

ANNUAL REPORT 2016



The work we do may not
change the world, but it changes
the world for someone.



INTERACTION
Empowering People

OUR VISION

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

OUR 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.

OUR VALUES

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

CONTENTS

Chairperson's Report	01
CEO Report	03
Corporate Services	05
Employee Of The Month Awards	07
Clinical Services	08
Corporate Governance	12
Photos	14
Accommodation & Individual Options	17
People & Development	22
Finance Department	24

CHAIRPERSON'S REPORT

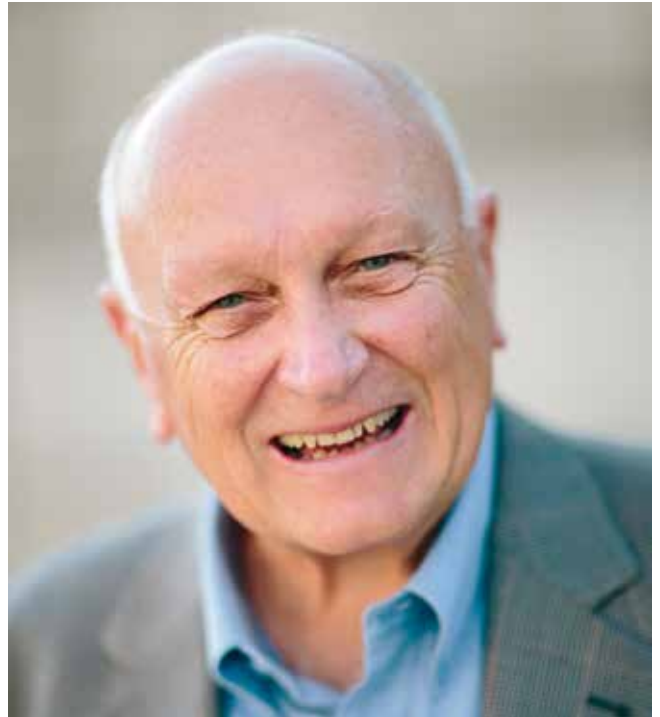
On Tuesday 28 June 2016 Interaction hosted the Honourable John Ajaka MLC, Minister for Ageing and Disability Services and Multiculturalism and the Honourable Ray Williams MLA, Member for Castle Hill and Parliamentary Secretary to the Premier for Western Sydney. Both have had contact with Interaction; Minister Ajaka officially opening Fred Franks House in September 2015 and Mr Williams visiting our Head Office in February 2016. Both are passionate about the implementation of the National Disability Insurance Scheme (NDIS) and the opportunities the scheme presents for the disabled in our community.

On this day I highlighted Friday 1 July 2016 as an important milestone for the disabled in the wider community in general and more specifically for Interaction. Interaction is NDIS ready because it is an organisation which:

- Demonstrates its mission, vision and values in all it does (a point acknowledged by Minister Ajaka);
- Develops and implements its strategic plan after consultation and collaboration with its stakeholders;
- Remains financially robust and secure as shown in the Financial Report and is constantly adding to its asset base;
- Informs the wider community of its services and explores means to promote these;
- Ensures correct governance and management procedures are followed;
- Provides a number of forums for our stakeholders to express their feelings about the functioning of the organisation (The Voice Project and the Stakeholder Engagement Committee); and
- Has an experienced and dedicated staff willing to accept the challenges that change brings and committed to providing quality services to the people cared for.

So Interaction's preparedness for the NDIS has not happened by chance. It has been an evolutionary process achieved through:

- Strong, decisive and innovative leadership; and
- Widespread consultation and collaboration amongst the staff who have largely driven the change process.



The end result will be that new structures will evolve, be developed and refined to ensure that Interaction continues to function effectively and efficiently and most importantly meeting the needs of the people we serve and their families. The Board applauds the CEO, the executive team and the staff for their willingness and commitment to this process and their time given so unselfishly.

During the months from July through to October 2015, staff at Interaction prepared, supported and ensured that the people we serve and their families are NDIS ready. This was achieved through a number of well attended meetings (in excess of 130 people) not only for our stakeholders but also for members of the wider community. An easy to follow kit to demystify the impact of the NDIS was developed by some of our staff members and distributed at these meetings thereby answering many concerns and alleviating any doubts. Individual meetings for stakeholders were also convened to further assist. This service was provided free of charge thereby ensuring that the change process impacted minimally on the people we serve and their carers and families. Also, Interaction received much in the way of positive feedback regarding the presentation of the information both at the meetings and in the easy to follow information kits.

Interaction continues to grow and expand its operations.

- In June 2016 Interaction was chosen to provide re-auspiced programs from Anglicare to broader Western Sydney. This included expanding Interaction's case management services and assistance for older parent /carers. The transfer in excess of one million dollars has been a smooth one thanks to the efforts of our staff.
- Interaction has acquired two properties; Haynes Street at Penrith and one at Arcadia. Interaction now provides services to thirty two houses, six of which the organisation owns or is currently purchasing.
- There has been an increase in "drop in" support.
- Individual packages have increased by 114 over the last year.
- Financially Interaction has grown by over three million dollars in 2015 - 2016.
- Interaction is rapidly becoming the organisation of choice for those with Prader-Willi Syndrome (PWS). More about this development appears in the CEO's Report.
- Interaction is an accredited and registered NDIS service provider.
- Interaction's brand awareness has broadened across much of Western Sydney.
- Interaction is committed to hosting the annual Carers' Luncheon for North Western Sydney.

The past twelve months have seen some difficult and testing times for Interaction. Despite a prolonged illness, our CEO Craig Moore, continues to be an inspiring leader. The trust, training and leadership skills of the executive team (Maggie Vincent, Lisa Osborne, Vicky Thorpe and Gurdeep Masson) came to the fore during this time thereby ensuring that Interaction continued to function normally.

The support given by the staff during this time was amazing. The Board thanks the staff for their loyalty, for their dedication and commitment, for their willingness to accept new challenges and change and to be responsible for their own professional development. Most importantly however is their willingness to embrace Interaction's values in all that they do.

On a more personal note, it would be remiss of me not to mention the loss of Maria Fernandez, a member of our executive team who served for twenty two years. Maria reflected everything that makes Interaction the successful organisation it is. To honour her, Maria was made a life

member and as a further tribute our Employee of the Year is known as The Maria Fernandez Memorial Employee of the Year Award.

The committee structure continues to function successfully. Staff and Board members combine to work together in areas of planning, marketing, finance, governance and stakeholder engagement. Staff continue to benefit from the skill, talents and expertise of Board members who in turn gain a valuable insight into the operational aspects of Interaction.

At our 2015 Annual General Meeting it was a privilege to welcome Ken Lynch to our Board. Like his fellow Board members Ken enriches the leadership team. I thank all the Board for their hard work, their wise counsel, decisive decision making and their willingness to work as a productive and cohesive team. I very much appreciate the support they have given to the CEO, the executive team and myself.

To our many volunteers, generous sponsors and local businesses thank you for your financial support and interest. Our relationship with Ageing, Disability and Home Care (ADHC) has been a positive one based on mutual respect and trust.

To the people we serve, their families and carers thank you for your support. You are our family and Interaction is totally committed to serving you by providing the best possible services and care available.

