



**interaction**  
*empowering people*

# 2020

## Annual Report











## Our **Values**

Integrity, respect, openness,  
person-centred, accountability,  
life-long learning

## 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.

**Through growth  
and change we  
remain steadfast  
in our **values****



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# Chairperson Report

Welcome to our Annual Report for the financial year ending 30 June 2020. It is an honour and privilege to be appointed as the Chairperson of Interaction Disability Services ('Interaction'), and I thank my fellow directors for their support.

I would like to cover a few topics in this report and look both backwards and forwards.

## The Board of Directors

We have an exceptional Board. They are all contributors and passionate about Interaction. Most importantly they understand their role as directors and the importance of getting governance right.

I need to acknowledge the invaluable contribution of John Lucas who was our Chairperson for 15 years. To take on such a responsibility for such a long time is no easy task, and there were challenges on the way which John met in his usual calm and considered way. We all owe him a huge debt.

I would also like to acknowledge the enormous contribution of Ken Lynch who retired from the Board in August 2019.

Finally, I would like to recognise the retirement of Craig Moore as both a Director and CEO at the end of July 2020. Craig built Interaction into a financially strong and sustainable business. He never lost sight of our participants and our stakeholders. He built a best of breed team and best in practice service delivery. We also owe him a huge debt.

One of my focuses will be to continue to strengthen and renew the Board over the next couple of years. In that regard we have recently asked Rob Binskin to join as a Director. Rob is a very capable executive from the aged care industry and adds a unique set of skills and experience that we feel are needed to meet the challenges of the next few years.

Beside changes at the director level, we have also made changes to our committee structures. We have put in place a more robust governance framework to ensure we are fit for purpose in what is and will continue to be a difficult environment. Our modernisation of our Constitution was part of this program.



## Change of CEO

As has been announced, with Craig's retirement we needed to recruit a new CEO. We used an independent recruitment firm that specialises in this area. We were very pleased to see a significant number of high calibre applicants which was a clear indication in our view of the strength of our reputation. Brett Thompson was our pick in what was a remarkably close race. Brett will bring a different leadership style to Interaction but will continue to foster the exceptional culture fostered by Craig and his leadership team.

## The Environment

The environment has thrown up unique challenges; the introduction of NDIS, and now COVID-19. Like any business, we must meet the needs and expectations of our clients, staff and stakeholders while remaining financially sustainable. I believe the result presented in this report proves we have met these challenges – our people have been safe, and our business secure. We will continue to look for growth opportunities and possibly pivot into aligned services as our participants age and diversify. We will need to continue to invest in our systems as well as our people. We will not stand still, and any significant strategies will be conducted under appropriate governance structures.

Finally, I would like to recognise the amazing work of the Interaction team and thank them as well as you, our members and stakeholders for your continued support. We love what we do, and we commit to ensure that we provide the best possible services and accommodation in our sector.

**Pauline Vamos**, Chairperson

# CEO Report

It is my pleasure to submit my first Chief Executive Officer Annual Report for Interaction.

I was very excited when I was offered the opportunity to lead this amazing organisation and I am really looking forward to building on the great work of Craig Moore, the former CEO. Craig has done a wonderful job and I would like to thank him for his efforts.

In the short time since commencing in the role, I have had the pleasure of meeting with and learning from a highly experienced, cohesive and professional team of passionate and committed individuals. The Interaction team are dedicated to assisting our participants achieve their goals and it is good to see each month, our Goal Kicker of the Month recognised for their achievements.

The past year saw the establishment of a new service model for Interaction, with a concierge model set up to assist participants who live in the Sheffield complex of self-contained units. A team member is present on site to support participants with daily activities as required. This initiative has enabled some participants who were formerly living in residential aged care facilities to move out and live independently. This is the first of what I expect will be a number of such services as we move ahead.

The service model for Rosebrook House is also shifting to allow an alternate level of care for our participants as they increase in age and have different needs. We see this as an important extension of our service delivery as a number of our participants are feeling the impacts of ageing and we aim to continue to care for them in their homes.

We are grateful to The Honda Foundation for their generous donation of a mobile gantry hoist within the Sensory Room. The hoist makes the room accessible to a much wider group of participants. Last September saw a focus on the Sensory Room located in our Bella Vista premises with a number of service providers, agencies and families utilising the room. This is another resource we plan to utilise more fully once the COVID-19 situation improves.



The COVID-19 situation has forced us all to think and behave in different ways, always being mindful to ensure our team members, participants and their carers and families remain safe. During the past 6 months everyone coming in to contact with our organisation has been impacted by these changes and I cannot thank them enough for their patience and cooperation.

As the new CEO I am keen to visit our sites and meet with as many team members, participants, carers and families as possible, but this has been delayed due to COVID-19. We have used video messaging as an alternative strategy and will continue with this as a means of communicating in to the future, regardless of the COVID-19 situation.

I am looking forward to working with you all and in the meantime, please stay safe.

**Brett Thompson, CEO**

# Outgoing CEO Report



The last financial year has been the most challenging for all of us at Interaction, and indeed, the whole world. It was also a year in two halves, pre-COVID-19 and COVID-19. Unfortunately the pandemic is still with us and will continue to be an issue for some time. We have persevered, remained steadfast to our mission and values, and we have prevailed. We are stronger and we look to the future with hope and are confident that our focus on our values and mission will set us apart as an organisation from the rest of the NDIS market.

I cannot commend the staff of Interaction any higher for the way they have responded to this global crisis. We made the decision to go into lockdown early and we imposed very strict guidelines for staff mobility between programs. Our Business Continuity Plans were fulsome and thoughtful. We asked a lot of "what if?" questions and preparing for the worst case scenarios.

Just before the pandemic struck I announced my retirement from Interaction. As a consequence of this decision there have been many "lasts". I will miss the Board Meetings. Over the years they have been most enjoyable. The conviviality I know was enjoyed by all and we were blessed with some wonderful raconteurs and larger than life personalities. It was always an education attending Board Meetings. If it sounds like I had a great time, it is true. However, we did a lot of very good business and the organisation has grown markedly during this time.

Now is a point in my life that I reflect on my time at Interaction. Fifteen and a half years have just flown by but I know there are many, many people whom we have helped; children whose lives are much safer; families who have stayed together. This has been grand work! Helping individuals and families is one of the most satisfying jobs one can ever do. Adding value to individuals and families adds value to society. The work we do at Interaction has a profound impact on the social, emotional and physical needs of the people we come in contact with through our various programs.

As I continue my reflection there are a couple of people missing who I wished were here for me to say farewell. The first is David Combe. A big man with a big personality. He brought much to our Board.

However, my greatest sadness is that Maria Fernandez is not with us. She was taken from us too soon, but I will always have fond memories of her.

Interaction is truly blessed with our Board. They have had the vision, ability and courage to govern Interaction so it can grow as an organisation whilst staying focussed on our values and being able to effectively and efficiently meet our challenges and goals. I particularly want to wish our new Chairperson, Pauline Vamos, all the best as she leads our board in the next stage of Interaction's development. I also wish our new CEO, Brett Thompson, every success and enjoyment as he leads the Interaction staff.

There are many people I wish to thank for their service to Interaction. From our Board, both past and present I could write pages about each of you. I hope it is sufficient to tell you all how much I respect you, how much I have enjoyed your wisdom, counsel and professional expertise, and how I consider you all as more than colleagues. Martin Collins, Ken Lynch, Patrick O'Gorman, Laurie Boxwell, Allan Dodd, Karen Hinton, Kevin Pike and Michael Fairley.

I want to thank our outgoing Chairperson, John Lucas. His leadership, wisdom, gentleness, strength, warmth and humour have endeared him to the Board and staff. We experienced great stability and growth in his time in the chair and thank him warmly for his great service to our organisation. John has been the Chairperson for almost all my time at Interaction. He is a man I truly respect. We have always had an excellent professional relationship but this has also developed into a deep and abiding friendship. I know we will be friends for the rest of our lives. Pauline and Brett I hope your relationship is as productive and warm as John and I have enjoyed.



