



Our vision is a community in which participation, living independently and inclusion are valued and supported.



Our Purpose

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

Our Values

Integrity:

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

Passion:

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

Respect:

Valuing people and embracing their individual or unique qualities.

Collaboration:

Building relationships, sharing knowledge and ideas.

Innovation:

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

Responsible:

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

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Chair Person



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

Deputy Chair Person



Ms Irene Mooney
Chief Executive Officer, MYVISTA



Mr Ron Back
Finance and Management Consultant



Mr Ralph Gore
Director



Ms Robyn O'Callaghan
Financial Professional



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



Ms Cate Thomas
Senior Manager, Advisory, Ernst & Young



Mr Ian Sloan
Managing Director, DSBS

Board Members

Patrons

His Excellency the Honourable Kim Beazley AC (from June 2018)

Her Excellency the Honourable Kerry Sanderson AC (until April 2018)

Life Members

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

Honorary Members

Dr Ken Michael

Board Finance Committee

Mr Ron Back
Mrs Annette Frazer
Mr Steve Glew
Ms Robyn O'Callaghan

Annual Report from the Chairperson

This year we marked a significant milestone for Independent Living Centre WA, as we will be celebrating our fortieth anniversary in December.

I am very proud of the fact that we have played a key role in the community over the past 40 years supporting people to be more independent and lead more fulfilling lives.

Throughout this time, we have maintained our position as the leading centre of excellence for providing information, advice and expertise about assistive technology and equipment available for seniors and people with disabilities.

In addition, our services have grown greatly over the years and we also provide a range of allied health services for the community, home modification support, equipment hire, funding and grants for equipment, carer respite and support, occupational therapy driver assessment and training and education programs.

On a national level, we continue to be the lead agency for the National Equipment Database (known as NED) and improve

on the Equip Myself app released in 2016, to assist the community to easily identify assistive equipment and technology options that could assist them in their lives.

We also launched AT Chat, which aims to provide better pathways for people with disability to have greater engagement with, and access to, assistive technology information, advice and support. It has proven to be so successful we plan to expand it nationally.

Over the past year, we have developed a number of projects to enhance our online service delivery to provide even greater support with assistive technology requirements.

Much of our growth has occurred over the past 14 years under the strong leadership of former Chief Executive Officer Gerri Clay, who resigned from the organisation in February 2018.

Gerri made a significant contribution to the organisation during her tenure and led it through a substantial growth period. Staff numbers grew from 30 to 100 people; and the organisation has expanded its offering to include a number of local, state and Commonwealth funded services.

I thank Gerri for her passion, professionalism and dedication to the ILC over the past 14 years as well as the people we support.

In March 2018, we welcomed Steve Glew as our new Chief Executive Officer. Steve brings a wealth of experience to the role having worked in senior executive positions for more than 15 years and is well placed to lead ILC as the sector undergoes changes to funding models.

We have undergone extensive planning over the past year to ensure we are well placed for the sector changes. This has included an update of our strategic plan, vision and

Mrs Melissa Bramley
Chairperson



purpose to better reflect our way forward.

Our new vision is a community in which participation, living independently and inclusion are valued and supported.

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

Our values have remained the same. They are integrity, passion, respect, collaboration, innovation and responsibility.

I would like to thank my fellow Board members for their outstanding support and contribution. I also thank our wonderful management team and all our employees for their continued dedication and commitment to supporting the community and enabling people to live more independent and fulfilling lives.



Upholding ILC founder Freda Jacob's legacy

The service offered by the ILC today is a direct result of our founder Freda Jacob's determination, compassion and commitment to all people. At a special event to remember and celebrate Freda's life, ILC Board Chairperson Melissa Bramley announced that an ILC annual scholarship program and an area of the Nedlands Centre will be named in Freda's honour.



Farewell Gerri

Former CEO Gerri Clay (centre) made a significant contribution to the ILC during her 14-year tenure. At an event to farewell Gerri, ILC Life Member David Gribble (left) and Board Chairperson Melissa Bramley (right) celebrated and acknowledged Gerri's achievements.

Annual Report from the Chief Executive Officer

2018 has seen the Independent Living Centre WA (ILC) celebrate its fortieth year of service to the Western Australian community. This year was also significant for me personally as in March I had the great pleasure of joining the ILC as Chief Executive Officer and experiencing firsthand the dedication and proficiency of the people who make up our organisation.

The past year has seen a significant focus on planning for new directions. This has coincided with the departure of some long standing and highly valued members of our staff and the commencement of skilled and enthusiastic new team members.

This year we also received some well-deserved recognition for service excellence and innovation through industry awards.

In December, the State Government announced that Western Australia would join the nationally delivered National Disability Insurance Scheme (NDIS). This means as of 1 July 2018, the National Disability Insurance Agency has responsibility for the delivery of the NDIS in Western Australia. The NDIS will continue to roll out on a geographic basis and will be fully implemented in Western Australia by 2020.

This year also witnessed a substantial amount of preparatory work required for the establishment of the Commonwealth Home Support Programme starting from 1 July 2018. The result was the transfer of ILC's allied health services formerly funded by the state under this new program. New contracting arrangements, varied funding and pricing mechanisms, revised reporting requirements via new portals and demand for alternative means of service provision were some of the features which required our organisational response.

Despite significant changes and uncertainty, ILC staff continued to provide much needed services to people across the state. Their efforts are substantial as can be ascertained through the content of this Annual Report. They delivered vital programs to communities

in the metropolitan area and in regional areas of the state. Our staff were driven by a passion and strong belief in providing evidence based advice and support to individuals, including people with disability, those who are ageing, their families and carers, to live full and independent lives through the provision of allied health and assistive technology solutions.

My sincere thanks to the management team for their executive support and staff leadership. My firm belief is that it is in testing times, and when we are up against change, that true character emerges. This past year has seen the need for staff to face and address much change and considerable contests. I am pleased that the passion and commitment to service standards have continued to drive staff forward as a group in

Steve Glew
Chief Executive
Officer



pursuit of new solutions which will take us into a new organisational era.

After 21 years with the organisation, our Business Manager Annette Frazer moved to pursue other career opportunities. Annette's contribution over such an extended period cannot be over stated. Her business acumen was extremely valuable in the sustained growth of the ILC in recent years.

In conclusion, I acknowledge the considered and constructive input of the ILC Board led by Mrs Melissa Bramley. Each of the Board members give voluntarily of their skills and expertise for an altruistic purpose. They believe in ILC's work and are dedicated to achieving its vision of a community in which participation, living independently and inclusion are valued and supported. Their wise guidance, suggestions and support are greatly appreciated and respected.



Plans for refurbishment of The Niche building commence

Pictured with ILC CEO Steve Glew (left) and NCWA Board Chairman Professor Charles Watson (right), Disability Services Minister Stephen Dawson (centre) presented a \$2.3 million Lotterywest certificate towards a refurbishment of The Niche building, which houses the ILC, Neurological Council of WA (NCWA) and Cystic Fibrosis WA.

