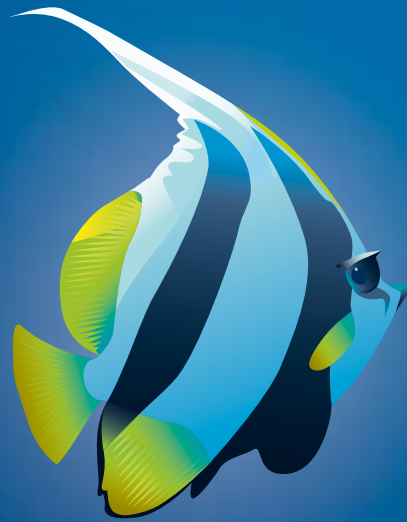


ANNUAL REPORT 2015



“Either you decide to stay in the shallow end of the pool or you go out in the ocean.”

- Christopher Reeve



INTERACTION

Empowering People

OUR VISION

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

OUR MISSION

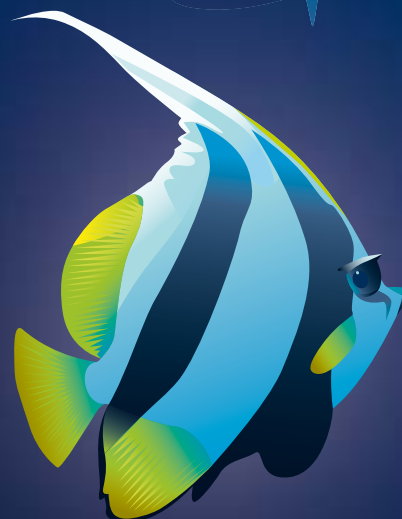
To provide exceptional services for people with disability, primarily those with an intellectual disability, and their support networks. Through person centred support, we empower people to reach their individual goals and aspirations.

OUR VALUES

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

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CHAIRPERSON'S REPORT

This year, 2015, is an important milestone in the history of Interaction. The past decade has seen Interaction grow enormously, providing a wider range of supports, facilities and services for the people we care for. Ten years ago Interaction was on the verge of collapse, a situation which threatened the welfare of not only the staff but also many of the highly vulnerable people cared for, their parents and carers.

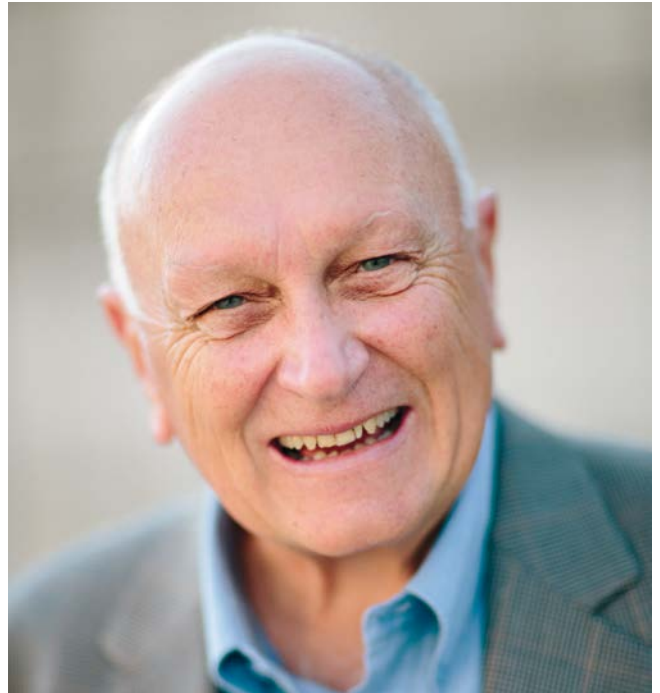
In March 2005, Craig Moore was appointed as the new CEO, a position he continues to occupy. The Board was reformed and together with the CEO, loyal staff members and committed families, Interaction's situation slowly improved and now it flourishes.

This has taken a great deal of courage. Courage is defined by the Macquarie Dictionary as "the ability to meet difficulties and danger firmly or without fear; bravery". How apt is this definition when applied to Interaction over the past decade.

Craig Moore, by any measure, is a courageous person. He espouses the mission, vision, values and the culture of Interaction in all he does. He is an inspirational leader whose skills and talents motivate staff to have the courage to not only support his endeavours but also to express their ideas.

The Board, with a few exceptions, has remained the same and has had the courage to discuss, develop and implement Interaction's plans for expansion. Through the committee structure which includes both staff and Board members, governance and operational aspects have been linked enabling the "big picture" agenda to be implemented and at the same time enabling staff to access the talents and skills present on our Board. Three Board members, Michael Fairley, Patrick O'Gorman and myself have served for ten years.

Growth across all divisions over the last ten years has been measured, carefully planned and well resourced. It reflects the priorities outlined in successive Strategic Plans. One example of



this growth will suffice. In the last year, Interaction's Respite and Individual Options (RIO) Division has received individual care packages exceeding \$1 million.

The RIO staff, like staff across all divisions, have had the courage to accept this challenge in developing new programs. Growth has been through our reputation as an organisation that provides a quality and caring service. People seeking a better future come to us.

The quality of our services was recognised in the Third Party Verification, a process of rigorous assessment compulsory for organisations like ours and controlled by the State Government. Across all divisions the results were outstanding and particular mention was made of our accommodation services - "ranked among the best they had seen."

In recent years Interaction has had the courage to purchase homes for those in high support programs. This provides stability and security for these people and their parents and carers. They have a place to call home. Currently Interaction

has purchased six homes and plans exist to expand our property portfolio and to explore the construction of purpose built homes.

This year the 3rd Asia Pacific Prader-Willi Syndrome Conference was held in Melbourne. Interaction was proud to be a major sponsor. Damien Jones, Cluster Manager, was invited to speak at the conference and confidently provided a practical perspective on the care of people with this syndrome.

Interaction attracted much international interest from the delegates attending especially with regard to our clinical and accommodation programs. Caring for people with this syndrome has evolved into an area of expertise for Interaction.

A decade ago Interaction was on the brink of a financial crisis. Today, as shown in the attached financial documents, Interaction is in a robust financial situation, the envy of many not for profit organisations. This has not happened by chance but rather through a combination of courage when hard decisions had to be made and through the expertise of our Finance Committee and the commitment and dedication of the Finance Department.

Financially and strategically Interaction is well placed to be “a provider of choice” in the roll out of the National Disability Insurance Scheme (NDIS).

Interaction’s success over the past ten years has been closely linked to the dedication and commitment of the staff, the Executive team and the CEO. Loyalty and stability highlight an organisation where morale is high. Interaction is the “employer of choice” for many of our staff. Staff possess the courage to accept new challenges, the courage to learn and develop their skills, the courage to progress their professional development and most importantly “to walk the talk” of Interaction’s mission, vision and values.

