

alya Community news

You are important to me

Alya Newsletter: Quarter IV 2023

CEO reflections



To Our Community,

As we approach the end of another year, I would like to take this opportunity to thank our incredible team, the participants we support, and our community partners. It is truly a privilege to partner with the many dedicated support coordinators, plan managers and allied health practitioners who

go above and beyond to bring a positive difference to the lives of people with disability.

This past year has been a remarkable one for our business, as we have achieved significant growth and improvement in various aspects of our operations. Some of these highlights include:

- Investing in strategic growth initiatives including a new corporate office
- Upgrading our systems and processes by implementing new digital technologies, streamlining workflows, and improving data security and quality.
- Successful NDIS Mid-Term Audit (conducted by PWC)
- Appointment of a NDIS Governance Manager
- Expansion of **Home Care** and appointment of a Registered Nurse as our clinical leader
- 350% expansion of **Psychosocial** Supports
- Regional growth within Sunshine Coast and Central Queensland
- Staff Growth – we now employ over 140 people
- Implementation of our Diversity & Inclusion Plan, fostering a positive and inclusive work environment.

These achievements would not have been possible without the hard work and dedication of our team, who have shown exceptional professionalism, passion, and care in serving you.

We are also grateful for the feedback and suggestions you have given us throughout the year, and encourage you to keep sharing your thoughts and experiences with us!

Rona

CEO

What's new in NDIS?



PACE is the NDIS' new customer relationship management system.

This new system promises a simpler and more efficient way for both participants and providers to interact with the NDIS. It is anticipated that NDIS will commence transitioning participants

NDIS plans to PACE at the time of plan renewal from 31 October 2023.

PACE will assist participants to have a direct relationship with their various providers and allow participants to share their support needs and goals directly with each provider.

The NDIS is working with the Centre for Health Economics at Monash University to conduct a Wellness Survey. This collaboration will look at ways to improve the wellbeing of NDIS participants by developing an index to measure the impact of the NDIS. It is expected this will assist government agencies to improve services for people with disability.

Joanne House, Corporate Governance & Finance Manager

survey: tinyurl.com/AlyaNDIS

NDIS

Events

Save the date - Alya Community Christmas party
16th November 2023 from 11.30am to 1.30pm
at Hanlon Park Buranda/Stones Corner
(more information on page 4)

RSVP payroll@alya.com.au



Alya street art project

When Alya moved into our new office space in Stones Corner, our car park looked pretty bare, the large white walls lacked charm and were a magnet for graffiti, and not the nice kind. We decided that creative problems require creative solutions, so rather than continuously fight the issue we decided to make magic.

Together, our NDIS participants and staff gathered for a wonderful day making awesome street art to cover our car park walls. Creativity flowed through the air as we painted to our hearts' content, inspired by our community, each other, the music - and the ice cream

wagon. Our art tells a story of togetherness and has created a car park to rival all car parks. It was great to see how ideas bounced off each other and everyone working collaboratively to make something wonderful and representative of the Alya culture.

We would love to see you at our office and give you a tour, some of the street art highlights include a brilliant mandala, murals of our office dogs Daisy, Teddy (featured twice) and Little Daisy, a wall of flowers, some sushi and more.

Every day the office-based team arrives at work with a smile, happy to remember such a great day that brought everyone together to create lasting memories.

Anita Gregory, Participant Support Officer Team Leader

Activity

Jenny's story

"I was born with cerebral palsy. I had an amazing mother who left the world way too soon. My Dad was in the Second World War and he passed away when I was 26.

I got married and have two amazing daughters. I am very lucky to have such an amazing family. Some people are not lucky enough to get support from their family and can be taken advantage of."

"I have a gorgeous cat called Kitten who is 9 years old and keeps me company and is a wonderful waste of time 😊. My eldest daughter has a son who is 3 months old whom I am smitten about. My eldest is a high school teacher and my other daughter is studying at uni. Both my daughters have dyslexia and it's shown me that no matter what, you can overcome any disability."

"I love scrapbooking and it helps me stop me having cortisone injects every few weeks because it makes my fingers move. I love art and making things and I enjoy watching the tv show 'Long Lost Family.' I'm a Broncos Fan and a huge QLD state of original fan as well."

"My goals are to gain more independence and I would love to go shooting at a shooting range."

Well Jenny we will have to see what we can do about that shooting wish of yours..



NDIS Participant

Jenny, our Alya participant, spoke with Sandra Borzi, Team Leader

Introducing New Staff



Hien Le, Business Manager Home Care

Hien is the Business Manager for Home Care at Alya. Fun fact, Hien was Alya's first ever employee, joining Alya as a Mentor in April 2020! He has since worked with many of our participants providing complex physical and mental health support. Hien has recently qualified as a Registered Nurse, which combined with his legal qualifications, brings a unique range of skills and experience to this newly created role.

Alya recognizes that Home Care is developing rapidly and is becoming an essential need for all participants under the NDIS. As a registered provider, Alya continues to invest in best-practice and learning and development programs.

Alya's Home Care Division offers services including:

- Activities of Daily Living (ADLs)
- High Intensity supports (such as PEG Feeding)
- Supported Independent Living (SIL)
- 24/7 Supports
- Medication Management
- Mealtime Management
- Development of care plans in conjunction with Allied Health practitioners
- Staff training and development

Home Care

Referral: alya.com.au/referral-form



Ian 'Briggsi' Briggs, Principal Talent Manager

Our most important asset is our people. Alya continues to invest in our employees and their professional development. Our frontline team (mentors and support workers) are ambassadors of our values – **Integrity, Care, Service, and Achievement**.

Briggsi is Alya's key liaison for new and existing talent and is responsible for workforce management, capability development, and employee relations.

Briggsi brings to Alya over 20 years' experience of recruitment and talent management across a diverse range of sectors and is a qualified research scientist.

If you are interested in careers with Alya please reach out to Briggsi at enquires@alya.com.au

Talent Management

Meet our dogs

Alya proudly promotes a dog friendly workplace and is proud of our 'bring your dog to work policy.'

There are so many benefits to a pet-friendly work environment. It's a scientific fact that pets lower stress levels, improve morale, boost mental and physical health, and encourage collaboration.

Teddy is a Cocker Spaniel who loves meeting new people. He's always down for a cuddle and brings much joy to the workplace.

Little Daisy is a rescue Jack Russell. She may be small but she's all heart and rules the office. Daisy likes snacks and long naps.

Daisy is a rescue Greyhound with the spirit of a Queen. She is certainly our most graceful team member.



Please bring a hat

- ✓ Wheelchair accessible
- ✓ Toilets
- ✓ BBQ and Refreshments provided
- ✓ Seating and shade
- ✓ Walking distance Buranda Bus and Train Station
- ✓ Parking close by (see the map *)



Please join us for our
Participant and NDIS Community
Christmas Party

Christmas in the Park
Thursday 16 November 2023
11.30 am to 1.30 pm

Location:
Hanlon Park / Bur'uda
Cnr Lincoln & Regina Street
Stones Corner 4120

RSVP by Monday 13 November to
payroll@alya.com.au



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Integrity

We do what we say



Care

We act with diligence and empathy



Service

We will provide the best experience we can



Achievement

Helping people to achieve their full potential