



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



40
YEARS
1978-2018

**Annual Report
2018/2019**

Contents

About Us.....	2
Our Vision, Purpose and Values	3
Chairperson and Chief Executive Officer's Report	4
At a Glance.....	8
Our People	8
Our Support to the Community	9
Year in Review	12
Financial Summary	16
Management	17

About Us

The Independent Living Centre WA (ILC) provides information and advice, assessment, training, funding and hire services, with the aim of enabling Western Australians of all ages and abilities to live more independent and fulfilling lives.

Our service areas include assistive technology and equipment, allied health, home modifications, carer support and respite, occupational therapy driver assessment, regional assessment services, and grants and equipment funding.

The ILC was founded in 1977 by Occupational Therapist Ms Freda Jacob as an information and advisory service on assistive equipment and technology. Today it is a well known WA organisation with more than 40 years' worth of expertise.

We are currently evolving with changes to the sector in which we operate and our customers' needs and expectations to ensure we continue to deliver high quality services to the community.





Our Vision

A community in which participation, living independently and inclusion are valued and supported.

Our Purpose

To support all individuals, including people with disability, those who are ageing, their families and carers, to live full and independent lives through the provision of allied health and assistive technology solutions.

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.



Welcome to the ILC's Annual Report 2018/2019. It is with great pleasure that we share with you our progress against our strategic goals this financial year and our intentions for the coming financial year.

Chairperson and Chief Executive Officer's Report

The past year has been one of celebration and preparation as we continued our strategic plans to prepare for changes in how the Commonwealth Government funds the sector.

In December 2018 we celebrated 40 years of serving our community and reflected on just how far the organisation has grown and expanded over that time.

An industry in evolution

The disability and aged care sectors remain in a state of evolution that will continue over the next few years, with changes by the Commonwealth Government from block grants to individualised funding. As part of this, the National Disability Insurance Scheme continued to be rolled out across Western Australia and is expected to be completed in WA by 2020.

In addition, the Commonwealth Home Support Programme (CHSP), which enables senior Australians to live independently and safely at home, is now funded through Commonwealth Government funding rather than the State Government.

Chairperson and Chief Executive Officer's Report

ILC to split into two organisations

As part of ILC's preparation for the government's new funding model, a new target operating model (TOM) was developed over the past financial year to provide us with a strategic direction on how best the ILC can continue to function efficiently into the future.

An important component of the TOM is that the current ILC will be split into two organisations to ensure they are structured in the best way to compete in the changing marketplace. The new business structure and rebranding process was endorsed by the Board in January 2019.

One of the entities will provide a range of goods and services to continue to support people with disability and older people with living more independent lives. The second entity will focus on providing independent assessments for people with disability and older people wanting support with living at home or in an aged care facility.

The new names will be announced once the rebranding process has been finalised, which has involved significant research and engagement with external and internal stakeholders.

To ensure we are complying with the new funding requirements each organisation will have its own Board, brand and governance structure to ensure they remain completely independent of each other. Ultimately, the new structure will best respond to the government's changing funding requirements as well as the future needs of our clients and the community.

From May 2019, a Business Innovation Unit was created, comprising four new roles to coordinate the detailed design, development

and deployment phases of the new structure, which are expected to be complete by mid-2020.

As part of our new direction, we updated our customer service model over the past financial year to ensure it is even more customer focused. Under the new model, an experienced team of customer service officers is now the first point of contact for clients, so they can provide instant information and advice about assistive technology and organise appointments with relevant health professionals.

New assistance services for local and regional clients

From July 2018, we began offering the CHSP's Goods Equipment and Assistive Technology (GEAT) service for older people to access assistive technology and items to assist with daily activities up to the value of \$500 per year. GEAT is designed for people in need of low-level assistance to continue to maintain their independence. Over the past financial year, we have offered more than 1,200 items to individuals.