The refurbishment aims to benefit the large number of visitors who use the services provided from The Niche building as well as the staff who provide these services.

Visitors will experience a contemporary feel to the new facilities. Technology will be incorporated and upgraded to meet consumer's needs, the ILC equipment display area will be modernized, and the consult space will better meet privacy requirements.

Assistive Technology Services



Through the Assistive Technology Services a team of experienced health professionals and customer service officers provide information and advice about suitable assistive equipment and technology options for Western Australians throughout the entire state.

The team provided advice about assistive technology options for independence, safety and wellness to **23,517** people, representing a **7.4% increase** compared to the previous year.

The service is available through a phone enquiry line, email, skype, video conferencing, presentations to groups in the community and at events as well as through the Nedlands and Cockburn display floors.

Regional clients were able to access the service remotely, as well as through the country outreach service where the team visit regional locations to enable people who are unable to travel to Perth to find out more about how assistive technology could improve their lives. Our health professionals visited 49 towns during 15 trips, reaching as far north as Wyndham, east to Kambalda and south to Denmark.

The majority of clients who accessed the information and advice service were Perth metropolitan based in line with the population spread in Western Australia, where more than 82% of the population lives in the metropolitan area of the state.



People accessing Assistive Technology Services

East Metro	5776
North Metro	6037
South East Metro	3610
South West Metro	4132
Total Metro	19555
Goldfields	357
Great Southern	490
Kimberley	187
Mid-West	578
Pilbara	314
South West	1150
Wheatbelt	882
Total Regional	3962
Overseas/Interstate	4
Total	23517



Top 10 Enquiries

1. **Mobility Equipment**
2. **Augmentative & Alternative Communication (AAC)**
3. **Bathroom and Toilet**
4. **Seating**
5. **Information on Services**
6. **General Communication**
7. **Bedding & Accessories**
8. **Household**
9. **Eating & Drinking**
10. **Assistive Learning Technology**

Improving services for country residents

A review to gain an understanding of how we could better meet the assistive technology information and advice needs of country residents was undertaken. One team member dedicated time to having a presence in the Kimberley and Pilbara during the roll out of the National Disability Insurance Scheme in the regions to see first-hand how support could best be provided.

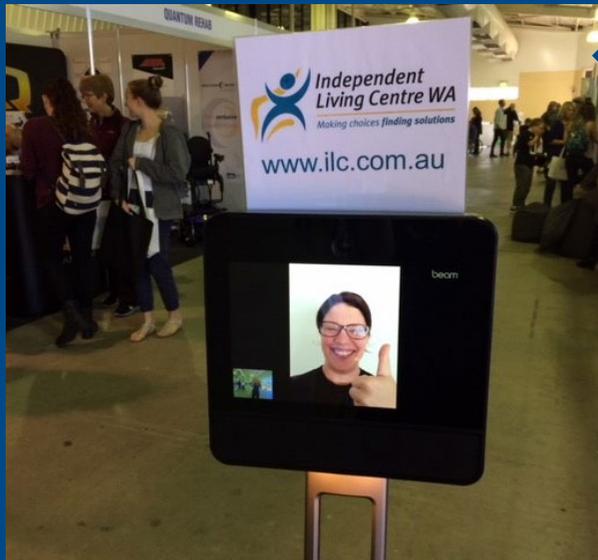
Part of the review included an external evaluation, where regional customers indicated that they wanted greater access and awareness of services available to them, especially when they cannot readily access the 2,428 number of items on display at our Nedlands and Cockburn Centres.

Two new products were trialled to address access, the first being an electronic kiosk, which can be located at regional centres so

that people can log on and search NED, the National Equipment Database, for assistive equipment and technology items. This is particularly relevant for people who do not have computer access at home.

The other trial was a telepresent robot, known as BEAM, where those who have access to a computer, smart phone or tablet device can visit and explore items on the Nedlands display floor remotely via the robot.

The review also confirmed the importance of relationship building with local service providers and educational institutions. Informal partnerships were developed with a broad range of providers including health, employment, education and indigenous providers. Working in partnership with these providers will serve as a basis to further develop better services for country residents.



Meet BEAM - this telepresent robot enables people to visit and explore the Nedlands display centre from a remote location.



New video to promote our country services

Did you know our team of occupational therapists and speech pathologists travel throughout country WA to provide an information and advisory service about assistive equipment, technology and home modifications?

That's right. We provide services for all West Australians.

To ensure that people living in the country are more aware of how we can support them, some of our staff members turned into movie stars to make a video about our services. You can view it at ilc.com.au.



Equipment Hire

The Equipment Hire service continued to provide support to people of all ages and abilities who had short term or ongoing needs for equipment. The short term needs include following surgery or an acute episode, or while individuals' own equipment is being serviced or repaired. A number of people also use the Equipment Hire service as a 'try before you buy' to identify if a particular piece of equipment is going to meet their needs.

In total **1,351** items were hired, on 928 occasions, as more than one item can be hired at time.



The most frequently hired items include communication aids and devices such as iPads; self-care aids such as over toilet frames; and mobility aids such as manual wheelchairs.

“I just wanted to thank you and the ILC team for arranging this wheelchair hire so quickly and efficiently. It was really helpful and made my job a lot easier.”

Private hospital health professional



ILC continues as lead agency for NED

The ILC continued as the lead agency for NED, the National Equipment Database, and implemented a range of improvements to the database to further enhance the service.

NED achieved more than 6.3 million page views during the year. This in part can be attributed to the functionality improvement in the search engine function, making searching for items quicker and results more relevant for users.

The supplier component of the database was also improved. Suppliers can now login using online instructions and maintain their own information and product specifications on NED, leading to increased currency and completeness of all product information, which provides a better service to users.

The number of items listed on NED has continued to grow steadily and there are now over 12,500 items listed on the database.

Supporting the workforce of the future

ILC continues to remain committed to supporting students at our Nedlands and Cockburn Centres as well as through ILC guest lecturer roles at the universities. In total we provided tours for 547 students studying health-related courses, provided orientation to speech pathology students at our Cockburn Centre as well as hosted 16 fieldwork placements for occupational therapy and speech pathology students. Four occupational therapy students were offered positions of employment at the ILC following their placement.

Noah's Ark WA transitions to new service provider

Noah's Ark WA transitioned to Activ as the new provider for the service.

The ILC made a decision that it was unable to continue delivering the Noah's Ark WA service for financial reasons and worked diligently to source an alternate provider for Noah's Ark WA.

Following an expression of interest process Activ was identified as best meeting the needs of the service. Activ has a long history of providing personalised, individually tailored support to people with a disability and their families.

Noah's Ark WA was fully transitioned from the ILC to Activ by April 2018.

Technology Projects

Eye gaze technology trialled in schools

A pilot project to support schools to learn about and trial eye gaze technology commenced in semester one 2018.

The project, funded through a grant from the Non-Government Centre Support for Non-School Organisations (NGCS), offered clinics onsite at schools to trial eye gaze technology with students who may benefit from its use.

Eye gaze technology allows students to use the movements of their eyes to control a computer or communication device. This can break down the barriers to accessing communication and learning materials for some students with complex physical needs who find it difficult to point or manipulate learning materials.

