

Western Australia's Individualised Services Inc.

Annual Report 2015/2016

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Whose Life is it Anyway' Conference 2016

### WAiS is passionate about working alongside people, families and organisations, and strategically across government bodies and the wider community to influence, and promote the delivery of best practice in individualised services.

## **Vision, Mission and Values**

#### Vision

People living their lives, their way.

#### **Mission**

To promote and advance individualised, self-directed supports and services.

#### Values

Individuals at the centre | Integrity in practice | Innovation in delivery | Collegiate in culture.

#### Living your life your way

WAIS is committed to exploring and supporting people's choice, control and ability to determine and direct their own lives. Our work together

WAIS is a community of like-minded people working in partnership at all levels with individuals at the centre, to influence and develop innovative individualised, self-directed supports and services.

#### Our member community

WAiS members stand together to share their ideas, experiences and to grow their expertise to deliver best possible individualised services.

## **Committee Members**

WAiS is a community of like-minded people working in partnership at all levels with individuals at the centre, to influence and develop innovative individualised, self-directed supports and services.



Darren Ginnelly Chairperson

My Place, Managing Director



Rosie Lawn Avivo, Chief Executive Officer



Deb Browning One to One, Director



Elizabeth Barnes Directions Disability Support Services, Chief Executive Officer



Leanne Pearman Secretary

WAIS, Chief Executive Officer



Helen Berry Community Vision, Chief Financial Officer



Justin O'Meara-Smith Rise, Divisional Manager

## **Chairperson Report**

### **Darren Ginnelly**

### Chairperson's Report

WAiS continues to be sought after by the NDIA, the WA NDIS and the disability sector generally to deliver quality values based training and programs that assist organisations, individuals and families to navigate their way into and through the disability sector and the NDIS. We continue to work in close partnership with the Disability Services Commission and we sincerely thank them for their on-going support for WAiS. We look forward to continuing our work into 2017 and achieving good outcomes for people with disability and disability support organisations.

The Committee of Management has focused its attention this year to developing and improving our governance arrangements. Throughout the year we have developed a suite of policies that primarily focus on risk factors including CEO and Board protocols. Whilst WAiS is not a service provider as such it is important that we have a suite of policies that guide our performance. This body of work will continue in 2016/2017.

The Committee of Management continued engaging with Shane Davies from DaviesBDM. The strategic planning day held in March was timely and enabled the Committee to focus on its strategic direction. Broadly the following key areas were agreed to and will be progressed throughout the next year or so.

### 1. Refining WAiS' values

The current values were reviewed to ensure they reflect what WAiS stands for and believes in. There was agreement on the values and these will be progressed to ensure they are understood in plain English.

### 2. Target Markets

The Committee of Management spent time understanding its position in current markets and looked at critical issues for success in emerging and future markets including identifying new markets.

### 3. Brand

We agreed that we need to refresh our brand and ensure the brand's message is clear, concise and matched by the quality and range of services it offers. The brand and brand communication should be 'contemporised' so that it more accurately reflects the 'of today, for tomorrow' positioning expected of a thought-leading organisation.

### 4. Services

The Committee of Management agreed that a more defined and simplified service offering for each of WAIS's target market segments should be developed. The use of simple, clear, focused language is critical to help people outside the sector (DIYers and connected community) better understand and connect with WAIS.

### 5. Research and Service Development

The Committee of Management view this as a cornerstone for advancing the cause for individualised, self-directed services and support.

### 6. Governance

WAiS will continue to develop its governance arrangements to ensure we have a solid foundation to operate from. A particular focus has been on the current membership structure within WAiS to ensure members are engaged and able to contribute their skills to WAiS. We engaged Davies BDM to undertake this body of work which we will progress in 2017.

I am sure you will agree this is a solid and exciting strategy platform for WAiS to progress. Leanne and her team have started developing an operational plan to progress some of these areas and we look forward to keeping our members and supporters informed along the way. WAiS continues to engage with its members through a variety of avenues and will continue to look at ways to engage with our members as our membership base continues to grow and diversify. In particular we re-engaged with members through our regular member meetings throughout the year. These are often well attended and include guest speakers on issues relevant to members. I thank Dr Greg Lewis who chaired these meetings throughout the year.

The year ahead will continue to be challenging for WAiS and the disability sector as a whole. What we all hope is that we gain some certainty with the announcement of the NDIS that will operate here in WA.

We would like to thank our supporters for the support we have had over the year including Lottery West, NDIA and the Disability Services Commission. Your support is certainly appreciated.

The WAiS team led by our CEO Ms Leanne Pearman has done a great job and the Committee express our sincere thanks to Leanne and her team who have worked incredibly hard to support members, deliver project outcomes and organize events. There have been changes to the roles and personnel along with new personnel joining the team.

Finally, a thank you to the Committee of Management who have remained committed to WAiS and its objectives despite being involved in a period of significant change and busyness affecting their own organisations.



Darren Ginnelly

Life is about being who you want to be with, it's about you making your own decisions. It's about a life that is worth living and it should be the person whose life it is who makes those decisions

~ Stephen Hinkle

## **CEO** Report

#### Leanne Pearman

Welcome to our 5th Annual Report for WA's Individualised Services. This year for WAiS, and for many of you, has been busy, action packed, exciting, and challenging!

The design, and implementation of the National Disability Insurance Scheme (NDIS), the biggest support and funding reform our Nation has known, has been so very welcomed by millions of people wanting a better life for themselves or for the people they love, care or support.

The practical roll out of the NDIS across the Nation, together with our State trials means there has been significant impact and changes for people with disability and/or psycho-social disability, their families, service providers and government bodies.

Some of the impact of these changes, no matter where you sit, have been great, some have been good, some have been mediocre, some have been not so good, some have been terrible. YET, what the scheme offers, and the potential future for all of us, for generations to come, means this is worth getting right. It is worth hearing about what works, hearing about what doesn't work, finding ways to work together to resolve the issues and to develop genuine partnerships to get it right. As Australians, as citizens, as people, we ARE all in this together, as it is about ALL of our futures.

