



Independent Living Centre WA

Annual Report ***2012-13***



**Independent
Living Centre WA**
*Making choices **finding solutions***

Annual Report 2012-13

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David Gribble



Melissa Bramley



Ron Back



Jim Ellis



Lynette Meyer



Rebecca Moore



Robyn O'Callaghan



Lorna Rosenwax



Denise Sullivan

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General Manager, Brightwater
Care Group (Inc)
(until 10.12.2012)

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Chief Executive Officer, Constable
Care Child Safety Foundation
(from 10.12.2012)

Deputy Chairperson

Mr David Gribble
Chief Executive Officer, Constable
Care Child Safety Foundation
(until 10.12.2012)

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(from 10.12.2012)

Mr Ron Back
Finance and Management
Consultant

Mr Jim Ellis
IT Business Consultant

Ms Lynette Meyer
Operational Excellence
Compliance – Assurance Advisor
Chevron Australia
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Finance Committee:

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Mrs Gerri Clay
Mrs Annette Frazer
Ms Robyn O'Callaghan

Research Representative:

Prof Lorna Rosenwax

Annual Report from the Chairperson and Executive Director

The Independent Living Centre's (ILC) unique information role across sectors is best known for the provision of unbiased information and advice about assistive technology. This has extended in past years to include equipment funding, eligibility and pathways to access equipment grants; home modifications; community services; and access to multicultural services for older people.

Throughout 2012-13, a crucial area of work for the ILC has been supporting and developing information provision and guided referral pathways for consumers within the major national and state reforms.

The potential for innovation that accompanies policy and program reform has been embraced by the ILC and we have actively looked for opportunities for our suite of services to add value for consumers.

Although Western Australia is not yet a signatory with the Commonwealth for the Home and Community Care agreement it supports the National Disability Insurance Scheme and at a state government level the concept of entitlement for individuals and consumer directed care is being integrated into policy and services.

The ILC has actively provided input and commentary to the development of the major national policy reforms underway across disability (Disability Care Australia and My Way in WA) and aged care (Living Longer Living Better) via the WA division of National Disability Services and through Aged and Community Services WA. At a state level the ILC is an active contributor to policy and working party developments to progress the WA assessment framework.

The Independent Living Centres Australia (ILCA) members have also

worked collaboratively across states to progress discussions in regard to the role of ILCs within the Disability Care Australia model.

In June 2012 the ILCA national equipment database went live with WA stepping into the national lead agency role for this initiative shortly after. Strengthening governance has been the priority for this project alongside improving functionality and access for consumers of all ages. It is pleasing to note that significant progress has been made towards the full adoption of the database by states at a business and operational level.



David Gribble
Chairperson



Gerri Clay
Executive Director



Ralph Gore, Gerri Clay and Minister for Community Services Robyn McSweeney at the ILCA database launch

Consistent with our practise of evaluating and improving service delivery, two external reviews of program areas were conducted throughout the year. The review of all education and training delivered by the organisation resulted in the Board endorsing the recommendation to commence a centralised approach to training in 2013-14. A series of internal and external evaluations and reviews were also conducted across the north metropolitan program operated by the ILC, partly in preparation for the re-tender of the Commonwealth Respite and Carelink Centre (CRCC) programs. These informed changes in our service delivery model, implemented in March 2013, saw positive early signs of improvement to customer service, as indicated in feedback from service providers.

The support provided by government funding bodies at a Commonwealth and state level is fundamental to achieving our purpose of optimising independence and quality of life for consumers and we thank our government partners for continuing to place their confidence and trust in the ILC.

A number of partnerships have flourished as we have established new and reinvigorated existing working relationships. Of particular note have been the collaborative projects with Occupational Therapy Australia national and WA branches, the Royal Automobile Council, Bentley Health Service, Council on the Ageing, Feros Care, Tunstall Healthcare, Balga Senior High School, Disability and the Arts Disadvantage and the Arts WA, Perth Home Care Services and the National Relay Service.

