



2024 Annual Report

Every setback is
an **opportunity**
for growth.

Our **Values**

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

Our **Vision**

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

Our **Mission**

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





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Chair and CEO Report

Pauline Vamos | Brett Thompson

We are pleased to present this combined Chair and CEO report for Interaction's 2024 Annual Report. The theme for this year's report is every setback is an opportunity for growth. Interaction continues to deliver high quality services by taking responsibility of and accountability for the things we can control, whilst also looking ahead for improvement opportunities.

In last year's annual report, we provided updates on the high level of investment made in our digital strategy.

We are pleased to advise the financial results for this year show a dramatic improvement, demonstrating the efficiencies expected from this investment are starting to be delivered. The new systems have provided much greater insight into areas of risk, whether financial or otherwise, and this allows for more detailed investigation and more effective remedial strategies.

Examples of how the systems have assisted include the significant reduction in brokerage costs over the past year as the teams have had better visibility of rostering impacts and costs. Closer scrutiny of our claiming from the NDIS has also been possible, which has assisted with cash flow. Being able to plan for changes in Service Agreements and becoming proactive, rather than reactive, is also paying dividends. All of these have taken time and commitment, and work continues

to be required, but the improvements are clear.

Despite strong lobbying and many submissions, the NDIS Price Guide continues to underfund the cost of service provision. As an example, Support Coordination services have not received any increase in NDIS pricing for the last 4 years, yet there have been annual Award salary increases which must be paid. As a result of this and the ongoing commentary about the future of Support Coordination services, many organisations are no longer providing these services. Interaction has retained this service as there is a need for it, despite the financial challenges it creates. As a values based, not-for-profit organisation, Interaction will continue to provide the services participants require, as long as quality is not compromised in order to reduce costs.

Some of you might have received correspondence from us providing updates on the state of the sector and offering proactive suggestions to lobby politicians and others for improvements to the NDIS. We take advocacy seriously and met with Alex Hawke (MP) earlier in the year to outline some of the current deficiencies with the NDIS and the impact on participants and providers.

This has been followed up through the State Committee of the National Disability

Services who have regular contact with Kate Washington (MP), NSW Minister for Disability Inclusion. These activities are important as failing to draw attention to the problems being experienced is akin to allowing them to continue.

Throughout the year Interaction has expanded our learning and development opportunities, including offering free TAFE opportunities for new employees to gain training certificates.

This is aligned with the anticipated requirement for all staff to achieve and maintain a minimum level of qualification to work within the sector. The Disability Royal Commission and the Independent Review of the NDIS both recommended minimum training and micro-credentialing, so we are preparing our workforce for this much needed and long overdue requirement.

The year ahead will be another challenging one, opportunities exist however, as Interaction continues to deliver great services and will remain focused on supporting our participants to lead the life they choose.

Also, members, carers and participants, we thank you for your continued support.

Andrew's First Day

Recently retired Andrew still had work goals he wanted to achieve and volunteered his time helping out at Interaction. Andrew offered to assist with cleaning the office lunchrooms and also took the time to meet with the staff members at the office.



Beth meets Police

Beth had a coffee date with the NSW Police Force at her local shopping centre and shared her appreciation for keeping her and other community members safe. Beth and the Constable shared a moment letting Beth try on her hat. Interaction values the ongoing dedication of NSW Police and the important work they do.



Board of Directors Profiles



Pauline Vamos, Chair

Pauline is a governance, public policy, risk, and advocacy specialist. She is a Chair and a Non-Executive Director of both not for profit and public organisations and has over 30 years' experience in financial services.

Tomas Rowlandson

Tomas is an emerging autistic social worker and NDIS participant with a special interest in neurodiversity. Tomas joined Interaction as a Board Observer in February 2023 and as a Director from 28 February 2024.



Rob Binskin

Rob specialises in business management and information technology systems, and currently holds the position of IT Director at UPA of NSW Ltd.

Allan Dodd

Allan is a Fellow of CPA Australia and Justice of the Peace. In 1972, he started his accounting career in public practice, to later become Principal Partner for several years. Allan was CFO of Lowes Menswear for 24 years and retired from the Interaction Board in November 2023.

Dr Michael Fairley

Michael is a child and adolescent psychiatrist with a special interest in intellectual delay and has been in private psychiatry practice since 1986. Michael consulted with Interaction's Behaviour and Allied Health Services team for several years before joining the Board of Directors.



Rachel Riley

Rachel is Co-founder and Chief Commercial Officer of Drova Pty Ltd, a SaaS sustainability, risk and governance software company. Rachel was previously Co-founder and Head of Strategic Operations at Ansarada (ASX:AND). Rachel is a qualified Chartered Accountant (ICA) with a Bachelor of Business.



Gavin Pearce

With a career in financial services spanning over 40 years, Gavin has significant management experience in strategic business development and growth at CEO level for 25 years. Gavin held the position of Chief Operations Officer of Zurich Life & Investments.

Krispy Kremes Donation

Cameron was the recipient of a lucky door prize at the Interaction Family Day. Donated by Krispy Kremes, Cameron was beyond excited to be named the winner and proudly collected his sweet prize to share with his friends.



Committee Reports

Executive Leadership Team

This year the Executive Leadership Team (ELT) has been continuing the work of refining the governance controls and reporting systems throughout the organisation. This is required to place the organisation in a good position to respond to the changes in legislative requirements that will be implemented in response to the recommendations of the Disability Royal Commission and the Independent Review of the NDIS.

The ELT have continued to work hard to navigate the changes imposed by the NDIS, including the new PACE system.

This is the software introduced to replace the former PRODA portal which was the source of information regarding participant plans etc. This new system has added a level of complexity to all plans and could easily be a source of lost revenue if not monitored.

There has also been a strong focus on eliminating discretionary spending and maximising revenue opportunities. Examples include embedded approval delegations within the financial systems and the appropriate claiming of all NDIS supports provided. The software systems implemented over the past 12

months have enabled much greater financial scrutiny than was available previously, which is a big improvement and extremely important within the current financial climate of the sector. Responding to participant and family feedback has also been a focus with a reduction in agency staff usage achieved and plans to permanentise the support worker workforce leading to higher quality service delivery.

In response to the changes within the sector, the ELT have been actively engaging with local politicians, the State Minister for Disability Inclusion and Minister Shorten. The aim of these communications is to draw to their attention the risks associated with NDIS funding levels, increasing participant requirements, difficulties in attaining increasing compliance standards as a registered provider and more.

