

ARC
DISABILITY SERVICES INC

ANNUAL REPORT 2021-2022

COLLABORATION | COMMITMENT | CREATIVITY | DIVERSITY | EMPOWERMENT | FLEXIBILITY | RESPECT | FUN

WELCOME TO ARC Disability Services Inc.

45 Years Dedicated to *'More Than Just Support'*

Take a look back through 2021-2022 with us and celebrate how we've continued to grow over the past 12 months.

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ARC & Our Values

At ARC we focus on our service users' individual needs and aspirations and how we can help achieve them!

Established in 1976, ARC pride ourselves on being person focused, friendly, flexible and fun!

ARC Disability Services Inc. is a community based organisation with a long history in the Cairns and the Far North, supporting children and adults who have a disability to reach their individual goals and aspirations with support from their families and networks.

Our Mission

As a leading service provider, our MISSION is to influence change. We work collaboratively with our service users, their support networks and the community to facilitate a range of options and opportunities which promote active participation for all.

Our Vision

Our VISION is that people who have a disability are empowered to reach their full potential, dreams and aspirations, enabling them to enjoy a fulfilling life of their choosing as valued members of the community.

Key Funding Bodies

- National Disability Insurance Scheme (NDIS)
- Specialist Disability Support in Schools Program

Today, ARC Disability Services Inc. operates:

- ARC Supported Independent Living (Lifestyle Support)
- ARC Holiday House
- ARC Programs
- ARC Coordination of Supports
- ARC In-home support
- ARC Community participation support
- ARC Plan Management service
- ARC Inclusive Education and Resource Centre

Collaboration

Working together to achieve the best outcomes for ARC, our service users, their support networks our staff and volunteers.

Commitment

The spirit of determination and dedication which carries us through the highs and lows.

Creativity

Encouraging and supporting innovation and originality.

Diversity

Embracing the richness of a truly inclusive community, by recognising the value of each person, their individuality, goals and aspirations

Empowerment

Enabling individuals to take action and control by making decisions on their own, with no more or less support than that which is required.

Flexibility

Being responsive and accommodating in all that we do.

Respect

Acting with integrity and respect to all as equals.

Fun

We believe humour is essential to success. We applaud laughter and enjoyment and don't take ourselves too seriously. We celebrate achievement. We dance.

Chairperson Report

I am pleased to share with you the achievements of ARC Disability Services Inc over the past year which has continued to be challenging in so many ways.



Liz Brown
Chair

Meetings Attended:

Board: 9

Finance Committee Attended: 4

Strategic Planning: 1

All our lives have continued to be disrupted thanks to the COVID-19 pandemic. The commitment and resilience of the ARC team to be flexible and responsive to meet the service needs of people living with a disability in the Cairns region has been outstanding. The Board would like to thank and acknowledge the entire ARC team for their hard work and dedication over the year.

The Board would also like to thank our Chief Executive Officer Ben Keast for his outstanding leadership of the organisation and his commitment to ARC for over 20 years. Working alongside Ben, the Management Team collectively has over 95 years working with ARC, with Chief Services Officer Natasha Rivett also celebrating 20 years' service. The Board would like to thank and acknowledge their exceptional commitment and expertise.

As ARC celebrated its 45th birthday in 2021, the Board looked to develop a plan for the future that recognises and honours these achievements whilst continuing to develop as an innovative people focussed organisation. We have looked to build upon the great respect that ARC holds across the

community. Considerable time and energy has been invested into developing a future direction and strategy for ARC, which will see the organisation continue to strengthen its ability to work alongside people many years into the future.

ARC will *Innovate*, *Influence* and *Improve*. ARC will achieve this by *Investing* in our future; *Engaging* in our community; and *Inspiring* a quality workforce, to enable our vision that people with a disability are empowered to reach their full potential, goals and aspirations.

We are excited to see ARC51 at Edmonton become a reality. It is planned for completion in December and to open in the New Year. This is a wonderful opportunity to increase the depth and breadth of services that are offered, particularly to those in the South Cairns community.

ARC continues to be a leader within the Disability sector not just in Cairns, or even Queensland, but also nationally. The opportunity to contribute, influence and shape the future of services for people living with a disability is a key component of ARC's work. Ensuring that we hear and act upon the voices of participants is critical and we are delighted this year has seen the establishment of the ARC Participant Voice Representative Committee, providing an avenue for the Board to hear directly from participants, carers & supporters who access ARC's services. Thank you to those who have nominated to participate in this important work.

I would like to thank my colleagues on the Board for the expertise, commitment and energy to continually improve, that they bring to ARC. I would particularly like to acknowledge and thank Lorraine Carroll for the 4 years she served as Chair of the Board. Lorraine's drive and dedication to strong governance, quality services and a values based organisational culture have been outstanding and we are delighted that she has remained as a Board member. I look forward to what we can achieve in the year ahead.

Meet the Board

ARC is governed by a Board of Management which oversees the strategic operations of the organisation. The Board of Management is elected from the members of the organisation at the Annual General Meeting with Board Members being elected for a two year term.



Beth Rolton
Deputy Chair

Meetings Attended:
Board: 8
Strategic Planning: 1



Graham Caldwell
Treasurer

Meetings Attended:
Board: 7
Finance Committee Attended: 4
Strategic Planning: 1



Lorraine Carroll
Secretary

Meetings Attended:
Board: 10
Finance Committee Attended: 4
Strategic Planning: 1



Antoinette Cole
Member

Meetings Attended:
Board: 10
Strategic Planning: 1



Peter Aitken
Member

Meetings Attended:
Board: 8
Strategic Planning: 1



Michael Koczyrkewycz
Member

Meetings Attended:
Board: 7
Strategic Planning: 1

CEO Report

I am very excited to be sharing with everyone the annual report for 2021/2022.



Benjamin Keast
CEO

What a roller coaster of a year; whilst it's been our top priority to provide quality supports and services, somewhere in there we also managed a pandemic, vaccinations, construction of ARC 51, celebrations and celebratory awards.

