

# 2017 ANNUAL REPORT



**INTERACTION**  
*Empowering People*

PERSEVERANCE





## VISION

To be an organisation of excellence; a growing, flexible and proactive person-centred service.



## MISSION

To provide exceptional services for people with disability, primarily those with an intellectual disability, and their support networks. Through person-centred support, we empower people to reach their individual goals and aspirations.



## VALUES

- ✓ Integrity
- ✓ Respect
- ✓ Openness
- ✓ Person-centred
- ✓ Accountability
- ✓ Life-long Learning

## PERSEVERANCE

"We have struggled and persevered through the introduction of the NDIS. However struggle produces endurance, endurance produces character, character produces hope, and hope never disappoints. Perseverance and hope have resulted in what will be a positive future for Interaction and the people we serve."

*Craig Moore, CEO*



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# From the Chairperson's Desk

## John Lucas

Two years ago, courage was needed to prepare for the transition to the National Disability Insurance Scheme (NDIS). Interaction achieved this through an evolutionary process, developed by the staff and involving substantial changes in how the needs of the people we serve could best be met. Perseverance resulted in new procedures, new roles and new structures within the organisation. Interaction's readiness to embrace the NDIS was recognised both formally and early by the National Disability Insurance Agency (NDIA).

I want to commend everyone at Interaction for persevering with this transition in a professional way, and at the same time holding firmly to our values and quality standards - working very hard to anticipate and prepare well - whilst also learning from new experiences. I fully believe that this perseverance is already reaping positive rewards in terms of growth and readiness for taking fresh opportunities which benefit those we serve. Another consequence of perseverance in the face of this challenge is to forge relationships: acquaintances become trusted friends, co-workers become comrades.

Difficult decisions were made. Tenders for care services were dismissed following detailed analysis undertaken by the Board, the CEO and the Executive. By transitioning early to the NDIS, the care of those we serve was not compromised, as shown in the divisional reports. At the same time prudent financial management increased surplus funds, thereby positioning the organisation favourably throughout this period (refer to the Financial Report). Our financial position is the envy of many others in the disability sector.

The committee structure continues to provide a vital link between governance and management; the Board, the CEO and staff. Given the wide



concern in the community - and from within the disability sector about pricing structures and the lack of transparency on pricing assumptions with the NDIS roll-out - Interaction is indeed fortunate to have a Board with a balance of individuals: individuals who have first hand disability sector experience, and individuals with broad business and financial experience and insight, which they bring to the decision making processes.

It would be remiss of me not to thank our volunteers, generous sponsors and local businesses for their support. Thank you to the CEO and all staff for their devotion to Interaction, and finally for the support received from the people we serve, their families and carers.

A handwritten signature in black ink, appearing to read 'John Lucas'.

*John Lucas*  
Chairman

# From the CEO's desk

## Craig Moore

The past twelve months has been a rollercoaster ride for Interaction and the people we serve. Interaction has fully transitioned to the NDIS. For many this transition has been fraught with uncertainty, as NSW state funding was systematically reduced and NDIS funding introduced. For others it has been a positive introduction, by receiving increased resources than initially expecting. Unfortunately, the development of pricing by the NDIA has been inadequate for many, and Interaction is now providing more service to more people, with more staff but less money. Interaction anticipated that this would be the case and built up reserves to ensure sustainability. Fortunately, evolving into the NDIS world, costs have matched income. Interaction did not need to access reserves during the past financial year.

Evolution can sometimes be painful for staff as positions and job descriptions within Interaction change or cease, due to the changes in funding. Interaction no longer has discrete programs with attached funding. Every person we serve now has their own plan, and funding is attached to their individual needs, which is what was hoped for under the NDIS.

As the NDIS pricing develops and matches the needs of the people participating in the scheme, Interaction will focus on ensuring that the people we serve continue to receive the quality service they are accustomed to. Interaction's market growth will be organic as people learn about and seek the quality of our services.

The area which Interaction seeks targeted growth is the development of worthy accommodation for people with Prader Willi Syndrome (PWS). Interaction is an internationally recognised provider of best practice services in Australia for PWS.



Within the next two years Interaction's goal is to expand its PWS accommodation services in Sydney and interstate.

Interaction's staff have persevered through very challenging times. They have taken on more responsibility, whilst never compromising the quality of their work. I congratulate them on the resilience they have demonstrated.

Interaction's Board has grown and matured. Interaction is blessed to have benefited from their knowledge and expertise. To our Chair, who has had a very challenging year personally, Interaction says thank you.

Interaction looks to the future with hope and confidence that our focus on mission and values will set this organisation apart from the rest of the NDIS market.

A handwritten signature in black ink that reads "Craig Moore". The signature is stylized with a long, sweeping underline.

Craig Moore  
Chief Executive Officer



# The Board of Directors

## Reflections on the past year



### **John Lucas - Chairperson**

To maintain a purpose in spite of difficulty or obstacles defines perseverance and describes how Interaction has embraced the challenges of the introduction of the most defining changes in the disability sector for decades. Personally, I am so proud of our staff and the Board of Directors (often working in tandem) for the manner in which this challenge has been thoroughly analysed, embraced and implemented in an environment of co-operation, total commitment and a determination to ensure the best possible outcomes for the people Interaction serves.



### **Laurie Boxwell**

At Interaction we have an awesome opportunity to touch and enrich the lives of those we serve and their families. It has been an honour to join the Board and bring together my corporate expertise, and my experience as a father in pursuit of this service.



### **David Combe**

Two other 'P' words closely associated with our 'perseverance' theme occur to me: 'Preparation' - experiencing huge benefits of all that we had done previously to become NDIS-ready. While others foundered, we moved as seamlessly as possible to ensure a smooth transition for the people we serve. 'Positioning' - seeing ourselves, and being seen, as a model of evolution to the new reality. A visit from the Minister and invitations to make submissions to Productivity Commission and Parliamentary Committee Hearings on the NDIS operations were evidence of this. Preparation and positioning also saw Interaction in strong financial health to meet any uncertainties.



