



Annual Report 2013-2014

*Our vision is a community where all people
can participate and are included*



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Our Vision

A community where all people can participate and are included.

Our Mission

To guide people's choices to access assistive technology and services for independence and wellbeing.

What We Do

We respect people of all ages and abilities including older people, people with disability, their family, carers, service providers and the community.

We support people's independence and wellbeing through information, advice, assessment, referral, funding, hire and respite services.

We work with people by listening, guiding and linking them to products and services.

We collaborate with organisations to offer the best possible service to our consumers.

We strive to continually improve the quality of our services by undertaking research and evaluation.

We expand knowledge and skills within the sectors we work by providing specialist training, events and consultancy.



Mr David Gribble



Mrs Melissa Bramley



Mr Ron Back



Mr Ralph Gore



Mr Jim Ellis



Ms Val McKelvey



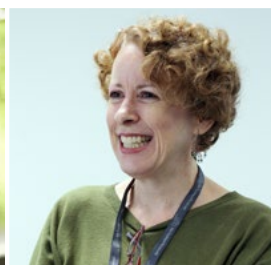
Ms Irene Mooney



Ms Robyn O'Callaghan



Prof Lorna Rosenwax



Ms Denise Sullivan

Board Members

Chair Person

Mr David Gribble

Chief Executive Officer,
Constable Care Child Safety
Foundation

Deputy Chair Person

Mrs Melissa Bramley

Director, Bold Public
Relations

Mr Ron Back

Finance and Management
Consultant

Mr Ralph Gore

Chief Executive Officer,
Ocean Gardens Inc.

Mr Jim Ellis

IT Business Consultant

Ms Val McKelvey

Special Education
Consultant
(from 25 September 2013)

Ms Irene Mooney

Consulting Services Principal
(from 25 September 2013)

Ms Robyn O'Callaghan

Financial Professional

Prof Lorna Rosenwax

Head, School of
Occupational Therapy
and Social Work, Curtin
University
(until 28 August 2013)

Ms Denise Sullivan

Director, Chronic Disease
Prevention, Department of
Health
(until 28 August 2013)

Patrons

His Excellency

Mr Malcom McCusker AO QC
and Mrs Tonya McCusker

Life Members

Ms Julie Carr

Mrs Freda Jacob

Dr Patricia Kailis

Mr John Livie (deceased)

Mr Alex Rosenwax
(deceased)

Mr David Waddell

Mrs Lynne Whittingham
(deceased)

Honorary Members

Dr Ken Michael

Mrs Julie Michael (deceased)

Mr Arthur Smith (deceased)

Board Finance Committee

Mr Ron Back

Mrs Gerri Clay

Mrs Annette Frazer

Ms Robyn O'Callaghan

Annual Report from the Chairperson and Executive Director

2013-14 saw the Independent Living Centre WA (ILC) operating in an environment recognised by the Board, management and key stakeholders as the most uncertain encountered since its inception. During the year the government policy reform agenda at a Commonwealth and State level across all sectors shifted from conceptualisation into the early phase of operationalisation, most notably in the disability sector followed closely by aged care.

The policy shift embraces person centred care principles and provides individuals with their own service entitlement. Although it is true to say that the implementation of the National Disability Insurance Scheme and transition of the Home and Community Care (HACC) program from State to Commonwealth jurisdiction is more advanced in other states, there is a strong awareness and readiness expressed by Western Australians to embrace the change ahead.

It was with this background in mind that the Board and management undertook a review of the ILC's

strategic plan, actively seeking answers to how the ILC will continue to be relevant to our customers and stakeholders in the future.

There is certainty in regard to the critical need for the ILC to continue to provide consumers with an information and advisory service about assistive technology. Equally this service is needed to guide access to home modifications, a role that the HACC program has recognised and invested in the ILC to expand its support in this area.

During a change period and into a future where individuals will have a greater say in determining their service requirements, consumers have a greater need for impartial and quality information. As such, the ILC embarked on a journey to develop a deeper understanding of what consumers need and value, that with time will inform, innovate and refine the organisation's service delivery models.

It is pleasing to note that a number of ILC Commonwealth programs due to finish in June 2014 were extended for another year, with the Equipment for

Living grant program unexpectedly being extended for a further two years. However, the introduction of the Seniors Gateway meant the discontinuation of all Commonwealth Carelink program funding, including the North Metro program operated by the ILC.

The Independent Living Centres Australia (ILCA) members worked collaboratively across states, with most contributing to the further development of the national equipment database (NED) with Western Australia as the lead agency.

