Director

BSocSc, GradCertMgt, Cert in Residential Care

Belinda joined the ALARA QLD Limited Board in 2024, filling a casual vacancy.

Belinda brings over 35 years experience in the disability sector in areas such as accommodation, respite and community services as well as family support, positive behaviour support and self directed funding.

More recently and up until Belinda's retirement in August 2024, she managed human resources (HR) for a Queensland Government Department including HR general advice, industrial relations and HR reporting and systems. She has lived in the Ipswich area for over 30 years.

Supporting a mother-in-law who is aging and accessing Aged Care services, Belinda is aware of the need for services to be individualised and person centred while continuing to provide dignity for the person.

However, Belinda's most important role is as a mum and grandmother to children and grandchildren with disability. This is where her commitment to give back to the community comes from in order to create opportunities for people with disability to be valued, have choices in their lives, participate fully in their community and fulfill their dreams.

Chief Executive Officer's Report

I am pleased to present the Annual Report for ALARA QLD Limited for the 2024 - 2025 year.



Judy Dickson – Chief Executive Officer

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

ALARA continues to navigate an increasingly complex environment with legislative and program changes impacting each of our funding streams.

We have experienced increased compliance requirements across several areas, regulated pricing caps that do not fully cover the delivery cost and sector wide workforce shortages.

This financial year was further impacted by Tropical Cyclone Alfred where ALARA initiated our Disaster Emergency Protocol.

Despite these challenges, the report reflects the organisation's continued managed growth in the range of service initiatives and many new programs designed around the support needs and goals of our client group.

Key to this success has been a commitment to adapt and innovate in response to dynamic and evolving conditions. We have continued to focus on improving our technology and IT systems to create operational efficiency, streamlining backend processes, diversification of our income streams, and building the capacity and skills of our team.

As in previous years we have continued to foster a range of collaborative working arrangements with other local providers and businesses particularly around the challenges of recruitment in regional areas.

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

I would once again like to personally acknowledge ALARA's Board for their clear strategic focus which has supported the organisation to navigate a range of challenges and to continue to develop as an innovative and quality service provider.



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

This was particularly evident during Tropical Cyclone Alfred where the staff across the organisation worked together to ensure essential services were provided.

Most importantly, to clients and families, thank you so much for continuing on this journey with us. Your feedback has been essential in assisting us to design and implement service responses that address your support needs and aspirations.

Judy Dickson

*BSpThy, BA, GDipMgt, DipComSecMan,
JP (Qual), MICDA, DipGov, FICDA*

**Chief Executive Officer
ALARA QLD Limited**

***Image above:** CEO, Judy Dickson receiving her ALARA 15-year Long Service Award from L to R – Margaret Byrne – Board Director, Robyn Hartfiel and Noelene Schultz (former Board Directors), and Louise Horneman-Wren – Company Secretary.*



Individual and Community outcomes

ALARA QLD Limited aims to provide high quality, flexible and responsive services that support and enable people with a disability and older Australians to be valued members of their community.

Service Overview

During the financial year, ALARA provided services to 1,047 clients and their families and carers. In total, across all revenue types we provided 513, 613 hours of support.

The following is an overview of services provided by ALARA in the 2024-2025 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 814 people through their NDIS Plan (NDIA Managed, Self-Managed and Plan Managed) with individual support, group or centre based activities.

National Disability Insurance Scheme – Plan Management and Supports Coordination

ALARA's NDIS Plan Management services gives individuals the benefits of self-management without the financial, administrative and coordination workload. ALARA provides a range of financial and service intermediary services. During the financial year 150 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 156 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) - QCSS

During the financial year ALARA supported 127 people in the Ipswich, Lockyer and Somerset areas through the Queensland Community Support Scheme (QCSS) through the provision of 17,263 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 & Aging (Federal)

Through the financial year ALARA supported 43 older persons through this program providing 3288 hours of individual social support, domestic assistance and social support – group services. Vacancies are filled through referral via the My Aged Care portal.

Home Care Packages

ALARA is an approved Home Care Provider (Home Care Packages). In addition to supporting local older Australians, it will also 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 66 older individuals with Home Care Packages using a consumer directed care approach.



Day Services

ALARA currently operates two centres and a gallery in Ipswich, and centres in 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.

Images:

Above left – Luke's Place Lockyer in Laidley

Top right – Luke's Place Esk

Right – (Top) Luke's Place Ipswich and Head Office
(Centre) Luke's Place – Salisbury Road, Ipswich and
(Bottom) Dingley Dell Gallery, Ipswich



Luke's Place Ipswich Area

During the 2024-2025 financial year, 146 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 112, 466 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 choose from options developed around shared interests, goals and aspirations.

Activities are offered at the most appropriate venue with each person receiving an individualised schedule.

Programs vary on a quarterly basis but include skill development and lifelong learning activities in the different streams. As an example, in a quarter a client could have the choice of participating in structured sessions on health and lifestyles, cooking and baking, gardening, woodwork, public transport and road safety and creators and hobbyists workshops.

Group Programs are also run as a workshop series (ongoing and time limited) as well as single events reflecting clients' interests. Programs include:

- Fun Fit sessions facilitated by ALARA's personal trainer run twice a week with great results for participants. The group aims to assist participants to improve their level of fitness and stamina. The exercise regime is low impact and focuses on increasing flexibility and strength.
- The Ten Pin Bowling Group continued to play weekly on a Saturday. The Group are part of a League at Richlands Bowling All Stars. The Group is committed to their league and as part of their activity aim to develop both their individual social skills, their ability to work together in a team and to improve coordination and time management. An additional social bowling team also runs on a Thursday each week.
- The Tuesday and Wednesday Upcycling Furniture Group continue to have positive outcomes, making items for themselves as well as items for others. They focus on learning new practical skills, social skills such as working in a group and building confidence to voice ideas within the Group.
- The Thursday Upcycling Furniture Group worked on larger take home items and to items to generate funds to pay for future projects. The Group focuses on learning new skills – practical woodworking skills, coordination and fine motor skills and social skills including working as a group and sharing ideas.

Image above: Luke's Place, Salisbury Road Woodworking Group



- The Upcycling Groups have sold several deck chairs and bench seats to the public.

This Group has created furniture for Salisbury Road with two tables for the Tinker, Creator & Hobbyist and Upcycle Fashion Groups. Along with benches for all the groups to use in the outdoor undercover area.

- The ladies in the Up Cycling Fashions Group have been busy sewing and repairing their own fashion items as well as making items to sell at Dingley Dell and ALARA market days. Individuals in this Group have again grown their skills significantly this year.

