



**Independent Living Centre WA
has evolved!**

Our new name is indigo.

Annual Report 2019/2020

**Independent Living Centre WA
evolves into Indigo and
Independent Living Assessment**

indigo.

 **independent living
assessment**



Contents

About us	3
Our Vision, Purpose and Values	4
Chairperson and Chief Executive Officer's Report	6
Our People	8
Organisational Structure	10
Leadership Team	11
Our Support to the WA Community	14
At a Glance	14
Year in Review	16
Financial Summary	19

©Indigo Australasia 2020. This work is copyright. Other than for the purposes of and subject to the conditions prescribed under the Copyright Act 1968 (Cth), no part of it may in any form or by any means be reproduced, stored in a retrieval system or transmitted without the prior written permission of Indigo Australasia.





About us

Located opposite Kings Park in Nedlands, Western Australia, Indigo's experienced health professionals help people of all ages choose and access equipment, technology and services for their independence and wellbeing.

In 2019/2020, our key service areas included assistive technology (devices and equipment), allied health, home modifications, equipment hire, carer support and respite, occupational therapy driver assessment, specialised driving lessons, training, regional assessment services, and grants and equipment funding. Our services support people with disability, seniors, carers, health professionals and educators.

Indigo was originally founded in 1977, as the Independent Living Centre WA (ILC) by West Australian Occupational Therapist, Ms Freda Jacob. It originally commenced as a not for profit information and advisory service for assistive equipment and technology.

The organisation has evolved and expanded over 41 years, becoming more customer centric in its service delivery and operation and in January 2020, the ILC became Indigo.

As a component of the new business structure under Indigo, a new organisation called Independent Living Assessment (ILA) was established, which will become an operational business entity on 1 July 2020. Each organisation has a specific purpose with ILA to focus on supporting people through assessment, navigation and sector capacity building initiatives, AT Chat, grants and clinical advisory. Indigo focuses on providing tailored allied health and assistive technology (AT) solutions to individuals.

Both organisations share the common vision of a community in which all abilities are valued, where people have the knowledge, tools and confidence to participate.

indigo.

The services provided by Indigo:

- Assistive Technology
- Home Modifications
- Allied Health Services
- Driving Services
- Training

 **independent living
assessment**

The services provided by ILA include:

- AT Chat
- Grants, including EFL and DEG (DEG ceased 30 June 2020)
- Regional Assessment Services
- Sector Support and Development
- Clinical Advisory (ceased June 2020).

The Ethos of Change

The new business names were selected following months of collaboration with many customers and staff members to ensure relevance.

The organisation has a proud 41-year history as ILC and a solid reputation within the West Australian community. As our services expanded over that time, Indigo was no longer simply a 'centre' and through the national equipment database (NED: askned.com.au) our reach is today much broader than the state of WA.

In depth analysis was required in order to prepare for and adapt to the Commonwealth Government's ongoing changes to the funding of the disability and aged care service industries. The result of this work was a detailed target operating model (TOM) developed in 2018/2019. The TOM outlined the strategic direction for business continuity and evolution for the next phase of our growth.

An important component of the TOM was the recommendation for ILC to essentially split into two organisations to ensure the structure and practices were able to compete in the changing marketplace. The new business structure and rebranding process for both entities was endorsed by the ILC Board in January 2019.

All in a Name

Why Indigo?

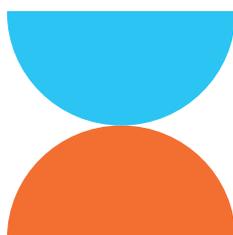
Indigo is a name that conveys a sense of freedom, which, in essence, is what we provide to customers through our wide range of allied health services.

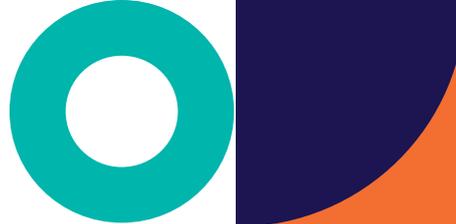
The word Indigo is modern and associated with many characteristics which align closely with how our people work with customers, including integrity, empathy, purpose and creativity. Indigo is a strong name which embodies the uniqueness that we value in providing tailored solutions to our customers, and this forms the basis of our descriptive tagline: Tailored solutions. Greater independence.


indigo.

Tailored solutions.
Greater independence.

Under Indigo, we will strengthen our focus on placing the customer at the centre of everything we do. And our creativity and passion for assistive technology and allied health solutions will continue.





Why Independent Living Assessment? (from 1 July 2020)

Independent Living Assessment (ILA) is a simple descriptive name which reflects the valuable role this organisation is to play in the community. ILA has a focus on business to business relationships, assessment through the regional assessment team as well as a fundamental sector support and development role. The well-established peer to peer assistive technology information sharing platform, AT Chat also now sits under the ILA brand as do the Equipment for Living and Disability Equipment Grants.

Ultimately, it is our aim that under our new structure, our cherished founder Freda Jacob's tenacity, dedication, and commitment to improving people's well-being and independence lives on for many years to come.



Our Vision, Purpose and Values

Indigo

Our Vision

A community in which all abilities are valued, where people have the knowledge, tools and confidence to participate.

Our Purpose

Greater independence and inclusion for all through allied health and assistive technology solutions.

Our Values



Integrity: Carry out agreed actions through honest communication, efficiency and extensive knowledge.



Passion: Showing that we believe in what we do through warmth and enthusiasm.



Creativity: Having the courage and willingness to explore alternative options and the commitment to give things a go.



Together: We are not all the same, we are equal; and our commitment is to work in partnership with others.

