

Our vision is for people to reach their goals to live independent and full lives through easy access to community allied health services, the right assistive technology and home modification solutions.

ANNUAL REPORT 2016-2017

Our Purpose

To support all individuals, including people with disability, those who are ageing, their families and carers to live full and independent lives. We do this by providing individuals with allied health solutions and the right assistive technology that enables them to live in good health and independently at home and in the community. Our passion and motivation comes from making a real difference to individuals' lives.

Our Values

Integrity:

Working, behaving, speaking and listening with honesty and truthfulness.

Passion:

Going the extra mile because we believe in what we do.

Respect:

Valuing people and embracing their individual or unique qualities.

Collaboration:

Building relationships, sharing knowledge and ideas.

Innovation:

Seeking creative solutions and opportunities, having confidence to think differently and have a go.

Responsible:

Being reliable and accountable and doing as we say we will do.

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Board Members

Chairperson



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

Deputy Chairperson



Ms Irene Mooney
Chief Executive Officer, MYVISTA



Mr Ron Back
Finance and Management Consultant



Mr Jim Ellis OAM
ICT Consultant; Adjunct Professor, Murdoch University *(Resigned February 2017)*



Ms Robyn O'Callaghan
Financial Professional

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Ms Julie Carr
Mr David Gribble
Dr Patricia Kailis
Mr David Waddell

Honorary Members

Dr Ken Michael

Board Finance Committee

Mr Ron Back
Mrs Gerri Clay
Mrs Annette Frazer
Ms Robyn O'Callaghan



Mr David Gribble
Chief Executive Officer, Constable Care Child Safety Foundation *(Resigned September 2016)*



Ms Jo Carden
Advisory Consultant, Ernst & Young *(Resigned October 2016)*



Mr Ralph Gore
Chief Executive Officer, Ocean Gardens Inc.



Mr Ian Sloan
Managing Director, DSBS



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



Mr Tim Nayton
General Manager, Health Care & Risk, Amana Living *(Resigned March 2017)*



Ms Cate Thomas
Manager, Advisory, Ernst & Young

Annual Report from the Chairperson and Chief Executive Officer

This year our founder Mrs Freda Jacob AM passed away at the age of 97 years. Although a sad time, her passing initiated a journey of reflection for ILC staff and Board members. This included revisiting her original vision for ILC, the values that provided our solid foundation and how the organisation continues to live these values through our work with older people and those living with disability. Capturing her pioneering spirit is proving absolutely vital in the current environment of significant funding and policy change.

One of our important values is collaboration and we have been very proactive on a national front this year. This has included our linkages with the Independent Living Centres Australia network members, extending to the Assistive Technology Suppliers Association, OT Australia, Australia Rehabilitation and Assistive Technology Association (ARATA), Council of the Aged, National Disability Insurance Agency and other Commonwealth government agencies interested in

access to and provision of assistive technology (AT) in the future. Of particular interest, a new alliance – the National Assistive Technology Alliance – in early stages of formation is bringing together wide representation from ILC's, ARATA, suppliers and a number of stakeholder representative bodies, including allied health.

The National Disability Insurance Scheme (NDIS) AT strategy policy continues to give direction and drive initiatives to build consumers capacity in their own provision of AT. The ILC has embraced this strategy through the development of AT Chat – a team of assistive technology users conversing on all things AT, such as sharing AT stories, what's out there, how to get it and how to use it.

A bilateral agreement with the State and Commonwealth government has confirmed that ILC's Home and Community Care (HACC) services will be transitioning to My Aged Care by 1 July 2018 as part of implementation of the aged care reforms. It is pleasing

to note the overarching service model encompasses reablement, with potential for greater opportunity for allied health interventions, AT and home modifications.

On the back of reform, shift in funding models and uncertainty around service delivery models, the ILC has crafted an agile and relevant strategic direction ready to commence in July 2017.

The completion of the final year of our 2014-17 strategic plan has seen the implementation of business systems and processes that will position the ILC

to operate in a fee for service funding environment, supporting the future shift in our funding profile.

ILC's Community Allied Health Services have rapidly expanded this year with noticeably greater access for older people through our success in securing new HACC Allied Health funding. We have also been busy in schools and the NDIS trial sites, offering a mix of specialised allied health services. More recently, we assisted the national scheme in WA as the clinical assurance provider for more complex equipment prescribed by therapists.

ILC's revised vision is:

“For people to reach their goals to live independent and full lives through easy access to community allied health services, the right assistive technology and home modification solutions.”

The launch of ILC's first tablet app "Equip Myself" designed to provide easy access to equipment options and links to NED, our National Equipment Database, was well received. Improvements to the database functionality, aimed at greatly improving the consumer experience of accessing information about assistive devices, were also implemented.

The Board have been actively engaged in the development of a new strategic direction for the organisation and embracing opportunities, directly leading to a review of its risk appetite prior to launching the new strategy. Board renewal has also featured strongly, beginning with David Gribble's resignation at the Annual General Meeting following six years as Chairperson and 10 years on the Board. David made a significant contribution to the organisational governance, working to build currency and lead the ILC towards a viable future. In the past year this included reviewing and modernising the governance charter and increasing professional

development opportunities for Board members, including funding a member each year to attend a company directors course.

We also farewelled Jim Ellis who had given six years to the Board and Jo Cardon and Tim Nayton who resigned due to relocation with work. The ILC was fortunate that Melissa Bramley was willing to step into the Chairperson role and new members Cate Thomas, Ian Sloan and David Cook were welcomed to the Board, strengthening our IT and business development skills.

Full credit must go to the staff and volunteers who have embraced the changing environment and show great commitment to working for the ILC, supporting consumers to reach their goals through reablement, AT and home modification solutions. Once again, staff satisfaction has reached above last year's results with an impressive high level of engagement of 79%.

The ILC is committed to providing services that are relevant and values

receiving feedback and guidance from consumers to inform the future development of services. The ILC achieved more than 46,000 contacts with our customers throughout the year, half were specifically seeking expert information and advice about AT. The programs we offer would not be possible without the continued support we receive from our State and Commonwealth Government program funders, suppliers, friends and numerous supporters.



Melissa Bramley
Board Chairperson



Gerri Clay
Chief Executive Officer

Assistive Technology Services

Through the Assistive Technology Services people can obtain quality and up-to-date information related to assistive equipment and technology for independence, safety and wellbeing. We also provide an equipment hire service enabling individuals to trial products.

Access to the information service 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 country team continued to deliver assistive technology services across the entire state. Throughout the year we undertook 11 trips throughout Western Australia and visited 36 towns.

Improving the service experience and access to information about assistive technology (AT) for consumers were focus areas throughout the year. In addition our commitment to student and sector development remains.

