



ANNUAL REPORT 2014-2015

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



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.

Contents

Annual Report from the Chairperson and Executive Director	4
Assistive Technology Services	6
Grants and Equipment Funding	10
Occupational Therapy Driver Assessment Service	12
Training and Events	12
Multicultural Aged Care Service	13
Commonwealth Respite and Carelink Centre	14
ILC Regional Assessment Service	15
Business and Corporate Services	16
Our Staff	18

Board Members

Chair Person

Mr David Gribble

Chief Executive Officer, Constable Care Child Safety Foundation

Deputy Chair Person

Mrs Melissa Bramley

Media and Public Relations Advisor, Perth Northern Hospitals, St John of God Health Care

Mr Ron Back

Finance and Management Consultant

Dr Kay Cox OAM

Research Associate Professor, University of Western Australia (from 24 September 2014)

Mr Jim Ellis OAM

ICT Consultant

Adjunct Professor, Murdoch University

Mr Ralph Gore

Chief Executive Officer, Ocean Gardens Inc.

Ms Robyn O'Callaghan

Financial Professional

Ms Val McKelvey

Special Education Consultant
(until 28 January 2015)

Ms Irene Mooney

Chief Executive Officer, MYVISTA

Patron

Her Excellency the

Honorable Kerry Sanderson AO

Life Members

Ms Julie Carr

Mrs Freda Jacob AM

Dr Patricia Kailis

Mr David Waddell

Honorary Members

Dr Ken Michael

Board Finance and Risk Committee

Mr Ron Back

Mrs Gerri Clay

Mrs Annette Frazer

Ms Robyn O'Callaghan



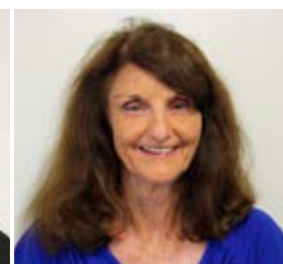
Mr David Gribble



Mrs Melissa Bramley



Mr Ron Back



Dr Kay Cox OAM



Mr Jim Ellis OAM



Mr Ralph Gore



Ms Robyn O'Callaghan



Ms Val McKelvey



Ms Irene Mooney



Annual Report from the Chairperson and Executive Director

Forging ahead to ensure our services align with changing consumer needs and new service delivery models

The first full year of delivering against the strategic plan 2014-17 saw the Independent Living Centre WA (ILC) embark on a number of new initiatives, many aimed at creating a philosophical shift that will position the organisation to fully embrace a consumer directed care service delivery model.

At a national level the move through the disability and aged care reform agendas towards individualised budgets is placing more decision making power in the hands of individuals, thereby providing greater choice and control over the way their needs are met.

Of interest, the Consumer Models for Assisted Living (COMODAL) research completed in the UK has increased understanding around consumer needs and purchase patterns for equipment and technology that will assist living. The research tells us that the three top barriers affecting consumer purchase are cost; knowing how to choose what to buy; and lack of awareness that a product that might help exists. The report points to the important role ILC's information and advisory service offers to help people choose and access assistive equipment, technology and home modifications that enable people to live more independent and fulfilling lives. In total 25,498 people of all ages and abilities have accessed the service this year.

Complementing our existing services and in order to provide more comprehensive support to individuals and families, the ILC introduced additional 'Private Options' services this year, including assessment, therapy, training and support for assistive technology

and equipment needs. The ILC also became a registered provider for the NDIS (National Disability Insurance Scheme) Commonwealth and State My Way trial sites.

This year the Board demonstrated its ongoing commitment to governance and due diligence through an extensive review of Board and organisational policies.

The Board farewelled Val McKelvey, who had joined the ILC to strengthen continuity during the acquisition of the Noah's Ark program. We welcomed Kaye Cox who joined the Board at the Annual General Meeting in September 2014 and brings a strong research background strengthening the breadth of skills and expertise within the Board membership.

In November 2014, the Board made the decision to cease the ILC Multicultural Aged Care Service (MACS) from 1 July 2015, regardless of continuation of government funding. This decision was a result of an earlier review of the program that highlighted its under resourcing and the reduced alignment with the ILC's strategic direction and programs. The ILC aims to continue to build upon the strong engagement ILC MACS has achieved with culturally and linguistically diverse communities, groups and services.

ILC's role as Lead Agency for the National Equipment Database continued into its third year. A notable achievement has been the securing of grant funding to introduce new functionality to the database that will ensure consumers are able to make the most informed



choices possible about assistive technology that is suitable to their individual circumstances and goals.

