



ANNUAL COMMUNITY IMPACT REPORT 2021-2022

TCL provides support on an individual basis and in group settings for people with disabilities and/or mental illness to have opportunities that increase their connection and sense of belonging within their community.

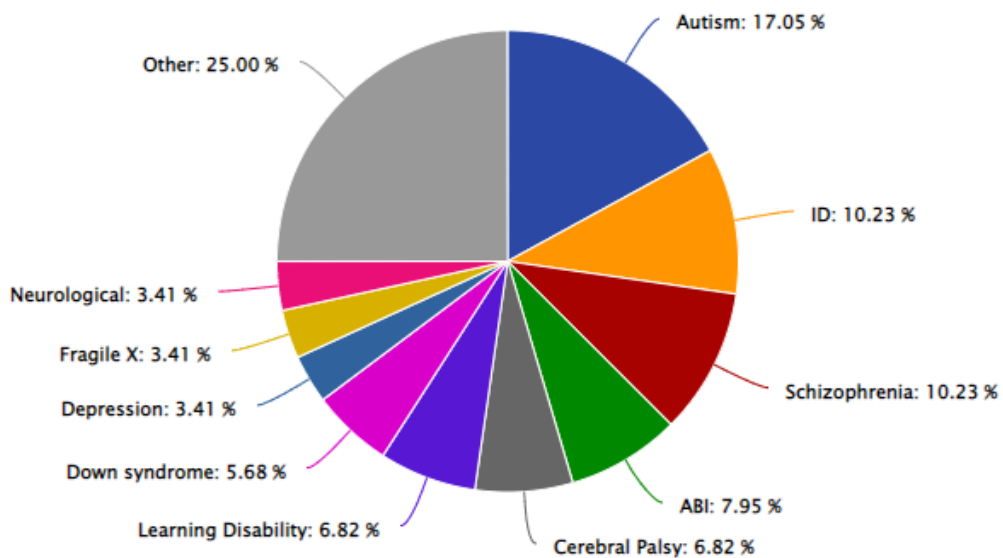
Vision – People with disabilities are welcomed, valued, accepted and have a sense of belonging within their community. People with disabilities have the same rights as other community members in regard to everyday life experiences, opportunities and responsibilities.

CLIENTS

Total Clients supported in 2021-2022: 156

We support clients with Intellectual, Neurological, Physical, Cognitive and Psycho-social disabilities.

