



Our mission is to guide people's choices to access assistive technology and services for independence and wellbeing



## ANNUAL REPORT 2015-2016

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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.**

## Board Members

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### Chair Person

#### **Mr David Gribble**

Chief Executive Officer,  
Constable Care Child Safety  
Foundation



#### **Mr Ron Back**

Finance and Management  
Consultant



#### **Mr Ralph Gore**

Chief Executive Officer,  
Ocean Gardens Inc.



### Deputy Chair Person

#### **Mrs Melissa Bramley**

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



#### **Ms Jo Carden**

Advisory Consultant,  
Ernst & Young  
(from 25 November 2015)



#### **Ms Irene Mooney**

Chief Executive Officer,  
MYVISTA



**Dr Kay Cox** OAM Research  
Associate Professor,  
University of Western  
Australia



#### **Mr Tim Nayton**

General Manager,  
Health Care & Risk -  
Amana Living  
(from 28 August 2015)



#### **Mr Jim Ellis** OAM

ICT Consultant  
Adjunct Professor,  
Murdoch University



#### **Ms Robyn O'Callaghan**

Financial Professional

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**Her Excellency the  
Honorable  
Kerry Sanderson AC**

### Life Members

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**Mrs Freda Jacob AM**

**Dr Patricia Kailis**

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### Honorary Members

**Dr Ken Michael**

### Board Finance Committee

**Mr Ron Back**

**Mrs Gerri Clay**

**Mrs Annette Frazer**

**Ms Robyn O'Callaghan**



*David Gribble*  
*Board Chairperson*



*Gerri Clay*  
*Chief Executive Officer*

## Annual Report from the Chairperson and Chief Executive Officer

The World Health Organisation is leading a Global Cooperation on Assistive Technology (GATE) initiative with one specific goal in mind – to improve access to high quality, affordable assistive health products. The Independent Living Centre WA (ILC) has encouraged our customers and stakeholders to support this work and participate in the first survey to identify the top 50 priority assistive devices. At a global level we are seeing an increased awareness about assistive technology (AT) and the contribution devices and the built environment can make towards leading a healthy, productive and dignified life.

As the lead agency for the National Equipment Database (NED), the ILC was invited to participate in the EASTIN (European Assistive Technology Information Network) annual meeting held in Romania. This was an opportunity to establish linkages with expert information providers in Europe and join a comprehensive and global information service on AT. It was very apparent that Australia is placing itself in a strong position by being one of a select group of countries in the world to have developed and released a national assistive technology strategy. The National Disability Insurance Scheme (NDIS) has been visionary in developing this strategy and recognising the importance and opportunity that AT

brings to empowering and enabling people living with a disability to reach their goals.

A number of government policy and commissioning frameworks of particular relevance to the ILC were released during the year including the National Disability Insurance Agency's Information, Linkages and Capacity Building framework that outlines the type and nature of information and advisory services that would be considered in scope within the NDIS scheme. Directly linked to the AT strategy policy is the development of a consumer capability framework that the ILC has actively contributed to at both a national and state level. Within the Commonwealth Home Support Program (CHSP) the ILC has provided feedback into the enablement model.

Government, the disability and aged care sectors are openly discussing the shift for not-for-profit organisations from being block funded organisations towards growing new revenue streams that will enable them to operate in a contestable market place. This position is consistent with the advancement and roll out of the NDIS and the aged care reform, both supporting a philosophical shift to consumer directed care and entitlement.

Strategically the ILC has been working to implement business systems and processes that will

set us up to operate in a fee for service funding environment where government block funding is minimised. Completion of year two of our strategic plan brings significant progress in implementation of a customer relationship management (CRM) system and further development of a private options service arm.

The Board has been mindful and diligent when considering how best to plan for a future of greater funding uncertainty. Their first step has been to embark upon a journey of scenario planning sessions that will be a timely segue into preparing to review the strategic plan as we enter the third and final year. Continuing to prioritise its commitment to governance the Board has participated in an external evaluation of its performance and two Board members have been supported by the ILC to complete the Australian Institute of Company Directors (AICD) Company Directors Course. In addition work on the Board risk appetite statement has been defined through a workshop process for the Board and management.

Membership renewal welcomed new Board members, Tim Nayton who joined the Board at the Annual General Meeting in September 2015 and Jo Carden who joined the Board in November 2015. Together Jo and Tim bring a mix of business acumen, risk and governance skills to





## ILC Awarded 'Age Friendly Community Award'

strengthen the breadth of ability and expertise within the existing Board membership.

Increased access to ILC services for residents in the south west metropolitan corridor of Perth has been facilitated through a new apartment style display in Cockburn which was launched in September 2015. With funding support from the Disability Services Commission (DSC) and Home and Community Care (HACC) for a three year lease period, this service expansion is central to the Cockburn Kwinana NDIS trial site and has enabled in-situ display of smart home technologies and trialling of a new model of service delivery. On a smaller scale the service has been supported both financially and through a strong collaborative approach with Curtin University resulting in an increased student involvement in the service delivery model.

Our continual improvement approach to our business has seen the ILC build its first tablet app Equip Myself, designed to provide easy access to equipment options and links to NED. Improvements to the database functionality are also in progress and both these initiatives will be released in 2016-17, greatly improving the consumer experience of accessing information about assistive devices. In the same vein, Noah's Ark toy library members are now benefitting

from the online Library Management System that supports the library service.