In July of 2021, ARC celebrated 45 years of services to the Cairns and Far North Community. To acknowledge this momentous occasion, ARC undertook '45 days of celebrations' with pizza parties, family fun days, sideways chalk art, cocktail parties, cleaning up the beach, carers morning teas and luaus. Concluding with the 'turning of the sod' at ARC's Edmonton site, the organisation was able to celebrate the mammoth achievements of 45 years. It would be remiss of me to not acknowledge all of Caitlin Holmes' efforts leading the 45 days celebrations.

The COVID-19 pandemic has continued to rock our worlds with far reaching impacts. ARC played host to a vaccination hub in partnership with Healthcare Australia. This was to create as many opportunities for ARC's Participants, team members and stakeholders to have an option to obtain their COVID vaccination. In November of 2021, the Queensland Government followed suit of other states and, under a Public Health Direction,

mandated the vaccination for all staff within the sector. Sadly, ARC said goodbye to a number of our valued team who made the decision to not obtain a vaccination.

ARC's Board identified the world has shifted since the last time the organisation's constitution was reviewed, so over the course of 2021 undertook a project to ensure the constitution would be fit for purpose and supported the operations of ARC well into the future. This updated constitution was ratified at a special general meeting after the annual general meeting in November.

The organisation's goal of having a presence in the Southern Corridor of Cairns took leaps forward over the past 12 months. ARC was fortunate to secure support from the Queensland Government of one million dollars to assist in progressing ARC51 development through the Community Infrastructure Investment Partnership. This 3.5 million dollar development is set for completion in the later part of 2022 and will offer a place-based opportunity of service in this region of Cairns.

ARC remains committed to the professional development of our team and were even more excited we were able to move back to face to face training. An internal Staff Development Day was hosted in November of 2021, and ARC was honoured to host the inaugural Cairns Disability Support Worker Conference in May of 2022. This event was attended by staff members both internal and external to ARC. Training on advocacy, restrictive practices and positive behaviour support plans, lived experiences as well as self-care were presented to the sector over the two days.

2021/2022 was the last year in ARC's Strategic Plan (2019-2022). Our pillars of Ability, Reputation and Culture were the driving force of the organisation's strategy during the transitional years of the NDIS. I am happy to report ARC was able to achieve all the initiatives set out within this plan over the three years. These were:

Ability – ARC will increase active participation of people with a disability by using existing resources to provide a greater range of quality service options.

In achieving this ARC was able to evidence an increase in the range of services offered over this time, an increase in staff members including permanent staff members, the introduction of a designated 'Quality Officer' position and the review of ARC's Constitution.

Reputation – ARC will influence positive change for people with a disability by investing in professional development and sector initiatives.

ARC achieved this with sector leadership of the regional networks (Coordination of Supports Community of Practice, Cairns Disability Network and the Far North Queensland Disability Provider Network), introduction of the Disability Support Worker Conference, increase of referrals to the organisation and the investment of the Bridging and Linking program for those who are not on the NDIS and require support to either access, or access mainstream services.

Culture – ARC will work collaboratively with all stakeholders to ensure the culture of the organisation continues to align with the mission and values.

Culture remains a core focus for the organisation as we maintain our commitment to the quality of services ARC provides. ARC achieved this pillar by the development and delivery of engagement strategies focusing on both internal and external stakeholders. We continue to focus on training and development for our team members, and best of all, we always look for the moments of 'fun' be it our annual Happy Day video, our Annual Christmas Party, or any other excuse we may have to celebrate life's achievements.

The Board came together with the leadership team of ARC and have set the strategic plan for 2022 – 2025. This new plan is exciting as it will work to look at ARC's Innovation, Influence and Improvements. I am looking forward to sharing with you the first 12 months of this plan and what we have achieved next year. A core focus for 2022/2023 will be on the foundations of the organisation and how we embed our practices to ensure we don't compromise on quality or culture.

The year has been one like no other! Extreme highs with many moments of celebration mixed in with incredible challenges which have been un-seen previously.

I would like to acknowledge and thank everyone who have been involved with ARC over the past 12 months, as well as the past 45 years.

The 45 years of celebration is a celebration of all who have been involved with the organisation, whether it's been as a participant, family member, volunteer, board member, staff member, or supporter. Without everyone contributing to the organisation, ARC would not be the ARC we see today!

I am excited for what the next year will hold and look forward to sharing with you our future successes next year! Until then...

Benjamin

STRATEGIC PLAN 2022 - 2025

ARC will Innovate, Influence and Improve by investing in our future, engaging in our community and inspiring a quality workforce.

Our vision is one where those with a disability are empowered to reach their full potential, goals and aspirations.

INNOVATE

- 1.1 ARC will create new service options for people with disabilities and their families
- 1.2 ARC will invest in broadening the organisational footprint
- 1.3 ARC will transform our engagement and introduce research strategies to develop new and improve existing opportunities



INFLUENCE

- 2.1 ARC will advocate at all levels to ensure the voices of people with disabilities are heard
- 2.2 ARC will lead, engage and participate in opportunities, to contribute to a community of constant improvement
- 2.3 ARC will invest in positively influencing the sector and the people we support



IMPROVE

- 3.1 ARC will facilitate a culture that ensures strong and effective governance and continual quality improvement
- 3.2 ARC will invest in efficient and quality systems to support future innovation and responsiveness
- 3.3 ARC will inspire an organisation of continuous learning, creating opportunities for everyone to evolve and be the best they can





EXECUTIVE SUMMARY ON Financial Highlights

Seranie Eecen
Chief Finance Officer

Operations 2022

Total revenue for the year was \$24.5 million.
 NDIS revenue increased by 10.4 % to 23.2 million.
 Federal Grants increased by 28.5%.
 Other revenues increased 22.8% with the addition of the CIIP grant to assist with the construction cost of ARC 51.
 Total expenses for the year were \$22.1 million.
 Operational costs increased to 16.5% of total expenditure.
 Cost drivers with significant increases during the past 12 months were employee remuneration, rent, training, communication, cleaning and compliance in response to the impact of COVID.
 This has been recognised by the NDIA, and they have provided one off financial assistance.
 Capital investment into the construction ARC 51 for the year was 1.1 million.