Towards the end of the year, Luana Atger, General Manager Accommodation resigned and was replaced in early July 2024 by Jessica Bush.

Brett Thompson
CEO

Finance and Risk Committee

This year has been a testament to turning challenges into opportunities for growth at Interaction. Despite the ongoing hurdles within the NDIS sector, including regulatory changes, funding fluctuations, and increased scrutiny on service delivery in 2024, Interaction has demonstrated resilience and adaptability.

Our strategic investments in 2023—particularly in our foundations, new financial, HR, and payroll systems—have significantly bolstered our operational capabilities. These enhancements have provided us with greater visibility and deeper analytical insights, which were pivotal in improving our financial performance. Our revenues rose from \$21.9 million to \$23.6 million, and we effectively reduced our deficit from \$1,004k to \$394k, showcasing our ability to adapt and thrive amid adversity.

A key area of growth has been our accommodation services. The improvements driven by our new systems, diligence, and governance have led to increased participant numbers, reduced vacancy levels, and better cost management. Although the industry is experiencing rising claims and insurance costs, our proactive measures helped manage these challenges effectively, turning potential setbacks into progress.

As we move into FY25, our focus is on optimising revenue streams, implementing cost-saving initiatives, and exploring new growth opportunities. Our proactive risk management strategies have enabled us to navigate rising insurance costs and mitigate financial risks effectively.

Our 2024 auditors acknowledged the resilience and strength of our financial performance in a difficult industry climate. These achievements reflect the exceptional leadership of our CEO, CFO, and broader leadership team, as well as the Board's strategic oversight and unwavering commitment to participant needs.

Positive cash flow trends have been driven by improved revenue collection and effective cash management controls. Under the Board's guidance, Brett (CEO) implemented a balanced scorecard approach, sharpening our focus on key performance metrics, including financial data, business processes, and participant and stakeholder perspectives. This approach has been crucial in aligning our performance with strategic objectives and ensuring accountability.

Interaction has distinguished itself through focused operational execution. Our emphasis on operational leverage has ensured service plans align with participant needs and rostering and accommodation services are

managed efficiently, putting us in a solid position to navigate the uncertainties of the NDIS landscape.

While we celebrate our progress, we recognise there is still work to be done. We are advancing significant projects in data, technology, participant and employee experience, and strategic positioning, all aimed at further enhancing our operations and capabilities, centred on our vision to be an organisation of excellence, providing exceptional services for all our people.

I extend my sincere gratitude to the Board and the Finance and Risk Committee for their steadfast support and guidance throughout the year. Their strategic insights have been instrumental in our success. I also acknowledge the exceptional leadership of CEO Brett, CFO Robyn, and Executive Officer, Lauren. Their vision and dedication have been central to achieving our financial goals and positioning Interaction for sustained growth, exemplifying how setbacks and uncertainty can be leveraged for future success.

Rachel Riley
Committee Chair



People, Practice and Culture Committee

The People, Practice and Culture Committee is responsible for overseeing the organisation's culture, with a focus on staff capability, learning and development. The Committee also monitors performance and remuneration practices, ensuring that the Board maintains a suitable mix of skills, knowledge and experience.

The Committee was pleased to note strong staff engagement (72%) and staff alignment (63%) across the organisation. Despite the significant changes associated with the implementation of new software, staff have remained committed and aligned with the organisation's direction.

Over the past year, the Committee has observed steady improvement in compliance with mandatory training. Staff are no longer rostered in areas where their training is incomplete or has lapsed. While this has led to some staff movements, it is necessary to prepare for the anticipated changes associated with the recommendations of the Disability Royal Commission and the Independent Review of the NDIS. Interaction has also increased investment in staff development and training.

The appointment of our People and Culture Manager, Cindy Werbenec and her team has brought enhanced oversight and direction in managing and leading our most valuable asset - our people. The Workforce Plan that has been developed is aspirational and the Committee is delighted with the significant progress, which is vital in fostering a stronger organisational culture.

Keeping with the theme of maintaining a strong culture, the work the organisation has undertaken to improve work, health and safety has been very encouraging. Mental Health First Aid training and Safety Intervention training, combined with a greater emphasis on supporting employees who experience injuries at work are crucial to ensuring the safety and well-being of our staff.

I look forward to reporting on the impact of these initiatives as the organisation continues to evolve, striving to be the place to work.

Gavin Pearce
Committee Chair

Safety and Quality Committee

The Safety and Quality Committee monitors quality and safeguarding sector developments and reviews organisational policies, processes and systems to ensure compliance with relevant legislation and standards. The Committee is passionate about upholding participants' rights across all areas of discussion. The Committee's membership includes broader program representation across different levels of service delivery.

Key achievements for the Committee included:

- Participant-led Practice Review Committee and 2023-2024 calendar of topics informs Interaction's current and future processes and policies. Consultation into how the oncall system can be more effective was held and improvements implemented.
- Identifying a suite of policies for Easy Read translation. Credit to Daniel Brotheridge, Amy Cincotta and Jack Fogarty for their honest feedback and insight into the 23 Easy Read policies developed and reviewed over the past 12 months.
- The completion of the NDIS Certification Quality Audit with a recommendation for re-registration.
- Reviewing the Public Hearing Reports of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability and recommending internal actions for continuous improvement.
- Reviewing fifty-two policies over the July 2023 to June 2024 period for CEO, Board and participant endorsement.
- Bolstering governance with the development of policy compliance checks and a legal regulatory register.
- Ongoing internal quality audits of programs and accommodation sites. This process involved cross-departmental reviews of program practices, site visits and participant feedback.
- Oversight of compliance audit requests and responses ensuring all matters were addressed within their set timeframes.

Lauren Asmussen
Committee Chair

Work Health, Safety, and Wellbeing Committee

For the past 45 years, Interaction has been dedicated to aligning with industry standards, a commitment that is reflected in our approach to Work Health, Safety, and Wellbeing (WHS&W). The WHS&W Committee consists of 14 members representing all departments, including both Management and Support Workers. This diverse representation ensures a broad perspective and meaningful engagement from across the organisation.

To promote inclusivity and shared responsibility, the Committee operates with a rotating Chairperson and Committee Secretary. This approach not only allows members to gain leadership experience but also encourages active participation in WHS&W initiatives.

