

2018 ANNUAL REPORT



INTERACTION
Empowering People

LEADING THROUGH SERVICE





VISION

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



MISSION

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



VALUES

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

LEADING THROUGH SERVICE

Do those we provide service to - the least privileged in society - grow as persons? Do they, while being served, become healthier, wiser, freer, more autonomous, more empowered? Is the care taken by those providing service, to make sure that other people's highest priority needs are being met? It's these questions we continually ask ourselves which makes Interaction's manifest "Leading Through Service".

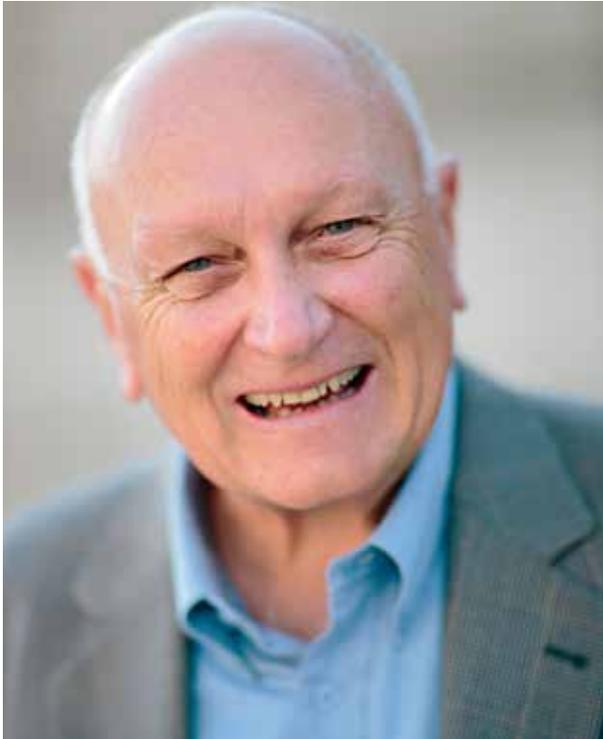
Craig Moore, CEO

CONTENTS

From the Chairperson’s Desk - John Lucas.....	4
From the CEO’s Desk - Craig Moore.....	5
The Board of Directors - Reflections on the past year.....	6
The Committees	8
Accommodation & Individual Options (AIO)	11
Accommodation	13
Support Coordination	14
Direct Support	16
Behaviour and Allied Health Services (BAHS)	18
Prader-Willi Syndrome	20
People & Development	22
The Financials	28
The Activities	31
The Acknowledgements	34

From the Chairperson's Desk

John Lucas



The last twelve months has presented many challenges for Interaction. Nevertheless strong, purposeful and decisive leadership has continued throughout the organisation. This, as well as listening to our stakeholders, has delivered outstanding outcomes for the people we serve. These people are family - and this is embedded in the culture and values of Interaction.

The Interaction Board is committed to serving the organisation through strong leadership, and this was evident in the decision to relocate to Bella Vista. The Castle Hill office had served the organisation well but was no longer suitable. The people we serve will continue to benefit from the quality services provided, as well as specialist service rooms, activity room, sensory room and improved access to public transport.

The leadership team - in close consultation with staff - has ensured that the needs of the people we serve are met and maintained at the highest possible standards. The National Disability Insurance Agency (NDIA) recognise Interaction as

an exemplar organisation in terms of service and management.

Our leadership through service in the care of people with Prader-Willi Syndrome (PWS) is internationally recognised. Interaction has committed to platinum sponsorship of the 2018 PWS Asia-Pacific Conference. A number of staff have undertaken intensive training sessions led by overseas experts in October 2017 and March 2018, so that the best possible care can be delivered.

The planning and development of specialist, purpose built PWS accommodation – Empowered Living Apartments™ (ELAs) in Queensland, and Transitional Living Accommodation on the New South Wales Central Coast has progressed as expected during 2017/18. I stress that Interaction is not a property developer, rather a provider of quality specialised accommodation.

The credit for the aforementioned initiatives rests very much with Interaction's CEO, Craig Moore. His passion and enthusiasm for these initiatives has the full support of the Board and the Executive.

Much time and research, as well as robust discussions, have been undertaken by the Board in reaching decisions about the new facility at Bella Vista, and the construction of purpose built accommodation. This, I believe, exemplifies our theme for 2018 "Leading Through Service". Interaction is indeed fortunate to have a Board of Directors with the skills, expertise and knowledge to reach these decisions. Our organisation is most fortunate that a close relationship has been forged over the years between governance and management, and between the Board and staff to implement our priorities and goals.

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

John Lucas
Chairman

From the CEO's Desk

Craig Moore

What does an organisation look like that leads through its service? I have been thinking about this for some time and have noted six key characteristics of an organisation that leads in this way:

- Empowering and developing people;
- Humility;
- Authenticity;
- Interpersonal acceptance;
- Providing direction; and
- Stewardship

When we compare these characteristics with Interaction's values, there is great similarity. Interaction's focus is on serving people for their own good, not just the good of the organisation. We want to continue forming long-term relationships with those we serve, encouraging their growth and development. Our concern as an organisation is for the success of all our stakeholders, that is: employees, parents, carers, business partners, communities, society as a whole and - most importantly - the people we serve.

Another important component for an organisation who leads through service is self-reflection. At Interaction we are always checking to see if we are doing what we say we do. And, by self-reflection we see this as a counter to the organisational hubris.

We have so much to look forward to in the coming year. At the time of writing this report, Interaction has moved to its own purpose built premises. Our staff continued their great service during this time, and the Executive have managed their responsibilities with efficiency and calmness. We can reflect and see how far we have come physically, but we can also look forward and see how we can grow corporately, professionally and personally.

Interaction is truly blessed with our Board. They have had the vision and ability to govern



Interaction so it can grow as an organisation, whilst being able to effectively and efficiently meet our challenges and goals. We thank them for their dedication to our organisation.

Sadly, we have had to accept the retirement of Mr David Combe from our Board. David has brought knowledge, skill and abilities that have profoundly grown our Board. He has been a big presence at our Board meetings and lives our values. We give him great thanks, we will miss him and wish him well.

We are most fortunate that we have such committed people. Thanks to you all.

Finally, to the people we serve. You are the reason we are here. You bring great joy and purpose to our lives. Thank you from us all.

A handwritten signature in black ink that reads "Craig Moore". The signature is fluid and cursive.

Craig Moore
Chief Executive Officer

The Board of Directors

Reflections On The Past Year



John Lucas - Chairperson

To relocate to new premises and to expand and develop specialist accommodation models as a result of decisive, measured and purposeful decision making has been the major driving force in Board activities. This would not have been possible without the resilience and commitment of our CEO, the Executive and staff who embraced these decisions. At the same time high quality services were maintained for the people we serve. This is 'Leading Through Service'.