Our work at WAiS has been about bringing people together, providing support, information, guidance, mentoring, developing workshops and resources about Individualised Services, but also learning more by "How power and influence are exercised is critical in building trusting partnerships. As a more mature and mutual relationship develops, the shift from "power over" to "power with" occurs".

~ Hanns Meissner

"If you get relationships right... everything else will fall into place"

~ David Pitonyak

gathering information, experiences, issues from people, families and providers about the things that matter to them.

WAiS utilises this, together with our own experiences through our work, to provide strategic advice and information to Government, both locally and nationally, with the intention to provide feedback into this critical future system of support.

The NDIS offers so much opportunity, the greatest being people having Individualised funding to support them to have a good life. In the system is it known as 'social and economic participation', but what it actually means to people is being able to have their home, have paid work, have friendships, and participate in things that are meaningful to them and the community.

Whilst Individual funding is the start of people being able to choose and direct the support they want and need, funding is not the single answer to make it happen. People who want supports and services, can choose to manage the funding and supports themselves, or they can choose a provider to do it for them, or they can have a mix of both. The important thing to remember is that people having good lives is NOT just about funding. Many times, people have said to us, across the world, "if we have individualised funding, but the only things to 'buy' are things that we don't want or not flexible, then the idea of choice and control is not genuine". People want to utilise their funding to 'buy' the things that make a difference to them that supports them to have the things we all value.

Some of our WAiS work has been supporting service providers to think about what they are offering people, and if this matches what people are genuinely wanting and needing, with WAiS then supporting them to take action to change, to be more flexible and responsive to people in both approach, design and delivery of services. The importance for people, who want and need a service provider, to have a service that is willing to be in partnership, willing to invest in people, willing to be flexible, willing to listen and hear what is being said and what is not being said, willing to be challenged, and who see this as their key work, cannot be underestimated. It is what people and families have told us makes the difference between them, or their loved ones having supports toward the good life they want, or not.

Our WAiS work, directly with people and families, providing information, support, mentoring and workshops has been an ongoing and two-way learning process. We have very much appreciated the opportunity to do this, and in turn utilise this learning to influence and feed back into the formal system, both at a state and national level. Sometimes, a system, such as the NDIS, promising much for the future to us all, and especially for those most vulnerable, can be fraught with challenges and lots of heartache getting it right. Getting it right, also requires an investment. It means tapping into, investing in, and building everyone's capacity – people, families, communities, service providers and funders to ensure that we are learning together and from each other. If this is to happen, we need to all be at the table. Our WAiS work seeks to do exactly that. We seek to bring people together, all of us, from wherever we sit, to learn, to share, to feedback, to impact the system and our community so it works for everyone. This NDIS reform is going to be a long term challenge for all of us, but IT IS worth it. It is worth getting RIGHT, for all of our futures and for generations to come.



Leanne Pearman

# **OUR WAIS WORK**

Over the past year WAiS has embraced the opportunity to contribute to, influence and lead the progression of Individualised Services through Policy and Strategy, Capacity Development, Information and Resources, Creativity and Innovation.

## **POLICY AND STRATEGY**

WAiS has continued to establish its strong profile amongst the Disability Sector and more broadly, and is represented on a number of Strategic Advisory Groups, as well as contributing to central Policies and Projects. Some of these include the following:

### **Positions on Key Advisory Groups**

- CEO Roundtable Disability Service Commission's (DSC)
- Disability Sector Procurement Reform Steering Group DSC
- The Disability Coalition Group
- Individual Support Living (ISL) project Curtin University
- Safer Services Steering Committee NDSWA. See more information below
- Disability Abuse and Neglect Taskforce PWDWA. See more information below

### Safer Services Project

This two-year collaborative research project aims to enhance the safety of people with disability by assisting disability service organisations (DSO) and service users to increase their safeguarding capacity. The project is funded by LotteryWest and will be conducted in partnership with National Disability Services (NDS) Western Australia (WA).

The objectives of this project are to: Identify disability service stakeholders' perceptions and understandings of the current safeguarding practices of DSOs, including identifying gaps and processes or interventions which might address these gaps; Examine current disability safeguarding practices through a review of

Policy and Strategy Influence the State and National systems through leadership and strategic advice. relevant literature and; Develop (and/or source), pilot and evaluate strategies, tools and processes by which DSOs might measure, assess and increase safeguarding capacity.

WAiS is a member on the Steering Committee for this project, and participated in the NDS and Curtin University study as part of phase one of the project.

### **Disability Abuse and Neglect Taskforce**

The Disability Abuse and Neglect Taskforce, set up by PWDWA, sets out to bring a range of stakeholders together, across a range of areas, including health, justice, education, disability, mental health, and sexual health to name a few, to:

- Investigate and review the recommendations as stated in the report 'Behind Closed Doors - preventing violence, neglect and abuse against West Australians with disability
- Advise on the most appropriate method to implement recommendations
- Advise and engage with appropriate stakeholders to deliver recommendations

This project is in its early stages, however, has a strong group of people and organisations involved.

### Shared Management and Shared Living within the NDIS

WAiS prepared a submission to the NDIA outlining the key elements, objectives and principles of Shared Management, and made recommendations to make Shared Management explicitly available to participants in the trial and to evaluate it in WA, given the experience and history of Shared Management in this State.

WAiS also prepared a similar submission to the NDIA in relation to Shared Lives support model (co-residency and host family/homesharer type support arrangements).

Both these submissions were prepared in response to a request by the NDIA to better understand these models of management and support. WAiS also met with key personnel from NDIA Geelong to discuss Shared Management and Shared Lives.

### Contribution to the NDIS Act review

In late 2015, the Australian Government commissioned Ernst & Young (EY) to conduct an independent review of the National Disability Insurance Scheme Act 2013 (Commonwealth), as required under section 208 of the NDIS Act. The purpose of the review was to assess the operation of the legislative framework for the NDIS and to develop recommendations as to whether there are any improvements that can be made to better support the objectives and principles of the Act. WAiS took the opportunity to contribute a submission to the review.

### **CAPACITY DEVELOPMENT**

WAiS continues to promote and advance our vision of 'people living their lives, their way'; through a range of strategies and services which tap in to the existing abilities of people, families, communities, organisations and systems to increase and support self-direction.