The Committee's primary objectives for 2024/25 include:

- 1. Enhancing Work Health and Safety Practices:** We aim to strengthen WHS practices across all Interaction locations, ensuring consistency and adherence to the highest safety standards.
- 2. Implementing Wellbeing Initiatives:** Introducing and promoting programs that support the physical and mental wellbeing of our employees, recognising the importance of holistic health.
- 3. Addressing Emerging WHS Trends:** Identifying new trends in work health and safety, developing and implementing strategies to mitigate potential risks effectively.
- 4. Improving Internal Audit Processes:** Reassessing and refining our internal audit procedures related to WHS&W to enhance compliance, safety outcomes, and overall effectiveness.
- 5. Fostering an Inclusive Organisational Culture:** Promoting a culture that values and integrates comprehensive work health, safety, and wellbeing, making it an integral part of our organisational identity.

Through these efforts, Interaction reaffirms its commitment to the health, safety, and wellbeing of all its employees, participants and stakeholders.

50 Year Career Milestone

Accommodation participant Terry was featured on A Current Affair for achieving an employment milestone of 50 years with Wesley Mission! As a devoted Eels fan, Terry received a signed jersey as a token of appreciation for his unwavering dedication to his role.

Stakeholder Engagement Committee

I am pleased to be able to present my first report as Chair of the Stakeholder Engagement Committee. I would like to start by acknowledging and thanking the efforts of Emily Griffith, former Marketing and Communication Manager, Karyn McNeil and Dianne Robinson who left the committee during the year, for their contributions over many years.

The Committee has had another productive year providing input on various Interaction initiatives and proposals, reviewing the results of the annual participant and family/carer survey, complaints and compliments, contributing to policy development as well as events planning. A big change this year has seen Committee members take responsibility of assessing our monthly Employee of the Month nominations and determining the award.

Our participant members continue to provide crucial feedback on the quality of our services and where we can improve.

Their willingness to openly share their own stories, including those of parents and guardians is what makes the Committee a success. I thank each and every Committee member for your dedication and ongoing support and look forward to another great year.

Tomas Rowlandson
Committee Chair



Business Systems Steering Committee

The Business Systems Steering Committee provides oversight of the strategic deployment of new technologies and systems. In the 2023-2024 year, this included the successful implementation of five key applications, setting a solid foundation that will underpin the future operations of the organisation.

- **Wiise:** A modern accounting and financial management platform that has provided increased efficiency and capability for our finance team.
- **Keypay:** An integrated payroll platform that has significantly improved payroll processing and management.
- **Employment Hero:** A Human Resources Management System that provides tools for recruiting and managing our staff.
- **Easy Employer:** An integrated rostering and scheduling platform that ensures compliance and enhances the accuracy of our rostering processes. A mobile app allows users to conveniently access rosters and timesheets on the go, making life easier for our staff.
- **Lumary:** Our Participant Management System that provides a comprehensive view of participant interactions and services, streamlining claims submission and reducing administrative overhead.

We are leveraging these new systems to introduce advanced reporting capabilities, which offer deeper insights into operational performance, financial metrics, and employee productivity. These insights are guiding informed decision-making and improving the way the organisation operates.

Much of the success of these implementations is down to tireless efforts of the Interaction team, who have done a wonderful job of bringing all these threads together, especially Naveen Bharathi and Lauren Asmussen.

The Future

Moving forward, the Steering Committee will continue to oversee the ongoing improvements to the technology platform to keep our systems aligned with technological advancements, changing compliance requirements and the integration of new product features as they come up.

The accomplishments over the past year highlight Interaction's commitment to improving operational efficiency and effectiveness. The successful deployment of applications in 2023-2024 combined with ongoing enhancements, positions us well for sustained growth and success.

Rob Binskin
Director

Practice Review Committee

The Practice Review Committee's membership includes a mix of participants and staff from different roles who meet once a month to discuss a chosen Interaction policy or procedure and its impact on service delivery. The Committee discusses how the selected policy or procedure impacts each group of people (participants, frontline staff, office staff), how the implementation of the practice could be improved for participants and what changes can be made to the policies or procedures in the future.

The Committee meets at a local cafe and discusses items over a cup of coffee. All members are committed to identifying and implementing positive change for the benefit of Interaction participants and staff.

In reviewing the on call procedure, participants noted the rotating on call made it hard for them to know the person they were speaking to. Providing photos of on call staff has been a simple yet effective solution.

Over the next 12 months the Committee will be reviewing how goals are recorded and reviewed and finalising the Easy Read policy folder.

Ashleigh Collins
Committee Chair

Easy Read Policy Review Committee

The Easy Read Policy Review Committee identifies Interaction policies that impact participants and support their translation into a visual format with simpler language.

In the past year, 23 policies have been translated into Easy Read with feedback from Jack, Amy and Daniel. With the support of Lauren Asmussen, Executive Officer, the Easy Read policies are reviewed to ensure they include simplified wording, relevant imagery, and clear messaging.

The complete Easy Read Policy folder will be launched at the Interaction Annual General Meeting in November 2024.

Lauren Asmussen
Executive Officer

Enjoying the Outdoors

Jen loves using her Community Access and Self Care supports to explore local reserves, enjoy scenic walks, and sharpen her mind with strategic games like Chinese Checkers.



Inducting new staff at Interaction

Troy was involved in an induction video shoot to introduce new staff to Interaction and its vision, mission and values. Shot with Brett Thompson, CEO, Troy spoke about his interests and goals and how staff can best support Interaction participants.





Accommodation

As we look towards the future, we are excited to share the latest developments and aspirations for Interaction. We are driving a transformative agenda to enhance our Supported Independent Living (SIL) services and expand our housing portfolio.

Our Supported Independent Living team currently operates 23 houses across NSW. Our goal is to enhance our current services and grow our housing portfolio to provide quality accommodation services for participants and expand our reach into other regions across NSW. This expansion reflects our commitment to increasing access to quality accommodation and personalised support.

At the heart of our approach is the creation of safe, warm, and engaging environments within our homes. We offer a range of programs designed to help participants develop independent living skills while fostering a sense of community. Our focus is on creating spaces where residents not only interact within their own households but also connect with others across our entire portfolio. This holistic approach encourages socialisation and enhances the quality of life for all our participants.