Primary Disability Type Distribution



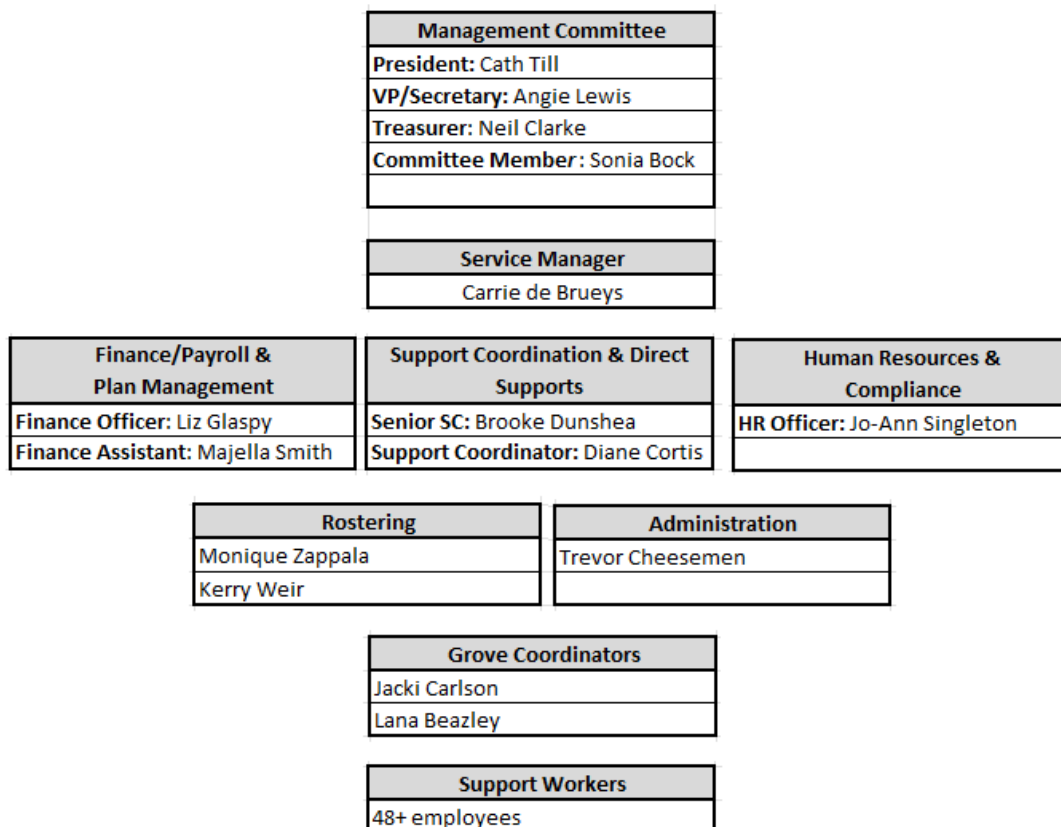
STAFF

2021-2022 = 44 employees
 Total 1 July 2021 = 42 employees
 New employees = 15
 Employees exited = 12
 Total 30 June 2022 = 47 employees

In the 2021-2022 financial year we delivered an amazing **62,387** hours of support.

Organisational Tree – 2022

Organisational Chart



FINANCE

Income for 2021-2022 was **\$6,471,437** which is an increase of 30% in comparison to the 2020-2021 year.

Income	\$	Expenses	\$
NDIS	\$ 5,702,217.22	Wages	\$ 2,904,864.00
Fee for Service	\$ 321,599.54	Plan Mang/Supp Coord	\$ 2,635,926.00
Plan Mang/Supp Cord	\$ 343,813.60	Other Expenses	\$ 296,318.00
Grants	\$ 47,655.70		
Other Income	\$ 52,865.94		
Fundraising	\$ 4,215.00		

I can't believe a year has gone by so quickly! I have now been a part of the TCL family for 18 months, and I am very proud to be a part of such a great organisation (**THANK YOU** to Carrie, Di and Brooke for your patience over my learning journey!) 😊 Another very big thank you to the committee for their tireless efforts and volunteering to keep our organisation going and GROWING over the last 28 years! 😊

We still have our fingers very tightly crossed, for grant funding to get the "The Gap" accommodation project underway. ("If there are any private investors out there willing to donate to this cause, we would be very grateful to receive your funds" 😊).

We were fortunate to receive \$47,655.70 in grants this year, to fund expansions to "The Grove" activities centre.

A BIG THANK YOU to the following organisations for their grant contributions:

1. Stronger Communities Program | Successful \$21,655.70
2. ANZ Seeds of Renewal | Successful \$15,000
3. Commbank | Successful \$10,000
4. Australia Post | Successful \$1,000



“Good things come to those that wait, but better things come to those who are patient.”

The organisation has seen another amazing year of growth, we now support over 155+ clients across plan management, direct supports and support coordination (that's 50+ new clients in the last 12 months). It's great to think we are able to help more people and make a difference in our local community. This has also allowed our office staff to expand with Trevor in reception and welcome Majella to the finance team a couple of days a week.

Our "Gnome" merchandise has done well and our website has also seen further developments. You can now purchase the "Gnome" merchandise online, donate online (remembering we are a registered charity so donations are tax deductible) AND review "The Grove" activities calendar in "real time".