Of particular note was the merger of the Noah's Ark toy library program under the ILC banner. This was a major focus for the ILC with an approach to streamlining and increasing service viability, including a review of the service delivery model and close examination of client outcomes and business practices. The integration of services has contributed to an increase in reach and expansion of all services to children with a disability.

Consistent with our practise of evaluating and improving service



The ILC had over 55,000 contacts with consumers throughout the year



22,000 contacts were with the assistive technology services.



ILC's dedicated staff and volunteers demonstrated outstanding commitment and genuine caring in their daily roles.

delivery, external program reviews were also conducted on the ILC Multicultural Aged Care Service and Equipment for Living programs.

The Board demonstrated an ongoing strong commitment to governance and due diligence by conducting an external risk management review in addition to significant attendance at a number of professional development opportunities. The Board farewelled Denise Sullivan and Dr Lorna Rosenwax, Board members who have contributed many years of service to the ILC, and welcomed Val McKelvey and Irene Mooney who joined the Board at the Annual General Meeting in September 2013.

Whilst navigating these developments and changes, the ILC had over 55,000 contacts with consumers throughout the year, many of whom accessed multiple services. 22,000 contacts were with the assistive technology services. This degree of engagement is only possible with the skilled work of the ILC's dedicated staff and volunteers who demonstrate outstanding commitment and genuine caring in their daily roles. The support we receive from our program funders, suppliers, friends and numerous supporters enables us to work together to enrich the lives of the many people who access our services.



***David Gribble
Chairperson***



***Gerri Clay
Executive Director***

Assistive Technology Services

A range of projects and initiatives implemented by the Assistive Equipment Service (AES) throughout the year continued to support service delivery improvements.

The AES team in collaboration with Perth Home Care Services commenced a project to implement and trial telecare options for people with a disability who receive services from Perth Home Care. Twenty participants were supplied with appropriate telecare technologies to support independence and safety in the home. In addition, the project built knowledge and confidence around telecare technology within the services which was able to be demonstrated to the broader sector.

Following a successful Tech Expo for Seniors, the AES and Tech teams hosted a Mini Tech Expo. The event enabled attendees to receive one on one support with their enquiries regarding phones, computers and emergency call systems, as well as to learn from a range of presentations.

In response to gaps in the sector, a number of new webinars and training packages were developed and delivered throughout the year

including a Sexuality, Intimacy & Physical Disability Workshop; the Travel Safe: Selecting Car Seats and Harnesses for Children with Special Needs Workshop; and an Assistive Equipment in the Kitchen webinar.

Of significance, the merger with Noah's Ark in 2013-14 correlated with a 23% increase in the number of children aged up to 12 years accessing the service compared to the previous year.

Results from AES evaluation positive

In its 30 year history, the AES has regularly sought and received positive and constructive consumer feedback, mostly in relation to satisfaction with the service itself. 2013-14 however saw the completion of a formal independent evaluation of assistive technology outcomes for Home and Community Care (HACC) eligible consumers of the information service. Curtin University worked with the ILC to understand the influence of the service on what equipment consumers obtained; how they obtained it; and their perception of the usefulness of the equipment and the ILC service.

Key findings from the evaluation were positive indicating that:

- the majority of the participants had procured a device and use of the device showed significant positive impact on independence, safety and general wellbeing; and
- the ILC service is helpful in providing participants with information that then assists them to choose and obtain the appropriate device.

Areas for improvement were also noted and the project results have enabled the service to plan new initiatives such as Skype access to the enquiry line and improving information delivery about funding options for equipment.



The Assistive Equipment Services team visited 48 country towns during the year, from Port Hedland to Albany and 4% of contacts made throughout the year were by people of Aboriginal or Torres Strait Islander descent.



The ILC remains the lead agency for the National Equipment Database located at www.ilcaustralia.org.au. Activity throughout the year included exhaustive data cleansing and updating as well as a complete upgrade of the operating platform.

Internet traffic to the database consistently grew over the 12 month period. The average number of daily sessions for external consumers using the database increased from around 1,800 to 2,000 a day at the beginning of the year to between 2,500 and 2,800 sessions a day towards the end of the year. The database is now also utilised by people in every continent of the world.

