

2025–2026
Annual Report

iLA



iLA acknowledges the Traditional Custodians of the lands, skies and waters throughout Australia and the Torres Strait, where we live and work.

We specifically acknowledge the Whadjuk Noongar people as the Traditional Custodians of the lands on which our head office sits, in Boorloo/Perth, Western Australia (Noongar Boodja). We pay our respects to all Aboriginal and Torres Strait Islander peoples and communities across Australia, and their Elders past and present.

We are committed to walking together to develop culturally safe information and initiatives that enable people to make informed choices and connections, and support strong, self-determining communities.

Artwork Credit: Eulalia Martin (Bunuba/Gija), 'Growth' for iLA by Eulalia Martin Nawajarri Designs 2022.

@eulalia_nawajarri_designs

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Message from our Chairman and CEO

The 2025/26 financial year has been one of consolidation, resilience, and continued growth for iLA. Six years on from our establishment, we've evolved into a nationally recognised organisation delivering trusted services, information and innovation that help people live and age well. What began as a small organisation with a clear vision has grown into one supporting hundreds of thousands of people through our healthy ageing, reablement and assistive technology initiatives, alongside aged care assessment services.

This progress has continued against significant change across the aged care and disability sectors. The introduction of the new Aged Care Act, Support at Home, ongoing disability reforms, and competition for funding have reshaped our environment.

Throughout this change, iLA has continued to adapt and build on its strengths. Our people have demonstrated resilience and professionalism, embraced new ways of working while remaining focused on those we serve.

There were many highlights during the year. We successfully launched the inaugural National Healthy Ageing Day, marking a significant milestone for iLA and bringing Australians together to rethink how we approach ageing.

LiveUp continued to evolve its role in healthy ageing, helping people move beyond accessing information to taking action that supports living well and maintaining independence. The program strengthened its digital platform, partnerships and inclusive approaches, further establishing LiveUp as a trusted resource.

The launch of NowNext expanded iLA's healthy ageing reach to a broader audience of Australians aged 45 and over, encouraging people to take earlier, proactive steps towards their wellbeing.

Keep Able continued its role as the national leader in wellness and reablement, expanding access to practical, evidence-based resources for the aged care sector. The launch of the Keep Able On the Go app, alongside strong demand for its conference, demonstrated the growing value of Keep Able in building workforce capability.

Ongoing funding for AT Chat reinforced its value as a trusted source of assistive technology information and peer support. Together, these initiatives strengthen iLA's role in healthy ageing, reablement and assistive technology, while building our reputation with government, industry and community partners.

Within the Assessment Portfolio, our teams successfully navigated major aged care reforms while maintaining a strong focus on service quality and client outcomes. They supported thousands of older people to access appropriate services and ensured residential aged care funding reflected individual care needs.

Looking ahead, our confidence in the future is underpinned by our people. Their expertise, commitment and passion continue to shape iLA as we find new ways to support clients and contribute to positive change.

On behalf of the Board, we thank our leadership team, staff, partners, and stakeholders for their contribution throughout the year. Together, we have built strong momentum and look forward to building on this progress and expanding our impact in the years ahead.

Wes Smith
Chairperson

Steve Glew
Chief Executive Officer



About us

iLA is a for-purpose organisation dedicated to empowering people and communities to live and age well.

We connect communities to tools and resources that support their health, wellbeing, and independence, while also supporting the aged care and disability sectors to deliver services consistent with best practice.

iLA traces its roots back to 1977, when Freda Jacob founded the Independent Living Centre (ILC) WA as an information and advisory service for assistive equipment and technology.

As services expanded and evolved, ILC transitioned into two organisations in 2020 - Independent Living Assessment (iLA), and Indigo Australasia Incorporated (Indigo).

Today, iLA continues to honour Freda's legacy by empowering people and communities to live well.

iLA's initiatives include LiveUp, AT Chat, Keep Able, Single Assessment Service, and Sector Support and Development.

Our focus

iLA empowers older people and people with disabilities to make informed choices about their health and wellbeing, while supporting the aged care and disability sectors to deliver person-centred services. Through digital innovation, industry leading research, and aged care assessments, we're helping shape a more inclusive future.

Our vision

Every person has the knowledge and support they need to live well.

Our purpose

We deliver trusted, innovative solutions that empower people and help shape the future of ageing and disability in Australia.

Our values

Passion

Dedicated to making a difference and creating change

Authentic

Reliable and sincere in our commitment to do what we say we will do

Embracing

Respect individuality and welcome opportunities with purpose and energy

Integrity

Accountable, honest and transparent in all our actions

Our year in review

iLA continues to grow and exceed expectations.

During the financial year 2025-26, performance measures and program deliverables continued to be met, and in most cases, surpassed.

Here are just a few of the highlights.