Financial Position

Net assets increased 22% to \$12.9 million.
 Cash reserves remain sound at 12.4 million.
 Non-current assets increased to 3 million with the work in progress at ARC 51.
 Total liabilities at the end of the financial year increased to 3.9 million.
 Employee benefits and provisions account for the majority of liabilities.
 The current ratio remains above the standard benchmark at 3.37:1

Forecast 2023

Construction of multipurpose centre in Edmonton to be completed by November 2022.
 The NDIA is building a new ICT business system that will replace the current business system, portal and payment system.
 The NDIA will initially test the new system in Tasmania in late 2022.

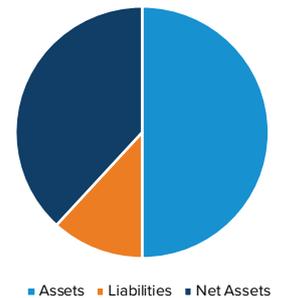
Financial and Risk Governance

The Board continues to be vigilant and monitors the financial performance every month.
 ARC operated within budgetary benchmarks and met all Key Performance Indicators.

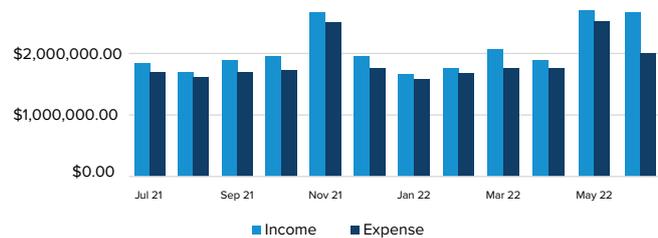
Operating Profit



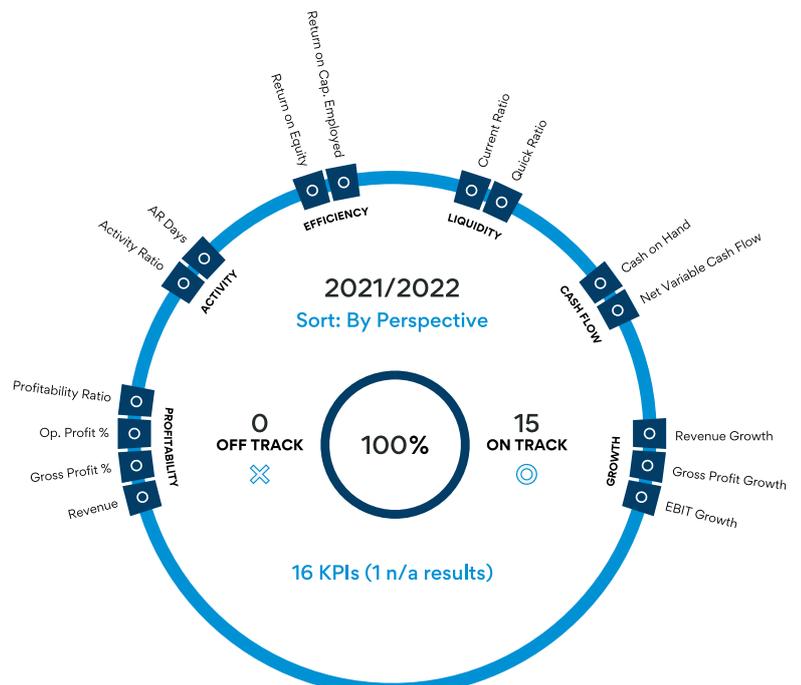
Equity as of June 2022



Income and Expense FY2022



KPI Results 2021/2022



Chief Services Officer Report



Natasha Rivett
Chief Service Officer

With the implementation of the National Disability Insurance scheme not for profit service providers like ARC have been challenged. Are we a business or are we for purpose? The answer is a tough pill to swallow as life in the disability sector changes. Like many organisations ARC strives to maintain its mission and strong values whilst implementing the required and very important aspects of business management and compliance.

ARC has journeyed through these changes over the last few years and this year was no different. ARC, its team members, participants and all our stakeholders have experienced and risen to the changes whilst maintaining our focus on quality, flexible, person centered supports.

Throughout the 2021/2022 year ARC's Direct Support Service supported over 212 individuals and The ARC Supported Independent living services supported 43 individuals. More than 250 individuals, were supported by The ARC Coordination of Supports team to unpack and implement their NDIA plans.

It was an unusual year for ARC's STA services, the Holiday house closed for the first time in over 20 years outside of the Christmas/New Year week. During February with a peak of COVID within the region, we made the difficult decision to close for a short period of time to ensure the safety of

our guests and staff members. During this closure period we were able to have the main bathroom renovated. During the year we upgraded our white goods and BBQ and activity resources. Throughout the year the Holiday house provided over 1128 stays to approx. 95 individuals and although we had some significant changes in our coordination and support team with some long term staff members choosing new adventures to embark on, we were able to continue to provide emergency supports and additional opportunities of approx. 171 stays for short term accommodation and respite through our duplexes and the ARC Flat.

We celebrated the success of The ARC Bridging and Linking program in its last year supporting more than 76 individuals to explore access and support pathways. With the finalising of our Bridging and Linking program, we look forward to new opportunities in 2022/2023 to support our community and make a difference.

I would like to acknowledge and thank ARC's participants and their families for your ongoing support, trust and faith in our services and staff; without you there is no ARC. I would like to thank and acknowledge our support staff and coordination teams, my fellow management team and the Board of Management.

As always though, I think the best people to share their experiences with you are the individuals themselves, so please read on and I hope you enjoy as much as I have in sharing these wonderful achievements and reflections.

