



ARC DISABILITY SERVICES INC.
**ANNUAL
REPORT**

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

WELCOME TO ARC DISABILITY SERVICES INC.

43 YEARS DEDICATED TO *More Than Just Support..*

Established in 1976, ARC pride ourselves on being person focused, friendly, flexible and fun! Take a look back through 2019-2020 with us and celebrate how we've continued to grow over the past 12 months through celebration, learning, and FUN!



Partnering with
Brothers Cairns to
learn about football

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ARC & OUR VALUES

HISTORY

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.

Established in 1976, ARC pride ourselves on being person focused, friendly, flexible and fun! From Plan management to Work Skills Programs and everything in between, ARC is More Than Just Support..

KEY FUNDING BODIES

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



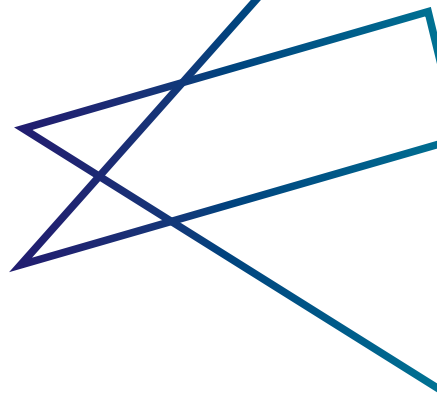
There's always a friendly smile to greet you at ARC's Community Hall

MISSION

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.

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 a valued member of the community.



CHAIRPERSON REPORT

On behalf of the ARC Board I am proud to present the ARC Disability Services Inc. 2019 – 2020 Annual Report.

The resilience and response of staff, volunteers, people with a disability and their families has certainly been tested throughout the COVID-19 pandemic. It has been incredibly rewarding to see that ARC's values are genuinely embedded in what we do and that during times of crisis the strength of a supportive community is truly realised. Thank you to all for your patience, support and amazing 'esprit de corps'.

In particular, the Board sincerely thanks the Leadership team and CEO, Ben Keast, for their calm, reassuring and visionary leadership in this last year. The agility and responsiveness demonstrated by the team, and all staff, during stressful times has been amazing.

During 2019 – 2020 the Board continued to develop and review strategy through our governance processes. Services were expanded through the purchase of property in Edmonton, additional offices in Portsmith and ongoing commitment to the Bridging and Linking Program. ARC also rose to the challenges of the times and developed a range of Online service options.

Despite the service disruptions as a result of COVID-19, ARC's financial position continues to remain strong which will ensure ongoing future sustainability. The Board and Senior Leadership team are committed to continual improvement and further expansion of service options and ongoing investment in our amazing workforce and community development.

Simply, ARC exists for the people we support; to understand each person and work with them to realise their goals.

This year, the Board welcomed a new member Antoinette Cole who brings valuable skills and commitment. To my fellow Board members, your commitment to ARC's values and vision has been a gift to me in my role as Chair and I am incredibly grateful for the support and trust you place in me.

Simply, ARC exists for the people we support; to understand each person and work with them to realise their goals. My sincere thanks to those who trust us to support their lives in the services we provide.

Lorraine Carroll

B.App.Sc.(Sp.Path), MBA, GAICD, CPSP
Chairperson of the Board

MEET THE BOARD



LORRAINE CARROLL **Chairperson**

Lorraine is a strong advocate for the rights of people with disability and as Chair of ARC's Board, is committed to ensuring ARC's ongoing future as an organisation of excellence. Lorraine joined the Board in mid-2015 and in November 2017, Lorraine was elected as the Chair of the ARC Board.

Meetings Attended: 11/11



BETH ROLTON **Vice Chairperson**

Beth is excited about the opportunity to make a positive difference to people's lives through her work with ARC and her work at Maurice Blackburn. Beth has worked as a lawyer since 2010 in Cairns, working predominantly in the field of Personal Injury law.

Meetings Attended: 8/11



NATALIE BIRD **Secretary**

Natalie has been a passionate disability and carer advocate since 2005, when her eldest son was diagnosed with an Autism Spectrum condition. Natalie has tirelessly promoted the need for disability support, advice and information for families in many capacities, for over ten years.

Meetings Attended: 8/11



GRAHAM CALDWELL **Treasurer**

Graham has a background working with businesses in the areas of Business Development and Growth. Graham has experience as a director of both Not for Profit and Profit entities from start-ups to established enterprises. His aim is to produce positive outcomes that provide real value and generate the maximum result.

Meetings Attended: 10/11



ANTOINETTE COLE **Member**

As a proud Torres Strait Islander descendant, Antoinette is passionate about social justice and making a difference in the lives of young people. Antoinette's greatest strengths that she brings to the ARC Board is her knowledge and expertise in strategic planning, and her proven ability to partner and broker with a broad range of stakeholders.

Meetings Attended: 8/8



PETER AITKEN **Member**

Peter is a parent and carer of two adult men both with intellectual impairment and autism spectrum disorder. He has been working in the acute care section of public hospitals for thirty seven years as a Registered Nurse, the last twenty four years in Intensive Care.

Meetings Attended: 11/11

LETTER FROM THE CEO

It is an absolute honour to be writing the CEO report for ARC again!

The year that was, is one that forever will be ingrained in our memories. Commencing the year with a celebratory ball; this proved to be a wonderful way to pause and reflect on the achievements of the organisation, farewell the State system of services; and what was a whirlwind of a transitional year. Little did we know just how much of a massive year the 2019-2020 year would prove to be.

