



ANNUAL COMMUNITY IMPACT REPORT 2022-2023

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.

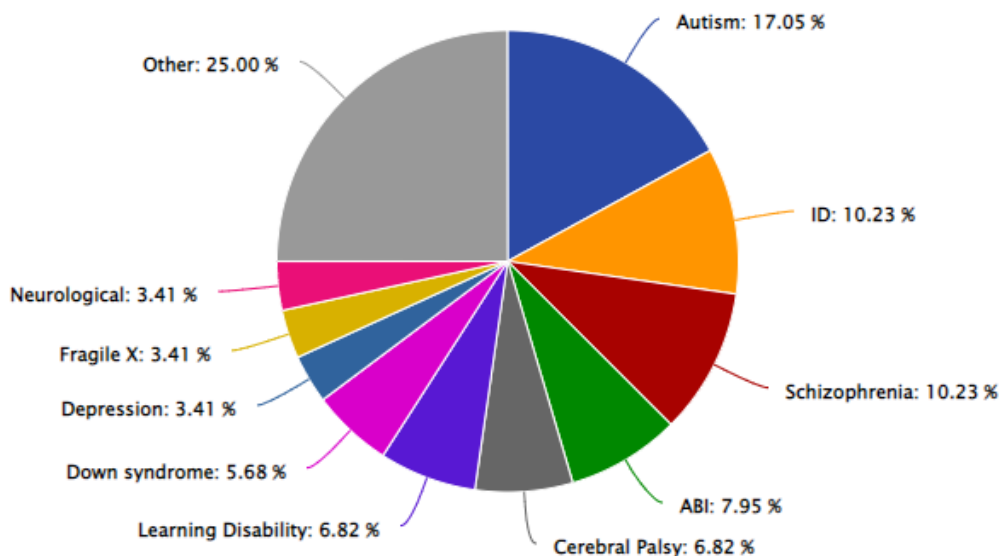
Vision – People with disabilities are welcomed, valued, accepted and have a sense of belonging within their community. People with disabilities have the same rights as other community members in regard to everyday life experiences, opportunities and responsibilities.