From January 2019 we began to offer eligible regional clients our Home Modification Service in the Great Southern, Goldfields, Mid West, Pilbara and Kimberley regions. Older people and people with a disability can be referred to this service for assistance with the coordination and costs of home modifications. More than 140 modifications were completed in the past financial year.



Refurbishment of Nedlands site

Our 40-year celebrations in December 2018, coincided with the refurbishment of our display floor at the Nedlands site. The works were a component of an overall refurbishment to the Niche building worth \$2.3 million, which was funded by Lotterywest. The refurbishment is a key component of our strategy to continue to deliver high quality services and assistive technology support.

The new look is based on providing the best possible service with the greatest efficiency to enable us to continue to be of service to our clients over the next 40 years and beyond.

Cockburn office closure

As part of our approach for ILC's services to continue to evolve and change in response to the marketplace, the Cockburn office was closed in December 2018. A review of the site showed it had low visitor numbers and that under our new strategy, we were better off focussing on developing a more mobile, sustainable workforce. The closure has enabled our health professionals to continue to provide services to people in their homes and communities in the Cockburn area as well as widening our accessibility and reach across the entire metropolitan area.



Disability Equipment Grant continuation

In February 2019, Parliamentary Secretary to the Minister for Disability Services, Mr Reece Whitby MLA, presented the ILC with a \$2.6 million Lotterywest certificate for the continuation of the Disability Equipment Grants (DEG) program. The ILC has administered the DEG program since 2003, which assists Western Australians with disability to obtain specific items of equipment they cannot afford and that is unavailable through other funding.

Chairperson and Chief Executive Officer's Report



ILC Schools Team wins NDS Disability Support Award

In May 2019, the Community Allied Health Services (CAHS) Schools Team won the Excellence in Innovation category for the NDS WA Disability Support Awards. The awards honour disability support workers who provide the highest standard of support to increase the quality of life and inclusion of people with disability.

Our CAHS Schools Team was nominated specifically for their work with the Engaging in Eye Gaze: Collaborating and Consulting with Schools Project. The project trialled eye gaze technology in schools to demonstrate how this technology can support students with complex physical needs to learn, communicate and participate in recreation activities.

With Gratitude

The Board underwent some membership changes as we welcomed four new members, including Jane Ensor, Wayne Stone, Wes Smith and Kunal Malhotra. The ILC is governed by a professional Board of 12 people, with a Chairperson and Deputy Chairperson. We also have four life members and one honorary member.

Our Board members have a wealth of expertise across not for profit, aged care, human resources, healthcare, governance, business development, sponsorship, finance, strategic planning and marketing, bringing us the right mix of expertise to guide the ILC through a time of substantial evolution.

We would like to thank our highly committed Board for their stewardship during a period of great change in the industry, also thank you to our enthusiastic and supportive staff who have continued to deliver high quality advice and assistance to all our valued customers.

At a Glance



Our people

In 2018/2019 we grew from 98 to 123 total staff, including full-time, part-time and casual employees. This is due to a number of new programs commencing and several new teams coming on board to deliver new programs and services.

The focus of Human Resources (HR) in 2018/2019 has been to build a strong, skilled team of professionals to assist the business in navigating its current process of change while ensuring the highest quality service delivery.

A strategic workforce plan was completed in late 2018, which identified areas of growth for human resources, particularly in the environment of change in which we find ourselves. The next step will be the detailed planning for our people and culture, including capacity, workforce planning, retention strategies, succession planning, learning and development.