Information and communications technology development has been a main driver this year as new systems and processes are built to support the organisation's fee for service activity. A new library system was introduced into the Noah's Ark Toy Library program that allows members to view and order toys online. In addition, the ILC commenced a process to identify a customer relationship management system that will link our various databases and enable the organisation to better track its stakeholders across all services and areas of engagement.

Training and Events completed their first year of operation with a strong performance and an external evaluation of the Equipment for Living program was completed by Curtin University, who also assisted in a literature review as part of the Home Modification project.

An unexpected opportunity to establish a new base in the south west metropolitan region of Perth was given in principle support by Board and management, our major government funders and partner Curtin University. The service will incorporate a smart home apartment style display and operate within a service model designed to optimise consumer choice and decision making. It is pleasing to announce that ILC Cockburn will open its doors to the public in September 2015.

Embarking upon new initiatives and innovations whilst maintaining a high level of consumer engagement across all service areas 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 optimise the lives of the many people who access our services.



David Gribble
Chairperson



Gerri Clay
Executive Director



Assistive Technology Services

Attracting over 100 people, the Equipment & Technology Expo at the NDIS Perth Hills Trial Site included a range of equipment on display to view and trial, presentations on 'Communication & Technology', 'Modifications to make your home accessible and safe' and 'Technology to access and control your home environment' as well as cooking demonstrations using assistive equipment.

Change, growth and development were the key themes of the Assistive Technology Services this year.

The implementation of the National Disability Insurance Scheme (NDIS) in Western Australia in the Perth Hills and Lower South West has brought new challenges and opportunities to the model of service delivery for the Assistive Technology Services area.

The fundamental need for information to support the choice of NDIS participants has meant ILC's Assistive Technology Services has, more than ever, an important role to play. The need for information and advice for participants at the point of planning has been highlighted as a strength and an important service available freely to people.

As such, ensuring participants, NDIA planners and My Way coordinators, as well as other consumers, are familiar with the free information service the ILC offers has been a focus for staff.

In February the ILC brought their services to the Hills region by hosting an Equipment & Technology Expo at the NDIS Perth Hills Trial Site. The aim of the expo was for attendees to gain information and receive advice about the range of assistive equipment and technology available that could support them in everyday life

activities. In addition the ILC attended a range of sector events to inform people about our services.

Alongside this funded role of information delivery, the ILC became registered to provide services to participants in the My Way and NDIA trial sites. Services include assessment, prescription, training and support to use assistive equipment.

Throughout the year, a number of participants in the trial sites were supported to identify the most appropriate equipment and technology options and to include them in their plans.

A number of other projects also got underway, including the My Tech project which enables adults with disability living in the community to access technology. This project particularly targets people who have little or no access to allied health services and aims to increase the knowledge and use of assistive equipment and emerging technologies.

ILC Tech

Remaining abreast of new technology, both specialist and readily available consumer technology, is critical to support the service ILC Tech offers.

The trend towards utilising readily available consumer technology to meet the needs of people with disability continues in the world of assistive technology (AT). Communication technology that utilises tablet platforms remains a dominant enquiry area for the service as well as the need for training in the use of apps.

Likewise the world of smart house technology and its readily accessible components that many people use in the community has benefit and application for ILC Tech service users and increases the range and affordability of these options for people.

This year Occupational Therapist Jessica Rigden completed a scholarship to increase her knowledge of smart home technology for people with a disability and older Australians.

As part of her scholarship Jessica travelled interstate and toured a range of smart home displays; organisations specialising in telecare solutions, telehealth services, computers and related technology; and a private residence. The study tour enabled Jessica

to build practical application and understanding of smart home technology resulting in her ability to support the ILC Tech service to deliver up to date information and choice to customers. Her gained knowledge has been invaluable in supporting the design and set up of the smart house display at ILC Cockburn which is set to open in September 2015.

The Non Government Centre Support (NGCS) intensive augmentative and alternative communication (AAC) support to schools program continued and was extended to further schools in the metropolitan area. This project involves ILC Tech speech pathologists supporting schools intensively where there is a student using a communication device. The project's extension highlights its success in supporting schools to enable students who have complex communication needs to participate more effectively in their education and foster greater collaboration and understanding of their needs.

As a state wide service, ILC Tech's country consultations continued throughout the year with visits to Ballidu, Bunbury, Busselton, Esperance, Jurien Bay, Moora, Northam and Wongan Hills. These visits included seeing individuals for appointments as well as providing training and information to service providers.

ILC Tech launches additional Private Options services

In January 2015 ILC Tech commenced work on the set up of a professional fee for service delivery model. This included establishing the necessary credentials so that service users can access the ILC with funding and insurance support.

