

Intevork



2014 ANNUAL  
REPORT

## Our theme this year is individualised services.

In the complex and dynamic world of disability service provision, Intework strives to deliver excellence in individualised support services for people with a disability to help them achieve their potential and participate in the economic, social and cultural life of their community.

Our values guide our actions and help us to maintain integrity and currency in the ever-evolving disability sector, ensuring our participants realise their potential and we achieve successful outcomes.

Every Intework program focuses on the individual and their ability to exercise choice and control over the services and supports they use.

We recognise the need to not only value and treat our participants with dignity and respect, but to respect their right to decide how they want to develop their skills and talents.

Together with the individual and their family or carer, we design personalised programs that meet the needs and wants of the participant while still being extremely flexible to adapt to changing needs.

We also work closely with external organisations and community groups, including Aboriginal and Torres Strait Islander services, to ensure we are up to date with current information and best practice models.

These mutual partnerships help us to create inclusive communities and give people with disabilities a better life.

The way disability services are provided in Western Australia is changing – participants now have more control over their plans than ever, and learning opportunities are increasing.

While this is a period of change, we are optimistic about what the future holds for the disability sector in Western Australia, and are excited to see how these changes will help our participants to achieve their potential.

We invite you to explore the services we offer through this year's annual report and read about the organisation of which we are immensely proud.

*The Intework team*

**This year's annual report is dedicated to Charlie Rook - Intework's inaugural Chairman and Life Member.**

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# A Year In Review

## July 2013

### NAIDOC WEEK

NAIDOC Week was celebrated for the first time at Intework. To commemorate the occasion at Head Office, the Aboriginal flag was flown, cultural information was displayed, games were played, and a variety of foods were available for tasting including crocodile, kangaroo, emu, buffalo sausages and damper. Midland, Gosnells and South Lake offices held similar events, and all Intework offices received a large canvas for everyone to leave their painted hand print on.

### TRAINING SERVICES

Training Services delivered 2,336 hours of training to 324 participants throughout July.

### SOUP KITCHEN TUESDAY FUNDRAISER

Lifeskills Plus South Lake ran a program called Soup Kitchen Tuesday. Three participants learnt to make soup and sell it to staff as a way to raise funds for Telethon 2013.

### KEYS FOR LIFE INTRODUCED

Respite Services commenced its Keys for Life training to enable participants to gain their learner's permit. Respite received \$7,000 from the Commonwealth Respite and Carelink Centre to run these courses.



Emma working at the Telstra office.

## August 2013

### WHEELCHAIR ACCESSIBLE VAN AT BUSSELTON

The Busselton office received a wheelchair accessible van to help participants travel to and from the office and their programs. The van was funded by the Disability Services Commission (DSC). Staff were given tutorage by the firm who fitted the ramp and safety equipment.

### HAKEA PRISON CONTRACT COMMENCED

Australian Disability Enterprise (ADE) in Midland commenced a new contract with Hakea Prison to provide a commercial cleaning service.



Bradley at work at ECP Industries.



Elise and Sarah-Jane with their Skills Trainer.

## December 2013

### INTERNATIONAL DAY FOR PEOPLE WITH A DISABILITY 2013

Public events were held in Joondalup and Mandurah to celebrate International Day for People with a Disability. A quilt was raffled off at the Joondalup event, with the proceeds given to The Centre for Cerebral Palsy on behalf of Karl Richardson, a friend of Lifeskills Plus and Intework who had passed away.