The Executive Team have been brilliant over the years as we grew and we changed. After many years, Lisa Osborne decided to step down as a permanent employee. She has been a significant part of the Executive for more than a decade and I have missed her wisdom, professionalism and content knowledge.

Our newest member of the Executive, Samantha Hiley, has blossomed as our Human Resources Manager. Her knowledge and wisdom in all staff matters has supported Interaction's professional commitment to employee wellbeing.

Lauren Asmussen is so adept in managing multiple tasks with effectiveness and efficiency. It has also been a joy to see her develop personally and professionally. I have come to rely on her for many and varied tasks. It is no exaggeration that I could not have done my job without her assistance.

Gurdeep Masson, our Chief Financial Officer, has also developed tremendously in her time at Interaction. She is very clever, diligent, considered and wise in her work. She is also strong and assertive in her dealing with government and banks. We have had to work closely

over the years and a friendship has grown.

Maggie Vincent as General Manager, Operations, has been my rock. As her job has grown she has embraced changes and has actively looked for solutions and ways to make things work. Her mentoring of her staff has also reflected Interaction values and, as I have said on many occasions, her staff would walk through walls for her. Her steadfastness to our values and her capacity to accept new challenges and responsibilities is a wonderful example to all the staff at Interaction.

Finally, to the people we serve. You are the reason I was at Interaction. You have brought me great joy and purpose for many years. Thank you. I am humbled and blessed that I have had a career working with and for you.

As I said in my final message as CEO, if you think of my time at Interaction, I hope you will be able to say, 'well done good and faithful servant'.

**Craig Moore**, Outgoing CEO

# Life Membership Awarded

At the 2019 AGM, Rosemary Yeap was awarded Life Membership by Interaction's Board of Directors in recognition of her generous donations and ongoing support. Our relationship with Rosemary has spanned many years, starting in 2004 when Interaction began supporting Rosemary's son. Interaction is very grateful for the contributions made by Rosemary, which have helped to facilitate the purchase of multiple properties allowing us to continue to provide worthy accommodation for many of our participants. The Board of Directors, and the organisation as a whole, is most appreciative of Rosemary's generous support.



# Board of Directors Reflections



## **Laurie Boxwell**

It was Heraclitus in the 5<sup>th</sup> century BC who said “the only thing that is constant is change”. If ever there was a period that this described, it was 2020. As we’ve navigated the COVID-19 pandemic and as we look forward to the changing of CEOs, I would like to say what a joy and privilege it is to be part of an organisation so fixed on caring for those we serve and remaining steadfast in values and purpose. I would also like to express my heartfelt thanks to Craig for his leadership over the last 15 years and to wish him all the best for his next chapter.

## **Allan Dodd**

The last year has been a very challenging one particularly with dealing with COVID-19. The staff have responded to the challenges in their typical professional manner.

It is sad to say farewell to Craig Moore as he has been an inspirational leader for Interaction and in his tenure has turned the organisation around and is leaving it on an extremely sound position. May Craig and Meriel have a long and fulfilling retirement.



## **Michael Fairley**

For those people reliant on Interaction and satisfied with the service they receive, change is a source of apprehension. Whether it is a new carer on the overnight shift in a group home, CEO or Chair of the Board, new people do things differently. However, without the enrichment brought to Interaction by the enthusiasm and new ideas of these people, the organisation will become stale. The Board provides continuity; ensuring we keep those things that make Interaction special.

Prior to the present viral emergency, considerable preparation was undertaken so that we could cope with all sorts of mishaps and challenges. While a pandemic was not top of our list of those most likely, the preparations were usefully adapted and provided protection for vulnerable people. There was a cost and some inconvenience. We saw what could happen. The staff was and remained wonderful.





### **Karen Hinton**

In the context of Interaction's 40+ year history this season of COVID-19 will likely be remembered as one of the hardest, yet the needs of our participants for high quality services and supports that empower their best life remain ongoing. I feel proud that our Board and staff remain committed to deliver those outcomes while governing and leading according to the direction, priorities and motivation of Interaction's vision, mission and values. This year we applied our values quite deliberately and carefully to operate safely in the midst of a global pandemic, while still pushing ahead to create the future we want for our participants. Respect to all for the resilience and adjustments made around the unexpected stresses of 2020!



### **John Lucas**

This year has been one with many challenges, one that has tested the values and mission of Interaction. To cope with the ever-changing NDIS landscape, our organisation has had to react to COVID-19. This pandemic has highlighted the wonderful staff we have, who are so willing to implement the necessary procedures and care to support and protect the people Interaction cares for. Their commitment, diligence and empathy has been a true test of the values and mission of Interaction.

These values are identifiable in a culture formed over many years under the inspiring leadership of Craig Moore. This is the legacy he leaves at Interaction after many years of service.



### **Craig Moore**

The past 12 months has been dominated by the COVID-19 Pandemic. Interaction has remained steadfast to our mission and values and has continued to grow in all areas. Our staff have been magnificent during this time and we thank them for their professionalism and commitment to our participants. Even though times have been challenging Interaction is looking to the future with vision and hope. As I retire I wish our Chair, Pauline Vamos, and our new CEO, Brett Thompson, great success in the coming years.



### **Kevin Pike**

Another year has passed so quickly. The only thing that has remained constant is that almost nothing remains constant and change constantly occurs.

Despite the introduction of the NDIS over the last few years and the retirement and replacement of both our Chairperson and CEO this year, our staff and Executive have been able to consistently provide outstanding support for the people we serve.

I am honoured to be a member of a Board that has the privilege to oversee an organisation that has been able to help so many people with the dedication and enthusiasm that they deserve.



# Committee Reports

## Governance Committee

The Governance Committee was asked by the Board to review whether the Interaction Constitution was still fit for purpose as it was last updated in 2006. This has been our major focus in 2020.

Planning commenced in February to modernise the Constitution and suitable experts were engaged to provide professional legal and tax advice to the Committee, who also sought input from the Board regarding Interaction's regulatory obligations and broader anticipated future needs.

### Our goals were to achieve

- Full compliance with current laws and regulations
- Wide consultation - with stakeholders and professional experts, and
- A Constitution to serve Interaction well over the next 5-10 years.

At the time of writing (August) the project is on track despite the challenges of COVID-19. The drafting steps were completed more quickly than expected (a surprise benefit of Zoom meetings while in lockdown). The Board has reviewed the 2020 Proposed Constitution document and approved it for use in a voluntary stakeholder consultation which is now complete.

All stakeholder feedback was de-identified and collated to form a report for the Board. The suggestions and comments received were of a high standard and after considering them the Board has incorporated 3 further amendments into the revised draft 2020 Constitution document which will be submitted to Members for their vote regarding its adoption.

I acknowledge the contributions of Pauline Vamos, John Lucas, Allan Dodd, Craig Moore and Lauren Asmussen in preparing the 2020 Proposed Constitution, and Emily Griffith and Naaz Hussain with Lauren Asmussen in implementing the voluntary stakeholder consultation.

**Karen Hinton MIML**  
Committee Chair

## Finance & Risk Committee

During the year, the word "risk" was added to the name of our Committee and with that, the emphasis of our work changed slightly.

There have been three significant personnel changes that have occurred this year. Any one of these might have raised a significant risk to our company's operations, but fortunately in each instance, we have been able to find very competent replacements and I look forward to working with the relevant replacements for many years.

As announced at our last AGM, John Lucas retired after 15 years chairing our Board. His commitment and contribution to our company has been invaluable. Pauline Vamos willingly took on the task of filling John's position as Chair and John has agreed to remain as a Director.

Then, Bruce Frost advised that he will be retiring from auditing companies. Bruce's assistance in auditing our accounts has been very much appreciated. At the time of writing this report, we have just started working with our new auditors, StewartBrown and things seem to be going well.

Just after Bruce advised us of his resignation, Craig Moore announced his retirement. Craig's valuable contribution to our company will be covered by others in this report but I would like to express my personal thanks to Craig for his hard work and dedication over so many years. As with our new auditor, as I write this report Brett Thompson has only just started as Craig's replacement and he appears to be settling in quickly.

Finally, I would like to thank Gurdeep, Maninder and the rest of the Finance Department for looking after our finances so diligently and making my job as Chair of this committee much easier.