Within the classroom, this technology has the potential to increase students' participation in classroom activities and can assist teachers to assess a student's knowledge and

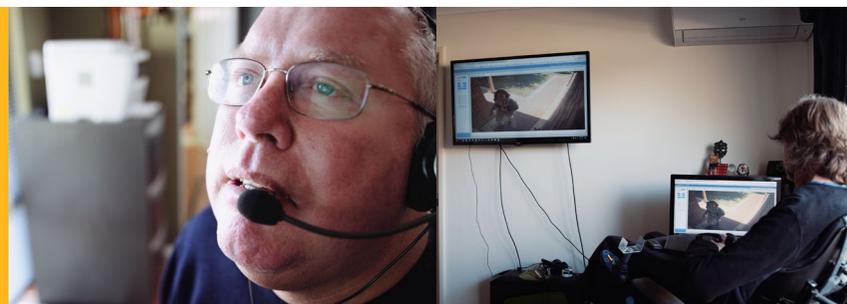
understanding when other methods such as writing, pointing or speaking an answer are difficult.

New videos show different uses for emerging technology

As part of the My Tech project, which was designed to connect people with emerging technologies, three short videos were produced to demonstrate different uses for emerging technology.

The aim of the videos is to demonstrate areas where people may use emerging technology as assistive technology, as well as some of the different access methods available. Through these new resources it is hoped that people will gain a greater understanding of how emerging technologies may fit into their lives and enhance it.

The videos cover the topics of home automation, security and voice activation and can be viewed at www.ilc.com.au.



Technology Projects

CAEP AAC Consultancy and Refurbishment Program

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

The Community Aids and Equipment Program (CAEP) Augmentative and Alternative Communication (AAC) Consultancy and Refurbishment Program has continued to provide increased access to assistive technologies and support for Western Australians with complex communication needs. This program enables individuals to view and trial the most current communication technologies. There are 59 speech generating devices available for trial through ILC's Equipment Hire service. Our speech pathologists continue to be available to provide specialist support for individuals and their teams whilst trialling communication devices.

Communication support helps students get work ready

We know communication skills are important for all of us in the workplace. But what if you aren't able to use speech to communicate or your speech is difficult for others to understand, will that limit your ability to work?

The ILC's speech pathologists worked alongside Leeming Senior High School Education Support Centre to support their students with complex communication needs. As part of the school's workplace learning program staff supported students to develop communication skills needed in the workplace using a range of communication methods including Alternative or Augmentative Communication (AAC) devices.

Students were supported across a wide range of workplaces from retail stores to aged care facilities as well as more supported disability enterprises.



Technology Projects

ILC becomes more communication accessible

To make ILC services more communication accessible the speech pathology team created a communication resource kit. Key staff members attended a training session to learn how to use the kit as well as other strategies to support people with complex communication needs.

The communication kit contains a symbol-based communication board on the range of services accessible at our Nedlands site; a symbol-based communication board on the range of assistive technology options; a spelling board with letters arranged in a QWERTY format; and a tip sheet for facilitating communication with people who have complex communication needs.



AT Chat launched

AT Chat was launched in October 2017 becoming Australia's first peer led information sharing platform around assistive technology (AT).

Using the principles of co-design AT Chat has been created by AT users and received input from over 300 people with disability. AT Chat was a finalist at the 2018 National Disability Services (NDS) WA Disability Support Awards for 'Innovation'.

AT Chat team members Danielle Loizou-Lake and Jocelyn Franciscus were key note speakers at the NDS International Day of People with Disability lunch attended by over 500 people.

By sharing stories of how 'expert' users incorporate AT into their lives, AT Chat has attracted over 2,800 followers on its social media pages, with over 300 AT users in the moderated Chatterbox group assisting and supporting each other with AT solutions.



AT Chat team members Zel Iscel, Nick Passanisi, Danielle Loizou-Lake and Jocelyn Franciscus.

AT Chat has continued to support the needs of people with disability by developing multi-channel pathways to information and AT problem solving.

- **AT + Me** videos enable people to discover more about AT from real life users and experiences
- **Tech Tuesday** tutorials and live Q&A sessions provide direct access to ILC health professionals and AT expert users
- **Chatterbox** provides an interactive Facebook group for AT users or people with disability to discuss AT related topics
- **AT Meet-Ups** enable local AT communities to join in social meet ups
- **AT Connect** provides monthly AT news, peer reviewed AT, peer written blog articles and the latest in AT

In June 2018, AT Chat was awarded funding from the National Disability Insurance Agency and the Government of Western Australia - Department of Communities to develop the initiative into a national peer mentoring model.

AT Chat complements the ILC in adding to its allied health information and advice service. Peer mentors who have the lived experience and training can assist novice and developing users with low complexity and low cost AT solutions. The peer mentor can refer the client onto an occupational therapist should they need more clinical support in their AT decision making.



'With peer mentors and occupational therapists working together we can collectively harness the experiences and first hand understanding of expert users along with the clinical understanding and reasoning of allied health professionals. This provides a richer landscape of information and support to help people in achieving effective and sustainable assistive technology solutions.'

AT Chat Project Officer
Danielle Loizou-Lake

Community Allied Health Services

For National Disability Insurance Scheme (NDIS), schools and other clients

Team expands and becomes mobile to meet service demand

ILC's Community Allied Health Services support people to increase and maintain their independence through the assessment and prescription of assistive technology which promotes inclusion, social connectedness and wellbeing.

The team includes occupational therapists, speech pathologists and physiotherapists supporting people of all ages and abilities including those in receipt of funding from the National Disability Insurance Scheme (NDIS), Medicare, Insurance Commission of WA, private health insurance and home care packages as well as those who privately fund their support services.

The service has experienced steady growth this year with a 33% increase in referrals across the metropolitan region and a 77% retention rate where people have experienced the value of assistive technology



and have chosen to continue to use ILC services the following year.

In response to this growth, the team expanded and began transitioning into a mobile workforce to maximise flexibility and reach.

Significant time was invested in the service's reporting processes to obtain maximum



efficiencies in service delivery within the NDIS.

The team also invested time in developing key partnerships within the sector through the development of tailored outreach and assistive technology training to promote sector awareness and understanding of assistive technology.

Suitable scooter enables Martie to hold her husband's hand again

Martie, a wife, mother (to her children and dogs) and grandmother, enjoys being able to get out and about, do the shopping and keep in touch with her family.

When Martie became eligible for WA NDIS one of her goals was to maintain her independence.

"I was having difficulty getting around and was finding it harder to do activities like the shopping. This meant I was becoming increasingly reliant on other people to push me in my wheelchair, or I simply wasn't going to places where I would have to walk far," said Martie.

To address her mobility issues Martie began working with ILC Occupational Therapist Emma. Together they began the journey of assessments and trials of suitable scooters.

"When trialling assistive equipment it's very important that the person using it, and their support people, trial it in all of the environments in which it may be used," said Emma.