### Capacity Development

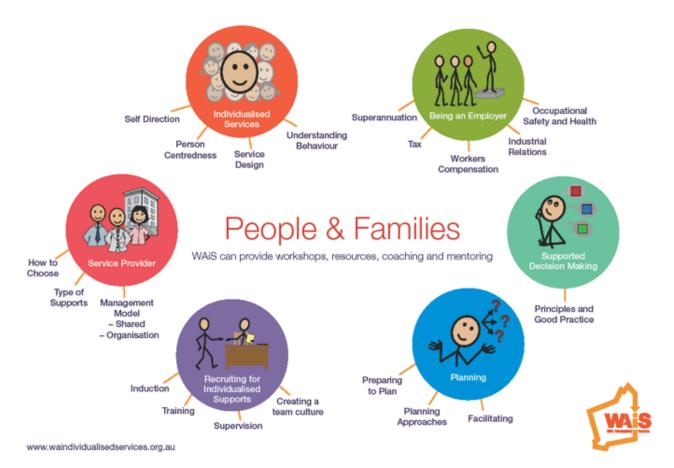
Tap into **existing abilities** of people, families, communities, organisations or systems to increase and support self-direction.

### **Our Member Community**

Now, more than ever, people want, and are encouraged to take control of their supports and services, whilst service providers are challenged to find ways to genuinely respond to people in the new system. All parties are seeking information, taking up opportunities to understand and learn more about self-direction, Individualised Services, choice and control, and how this looks in real life. Bringing people together to think about, learn, connect and support each other is part of our important WAiS work. WAiS is committed to working with organisations, people and families to support the viable development of individualised supports and services. This year our membership portfolio grew significantly. WAiS had thirty two (32) Individual members and thirty eight (38) Organisational members.

Our membership community has met every three months to connect and support each other with WAiS providing a variety of guest speakers including the National Disability Insurance Agency (NDIA), Disability Services Commission (DSC) and KPMG. The meetings also provided a valuable forum to update our members on current and future WAiS projects.

### **People and Families**



In 2015, WAiS was funded by the Disability Services Commission to continue our work with people and families to develop their capacity in regard to Individualised Services and self and share managed options. We have a small team of staff consisting of people with lived experience, family members and people who have worked in the sector for a number of years. Each person brings a unique perspective to the role as Individualised Services Advisors. Some of the areas we provide support to include Understanding Individualised Services, Planning, Supported Decision Making, Employing your own supports, and Recruiting your own supports.



Over the past year, there has been a continued interest in our 'Engaging Your Own Supports' Workshops from people who are currently self-managing, or who are interested in learning more about employing their own supports. These workshops provide information to people with disability and their families to; confidently and successfully recruit and attract support workers; and, to understand the legal and technical issues involved in directly engaging their own supports. This includes Industrial Relations, Taxation, Superannuation, Workers Compensation and Health and Safety legislation.

With the support of Local Coordinators, WAiS ran these workshops in a number of different regions with Local Coordinator's and people and families attending together. This approach has facilitated a space where people can openly ask questions, and garner the most up to date information at the same time. Attendees have told us that this approach works well, and has led to further conversations around self-management between people and their Local Coordinators, as well as an increase in demand for WAiS to provide one to one support to individuals and families especially in the area of legal and technical obligations.

It was great to see the interest in the Preparing to Plan resources at the recent 'All Abilities Expo' from students, families and teachers. Working in partnership with schools continues to be an area of growth for WAiS. Over the past year we have been able to share with people the importance of Creating a Vision, using the Preparing to Plan resources to help with the transition from school to work, and to help understand behaviour and problem solve solutions, and to begin discussions to explore what life could look like.

### The Young Self Managers NDIS Peer Support Group

This year, WAiS was invited to be part of an NDIA funded Peer Support Grant, with the specific purpose to establish a Peer Support Group for young people who self-manage their funding. This group meet monthly, along with their supporters, to share their experiences as managers



of their own supports. The group determines the topics they want to explore. A major theme for this year has been safeguarding; with group member's trialing new safeguards, in the areas of security at home, medical emergencies, interviewing of support workers, support worker back up arrangements and management of finances. Ben Keely and Linda Perry have both been guest speakers on this theme. Members have expressed they value the format of the meetings, the inclusivity of people with complex communication needs and the exploration of relevant topics. The focus for future meetings is to develop a framework for getting feedback from the support staff they engage, which identifies: what feedback they would like to get; what measure matters to them; and the ways they will they get feedback.

### **Microboards Peer Support Group**

A group of families, and Microboard members have been meeting to source information about how a Microboard can engage with the NDIS system, and particularly in relation to a range of options for Microboards to manage individualised funding.

This information is being shared with a wider group of people connected with Microboards, through successive meetings. The group has also met with an accountant a legal consultant and a CCI business consultant to build knowledge and capacity for Microboards to be employers of paid supports, in the NDIS system. Contact with Worksafe has also been initiated.

### **Service Providers**



### Leading into the Future, Delivering Excellence: Provider Program 2015/16

Supported by the Disability Services Commission, WAiS was pleased to continue to deliver another year of the Provider Development Program: Leading into the Future, Delivering Excellence. The focus of the program this year was to support Service Providers to learn about responding to people and families in the new market – whilst having the support of WAiS to test out approaches within their organisation. The program focused on the practical elements of delivering individualised supports and services, and aimed to support and lead change towards the progression and development of personalised and responsive services for people and families. Participating providers from across Perth and Regional areas received targeted support through coaching, workshops and consultancy, to work on their individually tailored development plans.



Some examples of focus areas chosen this year by providers include; Operational Governance and Strategy; Developing a Supervision Platform and Leadership for Change program; Ambassadors of Change program; iThinkers- an internal development program for front-line staff and coordinators which supported cultural change; The Customer Journeythrough the lens of the individual; Shared Managementthe Legal and Technical Issues; Facilitating Inclusion; Planning; Understanding Self Direction, and Individual Service Design.