**Allan Dodd**  
Committee Chair



## Projects Committee

The Projects Committee was newly established in 2020 to support the Interaction Board in the oversight of projects of strategic importance.

### The specific responsibilities of the committee are:

- Review new projects and report to the Board on strategic alignment and viability.
- Provide recommendations to the Board on go/no go of projects.
- Review progress on all projects and report to the Board on their health.
- Provide recommendations to the Board when remedial action may be required for projects.
- At the request of the Board, review individual projects and provide objective advice in the event of a disagreement between the Executive and the Board about aspects of that project.

Through 2020 we have met 3 times so far and the focus has been to establish the operating rhythms and procedures to ensure we can effectively perform our role.

It has been wonderful to see how the current projects (Narara Prader-Willi Syndrome (PWS) Group Home, Sheffield High Support Program and Werrington High Support Programs) have been progressing and contributing to expanding the way Interaction can continue to serve.

I would like to acknowledge Maggie Vincent, Michael Fairley, Damien Jones, Rachel Carey, Lauren Asmussen and Allan Dodd who have all played a valuable role in establishing this new committee.

**Laurie Boxwell**  
Committee Chair

## Stakeholder Engagement Committee

Though Interaction's Stakeholder Engagement Committee was challenged by COVID-19 restrictions and unable to meet in person, the Committee continues to provide feedback on complaints and compliments trends, procedural integrity and resolution timeframes.

Notably, the Stakeholder Engagement Committee worked together to produce transparent and standardised complaints forms and policies. Interaction now has an easy-read Complaints and Compliments Policy available on our website available to all stakeholders.

Interaction has received wonderful feedback about staff this year as they continue to thrive and persevere despite all the challenges COVID-19 has presented. The Stakeholder Engagement Committee acknowledges the challenges that have faced our participants, families and staff as they navigate these challenging times, and recognises the hard work they put in as they work for positive outcomes together.

Interaction would like to thank Lynne Schwartz, Lesley Robertson and staff for their contributions to this committee.

**Barry Greensmith**  
Committee Chair

# Executive Team Report

It has been a productive year for Interaction's Executive Team, with a number of significant milestones achieved, and challenges faced and overcome.

After many months of detailed preparations and review, Interaction successfully passed its Stage 2 NDIS Quality and Safeguards Commission compliance audit. We now hold our status as an NDIS Registered Provider until the next major audit in 2022.

Accommodation was a major focus for the Executive Team as we opened Interaction's first concierge model of support at Sheffield (Penrith) in conjunction with AccessAccom. Excitingly, in May 2020, Hotondo Homes commenced the building of a new property at Narara, which will provide accommodation for 3 people with PWS on the Central Coast. We were also able to increase the number of accommodation sites to people with PWS, further cementing our position as a leading provider of supports.

It has been a significant growth period in terms of staffing. In line with business growth, Interaction expanded its Human Resources and Marketing departments, and the High Supports Program expanded its accommodation

services to include a third Senior Manager – Accommodation and Shared Living. Due to increasing referrals, Support Coordination increased its number of Coordinators.

Interaction successfully navigated the ever-changing COVID-19 pandemic environment through adapting its business model and practices to accommodate a remote workforce. This is reflected in the results of the Voice Project Staff Survey (please refer to page 30).

Interaction's Executive Team consists of below, left to right; Maggie Vincent (General Manager, Operations), Gurdeep Masson (Chief Financial Officer), Samantha Hiley (Human Resources Manager), Brett Thompson (Chief Executive Officer) and Lauren Asmussen (Executive Officer).







Through growth and change we remain steadfast in our values

# Accommodation and Individual Options (AIO)

As they say, a lot can happen in a year and I don't remember a year where this saying has proven to be truer. The past 6 months in particular have challenged our organisation, participants and staff in ways that we never expected.

I am proud to say that we have all met that challenge head on, and continued to provide support to our participants across all of our services. In fact, 12 new participants transitioned to our accommodation services from March to June 2020. A huge achievement for all involved.

The AIO team continues to have three distinct support areas:

- Accommodation and Shared Living
- Support Coordination; and
- Direct Support

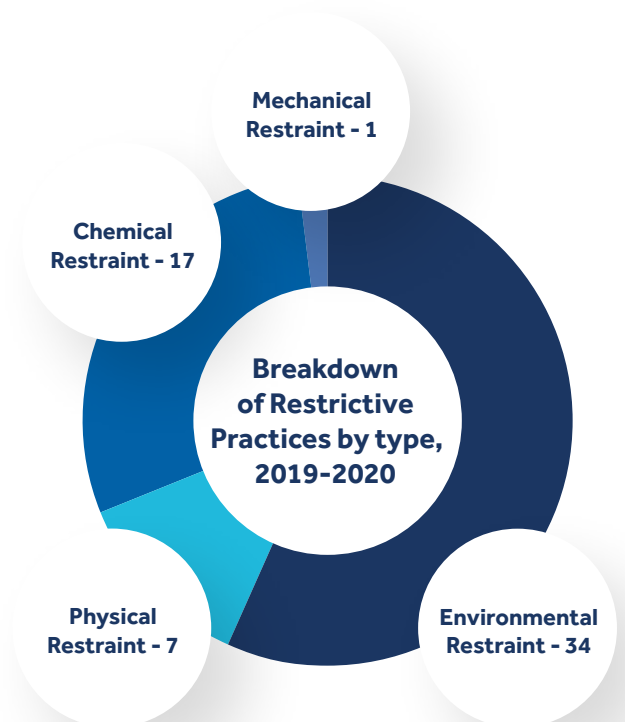
It has been very pleasing to see growth in all support areas over the past 12 months.

This year has also seen us farewell our CEO of the past 15 and a half years, Craig Moore. I would like to take this opportunity to wish Craig all the best in his retirement and thank him for his contribution to the history of Interaction.

I would also like to welcome our new CEO, Brett Thompson. Brett's skillset and experience will certainly support Interaction's vision and growth into the future.

## **Maggie Vincent**

General Manager Operations



In line with reporting requirements under the Quality and Safeguards Commission, Interaction has continued to review and adapt our Restrictive Practices processes. Monthly reporting of all restricted practices is completed within the required 5 day window.

Interaction convenes a Restrictive Practices Authorisation Panel each month to assess and where appropriate, approve restrictive practices. A Family and Community Services (FACS) allocated independent practitioner is part of each panel to provide a completely independent assessment of each submission.

In the last financial year Interaction had 60 requests for the use of restrictive practices, 59 of these practices were approved.

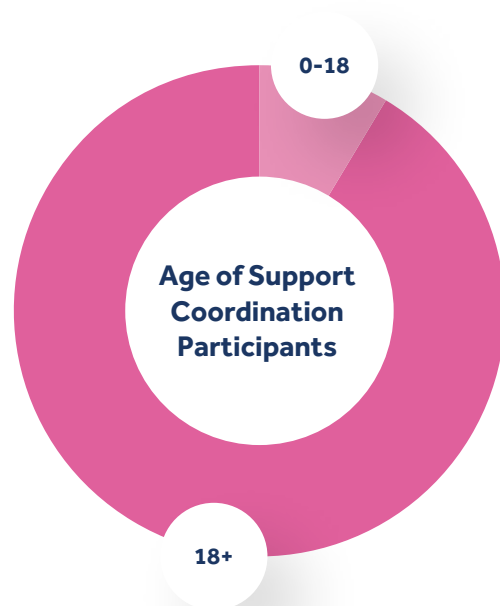




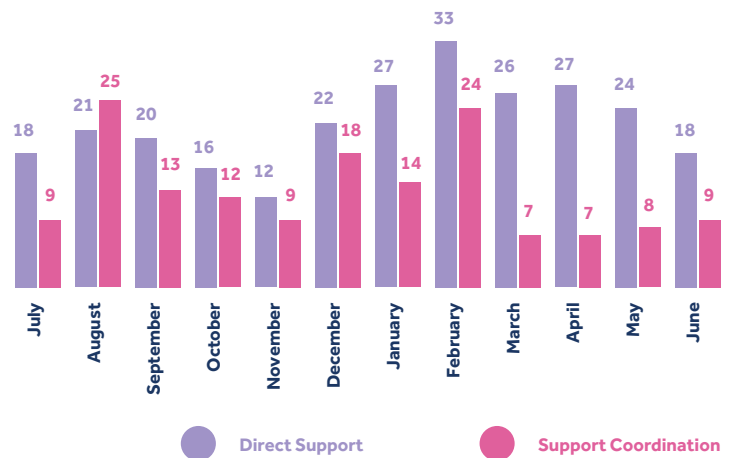
## Support Coordination

Support Coordination has continued to provide a valuable service to participants struggling to navigate 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, but also that NDIS regulatory requirements are met. The focus is capacity building for participants and their families and carers.