Cockburn Centre runs into its second year

In its second year of operation, our Cockburn Centre offers consumers an introduction to AT through a Smart Home display where people can see, trial and experience both high and low level AT in an apartment style living environment. ILC Cockburn features a range of smart home automation and environmental control products. Cockburn continues to ensure it is the hub for emerging technology, identifying new technologies and ensuring that the display floor is updated to reflect this.

Introduction of Customer Service Officer role provides greater support

The introduction of the Customer Service Officer (CSO) role at our Nedlands and Cockburn Centres enables people to receive support with low level AT enquiries, as well as links to relevant ILC and broader services and funding pathways. The focus of this role is to provide a walk in service, so individuals can be seen without having to make an appointment, and have their quick queries about non-complex AT addressed in a timely manner. The CSOs have also been able to provide additional support to customers around liaising with suppliers for stock levels and pricing.

Review of country services identifies areas for improvement

To ensure we continue to meet the needs of our State's diverse regional population an external review of our country services was conducted. Findings showed a high level of satisfaction amongst health professionals and end users who have engaged with our Assistive Technology Services. However, the review indicated that better promotion of our regional visiting services was required to increase awareness of, and engagement with, the services. A project officer was appointed to facilitate increased engagement and networking with rural and remote areas. The project officer also began trialling additional models of service delivery in rural areas, including virtual tours of our Nedlands display floor.



NED improvements enhance the user experience

Thanks to support from the National Disability Insurance Agency and The Ian Potter Foundation, a range of improvements were made to NED, the online Australian National Equipment Database.

The improvements have ensured 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 improvements include:

- Better supplier information, current pricing and item availability
- A more accessible and easy to navigate database
- Greater ability to compare and explore equipment and technology options
- Enabling users to set up their own profile and save their searches

Equip Myself App launched

The ILC released a new free app, Equip Myself, that aims to support Australians with disability to identify assistive equipment and technology options that could assist them in their lives.

Officially launched by Innovation Minister Bill Marmion on 25 November 2016, Equip Myself provides users with easy access to information about the range of equipment and technology options available that could assist with their independence, safety and wellbeing.

Through a virtual world, people can explore assistive equipment and technologies in the environments in which they would be used.

People are also able to read real life stories about how Western Australians with disability use innovative assistive technology in their lives.

Equip Myself is a free tablet app and is available on the App Store and Google Play™ now.

Equip Myself is an initiative of the ILC and is supported by the Disability Services Commission of WA. The app was designed by a team including

Equip Myself



people with disabilities, health professionals, coordinators, and digital design specialists.

Tayla shares her story in the Equip Myself app. Her story is a great example of how people can use innovative assistive technology in their life to do the things they love.

Attending secondary college and living with her family in Perth, Tayla has a passion for drama and loves animals, horse riding and swimming.

“The assistive technologies I use help me to be more independent and to continue what I love to do in life – BE ME!” said Tayla.





Our Occupational Therapist Amanda Hudson came away from a trip to the Wheatbelt with the award for the Best Not-for-Profit Display at the Moora Show. Amanda (right) is pictured with Georgia Lawrie, the 2016 Rural Ambassador representing the Moora district.



Our commitment to student development continues

In addition to our annual student tours with first and second year allied health students we hosted 10 final year occupational therapy students and two speech pathology students. Hosting an increased number of students meant we were able to develop a range of additional resources, including travelling with a disability; hold a number of events such as the silent morning tea; and complete a range of evaluation projects, including looking at different service delivery and self-guided models for obtaining AT information.



Sector development

Sector development continued to be a strong feature of our work. The team developed a hoist and transfer aids workshop, reran our student and new grad education series and hosted a range of AAC open mornings to allow people to explore different AAC devices and problem solve with our highly experienced speech pathologists.

Through our Cockburn Centre we continued to host a range of information sessions on topics including sexuality and intimacy, kitchen and household aids, emergency call systems and mobility scooters. In addition workshop sessions for WA NDIS local coordinators on occupational therapy driver assessment and wheelchair assessment and prescription basics were well received.

Consumers accessing Assistive Technology Services 2016-17

Goldfields	304
Great Southern	554
Kimberley	166
Mid-West	1113
Pilbara	142
South West	875
Wheatbelt	853
Total Rural	4,007
Metropolitan East	3760
Metropolitan North	6302
South East Metro	3501
South West Metro	4319
Total Metro	17,882
Overseas / Interstate	7
Total	21,896



ILC Top 10 Enquiries

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

Equipment Hire

The Equipment Hire service continues to be an important part of the ILC. In the past year there have been 1,195 hire occasions with 1,852 items being hired, as people often hire more than one piece of equipment.

Individuals are coming to us following clinical procedures and may have short term needs. They may also be looking to buy a piece of equipment if they have a long term need and hiring allows them to trial it to see if it is suitable for them. We also hire equipment to visitors from the Eastern States or overseas as well as for people travelling from WA.

Our most frequently hired items include communication aids and devices; mobility aids such as manual wheelchairs, mobility walkers and seat walkers; eating and meal preparation equipment; and self-care aids.

Our items on hire are constantly reviewed, ensuring we continue to meet the needs of our consumers.

Technology Projects

CAEP AAC Consultancy and Refurbishment Program

Increasing access to AT and support for people with complex communication needs

The Community Aids and Equipment Program (CAEP) Augmentative and Alternative Communication (AAC) Consultancy and Refurbishment Program has continued to provide increased access to assistive technologies and support for Western Australians with complex communication needs. This program enables individuals to view and trial the most current communication technologies. To reduce wait times for hire and trial of devices an increased number of communication devices have been made available in our Equipment Hire service area, including the purchase of an additional six eye gaze communication devices. Our speech pathologists continue to be available to provide specialist support for individuals and their teams whilst trialling communication devices.



Connecting people to emerging AT

My Tech is designed to connect people to emerging assistive technology and has continued to provide positive and innovative outcomes for people. Through this project over 30 individuals were able to access occupational therapy assessment, prescription and funding for technology that they would not have been able to access previously. Technology such as personal alarms, smart phones, voice controlled



computer access and home automation have been provided, enabling people to lead more independent lives.

Providing information on emerging technologies was also a focus of the project, with four information sessions and an Emerging Technology Open Day being held. Attracting over 80 consumers and health professionals, attendees to the Open Day were given the opportunity to hear about the latest technologies from Western Australian suppliers, inspiring them to think about what technologies they could use in their own home and community.

Building Access Skills: Unlocking Abilities

Developing Touchscreen, Switch and Eye Gaze Skills for Learning and Beyond

For students with impaired physical, sensory and cognitive abilities it can be difficult to identify and develop a reliable and independent access method to participate in classroom



activities and therefore access the curriculum. The development of specialised mainstream and assistive technology in recent years provides students with more opportunities to participate in classroom activities independently.