First National Healthy Ageing Day



Expanded LiveUp First Nations resources with Yarn, move, do

Artwork: Little Rocket for LiveUp

95.7%

SAS client satisfaction score



1,000+

Keep Able conference registrations

940

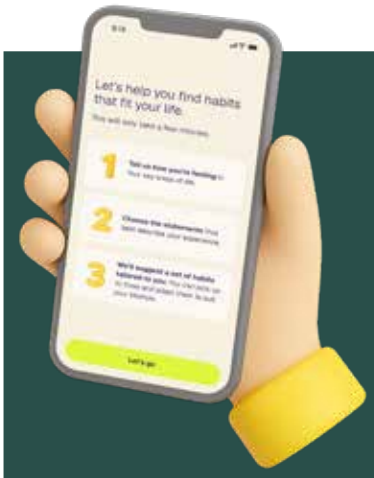
Professional development hours

17,000+

People engaged at events and expos

LiveUp, Keep Able, AT Chat, iLA





2

App launches

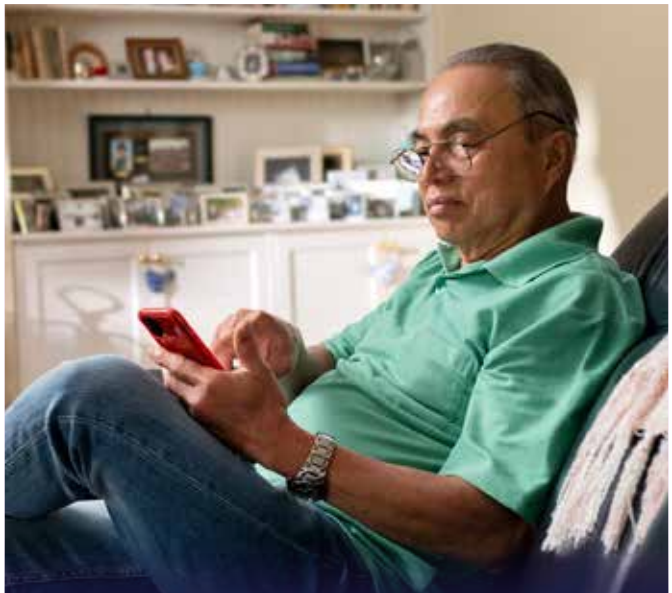
NowNext
Keep Able On the Go



27,474

Resource downloads

LiveUp, Keep Able, AT Chat, iLA



972,975

Website users

LiveUp, Keep Able, AT Chat, iLA



2

New website launches

AT Chat
iLA

Assessment services

The Single Assessment System (SAS) Portfolio has had a significant year, consolidating iLA's role as a trusted provider of aged care assessment services across Western Australia. Following implementation of the new Single Assessment System, the 2025/26 year has focused on strengthening service delivery, embedding new ways of working and responding to reform while continuing to provide timely, person-centred assessments for older people, their families and carers.

Over the past year, the SAS team has continued to mature by supporting thousands of older people to access appropriate services and ensuring residential aged care funding classifications reflected individual care needs. This activity represents a substantial contribution across metropolitan, regional, rural and remote communities, and reflects the commitment and adaptability of the assessment workforce.

The Residential Aged Care (RAC) Funding Assessment team has delivered particularly strong performance, consistently exceeding every contractual KPI while maintaining a high standard of clinical consistency. This achievement reflects robust practice, strong clinical oversight and a commitment to ensuring assessments are accurate and aligned to each resident's care needs.

The portfolio also achieved important external recognition, with iLA securing the RAC Peer Educator Tender and being selected by the Department of Health, Disability and Ageing to review the new RAC assessment manual. The RAC Peer Educator role supports new RAC assessors through their initial four-day training, helping build confidence, consistency and capability from the start of their assessment practice.

Delivering Aged Care Needs Assessments across Western Australia remained a core focus of the portfolio, reaching metropolitan Perth and communities across the Pilbara, Kimberley, Goldfields, Wheatbelt and Christmas Island. In remote areas, assessors worked closely with Elder Care Coordinators to support culturally appropriate assessment experiences for First Nations clients, reinforcing iLA's commitment to access and equity regardless of location.

Feedback from an Elder Care Coordinator highlighted the value of this approach:

> *"I wanted to take a moment to acknowledge the excellent support the assessor has provided while working with me and my Aboriginal and Torres Strait Islander clients. (The assessor) consistently demonstrates professionalism, patience, and genuine respect in every interaction. He takes the time to listen, communicates clearly, and always goes the extra mile to ensure our clients feel supported and understood. His approachable manner and commitment to providing high-quality service have made a real difference, and the positive impact he has on the people we work with is evident."*

The portfolio maintained quality and responsiveness while embedding new processes and preparing for the new Aged Care Act and Support at Home program, which commenced on 1 November 2025. The reforms introduced a new model of aged care services, legislative changes and evolving assessment requirements, requiring significant training and changes across triage, assessment, delegation, quality review and service coordination. In response, the portfolio adapted workforce planning and operational processes to keep assessment activity timely, consistent and aligned to changing client and system needs.

A continued focus on governance, quality assurance and client and staff safety has supported consistent assessment practice across the portfolio. This has included enhancing clinical governance and further strengthening the Lone Worker Framework through audit activity and quality improvement actions ensuring staff have clear guidance,



safeguards and support when delivering assessments across metropolitan, regional and remote communities.

Client experience remained central, with 92% of surveyed clients satisfied or very satisfied with the assessment experience provided by iLA. This exceeded the required satisfaction target and reflects the care, professionalism and respect shown by assessors during reform and service growth.

Client feedback includes:

> *"The assessor came out to do an aged care assessment for my father today, and we just wanted to give her our highest compliments. I was so happy with her detailed explanation and all the information she provided. She had a professional, positive and approachable manner, was very thorough, and advised me on entitlements that I had been unaware of. We are so grateful and appreciative of her expertise."*

The past year has also highlighted the strength, adaptability and commitment of the SAS workforce. As the portfolio reached its first 12 months of operation, staff reflected on rapid implementation, service growth and reform while remaining client centred. Their reflections reinforced that strong client outcomes are supported by workforce capability, teamwork, shared learning and a values-based approach.

Strong relationships with government and sector partners have supported implementation and service maturity. The portfolio has worked closely with the Department of Health, Disability and Ageing, other assessment organisations and regional stakeholders to respond to referral volumes, improve coordination and contribute to shared understanding of the evolving assessment environment.