John Lucas CHAIRMAN



INTERACTION'S CURRENT BOARD OF DIRECTORS

John Lucas	Appointed Mar 2005
David Combe	Appointed Nov 2012
Michael Fairley	Appointed May 2005
Karen Hinton	Appointed Oct 2010
Ken Lynch	Appointed Nov 2015
Craig Moore	Appointed Oct 2006
Patrick O'Gorman	Appointed May 2005
Kevin Pike	Appointed Mar 2006

CEO REPORT

Interaction, as a provider of services to people with disability, is relatively small. Even though we have seen substantial growth over the last few years, and we are considered by Government and the Sector as a large organisation, we operate in Northern and Western Sydney only. We do not have thousands of staff, we do not provide services to all people with disability and we cannot provide every service that a person who comes to us may want or need. Even if we were ten times bigger and provided services throughout Australia, we would still not be big enough to change the world. But, we can change the world for the people we serve.

Being other person centred and truly focussing on the people we serve means that we try:

- To stay Mission focussed;
- To provide the quality of service people want;
- To embody the Values we share as an organisation; and
- To ensure the provision of service is sustainable.

In this Annual Report the Divisional reports, the Departmental reports, the Audit report and other operational and governance reports will outline how we have conducted our service provision. It has been an exciting and challenging year as we have grown substantially and as we have continued our preparation for the introduction of the NDIS. Growth has occurred through the increase of our High Supports programs, the reallocation of another organisation's programs and people choosing to come to Interaction. This growth has stretched our staff but they have magnificently risen to the challenge.

The NDIS talks about reasonable and necessary resources for a person to live an ordinary life. This has resonated with me as we look at how we will deliver services in the future and what these services will look like. We have prepared for the NDIS and we have looked at what differentiates Interaction from other organisations. How are we different and how have we prepared for the NDIS? To answer that question we:



- Have constantly focussed on our Mission and Values, and we have the evidence based research, in the form of The Voice Project, that confirms we “walk the talk”;
- Have built up our assets and we are financially robust, as our Financial Report demonstrates;
- Have instituted an Evolution Committee, driven by staff from across Interaction, to look at how we will evolve as the sector changes the way service is delivered;
- Have a history and expertise in the provision of services to people with PWS and is recognised nationally and internationally;
- Are recognised for our Clinical Services;

While our Mission and Values remain the same, and are reinforced with the introduction of the NDIS, our vision must change as circumstances alter opportunities. Our vision for the provision of services in Northern and Western Sydney is to continue our organic growth. However, other opportunities such as the reallocation of State Government services, mergers or acquisitions may present themselves.

Interaction needs to be agile and ready to respond appropriately. Also, as more people obtain packages from the NDIS, we must be able to respond with the same quality of service, especially as we grow.

For people with PWS, Interaction is the main provider of services in Australia. Unfortunately that is a small number of people in Northwest Sydney. PWS is universally misunderstood and governments in Australia have had a misplaced philosophical objection to joint accommodation for people with PWS. People with PWS have been neglected and systemically abused. Interaction has the vision to right this wrong and to ensure equality of service for people with PWS under the NDIS. There is a "window of opportunity" for Interaction to meet the needs of people with PWS around Australia. We want to become the provider of choice for accommodation and Clinical Services for people with PWS and their families. For many years we have been planning and developing partnerships to make this happen. It is a bold and audacious plan but that is because we see that people with PWS are one of the most neglected and disenfranchised group of people amongst the disabled population. It is a grand vision for the future where people with PWS will have appropriate, worthy accommodation and service provision to live an ordinary life.

Interaction has planned, for many years, to purpose build a home for people with PWS. This process has begun and we have developed a brief for what is required. A builder, ZAC Homes, has offered to develop the plans and do all the work to get these through Council. This was a most unexpected offer and we thank them for their generosity. As with most building projects, progress is slower than hoped as the land we require is bigger than usual building blocks, however, we continue that research. Concurrently, we are also looking at other accommodation models and hope to have these developed in the next financial year.

Interaction, because of our reputation in the PWS Community, has been contacted by the Queensland Government to set up a PWS program in Brisbane. We are also in contact with government and groups in Victoria about setting up programs in Melbourne.

It has also been an extremely challenging year as we lost our dear friend and colleague, Maria Fernandez. As announced at last year's Annual General Meeting, we have instituted the Maria Fernandez Memorial Employee of the Year Award, with Laura Sallit being our first recipient.

On a personal note the past Financial Year has also been very challenging as I have dealt with serious illness. The Board and staff have been extraordinarily supportive of me as I underwent treatment and recovery and I thank them most sincerely. However, more importantly, Interaction continued to operate without any major disruption. The Board were magnificent in their support of the staff and the Executive and Senior Staff continued to manage expertly and professionally. This reinforced my belief that Interaction will be in good hands long into the future. I particularly want to highlight and thank Maggie Vincent for slipping into the role of Chief Executive Officer while I was away. We are most fortunate to have such a person at Interaction.

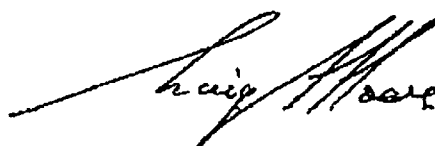
I want to thank all our staff for the great job they do for the people we serve. As pointed out earlier, The Voice Project Results over the last eleven years demonstrate how our staff live the values of Interaction and truly believe in our Mission. Thank you and well done to all!

Interaction has been blessed with a truly expert and professional Board. The Governance, particularly in the Committees, has taken Interaction to another level. The understanding of governance and operational differences means there are never any transgression of boundaries. Our Board embodies the values of Interaction. The integrity and conduct in which the Board deliberate on the myriad of issues we have is a true testament to their professionalism and character. They add enormous value to Interaction and they are able to look at possibilities and opportunities with an appropriate risk understanding while ensuring their fiduciary responsibilities. I thank them for their thoughtful input, the huge time commitment and their support of me both professionally and personally.

One of the most important relationships in an organisation is that of the Chair and CEO. For virtually all of my time as CEO, John Lucas has been the Chairperson and we have developed a most wonderful relationship. John has also faced many challenges this past year and he has handled these with graciousness and wisdom. He continues to provide the Board with sound leadership and has provided me with unwavering support and encouragement. I thank him sincerely.

To the people we serve, I hope we are changing the world for you one person at a time.

Craig Moore
CHIEF EXECUTIVE OFFICER



CORPORATE SERVICES

Corporate Services provides the administrative, information technology (IT) and reception support to Interaction.



I've had the pleasure of working alongside some very dedicated and supportive staff during my time at Interaction. One of those staff members is Kath Wilson, who resigned at the end of 2015. Kath and I have had a very long working relationship spanning over the past 27 years. During Kath's time at Interaction she held numerous positions within the accounts and administration divisions.

Interaction is again very grateful to Lesley Robertson for her invaluable volunteer support provided to Interaction over the past few years.

The combined efforts and dedication of the Corporate Services team is one of the most highly valued and important contributors to the organisation's success.

Charitable Fundraising Authority

Interaction renewed its Charitable Fundraising Authority through the NSW Government Fair Trading. The authority covers 1st April 2016 to 31st March 2021.

Australian Charities And Not For Profit Commission (ACNC)

Charities have an ongoing obligation to report each reporting period. Charities report by submitting an Annual Information Statement and an annual financial report to ACNC. The Annual Information Statement for 2015 was submitted by Interaction in November 2015.