"With Martie, we began trialling scooters on the ILC Nedlands display floor and then moved onto trials in her home and local shopping centre.

"We decided the best option would be a scooter that could be loaded into the back of Martie's car. The Quingo Flyte scooter has its own docking system and loaded itself into the car using power from the scooters battery to dock itself.

"Martie, her husband and her support worker were all able to load the scooter into the back of the car with very minimal effort, which is what we were aiming to achieve.

"In addition it was a taller scooter so when Martie sat in it she could easily access the shelves at the supermarket and be closer to people's eye level."

Following the trial and assessment, Emma submitted an application to have the scooter funded.



“A scooter is extremely important for Martie’s independence and quality of life. She is able to safely control the scooter within a shopping centre, navigate car parks and cross the road at pedestrian crossings – these are all important foundations in being a competent scooter user.

“I could not wipe the smile off my face when I found out that the funding had been approved and was able to call Martie to tell her.”

Today, Martie is able to access the community with greater ease and more independence. Importantly she is able to hold her husband’s hand on walks again.

“Growing up I never saw my mum and dad walking anywhere without holding hands. It was always so beautiful to me. My hubby and I used to be the same, until mobility aids rid us of that.

“What I love most about the Quingo Flyte is the fact that my husband and I can go on walks and I am actually able to hold his hand.

“The Quingo Flyte allows me to be on shoulder-level with him. We used to treat each shopping trip or errand as a date, rather than an errand (this is before his medical issues caused stress for him in shopping centres), but even now – just being able to look him in the eye, hold his hand whilst walking our beloved bulldog around our playpark, is incredible,” said Martie.

“I am forever grateful for having independence again. Being robbed of it at my age is a very difficult situation to get used to.

“I am extremely grateful to WA NDIS and ILC for the work they do and am fortunate to have Emma as my occupational therapist. She is kind, but truthful and strict about her advice and that is the best you can ask for.”



Today, Martie is able to access the community with greater ease and more independence. Importantly she is able to hold her husband’s hand on walks again.

Community Allied Health Services

For National Disability Insurance Scheme (NDIS), schools and other clients

Schools service experiences significant growth

The ILC delivers customised classroom specific packages of assessment, implementation and support of technology in schools.

ILC's speech pathologists and occupational therapists have experience, knowledge and skill working with the latest assistive technology and communication aids to help students participate, learn and communicate.

The team has experience working with students who have a range of learning difficulties and disabilities including dyslexia, autism, cerebral palsy and intellectual disability; and supports students within education support schools, education support centres and mainstream schools.

Their expert knowledge enables them to design interventions that incorporate both the students' needs and the teachers'



requirements, as well as integrate educational and therapeutic outcomes.

The schools service experienced significant growth this year and expanded its reach to



both metropolitan and country areas offering consultancy and training to eight new schools.



Supporting students to develop their literacy skills

Literacy skills are crucial not only in the school setting but also as young people transition into the workplace and prepare for life as an adult. The implementation of literacy programs for students who have a disability or complex communication needs can be challenging, as additional factors associated with the student's disability may impact upon how they engage in literacy activities.

ILC's speech pathologists and occupational therapists have been working closely with Leeming Senior High School Education Support Centre staff as they focus on developing the literacy skills of their students. Support has been provided through the joint development of literacy programs, upskilling of staff in how they approach literacy with students and including assistive technology within the classroom.

"It can be challenging for teachers to know how to meet the literacy needs of the students in their class especially if those students have complex communication needs

and use communication devices," said ILC Speech Pathologist Tanith.

One focus area has been shared reading and upskilling school staff in supporting the students to take meaning from what they are reading. Staff are being supported to use the student's communication device as a tool to support discussion and will often model to the student their thoughts and comments on the book being read. This encourages the students to express their ideas and think more deeply about the text.

Students who have difficulty writing are also exploring alternative pencils, with some typing, in place of tracing or having an adult scribe for them. Students are being encouraged to use pictures of excursions or meaningful things to them to support the content they are writing and alternative keyboard apps are utilised to make typing easier.

ILC Speech Pathologist Emma said it's rewarding to see a student becoming engaged and interested in reading and writing.

"The challenge of complementing the students' literacy needs with assistive

technology keeps me on my toes and has helped me to re-learn the basics of literacy. "The most rewarding part is when the students become confident and want to share the work they are producing."

The literacy focus has now been extended to the senior school and ILC staff will support teachers to look for literacy development opportunities that link with other community based learning and work skills programs.

Clinical advisor support to NDIA continues

The ILC continued to provide clinical advice for National Disability Insurance Scheme participants and the National Disability Insurance Agency for identified assistive technology assessments. 523 referrals to review assistive technology applications for value for money and safety were received. Applications reviewed included alternative positioning aids, beds and mattresses, communication devices, mobility devices, ramps, vehicle modifications, personal hygiene aids and transfer aids.

Supporting 'Social Butterfly Shaun' to communicate with whoever he wants to

"On meeting Shaun for the first time it was clear that he is a happy person who brings joy into many people's lives," said ILC Speech Pathologist Katie.

Shaun, 47, is a Dockers supporter, avid sports lover, family guy and social butterfly. Being able to communicate effectively with people, both familiar and unfamiliar to Shaun, is important to him.

Through Shaun's WA NDIS plan he worked with ILC Speech Pathologists Katie and Tanith to investigate equipment and strategies to support his communication.

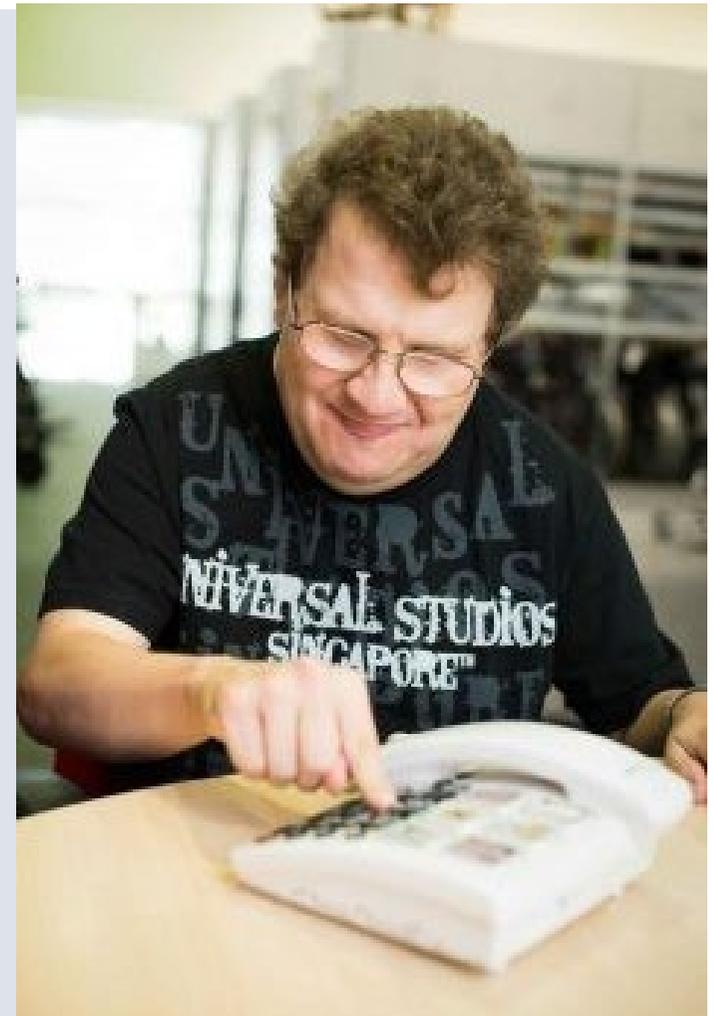
Shaun's communication goals include having access to a suitable phone which he can use to call his friends and family; being able to order food and drinks at a

café or restaurant independently; and to be able to share personal experiences and information about himself with others.