Laurie Boxwell

Ghandi once said "The best way to find yourself is to lose yourself in the service of others". That is why it is such a privilege to serve on the Board of Interaction, an organisation that puts serving others at the centre of what we do. I see it in the actions of the staff, I hear it when I speak to the leaders, and I experience it when we gather around the Boardroom table.

What an honour it is to be part of this – to be able to contribute, and to find myself at the same time.



Allan Dodd

The regular "moving of the goal posts" by the NDIA has made the last twelve months much more challenging than necessary but as a Director, it has been a pleasure watching the Interaction staff rise to each challenge the NDIA has put in front of them. Hopefully the NDIA will slow down the rate of change and Interaction will be able to start spending all its time and efforts looking after our participants. The decision to buy our Head Office, rather than rent, was not taken lightly by the Board, but I believe it will be of great benefit to everyone for many years to come.



Michael Fairley

Amongst the Board members of NGOs are those with financial and administrative expertise and those with knowledge of the welfare, health or disability sectors. There should be a creative tension between these groups. At Interaction, this is demonstrated by developing new ways to help people, without jeopardising the fiscal integrity of the organisation. Growth and new initiatives, while exciting must always be in accordance with the objectives in our Strategic Plan. I continue to support and encourage Interaction in providing exceptional services to people with disability, and their support network.



Karen Hinton

Authentic service begins in the heart and works its way out in acts of caring. Service focuses on others first, and is essentially love in action. Those we serve at Interaction have a choice in who they can engage to provide the services they need, but there is so much more to this choice than a “transaction” of a fee for services. Participants recognise a genuine servant heart. It lifts them up to have someone who is transparently passionate about seeking to guide or walk alongside them. At Interaction, ‘Leading Through Service’ involves far more than simply delivering practical and functional supports, it is allowing our hearts to shine, and direct our daily activities with and for those we serve. Interaction is a leader in our industry through our authentic service.



Ken Lynch

The Interaction team has adapted to the more complex operating landscape and disrupted funding patterns with vision, versatility and crucially without compromise to the central core value of service for which it is renowned. All of this is made possible by a “can do” purpose driven culture.



Craig Moore

The past year has been both a struggle and one of achieving goals. We have struggled with the incorrect pricing of the NDIS; the bureaucracy of the NDIA and navigating consent authorities for Development Applications. However, we have purchased and moved to our new building; received consent to build at Mt Gravatt; finalised plans for Cranebrook and Narara; completed the Prader-Willi Syndrome Professional Carers training and continue to develop a training package on PWS for Australia. We have persevered and have led the way in professional care for people with specific needs.



Kevin Pike

It has been an exciting year, with a move to new headquarters where we will provide an increased level of service to our participants, and at the same time, provide our staff with a better environment in which to work. Good progress has also been made with the preparations for development of purpose-built homes for our participants with Prader-Willi Syndrome.



Pauline Vamos

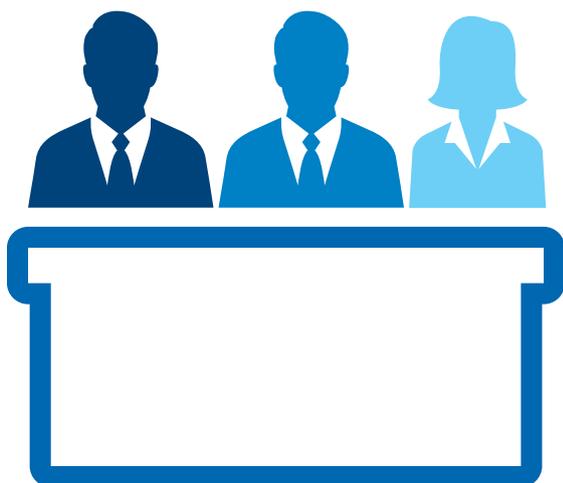
The fundamental approach of Interaction is highest quality services, best outcomes for those we serve and business practices driven by ethics. I believe this to be unique in the industry. Our approach drives collaboration between our various expert and professional teams, empowers them to have a client focus and allows them to navigate the growing pains of the NDIA, and the consequences of some poor public policy. As a Board member I rest easy knowing that our participants are getting the best of the best care and risk to our brand is minimised.

The Committees

Board Executive Committee

This Committee consisting of three Board members and the CEO, meets on a needs basis to:

- Guide and assist the CEO on issues that may arise in operational and governance areas;
- Make decisions on urgent matters with Board approval; and
- Discuss and plan recommendations for future Board meetings.



Governance Committee

The Committee's work continues to be framed by obligations enshrined in legislation and importantly by the unique fields of endeavour in which Interaction operates.

Risk management and Board succession planning as part of an adopted "Whole of Organisation" Capabilities Framework has attracted considerable focus.



Finance Committee

The Finance Committee's role is to assist the Board in maintaining the financial well-being of Interaction. Having been elected as Chairman of this Committee during the year, I would like to thank my predecessor - Kevin Pike - for all the hard work he put in as Chairman of this committee over many years, and say that it has been my pleasure to work with the Financial Controller, Gurdeep Masson, and her dedicated Finance team.

During the year under review, the job of the Finance team was made more challenging than necessary because of:

- "Moving of the goal posts" by the Federal Government NDIA; and
- Actions of the State Government Department of Family and Community Services, by way of trying to claim back funds allegedly overpaid during the transition from the State run scheme to the Federal run scheme.

However, because of good systems and hard work, Gurdeep and her team were able to navigate through the changing systems, and demonstrate that the State Government claims were unjust. Well done!

Allan Dodd
Treasurer

Policy Review Committee

Below is the list of policies that were reviewed from July 2017 to June 2018.

- Abuse and Neglect
- Accommodation Services
- Advocacy
- Behaviour Intervention and Support
- Case Planning and Reviews (VOOHC)
- Child Protection
- Complaints and Compliments
- Dignity of Risk and Duty of Care
- Employment and Recreational Activities
- Epilepsy
- Family Involvement and Maintenance of Relationships
- Fatigue in the Workplace
- Health and Wellbeing
- Intake and Assessment (VOOHC)
- Interaction Vehicle
- Jury Service
- Medication
- On-call
- Overtime
- Pet
- Principles of Care (VOOHC)
- Privacy Statement
- Recording of Placements (VOOHC)
- Reportable Incidents
- Return to Work
- Staff Presentation
- Staff Recruitment
- Student Placement
- Use of Sensory Room
- Use of Surveillance
- Voluntary Resignation
- Worker Screening
- Working in Participants' Homes
- Workplace Bullying



The Committees

Stakeholder Engagement Committee

Interaction's Stakeholder Engagement Committee continues to meet regularly and strives to keep improving upon our compliments and complaints procedures. Wonderful feedback has been received about our staff this year, as they continue to thrive, despite all the changes to the sector. The Committee recognises the hard work put in by participants, families and staff, as they work together to provide positive outcomes for the people we support.