Independent Living Assessment

Our Vision

A community in which all abilities are valued, where people have the knowledge, tools and confidence to participate.

Our Purpose

Enhancing health and wellbeing by connecting the community with trusted knowledge and expertise.



Our Values

Passion: We are dedicated to making a difference and creating change. #Believe



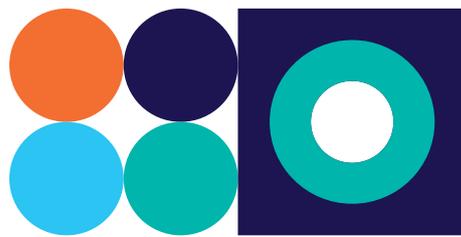
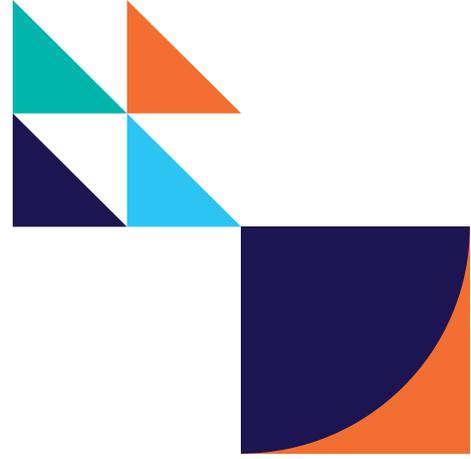
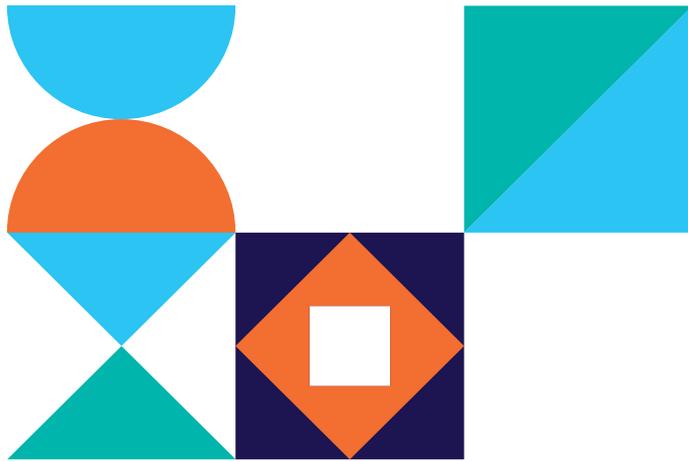
Integrity: We are accountable, honest and transparent in all our actions. #Trust



Embracing: We respect individuality and welcome opportunities with purpose and energy. #Equal



Authentic: We are reliable and sincere in our commitment to do what we say we will do. #Real



Chairperson and Chief Executive Officer's Report

It was a year of great change for Indigo in 2019/2020. The end of 2019 was defined by preparations for the Independent Living Centre (ILC) to evolve into two separate organisations, Indigo Australasia (Indigo) and Independent Living Assessment Inc (ILA). The business restructure effectively separated the service and assessment elements of the former ILC. To support this change there were some realignment of staff roles and departments resulting in a revised organisational structure. Each organisation currently shares members of the Board and Chief Executive Officer, with separate general managers and management structures.

Transition from ILC to Indigo and ILA

Planning for the business evolution of splitting into two entities took up much of the 2019 year, while staff efforts focussed on administrative requirements of establishing the assessment arm of the new structure as well as two new brands, websites financial and reporting systems and governance structures and processes.

A new Business Innovations Team (BIT) was established in June 2019, to assist the organisation through the service transformation project from ILC to Indigo and ILA. As part of this, ILA was established as a sponsored entity by Indigo. A clinical governance expert provided support to implement the clinical governance framework and undertake risk assessment procedures.

Elements of the business were restructured, including human resources, intake and the leadership team. (See the Organisational Charts on page 10).

Two cross-organisational working groups were established to advise the business around the branding strategy, including establishing the vision, purpose and values for Indigo and ILA, reward and recognition programs and uniforms. Both groups will continue activities to promote and embed the values in the organisational culture for the remainder of 2020.

Coronavirus Impact

In early February 2020, the World Health Organisation declared COVID-19 a pandemic. A number of our services were affected due to the pandemic and government restrictions. As Indigo and ILA provide services to a high-risk cohort of customers, the pandemic impacted operations in house and service delivery including training, driving assessments, supplier meetings, country trips and allied health appointments.

Due to social distancing and self-isolation, group events such as outreaches and training/workshops were cancelled or postponed, and face-to-face appointments were cancelled or postponed. However, as an essential service we continued to operate and deliver services to our customers using telepresence, wherever possible. To reduce the risk of infection, pre-appointment screening and hygiene procedures and ensured social distancing measures were introduced.

Short term plans for growth were superseded to ensure service for customers was provided in the safest way possible. The pandemic created uncertainties in some funding streams with the Disability Equipment Grants, Clinical Advisory and Hire Services no longer receiving funding by the State Government as of 30 June 2020. Fortunately, our long-term plans and strong reserves have assisted us through this challenging period.

Royal Commission into Aged Care Quality and Safety

The 2019 interim report highlighted some confronting findings around how elements of the aged care system are failing to meet the needs of older people. Initial findings released in October 2019, detailed barriers to accessing the My Aged Care online portal, issues with processes of dealing with the system and the dehumanising nature of residential care. More than half of online submissions raised issues about care standards. We look forward to the final report and implementing any recommendations that arise as a result of the commission's findings.