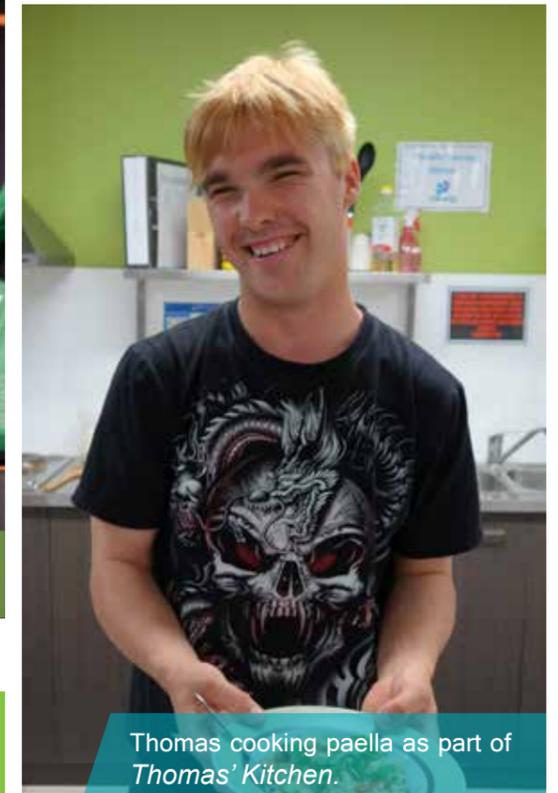


Rosa working on the clerical contract.

## October 2013

### TELETHON 2013

The efforts of the Soup Kitchen Tuesday fundraising initiative were recognised when a cheque for \$350 was presented by participants.



Thomas cooking paella as part of Thomas' Kitchen.

## January 2014

### LIFESKILLS PLUS GROWTH IN JOONDALUP

Large numbers of school leavers continued to join Lifeskills Plus at Joondalup, putting the program on par with Gosnells as Intework's largest Lifeskills Plus program.

### GRILL'D LOCAL MATTERS

Intework participated in Local Matters, Grill'd's community donation program which supported groups, organisations and causes that served local communities where each Grill'd Restaurant was located. Intework placed second, and received a \$100 donation from Grill'd.

# A Year In Review Continued...

## February 2014

### INSPIRING CLERICAL WORK

Following the Christmas closedown, there was a sudden influx of mail-outs to be collated and distributed for the Department of Health. Balcatta's clerical ADE crew managed to distribute 13,500 by the end of February.

### LOCHNESS LANDSCAPE SERVICES - MEMORANDUM OF UNDERSTANDING (MOU)

Signed an MOU with Lochness Landscape Services to provide ongoing commercial landscape and garden services.



Liam and Sally during the World's Greatest Shave.

## March 2014

### CITY OF JOONDALUP CONTRACTS

ADE awarded with two contracts by the City of Joondalup, for the provision of street scape and park maintenance, worth \$150,000 per year. These contracts were to run for one year and three years, respectively.

### FIRST EMPLOYEE TEAM CREATED

ADE interviewed and appointed the first employee team to work five days per week in garden maintenance services. This was done to provide a consistency of services, increase opportunities for training and development, and increase productivity.

### WORLD'S GREATEST SHAVE

Public shave and colouring events were held at three offices, in addition to Crazy Hat Days across all offices, to raise money for The Leukaemia Foundation. Intework raised \$2975, all of which went towards helping support people with leukaemia and other blood related illnesses.

### NDS EMPLOYEE OF THE YEAR AWARDS

Four members of staff from Lifeskills Plus were nominated for awards at the NDS Employee of the Year Awards, which recognised the valuable role of support workers in promoting the quality of life and inclusion of people with a disability in Western Australia.



Cindy working on the Lochness contract.

## April 2014

### TRIP TO TASMANIA

The Holiday Program travelled to Tasmania for a four day getaway. Staff and participants visited Louisa's Walk, the Cadbury Factory and saw the sights around Launceston.



The Dick Smith Foods competition.

## May 2014

### ADE RESTRUCTURE

The 2013-2018 Strategic Plan required a review of all supervisory and management positions to establish how staff could better utilise their various talents to bring about better outcomes for ADE as a business. This resulted in the restructure of ADE to provide more relevant focus on key areas of business.

### VOLUNTEER/STUDENT PROGRAM

A collaboration between Curtin University and Intework was established which fostered four social work students in their practical work placements.