Looking ahead, the SAS Portfolio will continue to consolidate statewide delivery while strengthening reporting, quality assurance, client experience, workforce sustainability, utilisation and efficiency. These priorities will support clearer visibility of activity and performance and help the portfolio respond effectively as aged care reform continues to be embedded.

The Single Assessment System Portfolio has delivered strong outcomes in a complex and changing environment. The team has maintained service delivery, contributed to system reform, strengthened sector relationships and demonstrated the care and professionalism clients value. As the portfolio moves into its next stage, iLA is well placed to build on this foundation and continue delivering high-quality, client-centred assessments that help older people access the support they need to live and age well.

Key services

LiveUp

FY25-26 marked an important step in LiveUp's evolution from a trusted healthy ageing information platform towards a nationally recognised healthy ageing ecosystem, helping Australians move from information to action while strengthening connections with trusted partners, communities and support pathways.

LiveUp continued to engage Australians at scale, attracting 721,391 users and more than 2.1 million page views. Rather than audience volume alone, the year's story was one of deeper engagement and stronger pathways from information into support and action. LiveUp played a central role in iLA's inaugural National Healthy Ageing Day, an organisation-wide initiative that reached more than 1.7 million people and encouraged exploration of iLA's healthy ageing resources. The Life Stages campaign demonstrated the value of lived-experience storytelling and life-stage entry points, with people using story-led navigation recording substantially deeper engagement. Trusted partners increasingly amplified LiveUp's reach, with the Friends of LiveUp network growing to eight organisations, including new members the Heart Foundation and Jean Hailes for Women's Health.

Helping people take the next step

Most importantly, LiveUp helped people move from information towards practical next steps. Activity Finder link clicks increased from 27,634 to 78,513, connecting users with opportunities including walking groups, volunteering, Probus, Men's Sheds and other community activities. The Navigation team delivered 101 Healthy Ageing Maps, providing tailored pathways based on people's interests and circumstances. User feedback described concrete outcomes, including joining community groups, starting dance and Tai Chi classes, and accessing assistive products. In a task-based website study, 81.7% of respondents found something useful, with practical activities, exercise and social connection opportunities particularly valued.

Strengthening LiveUp's foundations

To support this growing role, LiveUp continued to strengthen the platform, content and systems underpinning the experience. LiveUp significantly improved and expanded the availability of downloadable resources, allowing users to save, print and share information from articles, activities, assistive products, quiz results and exercise content more easily. New Activity Finder categories supported clearer navigation, while search performance and platform quality were strengthened through technical and content improvements. A comprehensive personalisation strategy, supported by user journey mapping and validation, established a pathway towards more relevant experiences for people with different needs and circumstances. Content delivery matured through stronger governance and partnerships with specialist organisations. Across the year, articles were viewed more than 250,000 times and generated over 5,000 downloads, demonstrating continued demand for practical, trusted healthy ageing information.

Creating more inclusive pathways

Creating inclusive pathways remained central. An accessibility audit informed improvements to keyboard navigation and screen-reader use. Co-designed First Nations resources, including Yarn, Move, Do and Elder video yarns, were adopted through training, sector and government channels. Multicultural work included the Italian Toolkit campaign, distribution through 44 organisations, and partnerships supporting community engagement and digital literacy. Research into ageing in regional, rural and remote Australia provided a starting point for future planning, while Local Activation pilots and new micro-pilot and whole-of-town models moved this work towards locally responsive implementation.

Leadership and influence

LiveUp's influence also extended beyond its direct users. Research was translated into practical resources, publications and sector learning; partnerships strengthened evidence,

credibility and reach; and LiveUp's First Nations resources were incorporated into education and government materials. Recognition through the 2025 Future of Ageing Award and the milestone of two million unique users since launch reflected the program's growing maturity.

Together, this work shows a program operating through digital tools, tailored navigation, community opportunities, trusted partners and sector channels, while remaining focused on practical value for older Australians.

Looking ahead

Looking ahead, LiveUp will focus on sustaining and improving what has been built, deepening pathways between information and action, strengthening inclusion, and developing the partnerships and capabilities needed for greater long-term impact.



NowNext

Creating a new pathway for healthy ageing

NowNext began as the LiveUp Transformation Project, part of the Australian Government's Aged Care Data and Digital Strategy 2024–2029. Created to help Australians aged 45–65 take earlier action for their wellbeing, it built on research, behavioural science and co-design completed in the previous year. FY25–26 focused on turning those foundations into a tested, publicly available product.

From prototype to public product

iLA collaborated with behavioural science, content, user experience and digital development experts to translate deep insights from extensive behavioural research into the app's design and prepare NowNext for use. NowNext supports people to build sustainable habits that fit into everyday life and promote independence. Guided onboarding helps users choose personalised habits, while tracking, reminders and accessible content support action.

Following testing and refinement, NowNext was released through the Apple App Store and Google Play Store. Enhancements included clearer instructions, improved progress visualisation and a product tour.

Early evidence of engagement and behaviour change

A five-week behavioural trial involving 100 participants tested whether NowNext could help people move from intention to action. 98% completed onboarding, with all those participants establishing at least one habit. 86% accessed the app every week, while 91% remained active in the final week.

Participants recorded a statistically significant average increase of 2.2 points in Living Well scores. Together with findings that 79% felt the app helped them perform their chosen habits more often, these results provide encouraging early evidence of engagement, habit formation and wellbeing improvement.

Positioned for future growth

Departmental funding concluded at the end of FY25–26. NowNext enters its next phase as a functioning public product, with iLA seeking investment and partnerships to support continued operation, evaluation and future growth.

Keep Able

Keep Able experienced another year of significant growth in 2025–26, marked by the successful delivery of expansion and transformation projects alongside the continued delivery of the Sector Support and Development program.