Danish Assistive Technology Showcase

In a first for the organisation, we were thrilled to host an information sharing opportunity, which showcased some of the innovative assistive technology solutions being implemented by the Danish healthcare system. Denmark is a leader in healthcare and reablement and the Danish healthcare system is structured around keeping people at home and active in the community for as long as possible. Danish Ambassador to Australia, His Excellency, Mr Tom Nørring, introduced the event on 23 July 2019, which focussed on AT for accessibility and mobility in the home and community.

Vale Patricia Kailis

In April 2020, we were sad to hear of the passing of Indigo Life Member, Patricia Kailis. Patricia was awarded Life Membership of the Independent Living Centre WA (now Indigo) in 1991 in recognition of her invaluable contribution to the organisation as a Board Member for 12 years (1979 to 1991), five of which she was Deputy Chairperson (1980 to 1985) and five of which she was Chairperson (1986 to 1991). A truly inspirational woman who supported so many people in the community, she will be remembered fondly by all of us at Indigo.

Board Membership Changes

Long serving Board members Ronald Back and Robyn O'Callaghan resigned from the ILC Board at the October 2019 Annual General Meeting. Board members had the opportunity to reflect on the significant contribution made to the ILC by both Ron and Robyn throughout their terms of office and were unanimous in their decision to invite them to accept a life membership. Ron joined the ILC Board in 1997, serving for 22 years including several years as treasurer, where he assisted with providing strong leadership and assisting with building solid financial stewardship and governance for the ILC. Robyn joined in 2008, serving on the Board for 11 years. Their genuine interest, conscientious efforts, active participation in sub committees, particularly in regard to finance and risk, and strategic planning were greatly appreciated.

2019/2020 has been a monumental year in the 41-year history of the organisation and the Board and staff commitment to the vulnerable members of our community is unwavering. We look forward to maintaining our high levels of service to the people of WA in the coming years.

Our People

People and Culture

In 2019/2020 the total number of staff dropped from 123 to 113, this figure includes full time, part time and casual employees and is attributable to a number of factors including a hiatus on recruitment during the height of the first wave of the coronavirus pandemic, the business restructure and the closure of the Commonwealth Respite and Carelink Centre program (CRCC), which transitioned to the Commonwealth's Carer Gateway in early April.

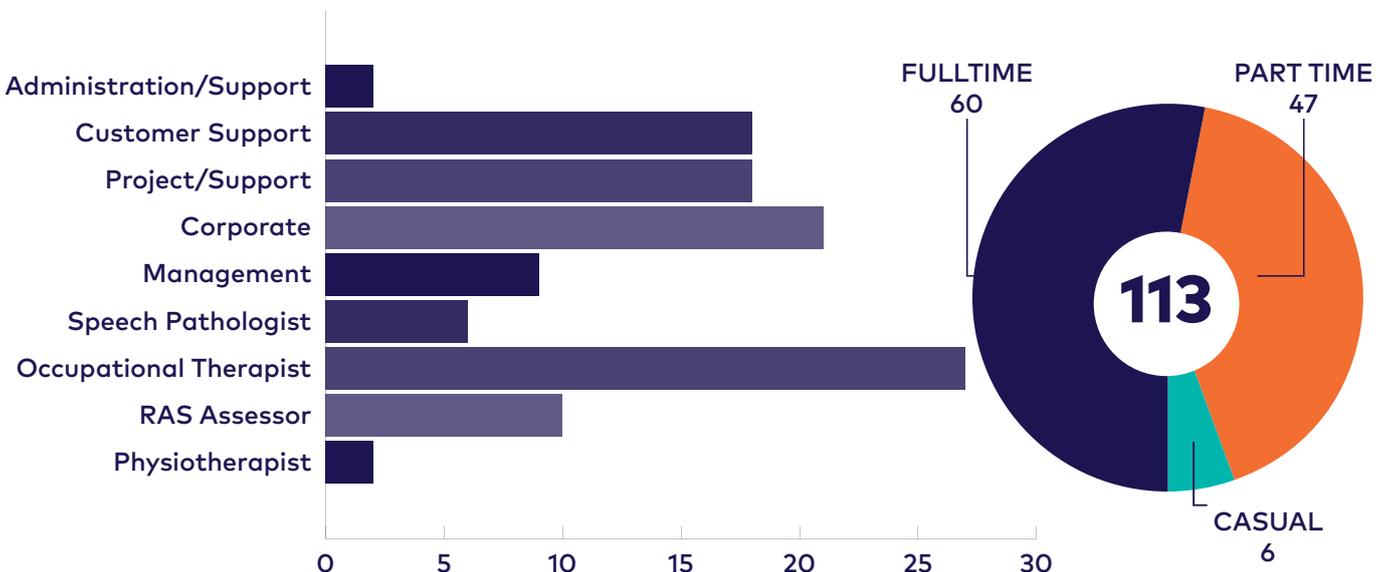
The People and Culture team launched a new e-learning platform, which enabled staff to complete online training. This platform was useful in rolling out new courses quickly, including those required for COVID-19 and service delivery such as personal safety, Aged Care Standards and coronavirus and influenza preparedness. A number of Human Resources policies were reviewed during the year and updated to reflect current compliance needs and best practice.

The coronavirus pandemic was an unprecedented and rapidly evolving situation. Businesses and individuals had to adapt and respond quickly

while contending with closures of services, workplaces and schools, and the cancellation of social events and gatherings. To assist our people in adjusting to the huge impacts on daily life, the Human Resources team posted regular mental health support resources on the staff intranet, and regular internal communications flagged access to free, anonymous counselling services through our EAP provider. Total use of the EAP service was 8% at the close of the financial year, and due to the impacts of the pandemic, it is anticipated this figure will be higher in 2020/2021.