I thank all staff members, our loyal volunteers, sponsors, local businesses and those who have donated so generously over the last year. To all the families we provide supports to thank you for your loyalty, generosity and encouragement. You have all been fantastic!

Interaction’s relationship with Ageing, Disability and Home Care (ADHC) remains strong and is based on mutual trust and respect. We share the common goal of providing quality services.

I have served as the Chairperson of the Board for the last decade. In this time I have met so many wonderful people. It has been a privilege to be part of the Interaction team. The Board is a coherent team who have shown the courage to govern, to make difficult decisions, to share their talents with staff eager to learn and most importantly to work harmoniously with our CEO. Unfortunately a Board member, Martin Collins, has resigned. Martin provided valuable legal advice and contributed a great deal in Board discussions and governance. He will be greatly missed and our thanks and best wishes are extended to him.

Interaction has a strong culture based on the values it holds so dearly. As an organisation Interaction is well placed to maintain the quality services provided and the courage to accept and lead the many changes happening in the disability sector.

John Lucas
CHAIRMAN

INTERACTION’S CURRENT BOARD OF DIRECTORS	
JOHN LUCAS	APPOINTED MAR 2005
DAVID COMBE	APPOINTED NOV 2012
MICHAEL FAIRLEY	APPOINTED MAY 2005
KAREN HINTON	APPOINTED OCT 2010
CRAIG MOORE	APPOINTED OCT 2006
PATRICK O’GORMAN	APPOINTED MAY 2005
KEVIN PIKE	APPOINTED MAR 2006

CEO REPORT

The last Financial Year has again seen Interaction grow but it has also had its frustrations. Our plans for future building and purchase of worthy accommodation for our service users remains in place, however there are external forces beyond our control that thwart our ability to progress those plans. They will happen but we need to be patient whilst we wait for the NDIS to be implemented. There are many aspects of the NDIS that need to be resolved and many issues gleaned from the launch sites that need to be incorporated into the scheme as we move forward.

The focus of our Board, Executive and Staff is to remain Mission focussed during this transitional change. As Peter Brinkerhoff has stated in his talks on Mission Focus, it is easy to get distracted when an organisation, and in this case the whole sector, is experiencing significant change. We are, and will, experience a total transformation (Transformation: A thorough or dramatic change in form or appearance) of the way we deliver services. We will need courage to deconstruct and reconstruct our service provision in the way our services users want their needs met and how we will be funded to provide for those needs, but our Mission remains the same. Each decision we make as a Board, Executive or Staff must result in:

- ✘ MORE MISSION
- ✘ BETTER MISSION
- ✘ MORE EFFICIENT MISSION
- ✘ MORE EFFECTIVE MISSION

AS BRINKERHOFF STATES, IT NEEDS TO BE ABOUT MISSION FIRST, MIDDLE AND LAST!

Over the last four years Interaction has planned for the impending changes and had the courage to implement these plans to position the organisation to grow and thrive once the NDIS is implemented. We are financially robust and our ITC is capable



of transitioning to the new systems. Our early completion of the Quality Framework and the continuation of the Voice Project demonstrate that we “walk the talk”. Our Strategic Plan and Marketing Plan are driven, informed and reflect our Mission. We know where we are heading and how to get there.

In all this planning and development we needed courage to make decisions. We have asked all of you for your input and engaged you in the process. So what have we learned and how will we progress through the transition to the NDIS?

We have learned that we can’t be good at everything. As Francis Frei States, “if you try to be good at everything you will have exhausted mediocrity”. We have chosen the areas of service that are most important to our service users. We want to be spectacularly successful in what we are good at and what we are best at. In other words, we have had the courage to be bad at some things and therefore chosen not do them. Our stakeholders have told us that they want quality service provided in a timely manner. This is more important to them than the cost of the service. Indeed, we have experienced people coming to us from other providers because of the quality of our service.



AMY AND SHEREEN

We have had the courage to get paid for the service we provide. In tendering for new services we have been brave in charging what we believe is a fair price for reasonable and necessary services. Sometimes we have not put in a tender because the maximum resources indicated in the tender documents do not meet the needs of the service users. However, we have been successful in getting new work and have twice been asked to take over programs, with increased resources, that have failed because the providers were unable to meet the needs of the service users. We want to add value to our service users for a better life now and in the future, rather than just capture the value of the resources on offer.

We have had the courage to truly engage our employees in the provision of service. It is the Board's, and particularly the management's, responsibility to ensure that what we do is the best and to ask questions constantly about our systems, policies and procedures. We must support our employees to do the best and not create complexity that does not add value to our service users or them.

We need courage to continually engage everyone in our Mission and the way we are heading. Everyone has to help and we must move forward

together. Everyone has ideas for possible improvement and, as Brinkerhoff quotes, "no one of us is as smart as all of us".

I have now been at Interaction for over ten years. I have been blessed with a professional, ethical, stable and consistent Board, some of whom have also passed ten years. They have brought a variety of experience, skills and abilities that have enhanced and grown our organisation. Their volunteer service to Interaction has been invaluable and we must celebrate and thank them for their wonderful contribution. I particularly want to thank our Chair, John Lucas, who is also celebrating ten years on the Board. John has consistently supported me and has led the Board with the greatest of integrity.

Interaction is also truly blessed with a highly professional Executive of great ability. In ten years we have only needed to add to the executive as our organisation has grown. The consistency of their servant leadership has been an inspiration to the staff and a great support to me. They need to be honoured for their great work and service to Interaction.

Our employees continue to be outstanding examples to our sector, as is evidenced in the Quality Framework, Third Party Verification. Please take time to read about the Employee of the Month in our Newsletters and Website. These are examples of how wonderful our employees are.

Finally, we must all thank our service users for the wonderful people they are and for providing us with the reason for what we do. We honour, value and respect you.

Craig Moore
CHIEF EXECUTIVE OFFICER

INDEPENDENT LIVING SERVICES

The Independent Living Services (ILS) team includes the High Support Accommodation Program, Support and Training Program, Supported Accommodation Service and Individualised Packages.

The Independent Living Services team has prioritised keeping abreast of all NDIS updates by attending forums, training and information sessions. Focussing on reviewing Interaction's systems and unit costs will ensure that the organisation is ready when the NDIS is rolled out across the remainder of New South Wales.

Interaction has been working closely with ADHC to ensure the smooth transition of clients from Young People Leaving Care Packages to Individual Accommodation Support Packages. Adapting to new funding guidelines and review requirements has been the first challenge as has the expectation that these young people should continue to reduce their support each year.

HIGH SUPPORT ACCOMMODATION PROGRAM

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

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



TROY, CAMERON, EDDIE AND TODD OUTSIDE LINDEN



HIGH SUPPORT PROGRAM STAFF TEAM.

