

Imagining Better

News Summer 2022



A R A L U E N

TAMARA CATTACH



As 2022 ends, it's satisfying to see how much has been achieved across all areas of the organisation this year. We have set a solid foundation for progress in 2023.

After 18 months of consultation, exploration, research and evaluation, **Araluen's service review is close to complete!**

Whilst this comprehensive exercise did not provide any magic solutions to the challenges presented by the underfunding of day services, it has taught us much about what Araluen needs to look like to be a thriving, relevant and modern service.

With the knowledge gained from our service review, along with the vision and direction set in our **new Strategic Plan 2023 - 2025**, Araluen can focus on the work we need to do to meet the needs of people who rely on us with a high level of innovation, imagination and service.

To this end, I am happy to announce that the leadership and discipline demonstrated by our Quality team were rewarded with overwhelmingly impressive

feedback from quality auditors following our recent NDIS mid-term quality audit (see page 5).

As COVID-normal became our new normal, it's been a highlight of 2022 to reconnect with more participants, families and carers. In 2023, I look forward to further collaboration - your support and input make a difference. And of course, Araluen is lucky to have a workforce that is so hardworking and passionate about fulfilling our mission. Thank you!

As many of us start to wind down for some much needed rest and relaxation, I wish you all the best for a holiday season that is full of joy, goodwill, peace and kindness towards those who need it.

Thank you for 2022 and seasons greetings.

Tamara Cattach
Chief Executive



MORE INFO



DOWNLOAD ANNUAL REPORT



DOWNLOAD OUR STRATEGIC PLAN 2023 - 2025



WATCH THE DECEMBER PARTICIPANTS & FAMILIES MEETING VIDEO...



... AND READ THE Q&A

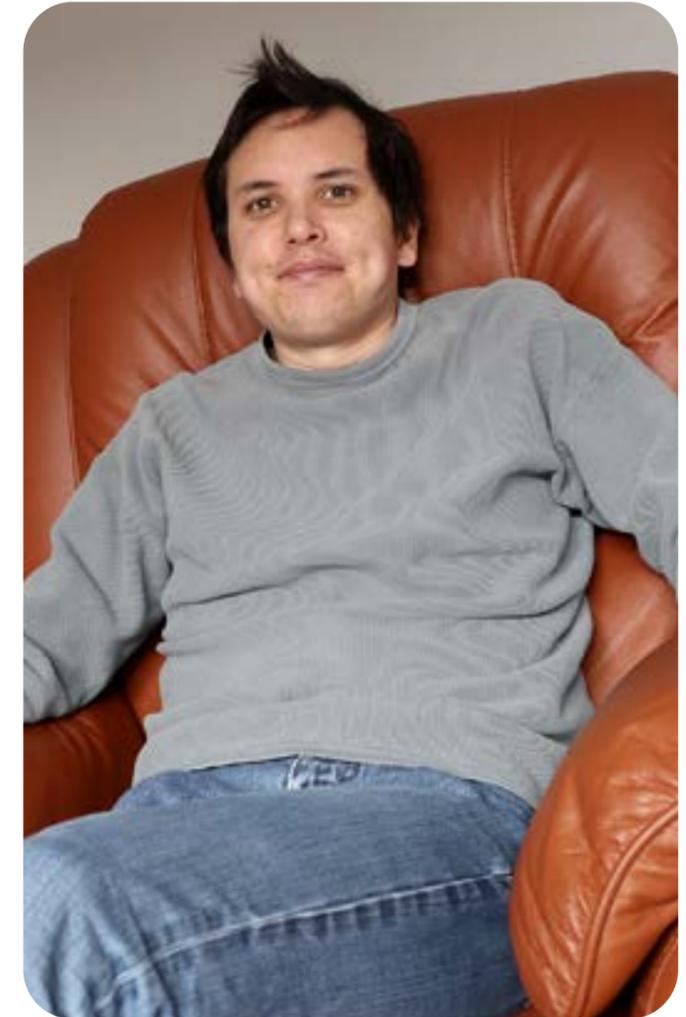
ONWARDS & UPWARDS: MICHAEL'S NEXT CHAPTER

Finding the right place to call home is a big step for many young people, and few of us stay in the same place forever as our lives grow and priorities change. By working with Araluen's Options for Community Living Team, Michael has taken a longer-term, progressive approach to achieving his ultimate lifestyle of choice by developing a housing plan that can evolve with him.