Strategic Planning Committee

This Committee is responsible for engaging interested stakeholders in identifying priorities for the eventual development, implementation, monitoring and evaluation of the Strategic Plan.

The Strategic Plan for 2018-2020 followed and is following this process by:

- Ongoing commitment to the people we support;
- Providing quality Behaviour and Allied Health Services; and
- Expanding services to people with PWS.

Regular reporting ensures that the Board is aware of the progress being made, and an evaluation of outcomes and achievements is reported in this Annual Report, and at the Annual General Meeting.

Wellbeing Committee

Wellbeing activities directed toward staff across the organisation has continued, and includes some great initiatives as follows: A challenge to all staff to avoid - for one day - various common food allergens such as nuts, dairy, gluten and seafood. The intention behind this activity is to extend our gratitude for what we have and appreciate others experiences where this can be a daily event. It was called the "Top 8 Challenge", and was a part of the National EOS Awareness Week. Mother's Day saw a welcome delivery of hand creams, and Father's Day brought little tins of chocolate deliciousness.

The move from Castle Hill to Bella Vista was a huge undertaking, staff were exceptionally accommodating and flexible. Chocolates and soft drinks were available during the last weeks leading into the move, and seemed to disappear before our eyes. Moving week itself was made a little easier by some daily gifts and offers of deals with local venues. Small gestures with positive and heart-warming feedback.

Many more activities are planned for 2019 now that we are settled in. We will continue to support the wellbeing of all staff at Interaction, no matter where we start and end our day.

Accommodation & Individual Options

The second year of the NDIS has seen our team continue to provide support that both prioritises participants' needs whilst also supporting their goals of autonomy, empowerment and being an active member of their own communities.

The AIO team has three distinct support areas:

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

The role of our NDIS Services Manager has continued to expand over the past 12 months as the increasing complexities of the NDIS change over time.

The introduction of the Supported Independent Living tool (SIL) has resulted in an increased workload for our Accommodation Managers. The SIL process itself was introduced by the NDIA with little warning or training, resulting in confusion within the NDIA and inconsistent funding amongst participants. Our managers have worked tirelessly to liaise with and provide information to the NDIA to secure adequate funding for supports.

Plans that do not meet the reasonable and necessary requirements of participants continue to be an issue across all support areas, resulting in many participants requiring plan reviews. The plan review process is fraught with issues including the length of time it takes for the NDIA to review a

plan, along with the inconsistent decision making processes of planners.

Narara PWS Property

On a very positive note we have been busily meeting with Hotondo Homes as we plan for our purpose built PWS accommodation at Narara on the Central Coast. We hope that by the time you are reading this report our DA application will have gone through Council and our build will be commencing.

NSW Joint Protocol

From September 2017 disability supported accommodation providers were required to notify the Ombudsman's office of any incidents in which police are called in response to the behaviour or conduct of an accommodation participant. This requirement forms part of Joint Protocol to reduce the contact of people with disability in supported accommodation with the criminal justice system.

Another feature of the protocol is to improve relationships and communication between disability services and their police area commands (PAC). Our accommodation senior staff members have been attending meetings with police and other service providers for constructive discussions on how to work effectively together at a local level to promote the safety, welfare and wellbeing of people with disability in supported accommodation.

*Maggie Vincent,
GM Operations*

Thirty Years of Independent Living With Interaction

At 82 years old Wendy lives in a self-contained granny flat within one of Interaction's accommodation facilities. Wendy has been with Interaction for some 30 years, and while she has a Support Worker visit her every day, Wendy still manages to live a wonderful independent life, and is involved in various Interaction activities and outings.



Preparing For Nathan's First Holiday

Social stories are short descriptions of real life situations that help people with Autism and other disabilities to understand what they might expect from a specific situation or event. We are excited to tell you about Nathan's first holiday, and how pictures and social stories helped him with his preparation.

Interaction Support Workers spent a few weeks' prior, preparing pictures and story books for Nathan. The pictures included things that he would see during his trip, and ensured that everything shown was in order of exactly when he would see them. This was a

huge achievement for Nathan and having this familiarity beforehand worked wonders.

Nathan's Mum

"We are so thankful and grateful for all the work put in to make this inaugural trip so successful for our son. The social story concept created is an invaluable tool, and one Nathan has truly embraced. We feel Nathan is at a turning point in his life right now, a turning point in which Interaction's accommodation team has been instrumental. Thank you from the bottom of our hearts."





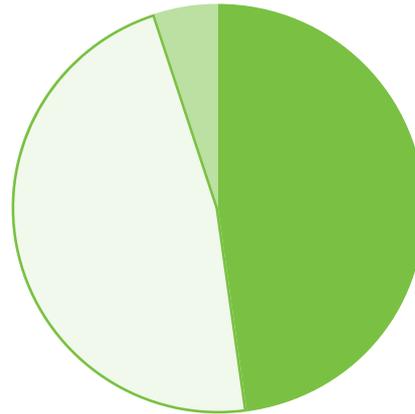
Accommodation

Our accommodation senior staff has seen a change of faces over this past twelve months with Damien Jones our only remaining senior team member. We welcomed a new Cluster Manager and two new SAS Program Coordinators into the other senior manager positions. All three women were existing Interaction employees so were able to transition into their new positions seamlessly.

Interaction currently provides accommodation support to eighty individuals aged between eighteen and eighty-two.

We also provide accommodation support to five individuals over sixty-five, under the Commonwealth Continuity of Support Program (CoS).

Breakdown of Accommodation Services by Type



■ High Support ■ CoS
■ Drop-In Support



Continued Support Outside Of The NDIS

The Continuity of Support (CoS) Program, is a specialist disability services program that ensures people 65+ with disability, who are not eligible for the National Disability Insurance Scheme (NDIS), receive ongoing support.

Introducing the Howard Brothers who are part of Interaction's CoS program. This program has enabled Interaction to keep Darryl, Graham and Ray together as a family unit, living in their family home as independently as possible. The brothers receive drop-in support each week, with Interaction assisting with such things as: cooking, shopping, banking and their much loved gardening.



Support Coordination

Support Coordination has continued to provide valuable support to participants struggling to navigate the NDIS. The role of a Support Coordinator is to support participants and carers to implement their NDIS Plan. They also ensure NDIS service providers meet both the participants' needs as well as ensuring NDIS regulatory requirements are met. The focus of the role is capacity building for participants, and their families and carers.

At present Interaction have a team of four Support Coordinators. Over the past year our Support Coordination team has provided support to 320 participants and over 2,500 hours of Support Coordination.