Through the Unlocking Abilities Project, funded by Non Government Centre Support (NGCS), a series of handouts were produced with information on three different access methods (touchscreen, switch and eye gaze) and ideas for developing these skills within the classroom. These handouts are available on the ILC website and an equipment kit for each access method are available for loan through our Equipment Hire service. These resources have been shared widely throughout Western Australia and have also been shared on international blogs and forums.

AT Capacity Building Project begins, known as AT Chat

The ILC began a new project that aims to create better pathways for Western Australians with disability to have better engagement with, and access to, assistive technology (AT) information, advice and support. Through implementing user-led capacity building initiatives the goal of the project is to increase people's choice and control around AT.

Titled 'AT Chat', the project is led by a team of people with disabilities who are all users of AT. Together they work as a steering committee and working group, ensuring that the implementation of the project effectively addresses the needs of AT users.

The team's vision is to create a conversation amongst AT users about their experiences and knowledge about AT; and to normalise the use of AT by creating platforms through

social media, resources and information sessions.

A vital part of AT Chat is the community engagement strategy undertaken which encouraged people with disability and their families to have input into the project. Eight focus groups, an online survey and one-on-one interviews, consulting over 300 people in total, were held to gather information around:

- why people use AT;
- what the barriers and restrictions are for using or accessing AT;
- how people currently engage with AT;
- how they would like to engage with, and access information about, AT;
- what people's level of understanding is about AT; and
- what the term AT means to people.



The findings of this work will help inform the initiatives that are implemented to provide better information, advice and support around AT.

The team plans to formally launch AT Chat in October 2017 and to continue building its community through a social media strategy.



The AT Chat team, who are all users of assistive technology, includes (right to left) Joscelyn Franciscus, Zel Iscel, Danielle Loizou-Lake and Nick Passanisi.

Noah's Ark WA

Noah's Ark WA has continued to improve the provision of resources, information and support to our 234 family, therapist and organisational members.

The library management system has improved the handling of our 4,700 resources. Through comprehensive system improvements we are now able to assist our members to locate appropriate and useful toys more efficiently.

The professional advice team have continued to refine the specialised support and services they provide through Noah's Ark WA with increased links to the peak body, Early Child Intervention Australia. In line with the national guidelines staff are more actively encouraging members to give greater consideration to the links between the child's goals and interests, and family strengths and practical routines.

The weekly 'Story Time' play and learning session continued to be a popular activity for pre-school aged members. The end of 2016 saw many regular participants transition to mainstream and supported three and four year old programs.

July 2016 saw the start of the 'Prime Time' play and learning project funded by Non Government Centre Support (NGCS). This weekly floor based, sensory session for children with complex needs was facilitated by an occupational therapist and a speech pathologist. With the aim to increase the independence and participation of children this initiative was very successful for the 11 children and families who were involved.

Thanks to an additional grant from NGCS, the 'Switched on Learning' project to re-order the specialist adapted collection of the library began. This project will result in a floor based play area surrounded by an accessible collection of capability switches and adapted toys and resources. The introduction of new, more detailed categories and classifications detailing toy function and skill development will enable staff and members to select appropriate resources more efficiently.



Long standing team member Shirley McInnes was presented with an Award of Excellence in Paediatric Occupational Therapy from Developmental Occupational Therapy WA. The award acknowledged Shirley's extensive clinical skills developed through 50 years of practising in the occupational therapy profession. Shirley retired in June 2017 following 20 years of involvement and support to Noah's Ark WA in various voluntary, management and clinical positions.

Supporting individuals to have greater independence, safety and participation

Since its advent in February 2015, our Community Allied Health Services have progressively grown. We saw a 54% increase in the number of consumers compared to the previous year, with around one quarter being participants in the WA NDIS scheme in the Cockburn Kwinana area.

Through this service our experienced occupational therapists, speech pathologists and physiotherapists visit people within their homes to provide assessment and prescription of assistive technology and home modifications that will enable them to achieve greater independence, safety and participation.

Our health professionals take pride in working together with individuals to achieve great outcomes for them with the support of both complex and non-complex assistive technology and home modifications. Some examples include:

- Enabling younger adults with spinal injuries to maintain optimum independence and remain active within their communities through the use of mobility aids such as complex wheelchairs, beach wheelchairs, power wheelchairs and scooters.
- Supporting individuals with hearing impairment to live independently through the use of safety alert systems.
- Addressing long term needs of individuals by undertaking complex home modifications assessments and prescriptions, from simple grab rails to complex bathroom and bedroom modifications.

- Providing assessments and recommendations for simple assistive technology solutions to support daily living.
- Supporting individuals to communicate effectively and independently through the use of simple and complex augmentative and alternative communication (AAC) devices.





In order to obtain a community presence and offer greater accessibility to individuals, we have expanded our locations and now operate from Nedlands, Cockburn and Busselton.

Through our Community Allied Health Services we are able to offer packages and provide assessments for those with the following types of funding:

- National Disability Insurance Scheme
- Consumer Directed Care Packages
- Medicare – Chronic Disease Management
- Private Health Insurance
- Department of Veteran Affairs
- Insurance Commission of WA
- Better Start for Children and Helping Children with Autism
- Those who wish to self-fund.



Supporting schools and students with complex communication needs

In addition to services for individuals we have continued to provide occupational therapy and speech pathology services to schools. Our therapists have worked with six schools during the past year, supporting them to use assistive technology and communication aids in their classrooms.

Our speech pathologists have also been supporting Leeming Education Support Centre students with



complex communication needs to use their communication devices in the workplace, allowing them to increase their participation in the workplace.

ILC appointed by NDIA to provide AT assessments advice

The ILC was appointed by the National Disability Insurance Agency (NDIA) in May 2017 to offer clinical advice for participants and the NDIA for identified assistive technology (AT) assessments.

In this role our experienced health professionals review identified AT



assessments and identify any concerns with the recommendations such as:

- non-compliance with relevant standards;
- atypical recommendation for this NDIS participant cohort and/or context; and/or
- inappropriately specified AT.

Our health professionals provide advice that may support the NDIS decision-making process. Since May 2017, we reviewed 88 applications and received an average of 18 referrals per week.



Rosa's vision for independence supported by assistive equipment

Meet Rosa. She lives with her husband Vin and is a mother to three children. She has a great sense of humour, enjoys watching movies, relaxing and loves to cook.

Rosa also provides support for the family business.

Rosa was diagnosed with Multiple Sclerosis 10 years ago. Her vision is to remain independent and self-sufficient for as long as possible.

Through her WA NDIS plan Rosa chose the ILC to assist her with decisions around the best assistive equipment, technology and home modification solutions that would best support her to continue this independence.