Consumers Accessing Assistive Technology Services

Region	Number	Region	Number
Metropolitan East	3,460	Goldfields	668
Metropolitan North	6,606	Great Southern	575
South East Metro	3,892	Kimberley	144
South West Metro	3,476	Mid West	631
		Pilbara	538
		South West	1,167
		Wheatbelt	646
Total Metro	17,434	Total Rural	4,369
Overseas / Interstate			95
Total			21,898

ILC Top 10 Enquiries

Mobility Equipment	Communication Devices and Strategies
Personal Hygiene	Telecommunications and Telecare
Bedding and Accessories	Eating and Drinking
Computer Access	Scooters
Lounge Seating	Technology for Learning

The ILC thanks all 200 suppliers who contribute to the ILC's services by providing their items for display and trial on the showroom floor.



Raising awareness of emerging technologies for consumers

High on ILC's agenda is our commitment to work with the disability, aged and community care sectors to raise awareness and adoption of new and emerging technologies that enable consumers to maximise their independence, choice and control. The two main events hosted to further this agenda were the Tech Expo for Seniors and the Choice and Control through Technology Forum.

Hosted in partnership with COTA WA (Council on the Ageing WA), the Tech Expo for Seniors proved popular,

with over 100 people attending to learn about current and emerging technologies.

On behalf of the Emerging Technology Group the ILC hosted the Choice and Control through Technology Forum which showcased projects occurring throughout the disability sector. The technology featured included telecare, environmental controls and communication technologies. Attracting over 60 delegates, the series of presentations were delivered by the ILC, Rocky Bay, Bentech, Brightwater Care Group and Mosaic Community Care.

ILC Tech

ILC Tech commenced a major project supported by Non Government Centre Support (NGCS) which involves the service supporting a school intensively where there is a student using a communication device. As service provision is generally family centred in nature, this complimentary service delivery to the school community aims to support

better communication outcomes for the student.

In a bid to improve ILC's services to regional Western Australia, ILC Tech's country consultations throughout the year continued to be undertaken in conjunction with other ILC services and linked to training provision. The service visited Kalgoorlie, Esperance, Karratha and the South West. Video conferencing consults continued to

be a valuable service access option for people who are unable to travel to the ILC for appointments or training.

Motor Mouth Camp, a five day camp for children with complex communication needs who use augmentative and alternative communication (AAC) devices, was again a highlight of the year with a number of ILC staff volunteering their time to support the Variety event.



ILC Hire

2013-14 saw a range of new paediatric products sourced for ILC's hire service, thanks to a Country Kids Grant from NGCS. These products included school seating, car seats and buggies.

Throughout the year there were over 1,080 equipment hire occasions with wheelchairs, shower commodes and

over toilet frames being the most utilised hire items.

The input of allied health staff to assist consumers to select the most appropriate product and to provide instructions for use continues to ensure a comprehensive service for consumers.



Noah's Ark

1 July 2013 saw the ILC officially take on delivery of the Noah's Ark program. This followed the ILC Board decision made in March 2013 to proceed with the merger, its main objective being to ensure the long term viability of Noah's Ark.

The benefits of the merger include the opportunity to have greater outreach to children and to expand ILC's paediatric client base; adding value to therapists' benefits from accessing ILC services; enhancing regional contacts and outreach capacity across the state; and enabling clients to have access to more services within the one organisation.

Throughout the year Noah's Ark underwent some changes as it became part of the ILC.

A decision was made to cease coordination of the delivery of the MyTime Playgroups in Mandurah and Kalgoorlie as of 30 June 2014. The need to focus solely on Noah's Ark's core business – the toy library – was a major factor that led to this decision.

The Morley based toy library introduced a new 'Story Time' initiative aimed at children with disabilities and additional needs to help them learn, encourage listening, develop social skills and promote play. 'Story Time' includes a themed story, song and short activity, with sessions proving popular.

Volunteers Ray Harris and Anne Chester continued their long standing support of the service and new volunteers Omar Ahmed, Trevor Ammon, Kristin Copperwhite,

Kerry Garbin, Don Wheeler and Jookie Wong joined the service. Noah's Ark appreciates the support and generous service provided by our volunteers.

Memberships continued to grow throughout the year with a focus being to increase the library based memberships. These membership types offer families who visit the library access to the knowledge and support of occupational therapists and early childhood educators to help them choose toys and gain advice on play development and learning.

Noah's Ark is grateful for the donations it receives to help support the service. In 2013-14 donations were received by DB Innes; Golder & Assoc; Spec Savers Madeley and Morley; and Variety.