## June 2014

### EXPANSION OF SERVICES AT GREENFIELDS

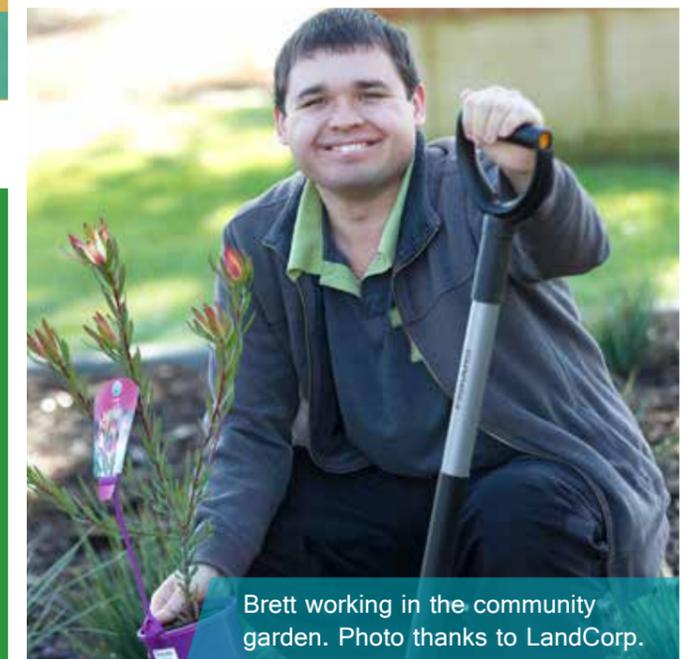
Lifeskills Plus services moved into the Cumberland Street office.

### \$10,000 FROM DICK SMITH FOODS

Intework received \$10,000 from Dick Smith Foods as part of their \$1 Million to Charity Giveaway. People were asked to take photos of Dick Smith Foods products, with every person and product in the photo equating to one point for their nominated charity. Intework sent 135 photos, totalling 728 points.

### DES STAR RATINGS

DES programs in South Lake and Gosnells were awarded four and five-star ratings respectively in the June 2014 Star Ratings.



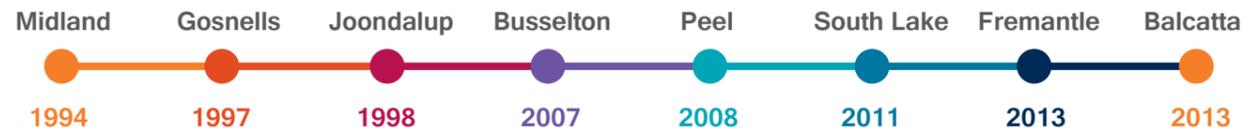
Brett working in the community garden. Photo thanks to LandCorp.

**Intework is an independent, not-for-profit community association and public benevolent institution based in Western Australia. Intework is committed to developing and providing opportunities for people with disabilities to participate in employment, education, social and cultural activities both within Intework and the community.**

Intework stands for creating inclusive communities, and recognises each person as an individual, with different needs. It is because of this that the organisation delivers unique approaches, achieving the best fit to realise potential.

Established in January 1991 with the generous assistance of Lotterywest, Intework initially offered an employment service to 24 school leavers with a disability and seven staff, from a small site in Osborne Park. While this worked well for a time, the need for a broader employment service was identified, and the Supported Employment program (ADE) was established in 1993. A community access and engagement program (Lifeskills Plus) commenced in 1996.

The organisation has continued to grow and establish new sites across the metropolitan area since its inception:



With a primary focus on people with high support needs, Intework offers flexible, dynamic and holistic services that focus on people reaching their potential, and recognises the importance of providing opportunities for people with disabilities to achieve their dreams and aspirations.

Intework now offers four service programs: Alternatives to Employment (Lifeskills Plus), Disability Employment Services (DES, Open Employment), Australian Disability Enterprise (ADE, Supported Employment), and a Respite Service, in addition to a Training Service and Aboriginal Engagement Program. All offer a continuum of service for participants with the flexibility to move between programs.