CLIENTS

Total Clients supported in 2022-2023: 161

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

Primary Disability Type Distribution



STAFF

2022-2023 = 68 employees

Total 1 July 2022 = 42 employees

New employees = 14

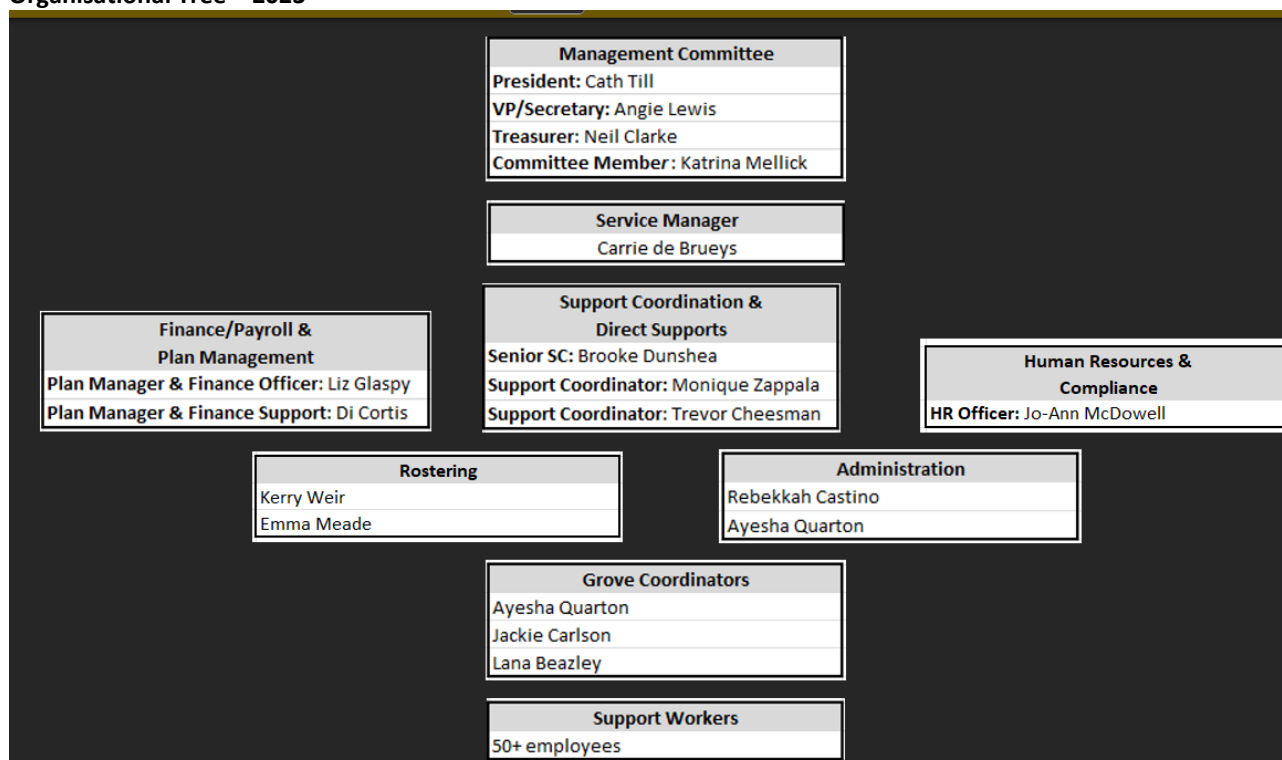
Employees exited = 12

Total 30 June 2023 = 47 employees

In the 2022-2023 financial year we delivered an amazing **70,185 hours** of support.

We transported clients **94,615km** this year.

Organisational Tree – 2023



LIZ FINANCE OFFICER & PLAN MANAGEMENT

Income for 2022-2023 was **\$7,663,588** which is an increase of 19% in comparison to the 2021-2022 year.

Income	\$	Expenses	\$
NDIS	\$ 6,887,109.00	Wages	\$ 3,054,077.00
Fee for Service	\$ 384,291.00	Insurances	\$ 71,169.00
Plan management	\$ 199,359.00	Motor Vehicles	\$ 42,946.00
Support Coordination	\$ 161,543.00	Other Expenses	\$ 3,791,579.00
Grants	\$ -		\$ 6,959,771.00
Fundraising	\$ 12,328.00		
Other income	\$ 18,958.00		
	\$ 7,663,588.00		

Every year I start this report, I always write "WOW! What a year!"

But this year, I feel the need to write "Wow! Wow! Wow!" as I am close to hitting the 3-year mark at TCL and am remarkably pleased with the growth the organisation has seen in the last 12 months. The support of the Committee (Cath, Angie, Neil and Katrina) and Service Manager – Carrie, has all significantly helped implement this progress/change/growth.

We have **invested significantly** in the growth of our staff over the last 12 months. Di Cortis has moved into finance to support me, and the new edition of Jo McDowell in HR. Our Support Coordinator team has had a change as well with the movements of Trevor Cheesman and Monique Zappala into Support Coordination. Bringing our total Support Coordination staff to 3 with Brooke Dunshea who is now working remotely from the Gold Coast. Kezza Weir is now the full-time rostering officer with additional support from Emma Meade and 2 new additions in admin - Bek Castino and Ayesha Quarton. Along with our very VALUED Support Workers staff who have grown significantly as well. We hope with all the staffing expansion that we will be able to provide more support to the local Atherton Tableland community.

We have had a lot more interest in the last 12 months with investment for the “The Gap” accommodation project. Some are still in the pipeline and yet to be approved so (fingers crossed).

