



ANNUAL COMMUNITY IMPACT REPORT 2024-2025

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.

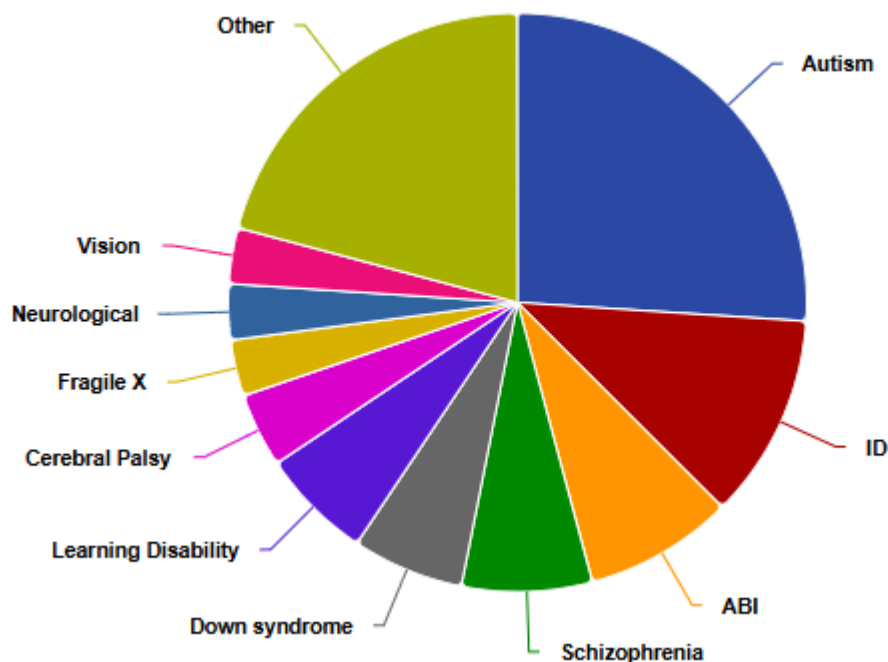
Vision – People with disabilities are welcomed, valued, accepted and have a sense of belonging within their community. People with disabilities have the same rights as other community members in regard to everyday life experiences, opportunities and responsibilities.

PARTICIPANTS

Total Participants supported in 2024-2025:

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

Primary Disability Type Distribution



STAFF

2024-2025 = 66 employees
Total 1 July 2023 = 54 employees
New employees = 19
Employees exited = 17
Total 30 June 2024 = 56 employees



In the 2024-2025 financial year we delivered an astounding **69,756 hours** of supports to our participants and transported them **136,169 km**.

Organisational Tree – 2025



MESSAGES FROM OUR TEAM -

PRESIDENT

It is with great pleasure that we present this year's Annual Report, reflecting the activities, achievements, and progress of our organisation over the past 12 months. This year has been one of significant growth, development, and celebration as we continued to strengthen our services and our connection with the community.

Committee and Staffing Updates

We welcomed Laurel Eden to the committee, bringing fresh energy and valuable expertise to our team.

Peter Squire commenced in the role of Advisor, providing strategic guidance to strengthen our governance and planning.

Yvonne Tunney joined as our dedicated Lobbyist, enhancing our advocacy efforts.

As part of our organisational restructure, we created a new Office position to improve day-to-day operations and service delivery.

Community Engagement

We were proud to host a Meet and Greet with the local Mayor and Councillors, strengthening our collaboration with local government and raising awareness of the work we do.

Our community came together to celebrate our 30-year Anniversary on 25 November 2024, marked by a wonderful fete at The Grove. This milestone was a moment to reflect on our history and look ahead to the future.

We also welcomed a special visit from the Muster Dogs, including Frank, Annie, and the rest of the team — a highlight for participants, staff, and the broader community.

Infrastructure and Equipment

We created new office spaces to support our growing staff and improve service delivery.

We purchased a smartboard for The Grove, enhancing interactive learning and communication during programs.