### **Karen Hinton**

It was expected that the last year would be typified by significant NDIS ambiguity, and we certainly weren't disappointed. I want to commend everyone at Interaction for dealing with the ambiguities in a professional way, whilst holding firmly to our values and quality standards. The organisation has worked very hard to anticipate and prepare well, while also learning from new experiences. I fully believe that this perseverance - despite ambiguity - is already reaping positive rewards for Interaction in terms of growth and readiness, for taking fresh opportunities which benefit the people we serve.



### **Craig Moore - CEO**

We have struggled and persevered through the introduction of the NDIS. However, struggle produces endurance, endurance produces character, character produces hope, and hope never disappoints. Perseverance and hope have resulted in what will be a positive future for Interaction and the people we serve.



**Allan Dodd**

The highlight of my year was visiting a number of Interaction's accommodation facilities, and seeing how the staff and clients were persevering despite the changes, challenges, disruption and confusion caused by the introduction of the NDIS.



**Michael Fairley**

While the arrival of NDIS has dominated disability thinking and led to rapid growth of not-for-profit organisations, the maintenance of reliable care is the main concern of the people we serve. Interaction has managed this balance. I continue to be impressed by the kindness and thoughtfulness of staff.



**Ken Lynch**

Our Interaction team has successfully navigated the NDIS implementation challenges with energy, skill and purpose. All of this has been framed in a culture which values trust, respect, integrity, accountability, enlightenment and always doing the best we can for the people we serve.



**Patrick O'Gorman**

I would like to recognise the hard work of Interaction's staff who undertake some of the most challenging roles in the sector. As a Board we support them. We respect their efforts as they have persevered through the NDIS transition. We have the utmost confidence their perseverance will make Interaction a stronger organisation for the longer term.



**Kevin Pike**

I am privileged to serve on the Board of Interaction to support the wonderful work being done by staff. Their dedication in looking after those in our care is outstanding, as evidenced in the results of the Voice Project findings. The vision of Craig Moore and his senior staff will ensure Interaction continues to provide the level of service that our participants deserve.



**Pauline Vamos**

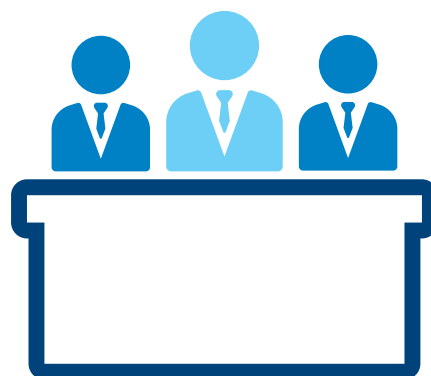
In the number of months I have been on the Board, I have been impressed with how the Interaction team have continued to focus on putting those we serve first, even though it has been a time of immense public policy, process and procedure change for everyone.

# The Committees

## The Board Executive Committee

The formation of this committee, consisting of the CEO and three Board members, was in response to the changes in disability care being implemented under the NDIS. The committee meets on a needs basis to:

- Provide guidance to the CEO on issues that may arise in operational and governance areas;
- Make decisions with Board approval on urgent matters; and
- Plan recommendations for future Board meetings.



## Governance Committee

Interaction has established a solid foundation for organisational sustainability through a well-developed multi-faceted approach to regulatory compliance, risk management, policy setting, review and reporting. Constant improvement through new learning and engagement with relevant industry professional bodies is a central plank of governance strategy.



## Finance Committee

It has been a pleasure to see the Finance Department make the change from dealing with the NSW State Government "Block Funding" (where funding was in advance of the services provided) to the Federal Government NDIA Funding Framework (where funding is in arrears after the service is provided).

Despite the numerous changes and challenges, Interaction and the Finance team has built upon their already high professional standards and work ethics.







## Marketing Committee

In the last year the Marketing Committee has been supporting our CEO and staff in their efforts to make it easier for individuals to navigate the NDIS with Interaction, whilst also raising Interaction's profile with stakeholders who can make the NDIS even better for the people we serve.

The latter has included a more strategic approach to Parliamentarians, and our access to key influencers of the NDIS. The highlight of this work was the lodging of a confidential submission to the Productivity Commission and presentation to the "Joint Parliamentary Standing Committee Western Sydney NDIS Hearing", about Interaction's experience with the NDIS so far and how the NDIS can be improved.

We have also given further attention to protecting Interaction's intellectual property and how we can measure and monitor indicators of Interaction's performance in marketing our services to potential participants.



## Stakeholder Engagement Committee

Interaction's Stakeholder Engagement Committee continues to meet regularly and strives to improve our complaints and compliments processes. Wonderful feedback has been received about our staff this year, as they continue to thrive and persevere despite all the changes in the sector. The Stakeholder Engagement Committee acknowledges the challenges that have faced our participants, families and staff as they navigate the new NDIS reforms, and recognises the hard work put in by all as they work together for positive outcomes for the people we serve.

# The Committees



## Policy Review Committee

The Policy Review Committee reviewed the following policies from July 2016 - June 2017.

Reviews were conducted as part of their triennial review cycle, responding to legislative changes and in moving with NDIS processes:

- Advocacy
- Anti-Discrimination
- Board of Directors
- Case Planning (VOOHC)
- Casework to Support Permanency (VOOHC)
- Complaints and Compliments
- Computer and Mobile Devices
- Conflict of Interest
- Decision Making and Choice
- Diversity
- Drug and Alcohol Usage
- Employee Assistance Program
- Financial Management
- First Aid

- Infection Control
- Interaction Vehicles
- Media Relations
- Medication
- Notification of Death of a Service User
- Participant Planning
- Participant Records
- Placement in Care (VOOHC)
- Planning for Leaving Care to Live Independently (VOOHC)
- Policy Review
- Professional Ethics and Code of Conduct
- Relative and Kinship Placements (VOOHC)
- Reportable Incidents
- Respect for Stakeholder's Feedback
- Rights
- Service Access
- Service Exit
- Service Management
- Service Planning and Review
- Service Promotion
- Sexuality and Relationships
- Staff Grievances
- Staff Recruitment
- Staff Training and Development
- Volunteer Management
- Work Health and Safety

\*VOOHC refers to Voluntary Out of Home Care



## Strategic Planning Committee

This year the Strategic Planning Committee reviewed and evaluated the 2015-2017 Strategic Plan. Through a process of consultation and collaboration with interested stakeholders, Interaction will develop our Strategic Plan for 2018-2020 based on the following priority areas:-

- Ongoing commitment to the people we serve;
- Providing quality Behaviour & Allied Health Services through diversification and servicing needs; and
- Growth in services to people with PWS.