The ILC focusses on employee resilience and continuous improvement in HR practice. In March 2019, we conducted an organisation

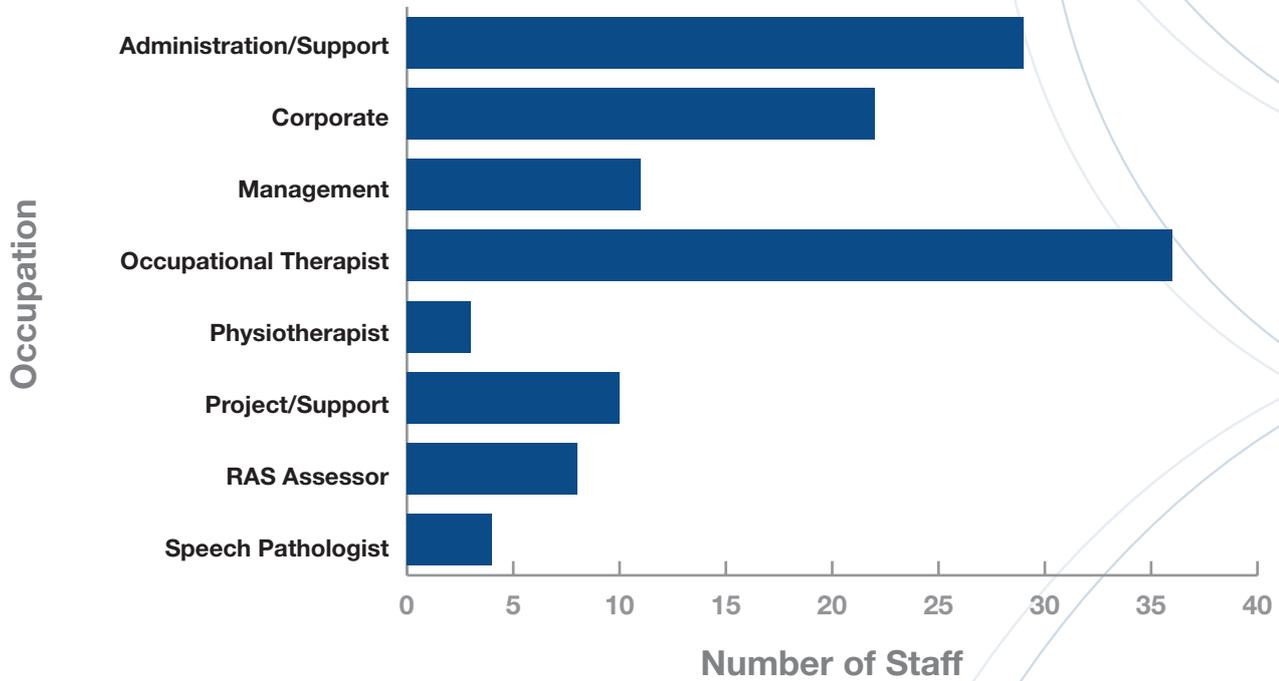
wide cultural research project to gain an understanding of our organisational culture to identify strengths and areas for improvement to ensure we are moving towards a unified company culture. About 68% of employees completed the survey, which found strong elements of a healthy existing culture and identified areas for improvement in the future.

The ILC continued to offer an Employee Assistance Program, which offers employees a free counselling service either face to face, via email, Zoom or over the phone.

We supported five students during the year, who together completed 1312.5 hours of learning and training with us.

In the 2019/2020 financial year we will be reviewing the HR information technology platforms including the payroll, policy and incident reporting systems. We will also be implementing elements of the People and Culture Framework which will focus on preparing the workforce for the impending change within the business.

Workplace Personnel



Our support to the community

We provided information and advice about assistive technology options for independence, safety and wellness to 17,021 people. This figure is lower than previous years due to the closure of the Cockburn centre and the temporary closure of the Nedlands display floor due to the refurbishment.

The top ten assistive technology enquiries were:

Telecare	1274
Seating	868
Augmentative and Alternative Communication (AAC)	818
Services	769
Walking Aids	759
Bathroom and Toilet	721
Wheelchairs - Manual	630
General Communications	619
Bedding and Accessories	535
Scooters	420



- Our country team continued to deliver assistive technology services across the entire state, visiting 41 towns during 14 trips which reached 1,678 people.
- 1002 equipment items were hired out through our equipment hire service.