Until next time,
Natasha Rivett
Chief Service Officer



HR Report

Sarah Dart
Corporate and Human Resources Manager

The year of 2021/2022 has been another rollercoaster, including a three day shutdown of non-essential services due to Covid numbers in Cairns and the state in August, along with the now “normal” protocols and processes. We also saw the introduction and continued upholding of the Queensland Health Directive and the requirement for our workforce to be fully vaccinated against Covid-19. This certainly attracted some additional challenges not only for ARC, but the wider community of Community Services to navigate and ensure compliance.

We once again would like to thank staff whom have continued testing and staying home when unwell, as well as those who’ve assisted in additional shifts or adjustment to ensure we not only kept everyone safe, but enabled us to continue to provide services to our participants and reduce any impacts to their needs and goals. A great display of ARC’s values and team work – thank you!

The highlight for our team was being able to hold a hugely successful Staff Development Day in June. As usual this was a repeated agenda across two days to provide a platform for learning, upskilling and sharing experiences. The unusual part of this was we opened our doors and invited other providers and workers to join us in launching the inaugural Cairns Disability Support Worker Conference. The event’s survey results indicated that not only was the food, venue and speakers on point, but that the opportunity to network and share with your fellow colleagues outside of ARC was valuable and welcomed.

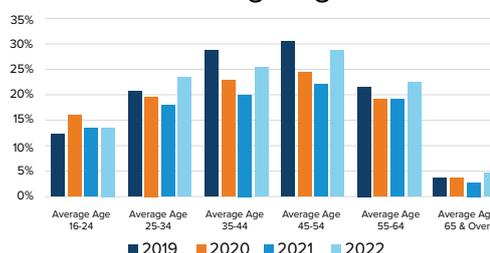
Employee experiences has been part of the team’s improvement goals this year with particular focus on working to attract and retain staff in many positive aspects. We’ll continue to invest in this area and work on areas such as on boarding processes, career development plans, learning and development opportunities, employee benefit schemes, and having a dedicated group of employee voices

amongst other things. We’ve also been monitoring the latest trends in Human Resources to see if there are any great opportunities out there that may have success here at ARC, watch this space.

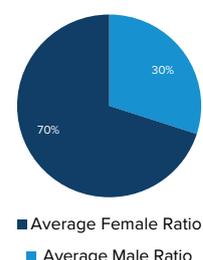
As we conclude 2021/2022 year we’ve also reflected on the highlights from ARC’s outgoing Strategic Plan of “Ability, Reputation and Culture”, and how the HR Team has contributed to this by; defined position descriptions, welcome packs, online refresher modules, annual performance review feedback loop, Yoplait moments, staff welfare checks, process and administration streamlining, staff trivia nights and other social engagement opportunities, the re-ignition of the Employee Representative Group, valuable staff surveys and feedback moments, celebrating staff milestones and a recognition system implemented, and many other ways in supporting the staff do what they do best – supporting our participants.

- **Delivered over 3,200hrs of Learning and Development opportunities to Support Workers in spite of Covid-19 fluctuating restrictions**
- **As at 30th June, 303 Disability Support Workers and 46 Corporate Workers**
- **Current employees as at 30th June average length of service is 3.8 years**
- **During 2021/2022 we had 18 staff reach their 5years of service milestone, 8x 10yrs, 2x 15yrs, 2x 20yrs, and yes our 3rd person to achieve the amazing 30yr milestone**

Average Age



2022



MILESTONE EMPLOYMENT

Acknowledgment of Service

Phil Wright	5 years
Brittany Balsamo	5 years
Rebecca Fuller	5 years
Ana Harris	5 years
Karen Arnold	5 years
Laura Schoell	5 years
Hans Lieb	5 years
Courtney Kehoe	5 years
Nikki Apps	5 years
Chris Cunningham	5 years
Heather Channells	5 years
Sharyn Harvey	5 years
Jennifer Patterson	5 years
Antoinette Gattin	5 years
Reiko Janusz	5 years
Felicity Bury	5 years
Glori Fernandez	5 years
Sacha Little	10 years
Georgia Sioulas	10 years
Naomi Boland	10 years
Sharon Martin	10 years
Kate Bird	10 years
Marion Nucifora	15 years
Natasha Rivett	20 years
Benjamin Keast	20 years
Raylene Charles	30 years



ARC Direct Supports Services

Nicole Brown
Direct Supports Team Leader



ARC's direct supports services provides daily activities and social and community participation to individuals. These supports are tailored to each individual and provide opportunities for people to have support in their homes or in the community, supports may assist individuals with their day to day living, or work on their independent living skills, build up their skills to find work or enjoy and participate in local clubs and events! ARC Direct Supports has been chosen by 220 individuals in the local Cairns area, and even with COVID interrupting everyone the team of 5 coordinators and team leader coordinated - 10,013 hours of support per month! Dale shares his story with us on his trip to Townsville with Luca to see the Cowboys live in action!

In early July I went on a trip to Townsville to watch the Cowboys play the Broncos. It was a great trip and I stayed at a hotel and got the chance to go out and grab a bite to eat at a local place as well as at The Cowboys' new home ground.

There was a big crowd and although it was really noisy I had a really good time. To top off my trip and as a real bonus my Cowboys beat the Broncos 40 points to 26. I'll be going again soon, this time to watch the Cowboys play the Panthers... Go COWBOYS!!



ARC Supported Independent Living Services

Renee Bell
Supported Independent Living Team Leader

ARC has proudly been chosen to continue its supported independent living services to 46 Participants in their homes. ARC’s Supported Independent living Services has a goal to act with consideration, planning, and collaboration, we aim to provide a quality service that supports individuals to build on their skills of independence. Our teams are enthusiastic, reliable and friendly. ARC’s values guide our staff and our organisational culture as we work to empower everyone in ARC to reach their full potential, goals and aspirations.