80 participants per Support Coordinator



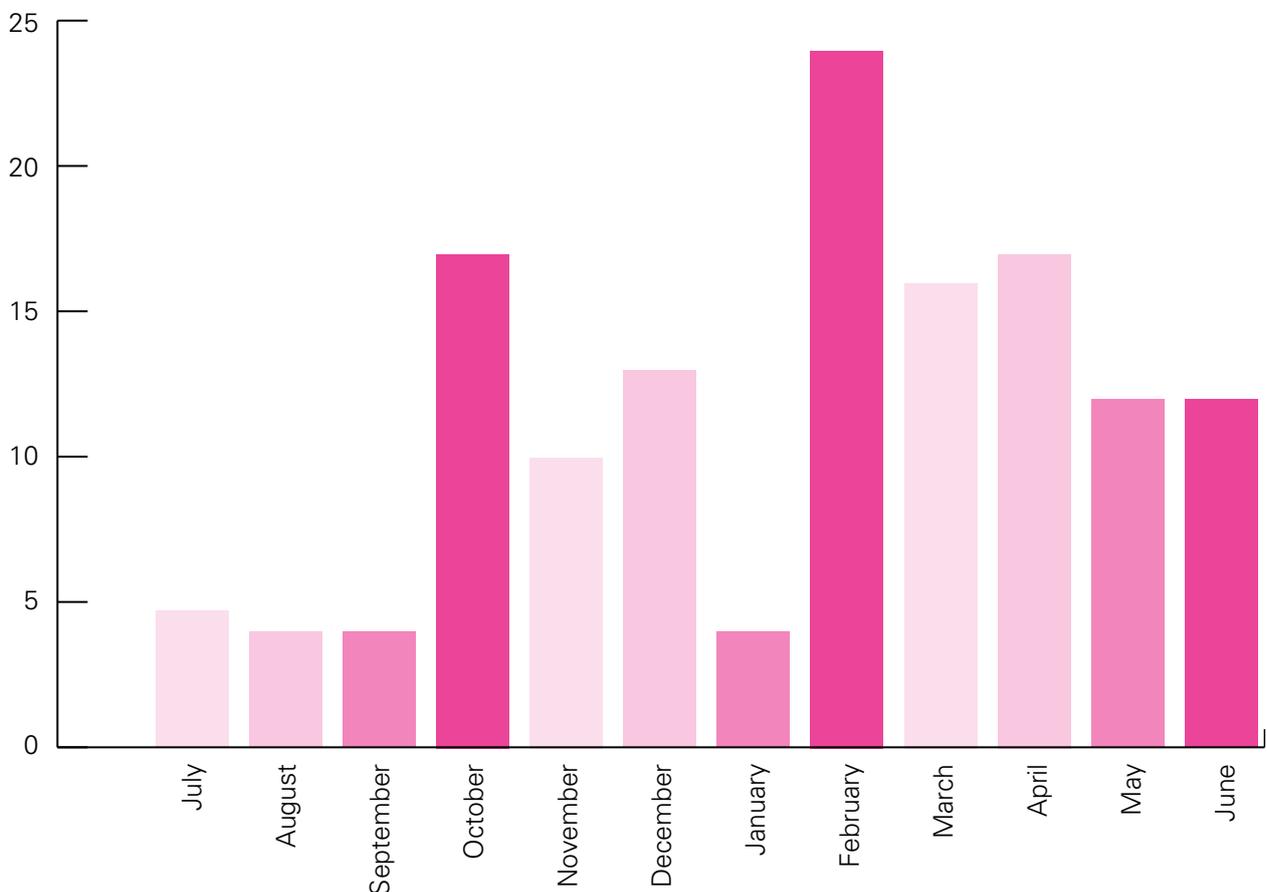
93% of participants were over the age of 18, 7% under 18



2500 hours of Support Coordination



Referrals received





Support Coordination Leads To Independent Living

The Robinson family was going through a very difficult time where the future was extremely unclear and the stress was becoming unbearable. One of Interaction's Support Coordinators – Ashlea – was assigned to Nicolas during this particularly difficult time.

Ashlea's professionalism and experience in the role lifted some of the stress – particularly from 'Mum's' shoulders – enabling her to take a breath and look after the overall family needs a little better. In the words of Nicolas' mum Dianne: "Ashlea was very helpful, non-judgmental and had a supportive can-do attitude which was exactly what we needed at the time. I had been looking for accommodation for Nicolas for a few years with no success, and with Ashlea coming on board with her perspective and contacts, we had a house within a few weeks of beginning the search."

So far, according to Dianne the hardest thing has been the wait for funding through the NDIS. "The idea of Nick moving out has been a little overshadowed by the hoops we've needed to jump through to get SIL and SDA approved. I'm sure as the move gets closer the emotions will come, so

far though everyone has been very supportive and there has been lots of reassurance from Ashlea about "us" being in control of the transition, which is really helpful."

Although Nicolas is not moving into one of Interaction's own accommodation facilities, the high level of Support Coordination provided, and the solid relationship Interaction has with the alternative service provider, means that Nicolas and the rest of the Robinson family have complete confidence and peace of mind that he will be transitioning into a home that complements everything he needs. At the time of writing, Nicolas is due to begin his transition to independent living within a month. Between now and then Nicolas and his family will continue to liaise with Ashlea, the accommodation provider and new housemates by way of phone calls and various social activities.

Ashlea helped find a solution and negotiate an outcome that will be beneficial to all of the Robinson family, but particularly enabling Nicolas the independence and lifestyle he wants and deserves.