At a Glance



- ILC remained the lead agency for the National Equipment Database, which had more than 5.7 million total page views. www.askned.com.au

This figure is slightly lower than 2017/2018, which is attributed to new measures put in place to eliminate bot traffic from the reporting.

- AT Chat continued to engage with AT users on Facebook offering followers engaging stories featuring the use of assistive technology. AT Chat followers increased from 2,800 to just over 4100 and their Chatterbox users increased to 547.
- This year the Community Allied Health Services (CAHS) team worked with 274 individuals who have access to a range of funding options including WA National Disability Insurance Scheme (NDIS) and Commonwealth NDIS.
- We continued to provide occupational therapy and speech pathology services to schools. Our therapists worked with 10 schools, supporting them to use assistive technology and communication aids in their classrooms.
- Through our clinical advisor support service to the National Disability Insurance Agency (NDIA) 589 referrals to review assistive technology applications for value for money and safety were received.

- The Commonwealth Home Support Programme (CHSP) Allied Health Service received 597 referrals, 354 for occupational therapy and 243 for physiotherapy support.
- A total of 272 grants were provided to assist Western Australians with a disability to obtain equipment through the Disability Equipment Grant (DEG) program.



- More than 940 people completed Occupational Therapist Driving Assessments.
- More than \$900,000 in Equipment for Living grants was approved during the year, assisting 389 people with disabilities with the purchase of assistive technology.
- Through our Goods, Equipment and Assistive Technology (GEAT) service, 1,235 items of equipment were provided to support individuals in their homes. This is funded through the CHSP.



- 141 home modifications were provided to aged care customers in select regions through the CHSP, since the commencement of this service in January 2019.
- The ILC supported 999 people to undertake driving assessment for fitness to drive and/or modified driving controls.
- We received over 14,403 contacts from carers, family members and service providers seeking information and assistance with access to respite care.
- A total of 1,414 individual carers were assisted with access to respite.
- The ILC Regional Assessment Service team conducted more than 2,450 assessments throughout the Perth north metropolitan region for people over 65.
- Under the Home and Community Care program for under 65s, 144 assessments were completed.
- ILC Training and Events delivered a diverse program of assistive technology related training and events to the sector. We offered 18 training and workshop sessions to 484 people who attended throughout the year.
- We reached more than 800 University and TAFE students through our Service Orientation Sessions, which provide an overview of the services available at the ILC and offer training about assistive technology.

- ILC exhibited at nine different expos, shows and conferences in 2018/2019.
- There were more than 123,200 visits and 321,600 page views to the ILC website throughout the year, an increase of about 16.2% visits since last year.



Year in Review

November
2018



ILC commences provision of GEAT service

As of 1 July 2018, we began offering a Goods, Equipment and Assistive Technology (GEAT) service, which enables people who are eligible for the Commonwealth Home Support Programme (CHSP) to access items to assist them to perform daily tasks and maintain their independence. People can access dressing aids, shower chairs, sensor mats, over-toilet frames, walking frames, adapted utensils, personal alarms and low vision aids up to the value of \$500.



Trial in schools shows how eye gaze technology can support students to reach their full potential

The pilot program the Engaging in Eye Gaze Project, which trialed eye gaze technology in schools has shown how this technology can support students with complex physical needs to learn, communicate and participate in recreation activities. In May 2019 this program won a NDS WA Disability Support Award for Excellence in Innovation.



ILC team member invited to join international network of reablement research experts

ILC's Service Manager Hilary O'Connell was invited to join researchers from seven other countries (Canada, Denmark, New Zealand, Netherlands, Norway, Sweden and UK) to become part of the ReAble Network, an international collaboration of known experts in the field of reablement research. There is evidence to support that older people can reable, adapt, strengthen and relearn skills and the group, which originated at the Danish Centre for Social Science Research (VIVE), shared research and knowledge when they met again in June 2019.

