2021-2022
ANNUAL REPORT





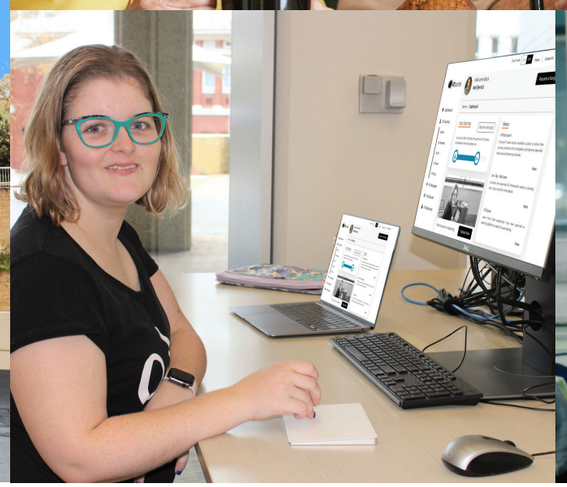




iLA






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Message from our Chairman and CEO

The 2021/22 financial year has been one of tremendous growth for iLA.

The year started with iLA successfully securing funding from the Australian Government Department of Health to introduce a new initiative, LiveUp which is designed to equip older people with opportunities to maintain their independence for longer.

LiveUp was launched in February with a national campaign focused on providing older people with impartial information, support, and guidance to take simple steps with preventing the impacts of age-related functional decline.

iLA's commitment to improving the lives of older Australians saw us select and administer grants with twelve organisations as the Village Hubs National Grants Manager. iLA has continued to partner with the Village Hubs across Australia to help alleviate loneliness and social isolation in older people in both regional and metro areas to a diverse range of older Australians including First Nations peoples, those with Culturally and Linguistically Diverse (CALD) backgrounds, and people who identify as LGBTIQA+.

iLA continues to provide people with disability with access to peer-led assistive technology (AT) information and support through the launch of The AT Portal in September. The AT Portal is a free online hub where participants can store their AT information all in one place. iLA was also chosen as one of 28 organisations on the new National Disability Insurance Agency (NDIA) Participant Engagement Panel. iLA will assist the NDIA to capture a diverse range of views to inform their policy development and service improvement.



> "The iLA Board strategy implemented in 2021, continues to be advanced through a range of initiatives.

The year saw iLA take a substantial step forward with the move to the new premises in East Perth being a testament to iLA's strong year and the need to consolidate a more permanent home for the ever-expanding team which grew by 68% throughout the year.

The iLA Board strategy implemented in 2021, continues to be advanced through a range of initiatives and guided by our innovation and growth strategy, Project Evolve.

The overall strategic direction and operational approach is centred on fulfilling our vision and purpose for a community where everyone is able to make genuine and informed decisions on how to live independently. The ongoing commitment of our staff to this direction is both valued and recognised.

Wes Smith
Chairperson

Steve Glew
Chief Executive Officer



About us

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

iLA was established in January 2020 when the Independent Living Centre WA transitioned into two organisations, iLA and Indigo Australasia Incorporated.

The Independent Living Centre WA was founded in 1977, by Ms Freda Jacob. It was originally a not-for-profit information and advisory service for assistive equipment and technology. The organisation has evolved and expanded over time, becoming more customer centric in its service delivery and operation.

iLA continues on from Ms Jacob's legacy by helping the community to make genuine and informed decisions through the provision of independent information, navigation, and capacity building initiatives.

iLA's initiatives include LiveUp, AT Chat, KeepAble, Regional Assessment Services, Village Hubs Grants, NDIA Participant Engagement Panel and Sector Support and Development.

Our vision, our purpose, our values

The focus of iLA is to support the community to make genuine and informed decisions through the provision of independent information, navigation, and capacity building initiatives.

Our services support people with disability, older people, carers, health professionals and the aged care sector.