The Group focuses on developing practical sewing and design skills, fine motor skills, improving their social skills, working towards a common goal, budgeting and tracking trends in sales.

The Group continues to pursue their goal to attend the Quilting Show at the Brisbane Convention Centre or similar event.

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

- The Give a Cook a Break is a late afternoon activity, with participants preparing a meal and dessert or single course for their family on a Friday afternoon.

Groups operate at both Warwick Road and Salisbury Road centres. This activity gives participants the opportunity to improve their menu planning, money handling and budgeting skills, safe food handling and hygiene, cooking and social skills.

There is also an opportunity to make a contribution to their family.

- The Breakfast Club operates two mornings a week, ensuring participants have a health breakfast whilst learning about cooking, nutrition and portion sizes.
- Tinkers Groups run on Monday and Tuesday. Group members are supported to 'tinker' on a range of projects – everything from woodwork to ceramics and acrylic pour.
- Creator & Hobbyist Group sessions involve Group members making personalised items for themselves, family members or a local community group.

Sessions involve shopping for supplies for projects, money handling and budgeting, computer use for researching projects and planning ideas and community involvement.

Image above: Luke's Place Salisbury Road Upcycling Fashion Group



- The Football Group who are keen footy fans bought a yearly pass to the Broncos home games so that they can attend live games.
- The Wednesday Gardening Group has focused on planting and nurturing additional fruit trees and nasturtiums throughout the garden area.
- A Thursday Night Social Group meets regularly and allows members to share their interests and experiences while improving social and life skills.
- Cooking and Baking are popular sessions which occur every day of the week. They are a mixture of social cooking and cooking for community groups such as the Ipswich SES, Homelessness Services and local Emergency Services (Ambulance, Police and Fire). The sessions focus on skill development – menu planning, shopping for ingredients, preparing ingredients and cooking.

Dingley Dell Arts Program

ALARA provides a range of arts programs at the Dingley Dell Gallery. Each Group offered has a different focus and offers opportunities for involvement at different skill levels and for a range of art mediums.

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

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

The 'What's in Art' Social Arts Group has continued to meet at Dingley Dell on a Wednesday and Thursday with both regular and drop in artists.

The Wednesdays and Thursdays Groups have grown in numbers in the last year and are now at capacity. They support one another to learn about a range of artistic mediums and work on joint and individual projects.

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

Image above: Art works on display at Dingley Dell Gallery



Luke's Place Esk

During the 2024-2025 financial year Luke's Place Esk has continued to operate for three days a week based at the Lutheran Church Hall in Esk.

Supports provided for clients throughout the week have included centre and community-based services. In total 14 clients per month received centre-based or group supports during this financial year, and a number of clients received in-home and community-based supports.

Luke's Place Esk staff have continued to work on enhancing the centre's program of activities to ensure client engagement and development.

Activities include:

- Social Skills – attending outings to local places of interest including Riverlink Shopping Centre for Christmas shopping, outings to Wivenhoe and Somerset Dam, lunch at Lowood Hotel and Esk Grand Hotel.
- Health and Fitness – attending local parks and dams to use fitness equipment, walking, playing various ball sports, fishing, lawn bowls, playing golf at local courses and swimming in the warmer months.
- Cooking Essentials – weekly cooking activities developing cooking skills and safe food handling.

- Money Handling – developing skills whilst attending shops within the community e.g. food purchasing for cooking.
- Skill Development – arts and crafts, paper brick making and woodworking.
- Community Networking – various volunteering initiatives and morning tea with the Bushwhackers Band, offering a weekly car wash to the community.

The focus for this financial year was again on actively changing community perceptions of people with a disability by supporting participants to undertake valued volunteering roles.

This year clients have participated in the following activities.

- Assisting a local Aged Care client who is unable to drive to do her shopping and collect mail for her, putting the rubbish bin out and bringing it in after it has been collected.
- Shredding paper so a client can use in her chicken pen 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.
- Participating in a weekly carwash.

Image above: Luke's Place Esk clients working together to choose a recipe for their Cooking Essentials activity.



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 Lutheran Church Congregation Christmas Dinner – Saturday 7 December 2024, Toogoolawah Golf Club – Cancer Council Golf Day – Saturday 22 March 2025.

In preparing for this event clients and staff worked to develop their skills in safe food handling, etiquette and serving techniques.

Monies raised through these events are used to support Luke's Place Esk program initiatives.



Image top:
Luke's Place Esk clients moving to the designated fire assembly point as part of a routine fire drill.

Image above:
Luke's Place Esk clients enjoying cooking together.

Image bottom:
Luke's Place Esk clients and staff celebrating the Festive Season together.



Luke's Place Lockyer

Luke's Place Lockyer program participants continued to be actively involved in their local communities through volunteering.

The organisation they supported during the year was 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.

A group this year participated in an Australia Day Scavenger Hunt throughout the Laidley Community where they had to follow clues that took them to the Laidley Police Station, Wayne's World, Kelli's Diner, and the bakery finally ending back at the centre for a barbecue.

The community were very supportive and joined in with the fun of the day.

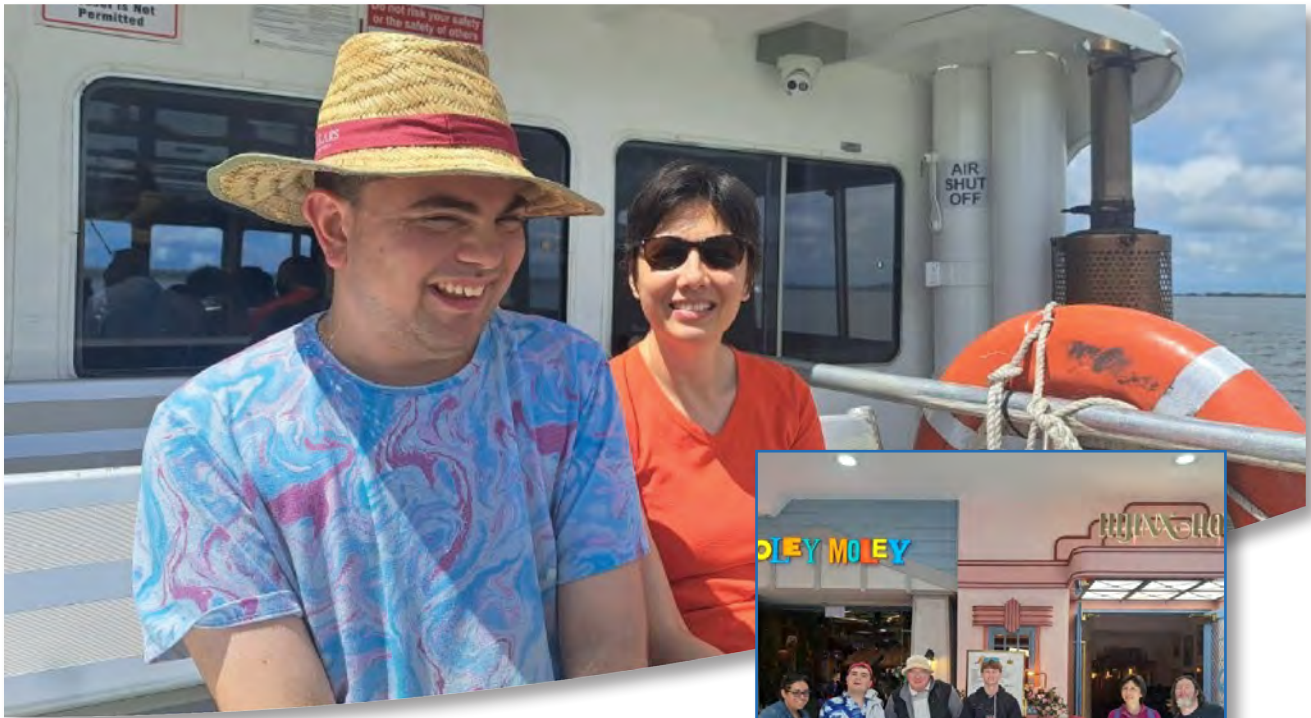
During each week:

- Monday at Luke's Place Lockyer was music and drama. Our volunteer Rosealie Hatchman spends the morning playing her guitar and singing. The group have also been donated a drum set and clients have brought in their own musical instruments, so they are perfecting the art of playing collaboratively and in time with the music.

Clients practice each week and once a month perform at Tabeel Aged Care for the residents. The afternoon is dedicated to working on their drama or musical performances. They are currently working on a rock'n'roll performance.

- Tuesday's clients attend the Lockyer Woodcrafters Group where they learn the skill of woodturning. Staff and clients also work on items that can be sold at the Laidley markets on a Friday. Many clients have entered work into local shows and have been successful in obtaining a prize. Clients also volunteer at Laidley Meals on Wheels with the support of a worker.
- Wednesday's Life Skills Group continues to focus on meal planning, shopping for ingredients and cooking skills, with program participants cooking a meal to share with their families.
- Thursday Week 1 is a Bowling Group. They now have shirts printed for the Group. Thursday Week 2 the Group attend hydro at the Rosewood Pool they have chosen to learn lawn bowls at Rosewood during the colder months. The volunteers there have been fantastic in teaching the clients how to play.

Image above: The Luke's Place Lockyer Valley Friday Social Group attended Willowbank Raceway, Queensland.



- The Friday Social Group accessed areas of interest in the community. In Week 1, they work on travel training and social skills. Clients learn money handling, social interaction and cooking skills running the barbecues and stalls at the Laidley markets on a Friday Week 2.

Also on a Friday Week 2, we hold a Just Craftin' Around Group that work on items to either sell or take home. The Social Group runs on an occasional Saturday if there is something specific the Group would like to do.

The time required to manage the stall, the barbecue and the sale of items made by the Just Craftin' Around Group at the Laidley markets is provided through the efforts and commitment of service participants. They also coordinate the stock with other service participants and their support workers.

They have raised \$5,323.05 during the financial year. ALARA Lockyer was also given the opportunity to take over managing the Friday markets (Neilsen's Place Markets) in Laidley since January 2025, with the amount collected from stall holders thus far being \$1,010.

The Lockyer clients also worked extremely hard in selling tickets for our Easter Raffle with a total of \$457 raised. The Lockyer client group determines the way in which these funds are used to support the Luke's Place Lockyer programs.



Image top:

The Luke's Place Lockyer Social Group visited Coochiemudlo Island, Queensland where they enjoyed a refreshing swim after having lunch on the Island.

Image above:

The Luke's Place Lockyer Social Group visited Holey Moley and enjoyed the Karaoke Machines and games in the Neon Room.

Image bottom:

The Luke's Place Lockyer Social Group visited House Down Under at Pacific Fair Shopping Centre.



Activities Program

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

ALARA produces an annual Activities flyer and a Getaway flyer which are distributed to ALARA clients and staff. Information about upcoming events can also be accessed via the ALARA website and ALARA Facebook page.

There are also dedicated member only Facebook pages for the ALARA Activities Group Facebook page (495 members) and ALARA Teenagers Facebook page providing a safe space for participants in these programs to share their photos and experiences.

Regular programs include:

Klub ALARA

Klub ALARA and Party Klub ALARA are monthly Groups for adults who want to catch up with others for dinner and dancing. Each group meet once a month on a Friday night. Often birthdays and other achievements are celebrated.

Party Klub ALARA is primarily for younger participants (17 to 30 year-olds) and has a very active party atmosphere with lots of dancing and singing. The group is very photogenic, they enjoy sharing and seeing the photos from the night on the ALARA Activities Facebook page.

Klub ALARA is a quieter evening for the participants to meet up for a chat and a dance. Everyone enjoys catching up over a meal. Each month has a theme for the evening and participants enjoy dressing up to the theme. Popular themes in the last twelve months have been the PJ Night, Formal Night, Hollywood, Hawaiian Night, 80's Night, Halloween and Superhero Night.

Social Groups

Each month there are four to five socials. When possible, we support participants to use public transport to and from the activity, both to build skills and reduce costs for participants. The Group has attended local animal parks, museums, theme parks, festivals, country pubs and local clubs for a meal and dancing, picnics at various locations, as well as Christmas celebrations.

Throughout the year Bingo and Trivia Nights were held at Warwick Road and also the State of Origin Nights. Social bowling, Bingo and Dinner and Chats are extremely popular as those attending enjoy the buzz and chatter the Group creates.

A variety of outings are offered to appeal to everyone's individual interests including the very popular nights out to Eat Street and Movie World for a Friday night. Community connections continue through venues such as Club Services Ipswich and iPlay Riverlink.

Image above: ALARA activities offer clients an opportunity to meet and enjoy time together.