Supporting the objectives of the strengthened aged care quality standards, Keep Able has established itself as a vital resource for the aged care sector in embedding wellness and reablement into their organisations.

Keep Able website relaunch

Committed to strengthening wellness and reablement knowledge across the sector and increasing access to high-quality, evidence-backed resources, iLA undertook an independent UX review of the Keep Able website, leading to a full rebuild and relaunch in August 2025. The new Keep Able website offers stronger information architecture, improved search functionality and accessibility enhancements, contributing to a 12-fold increase in users. Survey findings also indicate that Keep Able is supporting measurable capability uplift, with users reporting increased awareness of reablement options, improved confidence in selecting appropriate options, care planning and day-to-day practice.

Content development was accelerated throughout the year, with regular user insights and stakeholder consultation guiding priorities and ensuring resources remained practical, meaningful and aligned with sector needs. Key content highlights included The Reablement Podcast, a new 10-part series featuring industry leaders, support workers and people with lived experience, with a focus on reablement, independence and person-led support. Keep Able also developed a comprehensive body of work outlining allied health discipline roles and referral indicators to support organisations in meeting Standard 7 of the new Aged Care Quality Standards. Collaboration with peak bodies and industry experts strengthened the quality of these resources and further expanded Keep Able's reach and influence in promoting best practice across the sector.

Community engagement activities further strengthened sector connection. Through national conference attendance, paid and organic social media, and targeted outreach, Keep Able's presence expanded significantly, reaching more than 56,000 users annually and engaging with over 50 organisations.

Keep Able On the Go mobile app

Following detailed stakeholder engagement, mapping and behavioural insights, iLA undertook an extensive discovery and design process to develop a nationally scalable, evidence-based digital solution that translates wellness and reablement principles into practical, in-the-moment guidance for frontline workers. This work culminated in the successful launch of Keep Able On the Go in February 2026. Available on both iOS and Android platforms the app includes searchable resources, offline access, short articles, videos and podcasts, as well as enhanced search and AI-enabled functionality to support workforce learning and decision making. The app has attracted more than 1,700 downloads to date, demonstrating strong early adoption and engagement. User testing and feedback indicate that the app is building frontline confidence and strengthening workforce capability, with 91% of respondents reporting that using the app made them feel more confident using digital tools in their work.

Together, the website and mobile app position Keep Able as a strategic national asset for aged care reform implementation. The completed work provides a strong foundation for future scaling and demonstrates how targeted digital investment can strengthen workforce capability, and support national aged care reform priorities.

Sector Support and Development

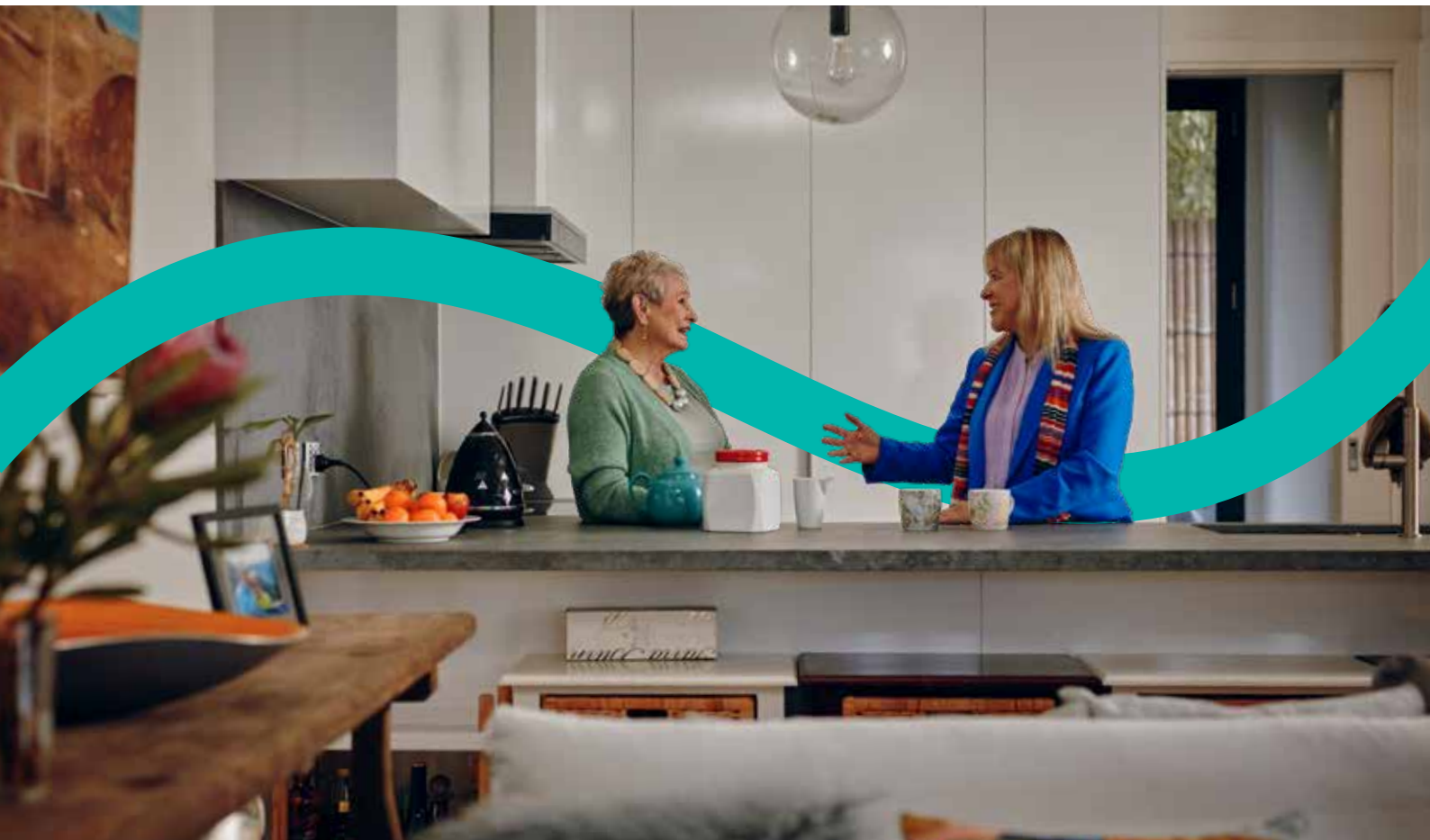
The SSD program continued to build on its reputation as a leader in the sector for evidence-based Wellness and Reablement support this year. A key highlight was the delivery of its most successful national online conference to date, Reablement in Practice: Supporting Cognitive Health. Held in April, the event generated significant interest from CHSP and other aged care providers across Australia. Registrations reached the event's maximum capacity of 1,000 participants a month before the conference, resulting in the creation of a waiting list. The program focused on practical, evidence informed approaches to supporting cognitive health and everyday independence that could be applied across community and aged care settings. Presenters included industry leaders, researchers, service providers and people with lived experience, overwhelmingly positive feedback from attendees.