Complementing our existing services and in order to provide more comprehensive support to individuals and families, the ILC now offers private options services that include assessment, therapy, training and support for assistive technology and equipment needs. A successful application for HACC funding will also see ILC providing allied health services to consumers in the new financial year.

Consumer engagement and satisfaction is paramount as the organisation begins reshaping itself to be a provider of the future that is highly relevant to its customer base. During the year the ILC achieved over 45,000 contacts with our customers, with half specifically seeking expert information and advice about assistive technologies. We are most grateful to the ILC staff and volunteers who bring skill, dedication and demonstrated outstanding commitment and genuine caring in their daily roles. Equally the work we undertake and services we provide would not be possible without the support we receive from our program funders, suppliers, friends and numerous supporters.

In October 2015, the ILC was proud to be the recipient of the 2015 'Age Friendly Community Award'.

Significantly, the Award was presented on International Day of Older Persons at an event that celebrated the 30th anniversary of the WA Seniors Awards; and was hosted by COTA WA in partnership with the Department of Local Government and Communities.

The WA Seniors Awards acknowledge the important contribution of seniors to the community, as well as those who work to improve the lives of older West Australians. The 'Age Friendly Community Award' recognises a community organisation that delivers services to improve opportunities for seniors.

The ILC won the award for its provision of new and innovative services to support seniors to live independently and safely in their homes and stay connected to their community. In particular, the award acknowledged the opening of ILC Cockburn.

***Pictured is ILC CEO Gerri Clay and ILC Founder Freda Jacob who were pleased to receive the award from the Hon Tony Simpson MLA and were in good company standing alongside the WA Seniors Champion Award winner Brother Olly Pickett, one of a number of worthy finalists acknowledged for their tremendous contribution to our community.***

# Assistive Technology Services

**Through the Assistive Technology Services people can obtain quality information, advice and hire services related to assistive equipment and technology for independence, safety and wellbeing.**

Throughout the year work continued to increase awareness of these valuable services amongst people with disability, in particular those who reside within the National Disability Insurance Scheme (NDIS) trial sites, as well as amongst older people and their carers. Improving access to these services for consumers and providing further support for people's assistive equipment journeys were also key focus areas for the year.

## Assistive Equipment Services

Access to the information and advisory service about assistive equipment and technology was delivered through the phone help line, email enquiries, Skype, videoconferencing, presentations to community groups and at events, customised appointments, drop by times, a walk in service and workshops.

The ILC remained as the lead agency for NED, the online national equipment database, and throughout the year a development project commenced which will ensure that the database is the most accessible, accurate, impartial, up to date, comprehensive, user friendly online database of assistive technology that is available in Australia.

The country team continued to deliver assistive equipment services across the entire state. Throughout the year we undertook 14 trips throughout Western Australia and visited 52 towns. A highlight was receiving the award for Best Family Interest Display at the Mingenew Lions Midwest Expo. The team expanded our presence in the south west region of Western Australia with an occupational therapist located in Busselton to be able to provide our free information and advisory services year round.

To improve delivery of our country services we scoped and commenced an evaluation of our country services taking into consideration end user



*Throughout the year occupational therapists from ILC's Assistive Equipment Services Team visited rural and remote towns with a range of equipment and technology for people to view and explore. On a trip to the Mingenew Expo, the ILC's display, set up and manned by Occupational Therapist Rachel Everison, won the 'Best Family Interest Display'.*

*A country trip to the 'Royal' Albany Show saw Occupational Therapist Amanda Hudson receive a visit to the ILC Caravan by Prince Charles, who was at the show with Camilla as part of his visit to the region and his 67th birthday celebrations. Our driver Rob got to speak with him and shake his hand reminding him of the importance of wearing his hat in the heat.*



and service provider specific needs now and into the future.

In response to increasing requests, specific workshops for occupational therapy students and new graduates were developed to support their learning around the latest assistive technology (AT). Delivered over six weeks, the workshops provided a hands on look at a variety of AT including wheelchairs, paediatric equipment, computer access and switching.

With the support of TL engineering and Vanquip Mobilities our transport display was updated to reflect the most current modifications and driving and transfer aids on offer. The new transport module demonstrates a number of options including hoists, lifts and ramps suitable for lifting and transporting both the user and their wheelchair together, as well as lifting the wheelchair and scooter separate from the user.



## ILC Cockburn opens its doors

September 2015 saw the ILC open new doors to the public when Disability Services Minister Helen Morton officially launched ILC Cockburn, incorporating WA's first integrated Smart Home Display Centre.

Opening up a world of possibilities to Perth's ageing population and people with disability, the Centre is staffed by occupational therapists who can provide expert unbiased advice about assistive equipment and technology that can help people to remain in their home, be safer and more independent.

Featuring WA's first integrated Smart Home display, people can also see, trial and experience both high and low level assistive technology in an apartment style living environment. Smart home technology can provide an alternative way to control appliances and services in the home and ensure people's safety.

Visitors to Cockburn can also be linked to other ILC services including occupational therapy driver assessment services; assistance to purchase equipment on behalf of the visitor; and hire of equipment. In addition an ILC service coordinator is located at Cockburn at specific times to offer support to planners, coordinators and participants in the Cockburn WA NDIS trial site.

The Centre also supports the education of occupational therapy students by providing opportunities for Curtin university students to work in a contemporary smart home technology environment during the course of their studies.

ILC Cockburn offers people free information and advice on a walk in basis between 9am and 4.30pm, Monday to Friday.