ARC expanded our physical footprint as we purchased land within the Southern Corridor to increase our place based services; Supported two local artists to hold an exhibition at the Cairns Tanks; Participated in the annual 'Shakespeare at the Tanks' in conjunction with Tropical Arts; Hosted an inclusive community event on the Cairns Esplanade in celebration of Disability Action Week; Released our own version of the Git Up Challenge; Celebrated International Day of Happiness; Established our newly purchased Short Term Accommodation/Medium Term Accommodation site at the ARC Duplex; and then for the last part of the year, worked hard to navigate a COVID-19 world.

To achieve this ARC has increased our team. Now employing over 300 team members within the Cairns region. 85% of these are made up of Direct Support Staff. The remaining 15% contribute to the operations and "behind the scenes" running of ARC. ARC has also expanded to supporting well over 500 participants within the region. Each of the individual services areas have experienced an increase in service provision over the year.

With our revised Strategic Plan (2019 – 2022) ARC has ensured all activities and services undertaken over the past twelve months align with our goals within Ability, Reputation and Culture. These core goals will continue to underpin our activities over the next twelve months as we embark on what will be an exciting year.



ARC will continue to navigate the COVID times, knowing we have ensured stocks of Personal Protective Equipment to keep us all safe; we will be developing further the opportunities from ARC51, our site in the Southern Corridor; we will be looking towards innovation within technology to increase the organisations capacity; whilst ensuring we work hard in keeping the culture within ARC strong.

Thank you to everyone who has contributed to the organisation over the past year.

The list of names far too long to list right now. ARC is proud to be such a long standing organisation within the Cairns and Far North Community and will continue to do so for many years to come.

Benjamin Keast
Chief Executive Officer

FINANCE REPORT

During 2020 ARC experienced another year of extraordinary growth during a challenging time with the impact of Covid on our service delivery models.

While the organisation required additional layers to bed down the growth these were not implemented until the emerging implications of Covid were ascertained. Due to this delay in implementation, ARC has reported an increased margin in performance for the financial year.

OPERATIONS

Total Revenue: \$24.6 million.

- NDIS revenue has doubled to \$23.2 million
- Government grants .8 million
- Other revenue .6 million

Expenses: \$21.4 million

- Employee Costs increase to \$15.7 million
- Plan Management payments \$4.2 million
- Operational costs \$1.5 million

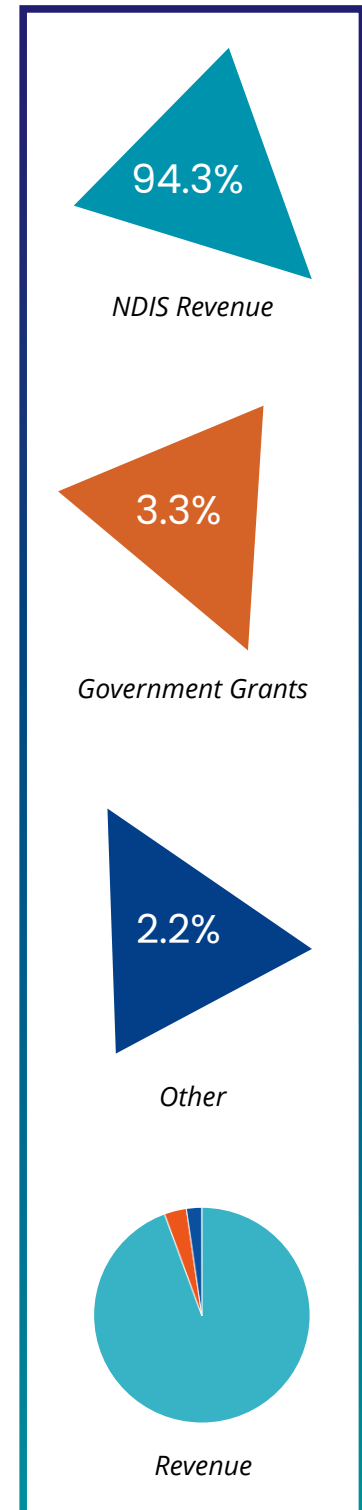
FINANCIAL POSITION

- Net assets as at 30 June 2020 were \$11.9 million
- Cash reserves remain sound at \$9.4 million
- Non-current assets have increased to \$1.9 million with acquisitions and improvements in existing buildings infrastructure
- Total liabilities at the end of the financial year reduced to \$1.35 million
- Employee benefits and provisions account for the majority of liabilities
- All Financial Performance indicators are higher than Standard reporting benchmarks



Seranie E.

Seranie Eecan
Chief Finance Officer



FINANCIAL RISKS GOVERNANCE

The Board continues to be vigilant and monitors the financial performance on a monthly basis. The budget is reviewed bi annually in response to exponential growth. The financial performance for the financial year exceeded the budget approved by the Board in June 2019.

CASH FLOW

Cash Flow management remains labour intensive and challenging as our current systems are no longer fit for purpose due to growth. This is an area ARC will be investing in over the coming year.

FUTURE FORECAST

The financial performance over the past 12 months has provided a platform to make a major financial investment in the construction of a new multipurpose centre in Edmonton. Statistically the third year of transition to the NDIS creates additional financial pressure on organisations. The organisation now requires additional layers to ensure we can effectively manage growth across all areas. ARC has the reserves to support the purchase of new technology identified for 2021.



Total Annual Costs is \$21.4M.



Plan Management Costs: 4.2M



Employee Costs: 15.7M.