GLENORIE	KAPIL BHATIA
TALOMA STREET	RHIANNON DOWSETT
CRAIG AVENUE	MANDY ALI
KEENE STREET	JEMIMA MASTROIANNI
THE PONDS	OVERSEEN BY DAMIEN JONES / SIMON ABER
LINDEN CRESCENT	TOUFIC RACHED
BELVEDERE AVENUE	STEVIE DOWSETT
SOUTH WINDSOR	AARON HUNTER
JEAN STREET	RHIANNON DOWSETT
KINGSWOOD	OVERSEEN BY CARMEL BURBAR / RHIANNON DOWSETT

While there have been changes in the management team we continue to receive positive feedback from independent Community Visitors and families. Included below is a cross section of that feedback:

"Talking with the residents and staff it is evident that the residents living in this house are supported to participate in a range of activities that reflect their interests. Over the years I have been visiting I have noted that the residents take up new opportunities and challenges on a regular basis."
Community Visitor

"I would also like to take this opportunity to acknowledge the positive way my visits and subsequent reports have been recognised by

this organisation. It is very evident to me through conversations with the residents, talking with staff and reading residents' files that this organisation takes their role to support residents seriously and has robust systems in place to meet the residents' needs and desires." Community Visitor

"A's home felt very much like A's home, and it was really pleasing to see that she has been supported to furnish it to her own tastes and interests." Community Visitor

"I attended XX Crescent today and inspected the premises which, as always, was clean and tidy. I looked at some of the records but when the residents came home I was able to see the interaction between them and staff. I listened as they explained their days' activities and as they requested what they felt like for afternoon tea, for dinner and what they would like for lunch tomorrow. I saw that they were treated with respect and acknowledged by staff who gave appropriate advice as to what they could or maybe should not take with them for lunch. Well done." Community Visitor

"The documentation at this house is very good - all the young ladies have an up-to-date Person Centred Plan, all have current Health Plans. All the files are well organised and I was impressed with the yellow Lifestyle Planning folders which contain



NATHAN, WILFRED, TROY AND CAMERON CELEBRATING AUSTRALIA DAY.



TOUFIC, TODD AND TROY CELEBRATING AUSTRALIA DAY



TODD FULFILLING ONE OF HIS GOALS



TROY AT THE SOCCER WORLD CUP

all person-centred documents thus ensuring this important aspect of care is stressed." Community Visitor

"It is very clear from my interaction today with A and D that they are able to exercise a very high degree of independence within their home and in accessing the community. These young men were engaging and interested in my visit and in understanding my role. They expressed praise for their Social Educator and clearly she is highly valued as a support and mentor. It was extremely encouraging to witness how they took ownership of, and responsibility for their home environment and their personal lives. The service appeared to me to have the right level of involvement to continue to assist the residents in realising full independent living." Community Visitor

The South Windsor Program has been operating in its new accommodation setting for a full twelve months. While all four young men are doing well, numerous adjustments and modifications required to the program and the house itself have been made with the full support of their families.

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

SUPPORT AND TRAINING PROGRAM:

The Support and Training Program assists



SUPPORT AND TRAINING PROGRAM STAFF TEAM.



DON MASON CELEBRATED HIS ENGAGEMENT WITH HIS LONG-TERM GIRLFRIEND, KIM BROWNE, AFTER BEING IN A HAPPY RELATIONSHIP FOR SEVERAL YEARS.

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

Support and Training has seen some staff changes, some on maternity leave whilst others have moved within Interaction to broaden their skills and experiences and to undertake management and Team Leader roles.

As clients' circumstances change it is necessary for Interaction to respond. Some clients have moved to accommodation where they receive increased support, another was assisted in a move to the Central Coast, whilst others were supported with transfers through their housing providers.

In preparation for changes under the NDIS, Support and Training is assisting many clients to apply for funding packages.

Camp Breakaway on the Central Coast was the venue for the annual camp which was enjoyed by our clients including some new campers who had a great holiday and at the same time learnt valuable skills.



SUPPORTED ACCOMMODATION SERVICE STAFF TEAM.

Sadly Support and Training have said goodbye to two clients this year that passed away due to their ongoing medical conditions. They are dearly missed by family, friends and staff.

Support and Training continue to support parents with intellectual disability, with some new referrals this year involving parenting training, court support and service co-ordination. This is a very important aspect of the support Interaction provides.

Support and Training's Community Workers have responded with great professionalism to the challenges of the past twelve months under the leadership of Helen Amos.

SUPPORTED ACCOMMODATION SERVICE:

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

Very sadly Interaction farewelled a long time SAS client, Jeff Katen, in December 2014 who passed away after a short illness.

SAS clients have enjoyed a number of overseas trips during the year including cruises, with one client achieving her long term dream of visiting Elvis's home at Gracelands.

This year Interaction welcomed five new SAS clients; Craig, Emma, Andrew, Ian and Olga. With the assistance of Interaction's Social Educators

each has settled in to their new homes and are benefitting from being part of the Interaction family.

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

INDIVIDUALISED PACKAGES:

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

All clients receiving support through these packages are achieving their life goals. For example, three brothers who attended Interaction's client camp for the first time, are now booked to go on a supported holiday with a travel company.

CAMP BREAKAWAY SAN REMO 2014.

Over thirty clients attended and enjoyed a range of activities - movies, craft, bowling and bingo. Highlights were an Elvis performance and a trip to the Hunter Valley Gardens.

Maggie Vincent OPERATIONS MANAGER



GRAHAM, MARNIE AND AMY AT CAMP BREAKAWAY SAN REMO 2014



LYNNE AND XANDRA AT CAMP BREAKAWAY SAN REMO 2014

RESPIRE AND INDIVIDUAL OPTIONS



RESPIRE AND INDIVIDUAL OPTIONS STAFF TEAM.

In 2014 - 2015, the Respite and Individual Options (RIO) division offered the following programs:

- ✓ Active Ageing
- ✓ Life Choices
- ✓ Community Participation
- ✓ Transition to Work;
- ✓ Ageing Parent Carer Flexible Respite;
- ✓ Adult and Children Flexible Respite;
- ✓ Flexible Respite Individualised Support;
- ✓ Flexible Respite Recreation;
- ✓ Recreation and Holiday Program;
- ✓ Community Options Program;
- ✓ Community Support Network;
- ✓ Case Management;
- ✓ Local Coordination and Development; and
- ✓ Brokerage.

In addition to the individualised support Interaction clients receive, they are also still enjoying their group music, cooking and exercise programs.