We have not been as fortunate this year with smaller grants, however, we did apply for 4, to try to supply a new wheelchair accessible van and electric bikes for our clients. However, as they say, “good things come to those who wait”. Here is to 2023/2024 providing us with successful funding for these equipment items.

We now support over 160+ clients through plan management, direct support and support coordination. It’s great to think we are helping more people and making a difference in our local community. Along with all our fundraising efforts to support the growth of The Grove and client activities.

Looking forward: the introduction of the new PACE payment system in October 2023 will enable the NDIS to provide clients with more choice and control over their service providers. I look forward to another very progressive year ahead.

Thank you
Liz Glaspy

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 a 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>

Fair Work – Changes to SCHADS award overview and Q&A
 Fire & emergency evacuation training
 Governance
 Hand Hygiene
 HR Essentials HR Dynamics
 Human Rights – Anti Discrimination for Managers Training
 Introduction to Human Rights Act & The Human rights Act Community Advocates Training
 Investigations and Compliance: An overview with the NDIS Quality and Safeguards Commission
 Jobs Australia – Federal Budget Announcements
 Lauren Grace Inspirations Professional Development
 Legislation and safeguards for VAD in Queensland
 M3 – Signs and Symptoms
 Mental Health First Aid Australia
 MYOB Showcase – Partner Support- upgrades
 National Workers Compensation Scheme Update
 NDIS – Getting paid as an NDIS Provider
 NDIS - PACE info session- Plan Managers
 NDIS – PACE – Info session – Support Coordinators
 NDIS- PACE training
 NDIS Participant readiness of Pace National rollout
 NDIS Pricing arrangements & Price limits
 NDIS Provider Information – Group based supports pricing arrangements
 NDIS 'Quality, Safety and You' Worker Orientation Module
 NDIS Supporting Effective Communication Module
 NDIS Supporting safe and enjoyable meals
 NDS LGBTIQ Awareness
 NDS A Story of Mental Health
 NDS Audit controls and Exception reporting
 NDS Basic Wound Care
 NDS Bowel Care
 NDS Bullying Awareness for Senior Managers
 NDS Catheter Care
 NDS Communication Skills
 NDS Cultural Awareness
 NDS Dealing with Complaints and Difficult customers
 NDS Disability Induction
 NDS Documenting Records
 NDS Emergency and Disaster Management
 NDS Enteral Feeding Management
 NDS Epilepsy and Midazolam
 NDS First Response Evacuation Instruction
 NDS Food Safety for DSW
 NDS Human Potential
 NDS Human Rights & You Module 1
 NDS Impairment in the Disability Sector
 NDS Incident reporting
 NDS Infection Control for Disability Support Workers
 NDS Leading WH&S in the Disability Sector (Bundle)
 NDS Management of Waste
 NDS Managing Change & Communication
 NDS Managing Diabetes
 NDS Managing Stress & Building Resilience
 NDS Manual Handling for Disability Support Workers
 NDS Mealtime Management
 NDS Medication Management
 NDS MythBusters : Sexual Harassment, bullying and Discrimination