Interaction's team of Support Coordinators has expanded to 5, providing Support Coordination to 198 participants. Over the past year our Support Coordination team have provided support to 402 participants.



Referrals Received 2019/2020



### Adrian's Story



I've been working at Bunnings for almost a year now. It's a lot more relaxed than my last job and I love everything about it. I call the people there my family at work, everyone is so nice and friendly. I greet customers when they come into the nursery, so I get to meet a lot of new people.



## Accommodation

Our accommodation senior team has remained stable over the past 12 months however we have seen an expansion in our accommodation services, necessitating the recruitment of an additional 2 House Managers. Our third Senior Manager Accommodation and Shared Living commenced and is overseeing 6 of our existing accommodation programs.



## Marlissa's Story

Six years ago, Marlissa set a goal to visit Sea World on the Gold Coast with her foster Mum, Belinda. An excellent choice given her love of dolphins! She had never stayed away from home overnight, nor had she ever been on a plane, so this was a big aspiration for her. Marlissa worked closely with her family, friends and support workers to take gradual steps towards achieving her goal.

The first step was taken when Marlissa's key worker encouraged and facilitated Marlissa to prepare for a weekend farm stay with friends and their supports. Not only did she build her confidence in spending the night away from home, she was also able to feed and play with plenty of the farm animals and have a great time with her friends. The weekend was so successful that Marlissa now loves to visit regularly.

Marlissa and one of her close friends were then supported by her key worker to visit Sydney Aquarium, using public transport to again help build her confidence. On

another occasion, she also went on a whale watching adventure in the hopes of seeing dolphins. Marlissa also started spending much more time with her daughter Lisa and mum Belinda, including a few overnight stays and special visits over Christmas and Easter.

The next step Marlissa took toward achieving her goal was taking a 7 day cruise with Lisa and Belinda. Visiting Noumea and other islands, Marlissa had a fantastic time and developed a love of going on cruises.

Now with a lot of travel practice behind her, Marlissa and Belinda flew to Brisbane to visit Sea World. Not only did she get to see all the attractions around the theme park, Marlissa was lucky enough to be able to swim with the dolphins! The second day of their holiday was spent at a Koala Sanctuary where Marlissa got to pat koalas, kangaroos and emus.

For the trip home, Marlissa and Belinda took a 2 day cruise back to Sydney. "My favourite part of the cruise was all the yummy food, and it was really funny when the boat was rocking and making all the plates move around!" said Marlissa.

Marlissa's key worker was thrilled for her. "I'm very proud to see Marlissa grow in the time I have known her and knock over all these firsts but especially to reach her goals, particularly one she has had for such a long time. I'm looking forward to seeing what her new goals will be, though she has set the bar high for this one!"





Interaction currently provides accommodation support to 89 individuals aged between 21 and 83.

Four individuals over 65 receive support under the Commonwealth Continuity of Support (CoS) Program - Specialist Disability Services for Older People.

Over the past 12 months, Interaction has continued to collaborate with Specialist Disability Accommodation (SDA) providers to explore new and innovative accommodation options to people with disability. Our goal is to ensure the SDA Providers we collaborate with have values that align with those of Interaction. We look forward to sharing news of these partnerships in next year's report.

## Robert's Story

**I have been working with Interaction for 5 years, so I have been able to watch the participants at South Windsor grow into the young men they are today. Watching them develop has been very enjoyable and rewarding.**

**We faced many challenges when we first moved into this home. But thanks to the hard work of both staff and participants, we now really enjoy our days together. When I wake up in the morning I look forward to going to work and spending time with the young men and other staff.**

**I'm part of an excellent team, and I often sit back and think about how lucky I am to work where I do.**

**Robert, Support Worker**

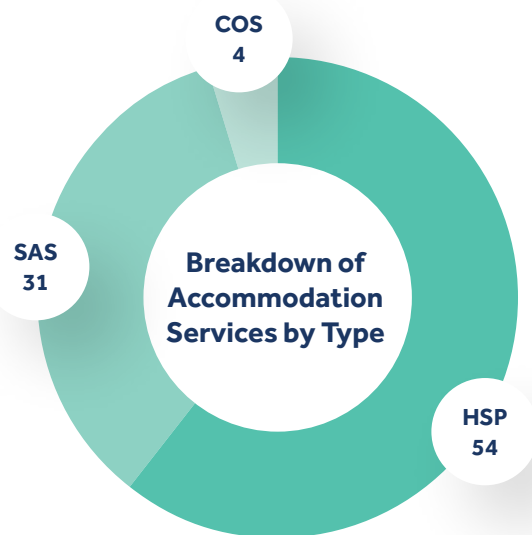


Wendy has been with Interaction for many years, and recently celebrated her 83rd birthday! Though she has been a little bored in lockdown, Wendy has been keeping busy with knitting, Sudoku puzzles, walks and craft activities. She likes to keep up to date with the Today Show every morning.

## Wendy's Story

Most recently we have commenced discussions with a new SDA provider, Good Housing. Our goal is to expand our footprint within the Central Coast area in partnership with Good Housing.

The coming 12 months will see further expansion of accommodation services.



## Update on Narara

The Narara build is progressing well with an expected completion date of early 2021. Nathan and Bradley have had regular visits to the building site and are very excited about moving into their new home. The search for a new housemate for Bradley and Nathan has commenced.

### A Brand New Home for Bradley and Nathan

Interaction, together with Hotondo Homes is constructing Bradley and Nathan's brand new, custom built home!

Bradley tells us he is most looking forward to filling his new bedroom with lego, and having somewhere to grow his frangipani. Nathan said he is excited to have his own bedroom and bathroom.

We are so excited to watch this adventure unfold.





## Andrew, David and Karen's Story

Andrew, David and Karen are long term Interaction participants and have been living together as housemates at one of our PWS-specific homes for a number of years. They are friends and love to get out and about. Though COVID -19 restrictions have caused changes to their usual activities and their birthday celebrations, they have adjusted well to this thanks to their supporting and caring staff. Andrew and David continue to enjoy longer individual walks on weekends with a staff member, in addition to regular exercise during the week, and enjoy getting a takeaway coffee. Karen likes to go out to buy craft items and a takeaway coffee, and also enjoys a game of Uno with staff.





## Sheffield Concierge Model

After 12 months of planning and collaboration with SDA provider AccessAccom, the Sheffield Concierge Model led by Rachel Carey (Senior Manager Accommodation and Business Development) and Kristina Milankovic (House Manager) commenced in March 2020. A wonderful achievement for all involved.

### Gretta's Story

Gretta Serov is a very active woman. She holds a Bachelor of Arts degree, has two jobs in the disability sector, runs a motivational speaking business, enjoys horse riding, scuba diving, indoor skydiving, and runs a blog 'On Our Own Tracks'.

Ever since Gretta was about sixteen, she has been constantly looking into ways to move out of home, just like her peers. Due to having severe Cerebral Palsy, affecting her mobility, communication and fine motor skills, Gretta and her amazing support network have explored every option available, such as, living with able-bodied friends or in a suitable group home.

When Gretta found out about the new Sheffield apartments with onsite support she was excited as this was the perfect option, in both the type of care and the Penrith location. Working closely with Interaction and AccessAccomm, Gretta recently moved into one of the brand new apartments, and is loving the level of independence.