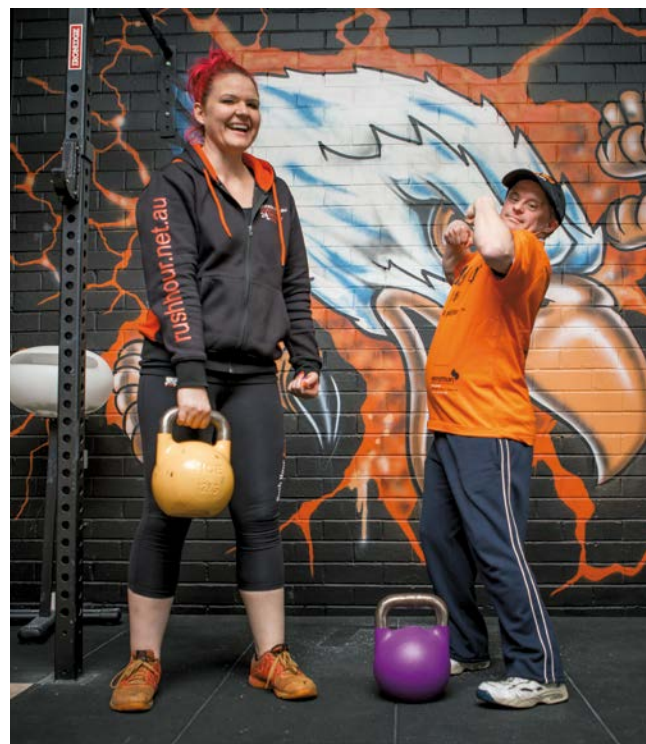
This year the exercise program has been led by a company called Active Ability. The staff from Active Ability are accredited Exercise Physiologists. They challenge the participants to their physical limits often exceeding their expectations all in a fun environment.

A new interactive and educational program called The Rhythmic Arts Project (TRAP) has been introduced by Andrew Hewitt, one of Australia's most inspirational drummers. Clients play along and identify colours, numbers and words all to the beat of the drums.

Coordinators were able to provide much needed respite for many of the parents and carers by supporting twenty RIO clients to participate and enjoy five days at Camp Breakaway, San Remo. A variety of activities were enjoyed by all. In addition one weekend per month for three months was provided at Anschau House, Windsor.

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

RIO commenced two new programs during the year - the 'Social Support Networks' and 'Decision Support'. The Social Support Networks program is designed to enable and empower families by linking them to local, sustainable services and supports which they can continue to utilise in the new NDIS world. It is also designed to enable families to prepare for the National Disability Insurance Agency (NDIA) assessment and help with future planning. The Decision Support program works in a similar way but is more case management focussed. Both programs are well underway and will continue until the introduction of the NDIS.



ANDREW WORKING OUT AT THE GYM

The RIO team are well aware of the changes the NDIS will bring by attending meetings and workshops, forums and networking with various providers and peak bodies. Staff training in all aspects of service delivery will ensure Interaction's readiness to implement the NDIS supports.

The support cluster models the NDIS are introducing and the words they are using such as Promoting Independence, Flexibility, Empowerment, Choice and Control, Goals, Needs and Aspirations have always been a part



WENDY TENDING TO HER GARDEN

of Interaction's vocabulary and method of service delivery in each RIO program.

RIO clients have illustrated their satisfaction and confidence in Interaction by remaining and telling others about the quality of the services delivered.

This year the number of clients in RIO has increased by over seventy per cent, many of which are through self managed model packages.

Interaction is ready, confident and excited to be able to support our clients and their families and carers in this time of change.

Giovanni Mission ACTING OPERATIONS MANAGER



HELEN AND JESSICA AT CAMP BREAKAWAY SAN REMO 2014



ANDREW GAINED HIS BARISTA CERTIFICATE IN 2014

CLINICAL SERVICES

The Clinical Services division includes Clinical Support, Training and Behaviour Intervention Support Service (TABISS), Behaviour Support Implementer Service (BSIS) and Clinical Consultancy.

In the past year, Alison Sankey gained her provisional psychology registration. Looking to the new year, Interaction is in the process of taking on three provisional psychology placements. This expansion has been possible as Michael Caballero is now an accredited supervisor with the Australian Health Practitioner Regulation Agency (AHPRA).

The Restricted Practices Authorisation Panel (RPAP) has been in place for twelve months now. It is a continuing process to submit plans to the panel for pre-existing arrangements. Interaction is well placed in meeting its obligations in this area.

The Clinical team has been involved in a number of conferences and training events some of which appear below. Three people attended the 3rd Asia Pacific Prader-Willi Syndrome (PWS) Conference in Melbourne during April, alongside other Interaction colleagues and a Board Member. The team was addressed by well respected speakers which will ensure Interaction's work is current best practice, internationally. Later this year, one of our psychologists, Giselle Tadros, will be presenting a poster at the Asia Pacific Autism Conference. Lisa Osborne has been trained to deliver a wellbeing psycho-educational group (designed by the BlackDog Institute) for people with Depression and Bipolar Disorder. It is hoped that this will run in the next twelve months. Finally, three of the team were accepted to participate in a research project with the University of Sydney, where they have been trained in a particular type of Triple P. This program will be implemented over the next two years.

CLINICAL SUPPORT

Clinical support is a referral based system offered

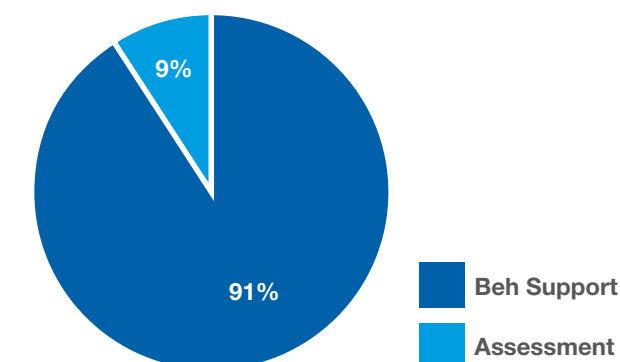


CLINICAL SERVICES STAFF TEAM.

to Interaction's clients requiring psychological services and interventions.

The team continues to provide services to clients of Interaction, with referrals across all divisions and most programs at Interaction. Thirty four clients received support in the last twelve months. The graph below shows the types of support provided.

GRAPH 1: CLINICAL SUPPORTS 2014/2015 BREAKDOWN BY SERVICE TYPE



The majority of referrals were for behaviour support, which includes behaviour assessment, intervention and training. Some of these clients also received one off crisis counselling as part of a behaviour support referral, mental health assessment and intervention plans and reference sessions. Nine per cent of the referrals were for assessment including intelligence and dementia screening.



ANDREW AND SLADJANA

A new high support program commenced for a group of teenage boys last year. The clinical team involved in this program have advocated for these clients to ensure a smooth transition and consistency in the management of challenging behaviours.

Over time, with the move towards the NDIS, there has been a trend towards increased support for our internal clients through the Medicare Better Access to Mental Health Care Scheme. There have also been an increasing number of referrals linked to Individual Accommodation Support Packages (IASP), leading to an increase in our fee for service packages, and a decrease in services provided internally through Clinical Support. It is anticipated this trend will continue as people transition into the NDIS.