NDS Navigating Medication Management in Disability Services
 NDS Oxygen Management
 NDS Positive Behaviour support
 NDS Professional Boundaries
 NDS Resolving Conflict
 NDS Risk Management
 NDS Slips, trips & falls Awareness training for Disability Sector
 NDS Subcutaneous Injections
 NDS Supported Decision Making
 NDS Tracheostomy Care
 NDS Unconscious Bias
 NDS Understanding Abuse - Zero Tolerance
 NDS Ventilation Support
 NDS Working with People with Disability
 PACE Workshop
 Paycat – Effective HR – SCHADS award
 Paycat – HR and payroll for NDIS providers
 Professional Development- Rah Rah Consulting 2
 QCN Lunchbox sessions- HSQF Internal Audit
 QCOSS – Audit and Compliance – HDAA Audit- board and senior management
 QCOSS – Cybersecurity
 QCOSS – Human research Ethics review
 QCOSS – Policy reviews
 QCOSS- Quality Collaboration Network – The HSQF team
 QCOSS – Building a relationship with a certified body
 QCOSS – Audit & Compliance
 QLD Disability Sector Vaccinations
 Racial Sensitivity
 Responding well to people with Challenging Behaviours
 Skill Qld Grant Application Webinar
 Skilling Queenslanders for work- 2023-2024 delivery
 STP2 Intensive Workshop
 Tablelands Interagency Group
 TCL INTERNAL TRAINING PACKAGE
 TCL Professional Boundaries
 The importance of measuring employee happiness and engagement
 The Mental Health Continuum
 Touchpoints- Community Suicide prevention Workshop
 Webinar - Future trends shaping Workplace Health and Safety
 Webinar - HR trends for 2023
 Webinar- Revamp your rewards & recognition strategy to maximise retention
 Webinar- Addressing Mental Health in the Workplace
 Webinar- Attracting candidates
 Webinar- Building a Data-Driven Culture
 Webinar- Changes to employment law still to come in 2023
 Webinar- Developing managers into Leaders
 Webinar EI- Sexual Harassment and Discrimination new laws
 webinar- Flexibility in the workplace
 Webinar- Gender Discrimination and Sexual Harassment in the workplace
 webinar- How to effectively handle Workplace grievances
 Webinar- Introduction to Anti- Discrimination
 Webinar- Introduction to Human Rights Act
 Webinar- Investigations and Compliance: An overview with the NDIS Quality and Safeguards Commission
 Webinar- Managing Underperformance
 Webinar- Maximise the impact of your L&D Strategy
 Webinar- Navigating Medical Incapacity in the workplace



Webinar- The race to attract and retain top talent
Webinar- Training & Professional Development in the workplace
Webinar- Unpacking policy: responding to emergencies and high risk situations
Webinar- Workforce Capability Framework provider session
Workability NTSSS_NDIS Quality and Safety Compliance
Working as an NDIS Provider

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

COMPLAINTS, COMPLIMENTS & CRITICAL INCIDENTS



We are committed to continuously improving our service. We greatly value feedback, both complaints and compliments as they are crucial for our growth.

I encourage you to reach out to me or any of our team members to share your concerns and, of course, your compliments. Your feedback is invaluable to us. Knowing about problems or concerns allows us to address them, and we take great pleasure in passing on positive feedback to our outstanding team.

We take pride in the fact that we consistently receive positive feedback and compliments from our clients, their families, professionals, community members, and businesses. This reinforces that we are highly respected within our community.



BROOKE - SENIOR SUPPORT COORDINATOR

This year it's 11 years since finding my dream job 😊, I have loved the work I have done over the last 11 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 Sausage sizzles to raise money for The Grove, selling tickets in raffles for mother and Father's Day, BBQ's, lots of fun activities for 1st Friday night, enjoying the new basketball court on a weekly basis at Tolga and Yungaburra courts, chair yoga, Bingo and Zumba. Clients are preparing for this year Grove has talent, should be heaps of fun, like it is every year. 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 😊. Most clients entered entries into the Atherton Show art exhibitions competition. Clients have fulfilled their dreams, have gotten jobs/volunteer work, have moved into their own home independently, support hours have increased for most clients, we have 2 client who now have 24/7 support.

This year has gone so quickly, I fulfilled another dream of mine and moved to the Gold Coast in September, I am still working for TCL but from my little quiet office at home, so far, we haven't had too many hiccups if any. 🏊 Support Coordination, Plan Managed and Direct Supports have increased immensely this year we are well over the 150 clients now. Well done team TCL!!! Great Job!!!

Thank you,
Brooke Dunshea



MON – SUPPORT CORDINATOR

At the end of 2022 I returned back into support coordination. Early 2023 we saw Trevor upskill and also become a support coordinator. We now have 2 new administrators and Brooke working from a far. Despite the new challenges the organisation is thriving.