ILC Occupational Therapist Rachel Everison provided the support and assessments for Rosa.

"Rosa loves to spend time in the kitchen but she was finding meal preparation tasks difficult due to decreased strength in her hands and fatigue, so she wanted to find solutions that would assist her when cooking meals," said Rachel.

"Rosa also said one of her biggest frustrations was difficulty answering the front door. She was looking for a way to communicate with visitors at the door as it can take her a while to get there so people often assume she isn't home and they leave, or she would

In Focus - Our Community Allied Health Services

rush to the door which at times was causing her to fall.

"Rosa was already using a number of assistive equipment items and had some home modifications in place so I also assessed these as well to make sure they were suitable for her needs and to make sure she was safe when using them."

After spending time with Rosa and discussing what she was aiming to achieve both at home and in the community, Rachel worked with her to find the most suitable home modifications and assistive technology items.

This included installation of a new ramp with kerbing and handrails out the front of her home so Rosa can safely access her home using her walker and scooter. An "L-shaped" combination grab rail was also installed in the bathroom area to assist Rosa with standing up and sitting down independently and safely.

Rosa also has a number of mobility aids she uses depending on how mobile she is at the time. The walker she was using was not suitable in its size or features so a new four-wheeled-walker, which Rosa can manoeuvre

easily and can be lifted in and out of her car, was prescribed by Rachel.

In addition Rosa was prescribed a Pride Serta Lift Recline Chair, to assist with her comfort and transfers. To assist Rosa with her cooking tasks she now has a kitchen perching stool to help with energy conservation and adaptive small kitchen aids to assist with opening jars, containers and slicing.

A "Ring" Video Intercom Doorbell also now enables Rosa to see and communicate with visitors via her phone when they arrive, giving her time to safely get to the door without rushing.

"This "Ring" Video Intercom Doorbell makes a huge difference to me, I'm really happy with how it is working for me," said Rosa.

"The meal preparation aids also enable me to continue to cook independently in the kitchen, which is very important to me, to be able to prepare the family meal myself."

Rachel said she found it rewarding to be able to work with Rosa and to see the difference these items make to her life.

HACC Allied Health Service

In November 2016 ILC opened the Home and Community Care (HACC) Allied Health Service, providing short-term and goal orientated occupational therapy and physiotherapy services in an individual's home. The aim is to enable people to stay safe and independent and engage in activities that are meaningful to them.

The service commenced in stages, initially opening in the east and north metropolitan regions, expanding to the entire Perth metropolitan region in January 2017.

The approach to service delivery aligns with the HACC principles of reablement and wellness. Therapists work with individuals to identify goals and abilities and provide a program that harnesses an individual's strengths and encourages independence and self-management.

The team works with people who have goals to:

- improve their strength, balance and activity tolerance
- learn ways to manage pain and fatigue



- learn strategies to manage memory loss
- create an enabling home environment
- increase their independence and rely less on others for daily activities
- increase safety and confidence when accessing the community

Since its commencement the service received 405 referrals, of which 292 were occupational therapy referrals and 147 were physiotherapy referrals.

The most commonly referred requests have been for falls prevention and home safety, including mobility programs and environmental assessment.



Clear goals in the establishment of the service were to increase the availability of allied health to individuals requesting support through the WA HACC program; and to ensure that the service was not delivered in isolation but in partnership with key stakeholders such as Regional Assessment Services, Aged Care Assessment Teams and service providers. The West Australian Assessment Framework Interface online allows assessors and service providers to share assessment and support plan documentation.



Understanding an individual's identified needs and recognising current supports in place assists therapists to work with other organisations to reach the person's goals. For example, if it has been identified that an individual has reduced confidence or unsafe practices while showering and there is personal care support, we are able to work with the individual, their carer and formal supports to reach the person's goal and keep them safe at home.

To promote the benefits of allied health, provide clarity on appropriate support pathways and to ensure the best outcomes for individuals, the HACC Allied Health team liaises closely with the Regional Assessment Service to understand a person's needs and provide education. The triage process and regular feedback to assessors provides increased awareness around appropriate referral pathways, with individuals being redirected to more suitable programs where relevant.

In Focus – Our HACC Allied Health Service

Edith's confidence to undertake daily tasks and access her community improves

Edith (name changed), a 66-year-old lady who recently experienced a fall was referred to the HACC Allied Health Service. Edith has rheumatoid arthritis, angina, type 2 diabetes, hypertension and essential tremors. Edith's report indicated she was independent with all transfers and mobility in the home and community, she was meeting all of her own hygiene needs and was able to drive her own car to continue accessing the community.

Edith's initial assessment was completed with both a physiotherapist and occupational therapist present. The nature of her fall was discussed and considered an 'accidental fall'. Edith fell whilst out in the community on a wet day, when she caught her leg on a branch whilst stepping over it. Following a balance and mobility assessment, it was determined that Edith was not at a high risk of falls and no structured program for physiotherapy was required.

Edith had been working on her own health goals which incorporated daily walks in her local community and light weights for upper body strength. Our physiotherapist was able to work with Edith's own goals by providing education and strengthening exercises to compliment her own program.

During the assessment by our occupational therapist it was apparent that essential tremors in both her hands held the most risk to Edith's daily life, particularly while she was completing kitchen tasks. Edith was assessed making a hot drink and carrying different items in her kitchen to see what methods may assist in this area of her home.

Edith was provided with strategies to improve a range of other tasks, including applying make-up, cooking, eating out at restaurants, writing and coping strategies. Edith trialed a kitchen trolley and adaptive cutlery, which were both of significant benefit. A kettle tipper and travel mug were



Note: This image is not Edith but is representative of the HACC Allied Health Service.

also recommended to prevent injury from spillage.

Prior to being seen by our health professionals, Edith was mostly satisfied with her ability to manage daily tasks, rating her abilities to carry out tasks at home at 7/10.

Once Edith was provided with help from both an occupational therapist and physiotherapist, Edith felt she was managing significantly better and rated her performance at 9/10, with increased confidence to continue accessing her wider community.

Grants and Equipment Funding

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

Disability Equipment Grant (DEG) and Subsidies

Supported by Lotterywest, during 2016-17 more than 740 grants were provided to assist Western Australians with a disability to obtain equipment through the DEG program.

VisAbility continued to administer a block grant and was able to provide assistance to more than 220 people with vision impairment to get much needed assistive technology, with the average grant being \$2,000. More than 120 people with thermoregulatory difficulties received a grant to help with the purchase of an air conditioner, with the average grant being \$1,405. This included 20 approved applications via Multiple Sclerosis Society block funding.