We purchased a property at 17 Grove Street, which will be developed for STA (Short Term Accommodation) and future SIL (Supported Independent Living) programmes — a significant step toward expanding housing options.

Transport and Vehicle Upgrades

Our fleet was strengthened with the upgrade of several vehicles, including Hilux Ute, Hiace Bus & RAV Hybrid

These upgrades allow us to provide safer, more efficient, and environmentally friendly transport for participants.

Program Expansion

A major milestone was the purchase of an electric tandem bike, allowing participants to enjoy inclusive recreational activities while promoting health, wellbeing, and sustainability.

Looking Ahead

This has been a year of meaningful progress, laying the foundations for future growth. Our focus remains on providing quality support, increasing opportunities for participation, and strengthening our advocacy efforts on behalf of those we serve.

We thank our participants, families, staff, committee members, and community partners for their ongoing support and commitment. Together, we look forward to building an even brighter future.

Cath Till
TCL President



FINANCE OFFICER & PLAN MANAGER

Another whirlwind of a year! As I marked my one-year anniversary of working for TCL, I stepped into the Plan Management role. With limited prior experience, the initial phase was very much a “learn as you go” journey. Through the guidance of a fellow plan manager, a combination of persistence and hands-on learning, and - most importantly - the outstanding support of the team, I have been able to develop and grow into the role with confidence.

I'm really pleased to say that I now feel confident, capable, and genuinely settled in my dual role as Finance Officer and Plan Manager. While it's certainly been a busy and sometimes overwhelming period, it has also been incredibly rewarding. Our team, though often working separately, has come together with real cohesion, professionalism, and heart. I feel very lucky to be part of such a dedicated and supportive group of people.

It's also been a significant year in terms of investment and growth. While it has been an expensive year financially, every decision has been made with the future in mind - and the outcomes have been well worth it.

One of the highlights was the purchase of 17 Grove Street. Originally intended to provide SIL (Supported Independent Living), we made the strategic decision - based on evolving NDIS guidelines - to pivot towards offering Short-Term Accommodation (STA). So far, this has been a fantastic shift, and we're already seeing positive outcomes for participants and the organisation.

We also added three new vehicles to our fleet this financial year, including our long-awaited HiAce bus. These new additions are already making a meaningful impact on our ability to support participants more flexibly and inclusively, especially when it comes to group outings and community access.

Income for the year was \$8,131,925.06 which is an increase of 4.14% in comparison to the 2023-2024 financial year.

All in all, it's been a year of learning, growth, and positive change. I love the role, I'm proud of what we've achieved together, and I'm looking forward to what lies ahead in the next year and beyond.

Bec Wilkinson 😊

Income		\$	Expenses		\$
NDIS		\$ 8,131,925.06	Wages + Super		\$ 3,882,608.12
Fee for Service		\$ 374,251.05	Insurances		\$ 73,384.51
Plan Management		\$ 179,570.95	Motor Vehicles		\$ 46,756.98
Support Coordination		\$ 96,083.31	NDIS Suppliers		\$ 4,371,999.88
Grants		\$ -	Other Expenses		\$ 356,522.63
Fundraising		\$ 21,698.57			
Interest Income		\$ 69,411.05			
Other Income		\$ 72,523.13			
Total		\$ 8,945,463.12	Total		\$ 8,731,272.12



NDIS NEWS

Since the NDIS (National Disability Insurance Scheme) rolled out in our region in July 2018, we've seen a profound impact not only on our organisation but, most importantly, on the lives of participants and their families. With the right supports in place, participants have achieved incredible milestones—many have secured jobs or volunteer roles, moved into their own homes, surpassed their goals, and set new ones. It's truly inspiring to witness. At recent count we support 176 participants in the region.

As a NDIS-registered provider, we currently support participants across our region and beyond, offering assistance in areas such as:

- Personal activities and personal care
- Daily life tasks in homes, groups, or shared living arrangements
- Community, social, and civic activities
- Managing life stages & transitions
- Daily living and life skills
- Travel and transport arrangements
- Household tasks
- Plan Management
- Support Coordination



If you'd like to learn more about the NDIS, the NDIS website has current news and resources. <https://www.ndis.gov.au/>

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The Quality and Safeguards Commission, an independent agency, oversees organisation to ensure they meet the NDIS Practice Standards and Code of Conduct. This oversight ensures the quality and safety of NDIS supports and services.