Katie said Shaun embraced the opportunities to use technology to support his communication needs.

"He's been keen to learn and has been able to increase his independence," she said.

"From here, the sky's the limit, but I have no doubt that Shaun will have great interactions with a range of people and will bring a smile to many more people's faces."



Community Allied Health Services

For Commonwealth Home Support Programme (CHSP) and Home and Community Care (HACC) clients

Service prepares for transition from HACC to CHSP

The HACC Community Allied Health Services team prepared for the transition of the WA Home and Community Care (HACC) program to the Commonwealth Home Support Programme (CHSP), for older people requiring entry level support in the home following the Australian Government announcement in February 2017.

The team worked hard to ensure that the transition was seamless for clients and staff, with work undertaken including a review of procedures, the fees framework and marketing materials. The transition also brought about changes to the IT systems and work processes.

The team's approach to service delivery aligns with the CHSP principles of reablement and wellness. The team continue to provide occupational therapy and physiotherapy with a short-term goal orientated focus, supporting people to

harness their strengths and achieve their goals towards independence, safety and wellbeing.

668 referrals to the service were received. Common reasons people were referred to the service included the provision of occupational therapy or physiotherapy support for minor home modifications, transfers, negotiating walking aids, increasing strength, balance and safety, pain management and mobility aids assessment.

The team supports people with a range of conditions including arthritis, respiratory and heart conditions, neurological conditions, dementia and cognitive impairment.

A number of new initiatives commenced development with the aim of delivering great outcomes for clients. These included group classes and programs; digital and online products and support; and streamlining services to continue to meet individuals' needs.



Community Allied Health Services

For Commonwealth Home Support Programme (CHSP) and Home and Community Care (HACC) clients

Improving Pamela's balance and confidence so she can get out and about

77-year-old Pamela had begun experiencing a decline in her mobility and balance. This led to her becoming fearful of using bus services due to difficulties with steps and a lack of confidence as a result of previous falls she had experienced. Pamela rated her current ability to navigate steps safely as 5/10.

ILC Physiotherapist Sabine worked together with Pamela to improve her balance and confidence to get and about. Support provided to her included:

- Falls prevention education including the importance of supportive footwear, the recommendation of an optometry review for single lens glasses prescription, getting up off the floor strategies and the role of specific balance and strength exercises.

- A home exercise program to be incorporated into Pamela's daily routine.
- Education on the importance of long term compliance to ensure maintenance of improvements.

Sabine worked with Pamela over a seven-week period and focussed on functional activities to suitably challenge Pamela's balance.

At the end of the program Pamela had significant improvements in all balance and strength outcome measures, indicating a reduced risk of falling. Importantly, Pamela now rated her ability to navigate steps safely as an 8/10.

“I feel more confident in using my local bus service and am excited at the prospect of being able to visit my family in the UK thanks to the improvements in my strength, balance and confidence.”



New video produced to explain occupational therapy



To support people's understanding of how an occupational therapist could support them to achieve their independence, wellness and safety goals, a new video resource was produced.

The video features Barbara, a lady who is passionate about pottery, cooking, playing mahjong and gardening. For Barbara, her home is where her heart is.

ILC Occupational Therapist Genna worked with Barbara to support her to remain independent, safe and well in her own home.

Some of the solutions included the instalment of rails beside the toilet and shower to make it easier to move from one spot to another, and at the back door to make it easier for Barbara to get to her backyard.

Barbara also trialled a sock aid to assist her to put her socks on without having to bend down to reach her feet.

Barbara said the support she received from Genna has increased her confidence and helped her make the decision to stay living in the home she loves.

The video can be viewed at ilc.com.au.



Grants and Equipment Funding

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

Disability Equipment Grant (DEG) and Subsidies

2018 marks ILC's fifteenth year administering the DEG program, supported by Lotterywest, with a total of 497 grants provided to assist Western Australians with a disability to obtain equipment.

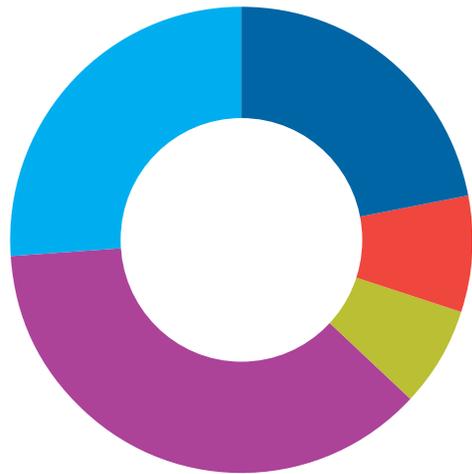
An outline of the grants provided in 2017-18 is below.

- VisAbility continued to administer a block grant to provide assistance to people with vision impairment.
- 79 people with thermoregulatory difficulties received a grant to help with the purchase of an air conditioner, with the average grant being \$1,550.
- 125 grants for vehicle modifications were approved, which accounted for 37% of the total DEG funding. This included 42 people who received grants for modified driving controls enabling them to commence or return to driving and 14 people who received grants towards vehicle hoists to assist individuals to safely transfer in and out of their vehicle.
- 23 people received a grant towards new or second hand wheelchair accessible vehicles so they can safely travel as passengers seated in their wheelchair. Other items funded included scooter/ wheelchair carriers, wheelchair restraints and special turning seats.
- 103 people received grants to assist with the purchase of essential independence equipment including 22 power wheelchairs, 36 manual wheelchairs and seven mobility scooters to enable people to access their home and community. Other equipment provided included specialised seating and walkers.
- 186 people received grants for communication assistive technology with the greater majority being for personal alarms to support them living safely at home.
- Approximately 950 people have benefited from the occupational therapy driver assessment subsidy for either assessment, vehicle modifications and/or driver training.

Online Portal Project

Thanks to additional Lotterywest funding, the ILC commenced the development of an online portal and application process to improve user experience and internal efficiencies for grant applications.