Direct Support

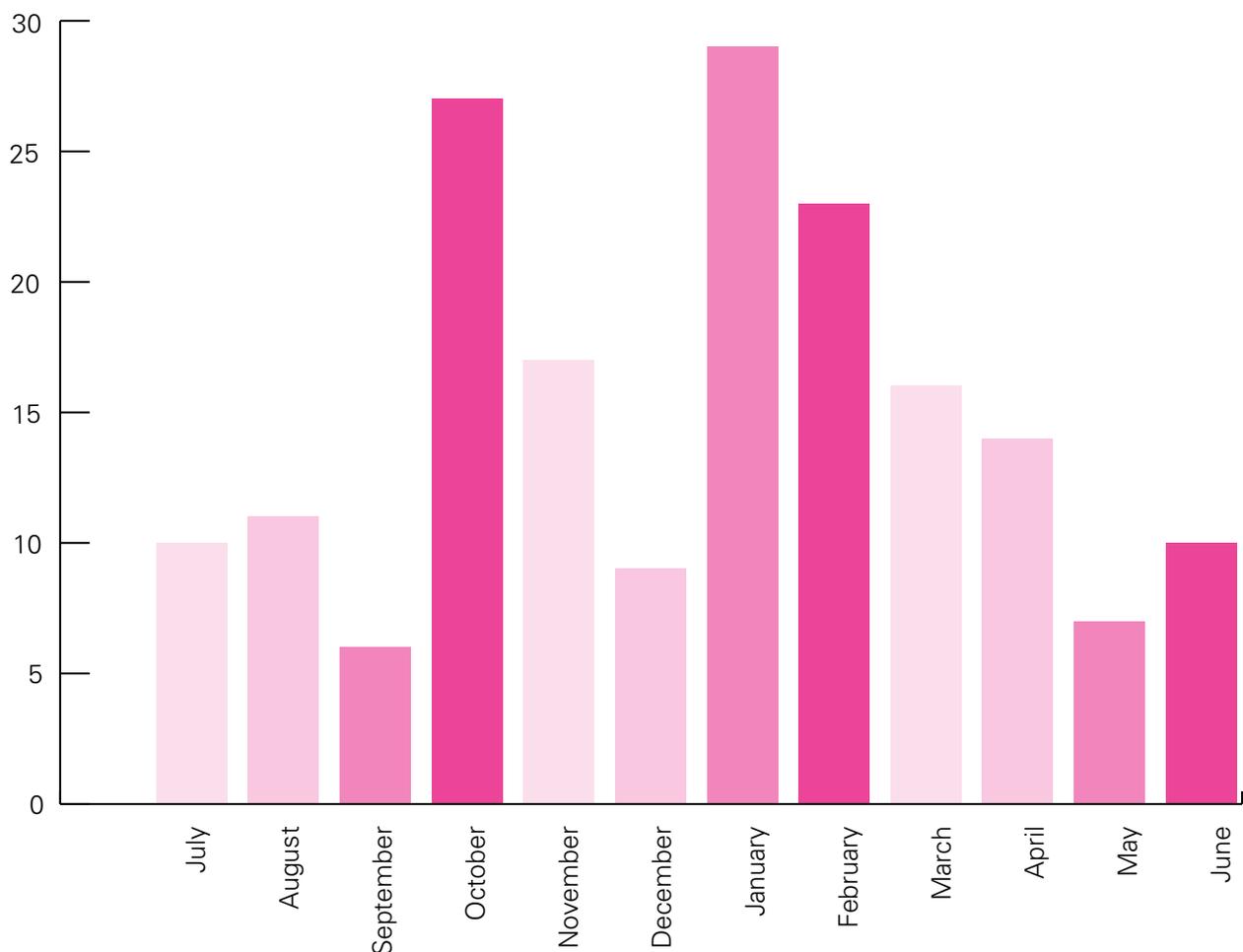
At present, Interaction have a team of three Coordinators of Direct Support. The role of the coordinator is to liaise with participants and carers to identify and roster staff of their choice, and to provide a range of direct support services.

Interaction are currently providing Direct Support to over 160 participants including adults and children.

Over the past year support has been provided to a total of 315 participants, amounting to almost 43,000 hours of support.

315 
PARTICIPANTS
43,000
COMBINED HOURS

Referrals received





Cultivating New Beginnings

Graeme is learning to live independently following the death of both parents. As a family his siblings struggled to find the way forward and settle Graeme into a routine within the family home. People with Autism process grief internally, not knowing how to express their emotions.

Graeme's late father was a keen gardener with a green thumb. Sadly as his health declined with ageing, so too did his garden beds. In recent years the beds were a sad reminder of the loss of Graeme's Dad.

Along came Interaction Support Worker, Karl - new to the disability sector yet insightful. Karl is assisting Graeme with his goal of an increased level of independence, and has helped him discover that he too has a green thumb! Karl has helped Graeme cultivate new beginnings and the vege patch looks great. Graeme's siblings couldn't be happier with the progress made as a result of Karl's genuine willingness to provide wonderful support.



Behaviour and Allied Health Services (BAHS)

The Behaviour and Allied Health Services (BAHS) team currently consists of three Psychologists, one provisional Psychologist, a part time Administration Assistant and Manager overseeing the division.

We farewelled our Senior Psychologist of seven years, after her decision to move out of the sector and into mental health. We also farewelled a Behaviour Support Practitioner who moved out of the area. We thank them both for their commitment to the people they supported.

Whilst the team is smaller than the last few years, they have still supported an astonishing 137 blocks of service to NDIS participants in one or more areas of behavioural and therapeutic support. This is more than double what was provided in the previous year. Additionally, the BAHS team provided Medicare services under the Better Access to Mental Health Care initiative, as well as a range of services on a fee paying basis.

Under the NDIS, the team provide services across two key areas: Improved Relationships and Improved Daily Living. Improved Relationships essentially surrounds all aspects of behaviour

support, with varying degrees of complexity. The Improved Daily Living category is predominantly in areas such as individual psychological therapy and assessment for various reasons, such as cognitive capacity.

The rollout of the NDIS continues to present challenges to how and when we deliver services. The BAHS team have been committed to providing support to families and implementation providers to assist them in gaining services and funds which are closer to the behaviour support, therapy and assessment that people need, to maintain or improve their quality of life. Importantly, the BAHS team also take a holistic view and as such have been in a position to recommend services and supports across the participant's life, with positive outcomes. Collaboration and partnership with all involved is more crucial than ever in this new climate, to ensure that participants continue to get access to the range of services they deserve. Practitioners also maintain currency of NDIS sector developments through forum participation and staying abreast of material provided by various agencies.



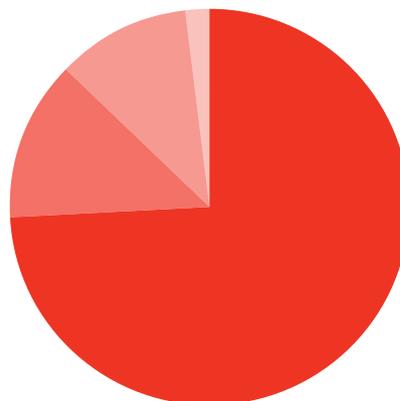
Three practitioners successfully completed a Prader-Willi Syndrome (PWS) specific, ten day training program, facilitated by two internationally recognised Psychologists for their work in this area. This platform afforded practitioners and other key operational staff the opportunity to reflect on and affirm their existing best practice, as well as extend their toolbox and opportunities to consider a tiered approach to support for people with PWS. In the coming twelve months, practitioners will be contributing to an updated multi-module internal and external training programme. Further, the team are well placed to provide consultancy services to other providers or individuals on a fee for service basis, or for individual participants, the option of utilising their NDIS plan.

The NDIS Quality and Safeguards Commission (QSC) has been established and set a number of requirements, including where there is provision and implementation of complex behaviour support and those requiring restrictive practices as a part of their life for a period of time. Updated and new safeguarding practices will need to be established and implemented to reflect these changes during the next twelve months under a transition arrangement, which applies to all NDIS providers.