In addition to receiving individualised coaching, mentoring and tailored in-house workshops and programs, the Provider's internal 'delivering excellence team' had the opportunity to participate in the 'Delivering Excellence' Core Workshops delivered by the WAiS team, guest speakers, and specialised expert consultants. These included; Leading Culture Change, Marketing in an Individualised Funding World, Exploring Individualised Options, and Quality and Outcome Reporting.



#### Information and Resources

Provide information and develop resources to support self-direction and individualised services.

"fostering a climate of safety and honesty is paramount if human service agencies are to become responsive, effective, innovative organisations"

## **INFORMATION AND RESOURCES**

WAiS held a number of workshops and events for our member community, as well as the broader disability sector, which continue to focus on developing and delivering innovative individualised services. WAiS is committed to partnering with people and families and working in collaboration with our member organisations and key stakeholders, to provide opportunities for people to come together to learn from each other through the sharing of experiences, stories and resources.

#### **Events**

### Individualised Services and the NDIS: Regional Workshops

WAiS in partnership with the Disability Services Commission, visited the Midwest, Kimberly and Pilbara regions to deliver presentations and host community conversations around the NDIS, with a focus on exploring what Individualised Services and supports are, and what self-direction could look like under the new scheme.



Kununurra



Geraldton



### If this the right thing why is it so hard?" Workshop facilitated by International guests Norm Kunc and Emma Van der Klift,

This workshop centred on communication strategies for people and organisations in their work together. Norm and Emma outlined a number of practical skills that we all can use to defuse contentious situations and channel conflict into a constructive process that can nurture trust, clarify differing perspectives, and promote a search for mutually beneficial solutions.



# Introduction to Microboards Workshop presented by Linda Perry (BC) Canada

Linda Perry from Vela Microboards Association, along with a person with a Microboard, and a parent from Microboards Australia presented a workshop which provided an overview of what a Microboard is, and how they work as a great example of individualised support, consistent with the WAiS vision of people having access to a range of individualised support models.



# Daring to Dream' MAP and PATH workshop series with Heather Simmons.

This very popular 3 day course was delivered twice in 2015. It is a highly interactive and practical series, with participants being actively involved in the roles of process and graphic facilitator, giving them the opportunity to experience being focus people in the planning process.



# Leadership for Change Workshop with Kate Fulton

WAiS consultant Kate Fulton led this two day practical workshop for people who have responsibility to steer their organisation into the future; including navigating and responding to people and families in the new individualised context. The workshop was a success with attendees commenting: *'from these sessions, I have learnt that my team value my leadership and give me a lot more credit than I give myself' 'It assisted me to think about the habits I'm in as a leader and where I could be more useful".* 

### Support Worker training with Peter Leidy.





As well as being an exclusive international guest at our WAiS conference in May, Peter facilitated a number of support worker training sessions in Perth, Broome and Kununurra. Peter is a great facilitator who writes songs which reflect on his learning from people with disabilities since 1983. These workshops were well received.

### Supported Decision Making (SDM) Introductory workshop

In January WAiS delivered a SDM workshop which explored the knowledge and skills needed to support people to make decisions and ensure self-direction is a possibility for all. When asked what the most useful aspects of the workshop were, feedback included: "The importance of involving people in decision making even when they are not able to say it with their voices." "Reflection on how the people I support make their own decisions. My bias and role of conflict of interest within those decisions."



### Planning and Supported Decision Making Workshops

Utilising the WAiS Supported Decision Making and Preparing to Plan resources, WAiS team members, Jaquie Mills and Susan Stanford facilitated two, consecutive one-day workshops for disability sector workers in the Albany region. Participants stated that they liked the; 'Clear and concise information, presented very professionally', 'Practical applications of the theory of Supported Decision Making', 'Easy to read and understand resources, discussion, videos, website links', and 'Very relevant content, loved the conversations and having the resources to reflect on.'

# 'Come to My House' People and Family Conference

Leanne Pearman presented at the 'Come to our House' conference, hosted by Developmental Disability WA, and Microboards Australia. The conference brought together WA families who are experiencing behavior that can be seen as challenging, in a supportive environment to hear from other families about what they are doing, how they are managing and how they have developed a sense of hope for the future.

Leanne presented a session titled 'Me, You and decision making'. Supported decision making is a term used to refer to a range of practices whereby people with disabilities are assisted to make or implement their own decisions. Leanne shared how important it is to get to know someone and their preferences, in the context of supporting decisions.



### Live it Up Festival 2016

WAiS was invited to hold an information booth at the 'Live it up Festival', Woodbridge Park in Guildford. This event is hosted every year by the City of Swan, and is designed to provide a family friendly EXPO experience for people to find out more about the services on offer in their local community. WAiS made many connections with people and families and provided information and resources on the support that we offer.



### VALID 'Having a Say' Conference 2016

In February, WAiS was invited back to present at the VALID 'Having a Say Conference' in Geelong VIC. This annual conference is hosted by the Victorian League for Individuals with a Disability (VALID) - an advocacy group for adults with intellectual disabilities and their families. The conference aims to empower people with a disability by providing the opportunity to 'have a say' about issues that affect their lives, to celebrate ability and achievement, and to be heard.

WAiS delivered presentations on two of our valued resources; 'Preparing to Plan' and 'Supported Decision Making', and enjoyed volunteering on day one and running a WAiS information table at the Conference Expo day two. The Expo allowed us to connect with many people and families living in the Geelong trial site, and we were able to showcase our resources and learn from people's experiences of Individualised Services in Victoria.

### Resources

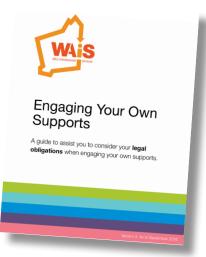
WAiS is committed to developing resources at both a strategic, and practical, grass-roots level, in collaboration with people and families; service providers; key stakeholders and expert advisors across Australia



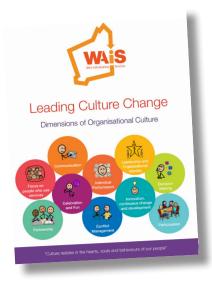
and Internationally. Our resources continue to be highly sought after, and this year WAiS has developed two new documents through our program work with providers, and our strategic partnerships.