The number of grants approved for vehicle modification was 110, which accounted for 33% of the total DEG

funding. This included 45 people who received grants for modified driving controls enabling them to commence or return to driving and 34 people who received grants towards vehicle hoists to assist individuals to safely transfer in and out of their vehicle. Another 23 people received a grant towards new or second hand wheelchair accessible vehicles so they can safely travel as passengers seated in their wheelchair. Other items funded included scooter/wheelchair carriers, wheelchair restraints and special turning seats.

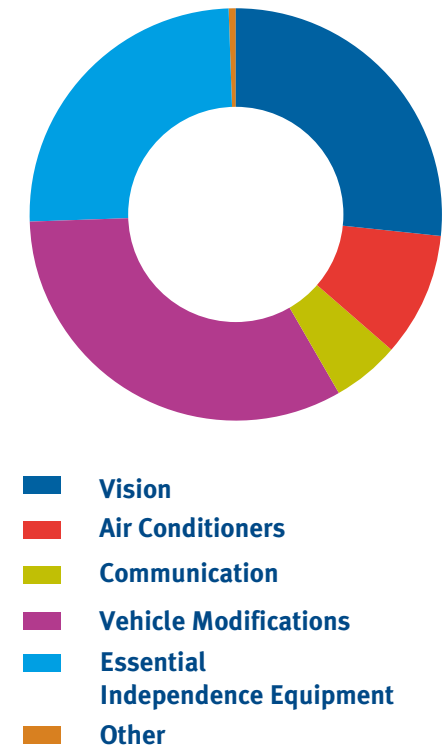
Approximately 120 people received grants to assist with the purchase of essential independence equipment including 26 power wheelchairs, 32 manual wheelchairs and six mobility scooters to enable people to access their home and community. Other equipment provided included specialised seating and personal hygiene equipment.

157 people received grants for communication assistive technology with the greater majority being for personal alarms to support them living safely at home.

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 873 people received subsidy support, which represents a 15% increase from last year. This included 802 people who received a subsidy for fitness to drive and 71 people who were funded for assessment for modified driving controls and support for specialised lessons.

DEG Equipment Approved



In Focus - DEG recipient Brian Piggot

DEG recipient Brian Piggott shared his experiences with Disability Services Minister Donna Faragher when she visited the ILC to present a \$2,369,652 Lotterywest certificate for the continuation of the grants program.

Brian was cleaning leaves off his roof a couple of years ago when his ladder slipped causing him to fall.

As a result of the accident Brian obtained a head injury together with a spinal injury which caused paraplegia. Two years on and after a long journey to recovery Brian's zest for life, including his love of caravanning, shines through him.

Thanks to a DEG Brian was able to access an occupational therapy driver assessment and driving lessons with the ILC. He also obtained funding assistance to modify his car with a hoist and to purchase driving modifications including a spinner knob and hand control with remote switches.



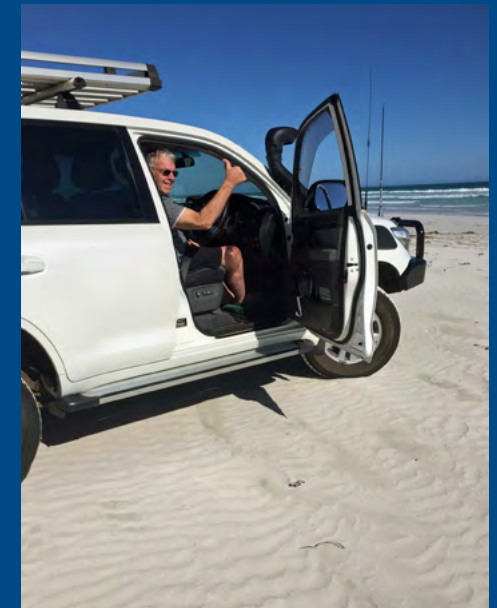
Brian wrote to the ILC during the year:

“Just a little note to let you know how things are going with me. We have just returned from a trip up north to escape the cold. It was absolutely fabulous to get behind the wheel and ‘hit the road’ again.

It was always my dream to regain my old life as best I can after my accident in 2014.

Driving my 4wd and towing my caravan again was just the best feeling ever.

Without my driver's licence, hand controls and hoist to get up into the



car this would not have been at all possible.

Thank you ILC and everyone who helped with my grants which have enabled me to regain my life.”

Grants and Equipment Funding

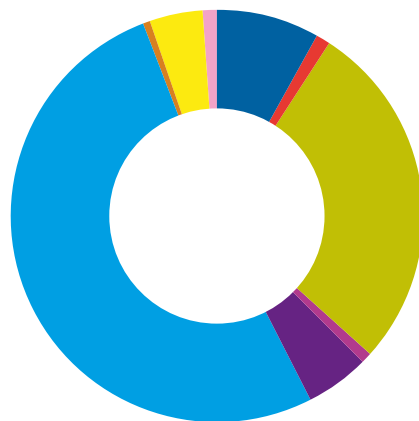
EFL Equipment grants by category

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 2016-17 financial year with additional funding from the Disability Services Commission.

A total of \$1,698,544 in grants was approved during 2016-17, assisting 718 people with disabilities with the purchase of vital equipment.

This year, we funded 282 people for a mobility device, including wheelchairs and scooters; 165 people for electrically adjustable beds; 62 people for alternative positioning equipment; 38 people for recreation equipment; 11 people for emerging technology such as environmental controls; and eight people for car seats for safe transport.



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

In Focus – EFL grant recipient

Lasher beach wheelchair enables David to enjoy leisure activities

David (name changed), the recipient of this specialised beach wheelchair, is a young man with a spinal injury who has a great zest for life. He remains highly independent and enjoys spending time with his partner and friends camping, four wheel driving and going to the beach.

Whilst David has a manual wheelchair, funded by the Community Aids and Equipment Program, he is unable to self-propel this on rough terrain, or access beaches in it.

David had trialled other beach access wheelchairs available on the market, and found that the Lasher was the most suitable for his needs. He was able to use the quick release wheels for putting it into the car, and found it easy to manoeuvre and self-propel.

Because this beach wheelchair is priced above the EFL ceiling limit, David's therapist also applied to the Community Living and Participation Grant for the additional funds.



It is expected that with this wheelchair, David can maintain his independence and participation in his leisure activities that he enjoyed before his injury.

Theodore and Isabella Wearne Charitable Trust

The ILC was fortunate to receive an additional allocation of funds from the trust early in 2017. To date these funds have assisted five people to purchase much needed equipment who would otherwise have been ineligible for equipment funding.



Occupational Therapy Driver Assessment

Growth in referrals continues

The Occupational Therapy Driver Assessment (OTDA) Team continued to experience a growth in referrals. In 2016-17, the ILC supported 738 people to undertake driving assessment for fitness to drive and/or modified driving controls, representing a 13.6% increase from the previous year.