## Wellbeing Committee

It is well recognised that supporting carers to have (or take steps toward) good physical, mental and emotional health plays a positive role in their caring experience. Interaction wanted to make a proactive effort to support this with the staff group. Interaction joined WayAhead Workplaces (a division of the Mental Health Association focused on workplace wellbeing practice) and continue the relationship today. Some of the activities include: RUOK day, paper bag lunch on the lawn, cultural lunch share, appreciate a plant week, national psychology week, information on practices such as the benefits of water and healthy recipe shares.



# Accommodation & Individual Options

## (AIO)

Echoing Craig's words the past twelve months have been a period of perseverance and achievement for the AIO team. Our Accommodation, Support and Training, Respite and Individual Options block funded programs have ceased to exist in their previous forms following transition to the NDIS.

During the twelve month period leading into the transition, Interaction's Evolution Team met regularly to plan and implement the many and varied changes required to operate under the new system. Completely new systems were required to meet both the financial and client information requirements of the scheme. I am very pleased to be able to say that our team met the challenge of developing new systems in an ever-changing environment.

While some changes were minor many were complex and challenging for the team, including the devolution of all discrete block funded programs. Fortunately most support types were able to be continued to be provided under the

NDIS registration groups, however our Support and Training Program could not be sustained under the new funding framework.

The new look AIO team now has three distinct support areas:

- Accommodation;
- Support Coordination; and
- Direct Support.

In January 2017 the position of NDIS Services Manager was introduced to meet the changing structure of the organisation. The role of the NDIS Services Manager is to oversee staff and systems within both our Support Coordination and Direct Support teams. These systems include intake and allocation of new participants.

Positions as Coordinator of Direct Support and Support Coordinators have been ably filled by our existing Program Coordinators.

*Maggie Vincent,  
GM Operations*





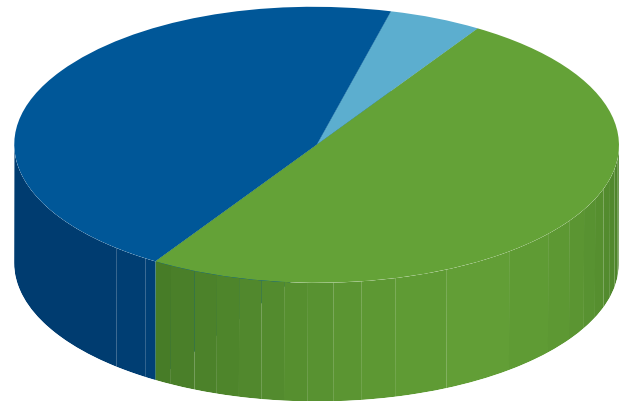
## Accommodation

Our accommodation senior staff still consists of two Cluster Managers overseeing our high support accommodation, and two Program Coordinators overseeing our drop-in supported accommodation. Interaction currently provides accommodation support to seventy six individuals aged between twenty-one and sixty-five.

With the introduction of the NDIS a new program was introduced by the Federal Government to ensure ongoing support to our participants who are over sixty-five years of age.

The Commonwealth Continuity of Support Program - Specialist Disability Services for Older People (CoS), commenced on the 1st May 2017. Currently Interaction is providing CoS services for five individuals over sixty-five.

### Breakdown of Accommodation Services by Type



- 50% High Support
- 45% Drop-in Support
- 5% CoS

### A new beginning Dane & Marija

Earlier this year, siblings Dane and Marija relocated and set up their new home. This was an exciting time for both Dane and Marija, and with support from Interaction staff, were able to transition very smoothly. They both receive support through their NDIS funding to help develop their living skills, and to work towards their individual goals. Both Dane and Marija live very active and social lives and are planning a trip to the Gold Coast later this year. Marija is currently planning their house warming party, and looking forward to her volunteer work at Westmead Hospital increasing to paid work. Meanwhile Dane is looking forward to attending a musical theatre show. Those who attended Camp Breakaway this year, will know Dane's love of music and his angelic voice.