Intework operates in partnership with participants and their families or carers, advocates, schools and referral agencies to ensure that people with disabilities have access to programs that best suit their needs. Additionally, Intework strives to encourage businesses to work alongside the organisation to help build more inclusive communities by employing people with disabilities.

From its early beginnings providing employment opportunities for 24 school leavers, Intework now provides assistance to over 1000 West Australians with the support of over 340 staff - equating to 217 FTEs - and directly employs more than 250 people with a disability through the Supported Employment Program.

## Vision

Excellence in individualised support services for people with a disability.

## Values

- Empower people to achieve their aspirations.
- Value and treat people with dignity and respect.
- Recognise and respect the importance of partnerships.
- Balance flexibility, innovation and accountability in service delivery.
- Be inspired by challenges.
- Commit to continuously improve.

## Purpose

Helping people with a disability to achieve their potential and participate in the economic, social and cultural life of their community.



# Our Philosophy And Our Focus

**Intework stands for creating inclusive communities. This is the difference we make for our participants, their family and friends, employers, agencies, schools, advocates and the broader community.**

Our reason for being is to provide opportunities for people with disabilities to achieve their dreams and aspirations. Whatever they may be, big or small, this is what drives us each and every day.

We recognise each person as an individual with different needs, and because of this we deliver unique approaches, achieving the best fit to realise potential. Each relationship is a partnership and we take our responsibility seriously, while ensuring we have fun, smile and laugh along the way.

Importantly, we work alongside community leaders in businesses and organisations who employ and support our participants. We strive to encourage others to partner with us in building more inclusive communities throughout Western Australia.

To ensure Intework is well placed to manage its programs and services into the future, six priority objectives have been identified to which the organisation's vision and values are fundamentally aligned. These objectives will be key drivers in achieving successful outcomes for people with a disability and their families who are an integral part of Intework. These themes are also underpinned by a commitment to address the Disability Services Commissions' 'Count Me In: Disability Future Directions', which focuses on 'a better future for everyone'.

1

## Individualised Services

Deliver values-based, customer focussed, individualised services.

2

## Staff Capacity

Grow and develop the capacity of our people.

4

## Growth

Promote sustainable growth to meet demand for potential customers.

3

## Internal Systems and Infrastructure

Build our internal capacity to support growth and demand for our services; ensure the highest quality of service provision; and develop services as determined by participant needs and expectations.

5

## Brand Awareness

Increase awareness of Intework as a leader in the provision of individualised services for people with disability.

6

## Revenue

Build and maintain revenue sources to maintain financial security. Investigate new sources and diversify cash flow for growth and development of services within the scope of our Charter.

## Success will be measured from **four** perspectives:

1

### Participants

How we create value for our participants, and how we continuously improve our level of service.

2

### Financial

How we add value for our participants while controlling costs, and how we provide a balanced approach to investment in a full range of services.

3

### Internal Business Processes

How we improve and excel in our joint business processes.

4

### Learning and Growth

How we build our people and system capacity to meet future needs.



Elise at Flip Out Trampoline Arena.



## The Board Of Directors

### Board Chair, Richard Bevan ① BAppSc (Physio)

Richard graduated as a Physiotherapist from Curtin University, before he moved into the corporate arena. For the past 15 years Richard has fulfilled a number of roles as a Managing Director/CEO of public and private companies; Richard is the Managing Director of Cassini Resources Ltd, an ASX-listed resources company, and a Non-Executive Director of Empired Limited.

He is a member of the Australian Institute of Company Directors and was appointed to the Board of Intework in 2011. Richard took on the role of Chairman in April 2012.

### Deputy Chair, Nicolle Jenkins ② BComms Exec MBA MMR MAMI CPM

Nicolle is the Managing Director of The Hub Marketing Communications, and has spent more than two decades in the marketing and communications industry throughout Australia, including many years in the not-for-profit sector.