Our refined screening and matching process, conducted in collaboration

with our Allied Health team, is pivotal in fostering harmonious living environments. By carefully considering each participant's needs and preferences, we increase the likelihood of creating supportive and thriving home settings.

The appointment of our new General Manager in July 2024 has brought a renewed focus on culture and professionalism within our SIL team. This change is instrumental in raising the standard of care and ensuring that every participant receives high-quality support tailored to their individual needs.

Transparent and regular communication with participants and their families is of utmost importance. Our monthly newsletters keep families informed about activities and upcoming programs, while the future implementation of quarterly stakeholder meetings will provide valuable updates and facilitate open dialogue. Our management staff are committed to conducting regular contact with parents and guardians to share updates on daily activities and engagement, reinforcing our commitment to responsive and effective service.

Our commitment to person-centred care ensures that each participant's home environment is personalised and aligned with

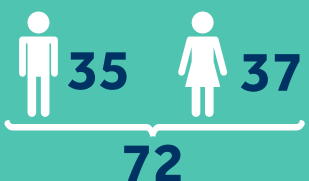
their preferences and support requirements. Our homes are designed to be engaging, fun, and reflective of any typical home in the community. We continuously seek to improve our services by capturing progress towards participants' goals and strengthening our understanding of their experiences and social impact.

Listening to participants and their families is central to our quality management system. Their insights are invaluable, guiding us in refining our services and ensuring they meet evolving needs. We are dedicated to incorporating feedback and making continuous improvements to enhance the quality and impact of our services.

As we move forward, our focus remains on providing exceptional accommodation services that support participants in living independently and engaging meaningfully with their community. We are excited about the positive changes and growth on the horizon and look forward to continuing our mission of delivering high-quality, person-centred care.

Thank you for your continued support and engagement as we work towards a brighter future for Interaction.

Number of accommodation participants



45 average age

Properties

5 Drop-In Support Homes

18 High Support Homes



Feature Story

Manor Real Estate

This year, Interaction's CEO Brett Thompson was presented with a generous donation of \$2300 from Jay Bacani, Co-Founder of Manor Real Estate. The Manor Giveback initiative supports local charities that serve the community. We are looking forward to continuing our partnership with Manor.





Support Coordination

The theme for this year's annual report is "Every setback is an opportunity for growth" and for the Support Coordination service this could mean many things. The Support Coordination team have continued to provide services throughout what has been and continues to be a challenging time. The team have endured the introduction of the PACE system by the NDIS, which has added a level of complexity to their role. They have also faced the ongoing uncertainty regarding Support Coordination as a service, after the Disability Royal Commission recommended these roles be replaced with "Navigators".

The team has demonstrated significant resilience to the sector uncertainties and continues to put participants at the centre of their work. Combined with another year without any increase in the NDIS price guide for Support Coordination services, it has been a very tough year, resulting in a relatively high level of staff turnover, affecting continuity of service. The team acknowledges this and appreciates the level of understanding that participants and guardians have provided.

Some achievements from our Support Coordination participants

- Played golf from the Paragolfer
- Walked 490m on Lexo the robotic gait trainer
- Settled comfortably into a new single apartment from group home
- Lost 20 kgs with gym-based day program
- Successfully moved from supported living to be back home with family
- Realised long-term goal to socialise in a club
- Enjoyed trip overseas with family



Feature Story

Lego Competition School Winner

To celebrate the International Day of People with Disability, Interaction invited support classes from 14 local schools to participate in a Lego building competition.

The students showcased some incredible skills with the Lego building blocks and Lidcombe Public School was selected as the winner of Interaction's inaugural School Lego Competition. Following in a close second was St. Gabriel's School Castle Hill.

The event was supported by donations from Grove Square - The Hills; a fantastic art pack that will be put to use by Lidcombe Public School. All runners up received a voucher donated by Toymate Superstores, Castle Hill.

Congratulations to all the classes who entered, the ingenuity shown in each creation reflected the theme of 'We're better together'. A very big thank you to Councillor Rosemary Boneham from The Hills Shire Council for donating her time to undertake the very difficult job of selecting the winners.





Community Access and Self Care

This year has been another successful one for the Community Access and Self-Care (CASC) team. Our frontline staff have demonstrated exceptional dedication in providing high-quality care to our participants. Their commitment has been crucial to our achievements over the past 12 months.

Our participants have been actively pursuing and achieving their goals, thanks to the support from our staff. We continue to see progress as they work towards their goals, maintain their independence and develop new skills.

The CASC team currently focuses on two main areas of service delivery: Community Participation and Daily Activities within the home. Additionally, we have launched a new skills training program centered

on online safety which supports young people with a disability to participate in the rich and expansive world of the internet while minimising risks that disproportionately harm them. This free resource has been designed to empower participants and their support network adopt safe online practices and while we are still in the early stages, the initial feedback from our trials has been very positive.

We also want to recognise our Healthy Start participants who have successfully completed a parenting program led by our skilled support staff.

As we navigate the changes of the past year CASC remains committed to growing our services and delivering the highest quality care to all our participants.

BELOW ARE A FEW GOALS ACHIEVED BY OUR PARTICIPANTS

- Securing new employment
- Attending work with support
- Commencing studies
- Visiting family and friends who live far away
- Participating in gym classes and swimming lessons
- Taking music lessons and engaging in music therapy
- Attending Fitability classes
- Engaging in hydrotherapy
- Completing travel training and using public transport independently
- Attending church and bushwalking
- Maintaining a healthy lifestyle through regular exercise
- Going on excursions to Newcastle, Canberra, the Blue Mountains, Oberon, and the Central Coast
- Receiving domestic support to maintain their homes



Feature Story

Richard – 20 year milestone

Interaction's CEO Brett Thompson presented long-term employee Richard with a certificate and gift in recognition of his achieving 20 years of service with the organisation.

Richard shared that he has worked with the same participants for the majority of his time with Interaction and enjoyed being able to spend time with them.

Congratulations Richard and thank you for your dedication to Interaction's participants and the organisation.





Behaviour and Allied Health Services

The Behaviour and Allied Health Services (BAHS) team specialises in providing tailored support to people with disability, with a strong focus on improving their quality of life through individualised behaviour support plans and psychological interventions. We conduct comprehensive assessments that identify each participant's unique needs and goals, which are essential in creating personalised support plans that align with the NDIS's emphasis on individual choice and control.