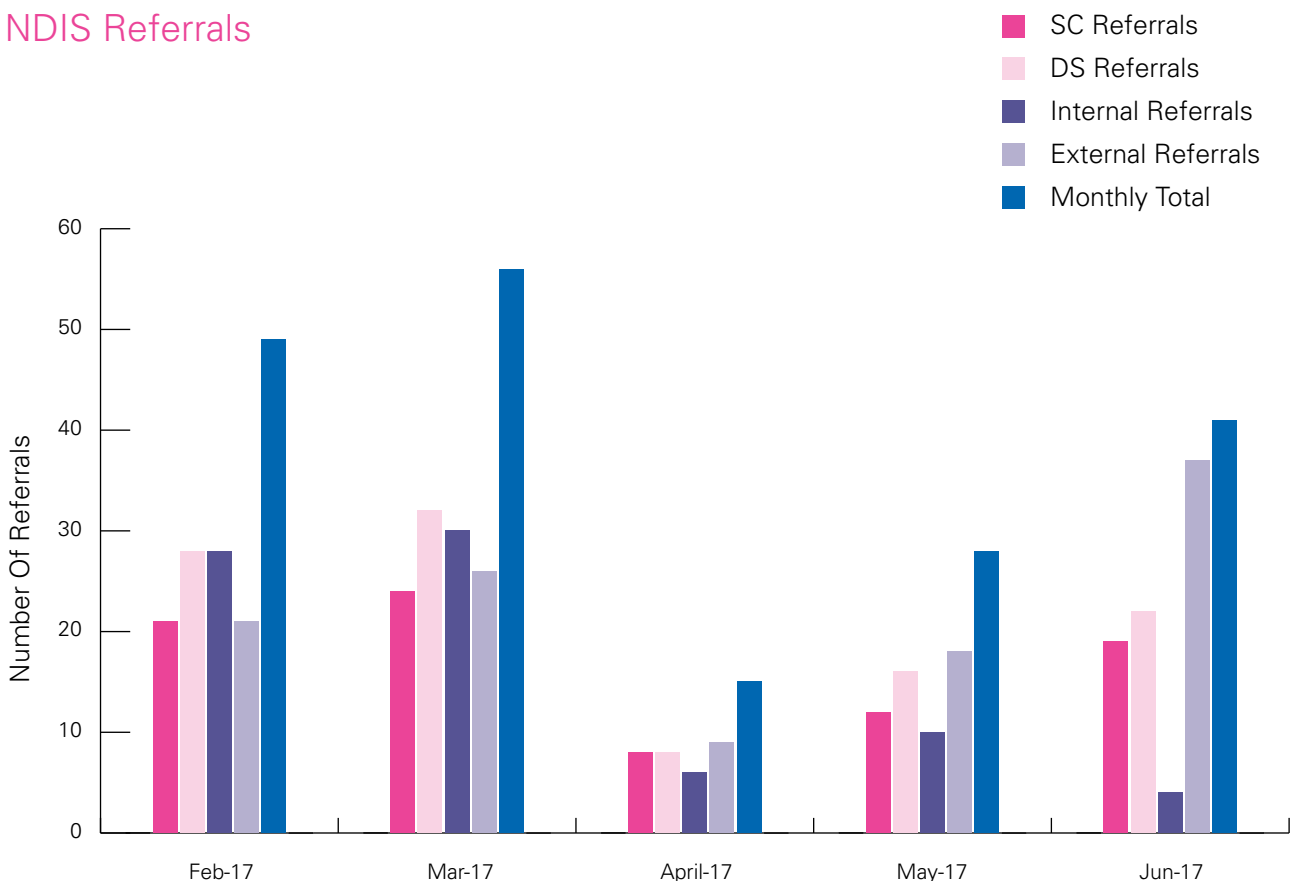
## Support Coordination

Support Coordination is a new area of support provided by Interaction in line with our NDIS registration. Support Coordination is time limited/ capacity building support provided to participants funded by the NDIS. The role of the Support Coordinator is to support participants and carers to implement their NDIS plan, ensuring services provided meet both the participants' needs and NDIS regulatory requirements.

At present Interaction has a team of five Support Coordinators providing Support Coordination to over one hundred and eighty participants. This means an average of thirty-six participants per support coordinator.



### NDIS Referrals





## Living life my way

Rowan first came to Interaction as part of our Carer Assistance and Community Options Program, and has since transitioned to NDIS funding. He is now receiving Support Coordination which has helped Rowan implement services such as personal care and community access. Through Support Coordination, Rowan was able to negotiate NDIS funding to be able to meet his goals of rehabilitation. With Rowan's allocation of NDIS funding, he has been able to access intensive allied health services, including: the Body Brain Fitness Program, Occupational Therapy, Speech Therapy, Physiotherapy, Hydrotherapy and Music Therapy. In the last few months, Rowan has progressed with assisted standing, and can now speak full sentences. Rowan's parents have expressed much appreciation (in their words 'magnificent assistance') to the Interaction Support Coordinators who have assisted Rowan.



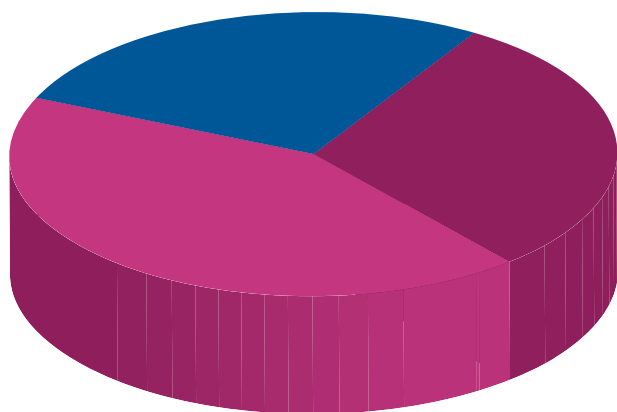
## Direct Support

At present Interaction has a team of three Coordinators of Direct Support. The role of the Coordinator is to liaise with participants and/ or carers to identify and roster staff of their choice to provide a range of direct support services. Those services are predominantly broken down into three categories: Community Access, Self-Care and Capacity Building/Skills Development.

To date, Interaction provides Direct Support to over one hundred and fifty children and adults.

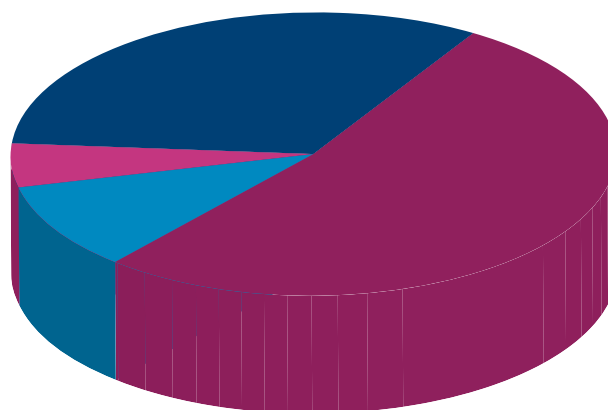


### Direct Support Participant Demographics



Age 5 - 17:	46
Age 18 - 45:	65
Age 46 - 65:	41
<b>Total:</b>	<b>152</b>

### Participants by Direct Support Categories



Community Access	80
Self Care	15
Capacity Building/Skills Development	8
Participants receiving multiple category types	49
<b>Total</b>	<b>152</b>



## Being in the driver's seat of my life

Rochelle has been a participant of Interaction for several years, and has previously received services such as Case Management and Direct Support in helping her to live independently. Rochelle enjoys living an independent lifestyle with her two cats, Bessy and Puss. Since her transition to the NDIS, Rochelle's horizons have certainly broadened, in that she is able to use her NDIS funding to suit her individual needs and help her to achieve some of her goals. Rochelle has been able to use her NDIS funding to receive 1:1 direct support, with a direct support worker of her choice. With this support, Rochelle has been to football games, and witnessed her favourite team, the Eels, beat the Wests Tigers, which Rochelle was very happy with. Having support has also meant that Rochelle is able to keep her own unit clean and tidy, as well as being able to budget and save for household items and keep up to date with her laybys.