Private Options was launched in February 2015 and continues to grow. ILC Tech began providing speech pathology and occupational therapy services to children and adults under the following programs - Medicare, Better Start for Children with Disability, Helping Children with Autism, NDIA, My Way and Post Intervention Therapy Support (PITS).

ILC Tech Private Options has had a particular focus on providing intensive in classroom support to schools



in addition to training services. Consultative and term packages have been delivered to six schools in the six month period since January, supporting schools to use AAC and assistive learning technologies in their classrooms.

Assistive Equipment Services

To increase and support consumer access to information about assistive equipment and technology, 'Drop By' open times were successfully introduced throughout the year.

On nominated days customers are able to explore the assistive equipment on the display floor without an appointment and to request support if needed. The open times are useful for people who find it difficult to nominate a certain time to visit the Centre or are at the beginning of considering what assistive equipment can do for them.

The Assistive Equipment Services area also increased their training offerings throughout the year and undertook a number of new training modules including pressure care, paediatric equipment and specialist car seat workshops.

The service completed a project with Perth Home Care Services to provide consumers with support and access to emerging telecare technology to improve safety and independence at home, and to increase

the uptake of this type of technology for adults in the community who have a disability. The project has successfully extended understanding of the application of telecare technology for both services and has forged stronger links between Perth Home Care Services and the ILC.

ILC's home modifications services continued to improve. Occupational Therapist Lauren Farrell received an ILC scholarship to build her knowledge and capacity in this area. Lauren's scholarship enabled her to undertake further training in home modifications and to attend liveable housing workshops with the aim being to be able to better identify access issues for clients in their home environment; be able to recommend appropriate assistive equipment for home modification; and be more informed about home modifications and universal design principles.

The Assistive Equipment Services team continued to travel extensively throughout the state undertaking 11 trips throughout the Goldfields, Great Southern, Midwest, Pilbara, Kimberley, South West and Wheatbelt regions. 50 towns were visited in 2014-15.

Consumers Accessing Assistive Technology Services	2014-15
Goldfields	488
Great Southern	728
Kimberley	293
Mid West	823
Pilbara	145
South West	1,128
Wheatbelt	910
Total Rural	4,515
Metropolitan East	4,463
Metropolitan North	8,439
South East Metro	4,051
South West Metro	3,961
Total Metro	20,914
Overseas / Interstate	69
Total	25,498

ILC Top 10 Enquiries	
1	Mobility Equipment
2	Augmentative & Alternative Communication
3	General Communication
4	Lounge Seating
5	Personal Hygiene
6	Technology for learning
7	Bedding and Accessories
8	Eating, Drinking and Food Preparation
9	Scooters
10	Hoists and Transfer Equipment



The Assistive Equipment Services team provided many assessments for NDIS participants throughout the year. The portable mobility scooter Peta Crane purchased provided her with greater independence, opportunities and ability.



In attendance at the Lotterywest cheque handover to Noah's Ark was Daisy, who showed Mr Ian Britza MLA, Member for Morley, how the puppy dog toy worked.

ILC Hire

Throughout the year there was a total of 1,154 hire occasions with wheelchairs, communication devices and walkers being the most utilised hire items.

ILC Hire continued to expand and update a number of equipment areas to meet consumer demand. A range of manual wheelchairs, hoists and car seats and strollers that support children with special needs were replaced and upgraded.

Hire continued to support the Community Aids and Equipment Program (CAEP) augmentative and alternative communication (AAC) program ensuring that communication device users are able to retain the most appropriate trial device once identified. This streamlines access to communication systems and reduces the need for reprogramming and set up.

Noah's Ark

Improving internal processes and services for members

Thanks to a grant from Lotterywest, Noah's Ark underwent a major information and communication technology upgrade during the year. The Toy Library implemented a new online library management system (LMS) that enables members and people from the community to access the library's resources. Toy library members, including those in country areas, now have the ability to view, book and order toys and resources online. The new faster system provides many benefits including a toy library catalogue with real time

updates of item availability; the ability to search for items more easily; and the ability to manage loans online.

The Noah's Ark Kalgoorlie base closed during the year. Due to the ongoing obstacles to commission the building, rising costs associated with building maintenance and low service uptake, the decision was made to hand the building back to the council and shift to the state wide Noahs Ark service delivery model for consumers living in this region.

At the Morley base, Story Time sessions continued to be a favourite activity for many members. Held every Tuesday families attend the Toy Library to enjoy a story and a themed play session together with the support of Noah's Ark staff members. The initiative aims to help children learn, listen, develop social skills and play.

Noah's Ark's loyal volunteers continued to provide many hours of valuable service to the Library. A celebration was held to acknowledge the volunteers' collective years of experience and service to the Library.