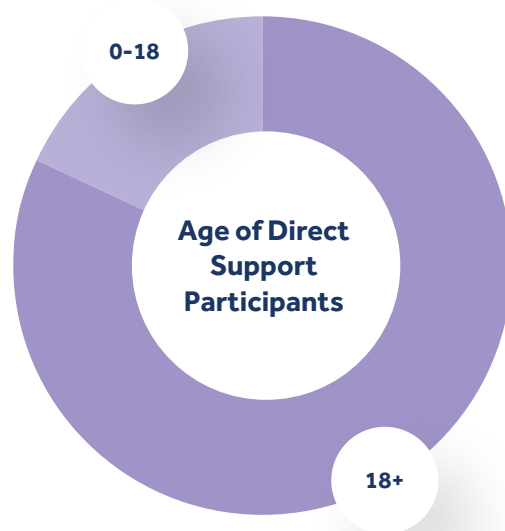
In Gretta's own words, 'I absolutely love the Interaction team they are amazing!'





## Direct Support

At present, Interaction has a team of 3 Coordinators of Direct Support. The role of the coordinator is to liaise with participants and/or families and carers to identify and roster staff of their choice to provide a range of direct support services. Interaction currently provides Direct Support services to 139 participants including adults and children. Over the past year, support has been provided to a total of 288 participants.



## Maria and Doris, A Wonderful Friendship



When Maria has time off work, she enjoys going for scenic walks around Sydney in the many parklands around her home.

Maria enjoys exploring many places with her Direct Support worker, Doris. Together they have visited places such as Western Sydney Parklands, Nurragingy Reserve, Rouse Hill Recreational Park, Parramatta Lake and many more.

Maria is always full of excitement and anticipation when Doris arrives at her home to support her on these outings. Getting out into nature is very calming and healing for both Maria and Doris, and a wonderful way to connect with nature and one another. Maria and Doris have developed a genuine friendship during these outings.



## Leisure and Lifestyle

Over the past year, activities have been offered to our participants. Unfortunately, as a result of COVID-19, our participants are currently unable to access activities at our office. We look forward to restrictions being lifted and seeing our Activity Room and Sensory Room filled with our participants again.

Activities offered over the past 12 months have included:

- Craft
- Music
- Bingo
- Cooking
- Pampering sessions
- Bowling
- Movie nights
- Picnics
- Knitting Group
- Karaoke

The annual Christmas Party was held in December 2019 and was another wonderful event for all who attended. The 2020 party is likely to look very different, however we will be celebrating this important event in whatever form is available to us at the time.

Sadly the COVID-19 situation has meant our Camp did not go ahead as planned in September.

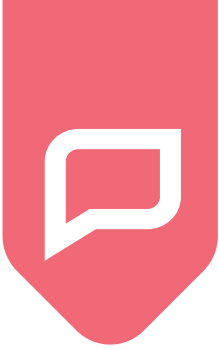
We have booked a date for February 2021 and remain hopeful that this will go ahead as planned. Though they are missing their friends and usual activities, our participants have been well supported by our wonderful staff to remain in contact with family and friends in many and varied ways.











## Behaviour and Allied Health Services

The Behaviour and Allied Health Services (BAHS) team currently comprises of a Senior Psychologist, 2 Psychologists, 1 provisional Psychologist, 2 Behaviour Support Practitioners, and a Practice Manager. Over the last year BAHS has successfully navigated considerable change within the structure of the department. It is a testament to the high quality of the staff involved providing stability for stakeholders and participants under our support during implementation of these changes. All current members of the BAHS team should be acknowledged for their commitment to provide quality services, dedication and continuing high ethical standards.

BAHS continues to focus on providing quality services with a renewed focus on sustaining positive outcomes to all of our participants and their support networks. The team provided an impressive 132 blocks of service to NDIS participants in one or more areas of behavioural and/or therapeutic support.

BAHS currently provide services across 2 key areas under the NDIS: Improved Relationships and Improved Daily Living. Improved Relationships essentially surrounds all aspects of behaviour support, implementation and training with varying degrees of complexity. The BAHS team offer services under the Improved Daily Living category in areas such as individual psychological therapy and assessment for various reasons. Check out our page on the Interaction website for more detailed information about the team and what they do!

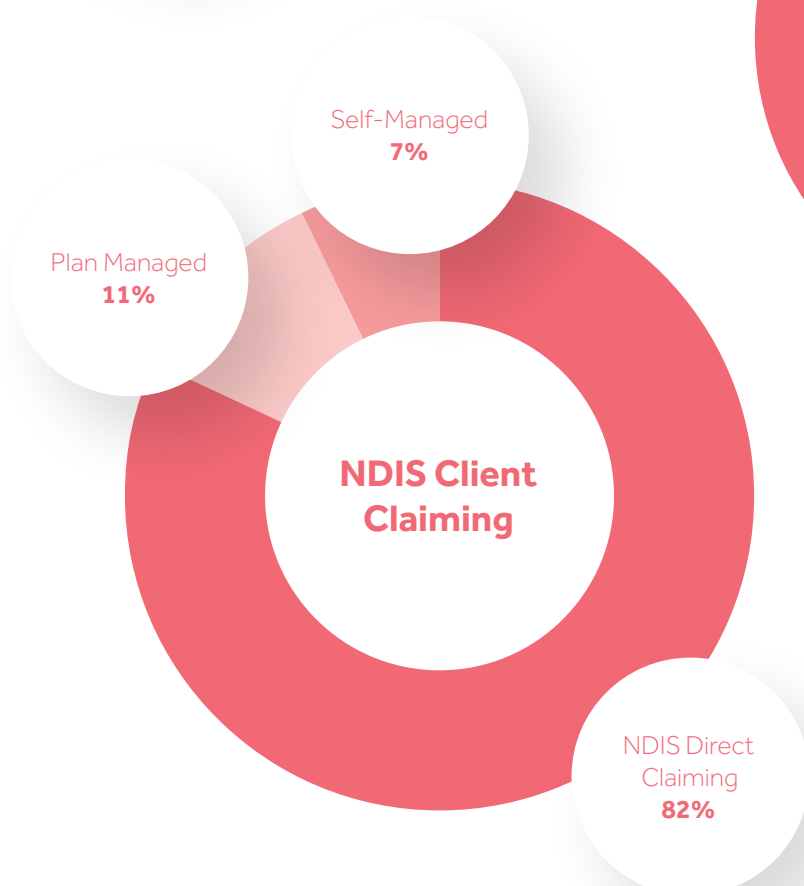
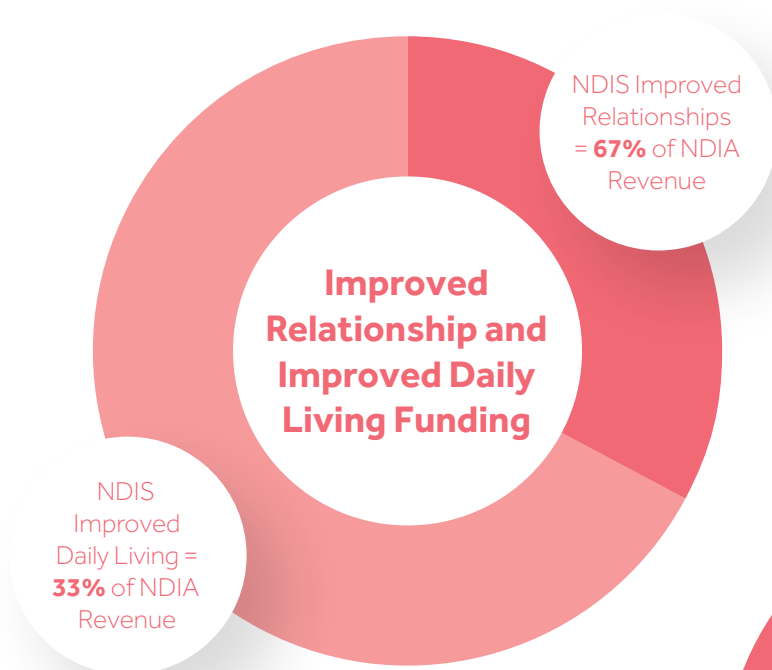
With a collaborative approach amongst the team and the support of our new Senior Psychologist and Practice Manager, we have implemented and improved systems to both enhance the efficiency of the department as well as improving the financial performance. One example being the implementation of online assessment tools at both a cost saving to the organisation and tremendous time saving benefits for clinicians. This improvement proved to be a tremendous advantage when COVID-19 impacted

our services and we were required to move online immediately. The entire team worked hard to relocate, collaborate and support both our participants and co-workers during this unexpected pandemic. The BAHS team members maintained and shared their positivity while adjusting to new methods of service delivery to allow services to continue without interruption where ever possible. I would like to take the opportunity to thank each member of the BAHS team, as well as the entire organisation, for the support given, sharing of information, resources, new ideas and tools that were essential, and very much appreciated. We continue to support our participants and their stakeholders during this difficult time.