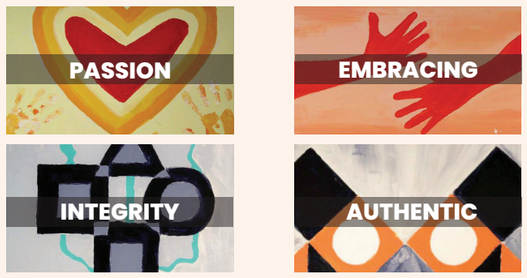
Our Vision

To support all Australians in making genuine and informed choices on how to live independently in their community.

Our Purpose

To provide nationally competitive and individualised supports, knowledge and tools that enable and enhance living well in the community.

Our Values







Rethink Ageing

As a nation we have an interesting relationship with the notion of getting older. We tend to push thoughts of our own ageing to the back of our minds and ignore its effects for as long as possible. At iLA we're changing how people think about getting older and what they're capable of as they age.

As a for-purpose organisation, iLA is dedicated to helping older people live as independently as possible for as long as possible. Our services connect people to impartial information, industry leading resources, and person-centred assessment so that everyone has what they need to make informed choices about their healthy ageing journey.

Connecting the community

iLA's healthy ageing services connect older people, their families, and carers to the information they need to age well.

LiveUp is a free nationwide healthy ageing service that is designed to give older Australian's a breadth of opportunities to maintain independence. General Manager of iLA, Andrea Morris, said LiveUp will change the way older Australians approach ageing. *"LiveUp gives older Australians the ideas, tools, and guidance to keep doing the things they already know and love, or to try something a bit different."*

iLA's Regional Assessment Service (RAS) provides person-centred assessment to identify the needs and goals of older people wanting to live well at home for longer. With an incredible 95% customer satisfaction our clients respond positively to our personalised approach: *"Outstanding, Excellent. The iLA RAS Assessor could not have done better. I would be happy to have any assessment done if it could be as good as this one".*





> "I would use the KeepAble resources for training, reporting, as industry resources to inform best practice, and also for clients and families to support shared understanding.

Supporting the sector

iLA is committed to providing up to date and evidence-based resources and professional development opportunities for the aged care sector to help delivery of person-centred care that is guided by best practice.

KeepAble creates industry leading resources for Commonwealth Home Care Programme (CHSP) providers to help them deliver wellness and reablement approaches.



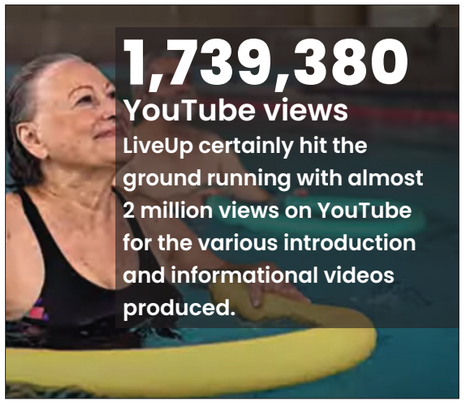
iLA is the National Grants Manager for the Village Hubs Program, supporting communities to alleviate loneliness and social isolation experienced by older people. iLA partners with the Hub to provide innovative opportunities for older people to improve their mental and physical health through increased community connections.

From impartial advice to positive ageing approaches, iLA builds the community and sector's capacity to support older people to take control of their healthy ageing journey.

It's time to own ageing.

Our year in review

iLA continues to exceed expectations. Over the last financial year, performance measures and program deliverables have continued to be met, and in most cases, exceeded. This years key highlights of note are included here.



1,739,380
YouTube views
LiveUp certainly hit the ground running with almost 2 million views on YouTube for the various introduction and informational videos produced.



1.4+ million
people reached on social media
Across all channels our social media reach grew exponentially this year for all our projects. A trend we look to continue in 2023.

450K
page views
Our project websites attracted more than 450,000 page views in 2021/22. The information, sector support and amazing free resources were certainly well received.

95%
Customer satisfaction rating
Acknowledged by Department of Health for RAS continuously exceeding performance measures set by the Commonwealth.