Noah's Ark is also grateful for the continued financial support it receives from the Madeley and Morley Specsavers stores who regularly donate funds as a result of their in house donation program where customers donate 50 cents per frame to a nominated local charity, such as Noah's Ark.



Grants and Equipment Funding

Assisting people with a disability to obtain equipment

Disability Equipment Grants (DEG) and Subsidies

During 2014-15, more than 700 grants were provided to assist people with a disability to obtain equipment through the Disability Equipment Grant (DEG) program.

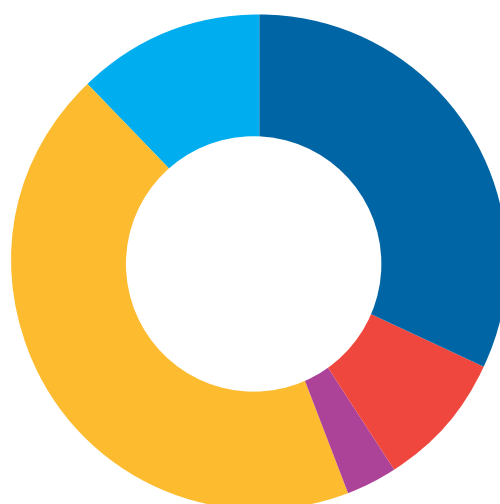
VisAbility received an increase in block grant funding and was able to provide assistance to 226 people with vision impairment to get much needed assistive technology with the average grant being \$2,270.

More than 100 people with thermoregulatory difficulties received a grant to help with the purchase of an air conditioner with the average grant being \$1,500. This included 15 members of the Multiple Sclerosis Society.

Vehicle modification grants assisted more than 190 people and accounted for 44% of the grant funding. This included 78 people who received grants for modified driving controls enabling them to commence or return to driving. Another 43 people, nine of whom live in regional areas, received a grant towards new or second hand wheelchair accessible vehicles so they can safely travel as passengers seated in their wheelchair.

Approximately 90 people received grants to assist with the purchase of essential independence equipment including 30 power wheelchairs, 25 manual wheelchairs and 15 mobility scooters. Other equipment provided included recliner lift chairs, bidets and pressure cushions.

DEG Grants by \$ - Total \$1,806,253

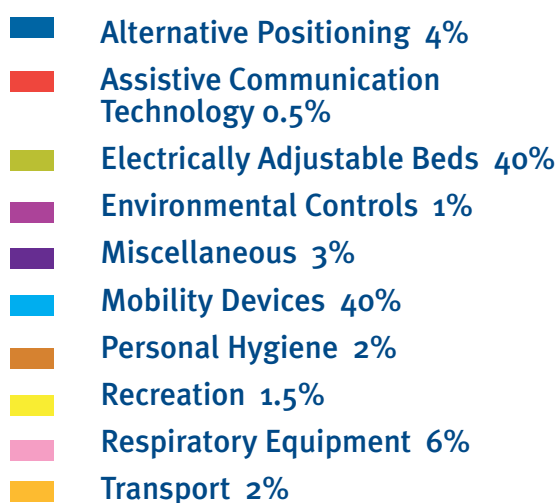
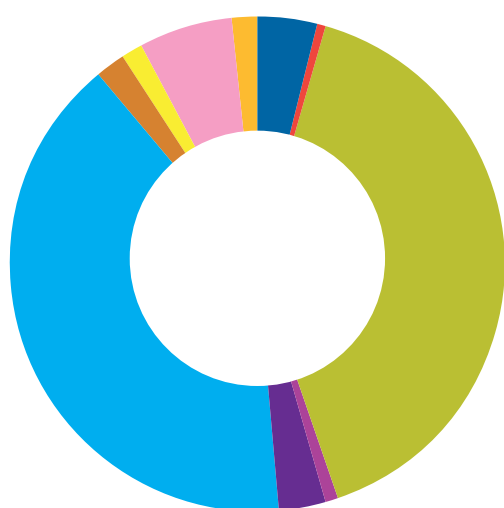


- Vision 32%
- Air Conditioners 9%
- Communication 3%
- Vehicle Modifications 44%
- Essential IE 12%

Seventy four people were assisted with communication assistive technology including 49 grants for personal or specialised alarms to improve their safety at home and 25 for other assistive technology such as computer software or hardware.

This year saw a significant increase in demand for financial assistance to help with the cost of occupational therapy driver assessment. The subsidy is available for eligible people undertaking the

EFL Grants by \$ - Total \$1,047,442



assessment either to determine their fitness to drive or the need for driving modifications. More than 680 people received subsidy support which represents a 31% increase from last year. This included 579 people who were assessed for fitness to drive and over 100 people for modified driving controls. In addition, 105 people requiring specialised lessons using modified driving controls were assisted with subsidised driver training.

