

alya Community news

You are important to me

Alya Newsletter: Quarter 2 2024

CEO reflections



To Our Community

I came across a quote by Ralph Waldo Emerson recently that resonated with me *"Progress is the activity of today and the assurance of tomorrow."*

As Alya continues to grow, my focus remains on ensuring that we continue to improve and develop in all aspects of the business. This includes

analysing performance, listening to the voice of our customers, identifying learning opportunities, and making incremental changes to processes and policies.

To ensure that these learnings flow through to our field-based team, we have introduced initiatives such as on-the-job work shadowing, coaching, mechanisms to share improvement ideas and success stories, and tailored development plans for our employees. We have also adopted innovative strategies to measure and enhance the psychological safety and wellbeing of our employees.

I'm also excited to share that we have recently partnered with our technology provider, CX-Change to onboard their Disability Care Digital Application. This App will help to streamline communication and enhance customer experience through an accessible digital platform available to download on any smart device. As we work through the customisation phase, we will invite members of our community, our participants, and employees to provide us with feedback ahead of our planned user testing in early July.

We are grateful for your support, feedback and suggestions and encourage you to keep sharing your thoughts and experiences with us.

Rona

CEO

What's new in NDIS?



What does it mean to be a Registered NDIS provider?

There has been much debate following the recent NDIS Review Outcomes and Recommendations regarding registered vs. non-registered providers.

As a Registered Provider, Alya has been approved by the NDIA to provide services for NDIS participants having attained the required high standards of quality, experience, qualifications, and competency.

We are rightly proud of our status as a Registered NDIS Provider. Through regular and rigorous independent audits, we provide complete transparency of how our business is run; the quality of care we provide; the competency and capability of our staff; the strength of our policies and procedures; our financial and invoicing integrity and reporting; the customer experience of our participants; our risk management framework; compliance and governance systems; and our adherence to NDIS Practice Standards.

This provides our community and clients with the confidence that Alya meets the NDIS Practice Standards and that the quality of support being delivered is of the highest standard.

Joanne House, General Manager Governance

NDIS



Alya is the proud sponsor of One Community's 'Success Circle' event for CEO's and Senior Managers on 23 May 2024 in Brisbane (Follow the link for event details)

www.onecommunity.net.au/HostedEvent/Display/7

EVENTS



Participant Picnic



Many of our participants and employees braved the 32-degree heat to celebrate making new connections at Hanlon Park. We enjoyed a sausage sizzle, games and lots of laughter. Stay tuned for your invitation to our next Community Picnic which we plan to hold in August.



Activity

Welcome New Alya Team Members

Alya continues to grow. We welcome Alya's newest Participant Support Officers to our corporate team.



Elisa Solano

Elisa has joined Alya's Psychosocial team. She has a background in finance and is an experienced Case Manager with lived experience supporting friends and family. Elisa has a passion for helping people live their best life.



Kaysi Robinson

Kaysi has 20 years' experience as a Registered Nurse and was recently a Support Coordinator. She joins us as Team Leader Sunshine Coast & Regions and as Alya's clinical lead.



Mariam Oyeleke

Mariam joins Alya's Psychosocial team having previously supported people with disability to learn new skills, assisting them to enter the workplace. Mariam loves being able to facilitate positive change in people's lives.

Alya

Arthur's Story

Arthur has lived with complex mental health for many years.

He grew up on the Sunshine Coast and lived on a soybean farm, the first of its kind in the area. The farm eventually became a dairy and beef farm.

When Arthur was old enough, he worked the cane fields, and helped out on the farm when he could, he especially liked to work the tractor.

The family has always had working dogs and Arthur has a Cattle Dog of his own called Riley who is 10 years old.

Working with tractors has always been Arthur's favourite thing to do – these days he loves to go to the local Men's Shed and work with his hands and chat to all the guys. He also enjoys history, learning about the local area, gardening and growing vegetables.

Alya provides psychosocial and capacity building supports to Arthur.



(Image: one of Arthur's Men Shed projects)

NDIS Participant

Alya Staff Awards Night 2023

Our company values are INTEGRITY, CARE, SERVICE and ACHIEVEMENT. From our strategic plan, through to our hiring decisions and how we operate, our values underpin every aspect of our business. Our dedicated employees demonstrate our values every day and we're proud to announce the winners of our 2023 Employee Awards.

Our Employee Award Categories include nominees for each of our Alya Values with a 5th Award Category being for a Rising Star (an employee of less than 12-months tenure).

and the winners are..



Bev Dawson —Care



Fletcher Omrod —Service



Alya's Rising Star— Shareen Naz



Amanda Lewis —Integrity



Cat Alker — Achievement

The awards were presented by Alya's CEO, Rona McLean-Carmody, and Managing Director, Peter Keith.

Achievement



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