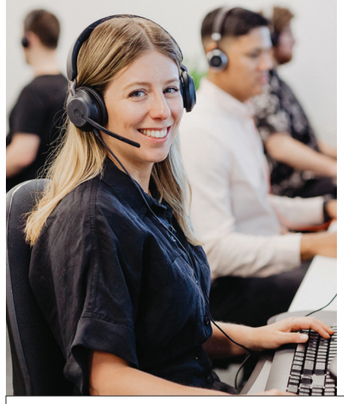
> Over 70 free resources developed for the CHSP and aged care services at home sector, supporting healthy ageing and wellness and reablement.

8.7
out of 10
iLA culture score by CISCA (Care Industry Staff Capability Assessment) for our organisation remains way above average.



627%
facebook growth
Live Up, which launched in February this year, has already amassed an amazing 627% growth in Facebook followers.

12
new village hubs
As the grant managers/ administrators, we were able to finalise and on-board 12 new village hubs grant recipients in communities across Australia.



> The new *Making Choices, Finding Solutions* guide is extremely popular with our clients and the age care sector.

three
successful major digital program launches - LiveUp
(including integration with LifeCurve™ and FreshDesk customer line), **KeepAble** (including bitesize professional development modules, e-Learning and an interactive Roadmap) and **an AT Chat portal** (including e-Learning modules).



100% staff growth
In the last year we have doubled our staff numbers. This is a reflection of the growth happening in iLA and we look to continue this growth in the coming year and beyond.



1200+
members
The AT Chatterbox Facebook group grew to this amazing number in 2022. We hope to continue the support and growth for all the 'Chatters', past present and future.



270
B2B LinkedIn followers
KeepAble promotes the benefits of wellness and reablement to the CHSP sector of aged care. Although quite a niche market, and starting at zero, we have achieved a very loyal following of followers on LinkedIn.

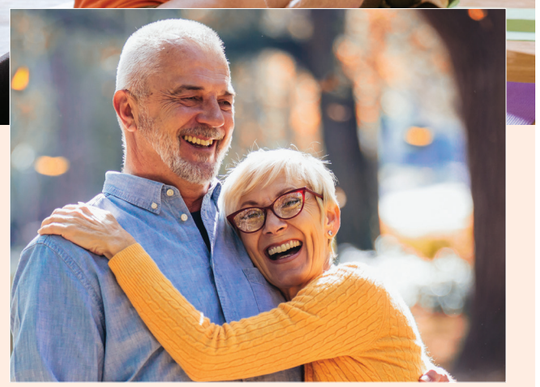
139K
website users
Across our four main projects iLA has managed to attract a total of 139,000 website users. We are looking to significantly increase this figure in the coming year.

ACSA AGED CARE AWARDS 2021
STATE/TERRITORY FINALIST

two nominations
ACSA award finalist
KeepAble achieved recognition in two areas of the WA ACSA Aged Care Awards. This is a wonderful reward for all the hard work input in year one of this project.

Key Services





LiveUp

Launched in February 2022, LiveUp is a digital-first healthy ageing platform designed to help older Australians stay independent for longer.

Funded by the Commonwealth government, LiveUp has focused on co-design and user testing to pioneer an innovative approach to sharing healthy ageing information.

Key to this approach has been working in partnership with leading industry experts to develop online tools like the LiveUp quiz. The quick questions produce personalised suggestions based on the participant's answers for local exercise classes, fun social activities, and assistive products that promote healthy ageing and independence. Consultation with older people, their family and carers, and organisations like the Global Centre for Modern Ageing is contributing to further developing the delivery and accessibility of this information.

The LiveUp team has also been working to develop and introduce LifeCurve™ to the Australian market. Designed by ADL Research and the Institute for Ageing at Newcastle University (UK), LifeCurve™ uses the latest ageing and wellbeing research, as well as clinical knowledge from thousands of allied health professionals to provide expert information on clinical assistive technology, prescribed exercises, and research-based lifestyle solutions to help older people maintain and regain their independence.

This exciting project, still in its first year, continues to build, launching its social media community and publishing user-centric content just before the end of financial year. Plans for the year ahead include further enhancements to the website and quiz from co-design findings, a global first updated version of LifeCurve™ based on user testing results, and promising partnerships with government, community groups, and industry organisations.