Business Characteristics Survey

Interaction was selected to represent our industry in the Business Characteristics Survey. The purpose of this survey is to produce statistics on the performance of Australian businesses and monitor changes in their operation and structure, which assists governments and business decision making. The 2014-2015 Business Characteristics Survey was submitted in November 2015.

Workplace Gender Equality Agency (WGEA)

In accordance with the requirements of the Workplace Gender Equality Act 2012 (Act), Interaction Disability Services LTD (Interaction) lodged its annual compliance report for 2015 / 2016 with the Workplace Gender Equality Agency (Agency).

The Act provides for feedback from the community to comment on the report either to Interaction via email vthorpe@interactionservices.org or to the Agency (WGEA). Please refer to the Agency's guidelines on this process on their website www.wgea.gov.au

Australian Bureau Of Statistics Survey Of Employee Earnings And Hours

Interaction has been selected to represent our industry in this reporting process. The purpose of this survey is to provide statistics on the composition and distribution of employee earnings.

Blacktown Senior Citizens Christmas Luncheon

In November 2015 Vickey Thorpe, Maggie Vincent and Damien Jones supported the Rotary/ Inner Wheel Blacktown Seniors Citizens Christmas Luncheon by cooking for up to four hundred senior citizens from the surrounding Blacktown areas.

Information Technology (IT)

2016 was a busy year for IT at Interaction. With the lead up to and the launch of the NDIS, IT faced several challenges in adapting to the changing disability sector. Supported Accommodation (SAS) houses' staff required access to Interaction's network while remaining mobile at the group homes. Our solution involved deploying sixteen laptops with mobile Telstra 4G connectivity and incorporated remote device management.

Another area of change that occurred this year relates to our network connections both at group homes and head office. Network utilisation has gradually increased over the years and we are now at full capacity on existing links. To this end we have approached Telstra to install a new fibre connection which will increase our network capacity tenfold at head office. Once this is completed we aim to be able to offer several options to our mobile iPad fleet in the way of video conferencing and faster connectivity back to our infrastructure at Castle Hill.

Finally with one of our new group homes coming online, we were able to successfully implement daily offsite replication of all head office data to our backup storage server located there. Having this in place significantly decreases the amount of time that would be required to recover from any disastrous event that may occur at our Castle Hill office.

Vickey Thorpe
CORPORATE SERVICES MANAGER





Interaction's Employee of the Month is a peer nominated award and recognises employees for their dedication, hard work, team work, personal and client outcomes and achievements and overall excellence in their field.

Written by Vickey Thorpe



**Maria Fernandez Memorial
Employee of the Year**
Helen Amos

MONTH	NOMINEES	AWARDED TO
July 2015	Kimberly Magill (2 nominations), Carmel Burbar, Eliana Echeverria and Rachel Duff	Kimberly Magill
August 2015	Ashlea Grimley, Monica Zeitoune and Peter James	Monica Zeitoune and Peter James
September 2015	Jean Fields, Sarah Thompson and Sladjana Milic	Sladjana Milic
October 2015	Gurdeep Masson and Helen Amos	Helen Amos
November 2015	Giovanni Mission, Ramez Burbar and Damien Jones	Damien Jones
December 2015	Maria Fernandez Memorial Employee of the Year Award	Helen Amos
February 2016	Alison Champion, Glenorie Team, Rebecca Jaggard and Maggie Vincent	Rebecca Jaggard
March 2016	Aaron Hunter	Aaron Hunter
April 2016	Eliana Echeverria, Giovanni Mission and Tracey Lovenfosse	Tracey Lovenfosse
May 2016	Yuna Tao and Karen Cumberlege	Karen Cumberlege
June 2016	Chelsey Fletcher, Tim Ressos and Laura Sallit	Tim Ressos

CLINICAL SERVICES

The Clinical Services Division (CSD) comprises Clinical Support, Training and Behaviour Intervention Support Service (TABISS), Behaviour Support Implementer Service (BSIS) and Clinical Consultancy.

Over the last year, CSD has experienced vast change whilst concurrently working extremely hard to maintain a sense of stability for the clients and their networks that we support. I would like to take this opportunity to thank all members of the clinical team for their commitment to provide quality evidence based services, dedication and continuing high ethical standards in all aspects of their work.

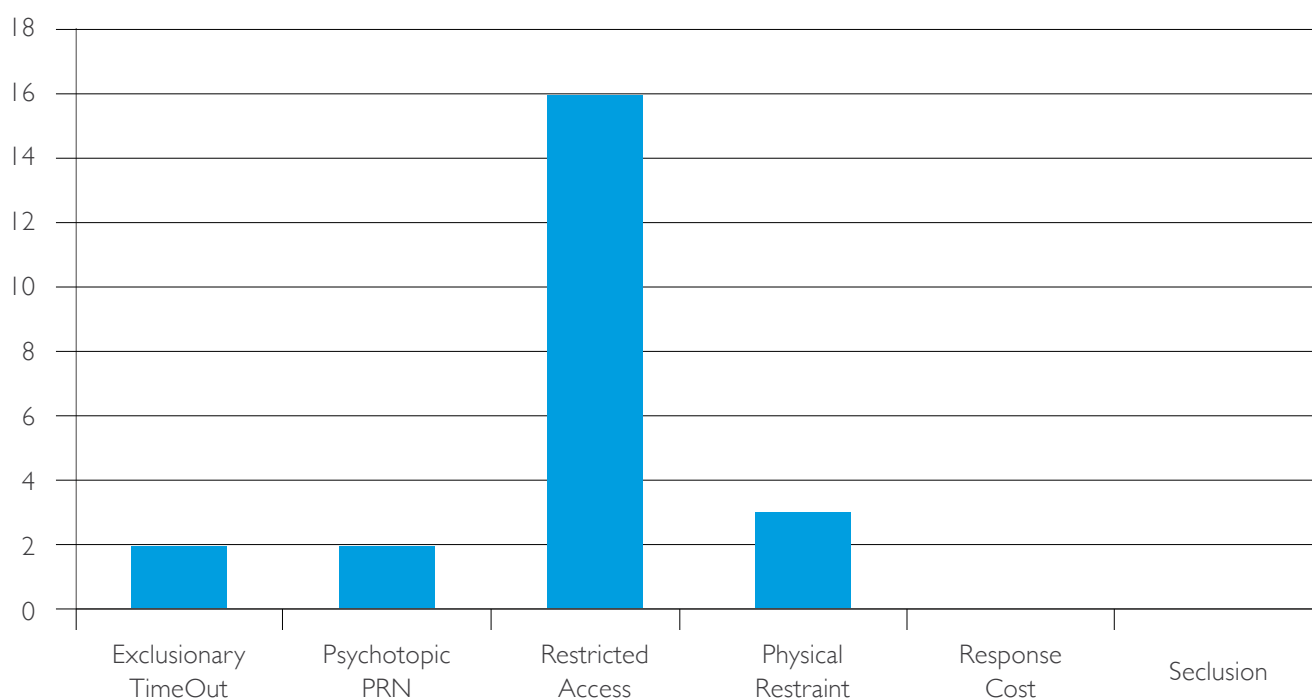
There has been significant staff movement with a number of clinicians moving to other disability or welfare sector not-for-profit organisations. All have taken on more senior roles and I wish them every personal and professional success as they continue their individual journeys. Rebecca Jaggard was successful in taking on the Senior Clinician role which she has adapted to quickly and competently. Rebecca is working towards being an accredited psychology supervisor with the Australian Health Practitioner Regulation Agency (AHPRA). I am also pleased that one of our provisional placement psychologists was successful

in taking on a full time permanent role with Interaction. The commitment of Interaction to invest time in voluntary positions, adds enormous value for clients and their support networks, whilst also building disability sector knowledge and skills in the psychology workforce.