Each participant receives a service plan that outlines specific, relevant interventions aimed at addressing their particular challenges and aspirations.

The BAHS team collaborates closely with other providers, including support coordinators, medical practitioners, carers and other allied health services, to ensure a holistic approach to care.

Our services include:

- **Behaviour Assessment and Support Plans:** We develop and implement strategies to address behaviours of concern and foster positive outcomes.
- **Psychological Therapy:** Our therapeutic services promote mental health and emotional well-being.

- **Consultation and Training:** We provide guidance to families, caregivers, and support workers on best practices and effective behaviour management strategies.

Over the past year, the BAHS team has experienced significant growth, both in size and capability. Our team now includes 21 members, including psychologists, behaviour support practitioners, a provisional psychologist, and administrative staff – and we now support 240 participants. This expansion has been instrumental in meeting the growing demand for services.

Our team members bring specialised expertise in areas such as Prader Willi Syndrome, autism, developmental disabilities, psychosocial disabilities, dementia and trauma-informed care. The expansion has allowed us to increase our geographical reach, expanding services to more suburbs and regional areas around Sydney, and enhancing accessibility for participants. We have also established additional office locations and therapy room space in the Newcastle area.

Our participants have demonstrated significant progress in managing behaviours of concern and achieving personal goals. As we continue to grow, our focus for the upcoming year will be on managing resources efficiently and ensuring that all

team members are well-supported to maintain high standards of care. Ongoing professional development is a key priority, ensuring that all staff members stay informed of evolving best practices and remain equipped with the latest skills and knowledge.

We will continue to build partnerships with local organisations, schools, and healthcare providers to strengthen collaborative efforts and support networks for participants.

The growth of the Behaviour Support and Psychology team has significantly enhanced the support available to our participants. Through increased staffing, expanded services, and improved infrastructure, we are better equipped to address the diverse needs of our participants. Continued focus on resource management, professional development and securing sustainable funding will be essential for maintaining and building on our current achievements.

The BAHS team remains committed to providing specialised, individualised care that supports participants with disability in achieving their goals, improving their well-being, and enhancing their overall quality of life.

Kim Konowec
BAHS Practice Manager

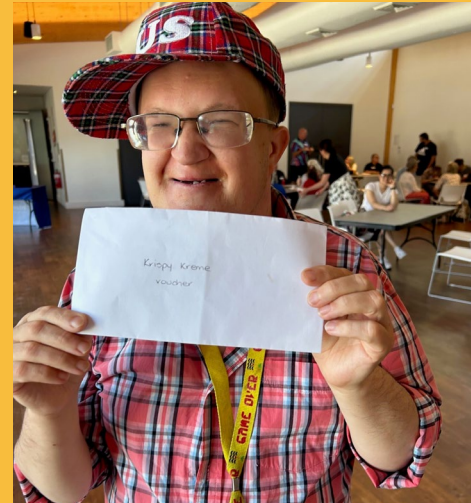


Activities and Events

Family Day



Featherdale



Christmas Party

It was wonderful to have everyone together at our 2023 Christmas party in their festive best. The highlight of the celebration was everyone dancing to retro beats by DJ Darran and posing with the Photobooth props. Everyone loved the Christmas gifts and had a great time!



People and Culture Report

In the past financial year, Interaction experienced a reduction in its workforce, marking a decrease of around 16%. Despite this significant reduction, the organisation maintained a low staff turnover rate, which remains commendable compared to other sectors.

A key aspect of this workforce change was the reduction in the number of casual employees, reflecting a strategic focus on stabilising the workforce with more permanent roles to ensure better continuity of service and care for our participants.

The Support Coordination team saw further growth this year, driven by increasing demand for these services. Accommodation continues to be the largest service area in terms of staff numbers, underscoring its critical importance within the organisation. Additionally, the number of Behaviour Support Practitioners continues to rise, reflecting the growing need for specialised support services.

Interaction aims to maintain a balanced blend of age and skill across its workforce ensuring equal opportunity and diversity in the workplace. This diversity enables effective skill and knowledge sharing, enhancing both awareness and productivity. The age composition of Interaction's workforce is also instrumental in guiding contingency and succession planning. The demonstrated exceptional loyalty and commitment from staff continues to make Interaction an attractive and rewarding place to work.

Throughout the year, the People and Culture team focused on providing enhanced support to frontline staff, particularly during challenging operational periods. These efforts were crucial in ensuring that Interaction could maintain its high standard of service delivery to all participants. Ensuring that each staff member had access to systems, processes, and policies was a key priority.

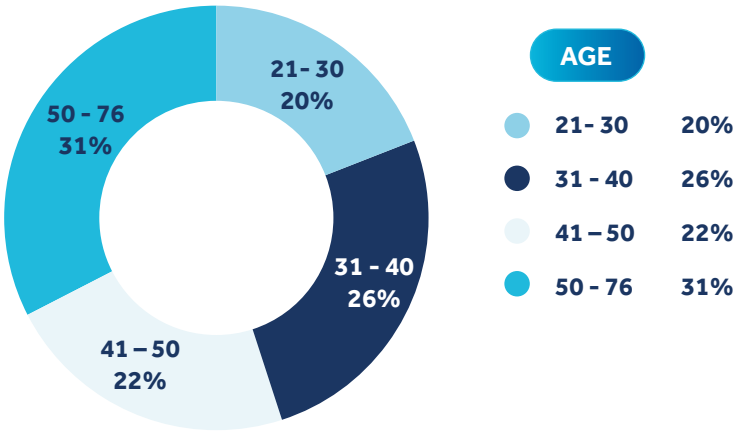
To enhance staff knowledge, the People and Culture team organised an impressive lineup of 16 training courses, featuring the invaluable Mental Health First Aid Training, expertly facilitated by Mental Health First Aid Australia. This initiative not only empowered staff but also strengthened the organisation's commitment to fostering a supportive and knowledgeable workplace.

With the successful implementation and rollout of the cloud-based HR & Payroll platform namely Employment Hero HRIS at the forefront, the team drove seamless compliance across the organisation, bridging the gap between HR and Payroll. This powerful tool not only streamlined processes but also enhanced our commitment to efficiency and accuracy throughout the business.