These rules have implications for both Behaviour Support Practitioners, as well as implementing providers. All of our Psychologists and Provisional Psychologist are currently registered to provide Specialist Behaviour Support under the NDIS QSC.

Interaction has also had an established Restricted Practices Authorisation Panel operating for a number of years now, which will be adjusted to fall in line with new policies set by Family and Community Services effective from 1st July 2018. In the last financial year, Interaction had twenty-two requests for the use of restricted practices, resulting in forty-six individual practices being approved across the organisation.

Breakdown of Restricted Practices by type, 2017 - 2018



- Restricted Access 74%
- Physical Restrain 13%
- Psychotropic PRN 11%
- Exclusionary Time Out 2%
- Response Cost 0%
- Seclusion 0%

Looking ahead to 2018-2019, the BAHS team will be reviewing their overall practices and processes to continue the journey of maintaining the quality they are known for, whilst continuing to improve service delivery and outcomes for participants.

Never before has this been so important and timing is excellent now that Interaction has had solid time under the scheme. We also look to offer additional services that hold particular value, being services and supports for siblings and parents. We aim 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 individually and systemically for people with PWS.

Lisa Osborne
Principal Psychologist/BAHS Manager



Prader-Willi Syndrome

As we identified in our Strategic Plan, Interaction's expertise in providing services to people with Prader-Willi Syndrome (PWS), is the area we have focussed on to grow over the next three years. To that end, we had Dr Norbert Hödebeck-Stuntebeck and Dr Hubert Soyer (internationally recognised PWS professionals) provide training to our staff. More importantly, our trained staff will continue our growth in professional delivery of services to people with PWS.

2019 will be a very exciting year for Interaction in the PWS space. We will continue to work hard on the development of three new PWS specific accommodation programs in Mt Gravatt (Brisbane), Narara (Central Coast) and Cranebrook (Sydney). Why are we doing this?

- Because people with PWS have been systematically neglected;
- Because Interaction has the knowledge, skill and experience to provide this care;
- Because it differentiates Interaction from other organisation; and
- Because there is no-one else taking the lead.



Our PWS Website has evolved, and includes video resources to help and support families who have a child diagnosed with PWS. We must make mention and thank Marshall and Rebecca Ballantine-Jones, and their children. They have courageously told how they felt and how they continue to make positive progress with their son Spencer, who has PWS. They speak of their joy and the challenges they face. They show their love and determination to ensure their son has the best life possible. Their other children – Bronte, Oscar and Felix, have also contributed to a video, outlining their thoughts. These videos will be just as relevant in the future as they are now.

We are proud to share the story of Nathan and Bradley, and their Support Workers. The bond created between these four during their time together has been of immense benefit to all concerned.

We plan to continue developing resources to support individuals with PWS and their families. In this way we are leading through our service.

Craig Moore
Chief Executive Officer





PWS Participants and Support Workers – The Perfect Match

For Support Workers Eileen and Andrew, supporting Nathan and Bradley (both young adults with PWS) is not just a job. Countless hours have been spent supporting these young men to achieve their goals, encourage independence and create a lifestyle that sees them living an empowered life.

During their time together an invaluable bond has been created between these four people. The right balance of nutrition, education, PT sessions, and the teaching of daily living skills

has seen Nathan go from being an unhappy and unmotivated 154kg, to a happy, active and determined 84kg. Bradley turned twenty-one last year and watched his older siblings move out of home and gain full independence, he longed to have that same opportunity. Fortunately an opportunity arose at an Interaction PWS house and Bradley has not looked back.

He and Nathan are great mates, and together – with the support from Eileen and Andrew, they are thriving.

People & Development

Human Resources

Our team members are dedicated and passionate. They are our most valuable asset. We continue to offer ongoing flexibility in the workplace, along with additional employee benefits in order to attract and retain quality staff.

Interaction provides a comprehensive induction program and monthly supervision meetings – an effective way to exchange information, share feedback, communicate with team members, make decisions, establish work goals and create business plans. Employee of the month and annual performance appraisals are also part of Interaction’s HR procedures.

Interaction has always been committed to providing a child safe environment. To ensure an even higher level of governance when it comes to working with children, a decision was made in 2018 that all staff are to obtain and maintain a current Working with Children Check as part of their employment.

280
Total Staff



Gender Composition

Workplace Gender Equality Statement In accordance with the requirements of the Workplace Gender Equality Act 2012 (Act), Interaction Disability Services Ltd (Interaction) lodged its annual compliance report for 2017/2018 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.

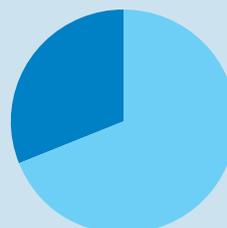
Support Workers

Female: 182

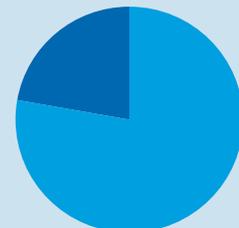
Male: 82

Interaction

National Average



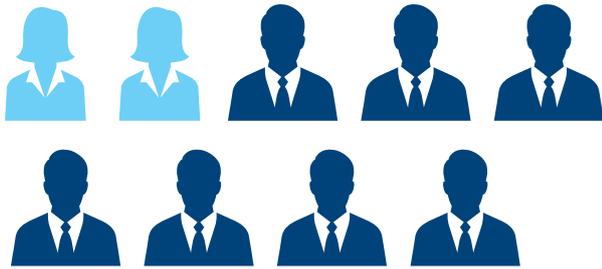
Female 69%
Male 31%



Female 78%
Male 22%

Board

Female 2 Male 7



Executive

Female 4 Male 1



Employment Status



■ Permanent Full Time	70	25%
■ Permanent Part Time	29	10%
■ Casual	181	65%

Breakdown By Age



■ 18 – 24	51	18%
■ 25 – 44	127	45%
■ 45 – 55	55	20%
■ 55+	47	17%

Breakdown by Category



■ Accommodation & Individual Options		94%
Support Coordination	4	
Direct Support	3	
Accommodation	257	
■ Behaviour & Allied Health	5	2%
■ Admin, Finance, HR, Marketing	11	4%

People & Development

Employee Recognition

We congratulate all staff nominated for Employee of the Month Awards, Listed are the recipients, along with the Employees of the Year, who were recognised at Interaction's AGM held in November 2017.

Employee of the Month

Connie Bartolo

Hard work and consistent effort

Jenny Celebrin

Great work on Interaction website

Yvette Pieri

Reliable, competent and committed

Raylene Wood

Always going above and beyond her duties

Samantha Hiley

Friendliness and professionalism

Ciara Reeve

Client focussed

Panna Makko

Positive work ethic

Simon Aber

Positive feedback from community

Philip Dury

Commitment and role model

Rachel Carey

Hardworking leadership

Michelle McCartin

Can-do attitude

Reem Al-Dalou

Polite and approachable

Employees of the Year

Samantha Hiley – HR Manager

Sam has made an extremely positive impact on staff support, systems are so much clearer and comprehensive. Sam is approachable, helpful and happy and always has time to listen and provide advice to staff in her capacity as HR Manager.