DEG Equipment Approved



- Vision
- Air Conditioners
- Communication
- Vehicle Modifications
- Essential Independence Equipment

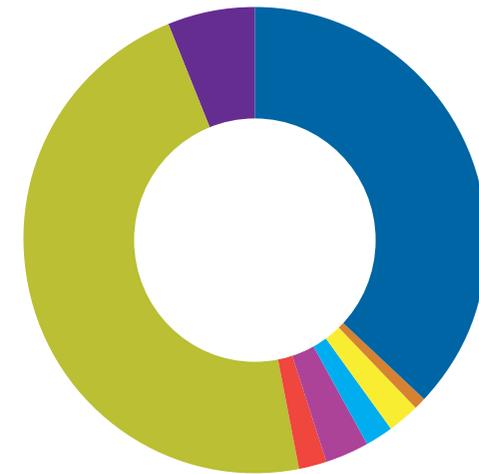
Equipment for Living (EFL) Grant

The EFL Grant program supports Community Aids and Equipment Program (CAEP) eligible people with disabilities with equipment they cannot obtain through CAEP. The EFL Grant program continued in 2017-18 with additional funding from the Disability Services Commission.

A total of \$1,361,674 was approved during the year, assisting 568 people with disabilities with the purchase of vital equipment. Support was provided for:

- 201 people for an electrically adjustable bed
- 185 people for a mobility device, including wheelchairs and scooters
- 43 people for assistive communication technology
- 29 people for alternative positioning equipment
- 13 people for equipment to assist with safe transporting such as harnesses
- 9 people for recreational items

EFL Equipment Approved



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

DEG recipient Robert meets Disability Services Minister

Disability Equipment Grant (DEG) recipient Robert shared his experiences with Disability Services Minister Stephen Dawson when he visited the ILC to present a \$2.4 million Lotterywest certificate for the continuation of the grants program.

Robert, 75, who has paraplegia, has been driving with modified driving controls for nearly 50 years. However many years of transferring from his wheelchair into his car has put stress on his arms and shoulders, meaning he was no longer able to safely transfer himself into and out of his car.

Thanks to a DEG Robert was able to access an occupational therapy driver assessment with the ILC to identify the most suitable vehicle modifications to enable him to enter his van, dock his wheelchair and drive from his wheelchair, including self-drive modifications.

The vehicle modifications made since have meant Robert can now drive directly from his wheelchair, rather than having to transfer from his wheelchair into the car.



Occupational Therapy Driver Assessment

The Occupational Therapy Driver Assessment (OTDA) Service provides comprehensive assessment and rehabilitation services for people with disabilities or medical conditions which may affect their ability to drive.

The service continued to experience a growth in referrals, with 1015 driving assessments for fitness to drive and/or modified driving controls being undertaken. This represents a 37.5% increase from the previous year.

The growth includes an increase in assessments for National Disability Insurance Scheme (NDIS) participants and compensation clients.

To meet the increased demand for this service, the team expanded and mentored sole occupational therapy driving assessors in regional areas to promote wider accessibility to people living in the country.



The team continued to work closely with our partners, including the Department of Transport, to deliver best practice and high quality service provision.

Tailored disability awareness training was developed for our driving instructors in response to the increase in NDIS referrals.



Commonwealth Respite and Carelink Centre (CRCC)

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

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

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

The Centre received **17,302 contacts** from carers, family members and service providers seeking information and assistance with access to respite care. This represents a **29.2% increase** on the previous year.

Service activity included:

- 1,599 individual carers were assisted with access to respite, representing a 10.3% increase on the previous year.
- 908 carers contacted the service for the first time. 45% of these new carers did not require immediate respite, however sought registration as part of their safeguarding for emergency situations.
- 196 different service providers were brokered to deliver a total 240,000 hours of respite.
- 30% of respite funded was for community based respite, overtaking residential aged care from the previous year.
- 93 young carers were supported to maintain their connection with education through one-to-one tutoring support, school resources and respite care. 49% of these young carers were aged between 13 and 18 years of age and are a primary carer for their parent.
- 10 dementia education and training activities were held for carers of a family member or friend with dementia.
- Partnerships with key stakeholders such as WA Association for Mental Health, Mental Illness Fellowship WA, Wholesome Life, People Sense, Red Ginger and Marangaroo Family Centre provided carers with information on health and wellbeing; strategies to assist with managing their caring role; and opportunities to expand their peer support network.
- 26 carers received support through consumer directed respite care packages enabling greater involvement in the planning process for carers and support that meets their expressed needs.
- Team members attended 82 community engagement activities to share information, raise awareness of support available to carers and strengthen referral pathways to ILC.

Commonwealth Respite and Carelink Centre (CRCC)

Carer satisfaction levels remain high with 97.65% of carers indicating that they were satisfied or very satisfied that our services met their needs. Feedback included:

“We had been in the dark about services that are available to use and it was so nice to speak with one of your staff members who explained the process and helped to steer us in the right direction”

“OMG they were so kind and supportive. My stress levels were instantly lowered.”

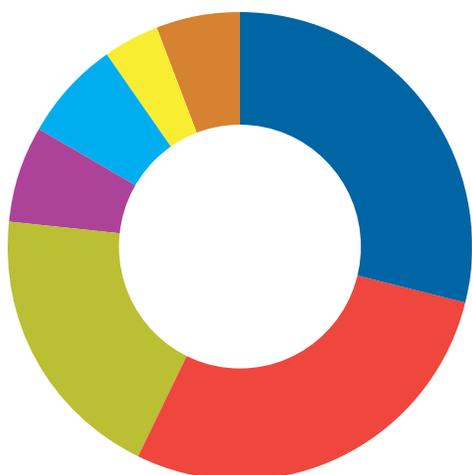
“After a trying time – it was a miracle. I was stressed and overloaded and needed a chance to regroup and be the best mum to my son – thank you.”

“Without your assistance, I would have ended up in hospital myself and my husband in crisis care. I can’t thank you enough – your assistance helped turn the corner in my husband’s care.”



Commonwealth Respite and Carelink Centre (CRCC)

Respite Service Type



- Community Based Respite
- Residential Respite in Aged Care Facility
- Education & Training
- Community based Overnight Respite
- In home Respite
- Individualised Respite
- Carer Support

New project explores AT as a carer respite solution

The ILC began a new project in Perth's northern suburbs to identify if the use of assistive technology (AT) could be a valuable respite option for carers of people living with a mental health condition.

The project, supported by CRCC North Metro, explores creative alternatives to traditional forms of respite to help carers sustain their role and improve care for people experiencing a mental health condition.

Parents Mandy and Darren trialled the Find-me Tunstall Carers Watch for their 15-year-old son Izaac, who has Autism and clinical anxiety. The watch, which offers a range of benefits including GPS monitoring and phone call abilities, gives Mandy and Darren peace of mind that Izaac is OK as well as enables Izaac to explore some initial



responsibilities of adult life, giving him greater independence. From a carer's point of view it has brought Mandy and Darren a great sense of respite.

ILC Regional Assessment Service

The ILC Regional Assessment Service (RAS) continued to fulfil key service objectives to provide clear access pathways, determine eligibility for services and arrange a choice of entry level services for people who require some support to continue living at home.

Assessors work with individuals to identify their needs, goals and preferences and when required refer people to services that will help them to achieve the best possible level of function and independence.