Operational Costs: 1.5M,

Learning a variety of
work and life skills
through our own
Cafe Connect

HR REPORT

Human Resource has the primary responsibility for supporting all internal/external employee related matters including such functions as policy administration, recruitment process, training and development, new employee orientation, labour relations, personnel records retention, volunteers and students, and employee assistance program.

This year has seen the expansion of the HR Team to include another HR Officer, to assist with the increase in needs of support to both the Corporate and Support Worker teams. We also wanted to invest further into the industry and the community this year so we have implemented a new dedicated role of a Student and Volunteer Facilitator.

Covid-19 World Health Pandemic didn't leave ARC untouched in the HR space. Unfortunately due to Government Directions we had some temporary changes in service delivery which impacted on the support hours required to be staffed.

Last year saw the launch of the Employee Representative Group. This group consists of a variety of dedicated peers to help find ways to better support their colleagues. We managed to squeeze a few get togethers in prior to the social distancing, with a draft of some great projects including looking at a mentor program and sports-based social groups to encourage health, fitness and fun in the pipeline.

It was heart-warming to witness the flexibility and understanding that every employee had whose shifts were affected. It was also moving to see the care and consideration that was given to each other during this period. **We got to hear some inspiring stories of simple gestures of support given amongst colleagues to each other, to their neighbours, and the greater community – a true display of ARC's values.**

The risk measures put in place were at times taxing and tiring, however were essential to us being able to continue to operate and provide the essential services we needed to deliver. Thank you to everyone for embracing these new measures, as we continue throughout the remainder of 2020 and beyond Covid-19.



Sarah Dart
Human Resources Manager



Staff celebrated milestones in 2019 of up to 30 years at ARC



Staff came together in December for our Bi-Annual Staff Development Day

ACHIEVEMENTS

In amongst the recruitment and training, and the COVID-19 crisis, the Human Resources team have had some achievements throughout 2019/2020 including:

- Implemented procedures to support a more mobile, digital workplace
- Dedicated time and resources towards mapping internal career pathways and developmental opportunities
- Established an electronic newsletter to facilitate communicating HR Updates
- Reviewing and updating Policies and Procedures to ensure they are current, relevant and easy to understand for all positions
- Created a framework for capturing HR statistics so we can better understand ARC and it's worker's needs
- Participating and representing ARC in local, state and federal levels to not only keep up to date with Industry movements but to also participate in what the Social and Community Services future will look like
- Up-skilled staff to deliver training to ensure employees are provided with the most relevant training methods and content

STATISTICS



58% CASUAL
42% PERMANENT

AVERAGE LENGTH OF SERVICE IS 4YRS

2500 HOURS

of paid training and supervision undertaken



PROGRAMS REPORT

Programs has over 45 different activities for participants to choose and engage in on a weekly basis, offering a wide choice of options to meet an individual's goals and aspirations. 2019-2020 showed itself to be an interesting year with many of the ongoing collaborations continuing until March 2020.

With the closure of our day program due to COVID-19, Programs had to reevaluate and consider how to remain connected with its participants and to be able to continue to offer a service to those that chose to. This led to the development of ARC's Online media program which was developed within 2 weeks of program closure and ran for the duration of the closure. The Online option was well received by those who participated and was a life line to some for connectedness. This year I have tracked program highlights, successes and achievements against ARC's Strategic activities, Ability, Reputation and Culture. Please celebrate a year of progression, achievements and overall great accomplishments by all who participated.



S. Lawton

Sheridan Lawton

Programs Manager

Programs has the ability to offer its range of program choices across 5 locations in the Cairns region"





Every day at the hub
is fun when we're with
our friends!

ABILITY

Programs has the ability to offer its range of programs across 5 locations. We had the ability to adapt to opportunities as they happened including an impromptu visit from a couple of players from the Cowboys. Everyone became star struck. The sports group enjoys the leadership and direction from Tim Rumford Football Manager at Cairns Brothers RLFC working on their agility, coordination and team skills. ARC 51 Development Programs began to offer more activity options to participants from its ARC 51 location based in Edmonton. Though a small location at this time, we have exciting times ahead in the future development and progression of this site. Participants enjoyed engaging in gardening projects, sports and wellbeing, cooking and much more.





We loved seeing
everyones smiling
faces on ZOOM
Programs.

REPUTATION

Programs has continued to invest in development of activities and maintain its variety of options available to participants including new opportunities. This year our ARC story writers, illustrators and actors were invited by Cairns Regional Council to work on an amazing project for the Children's Festival. The project was to write a story and then collaborate with the Dead Puppets Society in Brisbane to make puppets from the story and then perform the story live on stage at the Children's Festival. The project commenced, the story was written, puppets were made and rehearsal began. Unfortunately at the end of March due to COVID-19 the festival was cancelled so this wonderful project is being held over until next year. During closure of programs due to COVID-19, came the creative development of ARC Online.

a weekly timetable of various activities and themes zoomed into the homes of those that connected. ARC staff adapted their skills to become Online presenters and engagers. Our reputation to have fun whilst participating came with numerous themed days just because we can. Including Halloween trick or treating, Tropical fun and funky hat and hair day. Day to day we offer a choice from hands on work, daily tasks, creative development and social connectivity.



CULTURE

Programs participants and staff actively celebrate moments and milestones and promote a culture of inclusion throughout the region. 2GEN#CNS was this year's Tropical Arts Community Theatre Production and in true ARC fashion the ARC Actors took centre stage along with the cast and crew of this great annual production. In true ARC style everyone wanted to play their part in supporting Aussie's going through the Australian bushfire tragedy. The ARC Community Hub and Cafe Connect organized a sausage sizzle so we could all come together to raise funds in true Australian style. Michael, Steph, Miley and Pete cooked up a storm in sausages!