COVID vaccinations being mandated in 2021, threw a few hurdles our way and confirmed cases peaking in the winter months. However, our amazing team of support workers, support coordinators and rostering team have worked tirelessly to keep our organisation functioning. So "THANK YOU"!

I am VERY excited about the next 12 months and fingers crossed the funds will appear to start "The Gap". 🙏 🙏 🙏

Thank you
Liz Glaspy
Finance Officer 😊

NDIS NEWS

NDIS (National Disability Insurance Scheme) which rolled out in July 2018 on our region has proven to make a real difference in not only our business but more importantly in clients' and families' lives. Of clients we support are having incredible outcomes with the right support in place; many have got a job or volunteer position, moved out of home, have smashed out their goals and are setting new ones. It is wonderful to see.

We have gained many new clients this year. We hit a milestone we thought we would never reach – 150 clients, now sitting at 156. We do not directly support all these clients; some we only provide Plan Management too (Plan management is a financial intermediary function - basically receiving invoices directly from providers, claiming and then paying invoices on behalf of the participant and providing them with monthly funding statements).

We are an NDIS registered provider and currently assist clients in our region and beyond with:

- ❖ Personal activities and personal care
- ❖ Daily life tasks in their home, a group or shared living arrangement
- ❖ Community, social and civic activities
- ❖ Managing life stages, transitions and coordinating supports
- ❖ Daily living and life skills
- ❖ Travel/transport arrangements
- ❖ Household tasks
- ❖ Plan Management

Want to know more about the NDIS? <https://www.ndis.gov.au/participants/whatisndis.html>

The NDIS website has up to date news and lots of resources — <https://www.ndis.gov.au/>

The Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. They now oversee our organisation, and we are required to meet the standards under the NDIS Practices Standards and NDIS Code of Conduct in order to remain a registered provider of supports under the NDIA. <https://www.ndiscommission.gov.au/about/what-we-do>

Our current registration is Valid 26.05.2021 – 26.04.2024 Registration number 4-4331-1862. Maintenance audit schedule 26.11.2021 HDAA - September 27th & 28th 2022.

TRAINING AND WORKSHOPS

Our staff all participate in client specific training that's tailored to meet and address clients' individual needs. All staff are required to keep current First Aid and CPR qualifications. We now hold monthly courses at TCL with Rescue -1. We have an online training platform for internal forms and for training. We continue to concentrate on upskilling our staff and providing training opportunities for staff and the following list demonstrates the vast amount of professional development and training that was delivered and attended this year. Some of the topics were:

Topics delivered Annually:

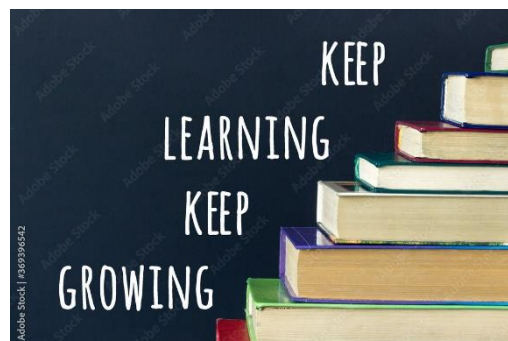
- Medication training
- Preventing and responding to the abuse, neglect and exploitation of people with a disability
- Critical incident reporting/ Mandatory reporting
- Infection control/universal precautions
- Professional boundaries

Code of Conduct & NDIS Code of Conduct
NDIS Quality & Safeguard Commission
Fire & Emergency evacuation training & fire drill
Child and Youth Risk Management Strategy



Other training staff participated in this year:

Advanced Diploma of Community Sector Management
ARC DISABILITY SUPPORT WORKERS CONFERENCE
Aust Bookkeepers Assoc - STP & Salary Sacrifice - Webinar
Australia Bookkeepers Association - online monthly seminar
Australia Bookkeepers Network - Online Coffee Club - End of Financial Year
Australian Bookkeepers Association - STP telecon
Brain Injury Awareness
Certificate III in Individual Support
Certificate IV in Training & Assessment
Changes to Not For Profit - Deductible Gift Recipient Reforms
Child & Youth Risk Management Policy
Confident Conversations - Inspyr
Covid-19 Training
Emotion Management for Autistic Children and Teens
Employment Innovations - Employment contracts and workplace policies
Employment Innovations Telecon - Pre-employment checks and screening
Employment Innovations - Leave Entitlements
Employments Innovations Telecon - HR - Risk Metrics
Epilepsy first aid training
Etrainu Communication
Fire & emergency evacuation training
Hand Hygiene
High Intensity Support Training
Jobs Aust - Building a Positive Workforce Culture
Jobs Aust - COVID Implications and compensation
Jobs Aust - Risk Reinvented
Jobs Australia - Workers Compensation Update
Jobs Australia telecon - Industrial Relations 101
Legislation and safeguards for VAD in Queensland
Medication Management
Men's Health Ageing Workshop for Employers
NDIS Foundation Skills workshop
NDIS New Worker Induction Module
NDIS 'Quality, Safety and You' Worker Orientation Module
NDIS Supporting Effective Communication Module
NDIS Workforce Fundamentals
NDS - "What I wish you knew" - Plan Managers
NDS - Audit Controls and Exception Reporting
NDS Bullying Awareness for Workers
NDS Communication Skills
NDS Dealing with Complaints and Difficult Customers
NDS DISABILITY SUPPORT WORKERS CONFERENCE
NDS Driver Safety Induction
NDS Emergency and Disaster Management
NDS Food Safety and DSW



NDS Human Potential
 NDS Human Rights & You Module 1
 NDS Infection Control for Disability Support Workers
 NDS Leading WH&S in the Disability Sector (Bundle)
 NDS Managing Change & Communication
 NDS Managing Stress & Building Resilience
 NDS Manual Handling for Disability Support Workers
 NDS Mealtime Management
 NDS Professional Boundaries
 NDS Qld Fast Facts Live
 NDS Resolving Conflict
 NDS Supported Decision Making
 NDS Understanding Abuse - Zero Tolerance
 NDS Working with People with Disability
 NURSING REGISTRATION
 Professional Boundaries
 Professional Development- Rah Rah Consulting
 Professional Development- Rah Rah Consulting 2
 Queensland Health Q&A - Mandatory Vaccination in disability workforces
 SCHADS Award - 01.07.22 - Changes
 SCHADS Award Change - Jobs Aust Telecon
 Single Touch Payroll phase 2 webinar
 Skill Qld Grant Application Webinar
 STEPS LEADER TRAINING PROGRAM
 STP - (Single Touch Payroll)
 Stress Management - Alan Price
 Swallowing Dysphagia Management
 TCL INTERNAL TRAINING PACKAGE
 Understanding and Managing Epilepsy + Administration of Midazolam
 Workability NTSSS_NDIS Quality and Safety Compliance
 Working in a COVID19 positive environment information session for Providers



Wow, an extensive list !! Our industry constantly changes, it is so important to stay informed, and improve our skills and knowledge.

Your feedback is valuable and will help us improve our services.

Share your experience below.

Compliment Suggestion Complaint

COMPLAINTS, COMPLIMENTS & CRITICAL INCIDENTS

No critical incidents or official complaints this year. Doesn't mean we always get it right, but we do endeavour to continually improve our service. Complaints or compliments are essential and most welcome.

Please get in touch with me or any of our staff. Tell us your concerns and of course your compliments - we want to hear about both. We can work on problems/concerns when we know about them, and we love to pass on positive feedback to our amazing team.

We are very pleased we regularly receive positive feedback and compliments from clients, families, professionals, community members and businesses about our staff, which is a true indication we are highly regarded in our community.



BROOKE'S BLURB

This year it's 10 years since finding my dream job 😊, I have loved the work I have done over the last 10 years.