Equipment for Living Grant (EFL)

The Equipment for Living Grant program supports Community Aids and Equipment Program (CAEP) eligible people with disabilities with equipment they cannot obtain through CAEP. The EFL grants program was extended in the 2014-15 financial year with additional funding from the Disability Services Commission.

A total of \$1,050,000 in grants was approved during 2014-2015, assisting 412 people with disabilities with the purchase of vital equipment. The majority of grants were to assist with the purchase of either electrically adjustable beds or mobility devices. Electrically adjustable beds accounted for 40% of the approval dollars and assisted a total of 162 people, including 15 who received reissued beds, while mobility devices also accounted for 40% of the approval dollars and assisted 149 people. More than 65 manual wheelchairs and 55 mobility scooters were funded to enable people to get out and about in their communities. Additional items funded included personal hygiene equipment such as bidets, environmental controls and specialised car seats needed for safe transport.

Theodore and Isabella Wearne Charitable Trust

This year the ILC was fortunate to receive a \$100,000 grant from the Theodore and Isabella Wearne Charitable Trust with the specific purpose to assist old age pensioners with the purchase of disability equipment. Grants totalling \$61,300 assisted 20 people to purchase much needed items of equipment. These included 5 manual wheelchairs, 3 mobility scooters, 3 recliner lift chairs and assistance towards the purchase of 7 power wheelchairs where additional funds were required to support other ILC grant programs with these expensive items.



Occupational Therapy Driver Assessment Service

The Occupational Therapy Driver Assessment Service grows and expands to country areas

The demand for occupational therapy (OT) driver assessment for people with disabilities or medical conditions continued to grow throughout the year, with more than 440 people undertaking an assessment with the ILC to determine either their fitness to drive or

need for modified driving controls. The greater majority of assessments were for fitness to drive with almost 350 people assessed, while another 75 people undertook assessment to determine the most appropriate driving modifications for them.

Regular OT driver assessment services were expanded to country areas with monthly services in Bunbury and Northam. The ILC also began providing OT driver assessment services to participants in the NDIS trial sites in the Perth Hills (NDIA) and Lower South West (My Way).

Training and Events

Training and Events completed a successful first year of operation

ILC's Training and Events area continued to grow with a range of introductory and advanced training and information sessions being delivered to health professionals, educators, support workers, aged care providers and service providers.

Over the last year, an increased range of providers from the disability, education and aged care sectors received customised training that links to specific staff training needs, ensuring learning outcomes are translated into the workplace.

Video conferencing technology continued to be used to deliver training state wide, in addition to being delivered face-to-face in rural and remote areas.

New webinars produced were *ILC Commonwealth Respite and Carelink Centre* and *Supporting communication through play: Aided Language Stimulation (ALS)*.

New training workshops developed included *Introduction to Scooter Skills*, *Pressure Management*, *Introduction to Paediatric Equipment* and *Supporting Adults with Complex Communication Needs*.

2014-15 training highlights included:

- WA Country Health Service Allied Health Videoconferences;
- Dementia Education Series for Carers; and
- Home Modifications Workshops delivered by Home Design for Living Occupational Therapist & Access Consultant Liz Ainsworth.

ILC Multicultural Aged Care Service (ILC MACS)

A busy year of informing and educating about the delivery of culturally appropriate services before saying goodbye to ILC MACS

ILC MACS training services continued to be well received by staff working in the residential and community care settings. Training delivered included cultural awareness and specialist training, in partnership with expert content providers, in the areas of palliative care, torture and trauma, continence and dementia.

In addition to the metropolitan area ILC MACS delivered training in Albany, Bunbury, Geraldton, Kalgoorlie, Narrogin and Northam. A number of video conferencing training sessions to other regional areas were also held.

ILC MACS continued to host networking forums in the metropolitan area with two forums being held in Kalgoorlie and Harvey throughout the year. Speakers were engaged to speak on a range of relevant topics such as Italian, Burmese and Filipino cultural profiles, age friendly communities, culturally and linguistically diverse (CaLD) mental health, consumer directed care, using interpreters, accreditation and CaLD in residential aged care and CaLD palliative care. Around 100 service providers benefited from these sessions.

Information sessions were delivered to Filipino, Indonesian, Sri Lankan, Indian, Baha'i and Iraqi communities and Ishar Multicultural Seniors Group. In addition multicultural groups throughout the regional areas of Albany, Harvey, Kalgoorlie, and Manjimup were engaged.

The Multicultural Aged Care Guide, produced by ILC MACS, also provided the basis for an information session to service providers, held in partnership with the Dementia Behaviour Management Advisory Service and Panorama Health.