KeepAble

KeepAble web hub was launched in May 2020, as iLA continues to build the capacity of Commonwealth Home Support Program (CHSP) service providers to embed wellness and reablement approaches.

The team worked with a number of providers to co-design targeted wellness and reablement resources. These included materials specifically for organisations working with clients from CALD communities, developing e-Learning modules and bite sized facilitated professional development training sessions.

An interactive roadmap has been developed as a navigation tool for CHSP providers to align and meet the Aged Care Quality Standards for embedding wellness and reablement into service delivery. This will be added to with more resources and professional links with further user experience enhancements, all to be completed later in 2022.

Through presentations, conference attendances and marketing campaigns, KeepAble's profile as a trusted source of information on wellness and reablement has strengthened.

Plans are also underway to personalise the user experience through introducing a member portal allowing organisations to track their wellness and reablement progress and reviewed resources.

KeepAble has had over 54,000 page views and contains more than 70 free resources.

The iLA SSD program celebrated being finalist in two ACSA categories and has joined the national SSD alliance to strengthen collaboration and unity across the program.

> "Science shows that only 25% of ageing symptoms are genetic. Which means 75% are due to lifestyle. *LiveUp* is designed to give people the information they need to add life to years, not just years to life.

Key Services

Village Hubs

iLA was appointed the National Grant Manager for the administration of the Village Hub Program as part of the Australian Government Senior Connected Program in March 2021. The objective of the Village Hub program is to alleviate loneliness and social isolation experienced by older people.

Each hub will be community led and provide opportunities for older people to improve mental and physical health through the benefits of increased community connections.

Completing the national grant process in the first six months of 2021 , iLA awarded 10 Village Hubs funding in July 2022. An additional targeted funding round was completed to increase the number of Village Hubs from contractual requirements of ten to twelve in October 2021.



The 12 Hubs to receive funding include:

- **Bolton Clarke** (QLD)
- **COTA SA** (SA)
- **GRAI** (WA)
- **Gurehlgam Corporation** (NSW)
- **Huon Valley Council** (TAS)
- **Macedon Ranges Shire Council** (VIC)
- **Orange City Council** (NSW)
- **Pingelly Somerset Alliance Inc** (WA)
- **Synapse** (QLD)
- **Sydney North Health Network** (NSW)
- **The Pear – Neighbourhood Node** (SA)
- **Umbrella Multicultural Community Care Services Inc** (WA).

Throughout the year ILA has partnered with the hubs to deliver a broad array of activities and initiatives in both regional and metro areas to a diverse range of older people including First Nations people, those with culturally and linguistically diverse backgrounds, and people identifying as LGBTIQ+.



iLA has established a community of practice with monthly meetings and presentations to assist village hubs to establish and build their capacity.

Urbis have been engaged by Department of Social Services (DSS) to complete an external evaluation of the program. 2,921 people have participated in 436 activities the first six months of this year.





Regional Assessment Service (RAS)

iLA managed RAS exceeded all KPIs for the financial year as set by the Australian Government Department of Health and Aged Care, whilst recruiting 3 new members to the team and maintaining a focus on team development, support and continuous business process improvement.

This was a great achievement by the team who maintained a firm and effective focus on the delivery of client centred assessments during a year of continuous change and challenge brought about by the impacts of the Covid 19 pandemic.

iLA RAS continue to receive a high level of positive client feedback with 95% of completed surveys achieving a customer satisfaction rating score of 85% or above.



AT Chat

The AT Portal officially launched after significant co-design with the Assistive Technology (AT) community. It provides people with a dedicated space to store AT information and to connect with AT Navigators. AT Chat recruited AT Navigators to deliver peer support, expanding our team.