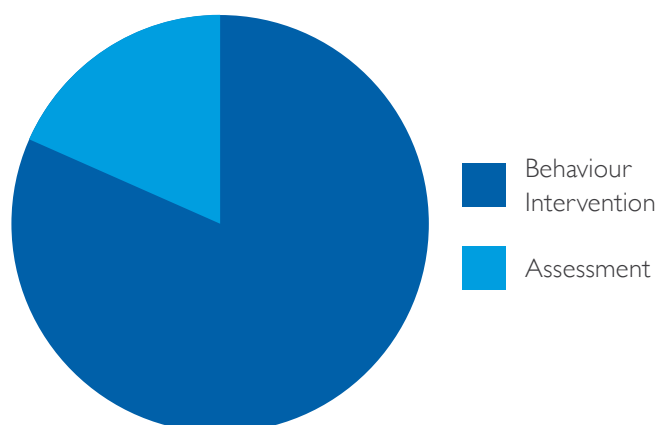
Interaction's Restricted Practice Authorisation Panel (RPAP) is now well established. During the last twelve months, eighteen submissions were put forward, fourteen of which were planned and four requiring urgent interim consideration. Graph 1 shows the distribution of practices approved by practice type.

The rollout of the NDIS has added an extra layer to our usual review processes. The clinical team have been revisiting all aspects of their practice to ensure the way we operate and deliver services utilises the skills of our personnel, time and other resources in the most efficient way, without compromising on quality and meaningful outcomes. The clinical team continue to have a voice across various NDIS related forums. Primarily, this aims to promote an increased awareness of the therapeutic, training and behaviour support services which are critical for the people we support to have a meaningful life.

Graph 1: Distribution of RPAP approved practices by type.



Graph 2: Clinical Support Services collated into two service types being; Behaviour Intervention & Support and Psychological/Specific Function Assessment.



Clinical Support

Clinical support is a referral based system offered to Interaction's clients requiring; psychological assessment, behavioural intervention, non-clinical therapy, consultation or training services. The team continues to provide services to clients of Interaction, with referrals across accommodation, case management, support & training and respite based programs at Interaction. Clinical support provided services to forty-three individuals in the 2015/2016 financial year. Behaviour Intervention and Support continues to be a core service taken up across services as can be seen in Graph 2.

There has been an increased request for intellectual ability assessments for the purposes of NDIS eligibility evidence. This is particularly seen in community based programs. This is a service that Interaction has offered to clients for approximately two decades.

Training and Behaviour Intervention Support Service (TABISS)

TABISS provides specialist positive behaviour support and training through individual client and family services and a monthly training calendar to clients, families and carers within the local community.

Behaviour support services have been provided to forty-four individuals and their families/support networks over the past twelve months. There is a high demand for these services and consequently, an extensive waiting list exists. Strategies continue to be applied (e.g. TABISS training calendar, on-refer to known support groups and events in the community, consultation service, psychological therapy) to assist as many people as possible in the interim. A referral trend over the last twelve months has seen an increase in clients in contact with the criminal justice system and also clients across the life-span with a complex trauma history.

TABISS offered a suite of training opportunities (Graph 3) for a variety of audiences including carers, people with a disability, direct support professionals/line managers and clinical personnel.

Graph 3: TABISS community training offered 2015-2016





Andrew supporting Parramatta Eels

Behaviour Support Implementer Service (BSIS)

BSIS provides support to ADHC direct and funded centre based respite services through hands on mentoring, support, modelling and training. This program facilitates access to respite for those at risk of losing or who have lost their respite placement. Implementation may also extend to other environments as identified.

The BSIS provided services to a number of clients and significant improvements have been noted not only for the clients but also in the confidence and skills of the supporting staff team. Capacity building of unit systems and processes which support effective behaviour support continued to be a well received aspect of the program by unit managers. BSIS supported a successful transition of a person into an accommodation model following an extended stay at respite. Not only does this add to the long term stability and security for the person in their new home, it also flows into respite being able to provide their services in the nature intended. The BSIS continues to promote and seek referrals to maximise its capacity and value to the community.

Alongside client work, the Implementation Team had an active voice in a Communities of Practice Forum to network and exchange best in-practice service delivery with other organisations in this capacity. The Implementer in this program has sadly moved to another role within Interaction. Whilst a loss to the clinical team, his skills and knowledge have not gone from Interaction.

Clinical Consultancy

The Clinical Consultancy has now been operating for five years. All three service areas of the Clinical Consultancy program are active and are receiving a steady flow through of referrals. The three areas of the Clinical Consultancy program include:

Medicare Services: This service provides therapy on an individual and group level and is funded by Medicare through the Better Access to Mental Health Care Initiative. The service is available to anyone who is under a GP Mental Health Care Plan in the community, however our main focus is support for people with disability and their families/carers.



Donna & Andrew shopping



David & his cat Bluebell

Brokered Services: This service provides Clinical Support on a fee for service basis. It is a service not bound by funding criteria and as such can be accessed by anyone and is tailored towards the client's specific needs. Some examples of services provided under Brokered Services include: Psychological Assessments, Behaviour Support, Systems Reviews, Individual Therapy and developing reports for court purposes.

Specialised Training: A training service customised for the identified needs of clients and staff of other service providers on a fee for service basis.

Clinical consultancy has provided services to over ninety-one individuals over the last twelve months. This program has also seen an increased request for intellectual ability assessments for the purposes of NDIS eligibility evidence, from individuals across a range of situations and age groups.

The clinical team are well positioned to work within the framework of the NDIS, in part having already operated for a number of years in an individually tailored, flexible, time limited, fee based model. This experience has given us the opportunity to establish and refine our processes over time with the valuable input of clients, families and other stakeholders.

Clinical Services outlook 2016-2017

The Clinical Services team are committed to developing both its existing practices and also expanding our capacity to meet the needs of the NDIS, alongside Interaction's strategic plan and vision. Some of the ways in which this will be achieved include:

- Offering a suite of psychological assessment services, which support the goals of individuals across all life stages e.g. Dementia screening, Intelligence, Specific functioning such as Decision making capacity, Attention & Memory;
- Offering a range of PWS specific clinical services e.g. Consultation, positive behaviour support, therapy, needs assessment, training;
- Establishing new and strengthening existing partnerships with various health and allied health providers;
- Dedicating resources specifically in the areas of PWS, Dementia and Trauma Informed Practice to maintain and enhance clinical best practice;
- Review and adaptation of systems and processes in line with the NDIS framework and participant needs;
- Advocating for adequate resources to deliver behaviour intervention and support and therapy services, in line with professional association and internally recognised best practice guidelines; and
- Offer of a range of individual and group based counselling and training programmes to participants and their carers across the life-span.