Getaways provide a time 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:

- **Esk Caravan Park – July 2024:**
A group enjoyed the calm and slow pace of Esk for three days. They made good use of the pizza oven and heated pool and enjoyed the lorikeet feeding each day.
- **Moon Rising Sunshine Coast – August 2024:**
A small group of friends enjoyed the view at the Sunshine Coast for a few days. While the weather was good the group enjoyed time at Australia Zoo and The Ginger Factory.
- **Hervey Bay – August 2024:**
An adventurous group made the journey up to Hervey Bay. They paid a visit to Rainbow Beach to feed the wild dolphins and learned many things about the local area and the sea life of Hervey Bay.
- **Sunshine Coast Recreation Centre – Junior Getaway September 2024:**
An energetic group of juniors stayed at the Sunshine Coast Recreation Centre in the September school holidays. They all took part in team building exercises and water sports. It provided many new experiences and a great time away from home for everyone.
- **Toowoomba Carnival of Flowers – September 2024:**
A group headed to Toowoomba to enjoy all beautiful and colourful sights the Carnival had to offer.
- **Bribie Island – October 2024:**
A small group visited Bribie Island. They spent time on the Island visiting the Bribie Island Butterfly House and beaches. They also spent time in Caboolture.
- **Ballina – October 2024:**
A group of keen fish seekers headed down to Ballina where they stayed near the water. They took it easy for the most part and enjoyed each other's company over shared meals and walks along the beach.
- **Coffs Harbour – November 2024:**
A large group headed down to Coffs Harbour, somewhere not many had been before. The main tourist attraction was The Big Banana. It was a full day of fun and learning.
- **Big4 Gold Coast – February 2025:**
A large group went for a two-night stay at the Gold Coast. They made the most of what was on site and enjoyed the water and pedal karts but also did some sightseeing around the area.
- **Brunswick Heads – March 2025:**
The group enjoyed staying in the Big Blue Barn together. They had fun in the pool during the day and enjoy being around the fire with a great view of the sky at night.

Image above: An ALARA Getaways group enjoying their time together.



- **Maroochy Waters – Getaway April 2025:**

A group took it easy for three days staying along the Maroochy River. With the Getaway being catered, there was ample opportunity to relax and enjoy some group time by the water.

- **Moon Rising – April 2025:**

A group of ladies enjoyed their break away from home in the comfort of a unit they are familiar with. The weather was wet so they spent quality time indoors enjoying good food and movie marathons.

- **Queensland Conference & Camping Centres (QCCC), Mapleton – May 2025:**

An energetic group spent three days in Mapleton. They wore harnesses to complete the activities which included swinging and hanging from heights. Great team work was demonstrated many times.

- **Thunderbird Park May 2025:**

The group enjoyed activities at Thunderbird Park such as fossicking and glow worm cave tours. Delicious meals were prepared by those in the group to keep everyone warm while temperatures were low.

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

Teenagers Learning and Life Skills Group

This Group of lively teenagers meets on a Monday or Tuesday afternoon for two and a half hours to work together on their life skills. Each term they plan what they want to achieve and incorporate a mixture of indoor and outdoor activities.

Some of the skills they work on are cooking, money handling and budgeting, road safety, fundraising projects, research in the library and online, teamwork and decision making.

The teenagers spend the day at Salisbury Road for the annual markets where they make most of their yearly fundraising money on the raffle and barbecue sales of the day.

The Group regularly recycles bottles and cans to go towards their projects. The Group enjoy sharing their achievements on the ALARA Teenage Facebook page (a members only page).

Image above: ALARA Teenagers Learning and Life Skills Group activity



Out and About Group

This Group was established in 2021 to meet the needs of participants in their first few years out of school. It is based at the Raceview Congregational Church Hall. The focus is on developing independence and life skills.

The Group meet three days a week and participate in cooking, shopping, fitness activities, volunteering at Meals on Wheels and accessing public transport in the community.

Recently the Out and About Group has had a number of members who have passed their learners driver's licence after practice sessions at the library.

The Group is maturing together and welcoming new members with kindness. Members enjoy planning ahead and trying new experiences together. Over the past year the Group has continued to grow in numbers.

ALARA Holiday Program

Each school holiday we have had an action-packed program with a mixture of day trips and inside days available to school-aged children.

Popular activities have been visits to animal parks, museums, train and City Cat rides, barbecues in the park and nights at the drive-in.

The outings are always enjoyable for those who attend, giving them time out with friends over the holidays.

Image above: A group enjoying some fun together at an ALARA Holiday Program.

Supported Independent Living (SILS)

The organisation supports three people who share a living arrangement in their own accommodation.

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 clients and their families in this region.

Aged Care Services

ALARA provides Aged Care Services through the Commonwealth Home Support Program (CHSP) block grant and the Home Care Package Program (HCP).

During the financial year ALARA continued to expand its offerings to older Australians. A Plan for the Future of Aged Care Services has been developed to guide future expansion in a sustainable way. We have already grown our nursing services and in the area of social groups.

As at the end of June 2025 a number of groups were operating on a regular basis together with a range of outings to local destinations and special events. The aim of these groups is to reduce social isolation and provide opportunities for seniors to create new connections and friendships.



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 former service participant with a passion for rugby league football. There are currently 17 registered players.

During the 2024-2025 financial year, the Team played touch on a Monday night from 6.00 p.m. to 7.00 p.m. with other Touch Rugby League (TRL) teams from around Ipswich on the Jim Donald Oval at Silkstone.

Touch Rugby League have continued to support the team with a 50% discount for every set of 10 fixtures/games. This occurs in Spring, Summer, Autumn and Winter.

On Thursdays afternoons from 4.00 p.m. to 5.30 p.m., the team train at Limestone Park. The coaching team have focused on ball skills, teamwork and team performance.

On 9 June this year, the ALARA Jets were awarded a medal for their win in the TRL Ipswich B Grade Competition.

The Team sponsors are sponsors are:

- Articulate Framing
- Limestone Dental Group
- Body Smart Health
- Pennywise
- Diversity Council Australia (DCA)

The ALARA Darts Team – ‘Respect Da Bull’

The ALARA Luke’s Place Darts Team train and play each Monday at the West Moreton Darts Association.

On occasions they will use Luke’s Place, Salisbury Road to meet and play if the West Moreton Darts Hall is unavailable.

Respect-Da-Bull also play on a Wednesday night in the mixed team competition at West Moreton Darts Association. There are six players who attend over a 23 week period in an elimination style competition.

Image above: The ALARA Jets Team



Service Promotion and Community Access

Expos and Community Events

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

- Claremont Special School Presentation
- TAFE Bundamba Presentation
- Challenge Employment Event
- Woodcrest State College Presentation
- Ipswich Fresh Futures – Ipswich Show Grounds
- Ready Set Connect Ipswich
- Ipswich Region Business, Careers and Job Expo
- Workforce Australia Jobs Expo
- Somerset Regional Seniors Event Expo

Our thanks go to the band of staff, family members and clients who ran the ALARA stalls and provided information, advice and assistance to community members.