Grants and Equipment Funding

Disability Equipment Grants (DEG)

During 2013-14, over 565 grants were provided to assist individuals to obtain equipment through the DEG program. In addition to the individual grants, block grants were provided to VisAbility (formerly Association for the Blind WA) and the Multiple Sclerosis Society.

VisAbility's grant enabled more than 170 people with a vision impairment to get much needed assistive technology while MS Society's block grant enabled them to assist more than 20 of their members with thermoregulatory difficulties to purchase an air conditioner.

New air conditioner eligibility and application forms were introduced which resulted in more streamlined application and assessment processes. Approximately 15% of the overall grant funding provided more than 160 people with an air conditioner.

Vehicle modification grants assisted more than 170 people and accounted for approximately 40% of the grant funding. Sixty six grants were for



“Thank you so much for granting the funds that will enable us to complete the Wheelchair Accessible Sidecar Project for our daughter Shannah. The ILC has made a huge difference to the life of a very special girl, who will finally have this dream come true, to be included rather than excluded in our rides as a family.”

David Barker, Shannah's Dad.

modified driving controls to help people commence or return to independent driving.

More than 130 people were assisted with communication assistive technology including 88 people who obtained personal or specialised alarms to improve their safety at home. Over 90 people received grants to help them with essential independence equipment including 50 wheelchairs or mobility scooters.

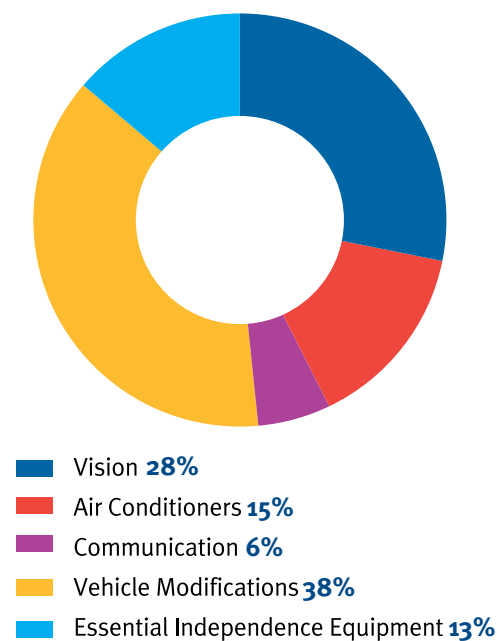
The Occupational Therapy Driver Assessment subsidy continued to assist eligible people with disabilities or medical conditions with the cost of their assessment. The subsidy is available for clients being assessed by the ILC or private providers. In total, 518 people received subsidy assistance, of whom 428 people required fitness to drive assessments and 90 people required assessment for modified driving controls. More than 80 people requiring modifications proceeded to access further assistance with the driver training subsidy to help with the additional costs associated with these specialised lessons.

Equipment for Living Grant (EFL)

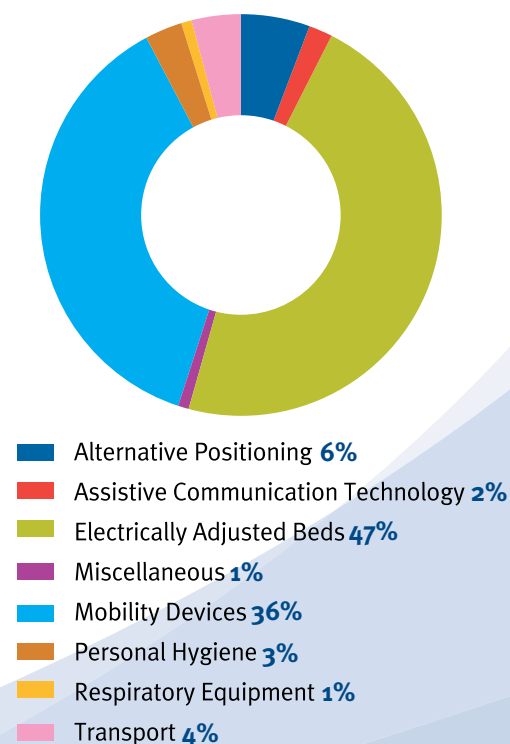
The EFL Grants program supports Community Aids and Equipment Program (CAEP) eligible people with disabilities with equipment they cannot obtain through CAEP. The program was able to be extended for another year with the carry over of some unexpended funds, plus the provision of an additional \$300,000 grant through the Disability Services Commission.