Looking ahead the BAHS team will continue to review overall practices and processes to maintain the high quality of service currently being provided while continuing to improve service delivery and outcomes for participants. We look forward to offering additional services, both in new service areas and programs and training not currently offered. This will include the introduction of a training calendar and programs to support staff, siblings and parents. We continue with the objective to expand our team to other allied health roles such as Occupational Therapy. The BAHS team will also continue to play a key role in the delivery of supports for people with PWS.

### **Kim Konowec**

Practice Manager  
Behaviour & Allied Health Services



# Human Resources Report

Interaction has witnessed a growth of 3.3% in total staff since 2019, boasting a total staff count of 302. Consistently, our largest staff category are those between the ages of 25-44. We maintain a consistent percentage of staff over the age of 55 demonstrating Interaction's ability to employ those from many walks of life. In return, we have maintained staff loyalty to the organisation and its participants.

Our largest growth category has been in Accommodation, ensuring that Interaction's top priority is providing and maintaining the highest quality of supports to our participants and staff. However, as we continue to grow, we have seen a remarkable increase in other departments, especially in the areas of Behaviour and Allied Health Services as well as Administration and Human Resources.

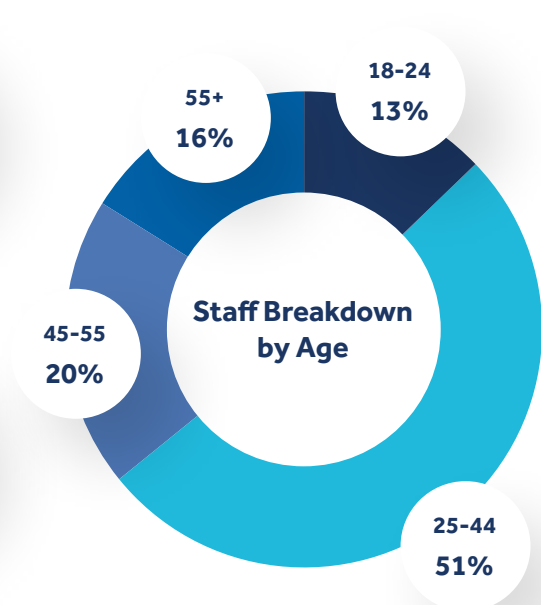
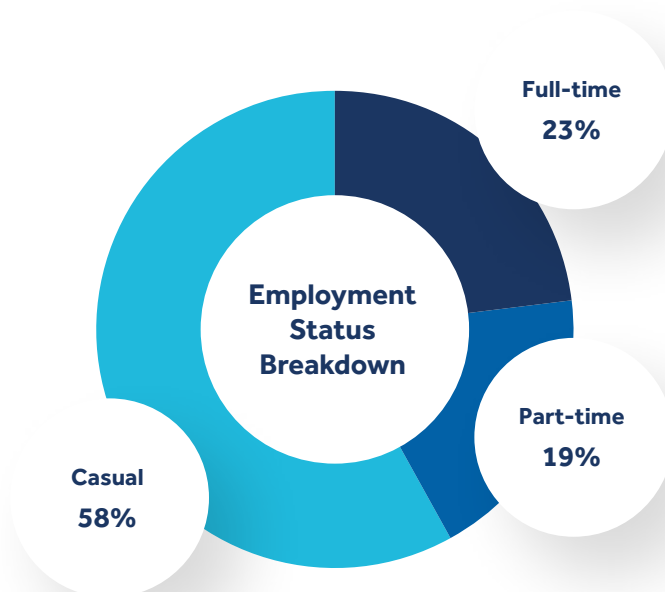
**Total Number of Staff - 2020**

**3.3% increase  
from last year**



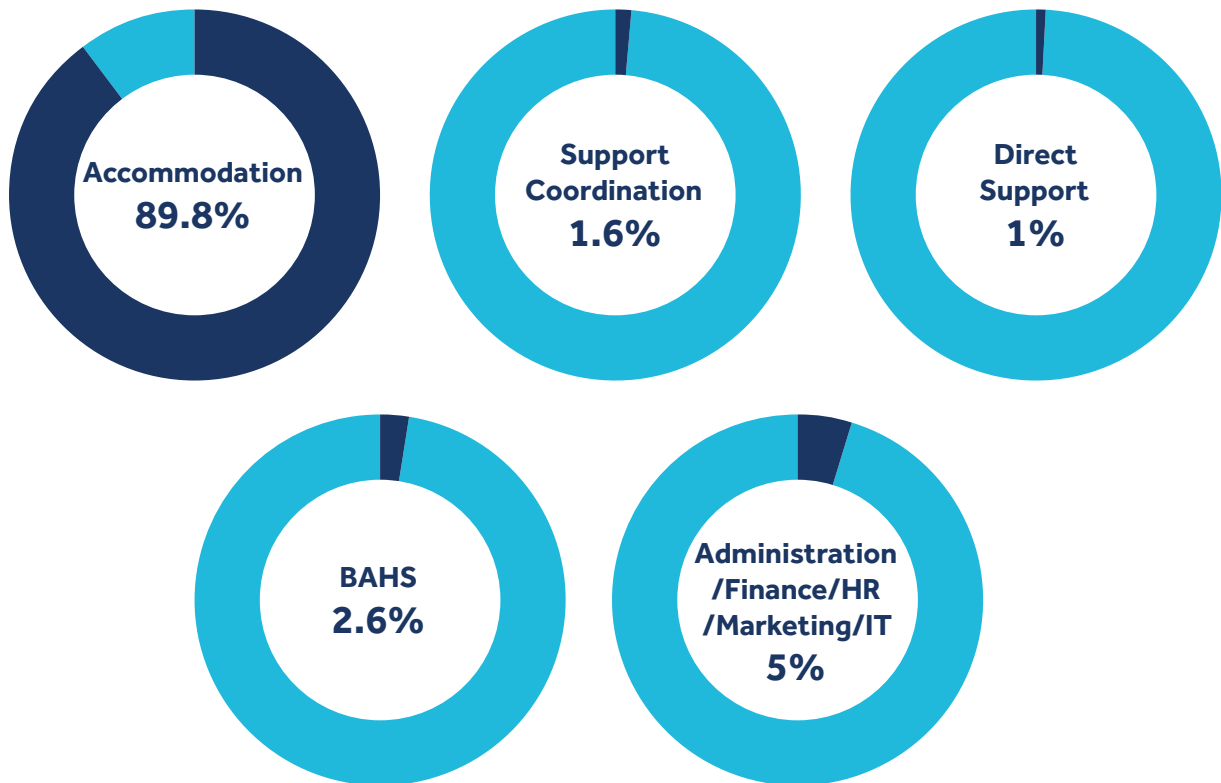
Staff in 2019 - 292

Staff in 2020 - 302

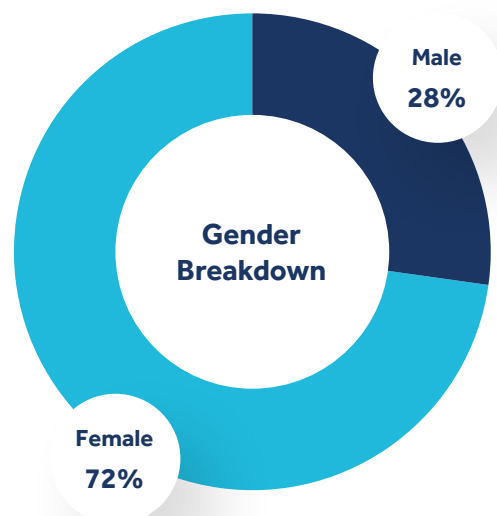




### Staff Breakdown by Category



In accordance with the requirements of the Workplace Gender Equality Act 2012 ('Act'), Interaction lodged its annual compliance report for 2019/2020 with the Workplace Gender Equality Agency ('WGEA'). The Act provides for feedback from the community to comment on the report either to Interaction via email or to the WGEA.