Lisa Osborne
PRINCIPAL PSYCHOLOGIST /
CLINICAL SERVICES MANAGER



Lyn, Jason & Leanne completing the Stress & Coping Workshops

CORPORATE GOVERNANCE

Enhancing The Lives Of The People We Serve

Interaction (Interaction Disability Services Limited) is a not-for-profit organisation operating as a company limited by guarantee. Interaction is characterised by high ethical, sustainable and professional service standards which are validated by independent assurance, sound governance and robust risk management systems.

Interaction's Board of Directors is intensely focused and fully informed on all aspects of Interaction's operations through policies and procedures and a comprehensive reporting framework linked to strategic objectives and achievement of mission.

An empowered organisational culture supported by ingrained core values provide the lifeblood for the Interaction team to achieve all that they can for the people they serve.



Edna keeping fit



Working together

Interaction's core values are:

- Integrity
- Respect
- Openness
- Person Centred
- Accountability
- Life-long learning

How We Operate

The Board is governed by a Constitution and has in place a Board of Directors Policy, a Code of Conduct and an Instrument of Delegations of Authority and Responsibility.

Board sub committees consist of a mix of Board members and staff, covering Strategy, Governance, Finance, Marketing and Stakeholder Engagement. These committees focus on optimising our organisational effectiveness and are a key component in the identification and management of risk. They support the Board's objective of ensuring that Interaction is a vibrant, effective and disciplined service provider and remains financially viable.



The official opening of 'Fred Franks House'

Board Of Directors

All Board Members (except the Chief Executive Officer) are non-executive directors, acting in a voluntary capacity.

Board of Directors' Responsibilities

- Setting the Mission of Interaction;
- Approving and reviewing the Strategic Plan;
- Monitoring business performance against agreed objectives and industry benchmarks;
- Reviewing and approving the annual budget;
- Ensuring that Interaction's processes of risk identification and management are in place; and
- Recruiting and reviewing the performance of the Chief Executive Officer (CEO).

The Board is elected by the Members and is made up of between three and twelve directors including the Chairperson and Deputy Chairperson. Processes and policies are in place to review the performance of the Board and to identify likely new director candidates who will add to the diversity and expertise of the Board.

Management

Authority for management is delegated by the Board to the CEO who implements and reports on the Board's directives.

Accountability

Interaction is accountable to its members, the people who access its services, families and carers, employees, donors and supporters. Interaction is accountable to various State and Federal agencies as it transitions to the NDIS. Interaction is compliant with the many pieces of State and Federal Legislation and Standards which are identified on www.interactionservices.org

External independent assurance is obtained through the State Government Quality Framework, Third Party Verification and the biennial Voice Project (improving organisations through an engagement survey with stakeholders).

An independent external audit is conducted annually to ensure compliance with Australian Accounting Standards and the Corporations Act 2001.

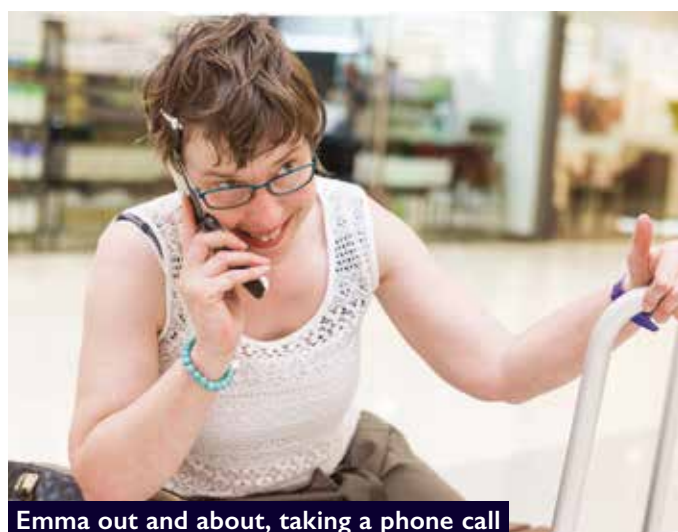
Ken Lynch GOVERNANCE COMMITTEE CHAIRPERSON



Richard & Kial at the Colour Run



Interaction gets a visit from the Hon John Ajaka MP, Minister for Disability Services



Emma out and about, taking a phone call



Amy at the cafe



Mandy and Steven waiting for the bus



Emma and Amy enjoying a walk



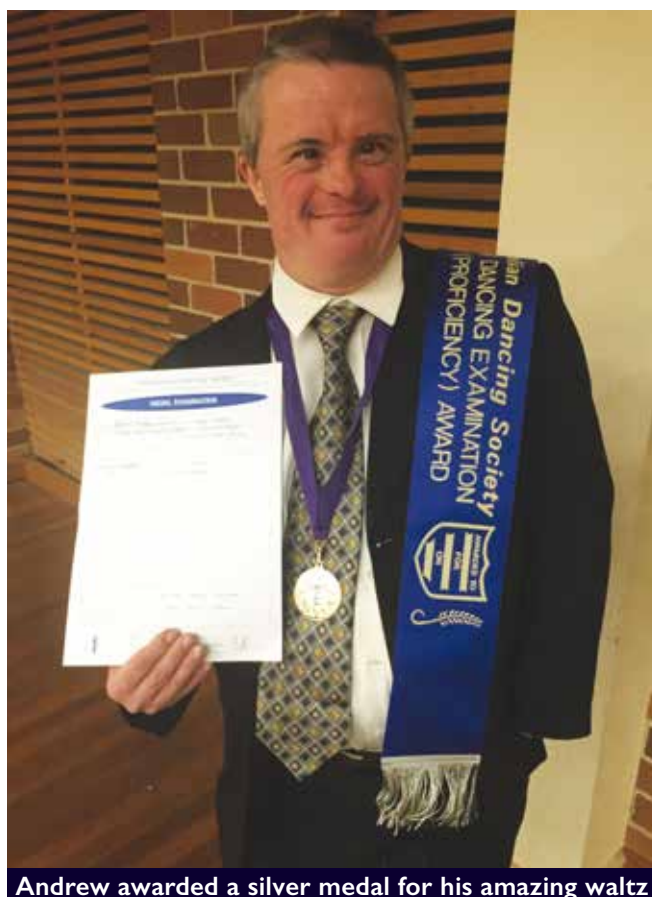
Daniel shopping for his fresh fruit and veggies



Andrew picking the best of the bunch



Robert, Andrew and Preneil having fun at camp



Andrew awarded a silver medal for his amazing waltz



Nathan enjoying a swim



Kristy celebrating her 21st



Cathy's outdoor workout with Belinda



ACCOMMODATION & INDIVIDUAL OPTIONS

(Previously Independent Living Services and Respite and Individual Options Divisions)

In December 2015 the Independent Living Services (ILS) and Respite and Individual Options (RIO) Divisions merged to become Accommodation and Individual Options.

This change came about following a number of changes within the organisation and as part of our evolution in readiness for the introduction of the NDIS.

The Accommodation and Individual Options (AIO) team continued to offer the following programs over the past twelve months:

- High Support Accommodation
- Support and Training Program
- Supported Accommodation Service
- Individual Accommodation Packages
- Supported Living Fund Packages
- Young People Leaving Care
- Active Ageing
- Life Choices
- Community Participation
- Transition to Work (TTW)
- Ageing Parent Carer Flexible Respite
- Flexible Respite (Adult and Children)
- Flexible Respite Individualised Support
- Flexible Respite Recreation
- Recreation and Holiday Program
- Community Options Program
- Community Support Network
- Case Management, Local Coordination and Development and Brokerage

Over the past twelve months AIO has also taken on the following new services:

- Employment Enablement Packages
- Re auspice of Anglicare Programs across Nepean Blue Mountains and Cumberland Prospect: Carer Assistance for Older Parent Carers, Community Options Program and Case Management, Local Coordination and Development.
- Re Auspice of an existing PWS Program.
- Establishment of a five person villa model accommodation program.
- Service provision for a young male with PWS.