A total of \$720,000 was available compared to \$1.4 million in the previous year, meaning not all equipment requests were able to be met. However, grants were available throughout the year and 334 people with disabilities were assisted with vital equipment. Electrically adjustable bed grants accounted for 47% of total funds and assisted 137 people. Requests for mobility devices accounted for 36% of funds with a total of 119 people assisted. This included 62 manual wheelchairs and 38 mobility scooters to enable people to access their community. Other items funded included specialised seating, personal care items such as bidets, environmental controls and assistive communication technology.

DEG Grants by \$ - Total \$1,707,715



EFL Grants by \$ - Total \$725,569



Occupational Therapy Driver Assessment Service

“I would like to thank you for the excellent manner in which you dealt with a very old lady, nervously attending the ILC for her driving examination.”

OT Driver Assessment client,
Margaret Sacks, age 95



There was a significant increase in the demand for occupational therapy (OT) driver assessment for people with disabilities or medical conditions throughout 2013-14, with more than 400 people undertaking an assessment to either determine their fitness to drive or need for modified driving controls. The greater majority of assessments were for fitness to drive for older drivers, likely as a result of the State Government's abolition of Mandatory Annual Practical Driving Assessments for 85 year olds and over in December 2013. In response to requests for OT driver assessments being available in rural areas, the ILC commenced regular services in Bunbury and Northam.

Training and Events



The ILC launched its new training and events service in May following a period of extensive review and development. Key areas of training include:

- Assistive technology and equipment; its prescription and use;
- Assistive learning technologies in education;
- Home, community and aged care services, pathways and funding;
- Multicultural aged care services; and
- Learning and development through play.

Targeted at health professionals, educators, support workers, aged care providers and service providers in the disability, health and aged care sectors, the ILC offers over 30 specialist training programs. Customised learning packages can also be designed to suit an organisation's training needs.

E-learning practices were encouraged and embraced by staff and competency in the development of webinars grew. A range of webinars were uploaded onto ILC's YouTube channel, including 'Assistive Equipment in the Kitchen' and 'How to use the ILCA equipment database' with more planned for the future.

ILC Multicultural Aged Care Service (ILC MACS)



ILC MACS continued to deliver core training in cultural awareness and competencies as well as specialist training in partnership with ASeTTS, Cancer Council of WA, Continence Advisory Service of WA, Dementia Behavioral Management Advisory Service and Palliative Care WA.

ILC MACS partnered with the Office of Multicultural Interests to deliver a workshop with representatives from culturally and linguistically diverse (CaLD) communities about the types of aged care services available to them and how to access these services. Networking between new and emerging CaLD communities with established communities provided opportunities to explore needs and to develop and grow supportive relationships.

Regular breakfast forums continued to increase the awareness and knowledge of aged care service providers towards providing culturally sensitive and appropriate care.

ILC MACS preparation and delivery of training in country areas also maximised opportunities for community engagement. This work extended to Albany and Manjimup

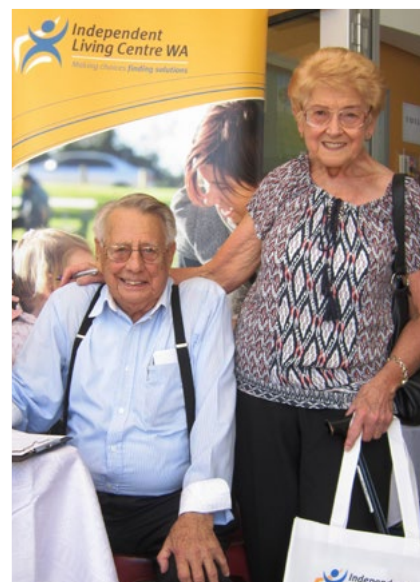
Significant strengthening of partnership work is evidenced by ILC MACS working with ACSWA (Aged & Community Services WA) and CommunityWest to deliver two “Courageous Conversations about Race” workshops. The workshops provided an opportunity for participants to explore race from multiple perspectives and develop language and confidence to engage in complex, challenging and meaningful conversations about race.

The first workshop was facilitated by Malcolm Fialho, the Senior Diversity Officer at the University of Western Australia. A second workshop was delivered to CEO’s and staff development decision makers by the “Courageous Conversations about Race” author and esteemed presenter Glen Singleton from the USA. Both workshops received overwhelming positive feedback.

as well as Northam in partnership with Home and Community Care (HACC). With limited resources and in an effort to be able to reach more regional communities in the future ILC MACS continued to research, trial and upskill staff in alternative modes of training delivery, including e-learning and video conferencing.