I am and I always will be passionate about what we do here at TCL, and I am extremely proud to be part of this wonderful team. I have a fantastic bunch of colleagues, we all work extremely well together. We have had new SW's join our team and they have all fit in well!!

Every year we write this blurb and recount all the wonderful opportunities and accomplishments our clients and team have had and achieved throughout the year and every year I am totally blown away. We just seem to keep getting better and better.

There's never a dull moment for our clients, busy getting out and about and participating in their community, pursuing their interests and working on their goals.

Clients have taken part in a range of activities around the Tablelands like Bocce, Lawn Bowls, Beach trips, BBQ's, Bingo and Zumba. Some of our men participate at the Men's Shed and our women attend the Women's Wellbeing group. Clients and families are very excited about The GAP, the waiting list for units at The Gap is getting longer 😊. Michael Curro held his first art exhibition at The Fronds Café at Lake Eacham, it was a great success. Christopher, Michael and Cecelia also entered their art into a Exhibition in Cairns, great success. David brought himself a new car after a lot of investigating. Shenice became an ambassador for the Atherton Show. Most clients entered entries into the Atherton Show art exhibitions and painting gnomes competition and most walked away with a prize. This year has gone so quickly, TCL was hit hard with COVID 19 in July/August, but we worked through as the amazing team that we are...well done everyone 😊

Support Coordination, Plan Managed and Direct Supports have increased immensely this year we are well over the 150 mark for all our different titles. Well done team TCL!!! Great Job!!!

Thanks,
Brooke



DIANE'S DITTY

As we move through another year, what an exciting one it has been for TCL and myself. This past year has seen me move into a support coordinators position and get to know and value our clients and their families on a more personal level.

Our clients have expanded out of their safe zones and furthered their confidence, with the vision of reaching another personal goal. The clients' continued motivation to achieve and the success of reaching great outcomes has only been possible with the never-ending support and encouragement of their support workers.

This year has seen TCL clients and staff, out and about in the Atherton community participating in various activities and the Grove talent show saw loads of musicians, singers, actors and actresses take to the stage. Animals have been a highlight in our circle with dog walking, horse riding, farm animals and pythons, and of course our clients can usually be found having coffee or lunch at a local cafe.

Throughout the past year we have welcomed new clients and staff and as circumstances have changed in people's lives, we have had to say goodbye to those that have ventured away on a different path.

We can now look forward to the triumphs and challenges that the next year will present, and the clients and staff at TCL will continue on together as an ever-growing organisation.

Looking forward to further adventures.

Diane



MANAGER'S MUSINGS 2022

Another challenging year with the COVID-19 pandemic still prevalent in our lives. Disrupting events and supports. Our team was amazing as usual, the office team with constant changes to supports and protecting our staff and clients and our Support team stepped up to help support our most vulnerable.

This year I celebrated 8 years as the manager of Tableland Community Link. I have to tell you, I am so proud to lead this team of dedicated individuals. Our team continues to grow with the count hitting 49 staff at one stage this year.

In the office; behind the scenes making the magic happen, this team astound me with their dedication, commitment and the quality work they provide to the organisation and the community. Liz Glaspoy our *Finance Officer and Plan Manager*, Trevor our *Admin Officer*, Mon & Kezza in *Rostering/Client Operations Support* and our *Client Operations* team Brooke *Senior Coordinator* & Diane *Support Coordinator* and newbie Majella (Plan Management support). You all do your jobs to such a high standard. You're all just amazing. I can't do my job without you. We have recently implemented a new position to assist our growing team and have welcomed Jo Singleton to the role of HR & Compliance Officer.

Our support workers are and will always be our greatest asset. Out there each day in clients home and in the community. They are an amazing bunch of dedicated individuals who make a difference everyday to the lives of the people we support, their families and their community.

We do set our high standards very high and we know we expect a lot of everyone on our team, but this then reflects the quality support we provide, which we are very proud of.