iLA built on the stakeholder relationships developed during the conference planning by collaborating with presenters to produce three new articles exploring the connection between wellness and reablement and cognition.

In addition to this, the team developed an animated video providing 5 simple reablement strategies for aged care workers to build into their everyday routine. To improve accessibility and reflect the most common languages other than English spoken by support workers in Australia, the video was translated into two additional languages.

Looking ahead

Looking ahead, Keep Able will continue to build on this foundation by expanding practical resources aligned with aged care reform, and using user insights to strengthen support for providers and frontline workers embedding wellness and reablement into everyday practice. Keep Able will focus on building workforce and provider capability, responding to emerging sector challenges, and supporting organisations to navigate aged care reform and changing service delivery expectations. Strengthening partnerships with providers, peak bodies, government and other sector stakeholders will help position Keep Able as a sustainable, trusted capability building platform for wellness and reablement into the future.





National Healthy Ageing Day

The first National Healthy Ageing Day on May 6 marked a major milestone for the organisation, inviting Australians to rethink how we speak about and experience ageing under the theme of Keep doing what matters. It celebrated purpose, independence, social connection, and everyday capability.

The campaign to launch the inaugural day was a resounding success, turning awareness into action and empowering individuals, communities, and organisations to turn healthy ageing into reality through practical, evidence-informed resources.

Across the country, peak bodies, aged care leaders, and individuals shared inspiring stories and healthy ageing initiatives, joining iLA to build momentum for real, lasting change.

National Healthy Ageing Day was an evolution of the updated iLA messaging, which included the Rethink ageing branding. The campaign positioned iLA as leaders in healthy ageing, bringing all the organisation's aged care programs together under one single narrative.

The goal for the first year was to establish awareness, credibility, and engagement to create a strong foundation we could build upon in subsequent years.

Impact

The NHAD campaign reached more than 1.7 million people nationally, with more than 67,000 website visits. This reach translated into action, with more than 6,000 resources explored and over 700 downloaded.

This success also positively impacted iLA's programs, with LiveUp recording its highest ever month for users over the campaign period.

Resources

National Healthy Ageing Day was supported by a suite of key resources designed to target the three main audiences:

- Individuals
- Organisations
- Health and aged care sector

These resources included content tailored from iLA's programs to empower each audience to turn healthy ageing into reality through practical, evidence-informed tools.

Key resources included:

- **Positioning Paper** – A strong evidence base that set out the case for establishing the day, the national challenge, and how iLA

would lead the approach to embed wellness and reablement across the lifespan.

- **Promotion Pack** – Tailored for organisations with ready-to-use content that made it easy to participate and promote the day.
- **Workplace Activities** – Provided a practical way for workplaces to encourage staff to reflect on what matters most and commit to simple actions to support their wellbeing.

The NHAD website, developed by the Marketing and Communications team, acted as a dedicated central hub for all resources, information and activities.

A national campaign

Marketing designed a national campaign that would build awareness within the community and engage key sector stakeholders.

Through targeted digital activity and strategic placements, this campaign was brought to life and NHAD was successfully positioned as both a public campaign and a credible sector initiative. The day was featured across national publications, including the Nine network, Hello Care and Hello Leaders, Australian Ageing Agenda, Heart Foundation, Advocare, and Queensland Health.

iLA's Community Engagement Team also leveraged relationships across the LiveUp and Keep Able networks to build stakeholder participation. This included endorsements from COTA Australia CEO Pat Sparrow, CEO of Australian Association of Gerontology Renu Borst, and CEO of Meaningful Ageing Australia Rachel Wass.

For the very first year, it was encouraging to see the sector and community embrace the day and share their support across social media. More than 120 organisations and individuals shared National Healthy Ageing Day messaging, including providers, universities, advocacy groups, and support from the government with Minister for Aged Care and Seniors Sam Rae sharing the day on his Facebook page.

The inaugural theme

Keep doing what matters was our inaugural campaign theme to translate healthy ageing into something personal and relatable for everyone. It acted as a reminder that the small choices we make every day to stay strong, engaged, and connected to the people, activities and moments we value set the foundation for long-term health and wellbeing.