A new edition of the Multicultural Aged Care Guide, including information about nine new communities, was completed to assist aged care providers and health professionals to provide culturally appropriate care.

An external evaluation of ILC MACS during the year confirmed that the statewide Partners in Culturally Appropriate Care (PICAC) Program has increasing challenges to meet the broad objectives provided by the Department of Social Services with its current resources. Work is continuing to focus resources to achieve the best outcomes for the sector.



Commonwealth Respite and Carelink Centre (CRCC)

With the implementation of national aged care reforms the end of the financial year brought closure to Carelink's role of providing information and advice on services in the north metropolitan area. In response to these changes the ILC CRCC's role as an access point for Home and Community Care (HACC) services also ceased.

This decrease in funding consequentially led to a necessary reduction in staffing. The CRCC staff continued to work professionally through these significant changes and maintained carer respite provision across all five respite programs with increased networking activities.

To address barriers in reaching carers the ILC CRCC delivered two major community events throughout the year.

In partnership with the City of Stirling, the ILC hosted a Big Day Out for Carers at the Scarborough Community Centre. In celebration of Carers Week, the event offered over 180 carers the opportunity to learn about 35 local services for carers.

A Carers Community Expo was held in partnership with the City of Wanneroo and Satterley at the Butler Community Centre. Once again attracting a large crowd and over 30 local organisations, this event was the first of its kind in the northern most corridor of the CRCC catchment area.

Both events also provided an opportunity to gain useful information from carers, via surveys, about their future education and support needs. In response the CRCC hosted a workshop in partnership with the Disability Services Commission for ageing carers. An additional four workshops were held for carers who are supporting someone living with dementia, one of which was targeted at people with a culturally diverse background.

Concerted effort was made to educate General Practitioners in the Perth north metropolitan area about CRCC's services through visitations and practice education sessions. The ILC CRCC has also been instrumental in facilitating ongoing network meetings for the disability sector and aged care providers.

Carer Respite & Support Programs

- Mental Health Respite Program
- Young Carers Program
- Carers for a Younger Person with a Severe or Profound Disability Program
- National Respite Carers Program for the frail aged or a person of any age with dementia
- Consumer Directed Respite Care Packages
- Dementia Education & Training Program

With the development of an ILC CRCC Pinterest page for carers, which aims to house information about support available for carers, and a Young Carers Facebook page opportunities have increased for information sharing and provision.



The Young Carers Program increased its number of newly registered young carers by 50%. An innovative young carers camp was developed and implemented in partnership with service provider zero2hero. The aim of the camp was to provide an invaluable experience for young carers and to promote openness between the ILC, young carers and their community to improve the health and wellbeing of these young people. Feedback about the five day camp from young carers was positive and significant gains were made for some individuals in confidence and connectivity with others that now support them in their caring role.

A range of positive feedback was received about the Butler Carers Community Expo from both service providers and carers...

“The event gave us the opportunity to talk to a number of carers from the area about their legal rights. It was also an excellent networking opportunity for us.”

Annie Huggett, Northern Suburbs Community Legal Centre,
Older Peoples Rights Service.

“I was surprised at the range of services that are available and was pleased to meet so many pleasant people doing such a splendid job.”

Jack, carer of his wife Jean, who attended the event to see what services and supports are available with regards to home care and respite.



ILC Regional Assessment Service (RAS)

The Regional Assessment Service continued its delivery of wellness assessments to support people living in their own homes in the Perth north metropolitan region. The focus of the assessors' work is to ensure that the person can maintain and restore their independence where possible and to provide information and advice as well as referrals to support services when needed. As assessors continually update their knowledge about community groups, services and service providers this information enables the person to be provided with choice in how their needs will be met.

Throughout the year ILC RAS was involved in a Home and Community Care (HACC) Self Directed Support (SDS) approach to assessment and service provision project managed by Perth Home Care Services, which is being evaluated by Curtin University.

2013-14 also saw ILC RAS represented on a number of working parties including WA Assessor Professional Development, WA Assessment Framework Interface (Electronic Client Record) User Group and the SDS Steering Group. Numerous opportunities for sector orientation to the assessment process were provided throughout the year.



Home Modifications and Assistive Technology Project

In July 2013, the ILC commenced a new project funded by HACC in Home Modifications and Assistive Technology. The project aims to further develop a contemporary and sustainable approach that will enable HACC clients to access and receive home modifications and assistive technology that support independence and wellbeing through the WA Assessment Framework.