ALARA was also involved in the following networking meetings and forums:

- Wivenhoe Job Match Project
- Local Jobs Network Wivenhoe
- Ipswich Interagency
- QAMH Members Forums
- Brisbane Valley Interagency Meetings
- Lockyer Valley Older Person Network Meeting
- Residential and Aged Care industry WHS Network
- Job Match Disability and Aged Care Program Working Group
- ACCPA – Home and Community Care Forum
- ACCPA Emerging Issues Forum
- ACCPA – Regional, Rural and Remote Forum Meetings
- ACCPA – Home and Community Care Forum – Home and Community Care Funding and Program Design
- In-home and Community Care – Policy Feedback Group
- Aging Australia – Special Interest Group - CHSP
- 30 Mob Monthly Online and Catchups
- National Reference Group – Aged Care Transition to Practice Programs

Image above: ALARA's Direct Service Practice Advisor, Tracy Johnstone attended the Chamber of Commerce, Ipswich Region – Business, Careers & Jobs Expo.

- Aging Australia Regional Rural and Remote Policy Feedback Group
- National Redress Scheme Teleconference
- Queensland Disability Research Network (QDRN)

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

- QAMH – Mental Health Industry Connector Project – CSO
- National Reference Group – Aged Care Transition to Practice – CEO
- Aging Australia Regional, Rural and Remote Policy Feedback Group – CEO
- Ageing Well Advisory Group (AWAG)

ALARA contributed to sector development through completion of a range of surveys and research including:

- Department of Health and Aged Care – Aged Care Digital Maturity Research Project

ALARA is a member of the following peak and sector bodies, which enable us both to keep abreast of a range of issues in both the

Aged Care and Disability Services space as well as access timely information, networking and training opportunities:

- National Disability Services (NDS)
- Aging Australia (formerly ACCPA)
- Australian Community Industry Alliance (ACIA)
- Queensland Alliance for Mental Health (QAMH)
- Ethnic Communities Council of Queensland (ECCQ)
- 30MOB

In November 2024, ALARA was a recipient of an NDS Membership Recognition Award acknowledging 30 years of continuous membership with NDS.

National Redress Scheme

During the course of the financial year, ALARA joined the National Redress Scheme. The scheme is an Australian Government initiative providing support and justice to survivors of institutional child sexual abuse.



Events

Laidley Markets

During the year, ALARA Lockyer took over the operation of the Friday markets which operate in Neilsen's Place in Laidley. The markets were previously managed by Lockyer Valley Community Disability Association (LVCDA).

This will be an ongoing initiative. ALARA has been involved with the Markets for a number of years running the sausage sizzle which is run by clients, staff and volunteers and a book stall for a period of time.

Salisbury in Spring

'Salisbury in Spring' is an annual event which is held at Luke's Place Salisbury Road in September of each year. Salisbury in Spring was held on Saturday 31 August 2024 at Luke's Place Salisbury Road, Ipswich.

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

Christmas Events

A number of local Christmas functions for clients and staff were held across the organisation. More than 50 clients attended the Ipswich Direct Service Party held at the Raceview Tavern.

Image above: 'Salisbury in Spring' was held at Luke's Place, Salisbury Road, Ipswich.

Images right: The ALARA Annual Staff Long Service Awards were held at Salisbury Road, Ipswich.

Staff Long Service Awards

The Annual Staff Long Service Awards for recipients and their guests were held on the evening of Friday 28 March 2025 at Luke's Place Salisbury Road, Ipswich.

Twenty-three staff were acknowledged for five-year awards. Five received ten year awards and four received fifteen year awards.



Stakeholder Participation

ALARA throughout 2024-2025 has continued to look at ways to enhance client and carer involvement in the organisation.

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

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

The Aged Care Consumer Advisory Group provides feedback about the quality of care to ALARA's Board of Directors and advice and feedback to management so that we can continue to improve services. The Chair of this Group also sits on the organisation's Quality Care Advisory Group.

Client Satisfaction Survey

During the financial year, the ALARA Board conducted ALARA Annual Client Satisfaction Surveys. Surveys could be completed on-line or in hard copy form. There was again an excellent response with the results being very positive. The feedback and suggestions when fully collated from each funding stream made will assist the organisation in the continuous improvement of the services we provide

Workforce Development

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

Recruitment

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

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

Staff Training 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 on-line training courses through the Staff Portal and the GO1 Learning platform. In addition to a range of mandatory training, staff have access to numerous short courses.

NDS's Zero Tolerance e-Learning is offered via GO1 and is mandatory training for all staff. This training aims to embed a culture of Zero Tolerance of abuse, assault, neglect an exploitation for people with a disability and children and young people across the organisation. During the year ALARA has added to training offering available through GO1 to enhance both staff knowledge and understanding in NDIS and Aged Care streams.

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

- Business Continuity – Disaster and Emergency Response
- Mobile Time and Attendance Training (MTA)
- RANI training
- Auto Roster Training
- Travel Interpreter Training
- Implementing Behaviour Support Plans (client specific)
- Personal Care support including infection control, provision of personal care and specific complex supports

The bi-yearly Staff All-Together was held on the evening of Friday 18 October from 6.00 p.m. to 8.00 p.m. hosted by Biztopia.

Topics covered were:

- Board presentation including introductions to Directors and the 2023-2025 Strategic Plan.
- Trauma Informed Care and Practice presented by Jo-Anne Todd BPsych (Hon I) PhD, Cognitive Ageing Specialist, Nursing and Midwifery Education & Research Unit, Gold Coast Health.

- Facilitated breakout sessions for staff feedback (feeding into the Strategic Planning Process).
- 193 staff participated either by attending and logging in from one of ALARA's Centres or attending remotely via their ALARA devices on Microsoft Teams.

During the financial year several staff commenced their Certificate III or IV in Individual Support Disability and/or Aged Care through ALARA's collaborations with training providers.