The team has achieved some important goals this year, especially with the successful introduction of the RPAP. This will ensure that clients' rights are promoted in balance with identifying and managing any potential risks. It has also ensured accountability across the organisation, and increased education around restricted practices. This year, two Clinicians, a Behaviour Support Implementer and a High Support Cluster Manager, have been trained in 'PART' (Predict Assess and Respond to challenging behaviour). This means that Interaction can provide this training to staff

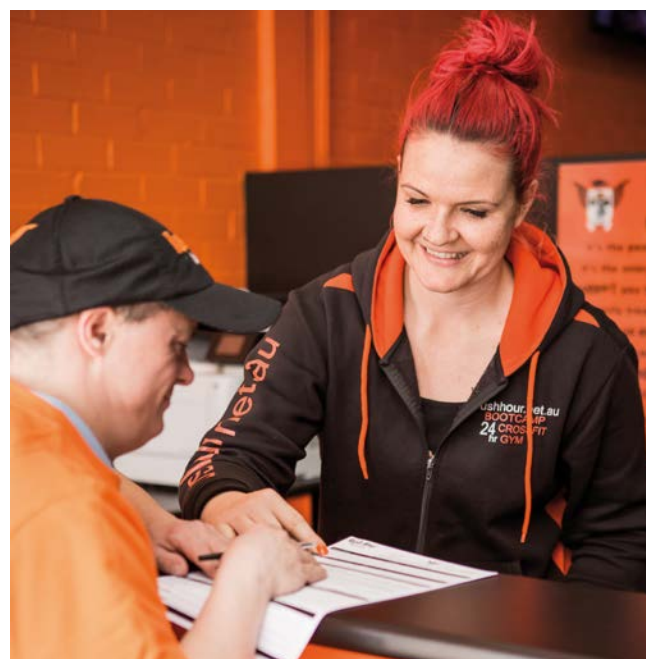
internally and more regularly. This supports staff and clients when it comes to responding to aggressive behaviour.

The Wellbeing Committee, which was initiated by the Clinical team, has continued to provide support to Interaction employees by promoting physical and mental wellbeing in the workplace. The Wellbeing Committee has successfully run a number of events in the past twelve months, including 'R U OK day' and a healthy recipe lunch. Clinicians have increasingly been putting wellbeing on the agenda in their work with clients, staff and teams across the organisation, encouraging discussions about stress and coping.

TRAINING AND BEHAVIOUR INTERVENTION SUPPORT SERVICE

TABISS provides specialist Positive Behaviour Support and training through a monthly training calendar to clients, families and carers within the local community.

TABISS continues to be a popular program for families and support networks. Behaviour support services have been provided to forty people and their families and support networks over the past twelve months. There is an increasing trend in referrals for Culturally and Linguistically Diverse

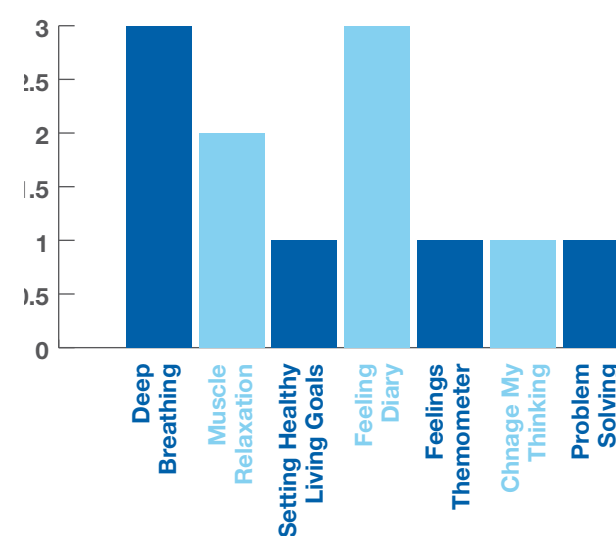


ANDREW AT THE GYM

(CALD) families, reflecting Interaction's increasing presence amongst these communities. There is a high demand for TABISS services and consequently, an extensive waiting list exists. Strategies continue to be applied (e.g. TABISS training calendar) to support as many people as possible whilst they are waiting to access the service.

The monthly training calendar continues to be a benefit for many in the community. The workshops are well received. Of note was the Promoting Skill Development Workshop which was designed for carers and support staff seeking to teach new skills to individuals with disability. A Stress and Coping group for adults with intellectual disability has been designed and facilitated. There were six participants, all of whom gave very positive feedback about the experience and the strategies gained to cope with stress.

The following graph demonstrated the most popular strategies for coping with stress including the use of a feelings diary, deep breathing and muscle relaxation. TABISS aims to develop this group program further, so that it can contribute proactively to positive mental wellbeing in the lives of people with intellectual disability. The program also has potential to be adapted to suit different age groups.



GRAPH 2: TABISS STRESS & COPING GROUP – PREFERRED HEALTHY COPING STRATEGIES OF PARTICIPANTS



LOUISE AND KEVIN AT THE PARK.

BEHAVIOUR SUPPORT IMPLEMENTER SERVICE

BSIS was established in 2013 to provide support to ADHC centre based respite services and ADHC funded centre based respite services through hands on mentoring, support, modelling and training. This program facilitates access to respite for those at risk of losing or who have lost their respite placement. Implementation may also extend to other environments as identified. The BSIS provides services to a number of clients and significant improvements have been noted not only for the clients but also in the confidence and skills of the supporting staff team. Resource development and capacity building at the unit level has also been a well received aspect of the program.

The BSIS continues to promote and seek referrals to maximise its capacity and value to the community. Alongside client work, the Interaction Implementation Team have been actively involved in a Communities of Practice Forum to network and exchange best in-practice service delivery with other organisations in this capacity.

CLINICAL CONSULTANCY

The Clinical Consultancy program has now been running for four years.

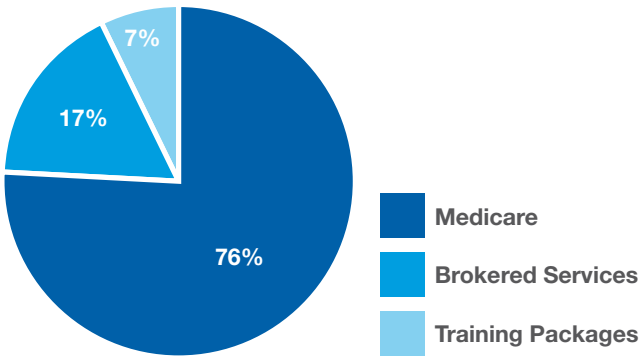
All three service areas of the Clinical Consultancy program are active and are receiving a steady flow through of referrals.

The three areas of the Clinical Consultancy program include:

- 1. Medicare Services:** This service provides therapy on an individual and group level and is funded by Medicare through the Better Access to Mental Health Care Initiative. The service is available to anyone who is under a GP Mental Health Care Plan in the community, however our main focus is support for people with disability and their families and carers.
- 2. Brokered Services:** This service provides Clinical Support on a fee for service basis. It is a service not bound by funding criteria and as such can be accessed by anyone and is tailored towards the client's specific needs. Some examples of services provided under Brokered Services include: Psychological Assessments, Behaviour Support, Systems Reviews, Individual Therapy and developing reports for court purposes.
- 3. Specialised Training:** A training service customised for the identified needs of clients and staff of other service providers on a fee for service basis.