We asked some of the individuals we support to help us highlight some of the great achievements experienced over the last year and here are their stories.

Trent

I go to the golf range nearly every week with a goal of hitting the big target 🎯 every time! When I first started that never happened, but now with practice and patience, I hit the target every time. My record is 6 times in 1 session!! Hitting the target requires a lot of hand eye coordination, and this has been a huge achievement for me.



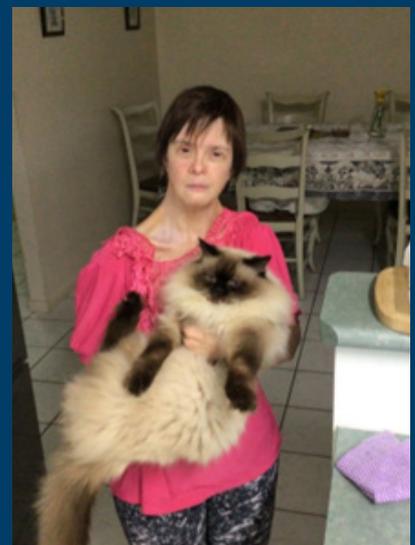
Michael

Bowling is one of my favourite activities. It’s really fun! I like seeing my friends at the bowling league. Catching up with my friends and making new ones has been something I have really liked this year.



Karen

I love my cat Milo! He is so beautiful. I am also very good at baking – look at what I cooked. I cook at home but I also go to my friends house regularly to cook with them as well.





Rob

One of my favourite highlights of the year was attending the Drag Racing at Springmount Raceway in September 2021. It was great to see the different types of dragsters up close and watch them race, especially the Chevy Corvette. The power and roar of the engines, along with the exhaust flames was a buzz! I had a great time and would love to go again. (P.S Don't worry, I promise I won't drive one myself)



Lisa

I have been enjoying playing the guitar and the shakers lately. I liked the circus, and waited to have a picture with one of the clowns. I have spent some time in the garden and have been busy doing up my garden bed. I like to water the plants and just sit out under a shady tree. It's especially nice at this time of year. I like going and getting massages, especially the foot part, and try to go every month.



Trinity

One of my highlights from the past year was attending the Cabaret at the Cairns Casino. I REALLY LOVED all of the costumes, makeup, dancing and music. I have lots of photos and memories from that night. It reminded me of my family in Las Vegas.



Adam

I have been working for many years. I am proud of my independence, and the way that I work. I like to treat everyone really well, and feel like I am kicking goals!



Nicholas

Despite COVID, I have been lucky to stay healthy and keep doing most of the activities I enjoy. I am working with my support staff to help them use my PECS book more so that I can make daily choices about what I like to do each day.



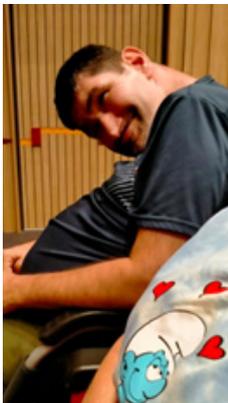
Yvanna

My goal has been to be fit, lose weight and be strong and healthy! I enjoy going swimming and walking in my spare time. My favourite exercise is swimming at the pool. I love going to visit my family, and my family's graveyard and talk to them while I am there. When I went to the Cairns show, I did a lot of walking before eating a dagwood dog - yum!



Daisy

Hello – I am Daisy and I love swinging on the swing at the park



Gino

I love to spend time outdoors, cruising along the Esplanade and looking at all the boats and people there. It's one of my favourite places! I love it when I go there for lunch with a group of friends. Another favourite place to go is to the beach. I have done a lot of fun things this year like going to the Circus, but I really like going to the ARC Disco's. I love the music, seeing friends and dancing. One of the best things to do is relaxing in my room after a busy morning out, just relaxing and watching my DVD's.



Sam

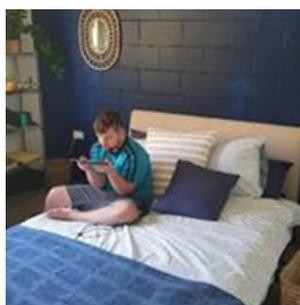
A few good thoughts and moments for me are:

I feel confident, happy and excited when I go to BBM Radio to volunteer. I feel that I am part of the radio station team when I go there and I feel that they welcome me in. My greatest achievement was when I was singing Karaoke and I performed the song by Kiss 'I was made for loving you'. My mum and my nephew were there. I did well and people danced when I sang.

The photo of me is in my suit. I spoke at my brother's wedding where I was a groomsman. I cried after, but it was a happy cry as all my family were there. I now independently do my banking by myself with the support worker being outside of the bank, being there if I need help, but the last 3 times I have done it by myself!

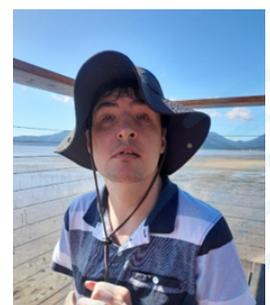
Hugh

I am Hugh, and this is my newly redesigned room! It is a very cool place to relax in after a long day going out and about. I love watching TV, drawing and using my iPad in here.



Ben

Hi, I am Ben. I like to go out during the day and exploring the Esplanade and I like to go to the Movies!





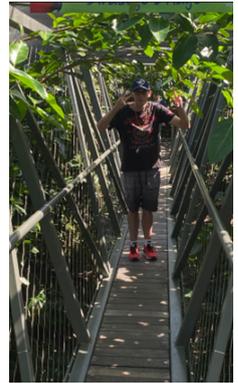
Quinn

Hi, I'm Quinn! I am supported to live independently with ARC, and have had a goal in recent years to gain employment, so that I can keep increasing my independence. My support workers have been teaching the ropes of looking after the lawn at my house, and after building my confidence, I applied for a job at Greencare Cairns, and was successful in my application! I am very excited to join the workforce, earn money, and continue building my skills to live independently.