> *"Keep doing what matters is the heart of healthy ageing. It is not about pushing limits or chasing perfection. It is about having the capability to live the life you value, and staying connected, active, and engaged is what gives your life meaning."*
>
> Hilary O'Connell
> Principal Advisor - Healthy Ageing and Reablement

Looking forward

The launch of National Healthy Ageing Day achieved exactly what we hoped for – awareness and the establishment of a strong foundation to create an ongoing national movement.

A follow-up survey evaluating the day suggested early findings that National Healthy Ageing Day influenced behaviour change and action. 85% of survey respondents viewed NHAD as a helpful initiative, with 76% saying they are now considering or planning to take actions to support their health and wellbeing going forward.

The next phase of NHAD in 2027 will focus on strengthening partnerships, expanding participation, and building broader sector ownership.

The ultimate goal over the next few years is to make NHAD a recognised national movement that helps shape what growing older can mean in Australia and how we think about healthy ageing.

The potential for growth, influence, and impact over time is extremely promising. A National Healthy Ageing day unlocks a better future for Australia's rapidly ageing population, helping every person stay stronger for longer by translating healthy ageing principles into everyday action.

AT Chat

Peer-led content

AT Chat's peer-led content was further strengthened through a more coordinated planning and production process, developed in collaboration with iLA's Content Team. Content shared throughout the year included practical assistive technology information, peer stories, videos on accessible and inclusive workplaces, articles on assistive technology for banking, and an interview on Building Belonging with the founder of the Spoony app.

Peer-led storytelling remained central to AT Chat's approach, ensuring information was grounded in real experiences and reflected the practical questions people have when choosing and using assistive technology. This content continued to play an important role in translating assistive technology information into practical, relatable guidance. By centring lived experience, AT Chat helps people understand how different technologies can support independence, participation and everyday decision-making. The strengthened content workflow also enabled more consistent planning, review and publishing across channels, supporting a more coordinated approach to reaching people with disability, families, carers and sector audiences.

Looking ahead

Looking ahead, the establishment of an AT Chat Community Reference Group will provide an important mechanism for embedding lived experience more directly into program planning, content development and future priorities. The group will help ensure AT Chat continues to reflect the needs, experiences and perspectives of people with disability, families and carers, strengthening its role as a trusted, community-informed source of assistive technology information and advice.

Together, the secured funding, redesigned website and strengthened content approach provide a strong foundation for AT Chat's next phase. The program will continue to deliver accessible, peer-led assistive technology information and advice across Australia, while expanding its reach and strengthening support for people with disability, families and carers to make informed choices about the technology that supports their goals and everyday life.





Artwork: Little Rocket for LiveUp featured in Yarn, move, do

Reconciliation Action Plan

Building on the foundations established through the Reflect Reconciliation Action Plan, iLA and Indigo continued to strengthen our commitment to reconciliation through the development of an Innovate Reconciliation Action Plan (RAP). This next stage reflects a deeper and more structured approach to embedding reconciliation across organisational strategy, service delivery, decision-making and community engagement.

Indigo/iLA's RAP committee were supported in this work by First Nations consultants Kaarla Baabpa, with staff surveys and committee workshops conducted to identify our capability and aspirations.

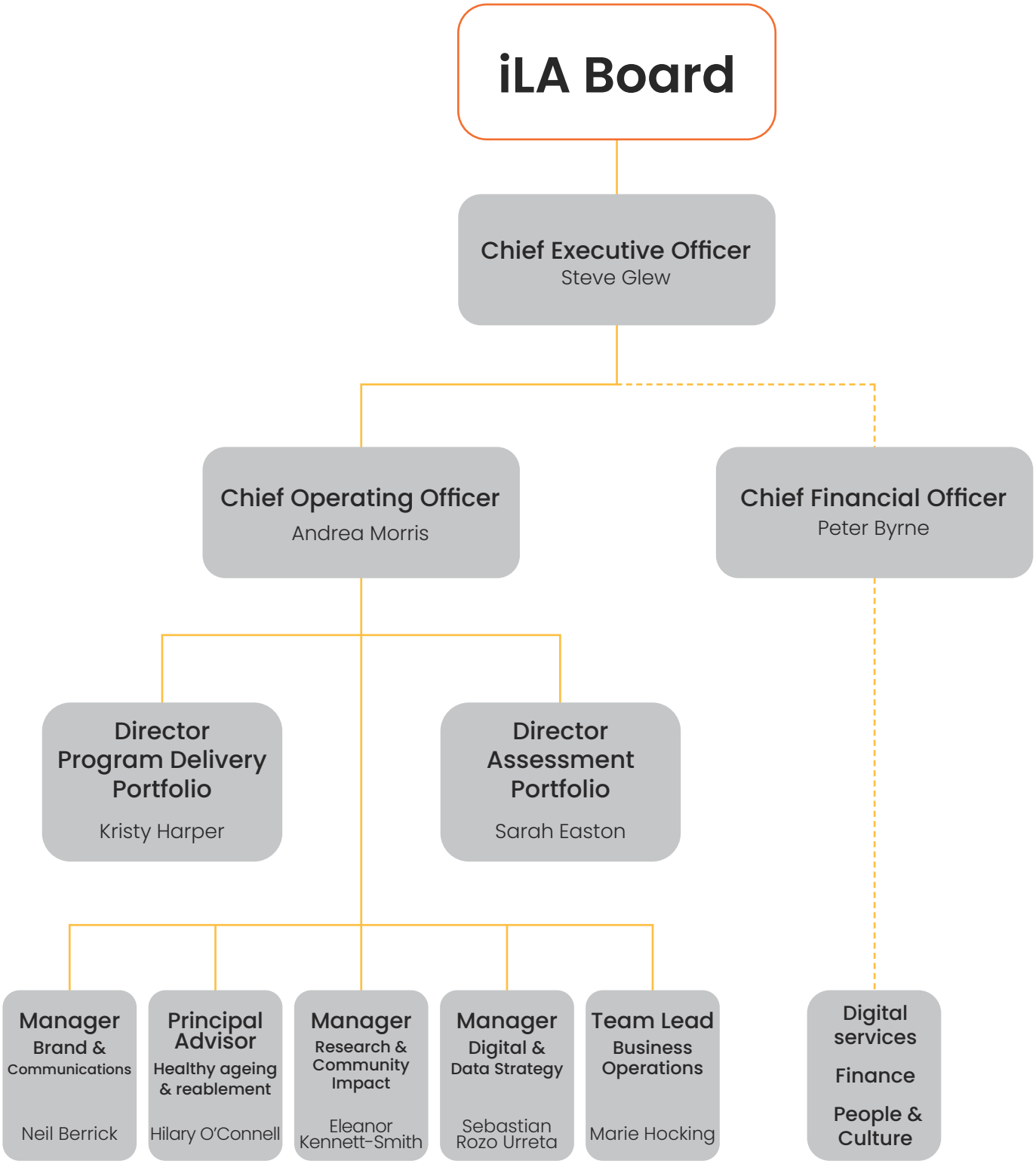
The draft Innovate RAP has been submitted to Reconciliation Australia for feedback, with a final version anticipated to be approved by the end of the calendar year.