Nicolle provides leadership and management expertise across all aspects of business development, digital media, research, design, marketing and communication for a range of clients. In 2011, Nicolle was selected as a finalist in the Telstra Business Woman of the Year awards (business owner), and was a 40Under40 award winner in 2012. Nicolle is married with two daughters.

### Finance and Audit Committee Chair, ③ Paul Finkelstein CPA

Paul is a Certified Practising Accountant and a senior consultant in Finkelstein Hickmott Pty Ltd, Certified Practising Accountants. Paul has been a principal in his own practice for over 30 years, and during this time has been involved with general business consultancy, and the set up and development of a number of service related businesses. In recent years he has focused more on the areas of general business consulting and business management. Paul is married and has two sons, one of whom enjoys the experiences offered by Intework.

### Governance Committee Chair, Bronwyn Davies ④ B Juris (Hons) LLB MBA GAICD

Bronwyn is a partner at Lavan Legal in the Corporate Services Group, with her practice having an emphasis on the mining and resources sector. In addition to the Intework Board, she also sits on the Western Australian Immediate Action Committee and the Western Australian Registrations and Notifications Committee of the Dental Board of Australia.

As well as her legal qualifications, Bronwyn holds an MBA from the University of Western Australia and is a graduate of the Company Directors course of the Australian Institute of Company Directors. She was appointed to the Board in 2012. Bronwyn is married and has three sons.

### Mike Donnelly ⑤

Mike operates his own management consulting firm based in Perth, providing executive solutions in training, capital investment and corporate governance. Mike has completed the Australian Institute of Company Directors course and the Advanced Training Program for Company Directors. Mike was appointed to the Board in 2006 and is committed to the provision of services and lifestyle options to people with disabilities. Mike is also a Board member at Fishers with Disabilities Association Inc.

### Jan Macpherson ⑥ LLB, MBA, Grad Dip App Corp Gov, FAICD, ACIS

Jan is a professional executive in the resources sector with strong utilisation of post-graduate business management and corporate governance qualifications. She has extensive executive management, commercial, legal and governance experience in the business, corporate and government spheres. Jan is a graduate of the Australian Institute of Company Directors course and is a qualified Chartered Secretary. Jan has served on a number of Boards and is a member of our Finance Committee.

### Jill Hanna ⑦ MBL GAICD

Jill is the General Manager, Strategy and Corporate Support at Amana Living, one of WA's largest not-for-profit aged care providers. Her areas of expertise include strategic planning, project management, corporate governance and performance management. Jill has a Masters in Business Leadership, and is a graduate of the Australian Institute of Company Directors and a Churchill Fellow. She has had a long-term interest in social justice and the provision of opportunities for disadvantaged people.

### Paul Cougan (Retired March 2014) ⑧ BAppSc (Medical Science) Post Grad Dip

Paul is the Manager of Water Treatment Systems Australia, a water treatment company involved in environmental remediation, a position that is a recent move away from his pathology and medical software background. Paul's previous experience was as Manager of Marketing and Medical Liaison with PathWest, and he is currently an active member of Hale Hockey and Sorrento Surf Lifesaving Club.

Paul is married and has three daughters, one of whom enjoys the services offered at Intework's Joondalup office.

### Di Rook (Appointed as a casual member to replace Paul Cougan) ⑨ BSocSci

Di's career highlights include: Senior Policy Officer with the Disability Services Commission; Executive Officer for the Developmental Disability Council of Western Australia; the Ministerial Advisory Council for Disability Services; and the Council of DSC Funded Agencies. She was heavily involved in parental advocacy which resulted in the establishment of Intework. Her son Paul is a participant in the Lifeskills Plus program.



Our reason for being is to provide **opportunities** for people with disabilities to **achieve** their dreams and aspirations.



Justin and Josh on a jet ski in Sydney



**On behalf of the Intework Board, it is my pleasure to present the annual report for the financial year ended 30 June 2014.**

It has been a positive, yet challenging year for our organisation as we continue to strive to provide the best services possible to our participants in a dynamic environment.