We will continue to strive to provide quality supports to our clients and families in a professional and productive manner and will do this by supporting and nurturing the amazing team we have.

NEWS

We added to our fleet to keep up with the demand with a another new ASX. Mr Titanium. Our vehicles assist our clients to get out and about in the community and attend crucial appointments.

The Grove - open 5 days a week between 9am-2pm. Lana is the coordinator on a Monday with her flair for everything artistic we see some astounding projects come to life and Jackie coordinates Tuesday – Friday.

Kezza coordinates the Grove calendar and adds everything to our website to keep you all up to date with what's on during the month.

She also assist to coordinate the events along with the clients operations support team and admin. We love to see the opportunities for clients and the community created for inclusion and interaction. The community is always welcome

Highlights were the Annual NSST - National Simultaneous Story Time, Dance North and activities with our friends at Atherton C & K Kindy. We continued to enjoy cooking, craft, karaoke, chair yoga, BBQs, bowling at lawn bowls and ten pin.

This year we started a weekly basketball comp at the new park in Tolga and monthly Zumba at the Grove. We went to visit our friend Tony at Old Mates Farm for a day visit, then a 1st Friday camping experience. And later this year some clients are going to actually camp overnight – a wonderful experience for everyone. The Grove's got Talent was a huge success once again along with the monthly '1st Friday events which ranged from movie nights to discos and everything in between. We also has some great excursions.



Our walking hockey teams the 'Groovers' competed once again in the Atherton Tableland Hockey Association competition with a few new players this year. We also had a go at NetAbility with Tableland Netball Association, it's great to see local clubs promoting inclusion.

'The Gap' (Grove Accommodation Project) remains a major focus.

Our aim is to build accessible housing on a block we have purchased in Atherton.

Our target is those vulnerable members who often do not suit community or public housing options due to disability or mental illness and those seeking independence who otherwise have no option but to live with family or in an aged care facility. It should be a basic right to choose to live independently, but lack of suitable available accommodation is a critical issue across the nation.



The opportunity for independence will be life changing and the knock-on effect to community and social housing in our region by freeing up accommodation and decreasing wait lists will benefit the whole tablelands region. The job creation for our community will see many new positions available in our sector, now one of the largest employers in our region.

Thank you to our Executive Committee. All volunteering their time, knowledge and expertise to guide our organisation. They have always been a great support to me in my role as manager. We must also acknowledge our committee advisors for their valuable input – We have a new Financial advisors this year with Astute financial stepping up to assist us with all things financial.

We will continue to strengthen, adapt in our endeavour to meet the everchanging needs of clients, families and our community. Tableland Community Link celebrates assisting our community for over 28 years and we look forward another year of amazing opportunities, experiences and challenges for our organisation, our staff, our clients and our community.

I am so proud to play my part of it!

That's all from me for now 😊

Carrie de Brueys
Service Manager





OUR CLIENTS – to provide choice; deliver person centered, flexible, individualised support and services. Build on existing strengths and devise strategies together to assist clients to reach their full potential.

OUR ORGANISATION – to provide a professional service that is held in high esteem within our community. Build networks and alliances with other services in our area to provide choice and options for our clients. Be inspiring and innovative. Maintain, evaluate and strive to improve processes and procedures to deliver efficient, professional services to our clients, their families and our community. Recognise and take opportunities to promote our organisation and investigate options to provide services outside our traditional service model.

OUR STAFF – to create a person-centred workforce, workplace and culture in our organisation; recruit genuine, positive and enthusiastic staff who strive to be professional; encourage and nurture integrity; provide training, opportunities and skills improvement; and encourage professional and personal development.

OUR COMMUNITY – to promote and support inclusion, build on existing relationships and actively seek opportunities for further participation and relationships; and raise our profile within the community.

"Presence without participation can be more isolating than no presence at all" Quass & Fraser, "Beyond the Ramp" report 1994 p 44.