Michael

Hi, my name is Michael and this year I loved going on holiday with my mate up to Port Douglas. My favourite activity was going to the Port Douglas Wildlife Habitat and seeing the crocodiles, and going on the rickety bridge!



Scott

Over the past few months, I have started doing walks all over Cairns. I started off with short walks, but have now built up to walking 6kms at least 3 times a week. I have even started walking up hiking tracks!



Deb

Hi, my name is Deb and this year I have really enjoyed attending programs 4 days per week to build my skills and spend time with my friends. I really love horses and I get to see them on outings through ARC programs.'



Rachelle

I love cooking at the beach and having a picnic. When I look at these pictures, it reminds me of how much I enjoy going to the beach.

Family is so important and so when ARC heard that we could help get a family united across the borders we were very excited! Here is Rachelle, Murray and Donne's story.



Donne and I moved up to Cairns in January 2021 just before the closure of the NSW and Queensland border. At this stage the border between NSW and Qld were closed indefinitely and despite repeated attempts to get special exemption to move and relocate Rachelle from Orange in NSW to Cairns, all efforts were declined.

However, during this time it gave Donne and myself time to make enquires at a number of group home

providers and to do our research and reviews.

From the information obtained and personal interviews with the providers, we chose ARC, as from our perspective it met with all the requirements that we felt that Rachelle required and that they were able to offer flexibility within the house also programs and outings.

Rachelle's individual support has enabled her to gain her own independence through the support of her workers helping and allowing her to do many self-esteem daily functions. We find that with the kind and caring support from the workers that Rachelle has grown dramatically with self-esteem and independence since relocating to Cairns with ARC.

We moved Rachelle into her new home in late December/January 2022 with the other two young ladies and staff who have gone above and beyond in helping Rachelle feel welcome and settled in her new home.

We find that the management staff and carers go out of their way to keep us updated on any issues in regard to medical, programs or activities in and outside her house which are reported to us on a regular basis.

Rachelle, Donne and myself are extremely happy with the service provided by ARC and would recommend ARC to future families.

- Murray Smith

ARC Short Term Accommodation

It was an unusual year for ARC's STA services, with the Holiday house closed for the first time in over 20 years outside of the Christmas/New Year week. During February with a peak of COVID within the region, we made the difficult decision to close for a short period of time to ensure the safety of our guests and staff members. A positive of this closure period was that we were able to have the main bathroom renovated over this time. During the year we also upgraded our white goods, BBQ and activity resources.

Throughout the year the Holiday house provided over 1128 stays to approximately 95 individuals and although we had some significant changes in our coordination and support team with some long term staff members choosing new adventures to embark on, we were able to continue to provide emergency supports and additional opportunities of approximately 171 stays for STA and respite through our duplexes and the ARC Flat.

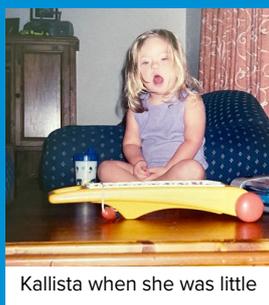
2023 has some exciting plans in store, with the Holiday House getting a backyard upgrade, and the ARC duplex being available for additional overnight and longer stays.



ARC Holiday House



Renovated bathroom at ARC's Holiday House



Kallista when she was little



Kallista at the Holiday House

Kallista's 19 Years of Connection to the ARC Holiday House

Kallista is a beautiful, spirited 21 year old woman who lives with her mum Andrea. She has a boyfriend who she loves hanging out with and she enjoys having her time away and seeing her friends at the Holiday house. Kallista and her mum Andrea connected with ARC when Kallista was 2 years old and Andrea was looking for opportunities for Kallista to make some connection with other little people. Kallista has been supported by ARC and the Holiday House for 19 years!

Kallista met with our Chief Services Officer Natasha recently and they were reminiscing about the old times at the respite house. Kallista told Natasha that she still loves going to the Holiday House and really looks forward to it. She really enjoys seeing all her friends

there, from long-time friends to new ones. Kallista said she enjoys cooking and helping with keeping everything tidy. Kallista said the staff are kind and she always feel welcome. She likes playing Uno, doing puzzles, going out for BBQs on the esplanade, shopping and when everyone goes to the ARC discos! Her favourite time is hanging out with friends though and she likes staying for three nights at the Holiday House before she misses her mum and heads home. Kallista and Natasha had a look at the photos to the left, one of Kallista when she was little and the other from more recently when she was cooking up a storm at the ARC Holiday House. Kallista said she wouldn't change anything about her stays and that the people are the best!



ARC Coordination of Supports

Chloe Fitzgerald

Coordination of Supports Team Leader

ARC Coordination of supports now has 7 coordinators plus team leader. Between our team of 8 we support 253 participants totalling over 1052 hours per month.

In the past 12 months we have supported participants to maximise their NDIS plans and promote their choice and control, the COS team have supported over 15 individuals to successfully obtain Supporting independent living or Independent living options funding and over 20 individuals to move into their new homes.

ARC COS service supports participants from Mossman to Mission Beach up to the Tablelands, we continue to work alongside a wide range of stakeholders in the region.



Hilma's Story

Hilma Mays became an NDIS participant in 2018 and chose ARC to assist her with Coordination of supports. ARC's COS team leader Chloe met with Hilma and has been supporting her on her NDIA and home and living journey since then.

Hilma was residing in aged care, following 15 months in hospital due to no suitable accommodation to meet her disability needs in Cairns. As Hilma's support coordinator, over the past 4 years Chloe has supported Hilma and her family to explore housing options, obtain approval for Specialised Disability Accommodation (SDA) and supported independent living (SILS) funding. Hilma and Chloe worked together with Hilma's family and developers to build Hilma a purpose built home in her hometown of Gordonvale. Hilma will be moving in to her new home in September 2022. The photo shows Hilma and Chloe having a look around Hilma's new kitchen and living area!