### Consumers accessing Assistive Technology Services 2015-16

Goldfields	723
Great Southern	857
Kimberley	122
Mid West	555
Pilbara	400
South West	1541
Wheatbelt	849
<b>Total Rural</b>	<b>5,047</b>
Metropolitan East	4034
Metropolitan North	7606
South East Metro	4466
South West Metro	6702
<b>Total Metro</b>	<b>22,808</b>
Overseas / Interstate	78
<b>Total</b>	<b>27,933</b>

### ILC Top 10 Enquiries

1	Mobility Equipment
2	Augmentative & Alternative Communication
3	Bathroom and Toilet
4	Assistive Learning Technology
5	General Communication
6	Seating
7	Bedding and Accessories
8	Household
9	Access & Design
10	Eating and Drinking





## Equip Myself App

Extensive work to develop the Equip Myself app was undertaken throughout the year. This ILC initiative aims to support Australians to identify assistive equipment and technologies that will help them with daily tasks and to achieve their goals. It enables users to explore assistive equipment and technologies in the environments in which they would be used. Users can also

read real life stories about how people use assistive technology in their lives.

The development of the app has been underpinned by strong end user involvement in the planning and testing of the app. Supported by the Emerging Technology Group and the Disability Services Commission, the key drivers for the development of the app were the Assistive Technology NDIS

policy statements emphasising the need for individual choice and control as well as opportunity for capacity building.

The app is expected to be available to consumers in Spring 2016 from the Apple App Store and Google Play.

## Equipment Hire

Throughout the year there was a total of 1,156 hire occasions with communication devices; orthopaedic equipment such as high back chairs and hoists; wheelchairs; equipment to assist with transfers; and simple mobility aids being the most utilised hire items.

Following a stocktake of the hire equipment, a significant number of personal care and mobility

aids were replaced and updated options were made available for older people. New personal and pressure care, hoist, wheelchair, communication and personal alarm options were also purchased.

The value to the consumer of being able to hire an item is that it gives them the opportunity to trial a piece of equipment before they purchase it so that they can

determine how it suits their needs and fits their environment. This is particularly highlighted in the continuation of the augmentative and alternative communication (AAC) program that allows individuals to trial complex devices that require individualised programming.



## Technology Services



Innovative work has continued in the My Tech Project helping people discover existing and new technologies to access and control their environment independently. This has been done through educating consumers and service providers on the availability of emerging technology and how it can

positively impact on an individual's life. Through the project a therapist provides a comprehensive service from assessment in the person's home, liaison with the Community Aids and Equipment Program (CAEP) and ILC grants teams, through to prescription, installation, training and follow up to ensure the goals have been met.

Emerging technology that people have so far explored and discovered include a range of traditional telecare systems, smartphones, apps, home automation, computer access and control, and alternative access methods for iPads, TV's, radios and CD players. Making small tasks accessible, such as turning on the lights and changing TV stations, has generated the most interest from clients.

In April 2016 work commenced on the Non Government Centre Support (NGCS) Building Access Skills for Learning Project at Durham Road School. This project aims to support students with complex or multiple disabilities to become active learners by developing their access method to learning tools, such as switches, eye gaze or touch screens.

Work on a range of training packages for families, therapists and support staff on the best practice methods to implement alternative access in the classroom began. Decisions are being made on the range of equipment that will be made available in ILC Hire to assist more children to trial these access methods in the future.

ILC Tech continued to deliver services throughout regional Western Australia visiting Albany, Merredin, Kalgoorlie, Karratha, Port Hedland and the South West.

## Noah's Ark WA

Noah's Ark WA continues to evolve to provide a range of information, support and services to families and other members. This year saw a strong membership base of 265, with a mix of members including individuals, families, schools, therapists and organisations. Great effort went into updating and adding to the library resources throughout the year including specific improvements to add more multicultural toys, literacy resources and current assessments for therapists.

The Noah's Ark team continued to deliver weekly play and learning sessions to members, with an increase in *Storytime* attendance over the last year resulting in an extra session each week. We were successful in an application for additional funding through Non Government Centre Support (NGCS) to develop a new play and learning session *Prime Time* to cater for young children with more complex sensory, physical and communication needs.

Noah's Ark's committed volunteers continue to be valued members of the team. In June we celebrated and thanked our volunteers for their contribution to the service. In particular, we acknowledged our long standing volunteer, Ray Harris, who has provided over 25 years of support to Noah's Ark.



# Grants and Equipment Funding

The grants and equipment funding programs provide funding for equipment to support people's independence, participation and recreation



## Ray's Funding to Freedom

Ray has always been an independent man, however since two surgeries involving the amputation of his legs he found that he relied on his wife Nancy increasingly more. He was provided with the basic and essential equipment through his local health service such as a manual wheelchair, however Nancy was called upon to provide all transport for shopping, appointments and social outings.

As Ray is unable to push himself in his wheelchair for long distances he was unable to leave the house independently to access the community. Through their local health service Ray was able to be assessed for a scooter and an EFL grant application form was submitted to the ILC for consideration. The requested scooter was funded and Ray is now able to independently leave his home to travel to the shops and visit friends.

## Disability Equipment Grant (DEG) and Subsidies

Supported by Lotterywest, during 2015-16 a total of 712 grants were provided to assist people in Western Australia with a disability to obtain equipment through the DEG program.

VisAbility continued to administer a block grant and was able to provide assistance to 235 people with vision impairment to get much needed assistive technology, with the average grant being \$1,710. More than 120 people with thermoregulatory difficulties received a grant to help with the purchase of an air conditioner, with the average grant being \$1,550. This included 19 approved applications via Multiple Sclerosis Society block funding.