In line with advice from the Commonwealth and State Health departments, the organisation's pandemic preparedness plan indicated a requirement to move staff from the office to working from home where possible in late March. This happened when other services and businesses in WA began to close temporarily. Having most of our workforce working from home for several months during the height of restrictions measures provided an opportunity to review our work-life balance practices and many staff now work some hours from home and some in the office.

Workplace Personnel





Getting behind National Pyjama Day at ILC WA



Information Communications Technology

The Information Communications Technology (ICT) team expanded during the year with the addition of two new team members. This facilitated the implementation of an organisation wide upgrade project, which encompassed several key aspects of our ICT Infrastructure. This involved migrating some of our core systems into the Microsoft Cloud, improving access and security and reducing site-based technology failure risk.

Most desktop hardware was replaced with new desktops and laptops which proved to be very helpful when staff were asked to work from home during the social distancing restrictions in WA, the most stringent initial phase of which lasted from April to June 2020.

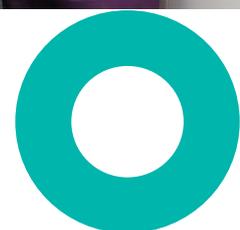
As a result of the ICT upgrades, the impact of the pandemic on daily business support activities was limited and we were able to communicate regularly to all staff during this time. Staff were able to keep up with regular meetings and stay connected virtually using software such as Microsoft Teams and SharePoint.

The organisation is now prepared to continue virtual operations in the event WA experiences renewed lockdown measures due to an increase in coronavirus infections and community transmission.

Business Innovations

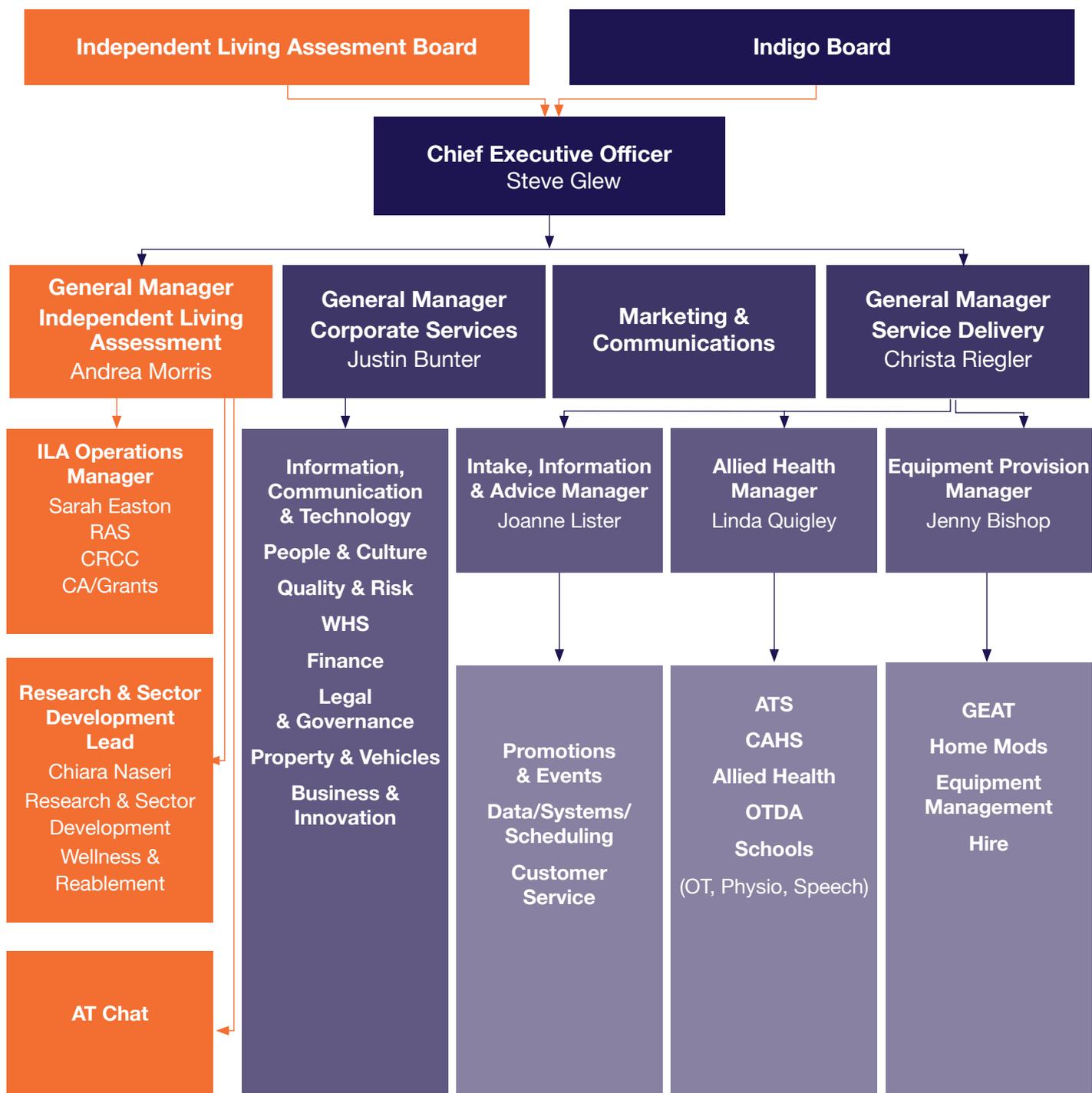
The newly established Business Innovation Team assisted the organisation through the service transformation project, which resulted in the smooth transition of assessment services from ILC to Indigo and Independent Living Assessment. The process also resulted in a new organisational structure better aligned to deliver services to our customers and new funding streams. This significant change process was well engaged in by staff across the organisation.