Towards the end of 2012 the ILC was approached by Noah's Ark WA to consider a proposition for the ILC to take on the delivery of its programs. The ILC Board conducted a due diligence process to consider the financial, governance and strategic implications for the future and in March 2013 made the decision to proceed with the merger. Both organisations actively prepared for the merged service to commence on 1 July 2013. We are appreciative of the Board's thorough and consultative approach, complemented by the enthusiasm, good humour and insight shown during this process. We extend our gratitude to each Board member for their significant contribution throughout a busy year

that has required a major time commitment from all.

A significant change at Board level was the retirement of Ralph Gore as Chair, who was elected to the role in February 2007 and has provided outstanding leadership for the Board in its governance role over the last five and a half years. We thank Ralph sincerely for his contribution as Chair and for his continuing commitment to the ILC Board.

Against the backdrop of these developments and changes, the ILC reached 23,559 consumers this year, many of whom accessed multiple services. This would not be possible without the skilled work of our dedicated staff who demonstrate outstanding commitment and genuine caring in their daily roles. They are in turn supported by our program funders, suppliers, friends and the many ILC supporters, all working together to enrich the lives of people who access our services.

David Gribble
Chairperson

Gerri Clay
Executive Director

Open Day for Carers a great success

The ILC opened its doors to around 250 carers on 16 May. Officially opened by ILC Life Member Dr Patricia Kailis, the aim of the free event was to provide a range of information about the services and assistance available for carers, and the people they care for, through the ILC and other organisations, such as Advocare, Carers WA, Centrelink, Perth North Metro Medicare Local, Richmond Fellowship and Noah's Ark WA.

The Open Day featured sessions on respite options for carers, safe driving and passenger support, grants and equipment funding, mental health awareness, looking after the carer, multicultural care, technology exploration and easy cooking demonstrations by West Australian Chef Marg Johnson.

In addition to being an informative and educational event, the Open Day provided a well deserved fun day out for carers with relaxation sessions offered, entertainment provided by the Parkinsons WA singing group and catering supplied in part complementary by Balga Senior High School students.

A range of positive feedback was received about the event.

Research culture gaining further momentum

The building of a research and evaluation culture across the organisation gained further momentum this year, enhanced by the opportunity to undertake specific projects supported by Home and Community Care (HACC) funds. These included:

- an assistive equipment service client outcomes evaluation project which aims to formally evaluate the outcomes for individuals who use the ILC service, to enable further development of information delivery methods and to support service expansion to meet the needs of HACC clients; and
- HACC low cost aids and equipment research which aims to define low cost assistive technology and explore pathways for HACC eligible people to access non-complex aids and equipment.

These projects have strengthened linkages with Curtin University in WA and Deakin University in Victoria.

Raising awareness of emerging technologies

A series of proactive approaches to engage the disability, aged and community care sectors were successful in raising awareness and adoption of new and emerging technologies to support consumers.

Specific strategies included working alongside the Disability Services Commission and stakeholders to create an Emerging Technology Partnership Group initiative; and partnering with Aged and Community Services WA (ACSWA) to host a "Connect with Technology in Aged Care Symposium" which targeted aged care community service providers. The symposium explored the latest in technological advancements assisting ageing Australians to stay at home longer and maintain their independence and showcased the newest innovations available to the aged care and community and disability sector, particularly in the area of telecare.

The Open Day for Carers attracted around 250 people



Assistive Technology Services

2012-13 has seen further consolidation of the service delivery model put in place the previous year, enabling the organisation to take advantage of increased linkages between service areas including the ILC Multicultural Aged Care Service and the Occupational Therapy Driver Assessment Service. This has increased the range of opportunities and access for users of the service.

The development of stronger relationships with regional service providers and the use of portable video technology such as Skype to conduct face to face consults have also featured this year. Building of knowledge and practical application was supported by an iPad Skype pilot program with the Bentley Health Service Occupational Therapy Department.

Significantly, increased flexibility in service delivery, together with the restructured Country Assistive Equipment Services program, has

resulted in a 54% increase in country consumers accessing ILC assistive technology services during 2012-13 as compared to the previous year.

With the increase in consumer directed service provision in both the aged and the disability sector, the need for good information regarding assistive technology choices has become even more important. In August 2012 the Independent Living Centres Australia (ILCA) national database was launched in metropolitan and regional areas and WA became the lead agency nationally for the ongoing management and development of the resource.