The Clinical Consultancy program has grown rapidly over the past year and is becoming more important as the transition to the NDIS occurs. Brokered Services for example require service provision to be completed within a set amount of hours which is building on Clinicians' skills to monitor their caseloads and be even more efficient in service delivery. Medicare services continue to be the most accessed service as can be seen in Graph Three, thereby highlighting the value of this service in the local community.

CLINICAL CONSULTANCY 2014/2015
BREAKDOWN BY SERVICE TYPE



Clients are predominantly seen onsite within Interaction's counselling rooms. Recently Interaction commenced offering Medicare services offsite for those exceptional cases where individuals are unable to attend their appointments such as chronic mental health issues including specific phobias. Most Medicare Services are bulk billed to provide a user friendly, low cost service to the community.

Clinical Consultancy has delivered six specialised training workshops to a number of organisations within the Sydney metropolitan region. Training enquiries and referrals are growing at a steady rate with a number of organisations already enquiring about providing additional training workshops to meet their needs.



GISELLE IN A PLAY THERAPY SESSION.

The Clinical Services division is committed to developing both its own practice and expanding the work capacity to meet the needs of the organisation and the broader sector.

KEY STRATEGIES INCLUDE:

- Increasing personnel capacity to manage ongoing and increasing demand for services.
- Expanding Clinical Consultancy's presence and provision of early intervention services into the NDIS trial site in the Nepean/Blue Mountains region.
- Delivering Clinical Consultancy's group based therapies under Medicare Services including the wellbeing psycho-educational program, as well as continuing individual therapy services.
- Rolling out RPAP member training to senior staff in the organisation.
- Conducting a Restricted Practices audit across the organisation.
- Dedicating resources in the areas of PWS, Dementia and Trauma Informed Practice to maintain and enhance clinical best practice.

Lisa Osborne
CLINICAL SERVICES MANAGER
/ PRINCIPAL PSYCHOLOGIST



LIFESTYLE PLANNING

PEOPLE AND DEVELOPMENT



PEOPLE AND DEVELOPMENT STAFF TEAM.

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

A SNAPSHOT OF ACHIEVEMENTS INCLUDE:

Interaction launched its Strategic Plan 2015-2017 at the 2014 Annual General Meeting. The plan was the result of extensive consultations with clients, families, staff and stakeholders and details Interaction's approach heading to the NDIS. An Easy Read Version was also developed for our clients who require literacy support. Both versions are available by request or through Interaction's website.

Interaction obtained its Third Party Verification (TPV) against the Disability Services Standards in July 2014. This was a great achievement and essential for Interaction to continue providing ADHC-funded quality services after July 2015. Preparation for the TPV audit required a comprehensive review of all Interaction's policies and procedures. The TPV report highlighted the positive feedback received from clients and families about the services they receive and the quality of the accommodation in Interaction's High Support program.

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

Interaction's staff were featured in projectABLE promotional material highlighting their ongoing commitment to the sector initiative of attracting students to a disability vocation. Entering its sixth year, the program has grown to include more high schools across New South Wales reflected in the demand for Interaction to provide more sessions throughout the year.

Interaction sponsored the 3rd Asia Pacific Prader-Willi Syndrome Conference in Melbourne, Australia, cementing its position as the leading provider of services for individuals with PWS. The conference presented opportunities for Interaction to network with families and professionals and further expand its knowledge in research developments. It was also an opportunity for Interaction, to promote its accommodation, training and clinical services to a national and international audience.

Interaction's brand is constantly evolving through communications by way of brochures, newsletters, website and social media presence.

Interaction commenced a series of NDIS Readiness sessions for staff, clients, families and carers. These information sessions will continue until the full roll out of the NDIS occurs.

Interaction is proud of all employees that have reached significant milestone anniversaries with the organisation. Staff members that reach the five, ten and twenty plus year milestones are recognised for all of their hard work and commitment. Thirty three staff celebrated five years of service and eleven staff celebrated ten years. Congratulations to Maggie Vincent, Sharron Kassoutas, David Griffiths, Peter Asmussen, Sharon Campbell and Stephen Goodfellow who reached fifteen years of

service. A special mention to Vickey Thorpe and Maria Fernandez who celebrated their twenty plus year milestone.

Staff numbers have grown in the past year. Interaction's permanent employees have increased by eleven per cent and casual staff have increased by twenty one per cent.

National Criminal History Record Checks will now be completed every four years for existing staff, volunteers and Board Members in adherence to

the new legislation, Disability Inclusion Act 2014.

Interaction's Feedback Review Committee is now meeting a few times a year to review and provide feedback on complaints and compliments trends, procedural integrity and resolution timeframes. The committee is chaired by a Board representative and consists of a client, carer and staff representative.

Lauren Asmussen
SENIOR MANAGER



STEPHEN AT WORK.

CORPORATE SERVICES



CORPORATE SERVICES STAFF TEAM.

Corporate Services provides the administrative, Information Technology (IT) and reception support to Interaction.

A SUMMARY OF ACTIVITIES INCLUDE:

- Workplace Gender Equality Agency - In accordance with the requirements of the Workplace Gender Equality Act 2012 (Act), Interaction Disability Services Ltd (Interaction) lodged its annual compliance report for 2014-2015 with the Workplace Gender Equality Agency (Agency). The Act provides for feedback from the community to comment on the report either to Interaction via email vthorpe@interactionservices.org or to the Agency (WGEA). Please refer to the Agency's guidelines on this process on their website www.wgea.gov.au
- Interaction continued to submit quarterly Wage Price Index Survey reports to the Australian Bureau of Statistics.
- The 2014 Annual Information Statement was completed and submitted to the Australian Charities and Not for Profit Commission (ACNC) in November 2014.
- An exemption review was completed. The Office of State Revenue issued Interaction with exemptions for motor vehicles and insurance duties for the next three years.
- Blacktown Senior Citizens Christmas Luncheon - In November 2014 Maria Fernandez, Vickey Thorpe and Maggie Vincent offered their assistance at the Christmas lunch for around four hundred Senior Citizens.

- Major IT infrastructure upgrades have been completed.
- Desktop and laptop replacement cycles continue subject to funding availability.
- A review of Interaction's existing server storage capacity was assessed as information retention requirements grow. With this growth, backup systems have been updated and revised to ensure that no data will be lost in the event of either accidental deletion or disaster recovery.
- The development of a plan to leverage new technologies to improve productivity and efficiency moving to the NDIS.

VOLUNTEER SUPPORT

Interaction would like to acknowledge and thank Lesley Robertson, who volunteers her time each month to cover reception while Interaction holds their monthly General Staff Meetings.

FUNDRAISING ACTIVITIES

July is Fragile X Awareness Month

Interaction held a morning tea with a gold coin donation and raffle for the Fragile X Association.