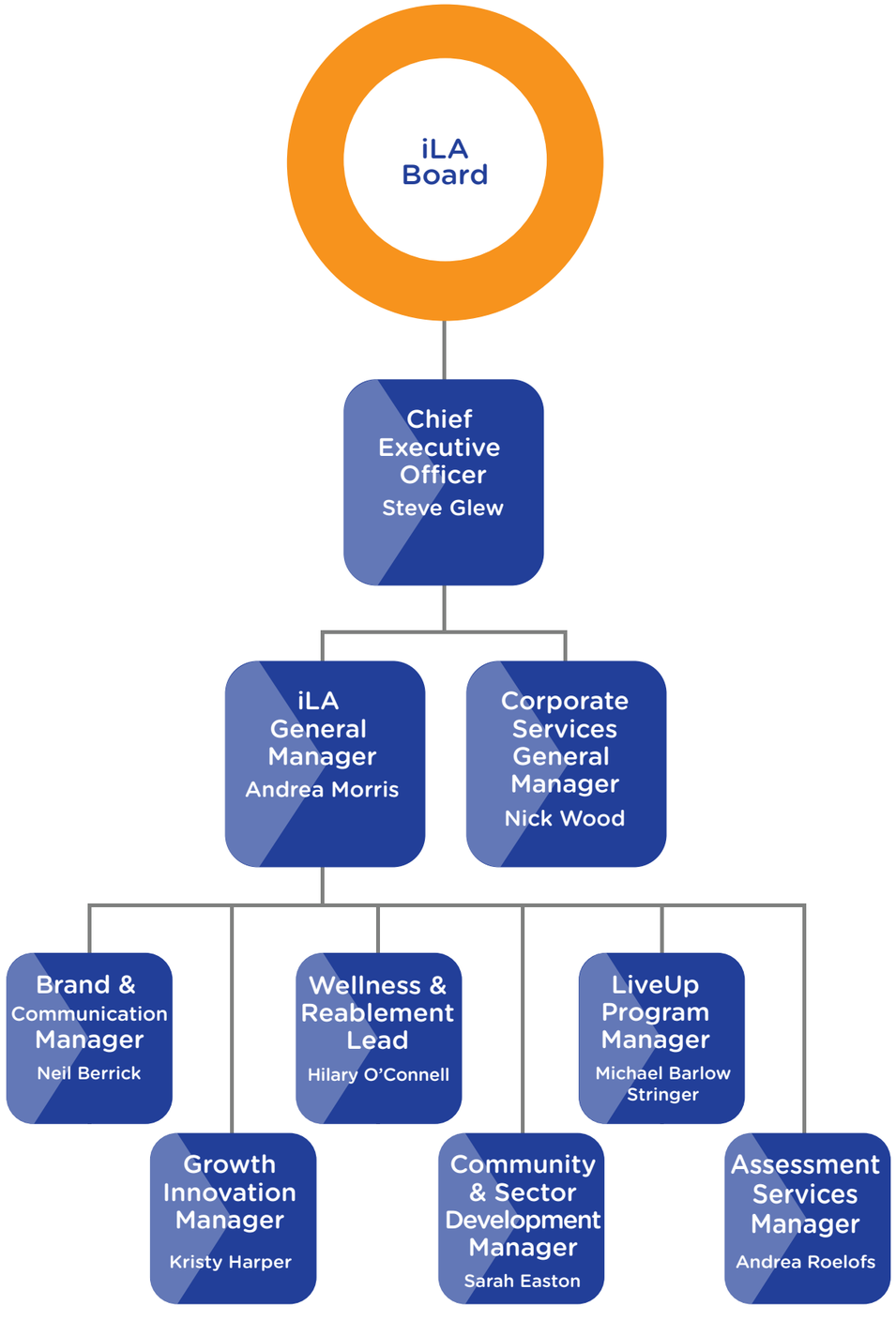
The digital offerings of AT Chat continued to grow with the launch of AT Discover the free e-learning platform. AT Discover has released 6 online modules.

AT Chat's article 'Co-creating an assistive technology peer-support community: learnings from assistive technology' was cited in the WHO & UNICEF 2022 Global Report on Assistive Technology!

The AT Chat team are looking forward to expanding the AT Navigation program into a formalised AT Mentor service that will provide AT advice to people with disability and those who support them, to make informed choices about their AT needs within our pre-defined scope-of-practice.



Organisational Structure



Our Executive Team

People are at the heart of our business. The role of our Executive Team is to provide leadership, direction, and support to enable our people to perform at their very best. Led by our CEO, Steve Glew, our Executive meet fortnightly to review operations, monitor performance, identify new opportunities, and to plan for the future.