# Behaviour and Allied Health Services (BAHS)

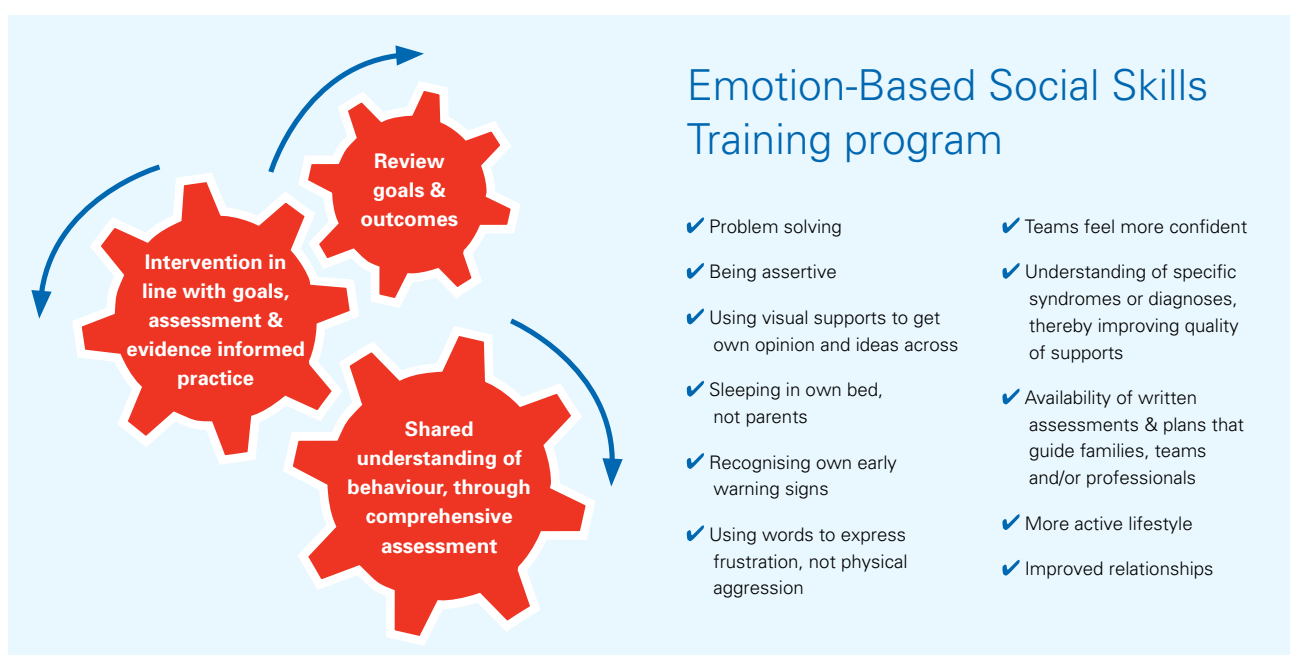
Significant preparations have gone into the practical and paradigm shift from working in a block funded environment to the NDIS world. Through the seasons of change over the last twelve months, the team has been required to adapt and be responsive to the rapid and regular shifts between cool windy days, storm cells brewing, sunny clear skies and comforting gentle rain. Taking on, being committed to and succeeding in making inroads to actioning change has been no mean feat. All whilst continuing to provide quality services and supporting participants and their families through their own experience into the NDIS. Thank you team!

Being a transition year, the BAHS team have spread support across state block funded programs, Fee for Service, Medicare and also an increasing base of NDIS participants.

A number of individual, group and community activities were undertaken over the course of the year, two of which need special mention as follows:

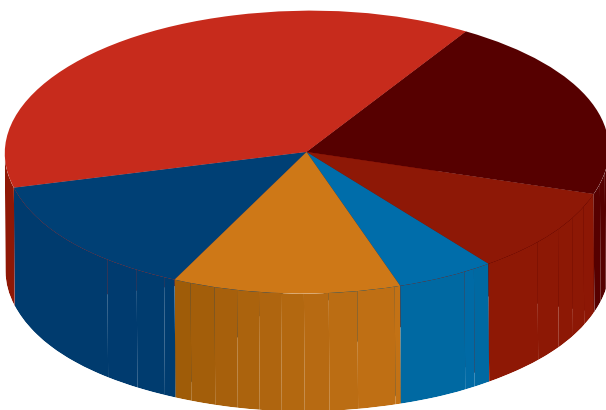
**SibWorks** is a group program for eight to twelve year olds who have a brother or sister with a disability. This year we decided to arrange a school holiday two day program rather than the previous six week program which proved to be a great success.

**Emotion-Based Social Skills Training program** is for children with Autism Spectrum Disorder and /or mild Intellectual Disability between eight and twelve years of age. This is a preventative and early intervention program, promoting mental wellbeing, designed and evaluated by researchers at the Children's Hospital at Westmead. It covered: 'understanding emotions', 'problem solving and perspective taking', and 'managing emotions'. All of the children reported that they had fun and learned new skills. At the end of the program, parents reported noticeable changes in their children's capacity to label their emotions, to notice the emotions in other people and to use a range of coping strategies.