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

- NDS Executive Leaders Conference
- ACCPA Qld Home and Community Care Forum
- Queensland Community Support Scheme Provider Forum 2025
- Employees, Tech and Australia's FairWork Changes Business Breakfast

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

- Beyond Chat GPT: Other Practical AI Tools
- TimeSmart Individual Online Training (Direct Service Team)
- Quality and Safeguards Update Webinars
- SRV 2 Day training course (3 Facilitators)
- Support Coordination – Endeavour Foundation
- De-mystifying the NDIS Navigator Recommendations – Endeavour Foundation
- NDIS Bill 2024 – NDIS
- Serious Incident Response Scheme (SIRS) – ACIA
- Winning the Wound War
- Completing the LSP-16 Life Skills Profile
- Getting to the Heart of what Matters (CRU)
- Updated Rules for NF2F for all Services (DSC)
- Commonwealth Home Support Program (CHSP) Sector Readiness Webinar
- DEX Reporting webinar
- What does Clinical Governance mean in Aged Care Webinar
- Sustainable Financial Management for Home Care Package Providers
- First Nations Cultural Awareness in Board Governance Webinar
- Commonwealth Home Support Program Sector Readiness Webinar

- Annual Pricing Review – Information session for providers (NDIS)
- Assessing Board Performance
- NDS Qld Fast Facts sessions
- Incident Reporting and Investigation (ACIA)
- IpaM Program (WHS QLD)
- SPP Training
- Understanding High Intensity Skill Descriptors (NDS)
- Oral Health and Nutrition for people with a Disability (NDS)
- OPG – Navigating for best Outcomes (NDS)
- Developing Safe Medication Management Systems (NDS)
- Legislation Changes and Updates for Providers (NDIS)
- Understanding the Child Safe Organisations Act (QCN and QCFF)
- Monthly Continence Training and information updates (TENA)
- Asthma Fundamentals for Primary Health Care Nurses
- Basic Pharmacology
- Cardiovascular Disease – Risk assessment and Management
- Parkinson's MOOC 2025
- Understanding Dementia
- Facilitating Behaviour Change
- Primary HealthCare Nurse – Bladder Cancer
- Obesity Management: A Structured Approach
- Palliative Care
- Reporting Adverse Events to Medicines and Vaccines (version 2024)
- Urinary Tract Infections in Residential Aged Care Facilities
- New Asthma Guidelines: What's changed?
- Working Together to enhance transitions of care for people with dementia
- Anxiety Disorders: Used of evidence-based treatments
- Wound Care Best Practice Training
- Cardiopulmonary Resuscitation (CPR)
- Restrictive Practice Recognition
- Falls Prevention in Home Care
- Best Practice in Pain Management
- Reasonable and Necessary Criteria (Endeavour Foundation)

- How to Manage Risk in Support Coordination (Endeavour Foundation)
- Developing an Employment – Related Service CoS (DSC)
- NDIS Supports in Practice – What’s in and What’s out? (DSC)
- Greater Qld – Provider Engagement Workshop (NIB)
- Building Participant Capacity (Endeavour Foundation)
- Transition to MTA: Understanding the Complexities (MediStays)
- What the NDIS changes mean for you (Leap In Plan Management)
- Managing Crisis Calls: Supporting NDIS Participants in Distress (My Integra Plan Management)
- Office of Public Guardian: How to navigate the OPG for best outcomes (NDS)
- STA (MediStays)
- Impairment Notices and Their Impact on Participant Supports (Endeavour Foundation)
- Maximising Employment Outcomes with NDIS supports (My Integra)
- NDIS Home and Living Options: A Guide for Support Coordinators (Endeavour Foundation)
- Brief Interventions and Motivational Interviewing (AIPC)
- Spotlight Sessions - National Support Coordinator Showcase (My Plan Manager)
- Evidencing Complexity and Significant Support Needs (Endeavour Foundation)
- Introducing Section 33 budget changes for providers (NDIS)
- Supporting Participants to Manage Their NDIS Funds (NDIS)
- NDIS Section 33 Act Updates and Short Term Accommodation (Plan Partners)

The Payroll Officer and Manager Systems Support completed their Certificate IV – Payroll Administration.

ALARA’s Registered Nurse (RN) Gycelle Caddauan commenced the Nursing Transition to Practice Program run by Aging Australia. This follows RN Daisy Hong’s completion of the course in the prior financial year.

Staff Survey

The ALARA Board conducted the ALARA Annual Staff Survey. There was a good response.

The staff survey provides valuable feedback to the organisation which is used to improve services to clients and systems that support our workers.

Prevention Plan – Sexual Harassment and Sex and Gender based Harassment

On 1 September 2024, the first changes of the new Workplace Health and Safety Regulations came into effect, establishing a new obligation on Queensland employers to take a proactive approach in preventing and eliminating sexual harassment and sex or gender-based harassment in the workplace.

From 1 March 2025, Queensland employers have a duty to implement a sexual harassment prevention plan. This prevention plan must comply with several new prescriptive requirements

In the second half of the financial year ALARA developed a Prevention Plan – Sexual Harassment and Sex and Gender based Harassment. This was disseminated to all staff for feedback and will be reviewed by the Workplace Health and Safety Committee early in the New Year and then at least annually.

Employee Assistance Program

The Employee Assistance Program (EAP Assist) supports employees with work-related problems as well as personal problems that may impact on their job performance, health and mental well-being.

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

Workforce Matters

Salary Packaging

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

Single Touch Payroll (STP)

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

Portable Long Service Leave (QLeave)

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

ALARA now reports balances to Q-Leave 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.

Vaccinations

ALARA is no longer required to provide mandatory reporting to the Federal Department of Health and Aged Care on the vaccination status of staff however actively encourages staff to be vaccinated.

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

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

In accordance with the requirement of the Workplace Gender Equality Act 2012 (Act), ALARA QLD Limited is required to lodge its annual public report with the Workplace Gender Equality Agency (Agency).

Organisational Improvement and Innovation

Quality Care Advisory Body (Aged Care)

ALARA's Quality Care Advisory Body (Aged Care) continued to meet throughout the financial year. The primary function of the Quality Care Advisory Body is to report to the governing body providing advice about the quality of care that ALARA QLD Limited (ALARA) delivers through its Aged Care services and to provide problem solving and suggestions for improvements.

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

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

Quality Accreditation

ALARA undertook the process for recertification as an NDIS provider. The NDIS Recertification Stage One was undertaken on 21 May 2024. Stage Two was completed in August 2024.

The organisation also completed a recertification audit in relation to the Human Services Quality Framework in August 2024.

During the financial year the organisation has continued work in relation to preparation for the implementation of the Strengthened Aged Care Standards and new Aged Care Rules due for finalisation early in the new financial year.

Preliminary work was also undertaken to ensure compliance with the Universal Principle and the 10 Child Safe Standards in Queensland to be implemented under the new child safeguarding law, the Child Safe Organisations Act 2024.

To streamline our requirement to comply with the different Quality Systems required by each of our funding streams, ALARA uses Standards and Performance Pathway (SPP). Standards & Performance Pathways (SPP) is an online service for NGOs and service provider organisations, funding departments, assessors, and peaks.

The system maps across the different sets of community services and health standards and streamlines preparation of evidence for quality standards assessment and compliance reporting

Technological Innovation

ALARA's IT Strategy is outlined in our IT Strategic Plan developed in collaboration with Biztopia.