The plan focuses on strengthening relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to ensure services are informed by lived experience, cultural knowledge and community priorities. Greater collaboration with Aboriginal Community Controlled Organisations, Aboriginal businesses and community leaders, will enable our organisations to create more culturally safe, accessible and responsive services.

Another key priority is building cultural capability across both organisations. Over the course of the year, the RAP Committee, Kaarla Baabpa and a Cultural Working Group developed a culture sharing strategy to support greater understanding of Aboriginal and Torres Strait Islander histories, cultures and perspectives, and reinforce the importance of cultural protocols, respect and inclusion in everyday practice.

Through our ongoing activities and progression through our reconciliation journey, iLA and Indigo are committed to contributing to a more inclusive future where Aboriginal and Torres Strait Islander peoples are respected, empowered and supported to thrive.

Organisational Structure



Our Senior 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.



Chief Operating Officer
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.



Chief Financial Officer
Peter Byrne

Peter has over 20 years of public sector experience, holding Senior Executive roles in Finance, Corporate Services, and IT across various WA government departments. He has expertise in financial management, corporate governance, and public policy, leading service delivery in child protection, remote Aboriginal communities, and emergency welfare response. Peter holds an MBA, is a CPA, and is a member of the Australian Institute of Company Directors.

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
Wesley Smith
Chief Financial Officer,
University of Western Australia



Deputy Chairperson
Irene Mooney
Chief Executive Officer,
MYVISTA



Secretary
Kunal Malhotra



Treasurer
Evan Salt



Wayne Belcher
OAM





Wayne Stone
Executive General Manager, Medical and Emergency Services & WA MSS Security



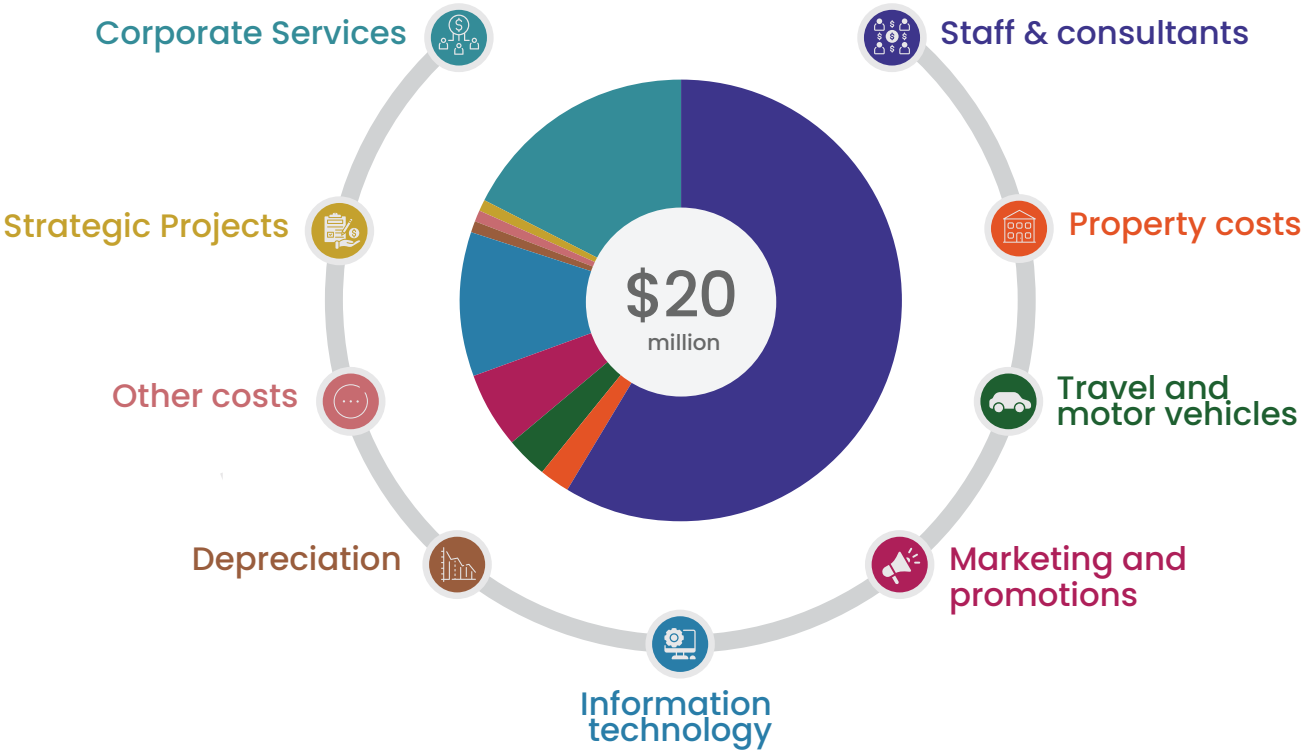
Dr. Claire Cooke
Assistant Director, NDIS Quality and Safeguards Commission