As a registered provider (Registration No. 4-4331-1862), we are required to meet these standards and undergo a Quality Audit every 18 months. We underwent our most recent Quality Audit In March. Our next Audit is due April 2026.

For more about the Commission's role, visit the NDIS Quality and Safeguards Commission website.
<https://www.ndiscommission.gov.au/>



TRAINING AND WORKSHOPS

Staff participate in client specific training that's tailored to meet and address participants' individual needs. Staff are required to keep current First Aid and CPR qualifications. We host monthly courses at TCL with Rescue -1.

We have an online training platform. We continue to concentrate on upskilling our staff and providing training opportunities for staff.

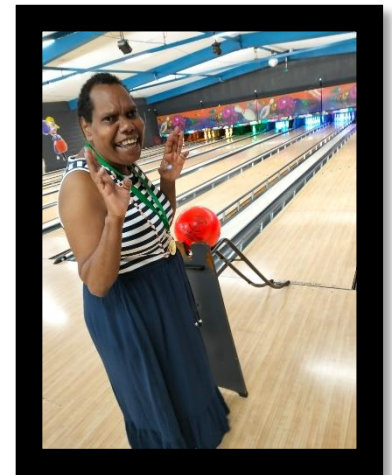
Topics delivered Annually and/or covered regularly:

AOD Brief Interventions- Substance Use	Assessment and Care Planning- Comprehensive Care- Introduction	Autism Works - Employing staff on the spectrum
Child & Youth Risk Management Policy	Compliance Fundamentals for Plan Managers	Covid-19 Training
Disability Awareness- Introduction to Disability Awareness	DSC	Fundamentals of Suicidality- Supporting Long-term reduction in Suicidality
Lauren Grace Inspirations Professional Development	Medication Management	Mental Health
National Centre of Excellence in Intellectual Disability Health Annual Conference 2024	NDIS New Worker Induction Module	NDIS Quality & Safeguards Commission
NDIS 'Quality, Safety and You' Worker Orientation Module	NDIS Supporting Effective Communication Module	NDIS Supporting Safe and Enjoyable Meals
NDIS Workforce Fundamentals	NDS A Story of Mental Health	NDS Catheter Care
NDS Adult Mental Health - Complex Disorders	NDS- Adult Mental health- Mood Disorders and Emotional Well being	NDS- An Introduction to Adult Mental Health
NDS Basic Wound Care	NDS Bowel Care	NDS Catheter Care

NDS Cultural Awareness	NDS Disability Induction	NDS Disability Induction (Bundle)
NDS Emergency and Disaster Management	NDS Enteral Feeding Management	NDS Epilepsy and Midazolam
NDS Infection Control for Disability Support Workers	NDS Leading WH&S in the Disability Sector (Bundle)	NDS M3 - Signs and Symptoms
NDS Management of Waste	NDS Managing Change & Communication	NDS Managing Diabetes
NDS Managing Stress and Building Resilience	NDS Manual Handling for Disability Support Workers	NDS Medication Administration, Incidents, and Documentation
NDS Medication Management	NDS Medication Storage and Waste Management	NDS Medications and Support Workers Roles and Responsibilities
NDS Mental Health Essential - Self care	NDS Mental Health Essentials - Helping others	NDS Mythbusters: Sexual Harassment, Bullying, and Discrimination
NDS Oxygen Management	NDS Professional Boundaries	NDS Recognising Restrictive Practices - Zero Tolerance
NDS Science and Art of Realising Human Potential	NDS Severe Dysphagia Management	NDS Subcutaneous Injections
NDS Supported Decision Making	NDS Sustainable Service Under the NDIS	NDS The Mental Health Continuum
NDS Tracheostomy Care	NDS Unconscious Bias	NDS Understanding Abuse - Zero Tolerance
NDS Understanding Care Plans	NDS Ventilation Support	NDS Zero Tolerance- Recognising Restrictions
NHHI - Hand Hygiene for Clinical Healthcare Workers	Priority populations- working with people who experience cognitive and-or functional challenges	Priority Populations- Working with people who experience pain
Psychosocial Recovery Coaching	TCL Professional Boundaries	Understanding Drugs- Medicinal Cannabis
Understanding Drugs- The Basics- Benzodiazepines	Understanding Drugs- The Basics- Cannabis	Unpacking the new NDIS Law Changes for PM
Webinar	Webinar- Employment Law updates in Aust	Webinar- Managing remote workers
Webinar- Quality and Safeguards	Withdrawal Management- Cannabis	AOD Brief Interventions- Substance Use