This year has seen the undertaking of research into the assistive technology outcomes for Home and Community

Care (HACC) eligible consumers of the service. In partnership with Curtin University users of the service have been surveyed for the purpose of not only identifying levels of customer satisfaction but also to identify the impact of the use of assistive technology.

In December 2012 a joint forum with disability service providers was held with the intention of raising awareness and understanding around the use of new and emerging technologies with particular emphasis on telecare and telehealth options.

ILC's Assistive Technology Service has responded by increasing the depth of its resources to support the sector to move in this direction.

Consumers Accessing Assistive Technology Services

Region	Number
Metropolitan East	4,111
Metropolitan North	6,632
South East Metro	3,538
South West Metro	3,546
Total Metro	17,827
Goldfields	361
Great Southern	1,275
Kimberley	780
Mid West	649
Pilbara	104
South West	1,209
Wheatbelt	1,238
Total Rural	5,616
Interstate/Overseas	116
Total	23,559

ILC Top 10 Queries

	Clients
1. Augmentative & Alternative Communication	2464
2. Seating	1852
3. Bathroom and Toilet	1584
4. Scooters	1404
5. General Communication	1295
6. Assistive Learning Technology	1136
7. Wheelchair – Electric	1022
8. Bedding and Accessories	953
9. Vocational	892
10. Hoists & Transfer Equipment	485



Five-year-old Ruby visited the ILC with her mum Rawia to gain some advice from an occupational therapist about cutlery, plates and slant boards that may be helpful for Ruby, who has an arm limb difference.

Following their visit to the Centre Rawia purchased a slant board for Ruby which she regularly uses at school for writing.

The board helps Ruby to maintain good posture and to keep her ergonomically upright while enjoying her school lessons.

The Assistive Equipment Services team visited 38 country towns during the year.

The ILC thanks all 207 suppliers who contribute to the ILCs services by providing their items for display and trial on the showroom floor.



ILC Tech

The trend towards portable and tablet technology and the use of Apps continues to be a feature of the service delivery of the ILC Tech service. Developing and maintaining resources on the ILC website is one way the team is managing this demand as well as offering regular introductory workshops focused on Apps for communication and learning.

The ILC launched an ICT grants project to support the sector to obtain and implement the use of Information & Communication Technology (ICT) for people living in supported accommodation settings. Funded by the Disability Services Commission (DSC), the goal of the project is to assist service providers to address ICT policy and equipment issues, as well as implementation and

training, to support increased access to telecommunications, computer technology and the internet for people with disabilities.

The ILC Tech service continues to support the Community Aids and Equipment Program (CAEP) Augmentative & Alternative Communication (AAC) service prescription area. Following a favourable evaluation this project has now been converted to a two year program.

Where appropriate, individuals who trial AAC devices through the ILC hire library are able to convert the hire into a CAEP funded device to support their streamlined access to communication and reduce wait times and double handling of devices.

A successful Pragmatic Organisation Dynamic Display (PODD) workshop was

conducted this year with presenter Gayle Porter, an Australian speech pathologist with over 25 years hands-on experience working with people who have complex communication needs. Hosted at the ILC, the workshop was attended by a range of speech pathologists, educators and parents.

ILC staff attended and presented at the National AGOSCI conference held in Sydney in May. Presentation topics included 'Streamlining the process for CAEP funded Communication Devices' and 'Apps for AAC: Adding iPads to your AAC Toolkit'.

Country visits to conduct consultations and training were once again successful with visits made to Albany, Geraldton, Kununurra, Narrogin, Northam and Merredin.



Sam, who loves to use the internet, is starting a career in video production with his friend. Sam has cerebral palsy and uses a powered wheelchair with switches on his headrest to drive his wheelchair and operate his computer. Sam and his family have used the ILC to explore equipment since he was a child.

Currently the ILC Tech team is working with Sam to help him achieve his goal to be able to independently edit his own videos. Sam's computer and switch access software is old and needs replacing so he can maintain his social networks by email, Facebook and Skype. ILC Tech is able to provide Sam with the chance to see and trial the latest computer access software to determine the best solution to meet his needs.