ARC Programs AGM Reports

Sheridan Lawton
Programs General Manager and Registered Nurse

ARC has 8 core values of which shine through our Program highlights this past 12 months. Across all of our activities on a daily basis ARC Programs is committed to providing supports that are the basis of our core values.

During the previous 12 months programs has continued to renew, increase and expand what is available to participants whilst maintaining it's already established and baseline services.

So much excitement is building with the new programs site in Edmonton now in development and we are looking forward to offering services on the Southside of Cairns with a committed permanent base.

The Creative Ensemble also became the proud owners of an Award for their film, ARC became a publishing agent and our Rugby League Program with Brothers Sports got to play a Sunday game at Stan Williams Park.

Through our core values participants shine whilst engaging in meaningful activities of their choice supported by dedicated staff who go over and above to also have fun whilst providing supports.

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ARC's Core Values Explained through Programs Highlights through 2020-2021

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Collaboration

Partnership and collaboration enhance participant involvement within the local community and also provide additional exciting and sometimes not so easy to access opportunities and ARC has many. Daniel seen here singing and learning to project his voice through our collaboration with Sound Escape Music Therapy.

We also collaborated with Cairns PCYC to deliver The Bridge Award as part of the Duke of Edinburgh Award Scheme and had a number of participants achieve awards in completion of each level. It was with great thanks and support from Keith Seaton leader of this group they got to learn, complete and achieve some great skills and enjoyed their Duke of Edinburgh journey, also meeting some amazing leaders and community partners along the way.



Commitment

Program participants particularly on the Southside of Cairns have been excitedly watching the building progression of ARC 51 with ARC's commitment of establishing a service in this area of Cairns. In January 2022 the ARC studio relocated from its base at the Artist at Work Studio to its own space at 69 Aumuller Street. We now offer a fully accessible arts space with continuing arts programs along with new opportunities.



Commitment to our ongoing programs and also new activities is part of what programs does. Shannon got to try model car building and was very proud of his car when he finished.



Creativity

In August 2021 the ARC Creative Ensemble filmed their award winning film Do's and Don'ts of Getting Married. It was part of a two year journey from script to screen and the participants were involved and collaborated on every aspect of the film development, content, production and its creativity.

In April 2021 the film was awarded 'Runner Up - Best Australian Film' at the Gold Coast Film Festival and has been officially selected for Academy Award-Qualifying Film Festivals worldwide. The Ensemble love being part of the creative global community and sharing their journey and experience. The Cairns premiere will be in November 2022 and the ensemble are looking forward to walking the red carpet.



ARC were also winners in the Cairns Regional Council Christmas Tree on the Esplanade Project taking out one of the winning spots.



Diversity

This year's annual partnership with Tropical Arts was Hamlet and the Climate Emergency. ARC actors joined the diverse local community crew of all ages to bring together another on stage spectacular at the Tanks. This annual project shows diversity at its best with all ages, all abilities and anyone with an acting dream having a choice of how they engage in the production.



Empowerment



Adam was empowered in 2021 to meet his goal of becoming an author and publishing his own children's book. Adam was inspired to write his story through ARC's story writing program and was supported to prepare it and publish it. Adam's next goal now is to sell his book and read it to children and is also working on his next book.

Respect



Each year ARC gives back to the community with our own fundraising events and 21-22 was no different with staff and participants donning yellow and donating to RU OK day ensuring we are all supporting each other and asking RUOK?

Fun

Every day is FUN in programs but extra special fun highlights were taking part in ARC's 45 year celebration activities.

These including a luau party, creative art work projects, a cinema day and a pizza party.



The whole of ARC got on board to enjoy a day of Halloween with dress up, games, tricks and treats and spooky environments.



Delphine and Tara had great fun learning and exploring all the exhibits at the Cairns Museum.



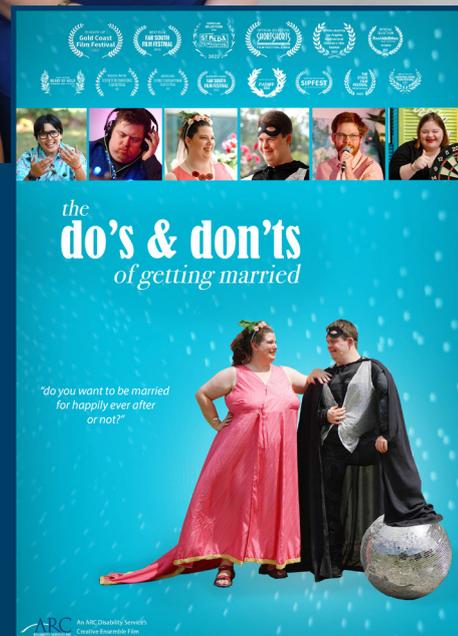
Abba fans enjoyed a social night out at CPAC dancing and grooving with friends to so many well-known hits 'we rocked the theatre'.



Our youngster's social Saturday's group had a fun day out at the Rainforest Station.



ARC Creative Ensemble's Award-Winning Short Film



ARC have spent years developing and creating a portfolio of creative projects that include short films and documentaries. This work has drawn local industry attention, critical acclaim and created strong professional relationships and collaborations.

The Dos & Don'ts of Getting Married, an ARC Disability Services film, is a collaborative 2-year journey from script to screen created by the ARC Creative Ensemble. With Karen Jackson as director of the film and leader of the ensemble, the ensemble collaborated on all aspects of this project and make up the key cast.

As recipients of a Regional Arts Development Fund (RADF) grant and the professional attachment of film maker Glenn Saggars of Threadless Films, ARC's Creative Ensemble are excited to take their short *The Dos & Don'ts of Getting Married* to the world stage. This film was shot in Cairns in 2021 and received extraordinary in-kind support and contributions from local Cairns businesses and a team of dedicated ARC Disability Services staff and local volunteers.