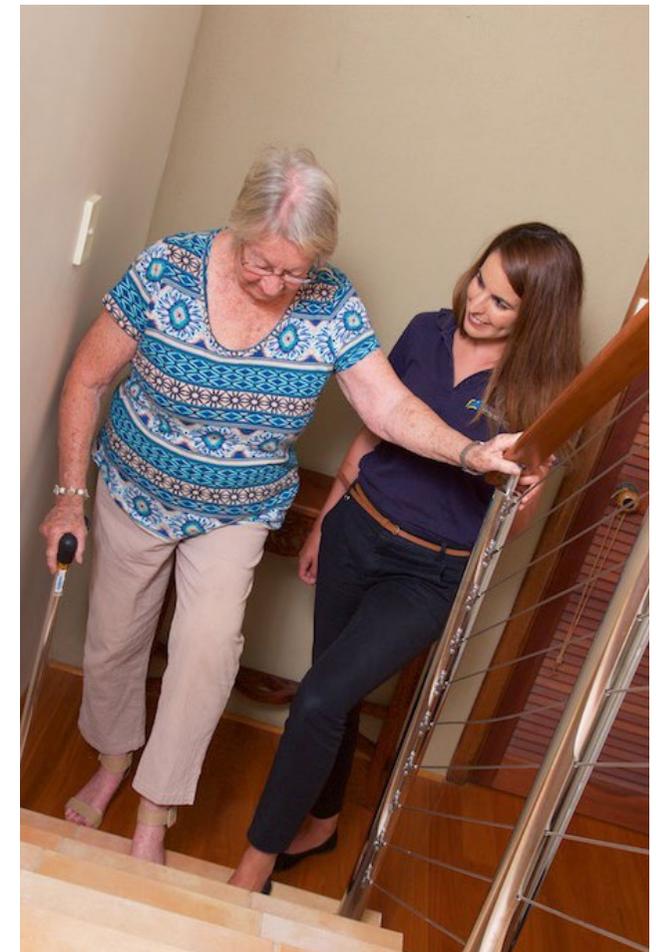
ILC RAS conducted over 4,000 assessments throughout the year.

Wellness and reablement approach embedded in ILC RAS

The Australian Government's vision for a wellness and reablement approach in aged care is that it will become embedded at all levels of the aged care system. Wellness, reablement and restorative care approaches have stemmed into three different yet complementary methods of intervention that can be observed in the culture of the ILC RAS, through our assessment and support planning.

Evidence of this can be drawn from the quality of our assessments and interventions, including our active assessments, individually identified capabilities and reablement focused strategies introduced in the support plan and upon activating referrals.

Time limited supports such as access to equipment, referral to a physiotherapist or occupational therapist, modification to the environment and learning a new or relearning an old skill are all potential outcomes of the assessment.



ILC Regional Assessment Service

Audit reveals reablement approach suitable for a large percentage of RAS clients

In November 2017, as part of our ongoing continuous improvement process, the ILC RAS conducted a one month analysis of activity to ensure the service is tracking with the Government's guidelines for timeliness of assessment, quality and integration of short term support and wellness and reablement interventions. The results included:

- 379 assessments were conducted
- Demographics included a median age of 80 years, the youngest being 43 and the oldest being 96
- A large number of people seen were not previously receiving any supports
- 40% had previously been admitted to hospital
- 40% had fallen in the three months prior to the assessment



This demonstrates that the population seen by the RAS are more likely to be on the frailty spectrum with declining function, where a reablement approach can have greatest impact.

Our audit showed that 36% of new assessments entered the WA Home and Community Care (HACC) Program with a period of short term and/or reablement support before the need for ongoing support was explored. Of particular importance was that optimising quality of life as a goal of reablement ranked the highest for assessments during the audit period.

Preparing for transition

The team prepared for transition to the Commonwealth Regional Assessment Service and My Aged Care. Changes to systems, processes, procedures and documentation were required. In addition staff learnt how to use My Aged Care and a new national assessment form.

Alongside of this considerable change the team continued to deliver against its existing contract with WA HACC and ensure minimal impact to clients requiring assessment and to service providers receiving referrals.

ILC RAS continues to provide assessment services for younger people (people aged 65 and under and Aboriginal and/or Torres Strait Islander people aged under 50) funded by the WA Department of Health for HACC services as the National Disability Insurance Scheme continues to be rolled out.

Sector Support and Development

Building awareness and knowledge through the WA HACC Home Modifications and Assistive Technology Project

We continue to work with regional assessment services, the community care sector and service providers to build awareness and knowledge of the role of home modifications, assistive technology (AT) and allied health in supporting wellness and reablement.

Activities undertaken throughout the year include:

- Development and delivery of the service provider staff development workshop Supporting people to be more independent – The role of allied health and assistive technology.
The workshop includes advice about and demonstration of simple equipment; education around when allied health intervention can help people; and identification of strategies to make activities easier for individuals, so they can remain as independent and safe as possible at home.
- Provision of an advisory line for RAS assessors, to answer queries regarding AT and home modifications; signpost the appropriate pathways; and provide support to further build their knowledge about where AT, home modifications and allied health can make a difference to the outcomes of the individuals they are supporting.

- Attendance at Communities of Practice meetings. These bi-monthly meetings are attended by RAS assessors and service providers, providing a great opportunity to showcase examples of how AT, home modifications and allied health may benefit individuals and their carers being supported under the WA HACC program as well as provide advice on appropriate referral pathways.
- A partnership with Stay on Your Feet to deliver workshops at Bunnings. These sessions covered how low cost, mainstream equipment and simple changes to the home environment can reduce the risk of falls and increase safety and independence.
- Presentations on the resource Making Choices, Finding Solutions Guide locally and interstate.

Sector Support and Development

Popular *Making Choices, Finding Solutions Guide* a basis for new online tool

Since the release of the *[Making Choices, Finding Solutions Guide](#)* in May 2017 the resource has received overwhelming positive feedback from health professionals, service providers, carers and older people, with over 10,000 copies being distributed.

One of the key aims of the guide was to mainstream the professionally held knowledge about basic, low cost AT and home modifications and then make this information easily accessible. A key objective is to connect older people and those who support them to AT products and solutions in the mainstream retail market.

To build on the guide's accessibility the project team has been focussed on using co-design principles to bring the guide to life in an online format.

This development will provide a self-service tool for older consumers and their support people to explore AT and health and wellbeing solutions via guided questions and answers and structured navigation search pathways.



Training and Events

ILC Training and Events delivered a diverse program of assistive technology (AT) related training events, hosting 31 training events attended by 648 people.

The most popular training events were in the areas of AAC and Communication, as outlined below:

- The PODD Introductory and PODD Advanced workshops were held six times.
- The six-week AAC in Practice: Hit the ground running! workshop series for speech pathology students was held twice with excellent feedback and continued interest in future sessions.
- There were nine customised training sessions focussing on AT and AAC, including two for large groups of tertiary education students and one presentation at a local primary school.