Reem Al-Dalou – Support Worker

Reem is calm, honest, polite, patient, approachable, and very passionate in supporting people with disability. She always does her best when working with the people we support, making sure they enjoy what they are doing, and making the most of the time and activities they are engaged in.

Reem is recommended highly by parents, with one parent saying Reem is 'one of the best Support Workers we've ever had'.



Voice Project – Staff Satisfaction Survey 2017

Looking after our employees is just as important to us as the person-centred approach we have towards the people we support. As a way to monitor employee satisfaction, Interaction arranges (via an independent agency) bi-annual staff surveys. We give our employees the chance to answer relevant and important questions, and provide their opinions on a wide range of topics within the organisation.

Top 3 strengths



Team Work



Diversity

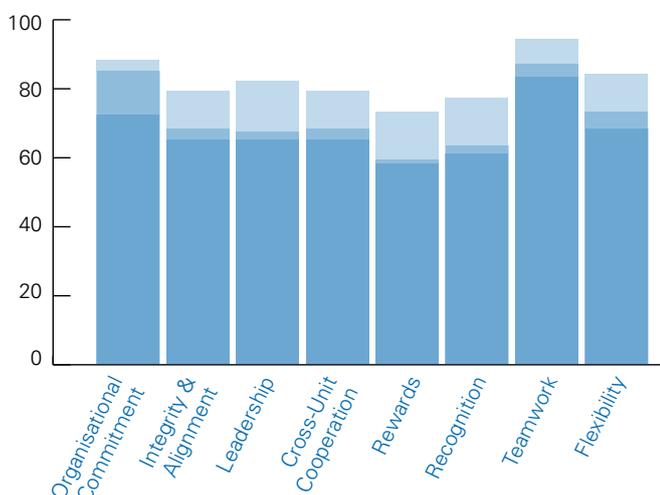


Mission & Values

Following are the areas for improvement most commonly mentioned by staff

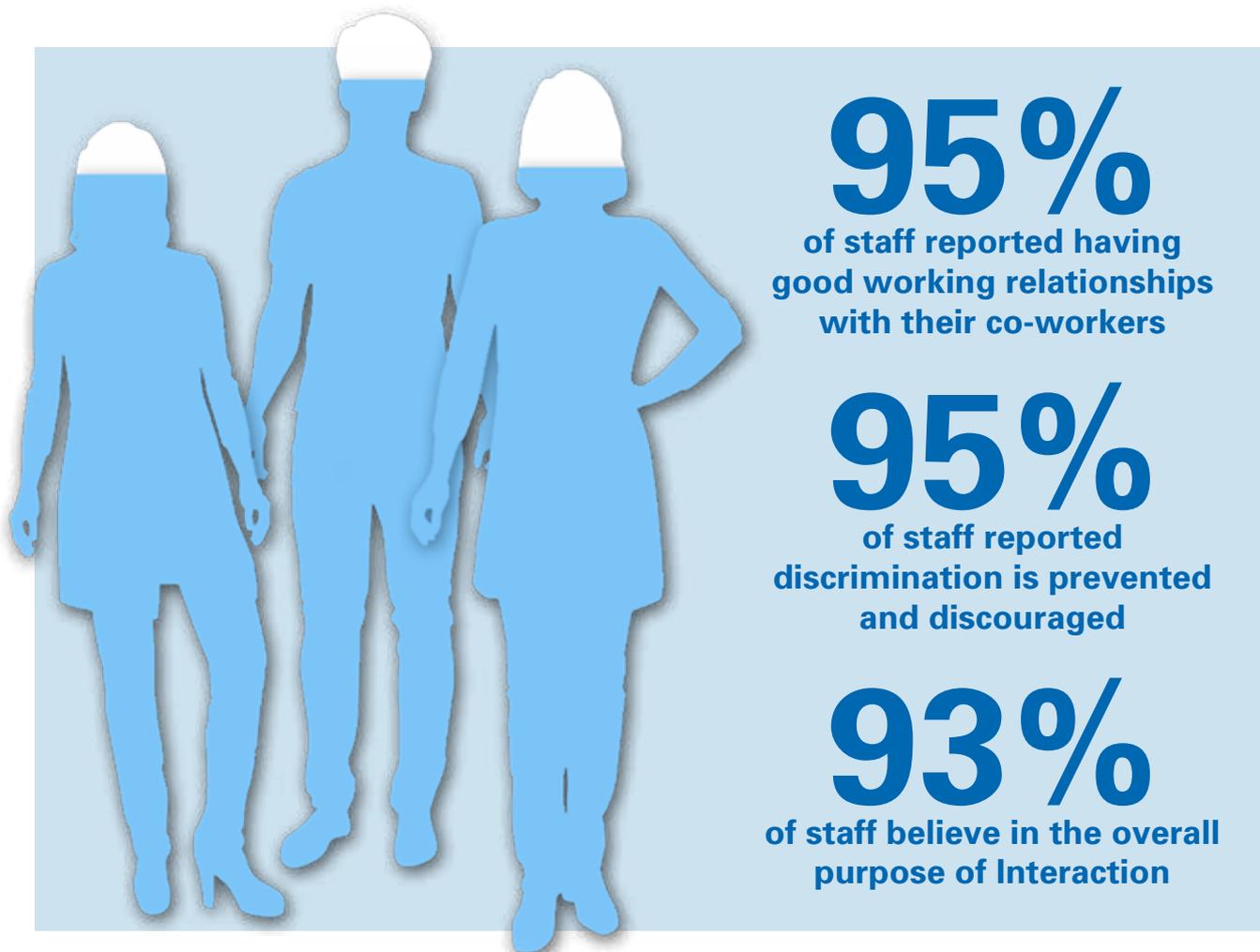
Areas For Improvement	How Interaction is Responding
Facilities	Interaction is currently in Stage 2 development of a fit for purpose space for participants' activities, therapy and assessment needs on Lexington Drive, Bella Vista. Interaction's head office is also located onsite.
Learning & Development	Interaction has invested in an industry-recognised e-learning system that will ensure all staff are provided with opportunities to continue their training and development in line with sector changes.
Career Opportunities	Interaction's Executive Team and HR Manager are exploring innovative ways to plan staff's career paths and their future with Interaction.

Noteworthy Statistics



Topic	Interaction %	Disability Sector %	All Industries %
Organisational Commitment	88	85	72
Integrity & Alignment	79	65	68
Leadership	82	65	63
Cross-Unit Cooperation	79	65	68
Rewards	73	58	59
Recognition	77	61	63
Teamwork	94	87	83
Flexibility	84	73	68

People & Development



Marketing

As we know, under the NDIS, participants receive funding directly, giving them greater choice in providers. Pre-NDIS the need for brand development may not have been considered important.