ILC Hire

Further streamlining and digitising of processes continued in the ILC Hire service area throughout the year.

The service was commended in the ISO audit for the progress it had made to become paperless to improve workflow.

Throughout the year ILC Hire updated and upgraded its equipment stocks, in particular the manual wheelchair stocks, and following an infection control audit, the service area is working towards a continuous improvement plan and is reviewing the types of products on offer.

OT Driver Assessment Service

Demand for OT driver assessment for people with disabilities or medical conditions continues to grow. 301 assessments were conducted for people requiring fitness to drive or modified driving controls throughout the year.

In conjunction with RAC, through a community partnership grant, the OT Driver Assessment team also facilitated and conducted two successful CarFit events in the metropolitan area, providing advice and information to older drivers to enhance driving safety.



At age 18, Dyllan was referred by his GP to the ILC OT Driver Assessment service to determine if his cerebral palsy would impact on his ability to achieve driver licensing.

Following the assessment, it was determined that Dyllan's lower limb function was adequate to use standard controls in an automatic transmission vehicle, enabling him to be issued with a learners permit.

One year on, following driver training with both a driving instructor experienced in rehabilitation and his mum, Dyllan passed his practical driving test and had bought his dream vehicle, an early model Ford Falcon, which gives him the style and independence he sought to travel to his part time job, studies and disability advocacy appointments.

Grants and Equipment Funding

Disability Equipment Grants (DEG)

Throughout 2012-13, over 570 grants were provided to individuals to assist with funding equipment through the DEG program. These grants included block grants to the Association for the Blind to assist people with vision impairment and to the Multiple Sclerosis Society to assist people with thermoregulatory difficulties to purchase an air conditioner.

The DEG program's recently introduced new category of equipment, Essential Independence, which targets a gap for consumers, continued to have strong uptake this year.

A slight increase in the number of grants managed by the ILC for applicants not linked to an organisation (56%) was

experienced this year. The remaining 44% of the grants were provided to organisations to purchase equipment on behalf on their clients.

Vehicle modification grants accounted for approximately 40% of the grant funding. This included 53 grants to assist with the purchase of new or second hand wheelchair accessible vehicles.

Air conditioner grants accounted for 22% of the total grants, assisting 244 individuals with thermoregulatory dysfunction.

The Occupational Therapy Driver Assessment subsidy continued to assist eligible people with disabilities or medical conditions to access subsidised assessments. In total, 465 people accessed the subsidy for

assessment, of which 373 people required fitness to drive assessments and 92 people required assessment for modified driving controls. 72 people requiring modifications proceeded to access further assistance with the driver training subsidy to help with the additional costs associated with these specialised lessons.

The driver training subsidy for first time drivers was increased from 17 to 25 subsidised lessons to meet the changed requirements from the Department of Transport for young drivers to undertake 25 supervised hours on-road before sitting a practical driving assessment.

Equipment for Living Grant (EFL)

The ILC completed a successful year administrating the EFL Grants, provided by a state government grant through the Disability Services Commission.

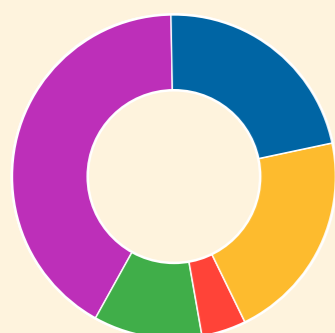
The EFL program operated as a rolling grant program for the first time since its inception in 2004-5 improving equity of access for consumers.

A total of \$1.4 million provided vital equipment to 540 people with disabilities who were not able to obtain these items through the Community Aids and Equipment Program (CAEP) or other support programs.

This year saw an increase in the provision of mobility aids such as wheelchairs and walkers which accounted for 43% of the total grants.