As we move forward into the next financial year, Interaction remains dedicated to fostering a stable, engaged, and diverse workforce. The People and Culture team is dedicated to propelling the business toward strategic goals by ensuring compliance with legislation and prioritising the safety and well-being of all employees. The team will continue to prioritise employee support across all service areas, ensuring that our staff are well-equipped to succeed in their roles.

Cindy Werbenec
People and Culture Manager

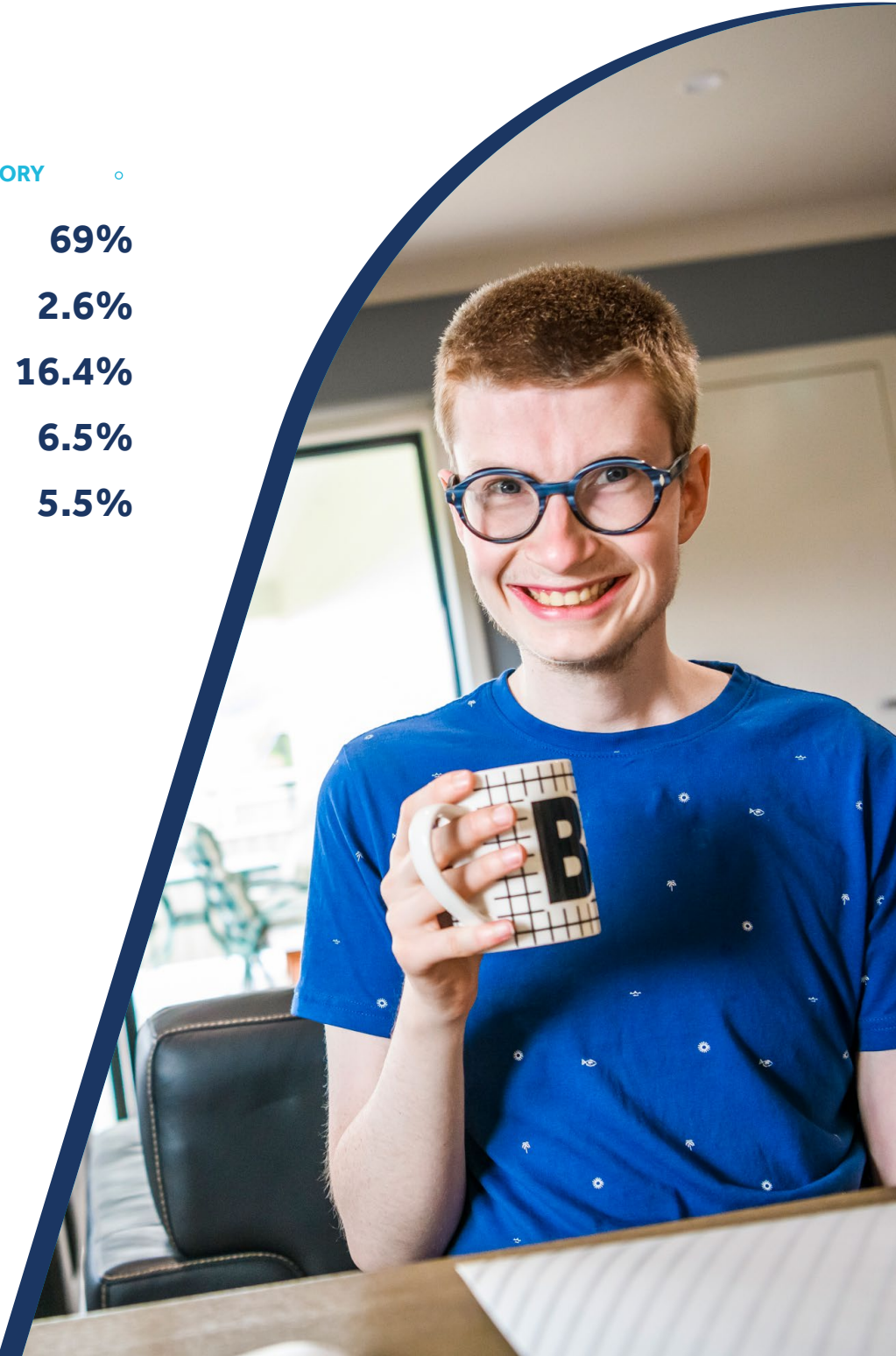
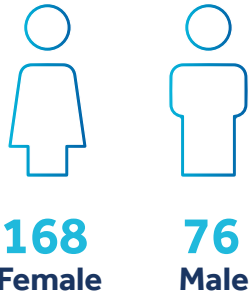
STAFF BREAK DOWN BY AGE



STAFF BREAKDOWN BY CATEGORY

Accommodation	69%
Support Coordination	2.6%
Community Access and Self Care	16.4%
BAHS	6.5%
Administration etc	5.5%

GENDER BREAKDOWN



Staff Satisfaction Survey

At Interaction, we strongly believe that if our employees are happy, there will be a roll-on effect resulting in positive relationships with our participants. To ensure that we are providing the support our staff need to be able to best perform in their individual roles, we engage Insync, an external agency to survey all employees.

In the most recent survey, Interaction staff responded that the top 3 things that Interaction does well are:

88%

Upholding the highest ethical standard

81%

Supported the mission strategy and governance process

81%

The person I report to supports teamwork

Interaction staff responded that our greatest strengths are:



Team Leadership



Team Effectiveness



Long Term Direction



Has good support for its workers and has good managers



Enables a work life balance. Encourages staff to place participant first. Focuses on positive outcomes



The caring of clients and families. Effective communication via teams, email, Employment Hero



Person-centred supports, flexible working arrangements



Good working environment, good teamwork and lovely clients to work with



Assists participants to live their best lives. Communicates staff achievements on Employment Hero feed. Cares for each employee's wellbeing



Teams work well collaboratively, and documents are easy to implement



Friendly management, good pay, good communication



Work flexibility



Provides quality care, support and advocate for clients

Participant and Family Satisfaction Survey

Focusing on the needs and wants of participants and families allows Interaction to provide the best possible supports. The annual Participant and Family Satisfaction Survey carried out by Insync helps us to better understand the quality of our current practices as well as areas for improvement.