This growth includes an increase in assessments for National Disability Insurance Scheme (NDIS) participants. People utilising the service through NDIS funding include young people with a disability investigating driving options through 'first time driver' assessment; and existing drivers with an acquired disability requiring assessment, review and prescription of driving modifications.

The service also experienced an increase in referrals for individuals with compensation and insurance funding, as well as people requiring heavy vehicle assessments.

The service now operates from three metropolitan locations - Nedlands, Cockburn and Westminster – providing easier access to assessment for people living in the northern suburbs and expanding southern corridor. In addition monthly assessments in Northam and Bunbury continued and a quarterly service in Albany is being trialled following a request from local health professionals who identified a need for the service locally.



Commonwealth Respite and Carelink Centre (CRCC)

The ILC is the provider of the North Metropolitan CRCC, providing respite and support services to carers

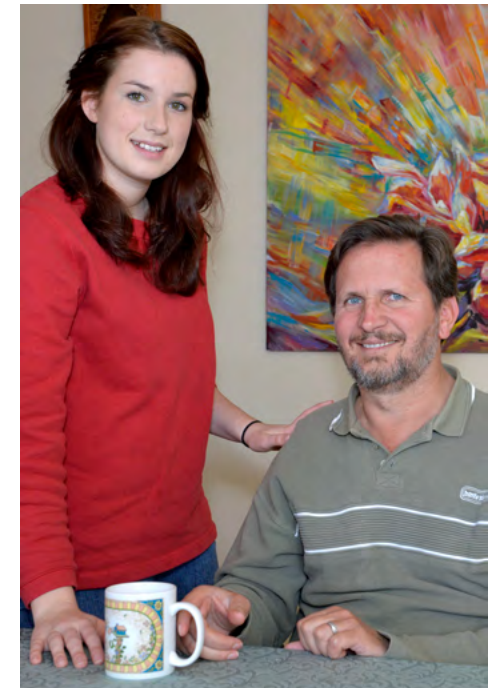
The North Metropolitan CRCC is part of a national network of 54 CRCCs that contribute to the support and maintenance of caring relationships by facilitating access to information, short term or emergency respite care and other support appropriate to carers' needs and circumstances.

Throughout the year Centres across Australia continue to experience a level of uncertainty due to changes associated with the progressive implementation of the National Disability Insurance Scheme (NDIS); major reforms in the aged care industry including the introduction of the Commonwealth Home Support Program (CHSP); the proposed Integrated Carer Support Services model; and associated transition of funding.

The team have worked hard to maintain and enhance service delivery to carers, their family members and the

broader community. During 2016-17, we received over 13,390 contacts from carers, family members and service providers seeking information and assistance with access to respite care. The following is a snapshot of our service activity:

- A total of 1,451 individual carers were assisted with access to respite.
 - 847 new carers contacted the service. 44% of these new carers did not require respite, however sought registration as part of their proactive planning and safeguarding for emergency situations.
 - 1,591 respite services were brokered to 123 different service providers for a total 203,275 hours of respite services.
 - 27% of respite funded was for residential aged care respite or individualised respite.
- 76 young carers were supported to maintain their connection with education through one-to-one tutoring support, school resources and respite care. 64% of these young carers were aged between 13 and 18 years of age.
 - 10 dementia education and training activities were held for carers of a family member or friend with dementia.
 - 28 carers received support through consumer directed respite care packages. 17 of these carers are caring for their family member with dementia or other neurological condition.
 - Team members attended 107 community engagement activities to share information, raise awareness of support available to carers and strengthen referral pathways.





Carer satisfaction levels have continued to remain high with 98.59% of carers indicating that they were satisfied or very satisfied that our services met their needs.

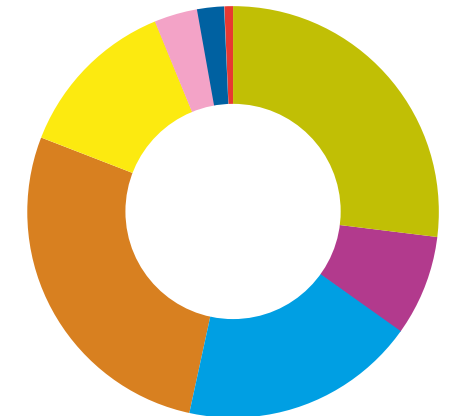
Along with professional development, opportunities to enhance service delivery outcomes were embraced by the team who throughout the year have participated in review, design and implementation of system improvements that have positively influenced the level and quality of services provided and ensured the team is well prepared for challenges in the coming year.



The ILC accepted the invitation to opt into the partnership approach with Department of Social Services. The partnership approach is intended to be a genuine collaboration between Government and the sector to exchange knowledge and share resources that inform service development and produce better outcomes for carers and the people they care for.



Service Types Brokered by CRCC



- Residential Aged Care Respite
- Overnight Community Respite
- Community Day Respite
- Individualised Respite
- Education and Training for Carers
- Goods & Equipment
- Carer Support
- Allied Health

ILC Regional Assessment Service



The ILC Regional Assessment Service (RAS) continues to grow and develop so that it can support individuals requesting assistance through the WA Home and Community Care (HACC) Program. Assessors work with individuals to identify their needs and

provide a referral for, or source, any required community care support, information or advice.

In 2016-17 over 3,400 assessments were conducted by the ILC RAS team who cover the Perth north metropolitan region.

During 2017 the team welcomed new assessment and administrative staff to accommodate the increased workload following the decision by City of Stirling to relinquish their RAS. The ILC took over 50% of this WA Department of Health contract and, along with another RAS, worked with the City of Stirling over a six month period to successfully transition the service with minimal disruption to consumers or the sector.

The introduction of the Increasing Choice in Home Care reforms; the national prioritisation process for home care, including the establishment of a national package queue; and the assignment of packages to consumers from February 2017 resulted in the RAS team spending an increasing amount of time guiding consumers and their families through the My Aged Care portal. Assessors are also answering numerous queries about packages and the package allocation process.

Continuous improvement of our assessment team practices and processes, through desktop assessment, data integrity and peer assessment reviews, as

well as professional development opportunities, has resulted in a team ready to embrace the future challenges.

During the year ILC RAS was honoured to be involved in a falls prevention partnership project with Curtin University and the WA HACC Program. The aim of this pilot study was to determine whether the LiFE exercise program could be successfully delivered within the constraints of a RAS assessment to individuals assessed at a high risk of falling (including those living with dementia). A number of our assessors embraced the challenge of engaging in this pilot which increased their awareness and understanding of falls and falls prevention.

The ILC RAS management team were also invited by Access Care Networks Australia to collaborate in the development of two modules that will support assessors to increase their understanding of dementia and mental health, further embed wellness and provide reablement focussed strategies.