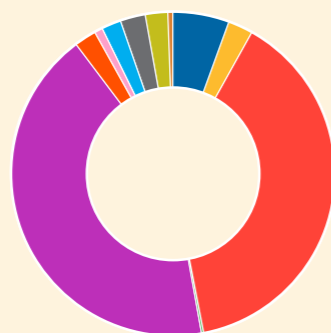
In previous years electrically adjustable beds were the most utilised item, but this year they accounted for 39% of grants. Other items funded included specialised seating, personal care equipment, environmental controls, assistive communication technology and specialised recreation equipment.

DEG Equipment Grants



- Air Conditioner
- Assistive Technology – Vision Impairment
- Communication Equipment
- Essential Independence Equipment
- Vehicle Modifications

EFL Grants



- Alternative Positioning
- Communication Technology
- Electrically Adjustable Beds
- Environmental Controls
- Mobility Devices
- Personal Hygiene
- Respiratory Equipment
- Transport
- Recreation
- Hoists
- Client Safety

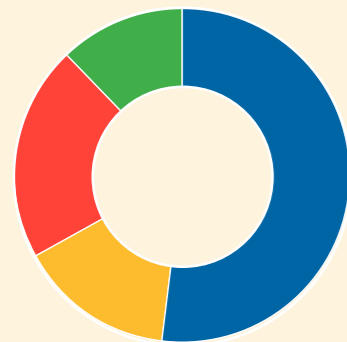


Everyday traveling for the Stokes family is a little easier thanks to a \$10,000 Disability Equipment Grant, which contributed to the conversion of their family car into a wheelchair accessible vehicle. Five-year-old Mikayla, who is diagnosed with Aicardi Syndrome, is dependent on her wheelchair for support and to get around.

Prior to receiving the grant, Mikayla's Mum Belinda was required to lift Mikayla out of her wheelchair and into a car seat and then place the wheelchair in the car boot. The family's new wheelchair accessible vehicle will enable Mikayla to be more safely and efficiently transferred in and out of the car.

Pictured with Mikayla are her Mum Belinda, Dad Brett and ILC Equipment Grants Manager Nicki Longmire.

Respite Activity



- National Carers Respite program (includes Aged, Consumer Directed Care)
- Severe and Profound
- Mental Health
- Young Carers

The ILC Respite and Carelink Centre experienced a year of consolidation and responding to changes in the aged care reforms (Living Longer Living Better) to ensure a strong position to provide a quality service into the future.

A new service model was successfully implemented to ensure quality and responsiveness in our specialist respite programs. These include the:

- National Respite for Carers Program
- Dementia Education and Training
- Consumer Directed Care *funded through the Department of Health and Ageing*
- Mental Health Respite Program
- Young Carers Program
- Carers for a Younger Person with a Severe or Profound Disability Program *funded by the Department of Families, Housing, Community Services & Indigenous Affairs*

An external evaluation of CRCC during the year confirmed high quality customer service and accurate and appropriate information provided by the ILC. The focus of the evaluation was on customer service and information provision outcomes, with feedback being obtained from surveys completed by customers and industry sector users.

The Centre continues to support all primary carers in the north metropolitan area by providing access to carer support services, information, and planned and crisis respite care, with the after hours service meeting the needs of carers presenting with urgent respite needs out of business hours. The Centre works with up to 165 service providers to deliver respite services.

In addition the team is consolidating work with our partners in the delivery of and access to services that meet the needs of our Culturally and Linguistically Diverse and Aboriginal communities.

A new national My Aged Care website and call centre for people to access information and advice regarding aged care services, including new referrals for Home and Community Care services, was implemented during the year. The CRCC team worked hard to support the impact of these changes and continues to monitor and provide feedback nationally on the impact of these changes on caller access.

Team members are diligent about keeping abreast of the National Aged Care reforms, in particular the Consumer Directed Care Aged Care packages, through attendance at CRCC hosted and industry sector network meetings.

Customer comments from the external evaluation of the CRCC strongly confirmed the quality of the service offered.

“ILC is the first place you should go... it is amazing that such a service is available”

“There are experienced people able to give advice”

“A good experience... a simple request that led me to find out about a whole bunch of other stuff”



High school student Alina supports in the care of her father who has Multiple Sclerosis. Her significant caring role includes providing support around the house with tasks such as cleaning, cooking and personal care for her father. She is also a large emotional support to him and her mother, Mariana. The Young Carers Program supports young people like Alina to maintain their education alongside their caring role because at times this can be compromised due to the large commitment of being a young carer.