The project gained momentum throughout the year with the appointment of a Project Coordinator, Project Officer and Research Assistant; sector engagement and a stakeholder workshop took place; a literature search commenced with assistance from Curtin University to identify best practice around governance; and data collection and analysis began. The project involves working in close partnership with WA HACC, TADWA (Technology Assisting Disability WA), RAS assessors, service providers and the sector.

Provision of Home Modifications and Assistive Technology are key components in supporting the enabling and wellness approaches that underpin the WA HACC Program and more recently the Commonwealth Home Support Programme.

Business and Corporate Services

The ILC's operations are extensively supported by State and Commonwealth government funding. Agreements are currently in place with Disability Services Commission (DSC); the Commonwealth/State Home and Community Care program (HACC); the Commonwealth Department of Social Services (newly named); Lotterywest and Non Government Centre Support (NGCS) funding.

Additional revenue was generated by the delivery of training, events and consultancy services; provision of occupational therapy driver assessment services, equipment hire and display space rental. A large number of projects were funded by one off grants from a range of funding sources. Income is stable in comparison to the previous year, with an increase in staffing costs in line with the project related activity and contract subsidies via the Disability Equipment Grants program.

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

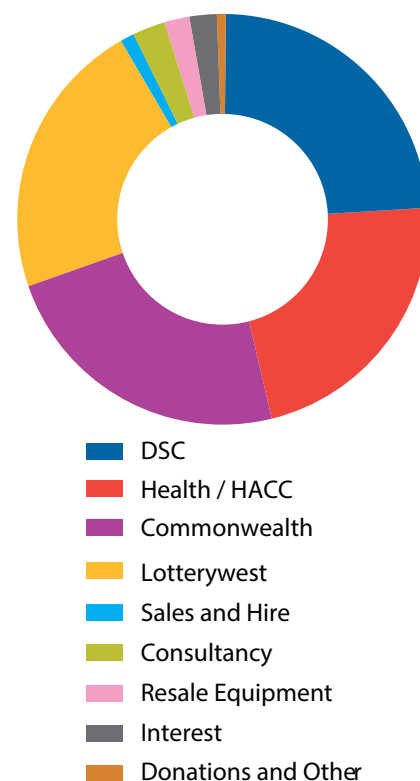
In the first half of the year a new three year Enterprise Agreement was negotiated between the Health

Services Union WA and ILC. This initiative assists the ILC to maintain salary parity with like sectors.

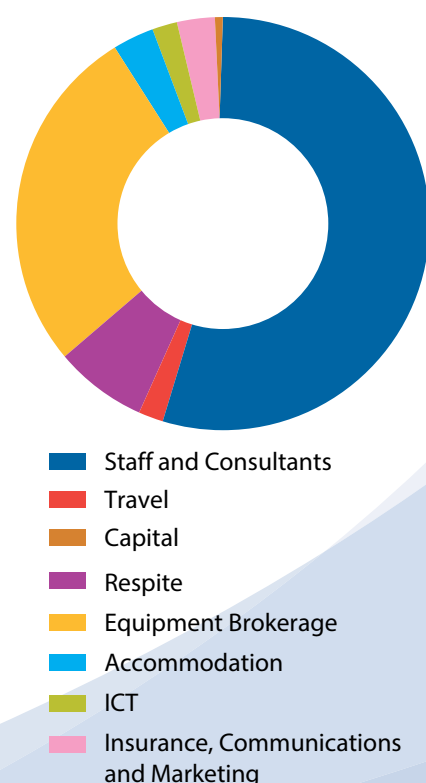
Currency of Information and Communication Technology (ICT) hardware and systems is a priority for the ILC in fulfilling its information role. 2013-14 saw the document system and intranet upgraded through the implementation of Sharepoint, the website refreshed and made compatible for tablet technology and an automated system for booking training and events implemented across the organisation. An increase in e-news communications and social media activity had a positive impact on marketing and promotion of ILC services to our wide target audience. Building greater consumer uptake of video consultancy mediums via the use of iPads, Skype and video conferencing continues to be an important strategy to meet consumer needs now and in the future.

The organisation successfully achieved ISO 9001 accreditation status. The Board in attending to its responsibilities for policy endorsement conducted a major review of all policies.

Income \$10,781,786



Expenses \$10,777,667





Our Staff

2013-14 proved to be a bumper year for ILC staff attending a mix of 12 state and national conferences and delivering seven presentations. ILC staff had a strong presence at the Occupational Therapy WA conference with four separate presentations covering research and service innovation.