This year our team completed a vast amount of training across a broad spectrum of areas -

The completed training program demonstrates a strong alignment with the key focus areas of disability work. It covers **disability awareness and inclusion**, ensuring staff understand diverse needs, inclusive practices, and safeguarding principles, including recognizing restrictive or abusive practices. It provides comprehensive **NDIS and regulatory compliance training**, supporting adherence to quality, safety, and participant-centred care standards. The program addresses **health, clinical care, and medication management**, equipping staff with the skills to safely support participants with complex medical needs. It also includes **mental health and psychosocial support**, enabling staff to respond effectively to emotional, behavioural, and recovery-oriented needs. Training in **child and youth support, professional practice, and boundaries** ensures staff maintain ethical, safe, and professional interactions while supporting vulnerable populations. Practical skills for **daily living support and participant wellbeing**, alongside workforce development and professional growth opportunities, further reinforce the program's relevance. Overall, the study aligns closely with the core competencies required in disability services, combining participant safety, wellbeing, and high-quality support with staff capability development.



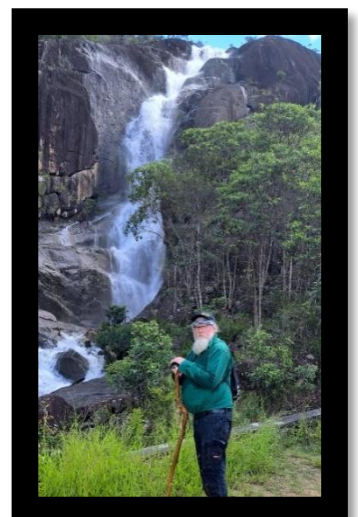
COMPLAINTS, COMPLIMENTS & CRITICAL INCIDENTS

At Tableland Community Link, we are committed to continuously improving our services. Your feedback—both compliments and concerns—is essential to our growth.

We encourage you to reach out to any member of our team to share your thoughts. Your input helps us address issues promptly, and we take great joy in passing on positive feedback to our dedicated staff.

We are proud to consistently receive kind words from participants, families, professionals, community members, and local businesses. These messages reaffirm that we are valued and respected within our community.

There are many ways to share your feedback. If you'd like to provide your thoughts, please complete our short survey here: <https://forms.office.com/r/MBAXvLVEpA>



TREVOR –

The past year has brought significant change across the disability services sector, marked notably by nationwide funding reductions in the National Disability Insurance Scheme (NDIS). In my role, I have witnessed firsthand how these short-sighted funding restrictions continue to challenge our participants, families, and service providers alike. Yet, in the face of these pressures, the strength, compassion, and unity within **Tableland Community Link** have been more evident than ever.

The reduction in funding has had a direct impact on a number of our participants moving towards PACE plans, particularly those with complex needs who rely on specialised support. These changes have required:

- Diligent recording of information, improved relationships with external service providers and highlighting and requesting a higher standard evidence-based reporting to present to the agency.
- Continued collaboration with participants, families, and providers
- A greater emphasis on advocacy to ensure every participant is heard

Despite the financial constraints, our priority has remained clear: to uphold the dignity, inclusion, and wellbeing of our participants. This has only been possible through teamwork and the remarkable dedication of the support staff on the ground, supported by the office team and committee behind the scenes.