### Engaging your own Supports Resource (Legal obligations)

WAiS was proud to announce the release of a new resource to support people choosing to directly engage their own supports. This booklet provides an overview of their legal obligations in relation to industrial relations, taxation, superannuation, health and safety, and workers' compensation. This resource is complementary to the workshops held for people and families and to supplement any one to one support provided.



### Leading Culture Change Resource



This great resource was developed as part of this years' WAiS Provider Development Program- Leading into the Future: Delivering Excellence. 'Leading Culture Change' has been designed with a practical focus, which takes providers through a staged process to; understand the current culture and explore and plan towards a 'preferred' culture. It includes ideas and suggestions collected during the Provider Program, as well as resources and templates to support people on this journey.

#### Creativity and Innovation

Research and share information and experiences to discover and create opportunities.

## **CREATIVITY AND INNOVATION**

WAIS strives to highlight what is possible, and share examples and stories from people, families and likeminded thought leaders across our global community.

### Our 'Whose Life is it Anyway?' Conference 2016

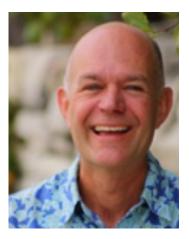
WAiS hosted a fantastic two-day conference in May, centred on the theme of 'Whose life is it anyway". The conference was enjoyed by a diversity of delegates including local and regional people and families, (thanks to regional travel assistance through Lotterywest), and people and supporters from the disability sector, and wider community.

Keynote presenters included international and local speakers; Stephen Hinkle, Peter Leidy and Ben Keely, who spoke about the different areas of the



theme; 'Life is better with family and friends, Life is better when you have options and Life is better with purpose and meaning.'

### **Keynote Speakers**



Peter Leidy



Stephen Hinkle



Ben Keely

The audience also enjoyed a selection of workshops which explored personal stories, relationships with meaningful connection, human rights and citizenship, as well as an art exhibition, collaborative artwork, drum workshop, film making, food and live music. One of the many highlights was our film booth, where people were invited to share and 'have their say' about what the statement; 'whose life is it anyway' means to them. These short, honest and candid interviews have been made in to a great conference video which is now linked to the WAiS website and YouTube channel <a href="https://www.youtube.com/embed/ZQCE0yKJ20c">https://www.youtube.com/embed/ZQCE0yKJ20c</a>

Feedback from attendees was positive with many people telling us that 'hearing directly from people with disability themselves about what they have achieved and what was possible' was one of the conference highlights.

### **Creating Home: Exploring Individualised Supports**

In this very popular and unique workshop, WAiS joined with people who have shaped up their own individualised support arrangements, to hear how they achieved and created 'home'. There were a range of models explored including; Homeshare, Co-Residency, Alternative family care, Microboards, Shared Management and the Mentoring model. Leanne Pearman and Kate Fulton responded to a range of questions which often emerge from service providers around these individualised options



including; What are the benefits and considerations for Providers?, How do these models work within the NDIA and My Way context?; What are the practical issues relating to: planning and design; costs and viability; legalities and agreements?

A representative from KPMG also presented on the overarching regulatory framework which impacts on how these models of support are set up, with particular reference to feedback from the ATO. This work continues to be central to WAiS core vision and mission of 'People living the lives they choose'.

# Our work to build knowledge and confidence around Legal and Technical information

A significant and growing area of focus is WAiS providing information and support, to individuals and families, and service providers, in relation to legal considerations and obligations when people directly (privately) engage their own support workers.

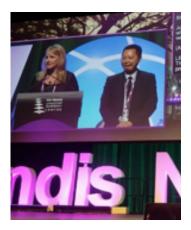
Ultimately, WAiS firm belief and experience is that people who choose to selfmanage should feel confident in self-managing, and are entitled to adequate support and information to do so. Not only does this information facilitate confidence to self-manage, it also reduces the risk of people finding themselves in legally non-compliant situations with their workers.

There are a number of areas of law people need to be conversant in, and need to understand how to apply to their circumstances, in order to know what their legal obligations are. For many of these areas, the laws can be relatively complex and not easy to access. WAiS has worked to ensure people are able to access this information in as easy to understand a format as is possible – this includes the production of a legal information booklet. WAiS is committed to ensuring that the information we provide is current and we also seek clarity in understanding the application of laws - from their governing bodies wherever possible. For example, we have worked with and continue to work with KPMG to achieve further clarity and favourable outcomes in relation to taxation and superannuation laws.

During 2015-16, WAiS together with KPMG: Received a private binding ruling clarifying the status of monies received by supporters who live in a person with disability's home, based on the Shared Lives support model; and Advocated to the ATO raising the problem, requesting a resolution and recommendation solutions to rectify a problem with their Small Business Super Clearing House not accepting WPNs as a legitimate means of accessing the service.

WAiS has also commenced work to clarify our understanding and application of WA industrial relations laws to people who privately and domestically engage their own supports. Our efforts will be with the Department of Commerce, Industrial Relations Commission and employment lawyers. WAiS plan for the next year is to continue to deepen our understanding of peoples' legal obligations as well as broaden the breadth of coverage of people we provide the information to.





### Presentations to the National Disability Insurance Agency

WAiS was invited to showcase examples of shared living and co-residency arrangements to the NDIA board. The CEO, Leanne Pearman co-presented an informative session with Mr Arthur Tam (pictured), parent of Jonathon, on shared-lives principles, technical and legal requirements, benefits and challenges.

### Presentation at the NDIS New World Technology Conference 2015

WAiS was invited to present at the National Disability Insurance Scheme (NDIS) conference in Brisbane. Staff hosted an exhibition table which highlighted our strengths in Individualised Services, and provided information to people about self and shared management, self-direction, and the resources we have available. The CEO of WAiS Leanne Pearman co-presented with Arthur Tam, a family member who directed, with his son Jonathon, the design of Jon's home and individualised support arrangement of coresidency. The conference provided an opportunity for Leanne and Arthur to hold a conversation and present a detailed discussion around how Shared Living works, the benefits of it, and the long term economic benefits of developing living arrangements that suit individuals.