Our clients continue to work very hard on achieving their goals. This wouldn't be possible without some of our amazing support workers encouraging and pushing them to get out of their comfort zone.

This year has seen many amazing opportunities and activities made possible to our clients such as the Jamie Oliver Ministry of Food Cooking Class, Colour Walk-Roll a thon, Smokey Blue Car Rally, we have started our own band, the crowd favourites, Kindy visits, bunnings workshops, pool comps and NetAbility and a new activity in delivering the What's On catalogues all around the Tablelands. This year we had our first staff v clients in bowling and basketball (putt putt yet to come) Our clients are very competitive and talented.

We are looking forward to getting back together with Mareeba Flexi. It's been quite some time since we've been able to reestablish our friendships with them. This year saw James celebrate a very special milestone of turning 70! This was celebrated with a surprise party with friends at the Grove.

I look forward to the new adventure 2024 brings.

Monique Zappala

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TREVOR – SUPPORT COORDINATOR

I am delighted to present my first annual report in my new role as Support Coordinator at Tableland Community Link. This transition from my previous administration role has been both rewarding and fulfilling. Thanks to my workmates for their guidance and patience during this transition.

Over the past year, I have had the privilege of working more closely with our participants, their families, and our dedicated team to provide comprehensive support services. Our focus has been on enhancing the quality of life for individuals with disabilities in our community. Through careful planning, advocacy, and coordination, we have achieved significant milestones in improving access to vital services, fostering social inclusion, and empowering participants to reach their goals.

The collaboration and dedication of our office team have been instrumental in our success, and I look forward to 2024 to provide a positive impact on the lives of those we serve. Thank you to our participants, families, and stakeholders for your trust and support as we continue to create a more inclusive and supportive community for all.

Trevor Cheesman



JO – HR & COMPLIANCE OFFICER

WOW it's been 15 months since I joined the amazing team at TCL, I have loved every bit of it and cannot thank the team enough for making me feel welcome. 😊 It really is a breath of fresh air to work for an organization that embraces you and supports you in every way. The best part of my job is getting to see the clients with huge smiles on their faces every day and seeing them reach their goals, just as the job satisfaction and joy the employees get when they help their clients reach their goals.

Since I've started, we have grown to 56 Employees, we have had 13 Employees leave and have employed 21 new employees. The team works together well and the attitude and culture within is one of the best I've ever worked in. We have expanded our office space, adding extra offices, which has grown into a team of 10 with one of our coordinators working remotely.

As part of my role, I attend a lot of meetings, including committee meetings, where I have to say it's nice to see a committee who genuinely care about the clients and staff at TCL. The committee and Carrie go above and beyond to make sure that everyone feels supported.

Our support workers are without doubt our greatest asset, we invest in a training platform called ETRAINU to make sure they are confident and prepared to do their role. We also run a Cert III course here for our staff and invest in other training, such as Mental health and Complex care.

TCL is very community minded, and we love getting out in the community attending fundraisers and networking, as well as doing our own fundraising events, which attract a lot of excitement within the clients, staff, and community. Some of the events we attended in the last twelve months were MoyaMoya Smokey Blue Rally, Mental Health Community Expo, CDN provider expo, Stress less day for Mental Health, International Women's Day, TRC Careers Forum, Fundraiser for The Strong Mum.

I look forward to seeing what the next 12 months brings and what amazing things we can accomplish. That's all from me for now.

Jo McDowell 😊



CARRIE – SERVICE MANAGER

This year marked my 9th year as the Service Manager of Tableland Community Link, and I couldn't be prouder of the team of dedicated individuals I have the privilege to lead. Our team continues to grow, reaching 58 staff members at one point this year.