Supporting our vulnerable participants is not a task for one individual—it is a shared mission. Over the past year, we have focused heavily on:

- **Positive strategies** to foster resilience and collective responsibility
- **Open and supportive communication** between coordinators, support workers, and families
- **Consistent and compassionate support** that reinforces participants trust

These efforts are cultivating an environment where participants feel genuinely seen, heard, and valued. That sense of belonging is more critical than ever.

I would like to take this opportunity to highlight the amazing, **dedicated office staff and the sense of faith and support they have provided to me this year**. Their behind-the-scenes commitment ensures:

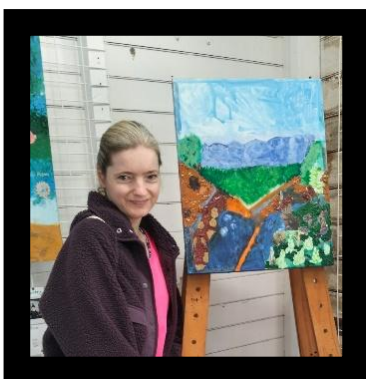
- Timely delivery of documentation and compliance
- Responsive support for staff on the ground
- Organisational integrity and inclusiveness

The unity, professionalism, and empathy of our administrative team cannot be overstated. They are integral to the smooth functioning of our operations.

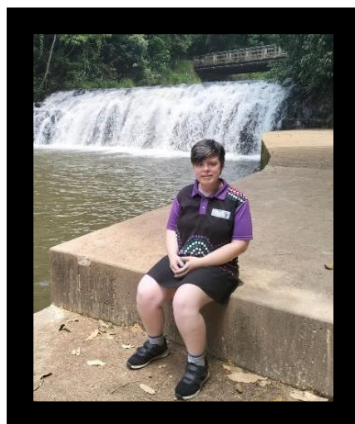
As Tableland Community Link continues to steadily grow, we remain focused on the concept of inclusion for all participants. Our expanding services reflect the trust our community places in us and our commitment to making support accessible, meaningful, and empowering.

To our participants, colleagues, and community: thank you for your trust and ongoing commitment to provide the necessary support for those who are most vulnerable in our community and supporting them to live their best life.

Trevor Cheesman
Support Coordinator



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My first full year at Tableland Community Link has absolutely flown by! During this time, it has been great to build rapport with participants and their families, as well as with our dedicated support workers and the office team. Over the past 12 months, we've seen a few changes within the office team. Arhlana briefly stepped into the Operational Support Officer (OSO) role before transitioning into her new position in finance/plan management. While it feels like we only just welcomed Elise to the admin role, Trevor and I are excited to take her under our wing as she moves into the OSO position. We've also had the pleasure of welcoming Nurse Wendy to the team. Her expertise has been invaluable in overseeing participant's medication and health-related matters. Throughout the year, our office team has developed a strong bond, with everyone bringing their unique strengths and quirks. It's been fantastic to see how well we work together to support both one another and our participants.

One of my favourite TCL team activities in the last 12 months was our visit to the Atherton Christmas Tree Farm. Even though it was only October, it was a fantastic day out and marked the beginning of the festive season in true TCL style! One thing I learnt last year was I need to invest in more Christmas shirts for this year —this is clearly a team that knows how to celebrate!

A significant milestone this year was the opening of 17 Grove Street and welcoming our first Short Term Accommodation (STA) stay. It's exciting to now have this valuable resource available to support eligible participants. The Grove has also seen the addition of a Smart Board, which has been a real hit with many of our participants.

As I shared last year, the energy and positivity our participants bring into the office, and The Grove is truly infectious. Seeing their smiles, hearing about their achievements, and watching them embrace each day with enthusiasm reminds me daily why the challenges of Support Coordination are so worthwhile. Our support workers continue to do an incredible job helping participants pursue their NDIS goals and build their capacity. Their commitment and compassion don't go unnoticed.