Home Modifications and Assistive Technology Project

The partnership project between the ILC and the WA Home and Community Care (HACC) Program continued through 2016-17, maintaining its objective to support individuals and their carers to be better informed about Home Modifications and Assistive Technology (HM and AT) options; and how they can support people to be independent, safe and remain in their own home.

A focus area of the project is how to support individuals to access HM and AT that best meets their needs and builds capacity for independent living; and more specifically how consumers are supported within a consumer directed care environment.

This not only includes the development of resources for consumers, but also support for stakeholders who interface with HACC consumers such as service providers, Regional Assessment Services (RAS) and HM and AT providers.

Following on from the completion of the Home Modification Best Practice Scoping Review a number of articles were submitted to publications and presentations were delivered discussing the review findings and recommendations. One highlight was the article titled 'Setting a New Standard' published in the August 2016

edition of the Australian Ageing Agenda - Community Care Review journal. The article highlighted the considerable benefits of home modifications.

A key outcome for the year was the completion of a consumer resource, the Making Choices, Finding Solutions guide which provides information, useful tips and advice on simple assistive equipment, technology and basic home modification solutions available in local stores or online. The aim of the resource is to increase awareness of HM and AT, support guided self-identification of need and maximise choice and control for consumers when determining solutions.

The team have continued to support the RAS through an advisory line and professional development workshops. This support raises the knowledge base of RAS team members and enables



them to better identify when a home modification or piece of equipment or technology may support an individual.

The delivery of the Fundamentals of AT workshops, targeted at frontline community care workers, has also helped to raise community care sector awareness of the benefits of, and pathways to, HM and AT.

A new initiative this year has been working directly with service providers to enable them to better understand the benefits of HM, AT and allied health services for their consumers; and also understand referral triggers

Making Choices, Finding Solutions

A guide to assistive equipment and home modification options for your safety, independence and wellbeing



"Everything we do really has something to do with aids, assistive technology. The ordinary things that we use all the time have become part of our lives and it is very awkward without them." Hal and Freda (97)

and pathways for support. This collaboration with providers has been well received.

Other developments that have continued include progression of a Home Modification Provider Toolkit that will provide guidance and clinical governance for home modification providers working with HACC consumers.

Training and 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 58 training and workshop sessions taking place and over 1,000 people attending throughout the year.

A range of workshops were delivered by ILC trainers with specialist skills in different areas of AT, including communication apps and equipment, PODD workshops, Key Word Sign conversations, hoist and transfer aids, emergency call systems, kitchen and household aids, mobility scooters and dementia education.

Highlights of the training calendar in 2016/17 included:

- The launch of the Fundamentals of AT workshop series, developed and owned by LifeTec. This hands on workshop covers the fundamental skills and knowledge for good AT practice for support staff to make



safe AT decisions for the people they support. We anticipate these workshops will continue to be an asset for the ILC into the future.

- In partnership with Curtin University, the ILC hosted Biomedical Engineer Dr Jordan Nguyen, who gave a presentation entitled Beyond Superman, covering topics relating to innovations in technology and its relevance to the disability sector.

Over 100 people attended the inspiring seminar, including health professionals, students, family members, carers and people with

disability who were keen to hear about emerging technology and what this could mean for them in the future.

- The successful launch of video conferences, attracting health professionals in the WA Country Health Service network from across the state to engage in workshops relating to Augmentative and Alternative Communication (AAC), apps and assistive equipment options. Expanding our scope of online training and video conference offerings is one of our future training goals.



Our Staff

The ILC workforce evolved in 2016-17 to include more staff, greater diversity of allied health professionals and an increase in workforce mobility. Equipping staff to prioritise customer service was a focus area for the year.

The management team went through a time of renewal as we farewelled Kelly Savage after nearly 10 years service and welcomed Claire McGuinness into the role of Business Development Manager. Allocating the workforce resource needed to drive the new strategic plan resulted in Francine Snadden moving into a strategic projects role and a new manager Christa Riegler appointed to take on her portfolios.

The ILC offers regular access to professional development opportunities for staff including attendance and presentations at conferences. Throughout the year staff conducted 11 presentations and attended a range of national conferences with a focus on speech pathology, occupational therapy, home modifications, assistive technology, ageing, disability and education. The ARATA biannual

conference saw a strong ILC contingent in attendance.

Hosting training and guest speakers provided further opportunity for staff development and is an important method of keeping staff current in our areas of expertise.

Four staff members were awarded the 2017 ILC Scholarships to support the work they do with older people and those with disability.

Amy Litton is a speech pathologist who will use her scholarship to further her studies in Augmentative and Alternative Communication (AAC) assessment, prescription and intervention by undertaking a Masters of Philosophy at Curtin University titled AAC Assessment, Prescription and Intervention: How many hours does it take?

Iris Burtenshaw is an assessor with the Regional Assessment Service. Her scholarship will enable her to further her studies and knowledge around dementia by completing the University of Tasmania Diploma in Dementia.



Occupational Therapist Rachel Everison's scholarship will enable her to further her knowledge and skills in assistive technology for people with hearing impairment through undertaking an educational study tour around Australia to investigate the assistive technology needs of people with hearing impairment, including alerting devices, assistive listening devices and communication devices.

Occupational Therapist Amanda Hudson's scholarship will enable her to undertake studies to increase her knowledge around making environments accessible for people with a disability.

A great deal of change continued within the organisation 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 79% 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 two staff members – Deborah Howie and Evana Jacobson – who have given 10 years of service to the ILC and one staff member – Sacha Marchant – to the unique group who have given more than 15 years of service.

Business and Corporate Services

The ILC's operations during 2016-17 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); and the National Disability Insurance Agency (NDIA).

Additional revenue was generated by the delivery of training, events and consultancy services, through the provision of occupational therapy driver assessment services, community allied health services, equipment hire and display space rental. The introduction of community allied health services was the main area of growth expanding the ILCs work within schools, to those able to self-fund and delivering assistive technology assessment, prescription and training in the NDIS trial sites and to those in receipt of an aged care package.

A large number of projects were funded by one off grants from a range of funding sources. Income increased with the commencement of the HACC allied health services and noticeable growth in the number of community allied health services we deliver.

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

Major progress has been made this year towards further implementation of a Customer Relationship Management system across the organisation. Comprehensive systems for managing client data and associated reporting systems is assisting in building a deeper understanding of service demand, unit cost and client outcomes.

With the completion of phase one, more program areas are able to be brought on line commencing with the occupational therapy driver assessment service. The ILC now has a central point for client contact details and activity, greatly improved tracking of workforce activity and associated data and increased reporting capability.