Through the Great Southern Science Council ILC MACS was invited to facilitate a workshop to determine health priorities for the region, which was held in Albany. In addition ILC MACS was invited to present on National SBS Radio for Gujarati listeners.

The 'Multicultural Aged Care Services in WA' booklet was updated to include a record of all new and existing multicultural aged care services and clusters. This free resource was distributed to Aged Care Assessment Teams, social workers, Regional Assessment Services and Commonwealth Respite and Carelink Centres.

ILC said goodbye to its multicultural aged care service on 30 June 2015

On 30 June 2015 the ILC ceased delivery of ILC MACS. A number of factors led to this decision made by the ILC Board and management, the major one being that the ILC is at a stage where it needs to prioritise its focus in line with the organisation's core business and future strategic direction.

A celebratory luncheon was held in June to acknowledge the achievements of the program and staff members over the past five years and to thank partners and organisations for their support during this time. Training partners included Alzheimer's Australia WA, Continence WA, ASeTTS and Cancer Council of WA. Additionally, the ILC MACS steering group was acknowledged for their ongoing support to the MACS team.



The service providers, many of whom were in attendance at the event, were noted for their willingness to work in partnership with ILC MACS to improve services to elderly people with a culturally and linguistically diverse background.



Commonwealth Respite and Carelink Centre (CRCC)

Ensuring carers are aware of their respite options and providing improved respite programs was a focus for the ILC CRCC

Amongst an environment where significant preparation for aged care and disability reforms is taking place, the ILC CRCC was fortunate to receive continued funding for its respite programs, including:

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

The CRCC community liaison officers took a proactive approach to ensure that carers are aware of the respite that can be provided through these programs. Activities included information sessions to school teachers, for the Young Carers Program; sessions to referral sources such as hospital discharge staff; and a Carers' Big Day Out at Scarborough which attracted 200 carers and 45 service providers. In 2014-15 a total of 780 new carers were registered across all programs.

In a bid to provide carers with opportunities for respite and, in some cases, choice of provider, the Centre continues to be proactive in sourcing service providers to meet carers' needs, with 79 service agreements established and renewed in 2014-15.

As part of Dementia Awareness Week the CRCC hosted a Dementia Adventure Film Festival. Attended by around 70 people, this event showcased short films that highlighted how people with early onset dementia had dealt with challenges, with a range of positive stories told by people with dementia and their carers.

Through the Carers for Younger Persons with a Severe or Profound Disability Program a new initiative called "It's all about me" commenced in partnership with Siesta Kids. The trial offers weekly respite for the carer for a 12 week period, during which time Siesta Kids Camps provides the opportunity for the care recipient to build new skills, confidence and forge new friendships. The objective is to provide the care recipient with the opportunity to develop ongoing friendships and for the carer to receive regular respite in the long term as a result of the developed friendships. The program will be evaluated by the ILC and Siesta Kids to determine its success in delivering an alternative regular respite for carers.

A camp for young carers was held at Nanga Bush Camp during the year, with funding provided by the Young Carers Program. The camp provided an innovative way to engage with young carers, to build relationships and to gain a better understanding of young carers' needs. Feedback from the carers during the camp provided valuable information on their unique needs enabling the program to target respite more appropriately. This work was recognised at a national level with the ILC CRCC being invited to present benefits of this approach in working with young carers at the National Carers Respite Association Conference.

The ILC CRCC is instrumental in hosting a number of networking activities including the Home Care Packages Quarterly Meeting and Breakfast Forum for Providers in the North Metro Region. These events have proved to be well attended by providers who are seeking opportunities to share information and experiences about the impact of changes resulting from the disability and aged care sector reforms.

ILC Regional Assessment Service (RAS)

A dedicated team results in improved assessments for members of the community

The Regional Assessment Service delivered almost 3700 wellness assessments in 2014-15. This included first time assessments as well as reviews for people with existing services resulting from changes in their circumstances.

The focus of the wellness assessment is to identify people's strengths and areas where they may require assistance to improve or maintain their level of functioning so that they are able to remain in their own homes for as long as possible. The wellness assessment also includes a review of the carer's needs and referral to support services when needed.

Research shows that remaining connected to the community assists individuals with their general health and wellbeing. As such, reducing social isolation in elderly people is at the forefront of assessors' minds when doing home visits and carrying out assessments. Assessors refer not only to Home and Community Care (HACC) services but also to their local community services, keeping the team well informed about what

support and activities are available to meet a person's specific social needs.

Embracing a learning environment culture, ILC RAS assessors participate in a range of project opportunities to assist in improving their assessments.