The proposed introduction of the National Disability Insurance Scheme (NDIS) continues to drive change in the industry towards client centred service offerings. This service delivery model fits well with Intework's purpose and objectives and will provide the focus and tension for our organisation to continue to evolve over the coming years.

Intework is now a significant enterprise and with that growth comes the responsibility to continue to improve our internal systems and processes to ensure we have a strong, viable organisation into the future. This requires the careful balance of the commercial requirements of the business with the purpose and core values of the organisation. I believe we are achieving this balance well and the Board and management will continue to strive to do this into the future.

Intework continues to be in a strong financial position. We have benefited from having a number of programs/service offerings that have been developed over the previous years. The challenge ahead for the Board and management is to continue to explore ways of diversifying our programs and revenue streams, to ensure we remain relevant to our participants and financially sound. A more detailed assessment of this will be provided in the financial report.

I would like to thank the executive team, management, staff and volunteers who continue to achieve amazing outcomes within a dynamic, exciting and evolving sector. It is always heartening to see our team placing the well-being of our participants as our highest priority.

Since the end of the financial year we have farewelled our previous CEO Hayley Horwood. Hayley contributed significantly to Intework over her tenure and we wish her well with her future endeavours. We look forward to introducing our new CEO and are excited about what the future holds for our organisation.

We also farewell several longstanding Board members with the retirement of Jill Hanna and Paul Cougan. Both Jill and Paul have provided years of service to Intework and made significant contributions.

I would also like to acknowledge my fellow Directors for the level of commitment, service and passion they have applied to their duties.

Finally, I would like to thank all our participants who continue to choose us as the organisation best suited to support them and their desired outcomes.

**Richard Bevan**  
Chair



**The 2013-2014 annual report will be my last; after 22 years with Intework, the time is right for me to move on. I have fulfilled many roles during this time and for the last eight-and-a-half years it was my absolute privilege to work at improving and growing Intework's services in the role of Intework's Chief Executive Officer.**

While I make this new and exciting step in my own journey, I reflect on an amazing period of time. With the assistance of innovative and dynamic staff and management teams, we have established a strong and robust foundation for high quality and responsive disability services in a contemporary environment. To complement this development, Intework has:

- ◆ expanded its range of services for our participants;
- ◆ established an excellent training service for staff and participants; and,
- ◆ established quality facilities in each region, three of which are owned by Intework.

**We have seen many changes both within the sector and Intework:**

- ◆ new services have commenced (Respite);
- ◆ existing services have expanded (Peel Supported Employment);
- ◆ Intework's ADE was established (2005), Disability Employment Service (DES, Open Employment) constraints were removed and service contracts ceased (three-quarters of Open Employment in 2013); and,
- ◆ most heartening has been the shift of funding from block funding to 100 per cent individualised funding, which was integral in the development and establishment of the Lifeskills Plus program as its responsiveness and innovative service delivery consistently attracted new participants.

All of these changes support the organisation to be a strong and healthy disability service provider for more than 1,000 individuals.

Intework continues to hold at its core the desire to empower people to achieve their aspirations and aim for their dreams. It has stayed true to its purpose and is passionately committed to enabling those with high support needs to achieve social and economic participation in their communities.

**2013-2014 has been an eventful year for the organisation. We have:**

- ◆ launched a new Strategic Plan;
- ◆ established a new service site in Fremantle;
- ◆ entered a new funding contract for Lifeskills Plus;
- ◆ settled into a service environment bereft of the full coverage of the Open Employment Program; and,
- ◆ embedded the new Disability Service Standards (2014) across all services.

We also continued to review and ensure our services and processes were more effective and efficient in delivering innovative and responsive services to all our participants and our business customers.

We celebrated throughout the year as our remaining Open Employment services maintained a high quality Star Rating, while our ADE program made significant strides in evolving the range and quality of contracts secured. The Lifeskills Plus program embraced the challenge of extended service hours and contracts, and is now well placed to commence in the new National Disability Insurance Agency (NDIA) trial site (Midland and Perth Hills) and extended My Way sites in Rockingham.