# Staff Satisfaction Survey

At Interaction, we understand the importance of a cohesive and consistent workforce. The biennial Staff Satisfaction Survey carried out by The Voice Project helps us to better understand the quality of our current work practices that affect employee engagement, wellbeing and organisational performance. Every Interaction staff member is given the opportunity to respond anonymously through scaled and open-ended questions.

## Vision, Mission and Values

**92%**

Interaction has a strong focus on achieving positive results – (10% higher than disability services benchmark)

**91%**

Interaction is ethical and socially responsible

**80%**

The way people are managed is consistent with our values and strategy

**97%**

I believe in the values of Interaction

## Employee Engagement

**91%**

I have job satisfaction and commitment to the organisation

**95%**

I like the kind of work I do

**92%**

My work gives me a feeling of personal accomplishment

**94%**

I am proud to tell people I work at Interaction

**88%**

I would like to still be working at Interaction in 2 years

**97%**

Interaction is my employer of choice (casual employees)

## Colleagues and Participants

**91%**

I have good working relationships with my co-workers

**88%**

My co-workers give me help and support

**88%**

Interaction understands the needs of its participants

**90%**

Participants are satisfied with our services



## Interaction's Greatest Strengths (open-ended responses)

- We really care about our participants and put their happiness and well-being first
- The staff are great and everyone gets along very well
- Empowering participants and putting emphasis on making them as independent as possible
- Having your voice heard, empowerment given to the participants is exceptional
- Support and guidance for all staff every step of the way
- Support and improvement for participant's quality of life and in reaching their goals
- Provide a place of security and safety for both staff and participants
- A great culture of supporting participants to achieve their goals
- Interaction is very family friendly and supportive of their employees and participants

## Interaction's Areas for Improvement (open-ended responses)

- Improvement on technology
- Greater links between Board and staff
- Clearer outline of procedures during inductions
- Reducing the amount of paper wastage
- More open communication from management around big company changes
- More collaboration between teams
- More cohesive/modern branding and functional website
- Get more feedback from staff
- Less paper/move to zero waste
- Environmentally - looking at ways to save paper and recycle
- To have an intranet of sorts to communicate more with casual staff

## The following areas have been identified for improvement:

**Issue:** Modernisation of technology

**Solution:** Highlighted by the transition to remote working during COVID-19, Interaction has implemented work from home policies and procedures to help manage staff IT requirements. We have invested in staff's IT requirements, updated hardware, though implementation has been delayed due to COVID-19.

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**Issue:** Reducing office paper wastage

**Solution:** As part of our remote workforce strategy, Interaction has successfully moved to electronic signatures for accounts and human resources management. This has resulted in a significant decrease in paper usage.

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**Issue:** Communication from management and Executive

**Solution:** In response to the challenges faced by remote working during COVID-19, communications from senior management, the Executive and the CEO have increased to all Interaction staff. Using varied communication channels including dedicated email, anonymous feedback options, regular video updates and staff surveys.

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**Issue:** Outdated and inconsistent branding

**Solution:** Utilising the findings from third-party implemented market research, Interaction's branding and collateral have been refreshed to better communicate the organisation's values and mission. This brand refresh includes a new website and renewed approach to service area branding.

# Employee of the Year

We congratulate all staff nominated for Employee of the Month Awards. Listed are the recipients, along with the Employee of the Year, who were recognised at Interaction's Annual General Meeting (AGM) held in November 2019.

## Employee of the Month

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### **Kun H. Lam**

*Always displaying professionalism and respect in her work.*

### **Ignatius Mapurisa**

*Exceeding expectations when stepping into a new role.*

### **Michelle Frohreich**

*Positive attitude and friendliness when supporting her participants.*

### **Michelle McCartin**

*Going above and beyond for her participants and ensuring the house runs smoothly.*

### **Eileen Rostron**

*Continuously providing the best possible supports for her participants.*

### **Ashlea Grimley**

*Showing commitment and initiative in securing supports for participants.*

### **Kristina Milankovic**

*Recognition for her excellent team leader skills.*

### **Bec Wah**

*Always showing determination, motivation and passion when providing support.*

### **Kim Szymanski**

*Calm, friendly and positive approach to managing staff and participants.*

### **Rula Hanna**

*Providing tireless hard work and encouragement to her team and participants.*

## Employee of the Year

### **Kun H. Lam, Coordinator – Direct Support**

Lam received her employee of the month nomination when she was the only coordinator in Direct Support for a period of time. In her usual quiet, respectful manner, she managed all calls and bookings on her own. Lam never makes a fuss or complains about her workload, she just gets on and does what needs to be done.

Lam's warm, friendly and respectful personality make her someone that participants, families and her co-workers are drawn to. Lam is a quiet achiever who is always here when you need her.





# Goal Kicker of the Year

Introduced in April 2019, 'Goal Kicker of the Month' is a way for us to recognise the hard work our participants put in to achieving their goals. The very first Goal Kicker of the Year was announced at the 2019 AGM, and all monthly winners are listed below.

## Goal Kicker of the Month

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### **Graeme Castle**

*Keeping active in the community and looking after his home.*

### **Elizabeth Tod**

*Donated a knitted blanket she made herself to the homeless.*

### **Adrian Grogan**

*Completed his RSA and secured mainstream employment.*

### **Jennifer White**

*Building her independence at home and in the community.*

### **Isabella Vassallo-Smith**

*Making an excellent impression on her new employers.*

### **Troy McDonald**

*Awarded Player of the Year; Best and Fairest with his soccer team.*

## Goal Kicker of the Year

### **Isabella Vassallo-Smith**

Bella has worked hard on finding a job for 3 years and started work 2 days a week as a barista in May this year after facing many challenges. Bella worked for 6 weeks before her employer decided she was so valuable they offered her work 5 days a week. After speaking to her manager, it was decided they would offer more training in office work and Bella is learning new skills every day.



# Interaction & COVID-19

## Organisation Response

The Executive Team made the decision to adjust to a remote workforce as soon as COVID-19 cases began to rise in the Greater Sydney region in an effort to protect our participants, families and staff. Throughout lockdown and ongoing restrictions, the senior management team met weekly via Zoom and all updates and changes were communicated to the wider Interaction team. To ensure staff were managing the stresses of the new normal, Interaction engaged The Voice Project to undertake two surveys, gauging the effectiveness of Interaction's handling of the situation and staff wellbeing.

|   | April Results | May Results |
|---|---------------|-------------|
| Staff wellbeing, their level of stress and sense of safety.                                       | 72%           | 82%         |
| I am satisfied with the organisation's response to the situation.                                 | 86%           | 91%         |
| We are given all necessary safety information and safety equipment to manage the risk of COVID-19 | 81%           | 90%         |
| This organisation's communication about COVID-19 has been clear and timely.                       | 84%           | 92%         |
| We are given all necessary safety information and safety equipment to manage the risk of COVID-19 | 76%           | 81%         |
| I know where to get help if I am feeling emotionally unwell or unsafe                             | 79%           | 88%         |

## Participant Response

Despite the challenges brought on by the lockdown and ongoing restrictions, our participants worked hard to stay safe and happy. Thanks to their positive attitudes and assistance provided by our fantastic support staff, participants were able to take part in new activities such as Zoom cooking classes, and rock painting, and continue with some of their usual hobbies including craft, dancing and going for walks.