The number of grants approved for vehicle modification was more than 190, which accounted for 44% of the total DEG funding. This included 64 people who received grants for modified driving controls enabling

them to commence or return to driving. Another 46 people received a grant towards new or second hand wheelchair accessible vehicles so they can safely travel as passengers seated in their wheelchair.

Approximately 100 people received grants to assist with the purchase of essential independence equipment including 29 power wheelchairs, 18 manual wheelchairs and 13 mobility scooters to enable people to access their home and community. Other equipment provided included electric lift chairs, electrically adjustable beds, bidets, specialised pressure mattresses and seating.

Ninety-four people received grants for communication assistive technology including specialised computer software as well as mainstream technology with built in accessibility features, for example smart phones and iPads, while more than 70 people

were assisted with personal or specialised alarms to support them living safely at home, including 11 people with a hearing impairment.

Continuing last year's trend, we continued to see a significant demand for financial assistance to help with the cost of occupational therapy driver assessment. A subsidy is available for eligible people undertaking the assessment either to determine their fitness to drive or the need for driving modifications.

This year 756 people received subsidy support, which represents a 12% increase from last year. This included 622 people who received a subsidy for fitness to drive, 64 people who were funded for modified driving controls and 70 people who received support for specialised lessons using modified driving controls.

# Equipment for Living (EFL) Grant

The EFL Grant program supports Community Aids and Equipment Program (CAEP) eligible people with disabilities with equipment they cannot obtain through CAEP. The EFL Grant program continued in the 2015-16 financial year with additional funding from the Disability Services Commission.

A total of \$1,525,300 in grants was approved during 2015-16, assisting 689 people with disabilities with the purchase of vital equipment.

This year, we funded 166 people for electrically adjustable beds; 300

people for a mobility aid, including wheelchairs and scooters; 14 people for personal hygiene equipment, such as bidets; seven people for emerging technology such as environmental controls and 11 people for car seats for safe transport. There were 25 items of recreation equipment funded including modified tricycles, customised pool rails and beach wheelchairs. Other grants included funding for wheelchair accessible personal gym equipment and thermoregulatory bedding.

# Theodore and Isabella Wearne Charitable Trust

Last year ILC received a grant from the Theodore and Isabella Wearne Charitable Trust to assist people over 65 years and on a pension to purchase aids and equipment. Funds rolled over to 2015-16 allowed the ILC to continue to assist another 15 people through this grant. This included providing assistance to seven people to purchase a power

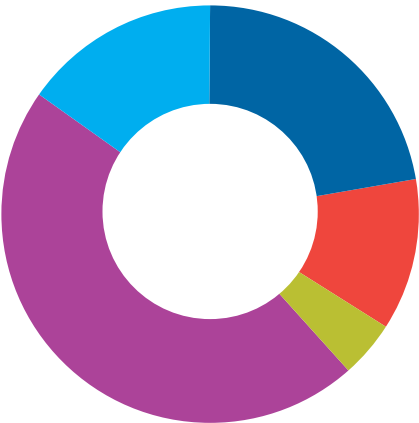
wheelchair. Other items purchased included specialised pressure mattresses, electric lift chairs and mobility devices. We are most grateful to The Wearne Trust for this grant which has enabled us to purchase much needed equipment for people who would have otherwise been ineligible for equipment funding.



## Wheelchair funding enables NB to regain some independence

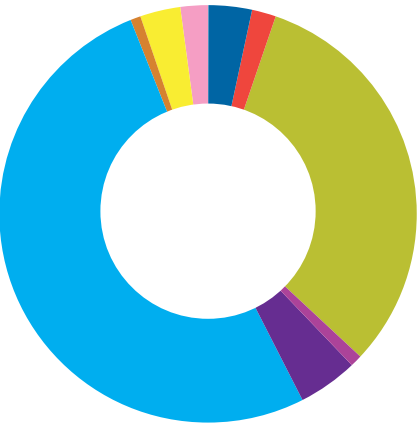
Pictured is NB, who accessed an electric wheelchair through the DEG Program. NB is an important member of the community with an important cultural position as an elder in the Bidydanga community. NB was granted funding towards a Shoprider Puma power chair from Unicare. The electric wheelchair enables NB to be more independently mobile around the residential facility she lives at, to travel short distances around town and to regain some independence in the important community roles she fulfils.

DEG Equipment Approved



- Vision
- Air Conditioners
- Communication
- Vehicle Modifications
- Essential Independence Equipment

EFL Equipment grants by category



- Alternative Positioning
- Assistive Communication Technology
- Electrically Adjustable Beds
- Environmental Controls
- Miscellaneous
- Mobility Devices
- Personal Hygiene
- Recreation
- Transport



# Community Allied Health Services

**ILC's Community Allied Health Services provides access to specialist information, assessment and therapist support in your home, school or community.**

It has been a year of change and reform in the disability sector, as Western Australia trialled the National Disability Insurance Scheme (NDIS). In response, our private options service grew and diversified to deliver specialist assistive technology assessment, prescription and therapy support - now known as 'ILC Community Allied Health Services'. Our established team delivered occupational therapy, physiotherapy and speech pathology services to a range of clients at school, work, home and in the community including:

- WA NDIS therapy and assistive technology services in the Lower South West region, with an occupational therapist based in Busselton servicing the region.
- WA NDIS therapy and assistive technology services in the Cockburn Kwinana area, including popular pre-planning consultations at our Centre in Cockburn.
- Perth Hills NDIS therapy and assistive technology services to clients throughout this region.
- Private occupational therapy and speech pathology home visiting assessment and therapy services to the whole metropolitan area, in the specialist area of

assistive equipment and technology. These services are available to people of all ages and abilities who require assistive equipment and technology.