BUNNINGS BBQ FUNDRAISER

Interaction raised over \$1,600 with the proceeds going to Interaction's Umbrella Project. Thank you to the volunteers who helped on the day; Fiona Byrne, Lindsey Ryder, Amy Mavridis, Yolanda Williams, Helen Amos, Anishka Beaton, Eliana Echeverria, Marilou Christian, Gurdeep Masson and Lauren Asmussen.

BARNADOS CHRISTMAS APPEAL

Interaction staff raised \$800 in gifts and vouchers.

Vickey Thorpe
CORPORATE SERVICES MANAGER



HELEN AND GURDEEP AT THE BUNNINGS BBQ



AMANDA AND MICHELLE



STAFF DONATIONS FOR THE 2014 BARNADOS CHRISTMAS APPEAL



CAMERON HANGING OUT HIS WASHING



EMPLOYEE OF THE MONTH AWARDS

EMPLOYEE OF THE MONTH AWARDS ARE FOR STAFF WHO ARE RECOGNISED BY THEIR FELLOW CO-WORKERS FOR THE SUPPORT PROVIDED TO CLIENTS, CARERS AND OTHER EMPLOYEES. THESE ARE STAFF THAT HAVE EXCELLED BEYOND THEIR EXPECTED DUTIES.



EMPLOYEE OF THE YEAR LAURA SALLIT

MONTH	NOMINEES	AWARDED TO
JULY 2014	TOUFIC RACHED, CARMEL BURBAR, CHELSEY FLETCHER	CHELSEY FLETCHER
AUGUST 2014	CARMEL BURBAR, KENDYL STARR, KIM TRESEDER, PANNA MAKKO	KIM TRESEDER
SEPTEMBER 2014	VICKEY THORPE, SHARRON KASSOUTAS, ANISHKA BEATON	ANISHKA BEATON
OCTOBER 2014	MICHELLE JAMES, CHARLES CHAN, PENNY DIMOS	CHARLES CHAN
NOVEMBER 2014	PETER JAMES, STEVIE DOWSETT, MICHELLE CROWLEY	STEVIE DOWSETT
DECEMBER 2014	2014 EMPLOYEE OF THE YEAR: LAURA SALLIT	
FEBRUARY 2015	CHELSEY FLETCHER, LINDSEY RYDER, MANINDER SEHMI, AARON HUNTER	MANINDER SEHMI
MARCH 2015	GURDEEP MASSON, VICKEY THORPE,	MICHELLE CROWLEY
MAY 2015	JOSEPHINE TATE, AARON HUNTER	AARON HUNTER
JUNE 2015	REBECCA JAGGARD, MANDY KEIGHT, ALISON SANKEY	MANDY KEIGHT AND ALISON SANKEY

Ashvin's Piece

My name is Ashvin Bandodkar. I am a Year 11 student and I volunteer with Interaction Services in Sydney's Northwest. Last year I attended a projectABLE workshop run by Interaction.

I chose to attend the workshop because I had little knowledge about the lives of those with disability. I wanted to understand how the clients at Interaction went about their day-to-day business and what challenges they faced. I also wanted to learn how to interact with people with disabilities. This was the only program that I was aware of which allows high school students to gain this sort of valuable information.

From the moment I arrived, the staff at Interaction made me feel at home. Everyone was very friendly and welcoming.

The program itself was extremely effective. For me the most memorable and eye-opening segment was the student-client session. Students were encouraged to ask questions and talk with a person with a disability. This was the point in the program that truly opened students' eyes. We understood people with disabilities were just like us, regular individuals, who embraced the challenges that they were presented with.

After the workshop I took the opportunity to volunteer with Interaction. I believe that volunteering is one of the few activities that a student can do as a means of having a break from studies whilst giving back to the community.

I volunteer fortnightly on Saturdays from 10am-12noon. I participate in two different sessions; music and arts and craft. In the music session my role is to motivate the clients to get involved; either through dancing or simply holding an instrument and playing along.

The arts and crafts session involves a lot more interaction with clients. Each week a new craft project is presented. Clients are encouraged to work as independently as possible but I'm on hand to help with anything they find difficult. During both sessions I have a chat with the clients and ensure that they have no issues with the activities.

The most rewarding part of this program is not immediately noticeable. It's the changes you see over a period of time. When I first started there was a lady who was disengaged. Slowly, after four months she started to make a conscious effort towards completing the activities. Within four months she was communicating enthusiastically with me and other clients. Now she produces beautiful craftwork and appears to enjoy every minute of it.

It is stories like these that make volunteering at Interaction so enjoyable and worthwhile. You can see the positive impact the program has on the clients who attend.

Despite my hectic study schedule I plan to continue volunteering. Volunteering helps me to develop time management skills and balance a variety of activities. It is a privilege to be making a difference in people's lives at Interaction.



ASHVIN WITH THE SATURDAY CRAFT GROUP.

FINANCE



FINANCE DEPARTMENT

The Finance Department is responsible for the financial viability of Interaction, for ensuring that management is accountable and that all financial accounts are carefully and accurately maintained to provide quality service for the service recipients.

Recent years have seen significant growth and in the last twelve months, Interaction has received about one million dollars worth of Respite and Individual Packages.

The Finance Department has been working towards processes of transparency and accountability. Interaction's accounts are managed in accordance with accepted accounting standards including the Australian Accounting Interpretations and regulations set out in the Australian Accounting Standard Board and Corporations Act 2001. In line with professional standards all activities of the Finance Department are documented and the records are maintained and accessible for relevant audit processes.

The Finance Department continues to work closely with the Finance Committee, CEO and the Divisional Managers to ensure that Interaction is ready for the NDIS and this is measured by Interaction's;

- FINANCIAL VIABILITY
- BUILT-IN RESERVES
- STABLE CASH FLOW AND
- ASSETS

To ensure financial viability it is necessary to keep costs less than income without compromising the quality of services provided. At Interaction, contracts are reviewed to keep fixed costs within limits and to build at least a five percent margin each year. Reserves are increased by providing various services like Clinical Consultancy (fee for service) and Brokerage. Interaction has created cash reserves of up to three months worth of working capital to sustain the delays in payments and to continue to run all services successfully.

Interaction's audited financial reports have shown surpluses for the past few years. The 'Assets to Liability Ratio' has improved significantly. These ratios are indicators of the organisation's financial position and further highlight Interaction's financial stability.

Interaction was approved for Output Based Acquittals for the financial year 2013-2014 based on its annual compliance, financial viability and other eligibility criteria met by Interaction.

The value of Interaction's assets has increased in line with the property price boom. Loans have been refinanced to obtain lower interest rates and the equity in existing properties has enabled Interaction to purchase another property. Interaction is working towards its vision to construct a purpose built home for people with Prader-Willi Syndrome.