# Sensory September

This year saw Interaction's inaugural Sensory September, a month-long online campaign promoting the benefits of Sensory Rooms, culminating in a special event where participants, families, and local service providers were invited to attend private tours of the Sensory Room. All attendees were given the opportunity to speak one on one with our BAHS practitioners and expert NDIS team, and Senior Psychologist Giselle Tadros gave a talk on Autism and Sensory Processing over a morning tea.





## Thank You to the Honda Foundation!

Whilst the general day to day hustle and bustle are second nature to many of us, to people with sensory needs or disability, what is taken to be 'everyday' can be absolutely daunting for some. Interaction's custom-built Sensory Room combines a range of activities and items to assist individuals in developing and engaging their senses, in their own time, in a comfortable and controlled environment

However, it can be extremely difficult for those with physical disability to experience the full suite of activities in the room. To assist Interaction in removing this barrier, the Honda Foundation generously granted financial funding to cover the cost of a mobile gantry hoist.

This hoist allows people with physical disability to be safely moved out of their wheelchair, providing them with full access to the Sensory Room. Having the option to safely and confidently move out of their wheelchair provides participants with immeasurable improvement to mental and emotional wellbeing.

Thank you to the Honda Foundation for this wonderful addition to the Interaction Sensory Room.



# From the Finance Team

The Finance Team is committed to maintaining transparency and accountability in all financial matters. The focus remains on Interaction's financial viability and stable cash flow.

Interaction's accounts are prepared 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.

There have been a few changes in the accounting standards this year. The new standard AASB 16 for leases has been implemented into the June 2020 accounts. The new standard removes the current operating and finance lease distinction for lessees and requires entities to recognise all material leases on the statement of financial position.

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 Financial Management Policy is reviewed regularly to work towards compliance and to prevent fraud and theft in the organisation. The Finance Team work closely with the CEO, GM Operations and Board Finance and Risk Committee to discuss the strategies to resolve any concerns.

Robust financial management is vital in enabling the organisation to make a positive difference in the lives of more people. During the COVID-19 period, Interaction remained focussed on providing quality services for our participants while managing the challenges with the cash flow.

Good stewardship of resources is the highest priority in our financial decisions and operations. Interaction has explored new service opportunities through carefully considered use of our resources. We have been able to grow our presence and impact in significant areas over the last twelve months due to the commencement of a few new projects like the Sheffield concierge model and construction of the Narara property (PWS) to expand our footprint on the Central Coast.

## Financial Snapshot

- Interaction provides various services like Accommodation, Direct Support, Support Coordination and Behaviour Health & Allied Services.
- Interaction receives 95% of its income from the NDIS. The financial year saw a growth in revenue of 22%, largely from NDIS Services.
- Employee costs make-up the majority of our expenses which overall increased by 14% across the financial year.
- This resulted in our overall surplus of \$855,592 for the Financial Year.
- The financial position of the organisation is sound with total funds of \$9m that has \$2.4m of asset revaluation reserves.

## Gurdeep Masson

Chief Financial Officer



# 2019-2020 Contributions

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

- P Dalglish
- M Fairley
- G & J Gelb
- M Gianfrancesco
- K Hinton
- P O'Gorman
- J Plant
- W & D Sorby
- M Stacey
- R Yeap
- The Honda Foundation



# Statement of Financial Position

AS AT 30TH JUNE 2020

|                                | 2020              | 2019              |
|--------------------------------|-------------------|-------------------|
|                                | \$                | \$                |
| <b>ASSETS</b>                  |                   |                   |
| <b>Current Assets</b>          |                   |                   |
| Cash and cash equivalents      | 3,798,922         | 994,362           |
| Trade and other receivables    | 580,615           | 749,245           |
| Total current assets           | 4,379,537         | 1,743,607         |
| <b>Non-current assets</b>      |                   |                   |
| Capital work in progress       | 343,429           | -                 |
| Property, plant and equipment  | 12,469,759        | 12,643,033        |
| Right-of-use assets            | 300,932           | -                 |
| Total non-current assets       | 13,114,120        | 12,643,033        |
| <b>TOTAL ASSETS</b>            | <b>17,493,657</b> | <b>14,386,640</b> |
| <b>LIABILITIES</b>             |                   |                   |
| <b>Current liabilities</b>     |                   |                   |
| Trade and other payables       | 2,389,721         | 714,224           |
| Borrowings                     | 646,967           | 206,629           |
| Lease liabilities              | 51,779            | -                 |
| Employee benefits              | 1,267,885         | 692,506           |
| Total current liabilities      | 4,356,352         | 1,613,359         |
| <b>Non-current liabilities</b> |                   |                   |
| Borrowings                     | 3,761,086         | 4,217,883         |
| Lease liabilities              | 256,042           | -                 |
| Employee benefits              | 77,112            | 367,925           |
| Total non-current liabilities  | 4,094,240         | 4,585,808         |
| <b>TOTAL LIABILITIES</b>       | <b>8,450,592</b>  | <b>6,199,167</b>  |
| <b>NET ASSETS</b>              | <b>9,043,065</b>  | <b>8,187,473</b>  |
| <b>FUNDS</b>                   |                   |                   |
| Accumulated funds              | 6,569,642         | 5,714,050         |
| Reserves                       | 2,473,423         | 2,473,423         |
| <b>TOTAL FUNDS</b>             | <b>9,043,065</b>  | <b>8,187,473</b>  |

## Statement of Profit or Loss and Other Comprehensive Income

### FOR THE YEAR ENDED 30 JUNE 2020

|   | 2020               | 2019               |
|---|--------------------|--------------------|
|   | \$                 | \$                 |
| <b>Income</b>   | 18,830,854         | 15,491,608         |
| Direct wages & on-cost                                | (13,016,219)       | (11,370,978)       |
| <b>Gross Margin</b>                                   | 5,814,635          | 4,120,630          |
| Interest received                                     | 1,241              | 23,660             |
| Other income  | 75,114             | 24,303             |
| <b>Gross Income</b>                                   | <b>5,890,990</b>   | <b>4,168,593</b>   |
| <b>Other Expenses</b>                                 |                    |                    |
| Indirect wages & on-cost                              | (2,139,246)        | (1,953,242)        |
| Depreciation expense                                  | (424,421)          | (345,817)          |
| Finance Expenses                                      | (196,737)          | (242,204)          |
| Loss on disposal of assets                            | (12,492)           | (12,439)           |
| Motor vehicle expense                                 | (422,091)          | (396,765)          |
| Occupation costs                                      | (229,222)          | (309,314)          |
| Other client expenses                                 | (532,498)          | (476,195)          |
| Service charges                                       | (532,960)          | (541,654)          |
| Other expenses  | (437,283)          | (288,403)          |
| Professional fees                                     | (108,448)          | (82,532)           |
|   | <b>(5,035,398)</b> | <b>(4,648,565)</b> |
| <b>Surplus (deficit) before income tax</b>            | <b>855,592</b>     | <b>(479,972)</b>   |
| Income tax expense                                    | -                  | -                  |
| <b>Surplus (deficit) for the year</b>                 | <b>855,592</b>     | <b>(479,972)</b>   |
| <b>Other comprehensive income</b>                     | <b>-</b>           | <b>-</b>           |
| <b>Total comprehensive income (loss) for the year</b> | <b>855,592</b>     | <b>(479,972)</b>   |

## Statement of Changes in Equity

### FOR THE YEAR ENDED 30TH JUNE 2020

|                                | 2020             | 2019             |
|--------------------------------|------------------|------------------|
| Opening retained equity        | 8,187,473        | 8,667,445        |
| Surplus/(loss) for year        | 855,592          | -479,972         |
| <b>Closing Retained Equity</b> | <b>9,043,065</b> | <b>8,187,473</b> |



# Camp 2019





Interaction's Client Camp is a much loved and long awaited annual event. Held on the Central Coast, each year our participants join together for 3 days to enjoy the company of both old and new friends, visit the local sites, feed the pelicans, a game of bowling, a trip to the movies, and most of all – the Camp Disco with a visit from Elvis!













# Christmas Party 2019





The Annual Christmas Party is Interaction's most popular event on the calendar. A fun night out of dinner and dancing where participants can celebrate the holiday season with friends!







**1300 668 123**

**[www.interactionservices.org](http://www.interactionservices.org)**