- Intensive school based therapy services, supporting schools to incorporate assistive learning technology and communication aids into the curriculum.
- Services to people eligible for Medicare, Better Start for Children with Disability, Helping Children with Autism, DVA, and Post Intervention Therapy Support (PITS).



## Assisting Paul to get the most out of life



Paul and his wife Paula live in Mt Helena on a property with three horses, three dogs and their daughter Brenna. They call their five acre property 'small', and yes it is if you compare it to their previous 100 acre hobby farm in Gidgegannup.

Paul, a retired Country Ambulance Services Manager, has paraplegia, a condition which restricts his ability to move his legs.

Throughout the year Paul accessed the ILC Community Allied Health Services through the NDIS Perth Hills trial site.

As part of his plan, Paul's goals included being able to undertake tasks around the property, take his dogs for a walk and get out and about in the community, including participating in archery.

ILC Occupational Therapist Rachel Everison undertook an assessment of Paul's assistive equipment and home modifications needs and importantly took into account the environments Paul accesses, such as his large property. Rachel prescribed a wheelchair and scooter specifically for Paul's needs, in addition to a range of other equipment and home modifications that enable Paul to be an active member of his family and undertake daily tasks, such as preparing meals, safely.

Paul comments that "the equipment has become so much a part of life that it's easy to forget their significance".

During the year Paul shared his story on video about how the use of assistive equipment enables him to participate in life and his community the way he wants to.





## Occupational Therapy Driver Assessment

### Greater access to driving assessments in your local area

The Occupational Therapy Driver Assessment (OTDA) Team saw a year of growth. In 2015-16, the ILC supported 542 people to undertake driving assessment for fitness to drive and/or modified driving controls. Along with this growth, the service has experienced an increase in referrals for clients with DVA, compensation, insurance and private funding. The driver assessment team has also provided more assessments for clients requiring complex driving modifications and/or wheelchair accessible vehicles as drivers or passengers. Referrals for heavy vehicle assessments have also been more prevalent, for drivers with work related injuries to return to employment.

An exciting trend in the new NDIS trial site areas has been an increase in referrals for younger people with disability investigating driving options through 'first time driver' assessment. We know that driving is a highly valued independence life skill. With goal setting in their

NDIS plans, young people now have the opportunity to access funds to support assessment and lessons to achieve their goal of wanting to drive.

With the opening of ILC Cockburn, the OTDA team are able to provide driver assessments from this location to service the expanding south west metropolitan corridor. In March 2016, the team office was relocated to Westminster with a view to provide increased access to driving assessment for people living in the north metropolitan area. The service is now able to offer driving assessment at five different locations - Nedlands, Westminster, Cockburn, Bunbury and Northam.





# Training & Events

## Upskilling the sector on emerging assistive technology and innovations

ILC Training and Events continued to deliver a diverse program of assistive technology (AT) related training and events to the sector, with 48 training and workshop sessions taking place and over 1,100 people attending throughout the year. A range of workshops were delivered by ILC trainers with specialist skills in different areas of AT, including home modifications, Boardmaker, AAC device & communication apps, mounting, scooters, hoists and pressure management. Throughout the year, we also hosted a range of interstate and international speakers, adding to the variety of local workshops offered.

Keeping up with emerging assistive technology is an ongoing interest and necessity for the ILC to meet the training needs of our expansive state. We invested in a new videoconferencing unit to continue to be able to offer individual client consultations as well as delivery of workshops and training state-wide.

### Highlights of the training calendar in 2015/16 included:

- International speaker Dr. Kevin Doughty, a leading expert in the design, evaluation and market assessment of electronic AT, telecare, telehealth and medical informatics systems. Dr Doughty delivered a seminar on Smart Assistive Technology for People Living with a Disability.
- Housing by Design Liveable Homes event, co-hosted with COTA (Council on the Ageing). This event provided the opportunity to hear how smart home technology, home modifications and assistive equipment can help transform your existing home into a 'liveable' home.
- Home modifications workshops delivered by Elizabeth Ainsworth, focusing on bathroom modifications and modifications for people in the bariatric range.
- Pragmatically Organised Dynamic Display (PODD) Communication Books, a two-day workshop by PODD Developer & Speech Pathologist Gayle Porter.
- The Improving Outcomes through Equipment and Technology Symposium, co-hosted with ACSWA (Aged and Community Services WA), inspired service providers within the aged, community and residential care sectors to engage with and implement up to date assistive technologies to increase independence for their client groups. This event included a popular exhibitor display bringing together suppliers and professionals working in aged care.
- Communication access and Easy English workshops by Scope-Communication Inclusion & Resource Centre. The growth in local knowledge about Easy English and communication access is promising for the sector.



## Commonwealth Respite and Carelink Centre (CRCC)

**The ILC CRCC continued to deliver carer respite and support services in the north metropolitan Perth region. The Centre provides assistance with access to short term and emergency respite care.**

The team's goal throughout the year was to reach new or "hidden" carers as the majority of people in a caring role do not identify themselves as carers and therefore do not always see that they may need a break in order to maintain their own health and wellbeing.