Chief Executive Officer
Steve Glew

Steve joined the Independent Living Centre WA as the Chief Executive Officer in 2018.

Steve has a wealth of experience having worked in senior executive positions for more than 15 years.

Steve's significant experience and strong leadership skills have him well placed to lead iLA into the future as the disability, aged and community care sectors undergo significant changes to funding models.



General Manager - iLA
Andrea Morris

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

An experienced leader with qualifications in nursing, business and community engagement, Andrea has particular interest in developing new services and collaborating with teams to successfully navigate change.



General Manager - Corporate Services
Nick Wood

Nick is an experienced senior executive, having most recently been the Chief Operating Officer and Chief Financial Officer with the Telethon Kids Institute for more than seven years as well as leading Corporate Services and Business Services with the Western Australian Local Government Association for ten years. He also previously held a senior role with the State Government for four years.

Our Board

iLA's Board members are required to attend a minimum of eight meetings per year. They provide significant contributions where they offer expertise in decision making and ensure they align with the strategic plan of the organisation, governance practices, financial position, and legal obligations.

Our valued Board members have guided the organisation through a period of intense change and growth with their strategic stewardship being significant for shaping iLA's future and our next phase of evolution.







Chairperson
Wes Smith
Chief Financial Officer,
Capricorn Society Ltd



Deputy Chairperson
Irene Mooney
Chief Executive Officer,
MYVISTA



Secretary
Kunal Malhotra
Assistant Director,
College of Law



Wayne Belcher
OAM



Wayne Stone
General Manager,
Integrity HBF



Dr Claire Cooke
Business Manager,
Telethon Kids Institute



Treasurer
Evan Salt
Founder and
Managing Director,
Your Choice Disability
Plan Management



Ralph Gore
Chief Executive Officer,
TAPSS Community
Care Inc.



Cate Thomas
Manager, Performance
Improvement,
St John of God
Health Care

Board Finance and Risk Committee

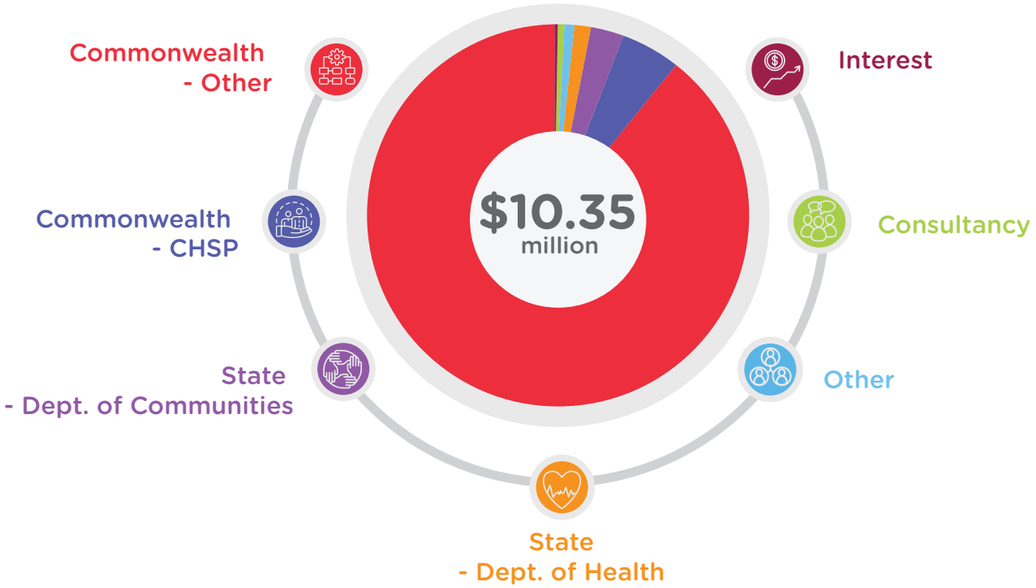
Kunal Malhotra
Evan Salt
Dr Claire Cooke
Wayne Belcher
Steve Glew