A highlight for the ILC this year was our collaboration with ATSA to host the first ever Independent Living Expo in Perth in May 2018. It was a hugely successful event, attracting a variety of national and international suppliers and speakers to showcase cutting-edge AT and equipment under the one roof. It attracted attendance by over 850 people during the two-day event.

ILC had a strong presence at several expos and festivals during the year, including the Care and Aging Expo 2017, ESSN Conference and Perth Garden Festival 2018. Staff reported excellent engagement with the public and members of the sector at each event.



Our Staff

2017-18 witnessed the continued mobilisation of the ILC workforce. This is reflective of a large proportion of the sector and will continue into the future as the National Disability Insurance Scheme rolls out. The workforce has been relatively stable and continues to exhibit high levels of engagement as reflected by staff surveys.

We were fortunate to have a number of staff members achieve significant service milestones during the year. Caroline Eaton and Fleur Litster celebrated 10 years, Nicki Longmire and Margaret Lovejoy 15 years, Annette Frazer 20 years and Kerry Rodda 35 years.

Scholarships awarded

The ILC continued to provide scholarship opportunities for staff to further their professional development and learning in key service areas. This year, in memory of ILC's founder Ms Freda Jacob AM (1919-2017), Strategic Projects Manager Francine



ILC Board Chairperson Melissa Bramley (right) and Board Member Dr Kay Cox (left) with scholarship recipients (left to right) Lauren Noble, Nicola Seafield, Francine Snadden and Tanith Brien.

Snadden was awarded the inaugural Freda Jacob scholarship.

Freda Jacob AM was the inspiration, founder and driving force behind the development of the ILC. Announced by the ILC Board in late 2017 this scholarship aims to acknowledge an individual who demonstrates the same determination, compassion and commitment to all people that Freda showed.

Valued at \$5,000, the scholarship will enable Francine to undertake a Project Management accredited course. Francine is responsible for a range of projects at the ILC and she is enthusiastic about undertaking this training so that she can continue to efficiently and effectively deliver projects.

Three additional ILC scholarships were awarded to Speech Pathologist Tanith Brien, Physiotherapist Lauren Noble and

Our Staff



Occupational Therapist Nicola Seafield. These scholarships are specifically directed to providing employees with the opportunity to develop in an area that will enable them to further support people with a disability and the frail aged, their carers and families.

Tanith's scholarship will enable her to undertake work to become certified as a Pragmatically Organised Dynamic Display (PODD) trainer, enabling her to support people with complex communication needs, their carers and support people. PODD is a way of organising language in a communication book or speech generating device that enables people with complex communication needs to 'have a voice'.

Lauren's scholarship will enable her to attend a PD Warrior course, an intensive, exercise-based program designed to drive neuroplastic change in people with Parkinson's, helping to slow the Parkinson's down. It is in stark contrast to the compensatory movement and cueing strategies employed in current clinical practice.

Nicola will undertake a 12-month distance learning program called 'Brain Tree Training' so that she can better support people with cognitive issues and dementia. Nicola wants to be able to provide the best possible support for people with cognitive issues, including providing accurate assessments and having an increased knowledge of specific interventions that could benefit people.

Long serving staff members farewelled

Several long serving staff members departed their positions at the ILC to pursue other life choices.

Kerry Rodda started work at the original ILC Havelock Street site before moving to premises in Shenton Park and later to Nedlands. During her time, Kerry performed a number of roles and provided valuable service to the ILC and to the broader community of WA. Thirty-six years of service with ILC is a remarkable achievement.

Annette Frazer, our Business Services Manager left in June after 21 years in the role. At her farewell, Annette was acknowledged for her significant level of commitment and professionalism in supporting the expansion of ILC services across the state.

A former manager, and more recently service coordinator responsible for allied health and driver assessment services, Nicki Longmire was a valuable contributor during her 15 years with the organisation. She is now enjoying her love of travel.

Business and Corporate Services

The ILC's operations during 2017-18 supported a variety of programs that are consistent with the objectives of the organisation. Contractual agreements are currently in place with the Department of Communities; the Commonwealth/State Home and Community Care program (HACC); the State Department of Health; the Commonwealth Department of Social Services (DSS); Lotterywest; Non Government Centre Support (NGCS); and the National Disability Insurance Agency (NDIA).

Additional revenue was generated by the provision of occupational therapy driver assessment services, community allied health services, equipment hire and display space rental and through the delivery of training, events and consultancy services.

New Core HR and Finance Systems

During the year ILC went through an evaluation process to identify new systems to replace the existing legacy systems, which no longer met the organisation's requirements as it evolved and expanded over the years. With funding becoming more individualised and our staff working more from their homes, systems were put in place to enable staff to work directly from mobile devices.

New HR, payroll and finance systems have been introduced which are flexible, integrate well and are cost effective. Work commenced in the last quarter of 2017 to implement the systems which included setting them up with relevant data, training users and trialling them. All new systems successfully went live on 1 July 2018 thanks to the dedication of the finance and administration team.

Niche Renovations

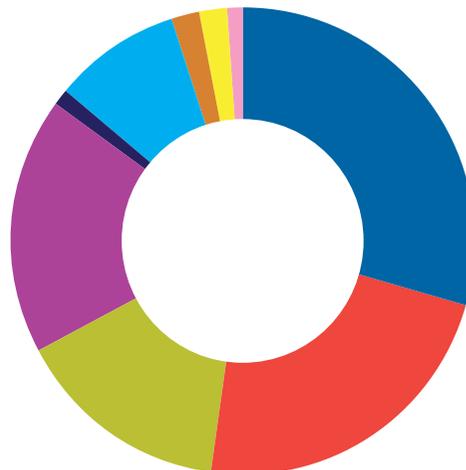
Auspiced by ILC and funded by Lotterywest, work commenced in April on refurbishing the Nedlands building, with the scheduled completion date being December 2018.

ISO 9001 accreditation status

The organisation successfully retained ISO 9001 accreditation status.

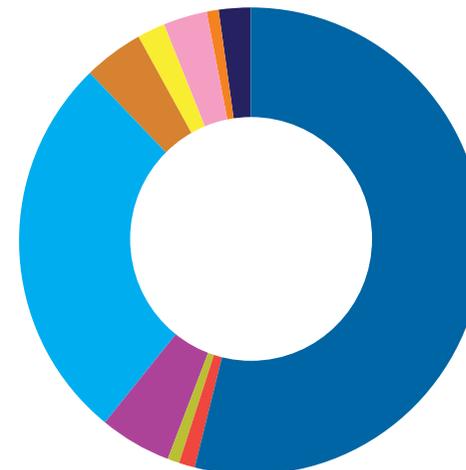


Income



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

Expenses



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

Contact us

Independent Living Centre WA (ILC) Head Office

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

Telephone

(08) 9381 0600 or 1300 885 886

Email

general@ilc.com.au

Fax (08) 9381 0611

Web www.ilc.com.au

The ILC also has locations in:

- **Cockburn** -
Smart Home Display
- **Westminster** -
Commonwealth Respite and Carelink
Centre
- **Busselton** -
Community Allied Health Services

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



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