For the second time, Options for Community Living assisted Michael to find a home that's better suited to his changed needs and to plan and provide the support he requires to be happy, safe and comfortable. Michael moved into a modern, self-contained two bedroom unit in a block of three in October and rates his new place as a definite upgrade because he gets 'to do more things in the community'.

Michael has a new flatmate of a similar age and a support worker assists both men for a few hours each day by overseeing some tasks like dinner preparation and shopping, however both are very independent and do not require much in-home help. A support worker is also present on the site each night to assist residents from all three units if needed.

Previously, Michael lived in a self-contained flat adjoining a group residence. This transitional arrangement provided Michael with privacy while he improved his living skills so he could one day move to a more independent setting that's better connected to the community. With this mission accomplished, Michael has a settled routine and is enjoying his new neighbourhood while adapting to sharing space. We look forward to seeing what's next for Michael.



THERAPY SERVICES ARE COMING TO ARALUEN

Araluen will offer NDIS funded therapy services, starting during 2023. Our services review highlighted the high demand for these services from NDIS participants.

- The first therapies Araluen will offer will be Positive Behaviour Support (PBS) and Art Therapy. We will advertise to recruit our first practitioners in January 2023.
- The NDIA will determine when and how many people Araluen can provide PBS and Art Therapy services for initially - it will be a limited number until we achieve full accreditation, hopefully in the latter half of 2023.
- Choosing the right therapy provider for you should be a carefully informed decision made in consultation with your Support Coordinator, who can also explain the funding requirements

If you would like to receive more information next year, you can register your details [CLICK HERE](#)



ARALUEN DAY SERVICES SUMMER CLOSURE



last day Day Supports for 2022: **Friday 23 December 2022**

opt in, prebooked early return: **Monday 9 January 2023**

Day Supports reopen: **Friday 27 January 2023**



DOWNLOAD DAY SERVICES CALENDAR 2023

Front cover photo credit: Tim McCall at Araluen's "Art & Agency" exhibition, Eltham Library Community Gallery, November 2022. Photograph courtesy of Jamie Robertson & Nillumbik Shire Council.

AN EXCITING NEW ROLE FOR KATE - AND SHE'S 'FELINE' FINE

by **Trish Ali** - Practice Leader, Options for Community Living

When Kate mentioned she wanted "a job doing something with animals", her residential support team thought that a volunteer role at the local cat protection centre could be just purr-fect for Kate!

After attending an information seminar, Kate was sure that volunteering each month to feed, pat and brush abandoned cats was that right opportunity for her too. This decision set Kate on an extensive process to develop the skills and confidence needed to secure a position that is in high demand. Staff advised and supported Kate the whole way, from completing and submitting her application, learning interview skills, focussing on personal presentation and understanding workplace requirements and etiquette.

Kate is happy to be working as a volunteer and proud of the praise she receives. Having a meaningful role is something Kate has wanted for a long time and the experience is having a significant positive impact on her wellbeing - Kate has found a place to express her gentle side in an environment she finds calming and accepting. We're proud to see Kate flourishing by achieving this long-held goal.



ARALUEN CHRISTMAS CARDS ARE BACK!

Spread festive merriment with the artwork of Joyce Davies, Walter De Lorenzi and Charlie Sinn (pictured) whose artwork was selected for our new range of high quality greeting cards. The project provided artists with a new way to share their work and the challenge of designing for a purpose. The cards are being sold at a price that allows the artists to receive a fee for use of their imagery and cover print costs, so you can dazzle your loved ones with some beautiful art while supporting a good cause.