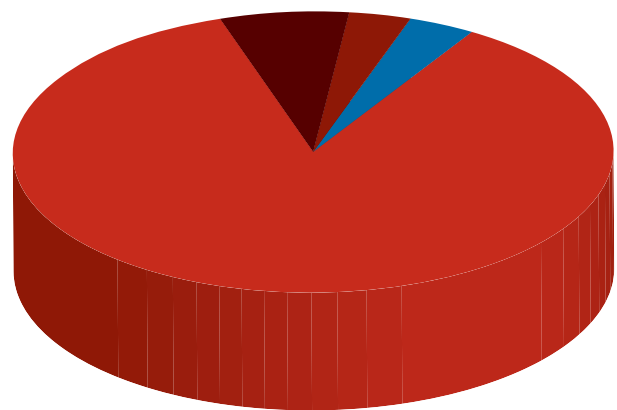


## Distribution Of BAHS Supports During The 2016-2017 Financial Year



Clinical Support	35
Training & Behaviour	16
Intervention Support	9
Behaviour Support Implementer (BSI)	20
Fee for service	23
Medicare	23
NDIS	62
<hr/>	
Total Clients	165

## Restricted Practices Approved 2016-2017, By Type.



Restricted Access	25
Physical Restraint	2
Exclusionary Time Out	1
Psychotropic PRN	1
Response Cost	-
Seclusion	-

Individual participants, their families and support networks have achieved or made steady progress towards a variety of goals through an evidence informed process.

Restricted practices processes are well established at Interaction to ensure the appropriate safeguards are in place to protect the participant and the broader support system. Twenty three submissions were made for twenty-nine practices during the 2016-2017 period. Of these, nineteen submissions were planned, highlighting Interaction's planned and stepwise approach to behaviour intervention as opposed to a predominantly reactive/crisis driven model.

Looking ahead the team is committed to finding ways to deliver group based programs for carers, siblings and participants which continue to be requested by the local community. Interaction is committed to expanding the existing skill set of the team to include other allied health disciplines. This will serve to enhance existing practice, and extend our capacity to meet the current community demand for other therapy areas and streamlined multi-disciplinary and trans-disciplinary practice. To reflect this commitment, the team have been appropriately renamed "Behaviour and Allied Health Services (BAHS)".

*Lisa Osborne,*  
Principal Psychologist/BAHS Manager



# Prader-Willi Syndrome

Interaction is the main provider of internationally recognised best practice services in Australia for PWS. With three PWS accommodation facilities in Sydney to date, the people we serve continue to receive high quality care – care that assists but also enables people with PWS to lead the most independent life possible. The story about Bradley on the opposite page confirms just that.

We are always exploring opportunities to improve on the exceptional services we provide. In June and July 2016 I (along with the President of the Australian Prader-Willi Syndrome Association), took a journey to the UK, Denmark, Germany and the US to research PWS accommodation and services.

## The Intention:

- To see what was being done
- What was considered best practice
- What other service models were being provided?
- How were these being provided, and at what cost?

As a result, I came away from the experience realising that although our service standards are high, there is always more that can be done in this space. There is a significant opportunity to meet the needs of people with PWS around Australia, and Interaction wants to lead the change.

In pre-NDIS times, the opportunity to create a specific type of accommodation model was simply not there, for reasons I believe as follows:

- People with PWS could not afford to live independently in an apartment. Their pensions would not go anywhere close to meeting the cost.



Bradley and Nathan

- People with PWS did not qualify for appropriate care funding because PWS is not understood, even in the disability sector. Hence people with PWS have been classified by their intellectual ability and not their truly unique needs.
- The misplaced philosophical position of not putting people with the same disability together.

With the introduction of the NDIS and - in particular - Specialist Disability Accommodation Funding (SDA), there is now reasonable and necessary resources for a person to live an ordinary life.

## The Future:

Plans for PWS services around Australia are developing. We continue to make progress towards implementing accommodation services interstate, as well as Sydney and the Central Coast.

To continue to provide best practice PWS services, we must ensure that our staff are provided with every opportunity to expand on their skillset and knowledge. At the time of writing we have confirmed a comprehensive two week training course with two well respected and internationally

renowned doctors in the PWS space. Interaction will bring Dr Hödebeck-Stuntebeck and Dr Soyer to Sydney from Germany, and we look forward to providing our staff with the very best PWS education, complementing our already high quality standard of care.

Designing our models of support from an international evidence base and clinical input,

Interaction's human rights approach ensures a quality of life for individuals with PWS. By maximising their choices and independence with guided support, Interaction can lead individuals with PWS to healthier futures.

*Craig Moore,*  
CEO



## Transitional living to independence

Bradley is a young man who will soon be twenty-one and has PWS. Bradley has two older siblings who have moved out of home. This appealed to Bradley and inspired a discussion with his family about having his own home one day.

Bradley was lucky enough to have a trial in one of Interaction's PWS accommodation facilities, and immediately connected with Nathan. Since moving in, his parents have seen a positive change in him. He is proud to tell them about how he can do his own laundry, and is able to participate actively in decisions about house activities.

Bradley is growing into a confident independent man, who for the first time in his life feels like he is "the same as his siblings". He now engages with his parents and siblings, rather than seeing them as carers and minders. He is safe, content and able to lead a life of independence, whilst being supported by the social educators at Interaction.

Bradley's parents miss their "little man" at home, but the realisation that they can now be parents rather than carers is the most amazing feeling for them. They are confident that he will now blossom to lead a full and rewarding adult life.

# People & Development

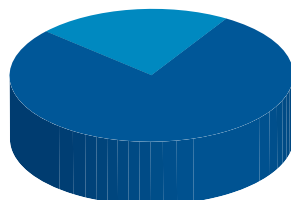
## Workplace Gender Equality Statement

In accordance with the requirements of the Workplace Gender Equality Act 2012 (Act), Interaction Disability Services Ltd (Interaction) lodged its annual compliance report for 2016 / 2017 with the Workplace Gender Equality Agency. The Act provides for feedback from the community to comment on the report either to Interaction via email [info@interactionservices.org](mailto:info@interactionservices.org), or to the Agency (WGEA). Please refer to the Agency's guidelines on this process on their website.

## Human Resources

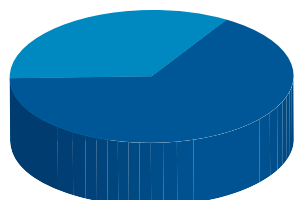
### Disability Support Workforce in NSW

National Average\*



Male 22%  
Female 78%

Interaction



Male 34%  
Female 66%

Indicating that  
Interaction is a good equal  
opportunity employer, working  
on closing the gender gap.