In the most recent survey, participants and families responded that their top 3 experiences with Interaction are:

92%

Being confident to speak to staff about their concerns and feedback

96%

Staff respecting participants privacy

94%

Information was kept confidential

PARTICIPANT NEEDS AND SUPPORTS

I am treated with dignity and respect	93%
I feel safe when supported by Interaction staff	92%
I am involved in decision making about the support I receive	92%
Interaction staff are trained to support me	87%
Interaction responds to my needs in a timely manner	86%
Interaction helps me set and work towards achieving my goals and aspirations	84%

ACCOMMODATION SUPPORTS

My home is clean and tidy	100%
My home is safe to enter and exit	100%
I am offered a variety of nutritious foods	92%
Everything in my home works well (lights, TV, toilet, sink, etc.)	88%
My home and garden are maintained	84%



Reliable, efficient and considerate



IDS provides a safe home and quality of life and care of health and diet



Support is very professional



Quick response and take necessary action whenever needed



They are helpful and friendly and can treat every request promptly with humour



Interaction provides a broad range of services, and from personal experience their therapists have always been friendly, professional and caring



Deep knowledge and experience of kids with PWS



Staff are Friendly. And helpful



The consistent accurate advice delivered in a friendly professional manner



Well trained, caring and knowledgeable staff



Staff listen and genuinely try to customise a plan to suit my daughter, no textbook answers



The staff are caring and wonderful with the clients



Prompt attention. Good communication. Good knowledge of NDIS

Employee of the Year

We congratulate all staff nominated for Employee of the Month Awards. Listed are the recipients, along with the Employee of the Year, who were recognised by Interaction's CEO and Executive Leadership Team.

Employee of the Month

Hadi Rached

Hadi is committed to implementing activities and skill-building tasks while showing initiative to help his participants achieve their goals.

Natasha Tmusic

Providing support and care to a participant through a particularly difficult time to achieve a positive outcome.

John Idahosa

Providing excellent support, compassion, and care for a participant during their medical process.

Ashleigh Collins

Providing support and leadership to her teams and being a strong participant advocate.

Kylie McCausland

Providing ongoing support and advocacy to participants and bringing forward great ideas to improve the accommodation program.

Holly Nicol

Being responsive and working effectively across different divisions and providing continual guidance and support to her teams.

Hayley Becus-Higgins

For supporting a colleague following a difficult day providing support.

Employee of the Year

Kimberly Herivel

Always supporting her team with a positive attitude, strong work ethic, and dedication to Interaction and its participants.



Goal Kicker of the Year

Goal Kicker of the Month is a way for us to recognise the hard work our participants put in to achieving their goals. The 2023 Goal Kicker of the Year was announced at the Christmas Party and all monthly winners are listed below.

Goal Kicker of the Month

Abby Sissi

For gaining employment following graduation from Year 12 and being more confident and independent in the community.

Georgia Goss

For delivering a clear and confident speech at her touch football presentation.

Emma Dobrogosz

For achieving a top 4 place in a school public speaking competition.

Tabatha Gilchrist

For improving her well-being by increasing her routine physical activity

Teresa Cardona

For stepping out of her comfort zone and self-initiating attendance at the gym to better her physical and mental health.

Nathan Dollin

For consistent weight loss through enthusiastic attendance at the gym and his cardio classes.

Jack Fogarty

For contributions to the development and review of Easy Read policies.

Naomie

For securing a work placement at Amazement Farm and Fun Park.

Daniel Spaccavento

For achieving his goals which includes meeting and engaging with people and his involvement in a video for Prader Willi Syndrome awareness month.

Aidan Flannery

For successfully transitioning to shared accommodation living.

Goal Kicker of the Year

Aidan Fasanella

For working very hard towards his weight loss goal. Over the last couple of years Aidan has consistently exercised and with healthy eating achieved his weight loss goal of 15kg.



Finance Report

In the financial year 2024, Interaction demonstrated significant progress in our ongoing transformation efforts, returning positive financial results despite a challenging economic environment. Our strategic initiatives focused on enhancing data visibility, safeguarding financial data, and data integrity. We have been successful through effective management decision making, resulting in a substantial reduction in Operating Net Deficit compared to fiscal year 2023.

We experienced improved revenue generation in our Behavioural and Allied Health Services and Accommodation Services, which contributed to our overall financial performance. Additionally, we implemented effective cost management strategies that included a significant reduction in brokerage usage through streamlined workflow processes. Notably, our Operating Net Deficit decreased from (\$1,004,795) in FY2023 to (\$394,177) in FY2024, representing a remarkable 60.8% improvement. While the Asset Revaluations contributed significantly to the overall financial position, the underlying Operating Net Deficit indicates that there is still room for improvement in Interaction's core business operations.

The successful implementation of our new Rostering System and Client Management System has been pivotal in streamlining processes, enhancing data visibility and integrity. These improvements have allowed us to develop more meaningful participant relationships, setting a solid foundation for sustained growth and resilience in the coming years. As we continue to leverage these systems, we anticipate further improvements in our decision-making processes, resource allocation, and ultimately, our ability to deliver improved services to our participants while driving financial growth.

Looking ahead to financial year 2025, management remains focused on strategies aimed at further reducing Operating Net Deficit and strengthening our underlying performance. We will prioritise optimising revenue streams, implementing additional cost-saving measures, enhancing operational efficiency, and exploring growth opportunities. Our overarching goal is to achieve sustainable profitability in our core operations while reducing reliance on non-operating gains such as asset revaluations.

While we have made significant strides in reducing our Operating Net Deficit and improving our financial position, we recognise that there is still work to be done to achieve sustained profitability in our core operations. Our core focus remains on delivering long-term value to our stakeholders through continued operational improvements and strategic financial management.

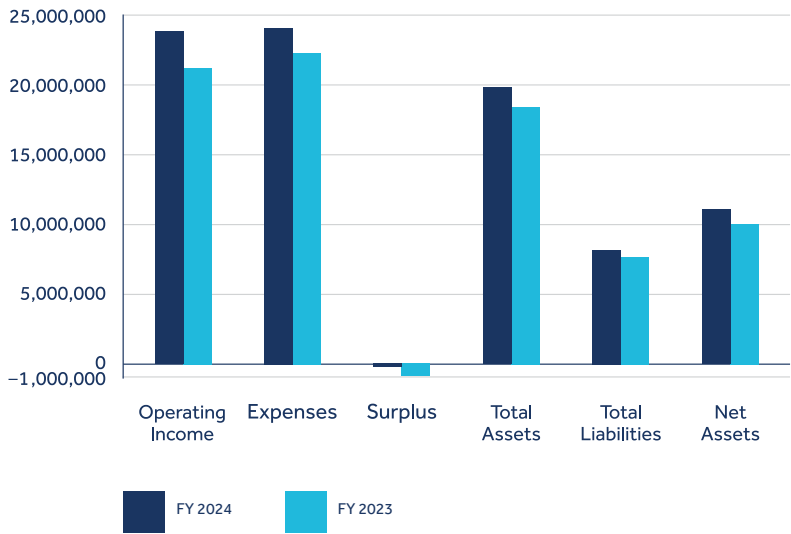
Interaction's financial reports have been thoroughly prepared in strict adherence to applicable Australian Accounting Standards and in full compliance with the requirements outlined in the Corporations Act 2001.