ILC CRCC is funded to assist carers who provide regular and sustained care and assistance to a dependent person with:

- Frailty associated with aging
- Dementia
- Severe or profound disability
- Mental illness
- Terminal illness in need of palliative respite care

During 2015-16 the ILC CRCC received 11,399 calls. Of these calls, 1,356 individual carers, of which 77% were female, received assistance with respite funding. This is a significant achievement given that the number of respite services overall delivered by the team was similar to previous years however was accomplished with fewer staff members and a refocussing of government policy around the Young Carers program.

Over half of the carers who received assistance were new carers, demonstrating that the CRCC team maintained close working relationships with referral sources, including hospitals and community care organisations. 65 of these carers were under the age of 18 years and were assisted through our Young Carers program.

The CRCC is funded to provide respite services that aim to meet the individual needs and circumstances of the carers and the person they care for. In order to provide a broad range of flexible respite options, relationships and service agreements with 335 external service providers were managed. Throughout the year a review of the CRCC service agreement documentation and processes was completed.

The team maintained their knowledge of the services available in the community through research, attending networking meetings and inviting service providers to internal meetings. The CRCC team has also assisted service providers to develop respite services where a gap has been identified. For example, consulting and supporting a disability/mental health service provider to address unmet respite needs for carers of a young person with a dual diagnosis of autism, anxiety or depression.

In addition a partnership with a key service provider was developed to enable access to respite during school holidays for parents of children with a disability and high medical support needs who are generally excluded from activities due to their complex needs.

During the year we welcomed a new service coordinator, Andrea Morris, who brings over 10 years' experience working with carers, respite and in a CRCC on the east coast.



## Opening up communication channels thanks to Carer Respite

Respite provision for Nancy, mother to Mia, meant that she was able to attend Braille lessons over a 12 week period so that she could give her daughter the opportunity to read through touch. During this time Mia was cared for by a suitable organisation that has the right support staff with the necessary skill set to care for Mia, who has a range of disabilities including bilateral blindness. The ILC CRCC was also able to provide further support so that Nancy could attend a keyword signing workshop. Mia is now able to sign 13 important needs in her daily activities which has reduced her frustration and has empowered her parents to meet her daily needs.



# ILC Regional Assessment Service

The ILC Regional Assessment Service (RAS) continued to support individuals requesting assistance from the WA Home and Community Care (HACC) Program through the provision of holistic assessments and if required, referrals for community care or other appropriate options that support a person's capacity for independent living.

Throughout 2015-16 over 3,770 assessments were conducted by the ILC RAS team who cover the north metropolitan Perth region.

2016 saw the role of the assessment service evolve. This was due to an increased emphasis within the WA HACC program on people requiring assistance to initially receive short term and/or reablement support to maximise their independence, wellbeing and connections to the community.

Working in partnership with the client or their carer, assessors undertake a more active style assessment whereby they walk through how a person is managing their everyday

tasks, determine the impact of any difficulties on the individual and discuss strategies and solutions. This approach to assessment and support planning enables the assessors to address an individual's need and refer as required for provision of the most appropriate type and level of support. It also allows for support to be better targeted so that a person can adapt to some functional loss, or regain confidence and capacity to resume activities.

Through a learning environment the ILC RAS has embraced the skill development and continuous improvement practices that enable our assessors to increase their knowledge base and feel confident in this changing community care environment. Ongoing learning across a variety of dimensions has included:

- Attendance at training to understand the value of and be able to better identify the need for home modifications and assistive technology and the

appropriate referral pathways.

- Reablement training for all assessors including an enhanced course for our reablement champion, attendance at regular champion meetings and further in house learning.
- Continued engagement with the Alzheimer's Association WA Dementia Partnership Project. The outcome of this partnership is that we have a staff member who is qualified with a Cert IV in Dementia Practice and provides ongoing support as a dementia champion to newly recruited assessors, colleagues, peers and stakeholders.

ILC RAS management continue to provide input to support the ongoing development of the WA Assessment Framework and Regional Assessment Services through regular engagement with the WA HACC program and involvement with specific projects.



*Iris Burtenshaw, who is an assessor with the ILC RAS, became a Dementia Champion after achieving a Certificate IV in Dementia Practice. The ILC embraces a learning culture and as part of this RAS assessors participate in a range of opportunities to assist in improving their wellness assessments for people in the community. As a Dementia Champion, Iris is a dementia care expert within the ILC and is committed to promoting quality of life and wellbeing of people with dementia; and partnerships between the person, the care provider and the family.*

## Home Modifications and Assistive Technology Project

The partnership project between the ILC and the WA Home and Community Care (HACC) Program continued through 2015-16. A focus for the year was on how to best support consumers to access home modifications and assistive technology that meets their needs and builds capacity for independent living; more specifically how consumers are supported within a consumer directed care environment as the reforms in the aged and disability sectors are rolled out. This included the development of consumer resources as well as support for stakeholders who interface with HACC clients such as service providers, regional assessment services and home

modification (HM) and assistive technology (AT) providers.

Regional Assessment Services have been supported through the HM and AT advisory line, a professional development workshop and accompanying HACC HM and AT Referral and Practice Guide. This guide enhances assessors' knowledge with regard to identification of the need for HM & AT and enables decision making with regard to referral pathways.

The Scoping Review on Best Practice in Home Modification Service Delivery conducted by Curtin University and the ILC was completed with the full report available on the ILC website. The report was disseminated to relevant

stakeholders and the findings were shared at the MOD.A conference in Canberra and Perth OT Australia Conference.