In 2020/2021 the focus will be on expanding our services through creating channels for our customers to acquire AT which will allow Indigo to provide some customers with equipment on the same day as their initial appointment. This will be a new approach to customer service for Indigo and aligns with our goal to provide an excellent customer experience. The groundwork for this project will include rebuilding the popular online National Equipment Database (NED) which will be relaunched in late 2020. Visitors to the upgraded site will be able to purchase products directly from NED and suppliers will ultimately have improved functionality and expanded usability of NED.





Organisational Structures





Leadership Team

Our Board

Indigo and ILA's Board members are required to attend a minimum of eight meetings per year. They provide significant contributions to monthly Board meetings where they offer expertise in decision making and ensure decisions align with the strategic plan of the organisation, governance practices, financial position and legal obligations. For both organisations terms of membership are staggered and each term runs for two years. All Board members sit on the Indigo Board and six of them also serve on the ILA Board.

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**
Mr Wayne Stone
Head of Business
Integrity, HBF
(Treasurer ILA)



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



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

Board Members



Ms Cate Thomas
Manager, Advisory,
Ernst & Young



Mr Ian Sloan
Managing Director,
Tango



Ms Jane Ensor
Senior Lawyer
(Board Member ILA)



Ms Irene Mooney
Chief Executive
Officer, MYVISTA
(Board Member ILA)



Mr Wes Smith
Chief Financial Officer,
Capricorn Society Ltd
(Chairperson ILA
Board)



Mr Kunal Malhotra
Legal Manager, WA
Branch of Australian
Unity Trustees
(Secretary ILA)

Patron

His Excellency the Honourable Kim Beazley AC

Life Members

Ms Julie Carr
Mr Jim Ellis OAM
Mr David Gribble
Mr Ronald Back
Ms Robyn O'Callaghan

Honorary Member

Dr Ken Michael

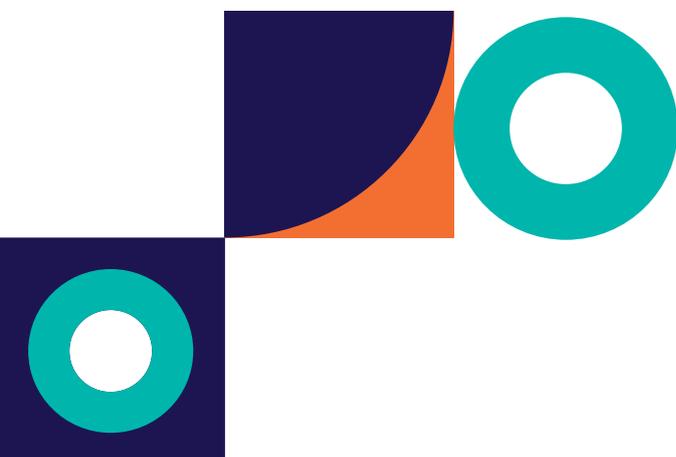
Board Finance Committee

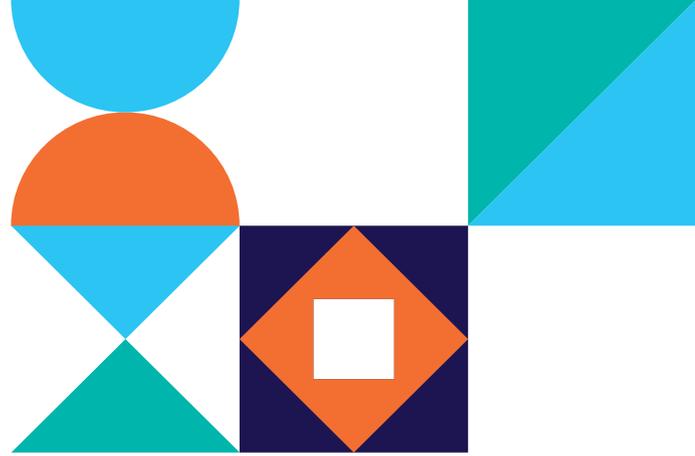
Mr Ronald Back (left October 2019)
Mr Wayne Stone
Mr Wes Smith (from October 2019)
Mr Kunal Malhotra (from October 2019)

Mr Steve Glew
CEO, Indigo and ILA

Board Business Strategy and Innovation Sub-Committee (SteerCo)

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





Our Executive Team

Indigo and ILA's Executive Teams make operational decisions for each entity. Indigo's two General Managers report to Indigo's Chief Executive Officer, Steve Glew, as does ILA's sole General Manager.

Each Executive Team implements actions under the organisation's strategic plan, and they are responsible for each organisation's daily operations and overall performance.



**Chief Executive Officer
(Indigo and ILA)**

Steve Glew

Steve joined Indigo as the Chief Executive Officer in March 2018. Steve brings a wealth of experience to the role having worked in senior executive positions for more than 15 years.



**Indigo General Manager -
Service Delivery**

Christa Riegler

Christa Riegler joined Indigo in May 2017. She has extensive senior management experience in the not for profit health, human services and aged care sectors.



**Indigo General Manager -
Corporate Services**

Justin Bunter

Justin joined Indigo in July 2018 and is a Chartered Accountant and has held senior operational and financial positions for more than 25 years.