*\*\*National Average\* statistics Resource: NDS  
Workforce Data report*

### Permanent Direct Disability Support Worker turnover



National Average\*

4%



Interaction

2%

### Casual Direct Disability Support Worker turnover



National Average\*

7%



Interaction

1%

### Service Provider Disability Support Workforce - Avg Growth, March Qtr



National Average\*

3%



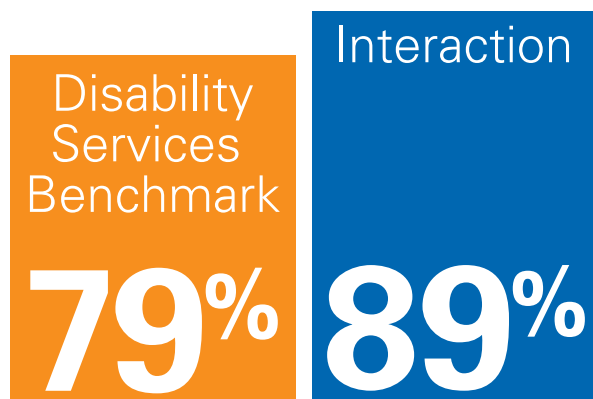
Interaction

12%

**SEVENTY%** OF OUR DISABILITY SUPPORT  
WORKFORCE ARE **CASUALS**

## Voice Project - **Client** Satisfaction Survey 2016

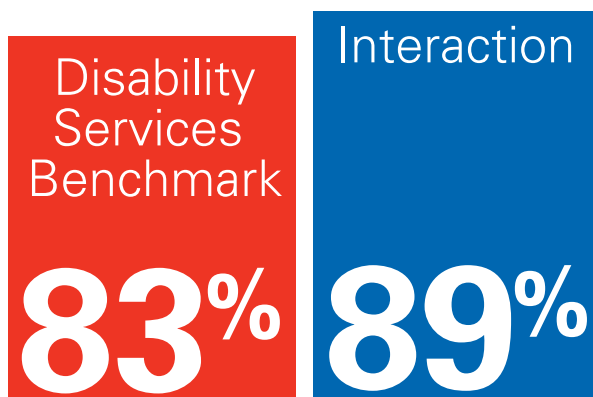
Clients are included in meetings when decisions at Interaction affect them



A client is our most important visitor. They are not dependent on us, we are dependent on them. They are not an interruption to our work, rather the purpose of it. We are not doing them a favour by serving them, they are doing us a favour by giving us an opportunity to do so.

**Mahatma Gandhi**

Clients are supported if they want to try new things



### OUR TOP 3 STRENGTHS

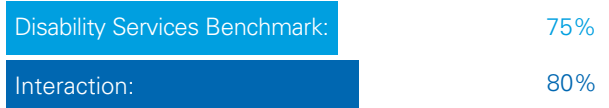
Clients report Interaction's top 3 strengths are:

1. The staff,
2. Where they live; and
3. Being supported to see their family & friends.

Clients feel safe when visiting



Clients feel they are listened to when unhappy



# 88%

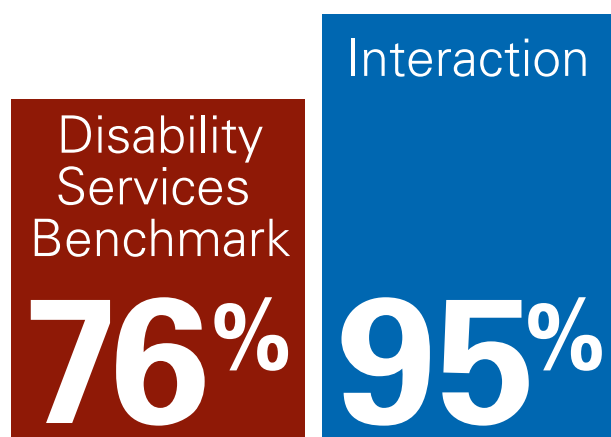
Of clients report Interaction staff are friendly & honest



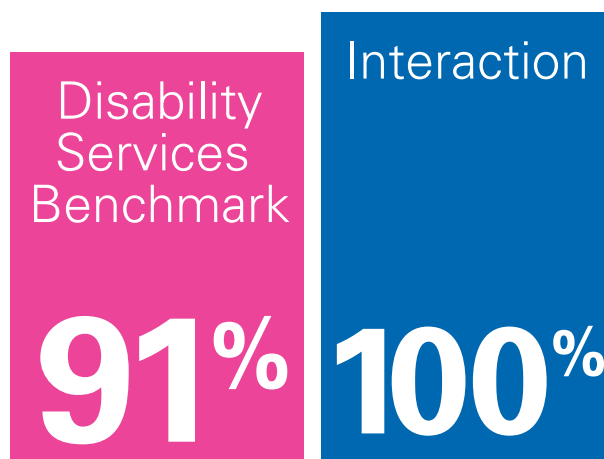
# People & Development

## Voice Project - **Parent/Carer** Satisfaction Survey 2016

Parents/ carers feel staff respond to their phone calls within a reasonable amount of time



Parents/carers report staff are courteous and friendly



Parents/carers experience high client satisfaction



Parents/carers feel staff listen to their suggestions and ideas



Parents/carers report feeling respected by staff



Parents/ carers feel a good range of services are provided to meet their family members' needs



# The Financials

To align with professional standards, all activities of the Finance Department are documented and the records are maintained and accessible for relevant audit purposes. The Department ensures procedures are set up properly to manage the process without errors and with a view towards compliance, fraud and theft prevention.

The Finance Department has been working with the leadership team to ensure that Interaction continues to provide quality service. As a result, this year, Interaction has made several changes in its cost structure, budgeting and forecasting process to better manage the cash flow for the organisation.

The organisation has reviewed and enhanced its existing accounting and rostering system so that it is compatible with NDIA. Interaction has mastered the process of bulk claiming from the NDIA portal for the services provided. Various customized templates are designed and used for its internal processes, which minimises the manual data entry and duplication, hence increases efficiency and reduces cost.