The team began work on resources to support consumers and stakeholders including a Consumer Toolkit, which will provide information and advice to consumers on simple aids that are available to assist common frustrations as well as considerations and pathways when accessing support for more complex equipment or home modifications.

A Home Modification Provider Toolkit providing guidance and clinical governance for HM providers working with HACC clients also began development.





## Our Staff

Work continued to ensure that the ILC remains in a strong position to effectively and efficiently deliver our services into the future, to provide customers with a high quality service that is valued and to offer staff fulfilment and satisfaction in their roles.

The year saw a staff development focus on building a flexible and skilled workforce; an expansion of the workforce to include a wider range of allied health professionals; and the equipping of staff to prioritise customer service, which was the theme of the staff development breakfast this year.

Organisational growth was supported through a restructure in the later part of 2015. The management team was expanded to five with Kelly Savage appointed as the new service manager responsible for building fee paying services and managing the equipment grants and Noah's Ark Toy Library programs. The resignation of Sally Hunter (Assistive Technology Services Manager) early in 2016, after 14 years working for the ILC, resulted in a further workforce reshuffle and adjustment to the new structure. Francine Snadden moved into the Assistive Technology Services role whilst continuing to

manage the CRCC program; Hilary O'Connell became the service manager for the HACC RAS, Allied Health and Home Modifications programs; and Annette Frazer continued in the business manager role.

The ILC offers regular access to professional development opportunities for staff including attendance and presentations at conferences. Throughout the year staff conducted 12 presentations and attended a range of national and international conferences with a focus on speech pathology, occupational therapy, home modifications, assistive technology, ageing, disability and the NDIS.

Hosting training and guest speakers provides further opportunity for staff development with many staff members being given the opportunity to attend ILC hosted workshops on allied health, the NDIS and home modifications during the year.

The annual staff scholarships were awarded to three staff from different business areas of the organisation. Closely aligned with the ILC's strategic plan, Linda Tran's scholarship aimed to expand her knowledge and skills in assistive technology through completing

specific training on the full range of high tech software packages and options for people with vision impairment and attending the ARATA conference. Susan Glasson participated in an educational tour of Noah's Ark Queensland to help inform improvement to current practise in our Toy Library. Lynne Sinclair's scholarship enabled her to attend a CPA (Certified Practising Accountants) conference that focused on future funding changes for the not-for-profit sector.

Embracing change has been the mantra for 2015-16 and staff have excelled in working in an environment that is characterised by new technology and business systems, greater accountability of working hours and increased impact of external factors. By and large the workforce has been relatively stable and the staff engagement survey indicates a very acceptable 78% level of engagement, continuing an upward trend when comparing the level of engagement over the previous two years. We are fortunate to have a number of long standing staff and this year welcome four staff members - Jenny Bishop, Georgina Bryant, Margie Justice and Maggie Pratt - to the unique group who have given more than 10 years of service to the ILC.

# Business and Corporate Services

The ILC's operations during 2015-16 were principally block funded through State and Commonwealth government funding that supported a variety of programs that are consistent with the objectives of the organisation. Contractual agreements are currently in place with the Disability Services Commission (DSC); the Commonwealth/State Home and Community Care program (HACC); the Commonwealth Department of Social Services (DSS); Lotterywest; Non Government Centre Support (NGCS); the National Disability Insurance Agency (NDIA); The Wearne Trust and the Ian Potter Foundation.

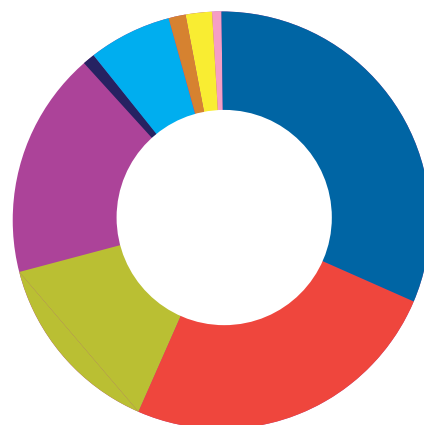
Additional revenue was generated by the delivery of training, events and consultancy services and through the provision of occupational therapy driver assessment services, allied health services, equipment hire and display space rental. The introduction of private options was the main area of growth expanding the ILC's work within schools, to those able to self fund and to participants in the three NDIS trial sites. A large number of projects were funded by one off grants from a range of funding sources. Income remained relatively stable with new funds secured through a successful proposal to HACC to commence an allied health service for HACC eligible clients in the coming year.

**The full audited statement for the Independent Living Centre WA Inc. is available at [www.ilc.com.au](http://www.ilc.com.au) under 'Resources'.**

Currency of ICT hardware and systems is a priority for the ILC in fulfilling its information role and building business systems that allow for efficient service delivery in an individually funded environment.

The major ICT priority for the year was the introduction of a Customer Relationship Management (CRM) database that serves as the source of data for all contacts and provides a comprehensive client management

**Income \$12,750,359**



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

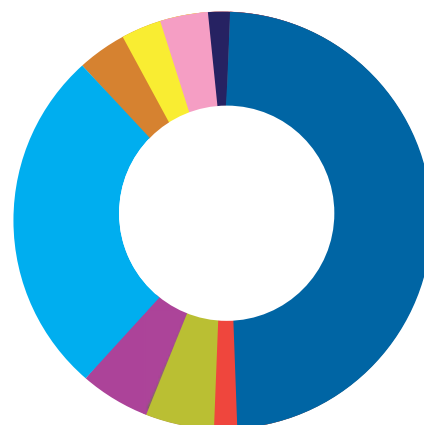
system for our assistive technology services.