We are thrilled to see that the film recently won 'Best Film', the 'Diversity' and 'People's Choice' award at the Far South Film Festival, 'Runner Up - Best Australian Film' at the Gold Coast Film Festival, 'Honourable Mention' and 'People's Choice' Award at the Screen It International Film Festival, was

nominated for 'Best Australian Film' at the Heart of Gold International Film

Festival and has been officially selected for St Kilda Film Festival, Short Shorts & Asia Film Festival (two Academy Award-Qualifying Film Festivals), Los Angeles International Children's Film Festival, The Other Film Festival as part of Access Arts Flaunt Program, Pittsburgh ReelAbilities Film Festival and Canberra Short Film Festival. And hopefully into 2023 many more awards and selections to come!

It's a wonderful time to celebrate diversity on our screens. We love being a part of this creative global community and we are proud to bring our story to a global audience.

Karen Jackson
Creative Arts Coordinator

ARC Creative Ensemble Members:

Lisa McFarlane, Hayden Keable, Andrew Barton, Joy Nomani, Aaron Lee and Sony Doust

ARC Creative Ensemble Staff: Karen Jackson, Lisa Walmsly, Sarah James, Will Brisbane, Natasha McDonnell and Sheridan Lawton

ARC Inclusive Education Resource Centre Report

The Inclusive Education Resource Centre runs from a centre base and a Mobile Service throughout the school year.



In early 2022 the centre was successful in its application to receive Specialist Disability Support in Schools funding for another 3 years.

Melissa is our new IERC centre coordinator working in partnership with Wendy who is our long standing mobile bus coordinator. In the last 12 months the centre has worked on reviewing, sorting and improving the resources held supporting the Australian Schools curriculum for students who need assistance.

We have taken out a “Twinkl” membership so that resources can be created to “fill the gaps” in our resource collection that cannot be bought commercially and this is adding to fulfilling requests from teachers.

Images and Resource Title changes have been added to our online catalogue so that resources can be easily selected and viewed before being putting

on hold. This has meant the number of online orders has increased significantly. The Inclusive Education Resource Centre has received many positive comments on how it supports its borrowers and continues to reach out to the schools and local community about all the wonderful resources it has to offer.



Proudly supported by the Department of Education



The IERC is funded under the Specialist Disability Support in Schools Program via the Queensland State Department of Education.

The Development of ARC51

2015

In 2015, we turned our eyes to Cairns' Southern Corridor to foster the continuous growth we have seen at ARC over the years.

2019

In mid 2019 ARC procured the land on Louie Piccone Way, Edmonton, which marked the beginnings of our big and exciting project – ARC51. This purpose-built community services hub will double as home-base for some of our corporate team who help bring our services to life.

2021

In 2021, we were one of 12 organisations to receive a grant from the Queensland Government's Community Infrastructure Investment Partnership (CIIP) program. The \$1million contribution has been received with many thanks from ARC.

2022

February 2022 saw the commencement of construction on the site and the space has quickly taken shape since then. The completed hub will have facilities for place-based programs and services, training, house activities including a community hall and commercial kitchen.

The project is on track for completion shortly before the official opening ceremony which will take place on 3 December 2022 – coinciding with the International Day of People with Disability.

2023

Services will kick off at ARC 51 in January 2023. We look forward to seeing you there then!



Acknowledgements

Thank-you

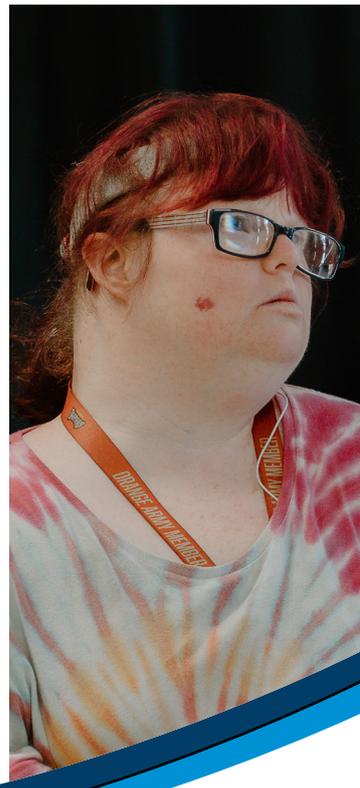
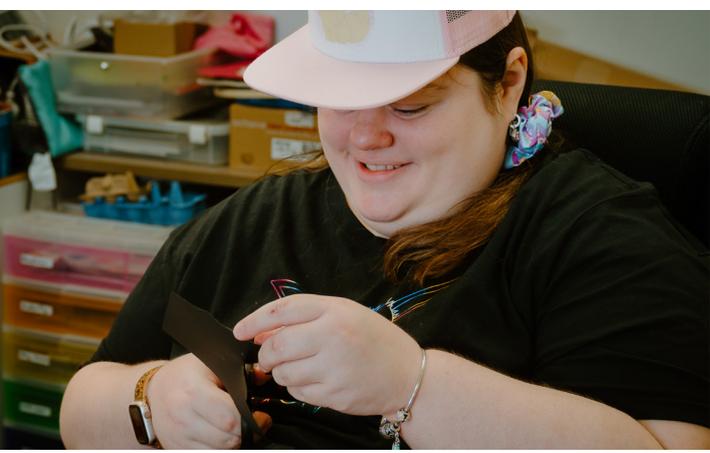
One of ARC's values is collaboration, which allows us to grow, connect and explore new possibilities.

Whether it has been through volunteering, collaborating or supporting, we thank these organisations for their contributions to ARC over the past year.

We would also like to take this opportunity to thank the Queensland Government's Community Infrastructure Investment Partnership program for their grant of \$1million towards the development of ARC51.

And last but not least, a big thank you to all of our staff, parents, carers, volunteers and placement students who worked with us in 2021-2022.





ARC

DISABILITY SERVICES INC

ARC Disability Services Inc. is a community based organisation with a long history in the Cairns and Far North, supporting children and adults who have a disability to reach their individual goals with support from their families and support networks.

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