A staff engagement survey completed by staff explored the current climate and working environment at the ILC. The results were pleasing with an overall satisfaction rating of 77.5%, indicating that overall the staff working at the ILC are feeling very satisfied with the work environment. Areas for development were also identified and will assist us in our continuous journey to increase the organisation's ability to achieve its performance goals.

The organisational wide professional development focus during the year has been training to support the effective implementation and uptake of Sharepoint as a document control system and intranet.

Creating and supporting a continuous learning and development culture was generously supported by the Board through an increase in funding allocated to support the ILC annual staff scholarship. A large number of submissions were received and five staff members were supported to pursue professional development opportunities that will be beneficial to each individual and the ILC as a whole.

Certificates were presented by ILC Board Chairperson David Gribble and Board Member Jim Ellis to Kelly Moore (to attend the AGOSCI winter literacy intensive course); Sally Hunter (contribution towards a graduate certificate course in Not-for-profit Leadership and Management at the University of Notre Dame), Aileen Miller and Caren Van Biljon (contribution towards a Certificate 4 in Disability Services) and Debbie Tunnicliffe (dual certificate in Front Line Management and Business Administration).

Our Staff 2013-14

Current Staff

Alex Andrews
Shona Bastian
Jenny Bishop
Suzi Brooke
Georgina Bryant
Iris Burtenshaw
Jacqui Caldwell
Linnea Calvert
Kerrie Campbell
Brea Carlton
Sharmistha Choudhary
Geraldine Clay
Margaret Dare
Veronica Divincenzo
Kerrin Donnelly
Janice Early
Caroline Eaton
Rachel Everison
Lauren Farrell
Nikki Farrell
Rebecca Fenner
Annette Frazer
Lesley Gallagher
Susan Glasson
Barbara Helfers
Melody Howey
Amanda Hudson
Sally Hunter
Monica Hurley
Evana Jacobson
Margaret Justice
Casey Keeley
Libby Kent
Fleur Litster
Amy Litton
Nicki Longmire
Margaret Lovejoy
Sacha Marchant

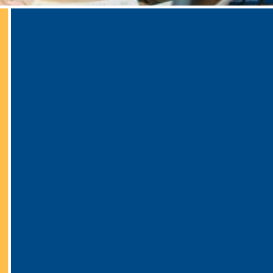
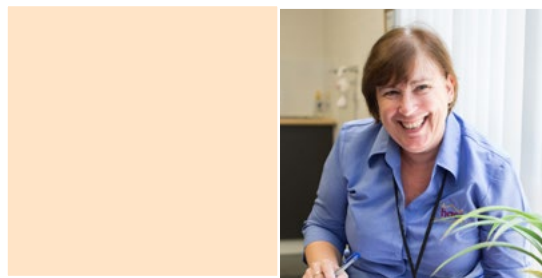
Lauren Maunders
Jodie Maxwell
Kelly McAuliffe
Shirley McInnes
Sandra McKessock
Aileen Miller
Lynsey Monk
Biserka Mustajbegovic
Hilary O'Connell
Casey Overste
Catherine Papanastasiou
Pip Patterson
Marti Peach
Maggie Pratt
Jessica Rigden
Susan Roberts
Simone Robinson
Kerry Rodda
Kelly Savage
Alison Senior
Karena Sherriff
Lynne Sinclair
Francine Snadden
Gail Stacey
Erica Tang
Yvette Theodorsen
Linda Tran
Jane Trigg
Debbie Tunnicliffe
Elizabeth Urquhart
Caren Van Biljon
Amar Varsani
Lisa Voloczi
Debra Watts
Heather Whitworth
Sophie Wittwer
Laurence Woods

Casual/Locum

Jill Anderson
Lauren Brisco
Lynda Butterfield
Narelle Higson
Laurel Hocking
Deborah Howie
Peter Huggins
Helen Mann
Dawn Shand
Rob Stain
Cathy Wiese
Justine Zhong

Staff we farewelled

Tyvella Abban
Sufian Ahmad
Lauren Beresford
Maggie Bracegirdle
Marilyn Buckley
Sara Chong
Emma-Kate Codyre
Sue Davis
Tracey Day
Tania Marie Dicosta
Jenny Gartner
Stephanie Gaudin
Sue Gliddon
Fiona Kemp
Deborah Leskiewicz
Eva Mwakichako
Lisa Ozsdolay
Rachele Roberts
Alinka Spencer
Su Jing Ward
Lynda Waterman
Melissa Wilson
Trina Stephanie Youchak



Contact us:

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