The AIO team has continued keeping abreast of all NDIS updates by attending forums, training and information sessions over the past twelve months.

Our staff have worked tirelessly supporting families with pre-planning. A large percentage of families have met with staff to complete necessary documentation to consider what is reasonable and necessary for either themselves or their family member under the NDIS.

Feedback from families indicates that Interaction's planning support documentation and pre-planning sessions have been invaluable.

The establishment of the Interaction Evolution Team has provided another forum for internal review of systems, processes and structure following the amalgamation of ILS and RIO teams and as we moved into the NDIS .The team was established in January 2016 and meets fortnightly to plan for our future under the NDIS.

In late 2016 recruitment will commence for our first NDIS Hub Manager. The Hub Manager's main responsibilities will be intake, assessment, tracking of plan reviews and allocations.

AIO has continued to work closely with Family and Community Services (FACS) to ensure the smooth transition of clients from the current funding arrangements to the NDIS. This has not gone without issues. However through good communication these matters have been resolved.

High Support Accommodation Program

The High Support Accommodation Program caters for the individual needs of clients within a person centred and an active support framework. The services are provided in their home environment and focus on achieving the greatest level of autonomy for each individual with support.

The past year has seen a number of changes across the ILS senior management team.

Glenorie	Alison Champion
Taloma Street	Rachel Carey
Craig Avenue	Mandy Ali
Keene Street	Jemima Mastroianni
The Ponds	Overseen by Damien Jones/ Simon Aber
Linden Crescent	Toufic Rached
Belvedere Avenue	Stevie Dowsett
South Windsor	Aaron Hunter
Jean Street	Rachel Carey
Kingswood	Overseen by Laura Sallit/ Rachel Carey
Arcadia	Currently recruiting
Berowra	Overseen by Damien Jones
Haynes Street	Overseen my Damien Jones / Nicole Clark

While there have been changes in the management team we continue to receive positive feedback from independent Community Visitors and families.

From my time spent with residents on this occasion I felt there to be a very genuine sense of caring and support for each other, along with an appreciation of what the staff provide in helping the house run smoothly and safely.

- Official Community Visitor

As always I really enjoyed my visit to xx and was pleased to see all the young women looking so well. Although X had a cold she was still quite cheerful. I was pleased to meet M and thank her for making me feel welcome and going out of her way to find what I needed.

- Official Community Visitor

It is very pleasing to see that the ladies at this house are supported by very familiar staff and that these staff have worked at this house for a long time and are consistent in

implementing routines. I was able to speak with all the ladies at this visit and they spoke very positively about staff and how they are supported.

The staff members on shift at the time of this visit, interacted very positively and respectfully with the ladies. They were of great assistance to me updating me with all that has happened over the last few months. Another positive visit to XX.

- Official Community Visitor

It is clear to me that staff of this service have established a very sound protocol and level for supporting these residents, with an aim for them to develop strong independent relationships and friends in the local area. The residents manage their household very well with the support and guidance of staff who respect the residents' capacity for independent living.

- Official Community Visitor

Our first villa model; Haynes Street has been operating since April 2016. The program is progressing well with increased independence and with a new model of service delivery. All clients have increased skills in using public transport, transitioning into employment or TTW programs and learning to take more control over their lives.

Interaction is fortunate to have a team of skilful and dedicated House Managers and Social Educators capable of providing a high quality service under the continuing leadership of Damien Jones and Laura Sallit.



Tabatha proudly displaying her horse riding awards



Nathan achieving his goal of visiting Taronga Park Zoo



Support And Training Program

The Support and Training Program assists individuals in the community to gain independence through their suite of services including service coordination, direct support, crisis intervention and training.

The Support and Training Program continues to promote the independence of adults so that they can utilise new skills in the community or be able to live independently in their own home.

In preparation for the NDIS Support and Training clients have been supported with pre-planning and goal setting for their future NDIS plans.

Several people have been supported to move into new homes this year. One in particular is Ian Muggleton. Ian has been a part of Interaction since its inception, and this year with support co-ordination and direct support moved into a new unit. Ian loves his new place, which he keeps spotless along with a beautiful garden he tends to.

Several people have received support co-ordination to seek new employment in either supported employment or open employment. Congratulations to Clifford Collins who secured a casual position with ProjectABLE. Clifford attends careers workshops with high schools, where he shares his knowledge and lived experiences with students to inspire them and help build their skills and knowledge.



Ian's new unit

Individual Options

Programs operated under Individual Options (our past RIO Division) were able to provide much needed respite for many of the parents and carers throughout this past year.

Twenty RIO clients were able to participate in and enjoy five days at Camp Breakaway, San Remo. A variety of activities were enjoyed by all.



Nathan & Amy House Hunting

In addition to regular respite support Individual Options were also able to offer one weekend per month for three months at Anschau House, Windsor for families in need of respite along with regular respite under our variety of respite, community options and ageing carers programs.

Camp Breakaway 2016

Brokerage funded a number of assessments for Occupational Therapists, Physiotherapists, Speech Pathologists, and other allied health professionals to meet individual clients' needs and purchase recommended equipment to maintain and assist with their independence.

Our Leisure Links, Transition to Work, Post School Options and Life Choices programs continued to provide a range of social and vocational supports to a range of individuals including music, exercise and games groups.



Camp Fancy Dress

Individual Options coordinators have supported the majority of carers to undertake pre-planning in readiness for the NDIS.

Our team of highly skilled coordinators were very ably lead by Giovanni Mission as Acting Operations Manager during a difficult seven month period up until December 2015. Giovanni and the team have held my hand over the past months as I have learnt the complexities of each individual program and I thank them for their support during this time.

Supported Accommodation Service and Drop in Support Program

The Supported Accommodation Service (SAS) provides group and individual drop-in support for people sharing a house or flat focusing on their development of life skills and independence.

SAS clients have enjoyed a number of overseas trips during the year including cruises, trips to Canada, New York and Alaska.



Xandra, Marlissa & Lynne - Coffee catch up

This year Interaction welcomed one new SAS client, and five Drop in Support Program (DIS) clients.

SAS and DIS are fortunate to have a team of enthusiastic Social Educators capable of providing flexible services under the leadership of Belinda Ajepoor and Panna Makko.

It was wonderful to be a part of 80th birthday celebrations for our long term client, Wendy Hyland. Wendy has been with Interaction for over thirty-five years and is still leading an active, independent life in her home.

Wendy is still actively involved in knitting group with her local church, music, craft and exercise groups. Wendy celebrated her birthday with family and friends at a beautiful lunch at Winston Hills, a morning tea at Interaction and a High Tea at Bivianos Dural. Congratulations on reaching this wonderful milestone Wendy.



Wendy at her official 80th birthday party

Individualised Packages

The Individualised Packages overseen by the ILS team include Individual Accommodation Support packages and Supported Living Fund packages. These packages support individuals to reach their goals for independence which may include life skills development, training and direct support.