Improvements to the ILC website continued with 114,288 visits to the site throughout the year, an increase of 14% compared to the previous year. Over 67,000 visits were by new visitors,

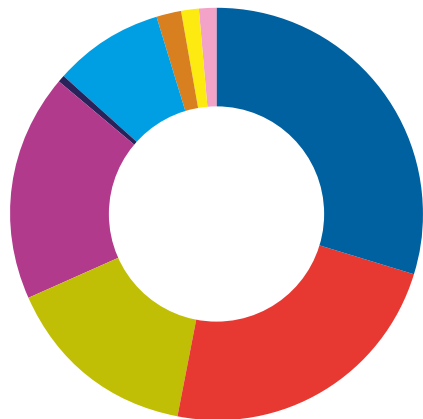
a 12% increase on the previous year. A search engine optimisation (SEO) campaign to improve the searchability of the ILC website saw positive results. The google ranking of the ILC website improved dramatically, with a total gain of 2,040 positions in Google since the start of the SEO campaign; 20 of the 30 agreed key phrases now rank on page one in Google, including two keyword phrases in position one; and organic traffic is up 15% from the previous year. To improve this ranking further work commenced to make the ILC website mobile responsive.

Commencement of a digital marketing campaign focusing on our Community Allied Health Services saw early positive results from the Facebook, Google grant and remarketing campaigns. A focus on video material to promote ILC's services saw the production of four videos showcasing personal stories as well as the organisation's services generally, and the planning for seven new videos to be produced in the coming year.

The appointment of a full time marketing and communications officer enabled the organisation to have more of a focus on marketing its services, a critical function for the ILC as it operates in the current competitive climate. To reach our wide target audience, in addition to our online marketing activities, a mix of electronic communications, direct mail, and outdoor, print and radio advertising were undertaken, all having a positive impact on the promotion of ILC services.

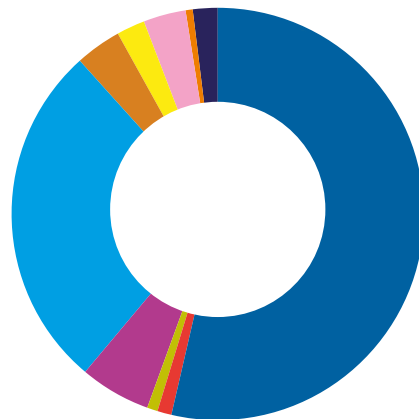
The organisation successfully achieved ISO 9001 accreditation status. The ILC Board's focus on risk management resulted in the development of a risk appetite statement where a shift in risk tolerance from low to medium was noted in some areas, a reflection of the change in the external operating environment.

Income \$14,042,317



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

Expenses \$13,913,861



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



SUPPORTER



Australian Government

Department of Social Services



Farewell Freda

1919 -2017

On 14 May 2017, it was with great sadness that the Independent Living Centre WA (ILC) Founder Ms Freda Jacob AM passed away at the age of 97.

Here we pay tribute to Freda's life.

Freda was a remarkable woman. Her significant contribution to the occupational therapy (OT) profession and her work with people with disability and those that are ageing is truly extraordinary.

Freda was the inspiration, founder and driving force behind the development of the ILC.

As a daughter of wheat belt farmers, Freda was educated at Methodist Ladies College. After service in the Air Force, she trained as an OT in Sydney and returned to Perth in 1950 after completing her course. At that time the profession of occupational therapy was in its formative years.

Freda was employed as the sole occupational therapist at the Crippled Children's Society and then opened the first Department of Occupational Therapy at Princess Margaret Hospital.



After gaining further experience overseas, Freda was involved in the establishment of the West Australian Registration Act for Occupational Therapists, a statutory authority responsible for the administration of the Occupational Therapists Act which ensured that every occupational therapist in WA was registered and appropriately qualified.

Freda then became Head of the Occupational Therapy Department at Royal Perth Hospital, from 1957 to 1980, during which time she expanded the service significantly.

She became a member of the first Occupational Therapy School Board in 1960, and assisted in the establishment of the first School of Occupational



Therapy in Western Australia.

Additionally, she was a member of the delegate team representing Australia at the World Federation of Occupational Therapy from 1962 to 1978.

In 1970, Freda attended the World Federation of Occupational Therapists 5th International Congress in Switzerland where she heard Miss Barbara Stowe, the Director of the Disabled Living Foundation in London, advocate for the establishment of aids and equipment information centres in every country. The aim of the centres was to increase the independence of those with a disability.

Freda's dedication, tenacity and commitment to improving the lives

of those with a disability culminated in the declaration she made at this conference that "Western Australia should have such a centre".

On her return to Perth, Freda began discussions with Barbara Stowe and relevant people of influence in the health sector in WA, but it was not until 1974 that a serious start was made to explore avenues to commence the service.

A visit to WA by Lady Hamilton, the Chairman of the Disability Living Foundation in the UK, provided the impetus to gather a large number of people together to hear her speak and commence a working group chaired by Freda to investigate setting up the service.



The ILC was officially opened on 1st March 1978 by Lady Kyle, following years of planning and the endeavours of many, always with Freda leading the way.

The service offered to the community by the ILC today is a direct result of her determination, compassion and commitment to all people.

Freda retired in 1980 however she continued to contribute many years of service to the ILC. Following the enormous drive to secure funding and premises during which time Freda was the Chairman of the Steering Sub-committee from 1975, Freda continued

her role with the ILC as Chairman of the first Board of Management from 1975 to 1985 and as Deputy Chairman from 1985 – 2002.

The First Honorary Life membership of ILC was conferred on Freda in 1986.

In 1981 Freda was the first occupational therapist in WA to receive the Member of the Order of Australia (AM) in recognition of her service to the occupational therapy profession and community.

In 2011 a lecture theatre at Curtin University was named after Freda, The Freda Jacob Lecture Theatre,

honouring her distinguished contribution to the field of occupational therapy.

In 2012 Freda was inducted into the WA Women's Hall of Fame.

Freda dedicated her life to the community within which she lived and spread her zest for life and championed her causes to reach many people in Western Australia, Australia and internationally.

The truly beautiful finale to her legendary career is to know she found love and companionship with a wonderful gentleman Hal Finkelstein in

the golden years of her life and whom she married in 2002.

Freda lived independently in her own home together with Hal until the end of her life.

In a video about Freda and Hal, filmed for the ILC in 2016, Freda remarked "When you are older, that is your aim in life, to keep looking after yourself. Independence is absolutely vital, for every hour we live we would like to be independent and then we would like to pop off if you could arrange that."

Freda had an amazing life. She has been a true inspiration to many.

Contact us

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The ILC also has locations in:

- **Cockburn** - Smart Home Display
- **Morley** - Noah's Ark WA
- **Westminster** - Commonwealth Respite and Carelink Centre
- **Busselton** - Community Allied Health Services

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