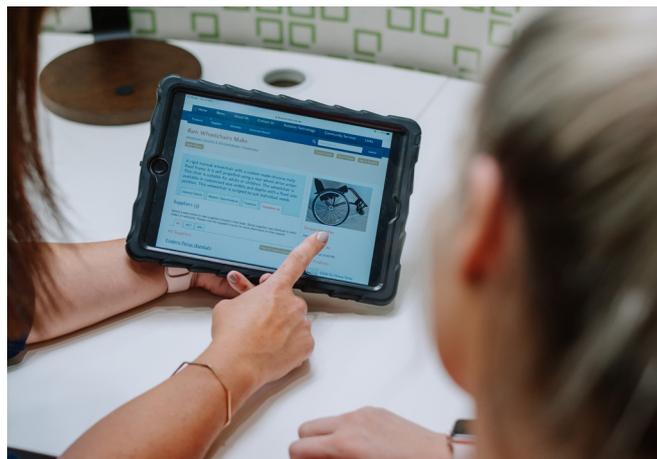


**Independent Living Assessment
General Manager,
Assessment Services**

Andrea Morris

Andrea has more than 30 years' experience working within the Queensland and Western Australian community service sector, focussed on carer, disability, aged care and mental health service delivery and leadership.





Our Support to the WA Community

We provided information and advice about assistive technology options for independence, safety, and wellness to 15,040 people.

The top ten assistive technology enquiries were:

Telecare	1438
Augmentative and Alternative Communication (AAC)	656
Walking Aids	634
Services	626
Bathroom and Toilet	586
Seating	569
Household	553
General Communications	540
Wheelchairs - Manual	426
Bedding and Accessories	406

At a Glance

- The National Equipment Database (NED) is the largest assistive technology equipment database in Australia. In 2019/2020 we recorded 5 million page views from approximately 900,000 unique visitors to the site, that engaged with more than 13,000 products across 5,600 suppliers. In December 2019, Indigo took over responsibility for the NED database, having been the lead agency for several years.
- For 2020/2021 there is a set of upgrades planned for NED, which will create a more user-friendly experience that seamlessly connects customers with the equipment they need and bring tangible benefits to suppliers and customers. It will give NED a contemporary user experience and ecommerce functionality. www.askned.com.au
- We continued to provide occupational therapy and speech pathology services to schools throughout the year. Our therapists worked with 12 schools, supporting them to use assistive technology and communication aids in their classrooms.
- This year the Community Allied Health Services (CAHS) team worked with 247 individuals who have access to a range of funding options including WA National Disability Insurance Scheme (WANDIS) and Commonwealth NDIS.
- The Commonwealth Home Support Programme (CHSP) Allied Health Service received 1,334 referrals and delivered 4,541 hours of support.
- The Occupational Therapy Driver Assessment service worked with 714 people this year. An inhouse driving instructor was added to the team to offer specialised driving lessons

- tailored to people with a medical condition or disability. Lessons are available for first-time drivers as well as people returning to driving after an injury or illness. This may include refresher lessons for older drivers to gain a current understanding of road laws and improve confidence on the road. We also provide lessons to people who require vehicle modifications.
- We reached more than 800 University and TAFE students through our Service Orientation Sessions, which provide an overview of the services available at Indigo and offer training about assistive technology.
 - We offered five OT student placements and we supported one secondary student with vision impairment on a work experience placement.
 - We delivered 60 training workshops, events and outreaches, connecting with nearly 4000 people.
 - Our Training and Events team facilitated 32 training and workshop sessions with internal and external presentations to 745 attendees.
 - Through our Goods, Equipment and Assistive Technology (GEAT) service funded through CHSP, 4,232 items of assistive technology items were provided to support individuals to remain independent in their homes. The most commonly provided items were related to personal care and safety.
 - A total of 807 home modifications were provided to people in selected regions funded through CHSP.
 - While the COVID-19 pandemic had a significant effect on both Indigo staff and customers, as an essential service, we continued to operate and deliver services to our customers, using telepresence wherever possible and home visiting as deemed necessary from March to mid-June 2020.
 - During the height of the lockdown measures implemented to reduce the spread and stop community transmission of the coronavirus in WA, staff were required to base themselves from home between the end of March and mid-June. To carry on business as usual activities, staff stayed connected using internet-based Teams meetings and calls.
 - Indigo exhibited at nine different expos, shows and conferences in 2019/2020.
 - AT Chat continued to produce high quality peer led content about assistive technology. AT Chat members grew by about 450 to 4560 people. Chatterbox users increased by about 100 to more than 640 members and it continues to generate high engagement from members at about 90%.
 - AT Chat evolved its service offering with the commencement of a new pilot Peer Mentoring Program including a peer mentoring service delivery framework and peer mentoring training package.
 - AT Chat created a new website in February 2020, which hosts all of the project's peer-led information products about AT including AT + Me Stories, AT + Me Check-ins, AT Peer Reviews, Peer-led AT blogs, Chatterbox Spotlight, Have an AT Chat, Podcasts, Tech Tuesday and Newsletters.
 - In the two years since its commencement, AT Chat produced 82 videos: two AT+Me Check Ins, 18 Tech-Tuesdays, 34 AT + Me's, and 28 other videos. AT Chat has had more than 200,000 unique views on the video content it has produced for AT users.
 - We received 34,154 contacts from carers/ family members and service providers seeking information and assistance with access to respite care in 2019/2020
 - 848 individual carers were assisted with access to respite. In April 2020 the CRCC service transitioned out to the Commonwealth Carer Gateway Service.
 - The Regional Assessment Service completed 2,328 assessments throughout Perth north metropolitan region for people over 65 years of age.
 - There were more than 123,200 unique visitors and 346,820 page views to Indigo/ILA websites throughout the year.
Our most downloaded resources were:
 - DEG Application form: 476
 - Driver Assessment Referral form: 435
 - NED Search and Shortlist Instructions: 357; and
 - EFL Grant Application pack: 311



Year in Review 2019

July

Charter of Aged Care Rights

On 1 July 2019, a new Charter of Aged Care Rights came into effect. The new Charter outlines the rights and responsibilities of care recipients. This charter replaced previous charters of rights and applies to all aged care services that are funded by the Commonwealth Government.