As a group our volunteers at Melsonrock Garden nursery worked hard on developing their green fingers in planting, potting, clearing and general horticulture, in partnership and working alongside each other to achieve outcomes or independently challenging themselves to complete a task.

Artists were encouraged to show their creative flare whilst working inclusively at the Artist@work studio on Sheridan Street. ARC artists worked alongside fellow artists in public artistic spaces. Cairns Cultural Services and ARC once again collaborated to assist two visual artists from ARC to have their own solo exhibitions within the Tanks Arts Centre. This year Trent Griffin and Kerry Lowe were the proud, hardworking creatives who were ecstatic at being offered such a wonderful artistic development opportunity and being able to share and offer for sale their art to the wider Cairns community.



"Programs participants and staff actively celebrate moments and milestones and promote a culture of inclusion throughout the region."

DIRECT SERVICES REPORTS

What we learnt in this last year is that life has definitely evolved and the National Disability Insurance Scheme is changing lives, sometimes with a magnitude of frustrations but the positives outweighing the negatives.

Benjamin Franklin said 'Without continual growth and progress, such words as improvement, achievement, and success have no meaning'. There were periods within the year that we had to step back from taking referrals and consolidate our practices and focus on maintaining our ARC values, culture and community. These are what make our services and supports stand out from others. Across all services from the ARC Linking and Bridging program which supported over 121 participants (a major highlight being that a number of individuals who had previously been declined access to the NDIA made access with the support of this program) through to our Supported Independent living services which expanded its reach to supporting an additional 5 arrangements in this year, we have continued to focus on people, our commitment and great outcomes. We opened our new duplex bridging a gap in transitional and Independent living trial opportunities for participants in the region. Under all duress of the unknown, ARC did not withdraw its supports and services and we stood firm to continue to provide necessary supports and if not required then emotional and practical supports during the onset of the world pandemic. We continue to be mindful and alert in this space as a commitment to the wellbeing of all involved.

I am extremely passionate about ARC and the community of ARC, so I could map out participant successes across the whole booklet; and provide data, numbers and graphs but the best way to share with you the impact of the year and the personal growth experienced by ARC, the participants we support and our local community is to lead you to the individual stories on the following pages from each of our direct supports services. Be prepared for some tears, some laughter and the feelings of improvement, achievement, and success.

I would like to extend a very heartfelt thank you to everyone who has worked alongside us this past year, trusted in us and we look forward to the next 12 months with you all.



N Rivett

Natasha Rivett
Chief Operations Officer

ARC HOLIDAY HOUSE

In late 2019, ARC was proud to be the new owner of 2 x 3 bedroom duplexes in Manunda.

Throughout late 2019 and early 2020, we got to work with our crew of trusted tradespeople. Both duplexes were gutted, repainted, renovated, and all new furniture was purchased and installed to make our duplexes both homely and functional. Due to the COVID-19 Pandemic, we were not able to open as soon as we would have liked.

Since restrictions have eased, we have slowly been building our bookings up to accommodate both new and familiar faces.

Our rear duplex is currently being used as a longer term transitional house for people who have moved out of their family home, and are working towards transitioning into more long term Supported Independent Living settings. This has been a great success and has provided opportunity for people to 'housemate match' whilst looking for their long term home.

Our front duplex is used for Short Term Accommodation. Similar to the ARC Holiday House, people can choose to stay with us at the duplex for short periods, with 24/7 support workers assisting them during their stay. Thus far we've been utilising the property for people who prefer or are more suited to a 1:1 support model, rather than the group environment of our other Short Term Accommodation services. This also provides a more intensive opportunity for people to be supported to further enhance their skills in independent living.



WEEKENDS AT THE DUPLEX

Kate has now had two successful weekend stays at the duplex, supported 1:1 in Independent Living Trials. Kate also uses our Holiday House for the social opportunities the group environment provides, however is working towards the young adult goal of moving out of home and required some 1:1 intensive support to further develop her skills in this area. Kate appeared to really enjoy her stay and kept busy throughout, showing off her abilities to maintain a home with some gentle support.



HARLEY AND QUINN'S INDEPENDENT LIVING STORY

Who would have thought just over one and a half years ago two strangers who had never met, would end up becoming good friends, living and sharing a home together. This is Harley and Quinn's story....

Quinn: I arrived in Cairns from Weipa and wanted to start living independently. It was different to what I was used to, as now I had all these decisions I had to make for myself. But now I like it – especially planning my holidays!! I am able to put my love of cooking to the test and try out many different recipes each week. I can't decide if my favourite meal is my specialty homemade pizzas that I make in my pizza oven, or my red curry chicken sausage rolls. And yes I do make my pizza bases from scratch! Everyone tells me they are of MasterChef quality. I enjoy my time at home and find it really relaxing. We have a pool outside that I love to chill out in listening to my music. We also have a pool table that I sharpen my skills on before challenging friends to a game.

Harley: It took me some time to get used to not living with my mum and dad, but I was able to talk with them on the phone and let them know how I was going. It feels good to learn new skills around the house, and I am a dab hand at cooking now. My favourite meal to cook is spaghetti with meatballs, and spaghetti carbonara. I always look good at work because I wash and iron my uniforms. The best moment for me has been seeing my mum and dad and my new puppy 'Gary'. Gary is cute and funny, and keeps me busy walking him and feeding him. I can't wait to start taking him to Puppy Training School so that he is well trained as well as cute!