Robyn Downie
Chief Financial Officer

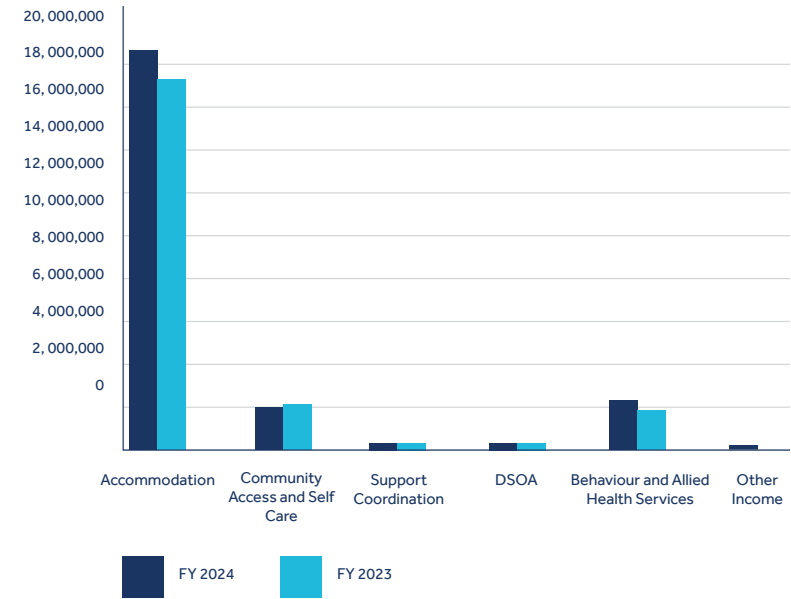


Financial Highlights

FY 2024 vs FY 2023



FY 2024 vs FY 2023 - per Service & Supports



Statement of Financial Position

AS AT 30TH JUNE 2024

	2024	2023
	\$	\$
ASSETS		
Current Assets		
Cash and cash equivalents	1,734,545	1,784,345
Trade and other receivables	1,567,472	1,059,280
Assets held for sale	6,840,000	-
Total current assets	10,142,017	2,843,625
Non-current assets		
Property, plant and equipment	9,040,918	14,616,197
Right-of-use assets	245,008	322,776
Total non-current assets	9,285,926	14,938,973
TOTAL ASSETS	19,427,943	17,782,598
LIABILITIES		
Current liabilities		
Trade and other payables	1,414,441	650,060
Borrowings	464,760	464,760
Lease liabilities	37,429	148,133
Employee benefits	1,400,659	1,272,876
Total current liabilities	3,317,289	2,535,829
Non-current liabilities		
Borrowings	4,142,464	4,433,821
Lease liabilities	224,786	187,695
Employee benefits	532,252	558,223
Total non-current liabilities	4,899,502	5,179,739
TOTAL LIABILITIES	8,216,791	7,715,568
NET ASSETS	11,211,152	10,067,030
FUNDS		
Accumulated funds	5,088,785	5,482,962
Reserves	6,122,367	4,584,068
TOTAL FUNDS	11,211,152	10,067,030

Statement of Profit or Loss and
Other Comprehensive Income

FOR THE YEAR ENDED 30 JUNE 2024

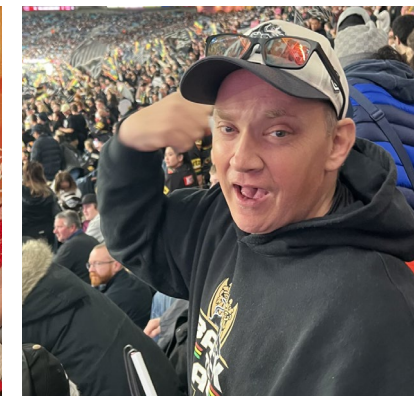
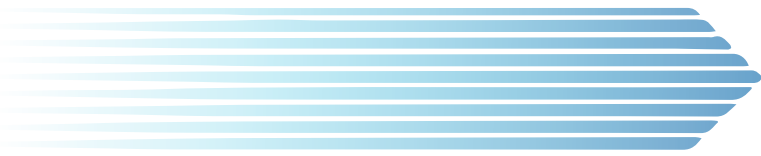
	2024	2023
	\$	\$
Income	23,525,817	21,812,005
Employee benefits expense	16,297,578	(15,178,590)
Gross Margin	7,228,239	6,633,415
Interest received	11,938	11,399
Other income	33,489	30,728
Gross Income	7,273,666	6,675,542
Other Expenses		
Indirect wages & on-cost	(4,002,690)	(3,802,925)
Depreciation expense	(387,252)	(473,819)
Finance expenses	(369,900)	(313,149)
Loss on disposal of assets	-	-
Motor vehicle expense	(109,059)	(148,295)
Occupation costs	(195,564)	(105,488)
Other client expenses	(825,191)	(746,093)
Service charges	(709,326)	(1,107,724)
Other expenses	(734,810)	(797,817)
Professional fees	(334,051)	(185,027)
	(7,667,843)	(7,680,337)
Surplus (deficit) before income tax	(394,177)	(1,004,795)
Income tax expense	-	-
Surplus (deficit) for the year	(394,177)	(1,004,795)
Other comprehensive income	1,538,299	-
Total comprehensive income(loss) for the year	1,144,122	(1,004,795)

Statement of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2024

	2024	2023
Opening retained equity	10,067,030	11,071,825
Surplus/(loss) for the year	(394,177)	(1,004,795)
Net gain on revaluation of land and buildings	1,538,299	-
Closing retained equity	11,211,152	10,067,030

Out and About





1300 668 123

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