I'm looking forward to what 2026 will bring - more milestones, more stories to celebrate, and no doubt, more adventures!

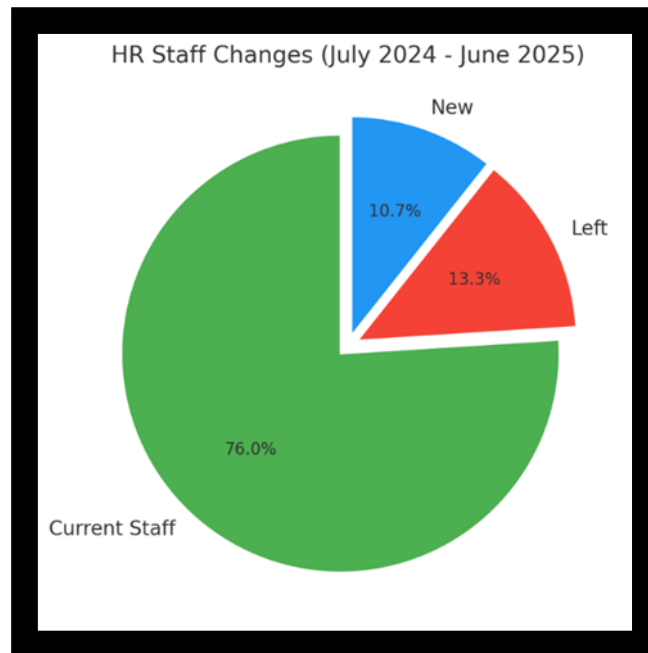
Rhianna Child
Support Coordinator



JO – HR & COMPLIANCE OFFICER

I feel incredibly fortunate to genuinely love both my role and the organisation I work for. After three years with TCL, I continue to value the excellent work-life balance, the genuine care for staff and participants, and the enjoyment that comes from being part of such a supportive workplace. As a manager, Carrie is consistently approachable, and I feel privileged to have her as my boss and to work alongside her.

Our team is diverse, dedicated, and committed to supporting our community. Over the past year, we experienced 10 staff departures and welcomed 8 new team members, bringing our current workforce to 57.



We remain committed to fostering professional growth and competency across our team. Through the Etrainu platform, staff have access to a wide range of training modules that are assigned annually, and we have employed a registered nurse to oversee the signing off of competencies and manual training. These initiatives ensure that our team is well-equipped to provide safe, high-quality support to participants while continuing to develop their skills.

Beyond professional development, we actively engage with the wider community wherever possible. Our team participates in events such as networking sessions, Atherton Lions Club, Local Trivia nights and we also host several of our own fundraisers throughout the year. These activities strengthen our connections within the community and reflect our ongoing commitment to giving back.

We continue to regularly review and update our policies to ensure compliance with current guidelines and to effectively support the needs of both our staff and participants.

We look forward to building on our achievements, fostering a supportive and inclusive workplace, and making a lasting impact in the community.

Jo McDowell

HR & Compliance Officer



Phone: 4091 7066



<http://www.fa>

CARRIE – SERVICE MANAGER

As we reflect on the past year, I am reminded again of the resilience, growth, and compassion that define Tableland Community Link. Following the celebrations of our 30th anniversary in late 2024, this year has been one of consolidation and renewal, with new faces joining our team, community events strengthening our connections, and ongoing advocacy for the needs of people with disability and their families across the Tablelands.

The Grove has continued to thrive as a centre of creativity and inclusion. Weekly activities in cooking, arts, sport, and social gatherings provide opportunities for people to connect and participate. Our fundraising and community events once again brought people together and showcased the spirit of TCL: the biannual Colour Run, Walk and Roll-a-thon at Tinaroo Foreshore, the Scarecrow Festival, and the crowd-favourite Grove's Got Talent. We closed the year with a joyful Christmas Party and New Year's Disco, celebrations that have become traditions for our participants, families, and community.

Our work on The Gap (Housing Project) has also continued. While funding remains uncertain, we remain committed to this vision and will continue advocating strongly for accessible and inclusive housing options in our region.