FROM A PARENT'S PERSPECTIVE

Quinn was 19 when he began his involvement with ARC. He was in year 12, about to finish school, and there was not much on the horizon for him in Weipa. ARC's programs looked interesting. After our face to face meeting, Quinn trialled his first lot of programs and he liked it. As home was not in Cairns, Quinn would fly down for a few days at a time, staying at the Holiday House and attending programs. He really enjoyed this, meeting people, making friends, settling in, and enjoying the variety of programs.

An opportunity arose where Quinn could participate in Supported Independent Living with Harley, one of his mates from ARC. Exciting, scary, challenging, WOW! With lots of reassurance, conversations with, and support from family and ARC, and meeting Harley's family, Quinn left home and moved to his new life in Cairns, with Harley.

It's been a real source of joy, gratitude, and pride as we have watched Quinn grow into a more confident, outgoing, and independent young 22 year old man, who is now living his own life. And a busy life it is, with programs, house duties, and lots of social activities to engage with. We believe Quinn's life in Cairns is so much more fulfilling for him than had he stayed at home. ARC have been supportive, attentive, professional, and friendly throughout our and Quinn's association with them. We can't thank ARC enough.

– Russell Jorgenson & Elle Cosby

FROM A PARENT'S PERSPECTIVE

Our story starts several years ago with discussions around independent living options for our son Harley with our special ARC angel. It had been a dream of Harley's (and ours) to see himself living independent of his mum and dad, just like his older brother Jack. Prior to the NDIS it seemed this may never come to fruition, fortunately for our family and many others the roll out of this scheme has made his dream a reality.

When it became apparent that Harley may be able to access the SILS our ARC angel began the search for a possible housemate. We were very committed to not having Harley living alone but were equally committed to finding him a good match. Over time Harley met with his prospective housemate and we met with his family, it seemed we had found the perfect young man for him to share this new experience with. Like everyone, we had to sweat through the planning meeting and then wait for what seemed like an eternity for the outcome. We were so fortunate to have had the support and guidance of our ARC Angel all throughout this process and will forever be indebted for your commitment to families like ours and your commitment to ARC's philosophy.

Finally, the answer arrived, and Harley had been successful in gaining funding to start this new exciting journey. As we had our own dream of one day doing 'the lap' of Australia in a caravan it meant that the guys could live in our house. This was a wonderful soft transition for Harley as everything was staying the same for him apart from not having mum and dad in the house to tell him what to do and of course how to do it!

The next wonderful ARC Angel to come into our lives was the House Coordinator, she was able to make us feel very confident that our young man was going to be OK! Communication for us was No.1 priority and she didn't disappoint, from the very start of this journey we have felt well informed about Harley's well being. All our parenting idiosyncrasies were taken on board, and really, doesn't every mother need their adult son to be seen in ironed clothes and clean shaven! Next it is time to meet 'The A Team'. These are the wonderful staff that are going to be responsible for keeping our son safe, learning the skills required to live as independent a life as possible and most importantly to be HAPPY.

We can say with complete sincerity that Harley has had an amazing and diverse team of Support Workers throughout this time, sadly he has had to say goodbye to a couple of fabulous staff but that is all a part of the experience. ARC was very receptive to our input as to who we would like to have working with Harley, again proving that this process was considered as a whole family experience. Harley and his housemate took ownership of what had been our family home on Australia Day 2019. There is no doubt in our minds that we were far more nervous about driving into the sunset and leaving our young man behind.

Thanks to great open communication channels with ARC Management and Harley's A Team, any concerns we had were quickly put to rest.

Harley was constantly sending txt and mms information to us, these included important updates like: we have a blown globe in the passage, I'm out of money again, please transfer cash ASAP! We thought we had left them with a well maintained home to live in but of course then the txt messages poured in with 'little' problems like, the toilet is leaking, the stove isn't working, now the oven has gone and of course the pool pump has died. Oh well, we now feel the pain of all landlords.

We are incredibly proud of the newfound level of independence that our young man has achieved, his newly found level of responsibility, and of his newly developed skills. I would like to add that we are also proud of ourselves for the job we have done as parents, enabling him to grow into his own unique man. It is hard to let go and I guess we never will completely, but our job as Carers has eased now and we are enjoying just being parents to our two beautiful and amazing sons. Thank-you ARC for your commitment to our family.

- Peter and Shelley Dreyer, Harley's Parents

HIGHLIGHTS

WHAT WAS YOUR FAVOURITE MEMORY OF 19/20?

We sat down with some of ARC's participants and asked them to celebrate their highlights, favourite memories and achievements over their past year with us..



KATIE

My favourite memory is the day I was allowed to go back to ARC's Monday Drama Group, seeing my friends at ARC instead of on my iPad. My favourite memory when there were no programs was ARC's ZOOM choir! Now I can't do it because I work at Lifeline on a Tuesday.



LISA

I liked to spend time in my music room every day. I liked listening to music, Jimmy Barnes is one of my favourites. I like to dance to my music and do the roll turkey. I also like my disco globe with it's pretty lights. I especially liked it when my carers would dance with me in my music room.



SONYA

My year at ARC went so well. I love going to ARC because I love to dance and do drama as well. My favourite memory is sports and games with Gordon. He is really sporty and also being "Sportacus".



HAYDEN

Working in ARC cafe I learned to cook and make lunch. I liked to put the food together and I got to help others. I got to go to the Christmas disco too and have fun with all my friends. I also liked drumming at ARC.