July 2018



40th anniversary celebratory event

More than 100 guests attended a special 40th anniversary celebration at the Nedlands Centre. Since the ILC was first opened by Freda Jacob AM in 1978 it has assisted hundreds of thousands of West Australians to live more independent lives through advice around assistive technology and the provision of allied health support. The event was timed with the unveiling of the completion of a refurbished display floor at Nedlands, which showcases different types of assistive equipment.



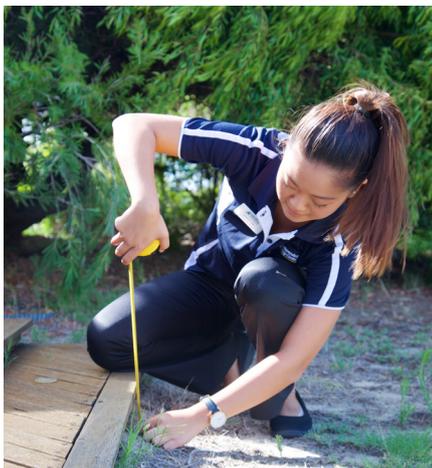
Cockburn Centre closes to make way for new service developments

On 31 December 2018, the ILC Cockburn Centre closed, to make way for the development of more sustainable services and the development of a more mobile workforce.

2018

December
2018

2019



ILC Commences Provision of Home Modifications through the CHSP in select Regions of WA

Eligible people living in the Pilbara, Kimberley, Midwest, Goldfields and Great Southern regions can obtain assistance with the organisation and cost of simple or complex modifications. All modifications require supporting clinical justification from an occupational therapist and can include rail installation, ramps and doorway wedges, slip resistant flooring, repositioning of clotheslines and letterboxes, installation of lever tap sets and door handles, bathroom or kitchen redesign, and widening doorways.



New and Improved Display Floor Reopens at Nedlands Centre

The ILC's new display floor reopened, which was part of a \$2.3 million refurbishment of the Niche building, which houses the ILC, the Neurological Council of WA and Cystic Fibrosis WA. The new display floor will offer clients many benefits including a greater range of smart home technology, the ability to visit the Centre remotely via a telepresent robot known as BEAM, a home like display, professional consulting rooms and a self-service kiosk.



ILC Receives \$2.6 Million to Continue Delivery of Disability Equipment Grants Program

Parliamentary Secretary to the Minister for Disability Services Mr Reece Whitby MLA visited ILC to present a \$2.6 million Lotterywest certificate for the continuation of the Disability Equipment Grants (DEG) program. The ILC has administered the DEG program since 2003 and it aims to assist Western Australians with disability to obtain specific items of equipment they cannot afford and that are unavailable through other funding. It can include vehicle modifications, specialised assistive technology and other essential independence equipment.

**February
2019**



A Day of Vehicle Access at the ILC

A variety of experts attended a day to learn and share information about vehicle access for people with disability. Attendees included occupational therapists, small business owners and individuals wanting to find out about the latest in vehicle modification technology.



ILC Schools Team – Winners at 2019 NDS Disability Support Awards

The ILC CAHS Schools Team won a NDS WA Disability Support Award 2019 in the category of Excellence in Innovation for their Engaging in Eye Gaze: Collaborating and Consulting with Schools Project, which trialed eye gaze technology in schools to demonstrate how this technology can support students with complex physical needs to learn, communicate and participate in recreation activities.

The awards honour disability support workers who provide the highest standard of support to increase the quality of life and inclusion of people with disability.