The program has supported Alina with educational assistance through weekly tutoring to help her through her year 12 exams, driving lessons, a gym membership and social activities to give her a break from her role while increasing her independence and giving her the opportunity to participate in activities she may not otherwise get.

ILC Multicultural Aged Care Service (ILC MACS)

ILC MACS continued to develop and deliver training in culturally and linguistically diverse (CALD) related areas to aged care providers, in both the residential and community care sectors.

A number of partnerships were developed and enhanced throughout the year.

The service partnered with Cancer Council of WA, Palliative Care WA, Continence Advisory Service of WA, Dementia Behavioural Management Advisory Service and ASeTTS to facilitate workshops that will assist aged care service providers deliver culturally appropriate palliative, dementia, trauma and continence care to clients and residents of multicultural background.

In an effort to provide a more coordinated approach to reaching CALD communities, Alzheimer's WA and ILC MACS partnered with ILC Assistive Technology Services and ILC CRCC to deliver workshops for a number of communities. Held with qualified interpreters where necessary, these workshops have been successful in expanding opportunities for CALD communities to continue the dialogue around what services are available for their elderly in the community.

The ILC MACS Service Coordinator presented a paper on this work at the Adelaide "Aging in a Foreign Land" conference in June, which generated great interest from participants. The Indian and Indonesian communities were targeted for particular workshops in line with ILC MACS' current focus on identifying links to reach new and emerging communities in aged care. Other new and emerging communities include Indonesian, Sri Lankan, Iraqi, Filipino, Malaysian and Japanese communities.

ILC MACS have also partnered with other state PICAC (Partners in Culturally Appropriate Care) services to offer best practice resources and strategies to aged care providers and community members.

As a statewide service, ILC MACS aims to reach many regional areas across Western Australia in addition to the metropolitan area. Challenges delivering training in regional areas are being addressed through researching and trialing alternative modes of delivery such as videoconferencing and E-learning. Throughout the year ILC MACS incorporated video conferencing as a standard mode of service delivery to regional WA, increasing uptake and reducing program delivery costs. Regional communities reached throughout the year include Albany, Bunbury, Busselton, Dowerin, Geraldton, Katanning, Mullewa, North Hampton and Three Springs.

In the metropolitan area, keeping the community and residential aged care sectors up to date with relevant services is aided through regular breakfast forums held in the north metro region and 2012-13 saw a similar program commence in the south region. The forums were well attended and continue to increase the awareness and knowledge of aged care service providers towards providing culturally sensitive and appropriate care.

ILC MACS was also invited to participate in a significant number of reference groups, working parties and steering groups with service providers, key stakeholders and state government and federally funded projects. These included the Advocare Research Reference Group; Aged Care Standards and Accreditation Agency; Alzheimers WA Education Industry Reference Group;

Culture Workshop Reference Group for the Brightwater/Juniper project; Ethnic Communities Council WA Women's Sub Committee; and Office of Multicultural Interests CALD network groups.

ILC MACS supports the implementation of the National CALD strategy launched this year. The strategy addresses the specific needs of ageing CALD people to enable them access and equity to a full range of appropriate aged care services and to empower them to access such services.



ILC MACS engaged with the Indian Seniors Group throughout the year to provide information about accessing, and options for, aged care services.

“Thank for the fantastic talk you gave, our lives are really changing with the population growth and we all need to be aware of the cultural differences.”

Suzanne Maxwell, Community Visitors Scheme Coordinator, Baptistcare

ILC Regional Assessment Service (RAS)



Type of Assessment



- Initial assessments
- Re-trigger assessment due to change in condition
- Annual review

Changes in the Western Australian Assessment Framework (WAAF) have been operational for two and a half years. Working within this framework the ILC RAS team has continued to deliver wellness assessments in the north metropolitan region to assist people to stay in their own homes for as long as possible. These are carried out in people’s homes to identify a person’s strengths and areas of difficulty. The assessor explores what resources and options are available within the community and makes referrals to services when needed with the aim to support a person to continue doing what they have previously been able to do.