This year, we experienced the sadness of losing Angie Lewis, a valued Executive Committee member. Angie gave generously of her time, knowledge, and care, and her passing is a great loss to our organisation and community. We honour her contribution and hold her memory with gratitude.

Our office team has again been at the heart of our success. I want to acknowledge each of them:

- Jo, HR & Compliance Officer, whose support and proactive approach continue to strengthen our systems.
- Bec, Finance Officer & Plan Manager, who ensures our resources are managed responsibly and effectively.
- Trevor and Rhianna, our Support Coordinators, who balance advocacy for participants with support for our broader workforce.
- Elise, who has stepped into the Admin role with excellence, making an immediate and positive impact.
- Arhlana, whose has moved in Finance Support enthusiasm and positivity continue to energise the office team.
- Kezza, Rostering Officer, who manages one of the most complex roles with commitment and determination.
- Wendy, our Registered Nurse – Compliance & Training, who brings specialist knowledge and plays a vital role in upholding quality and standards across the organisation.

And of course, our support workers, who remain the backbone of TCL. Their daily commitment, empathy, and professionalism create meaningful change in the lives of participants and their families.

Finally, I extend my sincere thanks to our Executive Committee and advisors. Their leadership and guidance are integral to our strength as an organisation, and their support allows me to carry out my role with confidence and purpose.

This has been my 11th year as Service Manager, and I remain immensely proud of what we achieve together. As we look to the future, our commitment to participants, families, and our community is stronger than ever. Bring on 2026!



2025: Expanding Our Impact and Embracing New Opportunities

As we head toward 2025, **The Gap (Grove Accommodation Project)** remains at the forefront of our organisation's mission. We are committed to creating accessible housing. Our focus is on providing accommodation solutions for vulnerable individuals who, due to disability or mental health challenges, often find that community or public housing options do not meet their needs. Many seek independence but have no choice but to live with family or in aged care facilities. The right to live independently should be a basic one, but the lack of suitable accommodation continues to be a national issue.

The opportunity for independence through this project will be truly life-changing for many. The ripple effects will also benefit the broader Tablelands region, easing the strain on community and social housing by freeing up spaces and reducing waitlists. Additionally, this project will generate significant job creation, with new roles emerging in our sector, which is now one of the region's largest employers.



That's all from me for now. 😊

Carrie de Brueys

Service Manager





I am enjoying the role as Activities Coordinator at The Grove which I commenced last June. It is a busy space, and we continue to try to make it a fun and engaging place to be. We encourage client participation and ownership of The Grove. This is the sixth year of operation, and we are open to the public from 9 am to 2 pm, whilst TCL staff and participants can access the space after hours.

Lana is our artist in residence at The Grove each Monday and continues to use her amazing creativity to guide her activities. Lana also supports TCL with our community installations at events such as The Show and The Scarecrow Festival.

I have taken on the administration roles associated with The Grove which include managing the monthly calendar updates, meeting minutes, newsletters and some social media posts relating to Grove activities.

We enjoyed annual events which have become a highlight on our calendar. We loved having a visit from Dancenorth with a fun dance experience, we joined the National Simultaneous Story Time again, shared monthly workshops with Bunnings and our schedule was busy with cooking, crafts, karaoke, chair yoga, BBQs, lawn bowls, ten-pin bowling, Zumba, and another 'Participant vs Staff' Ten Pin Bowling challenge.



'The Grove's Got Talent' remained a favourite '1st Friday' monthly event and we held a paint and sip night which was brilliant along with discos, dinners and unique themes to keep things lively.

The Walking hockey season was a great success for the 'Groovers' who and the skill level continues to improve and along with Ravens we were able to keep the teams even and competitive.