SHOUTOUT TO OUR CAIRNS COMMUNITY



SOUTH CAIRNS DENTAL

Donating Hygiene packs to ARC to help us learn more about brushing!



BROTHERS CAIRNS

Creating a fun new program in collaboration with ARC and their RLFC! Offering new skill development.



MARSH BUTCHERIES

Compliments to the generous Marsh Butcheries for their delicious sausages donated for ARC's Bushfire Relief appeal



We always take the opportunity to celebrate at ARC and Halloween is no exception!

ADRIAN

Adrian enjoys regular exercise and this aligns with his NDIS goal to lose weight and increase his level of fitness. After trialling the Bike activity at ARC Day Programs, Adrian and his mum Sue applied to the NDIS for funding to purchase his own tricycle. After employing an OT to determine the most suitable tricycle, the benefits Adrian would gain from this type of exercise, and submit a report for Adrian's NDIS review, Adrian was successful in obtaining funding to purchase his own tricycle. Adrian has enjoyed learning to ride his trike safely on the bike paths behind his home with his support worker and family members. His ultimate goal is to be able to cycle from home to ARC Programs on the bike path on his own! Adrian also follows a gym program devised for him by an Exercise Physiologist and he loves going to Genesis Gym every week to work out and strengthen his muscles.



CASEY

During the recent COVID lockdown Casey showed more interest in going out for walks. Since her day program options were closed, Casey participated in some 1:1 supports and started a walking plan to assist her to work towards her NDIS goal of accessing the community and increasing her mobility. Initially the walks were near home at The Rocks and the local bike path, where Casey would walk a few hundred metres holding onto her support worker followed by a leisurely roll in her wheelchair. Since restrictions have eased, Casey now travels to the Esplanade at Holloways Beach several times a week. It's a beautiful tropical place and is ideal as it is fully accessible, has a good, flat surface, no steps, with benches dotted at intervals which are perfect for short breaks. Casey is very determined and has increased her distances to about 500 metres without stopping and then another 300 metres or so after a short rest. Doing this several times a week is gradually building her strength and stamina. Casey loves being outside and interacting with other people at the beach taking their strolls, greeting them with a big smile!



LISA

"Hi my name is Lisa and while the virus was going on I did some art. I did some painting on canvas and I did some rock painting. I did a jewellery box and in the box there is a rainbow with a sun. I would like to do some more art in the future."

KATE & KAREN

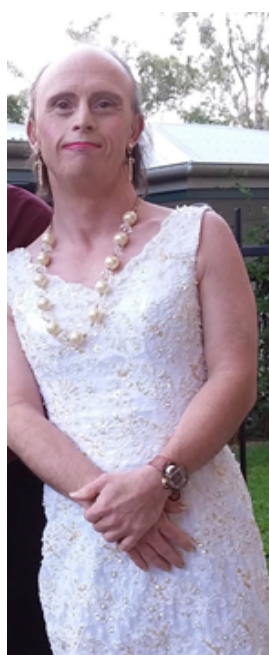
Karen: I lost my mum last year and when talking with my support worker Emma I decided to plan a little corner out in the back garden where I could have a quiet cup of tea and think of her when I missed her. I bought some pretty garden decorations and some "evergreen" grass to lay down". My cat milo also loves to sit out the back there with me and I feel very peaceful. There is more to do but I have already spent time out there in this lovely weather.

Kate: I had been going out every day to water the vegetable garden we started up over the last few months. I loved seeing Karen's little memory corner and it reminded me how much I missed my Dad. I thought it would be good if I could also have a little corner to remind me of Dad. I have also started thinking on creating a special space for him and purchased a little table and chairs where I can go as well as Karen whenever I feel sad or just want to share afternoon tea with my housemates. I also miss my grandad and think of him as well.



ALANA

"This year I liked doing programs and art studio as well in town. Thank you for having me there. I bought a new laptop and for my birthday I am getting a new camera. Thank-you for having me on ZOOM programs too, it was fun cooking and doing art. I liked doing makeup with everyone"



TRINITY

"The ARC ball is a highlight, in my social calendar. Once the date was set, it was then time for me to shop.... for the best dress. I remember going shopping for the ARC ball, It was so exciting, I was in the fashion program, learning all about what sort of dress would suit me, and the staff would take me to different op shops and I tried on several beautiful dresses, they were not the right ones, they didn't look right, didn't fit properly, there were not good enough for the ball. We then went to the Salvation Army and I walked over to where the gowns were, I looked through the rack and I found the dress. I said "YES to the dress", this is the one for me. I was more than excited, I jumped up and down and I could not believe my luck. I tried it on and I looked in the mirror and saw Marilyn Monroe and she said "BUY IT". The night of the ball I got all dolled up, I wore make up, put my hair up, wore beautiful high heels, the whole thing. I put the dress on and I felt sexy. I really wanted to arrive to the ball in a stretched limousine or a horse drawn carriage like Cinderella, but this wasn't to be, I still arrived in style. I had a night to remember and I look forward to the next ARC Ball."

JUDITH'S JOURNEY TO THE NDIS

Judith Coyle first made contact with ARC Linking and Bridging Program on the 15th of November 2019. Judith shared her story and expressed how urgent her situation was. Judith's experiences began when she was involved in a catastrophic vehicle accident 3 years ago. After the accident Judith spent a number of months in hospital, first in a coma and then learning how to speak and move again. Judith was incredibly strong and determined and had maintained her family through all these difficult times. Frustratingly having been denied access to NDIS on two previous occasions Judith had no option but to rely on her teenage daughter to provide for her personal care needs. Judith's daughter had been providing personal care while still at high school. Judith struggled with her reliance on her daughter for assistance such as daily showering, dressing and toileting. Judith wanted her daughter to be able to have a social life and attend school like other teenagers.