To closely track the movements in programs, the managers reporting is now based on divisional, department and program level. It is the responsibility of the Finance Department to make sure all claims are submitted on time once the services are provided to participants. At the same time, managers are reporting regularly about the status of their claims.

Another change within internal operations was managing the salary packaging through actual payroll method. This has lowered administration costs and Interaction has now full control of payments made to Remunerator.

As Interaction has fully transitioned to NDIS, the



company will be acquitting for the last financial year for ADHC funding.

Our role tends to focus on immediate financial issues, management and to help the business navigate through growth stages and downturns. An audit of financial practices is conducted annually by an external auditing firm, with the finance staff providing the information required.

The Finance Department continues to work closely with the Board Finance Committee, CEO and the Divisional Managers to ensure that Interaction remains NDIS savvy - this is measured by Interaction's financial viability, built-in reserves, stable cash flow and assets.

The Finance team is attending various seminars and information sessions run through NDIA. The Finance Department is committed to maintaining transparency and accountability in all financial matters.

*Gurdeep Masson*  
*Financial Controller*

## Income Statement

For the year ended 30th June, 2017

	Notes*	2017	2016
Income		\$	\$
Revenue from government grants		8,305,352	11,825,983
NDIS Income		7,196,956	0
Interest received		19,766	25,390
Other income	3	1,002,711	995,978
Total income		16,524,785	12,847,351
<b>Expenses</b>			
Depreciation		112,070	123,644
Finance expenses		29,768	49,740
Loss on disposal of fixed assets		38,883	59,654
Motor vehicle expenses		265,308	258,738
Occupation costs		619,727	530,914
Other client expenses		620,566	1,049,834
Other expenses		162,120	128,971
Project Cost		42,114	0
Professional fees		92,070	44,078
Service charges		1,051,918	1,226,123
Staff remuneration		10,097,053	8,374,996
Staff training		73,155	107,194
<b>Total expenses</b>		<b>13,204,752</b>	<b>11,953,886</b>
Surplus/(loss) for year		3,320,033	893,465
<b>Other comprehensive income/expense</b>			
Revaluation of properties		0	0
Impairment of property		0	0
<b>Total comprehensive income/loss for the year</b>		<b>0</b>	<b>0</b>

### Note 3: Other income\*

	2017	2016
Service fees	965,155	943,343
Interaction donations	14,094	13,120
Profit on disposal fixed assets	9,889	6,317
Other income	13,573	33,198
	<b>1,002,711</b>	<b>995,978</b>

## Balance Sheet

As at 30th June, 2017

<b>Assets</b>	<b>2017</b>	<b>2016</b>
<b>Current</b>		
Cash and cash equivalents	2,928,324	1,637,563
Trade and other receivables	387,877	79,561
Tax asset	48,766	0
<b>Current assets</b>	<b>3,364,968</b>	<b>1,717,124</b>
<b>Non-current</b>		
Total Fixed Assets	5,175,041	5,294,470
Non-current assets	5,175,041	5,294,470
<b>Total Assets</b>	<b>8,540,009</b>	<b>7,011,594</b>
<b>Liabilities</b>		
<b>Current</b>		
Trade and other payables	513,904	623,976
Provisions	617,788	496,809
Tax liabilities	4,000	360,781
Financial liabilities	310,836	1,157,709
Current liabilities	1,446,527	2,639,275
<b>Non-Current</b>		
Provisions	188,849	249,785
Financial liabilities	42,095	580,029
Non-Current Liabilities	230,944	829,814
<b>Total Liabilities</b>	<b>1,677,471</b>	<b>3,469,089</b>
<b>Net Assets</b>	<b>6,862,538</b>	<b>3,542,505</b>
<b>Equity</b>		
Retained earnings	6,862,538	3,542,505
<b>Total equity</b>	<b>6,862,538</b>	<b>3,542,505</b>

## Statement of Changes in Equity

For the year ended 30th June, 2017

	<b>2017</b>	<b>2016</b>
Opening retained equity	3,542,505	2,649,040
Surplus/(loss) for year	3,320,033	893,465
Funds expended from reserve	0	0
<b>Closing retained equity</b>	<b>6,862,538</b>	<b>3,542,505</b>

## Statement of Cash Flow

For the year ended 30th June, 2017

<b>Cash Flow From Operating Activities</b>		
Cash receipts from government and customers	17,515,540	12,834,813
Cash payments to suppliers and employees	-15,475,865	-10,842,037
Interest received	19,766	25,390
Finance costs	-68,651	-109,394
<b>Net cash provided by (used in) operating activities</b>	<b>1,990,789</b>	<b>1,908,772</b>
<b>Cash Flow From Investing Activities</b>		
Proceeds from disposal of property, plant and equipment	562,667	722,892
Payment for property, plant and equipment	-555,309	-833,943
<b>Net cash provided by (used in) investing activities</b>	<b>7,358</b>	<b>-111,051</b>
<b>Cash Flow from Financing Activities</b>		
Proceeds from borrowings	0	0
Repayment of borrowings	-707,390	-314,367
<b>Net cash provided by (used in) financing activities</b>	<b>-707,390</b>	<b>-314,367</b>
Net change in cash and cash equivalents	1,290,758	1,483,354
Cash and cash equivalents, beginning of year	1,637,566	154,212
<b>Cash and cash equivalents, end of year</b>	<b>2,928,324</b>	<b>1,637,566</b>





# The Activities





# The Activities



# The Acknowledgements

## Contributors 2016-2017

Interaction sends a special message of thanks to every person and business who made a donation this past year. Your support is valued, and has enabled us to continue to provide excellent services and resources to the people we serve.

### Individual Contributors

Malcolm Campbell

Peggy Dalgliesh

Judith and George Gelb

Warren McHattan

Eric Nguyen

John Plant

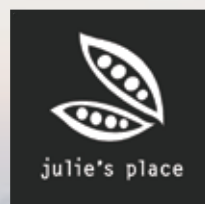
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**INTERACTION**  
*Empowering People*