Independent Living Assessment Advisory Committee (ILAAC)

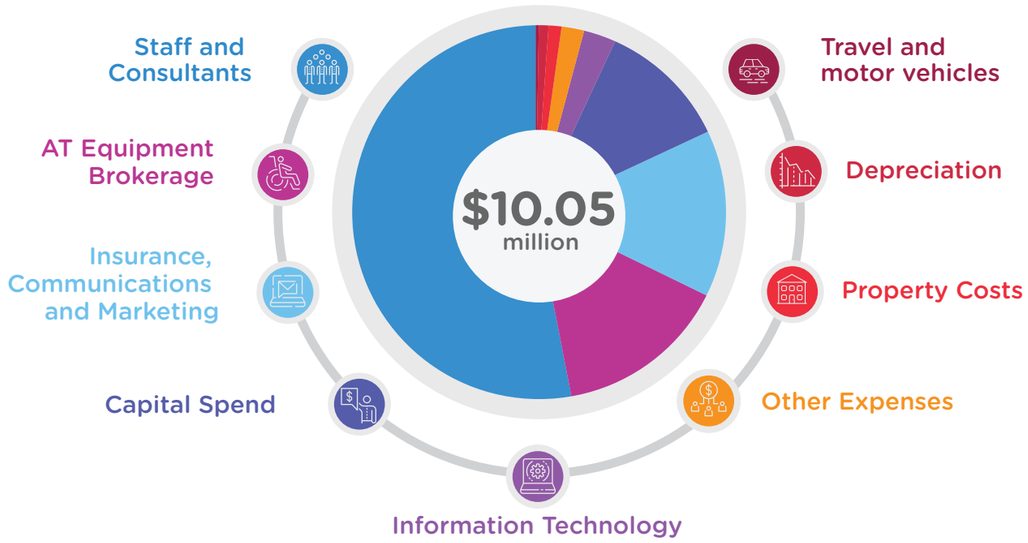
Scott Hollier
Presley Chihuri
Claire Cooke

Financial summary

Income



Expenditure



Key supporters

iLA is proud of what we achieved over the past year, and none of it would have been possible without our supporters, partners, and collaborators.

Australian Government
Department of Social Services

Australian Government
Department of Health and Aged Care

Government of **Western Australia**
Department of **Communities**

We acknowledge the contribution that ADL Smartcare, Alchemy One, CultureLink, Equilibrium, Faster Horses, Global Centre of Modern Ageing, Growth Advisors, Monash University, Tango IT, The Shannon Company, and Think HQ made to our achievements over the past year.

We would also like to recognise the work Bolton Clarke, COTA SA, GRAI, Gurehlgam Corporation, Huon Valley Council, Macedon Ranges Shire Council, Pingelly Somerset Alliance Inc, Synapse, Sydney North Health Network, The Pear – Neighbourhood Node and Umbrella Multicultural Community Care Services Inc do through the Village Hubs Program.

Our Reconciliation Action Plan journey

The goal of a Reconciliation Action Plan (RAP) is to make meaningful and sustainable change towards reconciliation and to strengthen relationships between Aboriginal and Torres Strait Islander communities and non-Indigenous, through all areas of an organisation.

We started our RAP journey in June 2022 with the assistance of McCusker Intern, Asger Wade who established a working group and began developing a 'Reflect RAP', the first of 4 stages in the Reconciliation Australia RAP Framework.

In August a draft of the Reflect RAP was submitted to Reconciliation Australia for review, with a response due later this year.

Next steps

In August we released a staff survey around our awareness and understanding of Reconciliation and Aboriginal and Torres Strait Islander culture and communities, and in October several staff together with First Nations artist Sammy Wyborn will co-create artworks for iLA and Indigo to represent our organisations' story.

In November all staff will attend Cultural Awareness Training sessions to improve skills they need to understand, work and flourish in and with cultures other than their own.

We look forward to being part of this important process, as we continue the journey towards reconciliation.

Connect with us

iLA

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This publication has been printed to the highest environmental standard, utilising solar electricity and printed on 100% recycled FSC certified paper.