Significant learnings have occurred through continued participation in the Self Directed Support Project with Perth Home Care Services which has been relevant to the reforms around consumer directed care across the disability and aged care sector.

ILC RAS was also offered the opportunity to participate in a Dementia Partnership Project with Alzheimer's Australia WA. This project enabled the team to identify where areas of improvement are required and how best to support these improvements. ILC RAS supported the development of one assessor to become a Dementia Champion who qualified with a Certificate IV in Dementia Practice.

Progress continues with the Home Modifications and Assistive Technology Project

Home Modifications and Assistive Technology (HM & AT) have been shown to have positive benefits and are key components in supporting the enabling and wellness approaches that underpin the WA HACC Program.

This partnership project between the ILC and WA HACC has focused during 2014 -15 on building a picture of HM & AT service delivery in WA. More specifically what factors, strategies and structures will support an improved model which is sustainable, improves client outcomes and reflects the reforms taking place through the introduction of the Commonwealth Home Support Program.

A literature search which commenced in July 2014 will provide the components that need to underpin a best practice HM & AT model.

The team worked throughout the year with stakeholders such as the Regional Assessment Services, Alzheimer's Australia WA, Technology Assisting Disability WA and the Disability Services



Commission to identify where and how pathways to HM & AT can be streamlined and how practices can be improved upon to support better client outcomes.

The introduction of an advisory line and the development of resources and training also commenced to guide Regional Assessment Services with regard to best practice in assessing need for HM & AT and selecting appropriate pathways.



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 Commissions (DSC); the Commonwealth/State Home and Community Care program (HACC); the Commonwealth Department of Social Services; Lotterywest; Non Government Centre Support (NGCS); The Wearne Trust and the Ian Potter Foundation.

Additional revenue was generated by the delivery of training, events and consultancy services, the introduction of Private Options and through the 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 notable increase in one off project related activity.

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

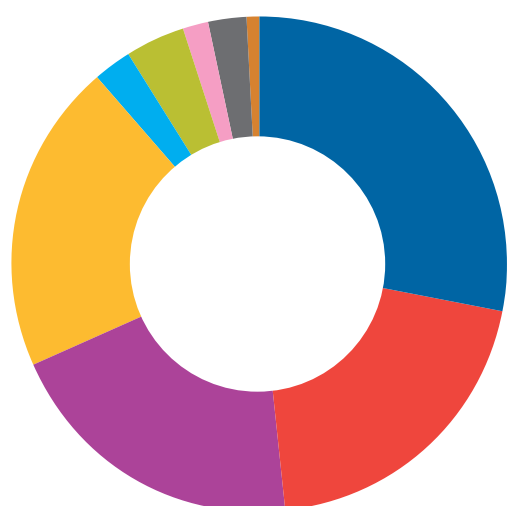
Currency of ICT hardware and systems is a priority for the ILC in fulfilling its information role. Development work on the implementation of an organisation wide customer relationship management system was completed during the year, with implementation of the system set to occur in 2015-16. This will allow the ILC to have a central point for client contact details and activity. Improvements to the ILC website continued with 78,562 visits to the site throughout the year, of which 55% were by new visitors to the site, a slight increase on the previous year. 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.



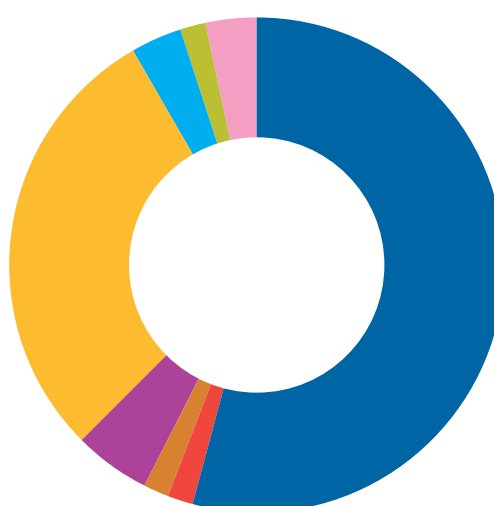


Income \$ 11,120,086



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

Expenses \$11,038,731



- Staff and Consultants
- Travel
- Capital
- Respite
- Equipment Brokerage
- Accommodation
- ICT
- Insurance, Communications and Marketing



Our Staff

Creating opportunities for staff to develop is important to the ILC

The workforce has been supported to embrace the shift and introduction of new service delivery models through the ongoing focus on staff development and management. A highlight was the staff development breakfast titled ‘what does choice and control mean for the consumer’ where we were privileged to have three consumers share their personal stories of living with or caring for someone with a disability, including their current experience of accessing services and what this concept means to them.