All clients receiving support through these packages are achieving their life goals.

2016 Client Camp

Camp Breakaway San Remo 2016 saw over forty clients attend and enjoy a range of activities - movies, craft, bowling and bingo. Highlights included an Elvis performance and a trip to the Hunter Valley Gardens.

Maggie Vincent
GENERAL MANAGER OPERATIONS

PEOPLE & DEVELOPMENT

People and Development provide systemic, human resources, marketing and project management support to Interaction.

A snapshot of achievements include:

Interaction became a registered NDIS support provider in July 2015. Interaction can provide the following NDIS support categories:

- Assistance with Daily Life;
- Transport;
- Assistance with Social and Community Participation;
- Home;
- Support Coordination;
- Improved Living Arrangements;
- Improved Social and Community Participation;
- Finding and Keeping a Job;
- Improved Relationships;
- Improved Health and Wellbeing;
- Improved Learning;
- Improved Life Choices; and
- Improved Daily Living Skills.



Mates - Daniel & Andrew



Interaction developed and facilitated information sessions and accompanying pre-planning kits to support clients, families, carers and the community in how to prepare for the NDIS. Interaction was also invited to present an additional session to Anglicare carers. All sessions were well attended and each attendee was given a pre-planning kit. The NDIS information sessions provided information regarding the new NDIS terminology, access requirements, pre-planning and management of NDIS plans.

Following positive feedback and increased interest from families and the community, Interaction broadened its circulation of its NDIS pre-planning kits to other organisations including Diverse Community Care and Anglicare. Subsequently, Interaction's NDIS Liaison staff have been busy working not only with Interaction's clients and families but families in the broader community to prepare, plan and transition to the NDIS.

Interaction's Policy Review Committee, which has divisional representation, continues to meet on a monthly basis to develop and review Interaction's policies in line with sector and legislative changes, in particular the impacts of the NDIS.



Beautiful ballerina Bella

Interaction was successful in applying for a grant to provide a social script resource bank specifically supporting key areas for people with PWS. Social scripts are used to explain common social situations, environments and activities in a way suitable to individuals and set clear rules and expectations of particular situations. They are useful educational and preparative tools when discussing new activities, locations and variables that may occur such as food access, loud noises and crowds. The resource bank is in its final stages and will be available on www.praderwilli.com.au

Interaction has increased its brand awareness across Western Sydney through expo attendance, regular refreshing of social media presence, updating of the Interaction and PWS websites and expanding its advertising channels.

Interaction is proud of all its employees that have reached significant milestone anniversaries with the organisation. Staff members that reach the five, ten and fifteen year milestones are recognised for all of their hard work and commitment. Fifteen staff celebrated five years of service and three staff celebrated ten years. Congratulations to

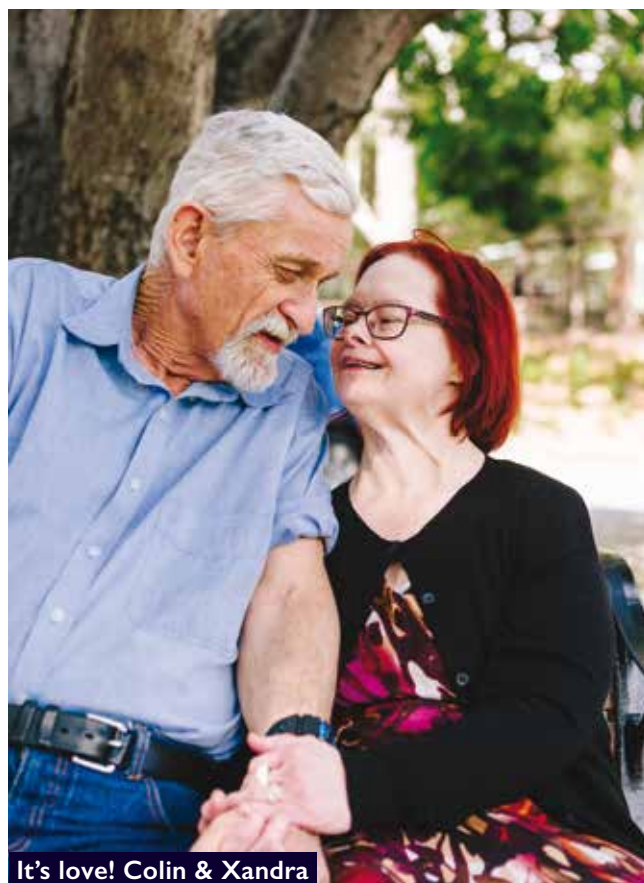
Suad Burbar who reached fifteen years of service. A special mention to some of our Board Members that reached significant milestones; Karen Hinton celebrated five years and Patrick O’Gorman, John Lucas and Michael Fairley celebrated their 10 year anniversaries.

Staff numbers have grown in the past year. Interaction’s permanent employees have increased by thirteen percent whilst casual staff numbers have remained stable.

Ensuring all staff’s National Criminal History Record Checks, Statutory Declarations and Working with Children Checks (where relevant) are current for existing staff, volunteers and Board Members in adherence with the Disability Inclusion Act (2014).

Interaction’s Stakeholder Engagement Committee continues to meet regularly to provide feedback on complaints and compliments trends, procedural integrity and resolution time frames. The committee is chaired by a Board representative and consists of a client, carer and staff representative. Interaction would like to thank Clifford Collins and Heather Nobbs for their contributions to this committee.

**Lauren Asmussen
SENIOR MANAGER**



It’s love! Colin & Xandra

FINANCE DEPARTMENT

Interaction has embraced the changes the NDIS brings and is determined to provide the quality services in the new competitive market.

Interaction's accounts are managed in accordance with accepted accounting standards including the Australian Accounting Interpretations and regulations set out in the Australian Accounting Standard Board and Corporations Act 2001. In line with professional standards all activities of the Finance Department are documented and the records are maintained and accessible for relevant audit processes. 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 role of the Finance Department is to:

- Control expenditures and obligations (including operating expenses, debt, payroll);
- Receipting and depositing all revenues;
- Managing and investment of all monies;
- Accounting for all assets and capital project expenditures;
- Internal and external reporting;
- Cash management;
- Internal risk management; and
- Auditing and accounting.

The data captured in the accounting software prepares financial reports that can be used for budgeting, forecasting and other decision making processes. These reports help senior management understand the financial impact of real-time decisions and to ensure the fiscal success of the business.

In addition, these and other reports are needed for communication to investors, banks and other professionals that play a role in the growth of Interaction. The comparison of key financial ratios is provided to the Board on a yearly basis.



Terry ready to go shopping

Interaction has seen significant growth in the last twelve months. Interaction has received about \$3 million in new programs. The financial activity of Interaction is overseen by the Financial Controller ensuring internal controls are in place. An audit of financial practices and principles is conducted annually by an independent auditing firm.

The Finance Department continues to work closely with the Board Finance Committee, CEO and the Divisional Managers to ensure that Interaction is ready for the NDIS. Interaction's financial viability is measured by built in reserves, stable cash flow and assets. Interaction's audited financial reports have shown surpluses for the past few years. The 'Assets to Liability Ratio' has improved significantly. These ratios are indicators of the organisation's financial position and further highlight Interaction's financial stability.



Steven, Terry, Andrew. Great mates forever.

Interaction was approved for Output Based Acquittals for the financial year 2014-2015 based on its annual compliance, financial viability and other eligibility criteria.