This incorporates our new Modern Workplace Strategy which has been developed to provide a framework around initiatives and IT infrastructure for remote and collaborative working. This takes into consideration:

- Microsoft Teams Collaborative Tools and functionality
- File management structure and security
- End user training on Microsoft products.

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

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

Streamlining our rostering processes has also been a focus of the year with a view to functionality, streamlining and potential cost savings.

Our existing TRACCS software has been enhanced through the addition of:

- Support at Home Module (Aged Care) in preparation for Aged Care funding changes due 1 November 2025
- Travel Interpreter and Award Interpreter
- Auto Roster
- AI Rostering
- RANI Tool which will replace the ONI (Ongoing Needs Assessment) which is no longer supported.

ALARA also participated in the pilot for the AI component and are part of a stakeholder input group for the RANI development with Rembrandt, the University of Tasmania, ILA, and FBC Burnie.

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

Business Improvement

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

Media

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

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

Social Media

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

During the financial year we also created a Facebook page for the Neilsen Street Markets at Laidley which are now managed by Luke's Place Lockyer.

Website

The ALARA website is actively managed to reflect the services provided by ALARA and any important updates or news. It also provides access to the staff portal and client portal.

The website complies with Web Content Accessibility Guidelines 2.0 (WCAG) which is the world standard for accessibility and includes a Reachdesk (previously called BrowseAloud) facility.

This provides options for text magnification, text to speech, spoken translations in 35 languages and written translations in 78 languages.

Sustainability Outcomes

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

Funding

ALARA QLD Limited acknowledges the funding contribution and support of the Queensland Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts – Queensland Community Support Scheme and from the Federal Department of Health for the Commonwealth Home Support Program, Disability Support for Older Australians and Home Care Packages.

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

State Government Funding

During the 2024-25 financial year ALARA received a total of \$1,306,231 from the Community Care Branch of Queensland Department of the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts for the provision of In-home and Community connection services under the Queensland Community Support Scheme (QCSS).

The Queensland Community Support Scheme (QCSS) provides support to people who, with a small amount of assistance, can maintain or regain their independence, continue living safely in their homes, and actively participate in their communities. This current QCSS service agreement runs to 30 June 2028

Federal Government Funding

During the 2024-2025 financial year ALARA received a total of \$127,511 from the Department of Health and Aged Care for the Commonwealth Home Support program (CHSP) for the provision of domestic assistance, social support group – individual and social support. This program supports people who are frail aged 65 years or over (or 50 if Aboriginal or Torres Strait Islander).

The current agreement with the Federal Department of Health and Aged Care pertaining to the Commonwealth Home Support Program was extended to 31 July 2027. The transition to the new Support at Home Program will now commence 1 July 2027.

Additionally, during the financial year ALARA supported 66 individuals with Home Care Packages under the Consumer Directed Care Model (CDC). From 1 November 2025, the Support at Home program will replace the existing Home Care Packages (HCP) Program.

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

Grants

- To support participation in training sessions that will enhance service delivery across the sector, the Department of Families, Seniors, Disability Services and Child Safety, provided a one-off training grant of \$29,455.51 (\$26,777.74 excl GST). This will enable ALARA staff to attend training sessions in late 2025 once the resources and tools are developed.
- ALARA received \$8,802 under the Support at Home and New Aged Care Act Transition Support 2024-25 program to purchase the Support at Home Module to enhance our TRACCS system and for paid time for staff to attend training. This grant opportunity is managed by the Department of Health and Aged Care.
- Two successful grant applications were made to Youngcare by our Support Coordination team for individual clients. One was for \$1,990.09 to provide equipment to a client living in Gatton. The other for \$5,000 to provide equipment for a client from Fairney View (Somerset Region).
- An Expressions of Interest Form has been lodged with Shayne Neumann's Office and Scott Buchholz' Office for an "Invitation to Apply" for the Stronger Communities Programme Round 9. For the Blair electorate we are looking at installing solar panels at Salisbury Road. In the Wright Electorate, the project would be installation of solar panels at Luke's Place Lockyer.

Donations

A total of \$5,110 in monetary donations were received during the financial year to support the provision of ALARA services. This included:

- Payroll deductions of \$1,570 from the staff of the VISY Board Carole Park. As agreed with the donors, these funds are used to support holiday retreats additional expenses and a small component of the funding is used to assist us to meet urgent needs that fall outside the scope of current funding arrangements.
- The Esk Community Op Shop again made a generous donation totalling \$3,500 to enable Luke's Place Esk participants to enjoy a wider range of activities.
- The Esk Lions Club donated \$500 for cooking equipment for Luke's Place Esk.

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.

Property Matters

During the financial year, the remaining (original) portion of the roof at Warwick Road above Luke's Place and the finance and administration area was replaced.

Additionally some work was undertaken at Warwick Road on ceilings to repair storm damage and the lounge area in Luke's Place was stripped and repolished.

The sliding door at Luke's Place Lockyer was replaced, bringing the door up to code and making it more usable for staff and clients.

Motor Vehicles

As outlined in previous annual reports, wherever possible budgetary provision is made for replacement of the organisations vehicles as they fall due. The organisation will continue to look to funding opportunities to acquire additional vehicles as demand grows through the increase 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 NGO purchasing arrangements. They have implemented GPS vehicle tracking for safety and fleet and driving performance monitoring ensuring ALARA vehicles are driven efficiently and used appropriately.

Fire Systems

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

Insurance

Members are advised that the organisation has public liability coverage to the value of \$20 million dollars in any one event in line with current industry standards.

ALARA also has coverage for professional indemnity, directors and officers liability, employment practice liability, fidelity, tax audit and statutory liability and appropriate levels of insurance for property, motor vehicle, machinery breakdown, business interruption, cyber security workers' compensation and volunteer's 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.

ESG Strategy

ALARA QLD Limited (ALARA) is fully committed to carrying out business in an honest, ethical and socially responsible manner across all business activities.

In support of this aim we consider, measure and report against Environmental, Social and Governance (ESG) factors as documented in our Environmental, Governance and Social Strategy 2025-2026.

In 2025 we have focused on reducing the environmental impact of our assets including energy efficiency and the way we manage waste. We have collected baseline information on energy and water usage and fuel consumption, and a waste management audit is currently being undertaken.

The organisation sought funding for solar for Luke's Place Lockyer through a Strengthening Communities Grant. Funding for this initiative will be received in the 2025-26 financial year. A decision has also been taken to replace existing pool vehicles with hybrids where feasible.