As the NDIS continues to roll out across Australia, not for profit organisations have found the need to move to an operational model closer to 'for profit' operations.

Interaction has responded to a greater need for marketing activities over the past twelve months, in order to 'compete' successfully in an open market.



Services Branding



Social Media



Interaction Website



PWS Website



FITABILITY



Fitability



Exhibitions



In the Media



The Financials

The primary role for the Finance Department is to support the mission of Interaction - to provide quality services to our participants. Our role tends to focus on immediate financial issues, management, and to help the business navigate through growth stages and downturns.

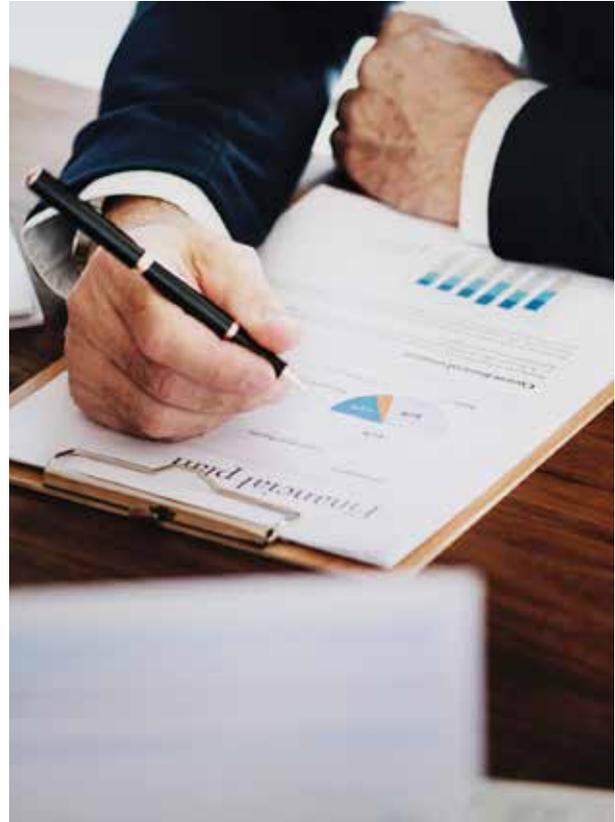
To align with professional standards, all activities of the Finance Department are documented and the records are maintained and accessible for relevant audit purposes. The Finance Department ensures procedures are set up properly to manage the process without errors, and with a view towards compliance,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

The organisation has fully transitioned to NDIS in 2017-18. Interaction has reconciled and acquitted most of the funds back to ADHC from current and previous years.

The Finance Department has been working with the leadership team to better manage the cash flow for the organization. This year was quite challenging due to the changes made by the NDIA to accommodation funding. The introduction of the SIL (Supported Independent Living) tool was not implemented correctly. The tool was used to calculate and quote for the funding required for a particular client.

The system had a lot of gaps that resulted in a delay in the payments. Interaction had to follow up with NDIA on a regular basis for these unclaimed funds.

The Finance team is consistently working with managers to be able to claim for the services provided, as there are lot of rejected claims due to various reasons - mostly created by the NDIA. The team has developed an 'error tracking sheet' for the rejected claims. The process has been set up for chasing up those payments on a regular basis, so that we can recover the cost for providing these services.



Due to the amounts involved and the changing requirements of the NDIA, the Finance team work closely with the Board Finance Committee regarding the capital projects proposed by management and approved by the Board, particularly in relation to Prader-Willi Syndrome.

Of course, the move to the new offices at Bella Vista wasn't without its challenges, particularly as the move occurred near the end of the financial year, but the Finance team continued to operate well and deal with all the challenges given them.

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

Gurdeep Masson
Financial Controller

Income Statement

For the year ended 30th June, 2018

	2018	2017
Income	\$	\$
Revenue from State Government	794,751	8,305,352
NDIS Income	12,569,398	7,196,956
Interest received	31,235	19,766
Other income	849,572	1,002,711
Revaluation of freehold properties	1,770,322	0
Total income	16,015,278	16,524,785
Expenses		
Depreciation	135,738	112,070
Finance expenses	26,578	29,768
Loss on disposal of fixed assets	90,487	38,883
Motor vehicle expenses	315,322	265,308
Occupation costs	609,210	619,727
Other client expenses	391,204	620,566
Other expenses	324,826	162,120
PWS - Project Cost	141,156	42,114
Professional fees	85,810	92,070
Service charges	532,462	1,051,918
Staff remuneration	11,450,879	10,097,053
Staff training	106,700	73,155
Total expenses	14,210,371	13,204,752
Surplus/(loss) for year	1,804,907	3,320,033

Statement of Changes in Equity

For the year ended 30th June, 2018

	2018	2017
Opening retained equity	6,862,538	3,542,505
Surplus/(loss) for year	1,804,907	3,320,033
Closing retained equity	8,667,445	6,862,538

Balance Sheet

As at 30th June, 2018

Assets	2018	2017
Current		
Cash and cash equivalents	2,528,782	2,928,324
Trade and other receivables	699,506	387,877
Tax asset	132,057	44,766
Current assets	3,360,346	3,360,968
Non-current		
Total Fixed Assets	11,793,617	5,175,041
Non-current assets	11,793,617	5,175,041
Total Assets	15,153,963	8,536,009
Liabilities		
Current		
Trade and other payables	783,815	513,904
Provisions	646,542	617,788
Tax liabilities	75,400	0
Financial liabilities	117,877	310,836
Current liabilities	1,623,632	1,442,527
Non-Current		
Provisions	220,360	188,849
Financial liabilities	4,642,525	42,095
Non-Current Liabilities	4,862,885	230,944
Total Liabilities	6,486,517	1,673,471
Net Assets	8,667,445	6,862,538
Equity		
Retained earnings	8,667,445	6,862,538
Total equity	8,667,445	6,862,538

The Activities



The Activities





The Acknowledgements

2017-2018 Contributors

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.

Contributors

J & C Brock	P Dalglish	L Dodd	M & R Filby
J & G Gelb	P O’Gorman	K Hinton	A & M Hodge
R & C Hoggan	J Lucas	J W Plant	M Stacey
C & A Sturt	V & C Woods	R Yeap	Ballantine-Jones family
Tennis Australia			



E info@interactionservices.org

T 1300 668 123

F 1300 131 665

ADDRESS 6/16 Lexington Drive, Bella Vista NSW 2153

PO BOX 7020 Baulkham Hills BC NSW 2153

 /InteractionServices

 /interactionservices

ABN 23 002 979 928



INTERACTION

Empowering People