Board Finance and Risk Committee

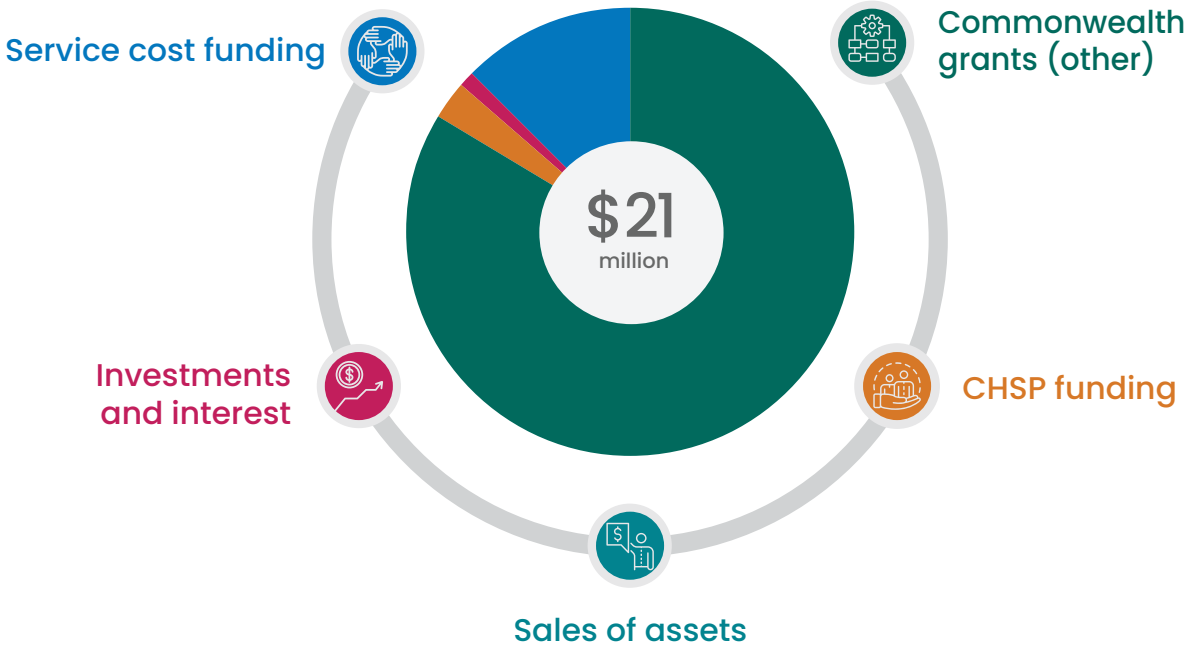
Evan Salt
Dr. Claire Cooke
Wayne Belcher
Steve Glew
Peter Byrne

Financial summary

Expenses



Income



Key supporters

iLA is proud of what we've accomplished this past year and grateful for the support of our partners, collaborators, and community.

Australian Government
Department of Health, Disability and Ageing

Australian Government
Department of Social Services

We acknowledge the contribution that Andrea Goodison, Adelaide University, Adapptor, ADL Smartcare, ACNA, Anthologie, APM, Australian Association of Gerontology (AAG), Australian Filipino Community Services, Australian Frailty Network, Bond University, Campfire x, CES PHN, Charles Sturt University, CHeBA, Chris Lee, City of Ballarat, City of Casey, COTA ACT, COTA Australia, COTA NT, COTA QLD, COTA SA, CultureLink Aboriginal Consultancy, Data Camp, Data League, Dementia Australia, Department of Health, Disability and Ageing, Department of Social Services, Dietitians Australia, Dovetail, Ecleva, Eleanor Duncan Aboriginal Services, Eleva, Ending Loneliness Together, ESSA, Ethnic Communities Council Victoria, Ethnolink, Feros Care, Flinders University, Griffith University, Growth Advisors, Hatchd, Heart Foundation, Heywood Rural Health, Humaan, Jean Hailes for Women's Health, Kaarla Baabpa, Kristy Robson, Legal Institute, Little Rocket, Meaningful Ageing Australia, Men's Sheds Victoria, Men's Sheds WA, MercyCare, Mindirrima Cultural Solutions, MindSpot, Monash Rehabilitation and Independent Living Centre, NT PHN, Perth Zoo, Pharmacy Against Loneliness & Social Isolation (PALS), QLD Government Seniors and Carers Program, Rosie Eyre, Sharon (Shorehaven Yarners knitting group), Start Beyond, Tai Chi Academy Perth, Tango IT, Uncapt, University of Newcastle, University of NSW Centre for Healthy Brain Ageing (CHeBA), University of Queensland, University of Sunshine Coast, WA Care Finder Program providers, WA Elder Care Program providers, WA Health including WA Country Health Service (WACHS), West Winds Community Centre, Winda-Mara Aboriginal Corporation, WNSW PHN, Yula-Punaal Education and Healing Centre, and Zyrous have made to our achievements over the past year.

iLA

now next

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ATchat

Freda Jacob House
7 Tully Road, East Perth, WA, 6004
08 6202 4700
general@ilaustralia.org.au
ilaustralia.org.au

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