At the end of the 2015-16, phase one was nearing completion and moving away from using the existing RAM (Resource Allocation Module) was anticipated to occur at commencement of the new financial year. The private options team was fully utilising the CRM for all client record keeping and reporting data. The ILC entered the new financial year with a central point for client contact details and activity, greatly improved tracking of workforce activity and increased reporting capability.

July 2015 saw the Noah's Ark Toy Library officially launch its new online library system. The new online borrowing system allows toy library members the ability to view, book and order toys and resources online.

Improvements to the ILC website

**Expenses \$12,795,635**



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

continued with 100,225 visits to the site throughout the year, a 28% increase in visits compared to the previous year. There were 57,540 new visitors to the site, a 33% increase on the previous year. An increase in e-news communications, social media activity and targeted outdoor, direct mail and print advertising had a positive impact on marketing and promotion of ILC services to our wide target audience.

The organisation successfully achieved ISO 9001 accreditation status and the HACC funded component of the Assistive Technology Service achieved full accreditation. The ILC Board's focus on risk management resulted in the development of a risk appetite statement where a shift in risk tolerance from low to medium was noted in some areas, a reflection of the change in the external operating environment.



# Our Staff 2015-16

## Current Staff

Karen	BAJIC	Juliet	HARGREAVES	Minna	PORTER
Shona	BASTIAN	Amelia	HEWISON	Margaret	PRATT
Marsha	BENNETT	Melody	HOWEY	Lynda	QUIGLEY
Jennifer	BISHOP	Amanda	HUDSON	Jessica	RIGDEN
Melissa	BOCOCK	Evana	JACOBSON	Claire	RITCHIE
Stephanie	BOURNE	Margaret	JUSTICE	Simone	ROBINSON
Marie	BRANTON	Sherilyn	KITTLER	Kerry	RODDA
Tanith	BRIEN	Narelle	KOBELKE	Celeste	FELL
Andrew	BROWTON	Fleur	LISTER	Wilson	SAM
Georgina	BRYANT	Amy	LITTON	Kelly	SAVAGE
Simone	BUNTER	Nicola	LONGMIRE	Nicola	SEAFIELD
Iris	BURTENSHAW	Margaret	LOVEJOY	Alison	SENIOR
Jacqui	CALDWELL	Dee-Ann	MACAULAY JAMES	Lynne	SINCLAIR
Linnea	CALVERT	Jessica	MAHON	Francine	SNADDEN
Kerrie	CAMPBELL	Sacha	MARCHANT	Gail	STACEY
Elise	CARWOOD	Jodie	MAXWELL	Prudence	TAYLOR
Geraldine	CLAY	Kelly	MCAULIFFE	Fleur	TERRY
Michelle	CONWAY	Michelle	MCAULIFFE	Linda	TRAN
Nelson	CRUZ GUZMAN	Sandra	MCKESSOCK	Deborah	TUNNICLIFFE
Margaret	DARE	Emma	MCKINLEY	Elizabeth	URQUHART
Caroline	EATON	Aileen	MILLER	Catherina	VAN BILJON
Rachel	EVERISON	Andrea	MORRIS	Emma	VAN CHASTELET
Lauren	FARRELL	Biserka	MUSTAJBEGOVIC	Lisa	VOLOCZI
Nicola	FARRELL	Hilary	O'CONNELL	Debra	WATTS
Rebecca	FENNER	Lisa	OZSDOLAY	Laurence	WOODS
Annette	FRAZER	Genna	PARASILITI	Anelle	YOUNG
Susan	GLASSON	Philippa	PATTERSON		

## Casual/Locum Staff

Ellen	BRAGGER
Coralie	CARTER
Tracey-Leigh	DAY
Emma	HAMIRUDDIN
Narelle	HIGSON
Laurel	HOCKING
Deborah	HOWIE
Richard	LEE
Bernard	MCAULIFFE
Gina	MCENTEE
Jill	MCINTOSH
Shirley	MCINNES
Vanessa	RAE
Tammy	RYAN
Robert	STAIN
Catherine	WIESE
Justine	ZHONG

## Farewelled Staff

Victoria	ACTON	Michelle	RUMBALL
Jill	ANDERSON	Dimuthu	SAMARAWEEA
Alexandra	ANDREWS	Harpreet	SINGH
Erin	BROWN	Erica	TANG
Amy	BUDRIKIS	Jane	TRIGG
Breanna	CARLTON	Amarbai	VARSANI
Sharmistha	CHOUDHARY	Michael	WIEBRANDS
Cecily	CLAY	Sophie	WITTEW
Janice	EARLY		
Heather	GILL		
Samantha	HILHORST		
Shannen	HOCKING		
Sally	HUNTER		
Casey	KEELEY		
Helen	MANN		
Lauren	MAUNDERS		
Andrea	PHILOGENE		





## Contact us

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**Email:** [general@ilc.com.au](mailto:general@ilc.com.au)

**Fax:** (08) 9381 0611

**Web:** [www.ilc.com.au](http://www.ilc.com.au)

### The ILC also has locations in:

- Cockburn - Smart Home Display
- Morley - Noah's Ark WA
- Westminster - Commonwealth Respite and Carelink Centre

There is also an ILC occupational therapist based in Busselton.

For full contact details of all ILC services visit [www.ilc.com.au](http://www.ilc.com.au) or phone (08) 9381 0600.



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Centre WA' on Facebook