Danish Assistive Technology Showcase Event

Indigo, together with the Danish Embassy hosted a unique showcase event to demonstrate different types of assistive technology. Denmark is a leader in healthcare and reablement, and the Danish healthcare system is structured around keeping people at home and active in the community for as long as possible, which has inspired the invention of a variety of innovative assistive technology solutions. Nine different types of Danish innovative technology were demonstrated at the event which attracted about 80 attendees.

Assisting with Kitchen Garden Design



Indigo Occupational Therapist Emma Van Chastelet helped Burbridge School to design and find equipment to maximise student participation in their Kitchen Garden Program. The Stephanie Alexander Kitchen Garden Foundation provides educational resources, professional development, support and inspiration for educators to deliver fun food education to children in Australia.

August

Care and Ageing Expo 2019

The 2019 Care and Ageing Expo was held 4-5th August at the Perth Convention and Exhibition Centre. Indigo had a stall with different types of assistive technology to help people with everyday tasks around the home.

The CHSP Allied Health Service delivered a 12 week trial physiotherapy reablement group for eight participants with specific reablement goals. Attendees completed specifically designed exercises to assist them to increase their capacity in strength or balance. The goal oriented therapy aimed to maximise clients' independence in the home and community.



September

The third GrassRoots Falls Festival was held at the Esplanade Hotel Fremantle. Aimed at health professionals, managers, educators and carers, the conference offers an opportunity to hear the latest in research and innovation in falls prevention and management. We met lots of passionate people from all over the state from a range of different fields.

The 2019 NDS WA Conference was held at Crown Perth.

Indigo was a proud lunch sponsor as well as an exhibitor. We attend several different events and expos each year where we showcase different types of assistive equipment for people to try.



October

Indigo became a community sponsor for the Break the Boundary for the Adaptive Mountain Bike and Trail Walking Hub: breaktheboundary.com.au/

We celebrated OT Week from 21-27 October. Occupational Therapists make life easier and help people to learn or regain skills and find different ways for people to do activities that are causing them difficulty. They can also advise people about products and assistive technology to help them in daily life. Meet one of our talented OTs, Simone: "I love the occupational therapy community, and I love seeing clients get to trial equipment that means they can overcome barriers to occupation."

November

Indigo was proud to be a WAESPAA (Western Australian Education Support Principals and Administrators Association) Connected Partner in 2019. We attended the awards night in November, where we were honoured to present Kim McCollum, Principal Warnbro Community High School Education Support Centre, with the Leadership Award.

2020

January



In January 2020, the ILC changed its name to Indigo and sponsored another organisation Independent Living Assessment, which officially became operational in July 2020. Under our new name, we aim to strengthen our focus on being customer-centric in everything we do.

NEW Websites Now Live!



February

The new Indigo, Independent Living Assessment and AT Chat websites were launched.

March

The AT Chat Peer Mentoring Pilot Program was launched. The pilot incorporated current research, co-design principals and continuous reflective practice, AT Chat strived to develop the best AT Peer Mentoring program that meets the needs of our community.

Indigo responded to the Global Pandemic with a strategic, staged approach. Our Preparedness Plan aligned with the State and Commonwealth Department of Health advice.

April

Delivering Services from isolation and lockdown

The North Metro Commonwealth Respite and Carelink Centre closed as services transitioned to the Commonwealth's Carer Gateway service, in line with the Australian Government's reforms to how carer support services are delivered. Visit www.carergateway.gov.au or call 1800 422 737 for more information.



I-r ILC's founder, Freda Jacob, with Dr Patricia Kailis in 2013

Dr Patricia Kailis passed away peacefully at home early on Friday 17 April 2020. The Indigo Board, management and staff express our deepest sympathy to Patricia's family and friends.

Patricia was awarded Life Membership of the Independent Living Centre WA (now Indigo) in 1991 in recognition of her invaluable contribution to the organisation as a Board Member for 12 years (1979 – 1991), five of which she was Deputy Chairperson (1980 – 1985) and five of which she was Chairperson (1986 – 1991).

Patricia was a truly inspirational woman who supported so many people in the community. She will be remembered fondly by all of us at Indigo.



The 2020 Perth Garden & Outdoor Living Festival took place online, where we had a virtual stand: www.perthgardenfestival.com/indigo-2/ with information about assistive technology available and simple adjustments to make gardening tasks easier.

May

Hire services were reduced with the news that funding earmarked for Indigo's hire service would be diverted into the state's COVID-19 relief fund. The Disability Equipments Grant programme will also cease on 30 June.

WA Schools Reopened and School Services return to working with students in schools.

A new office space opened for ILA at 1/B 76 Hasler Road, Osborne Park, WA.

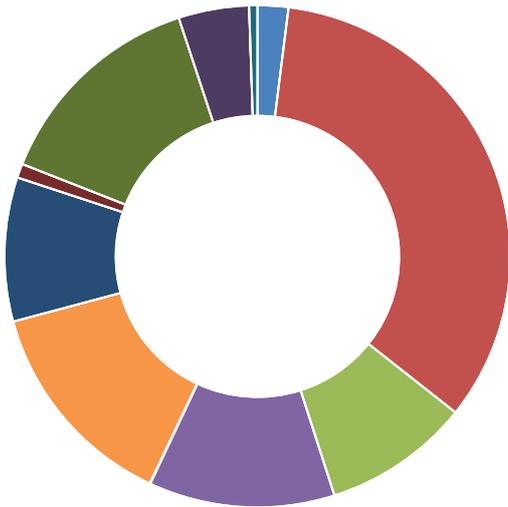
June

Gradual return to both Indigo and ILA offices following a lifting of lockdown and social distancing rules in WA.