Under the NDIS Interaction's services will be based on a cost per unit of service provided to clients. Interaction will need to be competitive as there will be For-Profit organisations providing similar services in the disability sector. The Finance Department is attending various seminars and information sessions regarding unit costing. The team has attended workshops run by Family and Community Services (FACS) and has attended webinars from other companies offering software packages for calculating unit costs.

Accounting systems are updated regularly to meet changing reporting requirements to clients and managers under the NDIS. In 2013-14 Interaction updated the payroll system to Emplive, a cost effective and efficient system for the future.

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

Gurdeep Masson
FINANCIAL CONTROLLER



CAPTION TBC

CONCISE FINANCIAL REPORT FOR YEAR ENDED 30TH JUNE, 2015

Income Statement For the year ended 30th June, 2015	Note	\$ 2015	\$ 2014
Revenue from government grants		10,481,658	8,867,565
Interest received		60,897	53,469
Revaluation of properties		497,159	0
Other income	3	822,660	763,425
Depreciation		-134,276	-124,571
Finance expenses		-138,780	-158,360
Loss on disposal of fixed assets		-39,892	-40,759
Motor vehicle expenses		-236,602	-221,217
Occupation costs		-560,277	-517,036
Other client expenses		-889,587	-576,117
Other expenses		-111,754	-143,117
Professional fees		-55,489	-40,321
Service charges		-949,287	-839,640
Staff remuneration		-7,645,989	-6,568,110
Staff training		-123,314	-90,657
Net profit/(loss)		977,127	364,554

Statement of changes in equity for the year ended 30th June, 2015			
Opening retained profits		1,671,913	1,307,359
Net profit/(loss)		977,127	364,554
Closing retained profits		2,649,040	1,671,913

Frost Crane & Co Chartered Accountants. P O Box 2605, Carlingford. 2118.
Phone: (02) 8820 2020 Fax: (02) 9872 7400 Email: contact@frostrcrane.com

BALANCE SHEET AS AT 30TH JUNE, 2015

Balance Sheet as at 30th June, 2015	Note	\$ 2015	\$ 2014
Current Assets			
Cash and cash equivalents	4	154,208	1,234,199
Trade and other receivables	5	92,413	98,543
Total Current Assets		246,621	1,332,742
Non-Current Assets			
Total Fixed Assets	6	5,307,065	4,828,395
Total Non-Current Assets		5,307,065	4,828,395
Total Assets		5, 553,686	6,161,137
Current Liabilities			
Trade and other payables	7	460,122	350,480
Provisions	8	493,346	429,959
Tax liabilities	9	275,273	237,663
Financial liabilities	10	542,358	614,751
Total Current Liabilities		1,771,099	1,632,852
Non-Current Liabilities			
Provisions	11	239,150	222,530
Financial liabilities	12	894,395	2,633,840
Total Non-Current Liabilities		1,133,546	2,856,370
Total Liabilities		2,904,644	4,489,222
Net Assets		2,649,042	1,671,914
Equity			
Retained Profits	13	2,649,040	1,671,913
Total Equity		2,649,040	1,671,913
			0

CASH FLOW STATEMENT FOR THE YEAR ENDED 30TH JUNE, 2015

Cash Flow Statement for the year ended 30th June, 2015	Note	\$ 2015	\$ 2014
Cash Flow From Operating Activities			
Receipts from government and customers		11,310,449	8,904,666
Payments to suppliers and employees		-10,417,434	-8,561,540
Interest received		60,897	53,469
Finance costs		-178,672	-199,119
Net cash provided by (used in) operating activities		775,240	197,476
Cash Flow From Investing Activities			
Proceeds from disposal of property, plant and equipment		584,960	614,756
Payment for property, plant and equipment		-700,747	-766,434
Net cash provided by (used in) investing activities		-115,787	-151,678
Cash Flow from Financing Activities			
Proceeds from borrowings		0	516,716
Repayment of borrowings		-1,739,444	0
Net cash provided by (used in) financing activities		-1,739,444	516,716
Net increase (decrease) in cash held		-1,079,991	562,514
Cash at the beginning of financial year		1,234,203	671,689
Cash at the end of financial year		154,212	1,234,203

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30TH JUNE, 2015

NOTE 1: BASIS OF PREPARATION OF THE CONCISE FINANCIAL REPORT

The concise financial report is an extract of the full financial report for the year ended 30th June, 2015. This report has been prepared in accordance with the Accounting Standard AASB 1039: Concise Financial Reports and the Corporations Act 2001.

The financial statements, specific disclosures and other information included in these accounts are derived from, and are consistent with, the full financial report of the Company. These accounts cannot be expected to provide as detailed an understanding of the financial performance, position and financing and investing activities of

the Company as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.

The financial report of the Company complies with all Australian equivalents to International Financial Reporting Standards (AIFRS) in their entirety.

NOTE 2: MEMBER GUARANTEE

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

If the Company is wound up, the constitution states that each member of the Company is required to contribute a maximum of \$10 each towards meeting

any outstanding obligation of the Company. As at 30th June, 2015, the number of members was 31 (last year 31).

NOTE 3: OTHER INCOME

Note 3: Other income	\$2015	\$2014
Service fees	887,012	722,857
Interaction donations	14,331	16,495
Profit on disposal fixed assets	11,069	7,589
Other income	18,718	16,485
	931,130	763,426

NOTE 4: EVENTS OCCURRING AFTER BALANCE SHEET DATE

There were no events occurring after balance sheet date noted that would have a material impact on the financial statements which require disclosure in this report, except that of the unexpended grants liability of \$359,805 shown in Note 11, ADHC has advised that an amount can be retained by the company once approved for retention through Acquittals.

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

After beginning the due diligence process it was decided not to proceed with the merger unless Alivia agreed to certain conditions .The conditions were not agreed and the merger ceased.

NOTE 5: ANALYSIS OF FINANCIAL STATEMENTS

Income Statement

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

Balance sheet

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

Cash Flow Statement

The executive have worked hard to improve the Company's cash position.



TROY WITH HIS CITY TO SURF MEDAL



RENATA



TODD BRINGING IN HIS WASHING



LINDEN



COURAGE

Doesn't always roar.

Sometimes courage is that quiet
voice at the end of the day saying

“I will try again tomorrow”

- Mary Anne Radmacher

SPONSORSHIP

2014 - 2015

Peggy Dalglish

Dr. Michael Fairley

Robin Franks

George & Judith Gelb

Marianne & Arthur Hodge

R & C Hoggan

John & Dale Lucas

Warren McHattan

Eric Nguyen

John Plant

Arthur Rayner

William & Dorothy Sorby

The Hills Shire Council

Valerie Woods

Rosemary Yeap

BABIES

The wider Interaction family has grown significantly over the past year with many children and grandchildren born to our staff. Welcome to all the little ones!





INTERACTION

Empowering People

www.interactionservices.org

T 1300 668 123 F 1300 131 665



/InteractionServices



/InteractionServ

ADDRESS B2/11 Hudson Ave, Castle Hill NSW 2154

PO BOX 7020 Baulkham Hills BC NSW 2153