Judith's daughter did not complete her senior education, instead giving her time and energy to care for her mum. Judith and her daughter struggled with the barriers to access they kept encountering whenever they tried to apply for NDIS. They did not understand why the applications were continuously refused when Judith's situation was so obviously dire. Through the Linking and Bridging program, ARC was immediately able to improve life for Judith and her daughter through the provision of daily personal care support workers. ARC then worked on gathering further evidence to support another NDIS application. ARC explained to Judith what the NDIS would need in order to understand her disability and appreciate how significantly it was affecting her every day. As a result of this discussion ARC was given permission to source and organise an Occupational Therapist to attend the home and complete an assessment and report.



Without the funding available through the Linking and Bridging program, this assessment and report would not have been completed.

While waiting for an outcome ARC assisted Judith with ongoing emotional support. Judith began looking toward a better future by engaging in pre-planning and writing down goals that she hoped to achieve once her NDIS application was accepted.

On the 3rd of February 2020 Judith's NDIS plan became active. Since then massive changes have occurred in Judith's life. She has now moved to a better house, become more active and engaged in the community and has regular physical therapy sessions. Judith was so happy with supports she received from ARC, she opted to continue and increase her individual support services. Judith's most recent achievement has been that she is now able to take a few independent steps. This is an achievement that has been years in the making, and again is a testament to Judith's personal strength and determination.

ARC's Linking and Bridging Program provides far more than financial support to individuals and families experiencing disability, its' greatest contributions are that of hope and dignity.

OUR YEAR IN REVIEW 2019

JULY 2019 **ARC Gala**

ARC invited the community to come together and celebrate with a Gala. The one and only BIG NOISE BAND rocked our dancing shoes all night and there was plenty of laughs at our photobooth!



Enablement Award AUGUST 2019

ARC was nominated and won an award.

We were the proud recipient of 'The Most Outstanding Respite Care Service Provider' in Australasia in 2019 as part of the Enablement Awards.



SEPTEMBER 2019 **Disability Action Week**

We had a blast with everyone who came down and celebrated Disability Action Week with us on the Cairns Esplanade, promoting open discussions about what it means to have a disability.



Chalk it Up OCTOBER 2019

We decorated the ARC entrance with messages in chalk. The chalkspiration was an awesome way to raise awareness and to provide a message of hope and love to everyone.



NOVEMBER 2019 **Little St. Duplex**

Renovations for our newly purchased duplex were complete! The duplex has a three bedroom dwelling at the back and a two bedroom unit at the front. The purpose of the location is crisis and transitional accommodation, as well as additional Short Term Accommodation, Independent Living Trials and any other means ARC needs at the times.



Christmas Disco DECEMBER 2019

There is no better way to wrap up our year than our Annual Christmas Disco at Brothers Leagues Club Cairns. Providing us with all the motivation and inspiration we needed to wear out our dancing shoes!



NEW YEAR'S EVE **The Git Up Challenge**

We had to end our year in true 2019 style with the "Git Up Challenge"! You can still watch it on our youtube and facebook.



2020

Art Exhibitions JANUARY 2020

Trent & Kerry finished their exhibitions at Tanks Art Centre. Their work was supported by "Regional Arts Development Fund Grants" supporting Arts and Culture in Regional QLD.



FEBRUARY 2020 Bushfire Relief Appeal

ARC held a sausage sizzle at our cafe and donated 2 weeks of earnings from the cafe to raise a whopping \$2,055.68 donated to the Bendigo Bank Bushfire Relief. Appeal



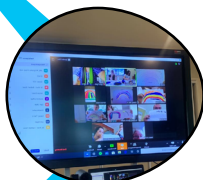
International Happiness Day MARCH 2020

Whilst the world was dealing with COVID19 one way or another, we invited people to stop for a moment with us and smile.



APRIL 2020 Zoom Programs

Due to COVID restrictions ARC looked at innovative temporary service delivery options. This included two daily programs ZOOM sessions.



Biggest Morning Tea MAY 2020

We decided a morning tea in the office would be a great way to continue to raise funds for Cancer Council during restrictions! Cue the delivery of delicious donuts from Donut Joint!