Financial Summary

Income

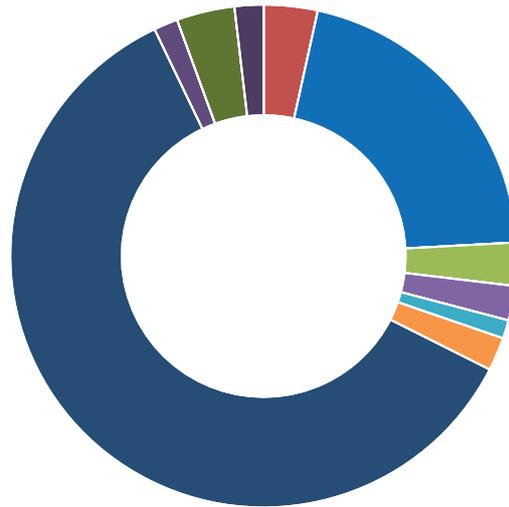
\$17.3 million



- Commonwealth NDIA
- Commonwealth CHSP
- Commonwealth Other
- Consultancy
- Donations and Other
- State - Dept of Communities
- State - Dept of Health
- Interest
- Lotterywest
- Other Grants
- Sales and Hire

Expenses

\$15.8 million



- Customer Respite
- AT Equipment Brokerage
- Information Technology
- Insurance, Communications and Marketing
- Property Costs
- Capital Spend
- Staff & Consultants
- Travel & Motor Vehicles
- Depreciation
- Other Expenses

Our Supporters

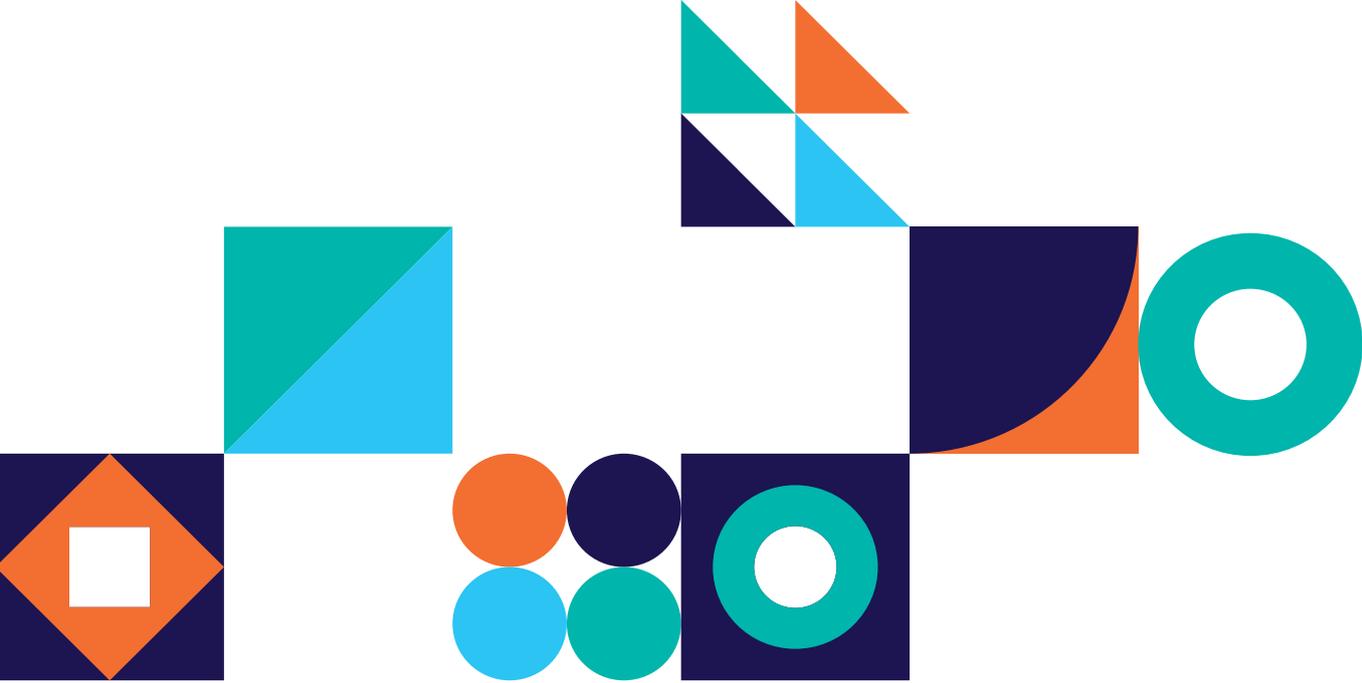


Government of Western Australia
Department of Communities



Australian Government
Department of Social Services





Contact us

Indigo

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

Telephone: 08 9381 0600 or 1300 885 886

Email: general@indigosolutions.org.au

Fax: 08 9381 0611

Web: www.indigosolutions.org.au

indigo.

Tailored solutions.
Greater independence.



Independent Living Assessment

1/B 76 Hasler Road
Osborne Park WA, 6017

Telephone: 08 6202 4700

Email: general@ilaustralia.org.au

Web: www.ilaustralia.org.au

 **independent living
assessment**