May 2019

June 2019



Men's Carer Wellbeing Day, Supports Male Carers

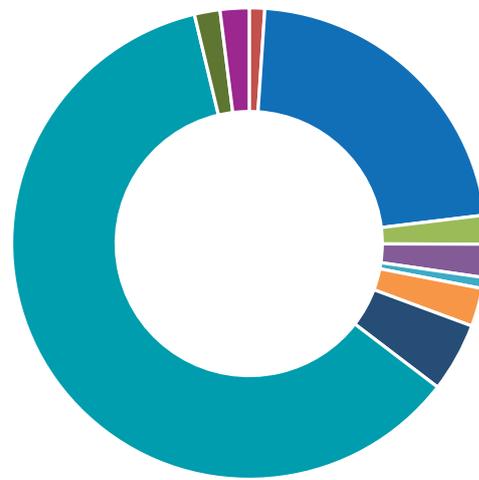
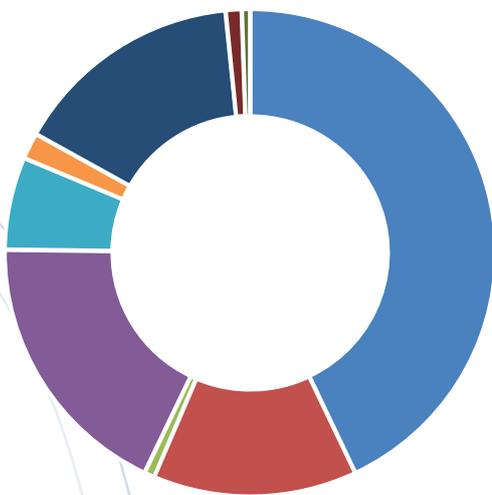
Male carers attended a Men's Carer Wellbeing day on Saturday 15 June. The Mullaloo Surf Life Saving Club was transformed into a hub of workshops and resources specifically designed for men who are in an unpaid caring role for a family member or friend.

Attendees ranged in age from 25-90 years old representing a diverse group of people. The event kicked off with an incisive and interactive presentation by Dean Dyer, Men's Health and Wellbeing Consultant, which created the opportunity for people to share their stories and reflect on their own wellbeing.

Financial Summary

Income
\$14.7 million

Expenses
\$14.3 million



- Commonwealth
- Consultancy
- Donations and Other
- DOC
- HACC
- Interest
- Lotterywest
- Other Grants
- Sales and Hire

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

Our Supporters



Government of Western Australia
Department of Communities



Australian Government
Department of Social Services



Our Board

Our Board members are required to attend a minimum of eight meetings per year and provide significant contributions to monthly Board meetings where they provide expertise in the Board's decision making and ensure decisions reflect and enhance the organisation's strategic plan, governance practices, financial position and legal obligations. Terms of membership are staggered, and each term is for two years.

Board Members



Chairperson

Mrs Melissa Bramley
Communications and Marketing
Manager,
St John of God Midland Public
and Private Hospitals,
St John of God Health Care



Deputy Chairperson

Ms Irene Mooney
Chief Executive Officer,
MYVISTA

Management

Board Members



Mr Ron Back
Finance and
Management
Consultant



Mr Ralph Gore
Chief Executive
Officer, TAPSS
Community Care Inc.



**Ms Robyn
O'Callaghan**
Financial
Professional



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



Ms Cate Thomas
Manager, Advisory,
Ernst & Young



Mr Ian Sloan
Managing Director,
DSBS



Ms Jane Ensor
Senior Lawyer



Mr Wayne Stone
Head of Business
Integrity, HBF



Mr Wes Smith
Chief Financial Officer,
Capricorn



Mr Kunal Malhotra
Legal Manager, WA
Branch of Australian
Unity Trustees

Patron

His Excellency the
Honourable Kim Beazley AC

Life Members

Ms Julie Carr
Mr Jim Ellis OAM
Mr David Gribble
Dr Patricia Kailis

Honorary Members

Dr Ken Michael

Board Finance Committee

Mr Ron Back
Mr Steve Glew
Mr Wayne Stone
Mr Justin Bunter,
(ILC General Manager -
Corporate Services)

Board Business Strategy and Innovation Sub-Committee (SteerCo)

Mr Ian Sloan
Ms Irene Mooney
Mr Wayne Stone
Mr Wes Smith
Mr Steve Glew

Contact us

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ISO 9001

BUREAU VERITAS
Certification