- Ph: 1300 020 625/ e: admin@araluen.org / Lower Plenty reception
- 6 different designs, some with Christmas messaging, some blank
- \$2 each/ any 3 for \$5 / all 6 for \$10

 www.araluen.org/araluen-christmas-cards-2022



SAVE THE DATE:

THE LOWER PLENTY DANCE GROUP WILL BE BACK IN 2023 ON:

Tuesday 7th February at 7pm - 8.30pm

Carers welcome. Info and bookings here:

 www.lowerplentydance.com.au

For many people, like Luke, (right), Tuesday nights became fun again post-COVID, when the Lower Plenty Dance Group resumed their weekly DJ-led event for adults with disability from across the local area.

The independent not-for-profit organisation has been providing fun and friendship in a safe and inclusive environment for over 30 years.



RECOGNISING DEDICATION AND PASSION: STAFF LENGTH OF SERVICE AWARDS 2022

Congratulations to staff reaching milestone long-service anniversaries in 2022. Together, this year's awardees have clocked 145 years of service for Araluen. The knowledge and leadership of our experienced staff benefits participants and colleagues. We thank you for your work dedication.

| | |
|-----------------|--|
| 25 years | Tamara Cattach - Chief Executive (pictured, 2) Leigh Morante - Support Services Manager (pictured, 3) |
| 20 years | Helen Ryan - General Manager, Community Participation (1) Rodney Steven - Support Worker |
| 15 years | Patrizia (Trish) Ali - Practice Leader Carly Black - Data Integrity Coordinator Ross Coverdale - General Manager, Growth & Strategy |
| 10 years | Linda Drysdale - Practice Leader (pictured, 4) |



GIVING BACK AT FOODBANK

by **Mark Hibbins & Michael Soccio** Support Workers, Primed

Araluen Primed participants have volunteered for Foodbank and the Livingstone Community Centre for about seven years. Foodbank sees donated food items distributed to Banyule residents facing financial hardship. Volunteer tasks include unloading food, packing orders and assisting with delivery.

This weekly program has been a massive hit at Araluen Primed and many participants have been keen to join and help the community. Participation is also a steppingstone for people looking to gain work experience and a glimpse into what a day-to-day job looks like. Most participants gain a positive sense of accomplishment and they look forward to contributing week in week out.

ARALUEN'S MID-TERM QUALITY AUDIT REPORT CARD

As a registered NDIS provider, Araluen is required to undergo regular audits to evaluate the effectiveness of the support we provide and ensure we meet the NDIS Practice standards.

Over three days in October, quality auditors interviewed 3 support staff and 12 participants who they selected randomly, with family members or carers as well as managers and directors. The auditors also completed a virtual walkthrough of Lower Plenty Day Service, Fraser House and Primed. The auditors report is all positive and shows that Araluen's investment in our Quality Framework is paying off!

Here's what the auditors had to say about our services and how we deliver them:

- ✓ There is clear integrity in Araluen's systems, providing a quality service
- ✓ Participant feedback was universally positive regarding the supports they received
- ✓ There were clear examples of where supports have expanded the lives of participants
- ✓ Araluen is well placed for future expansion and to meet market demands
- ✓ Needs and risk assessments are specific to the needs of individuals, not standard or generic responses; and
- ✓ The Quality system and program is a model of Best Practice, not merely just conforming to the required standard



Our thanks to everyone who took part in the audit. These results are a credit to our Quality Team who are responsible for the review, maintenance and improvement of service standards and to our staff across the organisation who apply these everyday.



"Take care everyone, and have a great Christmas"

- Karen



1300 020 065



www.araluen.org



admin@araluen.org



vimeo



Araluen acknowledges the traditional owners of the land upon which we work and pay respect to Elders, past and present.



A R A L U E N

Imagining and achieving better lives