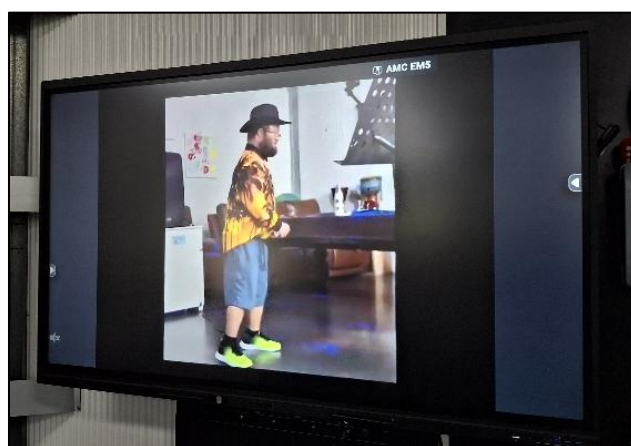
First Aid courses are now run from The Grove shed on the last Thursday of the month.

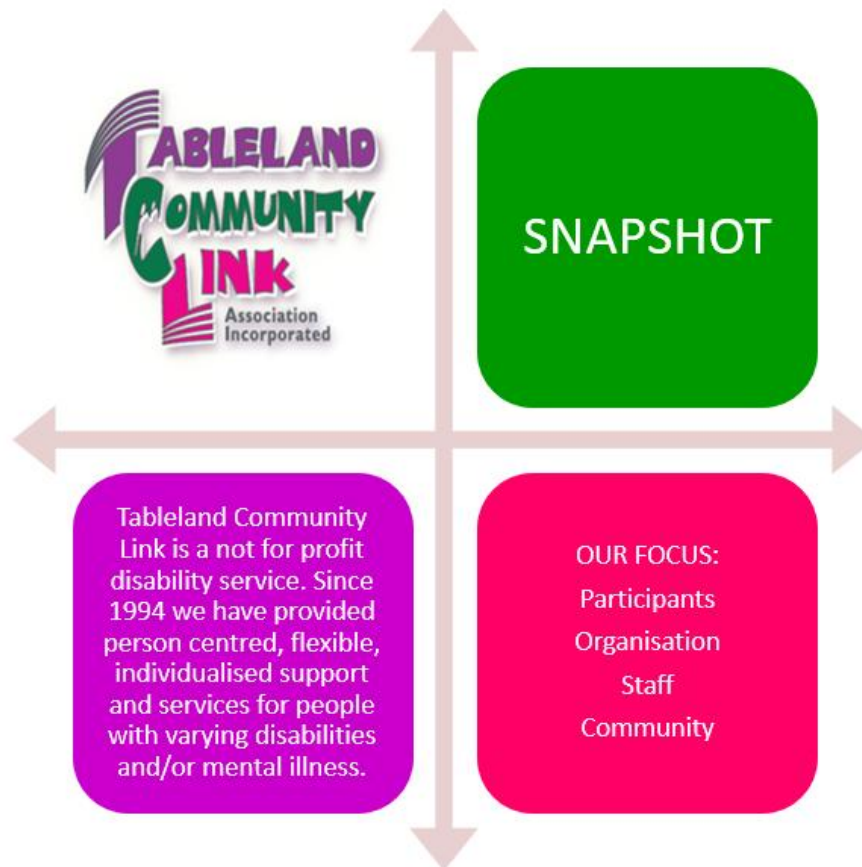
The students from the Atherton State High School HUB have been making weekly visits to the Grove as a connection to support them as they plan to leave the school environment.

We have made a few purchases this year which have been amazing assets to The Grove, they include A Commbox Screen, Trike Ebike, Replacement Pool Table, Sewing Machine, Electric Lawnmower and Blower and Bunnings donated a workbench and a cordless rotary tool.

Thanks to everyone for their support, ideas and encouragement as part of the Grove's journey. Here's to another year of fun, connection, and community spirit!

Hayley Bushell
Grove Coordinator





OUR PARTICIPANTS – to provide choice; deliver person centered, flexible, individualised support and services. Build on existing strengths and devise strategies together to assist participants 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 participants. Be inspiring and innovative. Maintain, evaluate and strive to improve processes and procedures to deliver efficient, professional services to our participants, 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.