Behind the scenes, our office team, the unsung heroes, constantly amaze me with their unwavering dedication, commitment, and the high-quality work they contribute to the organisation and the community. Liz Glaspy, our Finance Officer and Plan Manager has had a huge year. Liz is such a vital part of the team and has worked tirelessly on submissions to try to secure funding for our projects. Di Cortis has moved into the plan management and finance support space. Di is so versatile and has held almost every position in our organisation. Jo McDowell as our HR & Compliance Officer. Jo has been godsend, supporting me in my role with all things HR and compliance. Other changes with a new Admin Officer Bek Castino, Kezza in Rostering has a mammoth job. Anyone who has done rostering in our

industry can attest how difficult her job is! Thanks to Emma who helping once a week. Brooke our Senior Support Coordinator has relocated, and we are so thankful she remains part of our team, now working remotely for the organisation. Mon has returned to Support Coordination and Trevor has transitioned to Support Coordination. We welcomed newbies Bek and Ayesha in admin. Each of you consistently performs your duties to an exceptional standard, and I genuinely can't do my job without you. Thank you!

Our support workers remain our most significant asset. Out there each day in, day out supporting clients in their homes and in the community, making an incredible difference in the lives of the people we support, their families, and their community. Such an amazing team of individuals! We are so grateful.

We do expect a lot from everyone on our team and these high expectations reflect the quality of support we provide, which we take great pride in.

In the coming year, our focus remains offering quality support to our clients and families in a professional and productive manner and giving back to the community via our various programs and connections. This will be accomplished by continuing to support and nurture the exceptional team we've assembled. We will continue to invest in our team through training and opportunities.

Bring on 2024!! 😊



NEWS

The Grove continues to be a vibrant hub of activity, open five days a week from 9 am to 2 pm. This year our 5th year of operation. Lana, our artistic guru, kicks off the week with her flair for creativity every Monday. Together with Ayesha, who now manages The Grove calendar and keeps our website updated with all the exciting events happening throughout the month, we're set to bring you even more great projects and experiences.



We want to emphasize that everyone is always welcome at The Grove.

Looking back on the highlights from the past year, we were thrilled to participate in the Annual NSST (National Simultaneous Story Time), enjoy performances by Dance North, and engage in various activities with our friends at Atherton C & K Kindy. Our calendar was filled with cooking sessions, craft projects, karaoke, chair yoga, BBQs, lawn bowls, ten-pin bowling, Zumba and much more.

'The Grove's Got Talent' was a huge success once again, as were our monthly '1st Friday' events, which ranged from movie nights to discos and everything in between. Additionally, we had the opportunity to go on some fantastic excursions - to watch the local footy, a Sunset Sunflower Farm Tour, Visit to the Rainforest Station, the Atherton Show

and the Alpaca farm to name a few.

Our walking hockey teams, the 'Groovers,' competed once again in the Atherton Tableland Hockey Association competition, welcoming a few new players this year. We also participated with another session of NetAbility with the Tableland Netball Association, emphasizing the importance of local clubs promoting inclusion.

We are excited to build upon these accomplishments, create more opportunities for our clients and the community, and continue fostering a spirit of inclusion and interaction. We look forward to welcoming you at The Grove and sharing another year filled with exciting activities and experiences.

This year also saw the start of a 'Client vs Staff' competition with the first challenge being a Ten Pin tournament and recently Basketball. A great opportunity to all get together we hope to continue next year.

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

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.

A heartfelt thank you goes out to our dedicated Executive Committee members who generously volunteer their time, knowledge, and expertise to provide invaluable guidance to our organisation. Their unwavering support has been invaluable in my role as Service Manager. We also extend our appreciation to our committee advisors, whose insights and counsel are immensely valuable.

Our commitment to strengthening and adapting to meet the ever-changing needs of our clients, their families, and the broader community remains resolute. As Tableland Community Link celebrates over 29 years of service to our community, we eagerly anticipate another year filled with incredible opportunities, experiences, and challenges for our organisation, our dedicated staff, our cherished clients, and our beloved community.

I take immense pride in being a part of this journey and this amazing organisation! 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.