ILC RAS has continued to participate in external auditing requests with results consistently reflecting quality work. Whilst assessors can carry out assessments on persons with a range of different conditions the team operates with specialist areas of expertise to ensure that their practices

and resources are current. Priority timeframes continue to be met in all areas. The RAS team continues to review progress on an annual basis or when a person’s circumstances or health condition changes.

The ILC RAS team continues to consult with the CRCC and a range of community services to offer people choices to best meet their needs. Team members have actively been involved in a range of working groups to further improve the WAAF.

A concerted effort to engage with the Home and Community Care (HACC) and Health sector in regard to home modifications systems and consumer outcomes in Western Australia led to the successful scoping and development of a Home Modification and Assistive Technology project which the ILC will lead for the HACC sector in 2013-14.

Business Operations



The ILC’s operations are extensively supported by state and Commonwealth government funding. Agreements are in place with Disability Services Commissions (DSC); the Home and Community Care program (HACC); the Commonwealth Department of Health and Ageing (DOHA); Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA); and Lotterywest.

A noticeable increase in equipment brokerage is due to the largest Equipment for Living grant to date administered by the ILC this year. Additional revenue was generated by delivering training, the OT driver assessment services, equipment hire and display space rental. Additional project work was funded by one off grants from RAC and Non Government Centre Support funding.

The full audited statement for the Independent Living Centre WA Inc. is available at www.ilc.com.au under ‘Resources’.

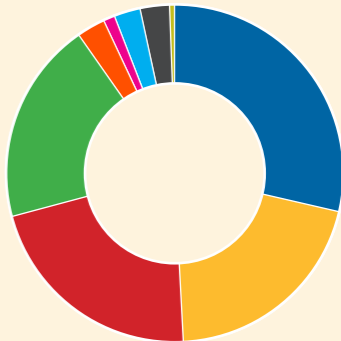
Since the major ICT upgrade early in the strategic plan, systems have continued to be improved and developed.

Recent upgrades have facilitated the support of video consultancy at individual workstations and via iPads and large wall mounted screens in all meeting rooms. Preliminary work has also been completed in readiness for the implementation of Sharepoint.

Development of business processes this year has focused on improving systems for reporting and monitoring against contractual outputs. The contractual and benchmark reporting across all program areas has been consolidated into a live stream of data reporting, accessible to program coordinators.

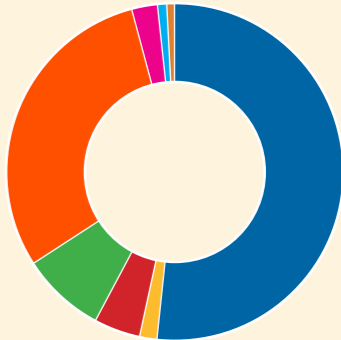
The organisation successfully achieved ISO 9001 accreditation status and met the common community care standards during two separate audits as applied to the statewide HACC funded Assistive Technology Service and the north metro Regional Assessment Service.

Income



- DSC
- Health / HACC
- Commonwealth
- Lotterywest
- Resale of Equipment
- Sales and Hire
- Consultancy
- Interest
- Donations and other

Expenses



- Staff Costs
- Travel
- Capital
- Respite
- Equipment Brokerage
- Accomodation
- Insurance, Communications and Marketing
- Other Expenses



(left to right) Margaret Lovejoy, Nicki Longmire, Sue Roberts and Annette Frazer have contributed over 60 years in total to the Independent Living Centre.



Helen Mann celebrated 15 years of service this year.



ILC Staff Scholarship recipient Emma-Kate Codyre with ILC Executive Director Gerri Clay and Board Member Denise Sullivan.

The ILC is fortunate to have a number of long term employees. This year Sue Roberts celebrated 25 years, Annette Frazer and Helen Mann reached 15 years and Nicki Longmire and Margaret Lovejoy achieved 10 years of service.

It has been a bumper year for ILC staff presenting at national conferences with 16 presentations in total. The strongest underlying theme was technology supporting independence, including embracing iPads, telecommunications, telecare and telehealth.