# NDIA NDIS and Housing Showcase Forums in Sydney and Melbourne

WAiS was invited to present at the NDIA'S Housing Showcase – an opportunity for people and families to hear about different, innovative models of housing and support. The Showcases were held in Sydney in April 2016 and Melbourne in May 2016. WAiS presented on the Shared Lives support model. Due to the great interest in our work, WAiS was also invited to run an additional workshop at the end of each day in relation to the legal and technical obligations of people choosing to self-manage and directly engage their own support workers.

### **Personal Futures Planning and the NDIS**

On the request of the NDIA Perth, WAiS delivered a training session to Planning and Support Coordinators on the principles of planning, and the many different planning approaches including; Map and Path, Personal Futures, and Essential Lifestyle Planning. This session was warmly received. WAiS has also been working with the NDIA as requested, to support the pre-planning process with participants, especially where the person is isolated, not well known, and who has very limited social or informal supports. This has also included planning with some very complex situations that needed some specific independence and facilitation.

### Our Members 2015-16

WAiS is your organisation committed to influencing and developing innovative individualised, self-directed supports and services. This year WAiS had thirty eight (38) Organisational members and thirty two (32) Individual members.

WAiS is committed to working with organisations, people and families to support the viable development of individualised supports and services.

WAiS acknowledges and values our 2015 – 2016 members who have been willing, through their membership, to show leadership and support to improving individualised services and better outcomes for people.

We would like to sincerely thank you for your collegiate support and contribution towards the WAiS vision and commitment of 'People living their lives, their way'.

We look forward to another great year together.

#### WAIS MEMBERSHIP

Member benefits include (but not limited to):

- Expert Advisory Services (including up to date information on the legislative, statutory and contractual framework affecting its members)
- Discounted member presentations, seminars and conferences
- Targeted Advice and mentoring



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# WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES

### **Audited Financial Statements**

for the year ended 30 June 2016



#### WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES INC

#### STATEMENT BY THE COMMITTEE

As detailed in Note 1 to the financial statements the Association is not a reporting entity because in the Committee's opinion, it is unlikely that there are users who are unable to command the preparation of reports tailored so as to specifically satisfy all their information needs. This is therefore a "Special Purpose Financial Report" that has been prepared to meet the rules and regulations of the Association.

In the opinion of the Committee the accompanying financial report is drawn up so as to present fairly the results for the financial year ended 30 June 2016, and the state of affairs as at that date.

The committee and the Association, being the service provider have complied with the obligations imposed by the constitution of the Association and the terms and conditions of the service agreement.

Signed for and behalf of the Committee and the Association.

CEO

Dated this 14 day of October 2016

Perth Western Australia



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#### INDEPENDENT AUDIT REPORT TO THE MEMBERS OF WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES

#### Scope

We have audited the attached special purpose financial statements, comprising the Balance Sheet, Income & Expenditure Statements and notes to and forming part of the financial statements, for the year ended 30 June 2016. The Committee is responsible for the preparation and presentation of the financial statements and the information they contain and have determined that the basis of accounting used is appropriate to the needs of the members. We have conducted an independent audit of the financial statements in order to express an opinion to the members of the Association. No opinion is expressed as to whether the basis of accounting used is appropriate to their needs.

The financial statements have been prepared for distribution to members for the purpose of fulfilling the Associations accountability requirements under its constitution. We disclaim any assumption of responsibility for any reliance on this report or on the financial statements to which it relates to any person other than the members, or for any other purpose other than that for which it was prepared.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with the basis of accounting described in Note 1 to the financial statements.

The opinion expressed in this report has been formed on the above basis.

#### **Audit Opinion**

In our opinion:

- the Association has complied with the rules and regulations imposed by its constitution; and
- the balance sheet and income and expenditure statement are based on proper accounts and records and are in agreement with those accounts and records.

STIELOW & ASSOCIATES

LEON STIELOW CHARTERED ACCOUNTANT PRINCIPAL ASIC REGISTERED AUDITOR N# 270930

Dated this 12<sup>th</sup> day of October 2016 Perth, Western Australia.

Liability limited by a scheme approved under the Professional Standards Legislation.



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12 October 2016

Western Australia's Individualised Services 2 Delhi Street West Perth WA 6005

#### AUDITOR'S INDEPENDENCE DECLARATION

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2016 there have been:

a) no contraventions of any applicable code of professional conduct in relation to the audit.

STIELOW & ASSOCIATES

LEON STIELOW CHARTERED ACCOUNTANT DIRECTOR

ASIC REGISTERED AUDITOR N# 270930

Dated this 12th day of October 2016

Perth, Western Australia



#### WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES INC STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2016

	NOTE	2016 \$	2015 \$
CURRENT ASSETS			
Cash Receivables	2 3	4,504,244 24,249	3,358
TOTAL CURRENT ASSETS			14,949,703
NON CURRENT ASSETS			
Property, Plant & Equipment	6	26,834	20,073
TOTAL NON CURRENT ASSETS			20,073
TOTAL ASSETS		4,555,327	14,969,776
CURRENT LIABILITIES			
Creditors Provisions Other Liabilities Grants Received In Advance Unexpended Grants	4 5 7	1,815,000 2,812,914	22,863 2,534 1,450,000 12,049,610
TOTAL CURRENT LIABILITIES		4,475,624	14,889,841
NON CURRENT LIABILITIES			
Provisions	5	48,715	28,403
TOTAL NON CURRENT LIABILITIES			28,403
TOTAL LIABILITIES		4,524,339	14,918,244
NET ASSETS		30,988	51,532
MEMBERS' FUNDS		30,989	

This statement should be read in conjunction with the notes to the accounts.

#### WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES INC STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
INCOME		
Grants Expended	10,401,928	516,915
Other Income		
Events - Registration Fees	33,780	5,520
Interest Income	16,422	11,166
Membership Fees	77,870	41,432
Other Income	45,745	47,989
Agency Contributions	55,000	92,000
Admin Charges		-
DDWA Projects	43,337	-
	10,674,084	715,022
LESS: EXPENDITURE		
Audit Fees	3,500	3,500
Bad Debts	13,000	118
Bank Fees	293	444
Catering	26,235	13,057
Cleaning	2,500	-
Conferences Consultants	1,047	1,312
Depreciation Expense	130,899 12,010	196,766 6,975
Event Sundries	7,901	0,975
Filming	7,301	21,100
Grant Expenses - My Options	9,546,138	21,100
ICT	6,422	4,615
Insurance	2,427	2,616
Internet	399	906
Marketing/Advertising	2,711	-
Parking	2,271	7,135
Postage	1,352	316
Presenter Fees	26,655	6,676
Printing/Design	68,730	20,372
Professional Support	3,700	-
Rent	36,667	5,817
Stationery	15,912	3,460
Sundries & Misc	24,721	19,979
Superannuation Telephone	54,974 4,077	27,124 4,762
Training	5,120	5,364
Travel	52,038	1,622
Utilities	3,173	-
Venue & Equipment Hire	10,736	5,184
Wages	621,925	327,301
Website & Email	-	7,462
Workers Compensation Insurance	7,093	3,164
	10,694,627	697,227
Operating Surplus/ (Deficit)	(20,543)	
Members' Funds - Opening Balance	51,532	33,737
Members' Funds - Closing Balance	30,989	51,532
	*********	

This statement should be read in conjunction with the notes to the accounts.

#### WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES

#### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

#### 1. SUMMARY OF ACCOUNTING POLICIES

#### (a) Basis of preparation

These financial statements are a special purpose financial report. The report is prepared:

- for distribution to the members for the purpose of fulfilling the requirements of the rules and regulations of the Association; and
- to satisfy the financial reporting requirements under the Service Agreement between the funding bodies and the Association.

The Committee has determined that the Association is not a reporting entity and therefore there is no requirement to apply Accounting Standards and other mandatory professional reporting requirements (Urgent Issues Group Consensus Views) in the preparation and presentation of these financial statements.

They have been prepared in accordance with all accounting standards and other mandatory professional reporting requirements that have a material effect with the following exceptions:

- AAS 10 Accounting for Revaluation of Non-Current Assets
- AAS 16 Financial Reporting by Segments
- AAS 22 Related Party Disclosures
- AAS 24 Consolidated Financial Reports
- AAS 28 Statement of Cash Flows

The financial statements are prepared on an accruals basis. They are based on historical costs and do not take into account changing money values or, except where stated, current valuations of non-current assets.

The following specific accounting policies have been adopted in the preparation of these financial statements and except where stated are consistent with prior years:

#### (b) Going Concern

The financial statements have been prepared on a going concern basis. The continued viability of the Association is dependent upon continued grant funding or contribution by the members.

#### (c) Grants

Grants received are treated as an unexpended grant liability until such time as they are expended. Expenditure from grant funds is recorded as a reduction in the unexpended grant liability and recognised as income as the grant funds are expended. Grants received in trust for other organisations are not recognised as income.

#### (d) Property, Plant and Equipment

Property, plant and equipment are carried at cost less, where applicable, any accumulated depreciation. The depreciable amount of all PPE is depreciated over the useful lives of the assets to the Association commencing from the time the asset is held ready for use. Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

#### (e) Impairment of Assets

At each reporting date, the entity reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the

#### WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES

#### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

#### (e) Impairment of Assets (continued)

asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

#### (f) Employment Benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits have been measured at the amounts expected to be paid when the liability is settled

#### (g) Provisions

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at reporting date.

#### (h) Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

#### (i) Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Grant and donation income is recognised when the entity obtains control over the funds which is generally at the time of receipt.

All revenue is stated net of the amount of goods and services tax (GST).

#### (j) Goods and Services Tax (GST)

Revenue, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

#### (k) Income Tax

The Association is exempt from Income Tax under sections 50-5, 50, 55 & 65 of the Income Tax Assessment Act 1997.

#### WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES INC NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
2. CASH		
General Cheque Account	500,103	•
Business Cash Reserve	1,366,139	
Cash Reserve For My Options	2,591,915	
Term Deposits	•	6,750,000
Prepayments		14,630
Bluenote Building Bond	20,000	•
Petty Cash	100	200
Credit Card Security	5,172	5,172
	4,504,244	14,946,344
3. RECEIVABLES	0.755	0.050
Accrued Income		3,358
Trade Debtors	15,494	-
	24,249	
4. CREDITORS		
Trade Creditors	45,659	1,025
Accrued Expenses	14,007	19,400
Visa Card	(3,105)	476
PAYG Liabilities	11,730	12,093
ATO - net GST	(269,000)	1,331,840
Superannuation Payable	7,072	-
		1,364,834
5. PROVISIONS		
CURRENT PROVISIONS		
Provision for Salary Sacrifice	1,402	2,404
Provision for Annual Leave	39,945	
	41,348	
NON CURRENT PROVISIONS		
Provision for Long Service Leave		9,850
Provision for Sick Leave	30,832	18,553
	48,715	
6. PROPERTY, PLANT AND EQUIPMENT		
Office Equipment	50,434	31,813 (11,740)
less: Accumulated depreciation	(23,600)	(11,740)
Total Plant & Equipment	26,834	
Total Property, Plant & Equipment	26,834	20,073

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#### WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES INC NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2016

				2016 \$	2015 \$
7. SCHEDULE OF GRANTS				Ŧ	•
Name of Grant	Unexp. Grant 01-Jul-15	Grant Rec'd	Other Income A	Grant Exp'd	Unexpended Grant 30-Jun-16
	\$	\$	\$	\$	\$
DSC - My Options	12,000,000	-	216,545	9,666,138	2,550,407
DSC - Provider Program	46,216	800,000	-	624,349	221,867
DSC - Individual & Family	-	125,000	-	93,108	31,892
Microboards Australia	-	5,000	-	1,125	3,875
Young Self Managers	-	5,000	-	468	4,532
Inclusion Tree	5,082	-	-	4,740	342
NDIA Peer Support thru DDWA	-	12,000	-	12,000	-
PHC	(1,688)	1,688	-	-	-
	12,049,610	948,688	216,545	10,401,928	2,812,914

A This interest is considered grant income and agreed with DSC.

#### WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES INC (THE SERVICE PROVIDER)

#### ANNUAL MANAGEMENT BOARD CERTIFICATION STATEMENT FOR THE YEAR ENDED 30 JUNE 2016

I hereby certify to the best of my knowledge, information and belief that:

- The accompanying financial statements comprising the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows and Notes to the Financial Statements for the period 1 July 2015 to 30 June 2016 have been prepared in accordance with Accounting Standards and other mandatory professional reporting requirements in Australia, from proper accounts to present fairly the financial transactions for the period 1 July 2015 to 30 June 2016, and the financial position; and
- The Management Board and the Service Provider have complied with the obligations imposed by the Constitution of the Service Provider and terms and conditions of the Service Agreement.

<u>Justin O'Mearg S</u>mitho <u>A/Chair</u> 14/10/16.

Office Bearer Signature:

Office Bearer Name:

Officer Bearer Position:

Date:

#### WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES INC INCOME & EXPENDITURE STATEMENT DISABILITY SERVICES COMMISSION (DSC) (COMBINED PROVIDER PROGRAM AND INDIVIDUAL & FAMILY) FOR THE YEAR ENDED 30 JUNE 2016

	2016 \$	2015 \$
INCOME		
DSC Grants	925,000	450,000
Unexpended Grant C/Fwd	46,216	10,838
Less Unexpended Funds Approved for Retention	(46,216)	-
Provider Program Contributions	55,000	92,000
Membership Fees	-	41,432
Registration Fees	1,294	3,646
Interest	-	11,166
Sundry Income	700	59,647
LESS: EXPENDITURE	981,994	668,728
Wages and Salary Expenses		
Admin Support	-	12,922
Annual Leave	31,344	28,764
Long Service Leave	8,058	5,531
Personal /Sick Leave	12,586	11,274
Superannuation	30,874	25,739
Wages	305,299	255,293
Workers Compensation Insurance		3,165
Other Expenses		0,100
Audit Fees	-	3,500
Bad Debts	-	118
Bank Fees	-	444
Catering	8,646	4,593
Conferences	-	1,312
Consultants	84,450	187,504
Depreciation	01,100	6,975
Event Sundries	297	-
ICT	-	4,615
Insurance	-	2,616
Internet	-	906
Parking	265	7,135
Postage	686	316
Presenters Fees	2,655	2,801
Printing/Design	47,920	9,294
Rent	-	5,817
Stationery	8,117	2,118
Sundries & Miscellaneous	8,488	15,988
Telephone	-	4,762
Training / PD	274	5,364
Travel	23,237	5,498
Venue & Equipment hire	5,511	688
Website & Email	-	7,462
Admin Component	138,750	-
Total Operational	717,457	622,513
Operating Surplus/(Deficit)	264,537	46,215
	*=============	

#### WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES INC INCOME & EXPENDITURE STATEMENT DSC - MY OPTIONS FOR THE YEAR ENDED 30 JUNE 2016

INCOME	2016 \$	2015 \$
DSC Interest Unexpended Grant C/Fwd	- 216,545 12,000,000	12,000,000
LESS: EXPENDITURE	12,216,545	12,000,000
Grants Admin Component	9,546,138 120,000	-
Total Operational	9,666,138	
Unexpended Balance	2,550,407	12,000,000

#### WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES INC INCOME & EXPENDITURE STATEMENT DSC - PROVIDER PROGRAM 2 FOR THE YEAR ENDED 30 JUNE 2016

INCOME	2016 \$
DSC - Provider Program	800,000
Provider Program Contributions	55,000
Registration Fees	1,294
Other Reimbursable	700
	856,994
LESS: EXPENDITURE	
Wages	248,304
Annual Leave	25,713
Long Service Leave	6,500
Personal Sick Leave	10,190
Superannuation	24,852
Training/PD	273
Misc Staff Cost Consultants	1,415
	84,450
Postage Stationery	686 7,881
Printing/Design	47,920
Sundries	6,606
Entertainment	421
Parking	265
Travel	15,560
Presenter Fees	1,950
Presenter Travel & Accomm	6,890
Venue & Equipment Hire	5,263
Catering	8,579
Travel	335
Event Sundries	297
Admin Component	120,000
Total Operational	624,349
Operating Surplus/(Deficit)	232,645
	=======================================

#### WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES INC INCOME & EXPENDITURE STATEMENT DSC - INDIVIDUAL & FAMILY FOR THE YEAR ENDED 30 JUNE 2016

INCOME	2016 \$
DSC	125,000
LESS: EXPENDITURE	125,000
Wages Annual Leave Long Service Leave Personal/Sick Leave Superannuation Stationery Sundries Travel Presenter Fees Venue & Equipment Hire Catering Admin Component Total Operational	56,995 5,631 1,558 2,396 6,022 236 46 452 705 249 67 18,750
Unexpended Balance	93,108 

#### WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES INC INCOME & EXPENDITURE STATEMENT INCLUSION TREE GRANT FOR THE YEAR ENDED 30 JUNE 2016

INCOME	2016 \$
Unexpended Grant C/Fwd	5,082
LESS: EXPENDITURE	5,082
Printing/Design Others	2,968 1,772
Total Operational	4,740
Unexpended Balance	342

#### WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES INC INCOME & EXPENDITURE STATEMENT MICROBOARDS AUSTRALIA FOR THE YEAR ENDED 30 JUNE 2016

INCOME		2016 \$
Other Grants		5,000
LESS: EXPENDITURE		5,000
Consultants		1,125
Total Operational		1,125
Unexpended Balance		3,875
	WESTERN AUSTRALIA'S INDIVIDUALISED SERVICES INC INCOME & EXPENDITURE STATEMENT YOUNG SELF MANAGERS FOR THE YEAR ENDED 30 JUNE 2016	
		2016

Other Grant	5 000	
	5,000	
	5,000	
ICT Catering	36 432	
Total Operational	468	
Unexpended Balance	4,532	

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