The value of Interaction's assets has increased in line with the property price boom. Interaction has consolidated the loan for five properties under a Better Business Loan (BBL) with the Commonwealth Bank of Australia. In the last financial year Interaction has moved the cash surplus of \$1.62 million into the BBL account. This helped Interaction



Karen with her beautiful artwork

reduce its monthly interest repayments. Interaction has paid a significant amount towards the principal in 2015-16. This equity in existing properties has enabled Interaction to work towards its vision to construct a purpose built home for people with PWS.

As the organisation is changing from funding in advance to funding in arrears there will be changes in the management of cash flow for the organisation. To ensure there is no gap between the services provided and the recovery of these funds through the NDIS claims process, a responsive system has been put in place. Accounting systems are updated regularly to meet changing reporting requirements to clients and managers under the NDIS.

The Finance Department is attending various NDIS seminars and information sessions. The Finance Department is committed to maintaining transparency and accountability in all financial matters. It has grown with the changes in the organisation and is dedicated towards providing support to ensure that the cash flow and financial viability are maintained.

Gurdeep Masson
FINANCIAL CONTROLLER



Lyn shopping for flowers to decorate her home

Income Statement

For the year ended 30th June, 2016

INTERACTION DISABILITY SERVICES LIMITED

ABN 23 002 979 92

		2016	2015
Income	Note	\$	\$
Revenue from government grants		11,825,983	10,481,658
Interest received		25,390	60,897
Revaluation of properties		0	497,159
Other income	3	995,978	822,660
Depreciation		123,644	134,276
Finance expenses		49,740	138,780
Loss on disposal of fixed assets		59,654	39,892
Motor vehicle expenses		258,738	236,602
Occupation costs		530,914	560,277
Other client expenses		1,049,834	889,587
Other expenses		128,971	111,754
Professional fees		44,078	55,489
Service charges		1,226,123	949,287
Staff remuneration		8,374,996	7,645,989
Staff training		107,194	123,314
Net profit/(loss)		893,464	977,127

Statement of changes in equity

For the year ended 30th June, 2016

Opening retained profits	2,649,040	1,671,913
Net profit/(loss)	893,464	977,127
Closing retained profits	3,542,504	2,649,040

Balance Sheet

As at 30th June, 2016

Current Assets		
Cash and cash equivalents	1,637,563	154,208
Trade and other receivables	79,561	92,413
Total Current Assets	1,717,124	246,621
Non-Current Assets		
Total Fixed Assets	5,294,470	5,307,065
Total Non-Current Assets	5,294,470	5,307,065
Total Assets	7,011,594	5,553,686

Income Statement

For the year ended 30th June, 2016

INTERACTION DISABILITY SERVICES LIMITED

ABN 23 002 979 92

	2016	2015
Current Liabilities		
Trade and other payables	623,976	460,122
Provisions	496,809	493,346
Tax liabilities	360,781	275,273
Financial liabilities	1,157,709	542,358
Total Current Liabilities	2,639,275	1,771,098
Non-Current Liabilities		
Provisions	249,786	239,150
Financial liabilities	580,029	894,395
Total Non-Current Liabilities	829,815	1,133,546
Total Liabilities	3,469,090	2,904,644
Net Assets	3,542,505	2,649,042
Equity		
Retained Profits	3,542,504	2,649,040
Total Equity	3,542,504	2,649,042

Cash Flow Statement

For the year ended 30th June, 2016

Cash Flow From Operating Activities		
Receipts from government and customers	12,834,813	11,310,449
Payments to suppliers and employees	10,842,037	10,417,434
Interest received	25,390	60,897
Finance costs	109,394	178,672
Net cash provided by (used in) operating activities	1,908,773	775,240
Cash Flow From Investing Activities		
Proceeds from disposal of property, plant and equipment	722,892	584,960
Payment for property, plant and equipment	833,943	700,747
Net cash provided by (used in) investing activities	111,051	115,787
Cash Flow from Financing Activities		
Proceeds from borrowings	0	0
Repayment of borrowings	314,367	1,739,444
Net cash provided by (used in) financing activities	314,367	1,739,444
Net increase (decrease) in cash held	1,483,355	1,079,991
Cash at the beginning of financial year	154,212	1,234,203
Cash at the end of financial year	1,637,567	154,212

Notes To The Financial Statements

For the year ended 30th June, 2016

Note 1: Basis of preparation of the concise financial report

The concise financial report is an extract of the full financial report for the year ended 30th June, 2016. This report has been prepared in accordance with the Accounting Standard AASB 1039: Concise Financial Reports and the Corporations Act 2001.

The financial statements, specific disclosures and other information included in these accounts are derived from, and are consistent with, the full financial report of the Company. These accounts cannot be expected to provide as detailed an understanding of the financial performance, position and financing and investing activities of the Company as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.

Note 2: Member guarantee

The group's parent ('the Company') is a company limited by guarantee.

If the Company is wound up, the constitution states that each member of the Company is required to contribute a maximum of \$10 each towards meeting any outstanding obligation of the Company. As at 30th June, 2016, the number of members was 31 (last year 33).

Note 3: Other income

Service fees	943,343	778,542
Interaction donations	13,120	14,331
Profit on disposal fixed assets	6,317	11,069
Other income	33,198	18,718
	<hr/>	<hr/>
	995,978	822,660

Note 4: Events occurring after balance sheet date

There were no events occurring after balance sheet date noted that would have a material impact on the financial statements which require disclosure in this report, except that of the unexpended grants liability of \$632,842 shown in Note 11, ADHC has advised that an amount can be retained by the company once approved for retention through Acquittals.

The company is in discussions with ADHC for them to change their policy from an acquittals based system to an outcomes based system.

The Implementation of NDIS is still in its formative stages and the effect on Interaction is unknown at this stage. From July 2016 Interaction will be receiving the Funding Payments in advance on monthly basis instead of Quarterly until clients transition to NDIS and then the payments will be received in arrears.

Note 5: Analysis of Financial Statements

Income Statement: Government grants have not kept pace with inflation and although wage expenses (which is the main expenditure of the company) have been restrained, there is continual pressure on the profitability of the company.

Balance sheet: The company is in discussions with ADHC for them to change their policy from an acquittals based system to an outcomes based system

Cash Flow Statement: The executive have worked hard to improve the Company's cash position.

SPONSORSHIP

2015 - 2016

R and C Hoggan	Captain Cook Cruises
Patrick O’Gorman	Boost Juice
Peggy Dalgliesh	3P Pty Ltd
Martin Collins	Taronga Zoo
Michael Fairley	Shesellssoyshells
Karen Hinton	Harper Collins
John Plant	Yoghurtland Rouse Hill
Rush Hour Australia	Warren McHattan
iSubscribe	Eric Nguyen
The Makers Factory	Rosemary Yeap
Jo’s Signs by Design	Judith and George Gelb
Questacon	W A Sorby
Cookie Moo	Bermagui Cellars
Featherdale Wildlife Park	R and C Hoggan
Beverley Schweitzer	John Lucas



INTERACTION
Empowering People

www.interactionservices.org

T 1300 668 123 F 1300 131 665

 /InteractionServices  /InteractionServ

ADDRESS B2/11 Hudson Ave, Castle Hill NSW 2154

PO BOX 7020 Baulkham Hills BC NSW 2153