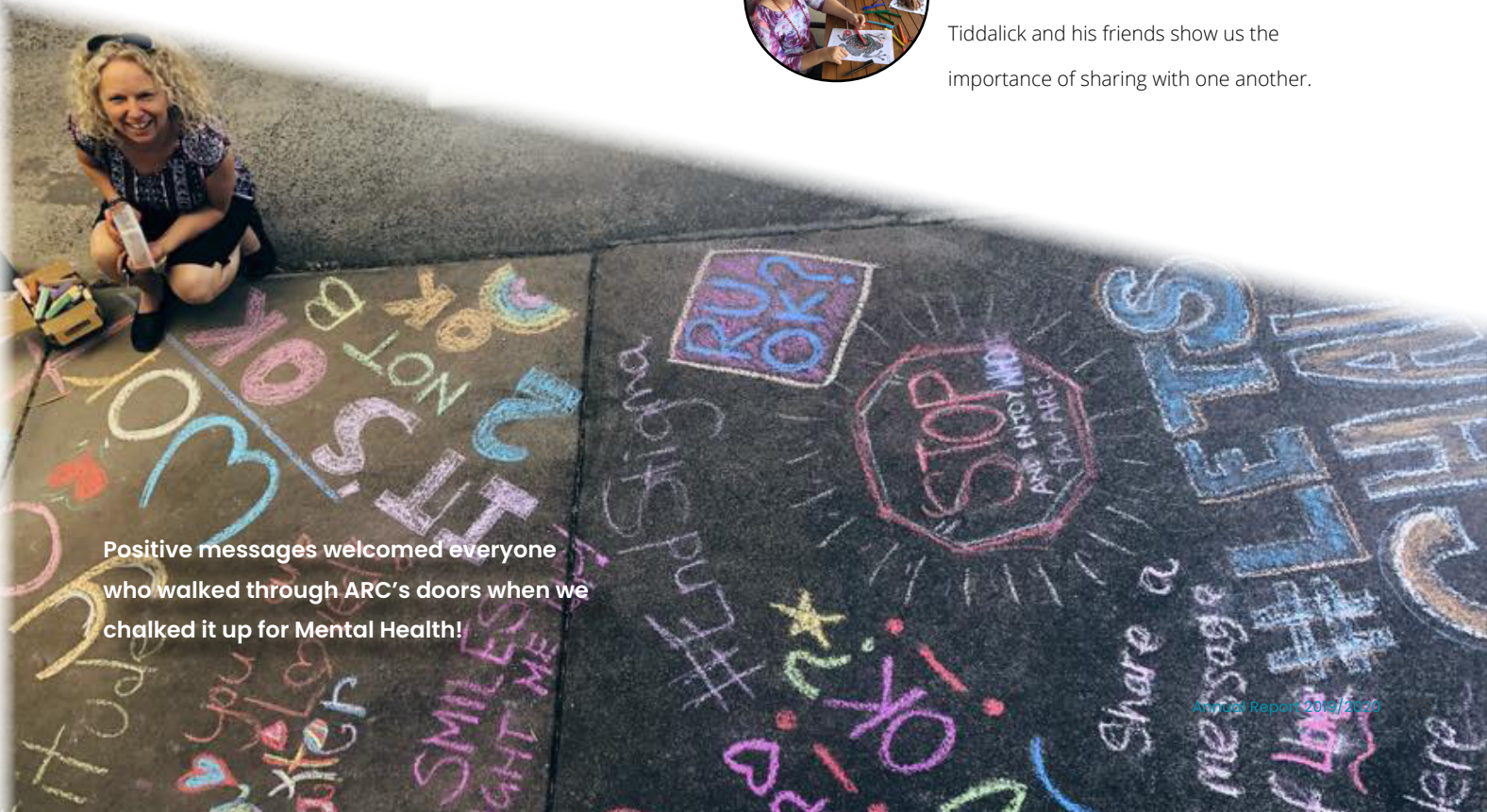


JUNE 2020 NAIDOC Week

SIL Housemates Delphine and Georgia marked these occasions with the Aboriginal dreamtime story of Tiddalick the Frog; Tiddalick and his friends show us the importance of sharing with one another.



Positive messages welcomed everyone who walked through ARC's doors when we chalked it up for Mental Health!



GOOD NEWS STORIES



SEEING BARNSY

I would have to say that one of my highlights of 2019 was seeing Jimmy Barnes, live in concert on the 21st of September. My Support Worker, Karen, picked me up from my home in Clifton Beach & drove me into Cairns. Firstly we dined at Dundee's Restaurant at the Aquarium. I chose to have dessert as it was my big night out. It was a "Death by Chocolate" type concoction & was excellent. We walked to Munro Martin Park for the concert. Eskimo Joe were the back up band. They were great and I remembered some of their songs. Then on came Barnsy himself. I was pretty relieved that he was actually alive & not dead. Same goes for me after my Death by Chocolate experience haha. He began his show with a greeting to the crowd, full of swear words. I cracked up! He performed song after song. I couldn't believe how well he is still going after all of these years. I was pumped. I sang & clapped along to the music. Barnsy sang for hours. Incredible! After the show I purchased a Jimmy Barnes T-shirt which I still wear often. I was blown away at the time. It was late at night & I was still pumped. I slept soundly when I got to bed. What a buzz of a night that I will never forget.



TOMATO TRIUMPH

Bec enjoyed her community access during lockdown by growing her own tomatoes with help from her Support Worker. Bec loved eating the tomatoes.



ANGEL'S NEW HOUSEMATE

Hi my name's Angel and I would like to introduce you to my best new friend "Natalie". I got Natalie from a rescue shelter and she has provided heaps of love and laughs to myself as well as my Housemates this year.



GOAL GETTER

Rhys is very happy with his achievements over the past year. These include going back to the gym after COVID-19 and rebuilding his muscles as well as creating his veggie garden and watering it at least once a day. Rhys has also begun ordering food without assistance using his clear speech techniques and even got to Spray painting his name on a wall at Five Star Fitness Earlville!

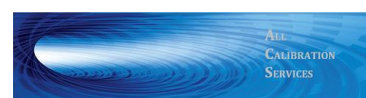
ACKNOWLEDGMENTS

THANK-YOU!

One of ARC's values is collaboration. It has allowed us to grow, connect, and explore new possibilities. Through volunteering, collaborating or supporting, we would like to thank these organisations for their contributions to ARC over the past year.

We would also like to take this opportunity to thank all of our staff, parents, carers, volunteers and placement students who worked with us at ARC in 2019/20.

Through this commitment and support we were able to achieve so much!



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

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