The ILC continues to develop a culture that actively supports staff learning and professional development. This has included an eight week management skill module for staff

new to a supervisory role and specific training to increase accountability and responsibility across the organisation. The 2013 ILC Staff Scholarship was awarded to Emma-Kate Codyre, a member of the Assistive Technology Service, to undertake post graduate Driver OT assessment training.

The employment of ILC's first employee in the role of marketing and communications has significantly increased the organisation's capacity and ability to profile and market its services.

Our Staff 2012-13

Current Staff

Tyvella Abban
Assessor

Sufian Ahmad
Community Liaison Officer

Alex Andrews
Occupational Therapist

Shona Bastian
Assessor

Monica Bentsen
HR and Finance Assistant

Jenny Bishop
Occupational Therapist

Maggie Bracegirdle
Community Liaison Officer

Georgina Bryant
Administration

Iris Burtenshaw
Assessor

Jacqui Caldwell
Communications & Marketing Officer

Linnea Calvert
Administration

Kerrie Campbell
Administration

Breanna Carlton
Assessor

Sara Chong
Speech Pathologist

Gerri Clay
Executive Director

Emma-Kate Codyre
Occupational Therapist

Margaret Dare
Community Liaison Officer

Tracey Day
Community Liaison Officer

Veronica Divincenzo
Community Liaison Officer

Caroline Eaton
Occupational Therapist

Rachel Everison
Assessor

Lauren Farrell
Occupational Therapist

Annette Frazer
Manager, Business Services

Stephanie Gaudin
Occupational Therapist

Laurel Hocking
Occupational Therapist

Melody Howey
Coordinator Hire

Debbie Howie
Community Liaison Officer

Amanda Hudson
Occupational Therapist

Sally Hunter
Manager Assistive Technology Services

Evana Jacobson
Occupational Therapist

Margie Justice
Community Liaison Officer

Casey Keeley
Community Liaison Officer

Fiona Kemp
Occupational Therapist

Elizabeth Kent
Administration

Deborah Leskiewicz
Administration

Fleur Litster
Administration

Amy Litton
Speech Pathologist

Nicki Longmire
Manager Equipment Grants

Margaret Lovejoy
Administration & IT

Helen Mann
Community Liaison Officer

Sacha Marchant
Project Officer

Sandra McKessock
Community Liaison Officer

Aileen Miller
Assessor

Kelly Moore
Coordinator Technology Services

Eva Mwakichako
Education Coordinator

Liza Ozsdolay
Occupational Therapist

Catherine Papanastasiou
Regional Education Coordinator

Maggie Pratt
Administration

Jessica Ridgen
Occupational Therapist

Rachele Roberts
Community Liaison Officer

Sue Roberts
Administration

Simone Robinson
Occupational Therapist

Kerry Rodda
Administration

Dawn Shand
Administration

Karena Sherriff
Manager Commonwealth Programs

Lynne Sinclair
Accountant

Francine Snadden
A/Manager Commonwealth Programs

Gail Stacey
Administration

Erica Tang
Assessor

Linda Tran
Occupational Therapist

Jane Trigg
Service Coordinator, Carelink & Respite

Debbie Tunnicliffe
Administration

Elizabeth Urquhart
Coordinator Regional Assessment Service

Caren Van Biljon
Assessor

Amar Varsani
Coordinator Multicultural Aged Care Service

Lisa Voloczi
Assessor

Su Ward
Senior Community Liaison Officer

Lynda Waterman
Community Liaison Officer

Debra Watts
Administration

Heather Whitworth
Project Officer

Melissa Wilson
Administration

Laurence Woods
Technician Hire

Justine Zhong
Occupational Therapist

Lauren Ziemann
Community Liaison Officer

Locums

Jill Anderson
Occupational Therapist

Peter Huggins
Driver

Ron Glasson
Driver

Cathy Wiese
Occupational Therapist

Geoff Wood
Driver

Staff we farewelled

Fraser Clarke

Tamara Colley

Debbie Falck

Delara Kapadia

Alison Lillico

Jodie Maxwell

Kelly McAuliffe

Tina Newman

Renee Ormond

Contact us:

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