Acknowledgement of Support

Donations

Individuals

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

Groups And Organisations

Esk Community Op Shop
Esk Lions Club

Donations Of Vouchers Or Tickets

S. Vaccaneo
J. Dickson

Alara Jets Sponsors and Key Supporters

Articulate Framing
Limestone Dental Group
Bodysmart Health
Disability Community Awareness (DCA)
Pennywise Ipswich
Touch Rugby League (TRL)
Plus other individuals who requested that their details be withheld or donated anonymously.

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
Alex George
Alara Esk Team
Articulate Framing
(Steve Rainbow)
Barbara Read

Ben Dwyer
Billy Diehm (Pastor Raceview
Congregational Church)
Biztopia
Bree Corbyn
Brisbane Valley Lutheran
Church Congregation
Brothers League Club
Bunnings – Plainland
Club Services Ipswich (CSI)
Challenge Employment &
Training
Colin Smith

Disability Community
Awareness (DCA)
Dee Payton
Dee Reedy
Denise Scott
Derina Whittman
Deirdre Bignell
Diana White
Disabled Surfers' Association
(Gold Coast)
Ebony Corbyn
Ecowatt Energy
Elsa White
Entrainu
Esk Community Op Shop
Esk Golf Club
Esk Kindergarten
Esk Lions Club

Esk Lions Thrift Shop
Fiona Daniells
Forest Hill
Woodcrafters Group
Gayle Clarke
Gaylene Smith
Givit
GO1
Grand Hotel Esk
Grange Rd Pharmacy
Gregory White
Good 360
Heather Livingstone
HWL Ebsworth Lawyers
IGA Esk
Ipswich City Council
Ipswich City Council
Waste Management

Ipswich Florist
 Ipswich Meal's On Wheels
 Ipswich TAFE
 Jacaranda Street
 Hot Bread Kitchen
 Jan Hille
 Janice Ash
 Jasmine Thorpe
 Joan Thomson
 Kelley Kerridge
 Kevin Ruthenberg – Chairman
 Brisbane Valley Congregation
 Laidley Police
 Limestone Dental Group
 Lockyer Staff Team
 Lockyer Valley Community
 Disability Association (LVCDA)
 Lockyer Valley
 Regional Council
 Lorraine Howard
 Meals On Wheels – Laidley
 Michael Howcroft
 Michael Munt
 Micheal Newman
 Mylestones Employment
 Ipswich
 NDS (Queensland State Office)
 Narelle Schaffer
 Neil & Leanne Vaccaneo
 Neville Collins
 Nick Boyd
 Pennywise Ipswich
 Queensland Fire Brigade –
 Ipswich
 Raceview
 Congregational Church
 Rachel Lewis
 Richlands Bowling Alley
 Rosealie Hatchman
 Rural Fire Brigade – Somerset
 Sally Turner
 The Hon Scott Buchholz MP
 (Member For Wright)
 SES Esk

The Hon Shayne Neumann MP
 (Member For Blair)
 Sign Sonic
 Somerset Regional Council
 Somerset Rural Fire Brigade
 Spinal Life Australia
 Stacey Vaccaneo
 Stepping Stone Heap Street
 Esk (Community Connection
 Point)
 Susan Boadle
 Sweet Valley Bakery
 Terry Larsen
 Toogoolawah Golf Club
 Toowoomba Tafe
 Tomra Recycling West Ipswich
 Touch Rugby League (TRL) –
 Ipswich
 Tracy Johnstone
 Val & Ron Prowd
 Visy – Carole Park
 Vivienne & Ron Emmanuel
 Yvonne Massey
 Waynes World Laidley
 West Moreton Darts
 Association
 Winter Family
 Woolworths – Silkstone
 30 Mob

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

Volunteers

Thank you also to our many
 regular volunteers who have
 donated their time and energy
 to assist us to provide quality
 services and support for
 clients and families.



CERTIFICATE OF SERVICE

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

Tracey Seagrott
Vicki Carmont
Jan-Maree Hille
Sharon Devlin
Annette Eggleston
Lorraine Howard
Andrea Evans
Karen McCoombes
Michelle Brennan
Lara Latham
Natasha Hudson
Katrina Jade Seidel
Ian Harmony
Ropina Faaea

10 Year Awards

Selina Barker
Hayley Higgins
Shey Johns
Vicki Jackson

15 Year Awards

Steven Shaw

20 Year Awards

Dimitri Giannakopoulos
Aaron Sellen

30 Year Awards

Narelle Schaffer

The Spirit of



In September 2009, ALARA held the fourth Mick Sellar's Annual Art Show.

This event was supported by the Sellars family in honour of Mick Sellars who had a special interest in ALARA and our arts programs.

There were 150 entries of individual art pieces in the four categories of still life, landscape, abstract and photography.

Nearly 120 people attended on the day. Additionally, three of our centres entered an Executive Managers Challenge which was to express the 'Spirit of ALARA' through art.

The winning centre was Luke's Place Esk with a work expressed on three large canvases.

The **first canvas (top right)** captured the solid formation of ALARA through Happiness, Hope, Learning and Social Activities.

The **second canvas (centre right)** captures Friendship, Helping Hands, Working Together and Family.

The **third canvas (bottom right)** expresses Unity with circles linking everything about the 'Spirit of ALARA' together.



Image above: Luke's Place Esk's winning artwork.

Pictured here are the artworks from each centre with their descriptions.

Moving forward to 2025, although the world of service provision is more prescribed by funding guidelines, 'plans' and regulations, ALARA still strives to live up to these ideals aiming to recognise the individuality of the people we support, the importance and contribution of each their broader family network.

We continue to work together to co-design opportunities for each person to grow, learn, thrive, create and maintain friendships and importantly to enjoy a full life.

Images below left to right:

ALARA Lockyer – the 'Spirit of ALARA' was initially presented as what the clients' bring to ALARA. After a group discussion, the group expressed tht it is not what the clients bring to ALARA but that they 'are' ALARA because without the clients there would be no ALARA.

With this concept in mind, we needed to find a way for each client to express their essence or 'spirit'. As not all clients are artists, it needed to be something that everyone could do but still express their individuality.

A mould was used for the basic shape of the mask with each client patiently building their mask up using pieces of recycled paper to create the paper mâché. The glue was also made by the clients. Once the mask was complete, they then thought of the best way to paint and decorate their mask to show their individual spirit.

Image below:

ALARA Goodna – Four panels representing Friendship & Joy, Happiness & Fun, Harmony & Health, Peace & Kindness, Love & Freedom.

The bright pattern of colours and the flag, represents a fun environment that is influenced by individuals from all cultures, supporting each other in fun activities such as: fishing, sports, craft and hanging out.

The handprints represent peoples' individuality as well as friendships made and ALARA being part of the support network.