The ILC offers regular access to professional development opportunities for staff and this year there was strong attendance at two industry specific national conferences held for ARATA (Australian Rehabilitation & Assistive Technology Association) and AGOSCI (enhancing participation of all people with complex communication needs).

The annual staff scholarships were announced by the Board in December. Closely aligned with the ILC’s strategic plan, Jessica Rigden’s scholarship aimed to expand her knowledge and skills around smart home technology by visiting consumers, service providers and suppliers operating on the eastern coast and Lauren Farrell’s scholarship enabled her to undertake further training in home modifications. Annette Frazer’s scholarship will enable her to increase her knowledge in the leadership and management arena.

Staff members are to be commended for adopting a positive attitude to the changing environment that stretches across all sectors where the ILC delivers services. The workforce has been relatively stable substantiated by a low turnover and the measurement drawn from the staff engagement survey indicating a very acceptable 76% level of engagement. A celebratory luncheon was held to acknowledge four members of staff - Jill Anderson, Gerri Clay, Simone Robinson and Cathy Wiese - who had reached their 10 year anniversary working with the ILC.

Our Staff 2014-15

Current Staff

Victoria	ACTON
Alex	ANDREWS
Karen	BAJIC
Shona	BASTIAN
Marsha	BENNETT
Jenny	BISHOP
Marie	BRANTON
Tanith	BRIEN
Erin	BROWN
Georgina	BRYANT
Amy	BUDRIKIS
Iris	BURTENSHAW
Jacqui	CALDWELL
Linnea	CALVERT
Kerrie	CAMPBELL
Breanna	CARLTON
Sharmistha	CHOUDHARY
Geraldine	CLAY
Margaret	DARE
Janice	EARLY
Caroline	EATON
Rachel	EVERISON
Lauren	FARRELL
Nicola	FARRELL
Rebecca	FENNER
Annette	FRAZER
Heather	GILL
Susan	GLASSON
Amelia	HEWISON
Samantha	HILHORST
Melody	HOWEY
Amanda	HUDSON
Sally	HUNTER
Evana	JACOBSON
Margaret	JUSTICE
Casey	KEELEY
Fleur	LITSTER

Amy	LITTON
Nicola	LONGMIRE
Margaret	LOVEJOY
Sacha	MARCHANT
Lauren	MAUNDERS
Jodie	MAXWELL
Kelly	MCAULIFFE
Sandra	MCKESSOCK
Aileen	MILLER
Lynsey	MONK
Biserka	MUSTAJBEGOVIC
Hilary	O'CONNELL
Pip	PATTERSON
Margaret	PRATT
Jessica	RIGDEN
Simone	ROBINSON
Kerry	RODDA
Celeste	RUSSO
Kelly	SAVAGE
Alison	SENIOR
Lynne	SINCLAIR
Harpreet	SINGH
Francine	SNADDEN
Gail	STACEY
Erica	TANG
Linda	TRAN
Jane	TRIGG
Deborah	TUNNICLIFFE
Elizabeth	URQUHART
Caren	VAN BILJON
Amar	VARSANI
Lisa	VOLOCZI
Debra	WATTS
Michael	WIEBRANDS
Sophie	WITTEW
Laurence	WOODS

Casual / Locum

Ellen	BRAGGER
Lynda	BUTTERFIELD
Narelle	HIGSON
Laurel	HOCKING
Deborah	HOWIE
Helen	MANN
Shirley	MCINNES
Marti	PEACH
Andrea	PHILOGENE
Robert	STAIN
Catherine	WIESE
Justine	ZHONG

Staff we farewelled

Suzi	BROOKE
Veronica	DIVINCENZO
Kerrin	DONNELLY
Lesley	GALLAGHER
Jill	ANDERSON
Monica	HURLEY
Elizabeth	KENT
Catherine	PAPANASTASIOU
Susan	ROBERTS
Karena	SHERRIFF
Yvette	THEODORSEN



Contact us

ILC Head Office

Services:

- Assistive Equipment and Technology
- OT Driver Assessment
- Grants and Equipment Funding

The Niche, Suite A, 11 Aberdare Road
Nedlands WA 6009

Telephone: (08) 9381 0600 or 1300 885 886

Fax: (08) 9381 0611

Email: general@ilc.com.au

ILC North Office

Services:

- Carer Respite and Support

Unit 13, 386 Wanneroo Road
Westminster WA 6061

Telephone: 1800 052 222

Fax: (08) 9381 0688

Email: comcarelink@ilc.com.au



Noah's Ark WA

5a Bookham Street
Morley WA 6062

Telephone: (08) 9328 1598

Fax: (08) 9375 9802

Email: help@noahsarkwa.org.au



Like 'Independent Living
Centre WA' on Facebook

www.ilc.com.au