Intework has continued to develop its services and opportunities for our participants, and throughout the year we saw growth across all our services. In the context of a difficult financial year, Intework achieved a sound financial result with an end-of-year surplus of \$136,256, rebounding from our disappointing result in 2013 associated with the DES contract changes.

We continue to deliver high quality, personalised services to our participants, while building a strong foundation for future services and remaining committed to individuals with high support needs. As with previous years, our reputation for quality services has continued to attract new participants to our services. We retain a strong reputation for working collaboratively with individuals and their families where significant disability or behavioural factors affect independence and community inclusion.

Intework continues to explore different options for our participants, as each program works collaboratively to create unique solutions and opportunities. In particular, Respite demonstrated continued strength as it introduced new programs and opportunities for families seeking respite, many of whom are in existing programs with Intework, one of the more popular being Keys for Life.

We have made significant progress in addressing the strategic objectives in the 2013-2018 Strategic Plan. Our first priority is to remain financially strong, and it is pleasing to see that we have a positive result for this year. Management have been disciplined in managing services and ensuring that costs were controlled, whilst the service quality was maintained and developed further. Throughout the year we have reviewed and improved key service delivery areas in readiness for the NDIS and My Way developments. This work is ongoing and will position us well for future service growth. Intework remains committed to the provision of quality, responsive services which focus on individuals exercising voice, choice and control in their service needs.

Following a review of facilities and services, we have consolidated our service sites to be more effective in our programs. This infrastructure review identified that the Joondalup and Midland sites were under-utilised following the DES contract removals in March 2013.

Subsequently, the services operating in the Joondalup respite and Midvale respite sites were relocated with the remaining facilities in Joondalup and Midland.

Maintaining a workforce that reflects the needs of our participants remains a priority. To that end, our Training Service has continued to grow in strength, and we proudly have a robust and responsive training calendar supporting our diverse program and staffing needs.

The growth in key commercial contracts has continued this year, with renewal of existing contracts being complemented with new contracts being secured. Some new contracts include:

- ◆ office cleaning for the Department of Corrections at Hakea Prison and its outreach centre;
- ◆ car cleaning for Royal Perth Hospital and Main Roads WA; and,
- ◆ roadside beautification for the City of Joondalup.

Commercial success is being achieved as a result of multiple factors including high quality contract completion, improved contract management processes, and competitive and responsive commercial tendering practices. The ongoing partnership with Western Australian ADE's has achieved significant gains for all ADE's in the State, as they all work collaboratively to influence State and Local Government procurement practices. All of these elements ensure that Intework's business services is evolving as a partner of choice in this arena.

Intework has also provided services in the South West in line with the My Way service model. Through the delivery of services in this catchment and also the hosting of a 'My Way Coordinator' in our Busselton facility, we have had an invaluable learning and service development experience as we extended our service improvements from the trial across the organisation.

With the launch of the NDIS into the Midland area from July 2014, we continue to be excited and anticipate that an individualised and holistic model will deliver and continue to evolve our services.

Intework's financial performance over the past financial year has continued to be sound. The 2013-2014 financial year demonstrated ongoing growth within the State funding arena in the DSC Alternatives to Employment (ATE), and modest growth in ADE (previously funded through FaHCSIA), as supported employee turnover stabilised. The DES program (previously funded through DEEWR), in its full year operating under the new contract, experienced improved results across the year as job seekers joined our service and employment outcomes were achieved.

## Grants received for 2013-2014

### Federal Government:

The Department of Social Services (previously the Departments of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), and Department of Education, Employment and Workplace Relations (DEEWR):

- ◆ Australian Disability Enterprises
- ◆ National Respite Development Fund (Targeted Community Care (Mental Health))
- ◆ Uncapped Employment Program within the Disability Employment Services (Program B).

### State Government Disability Services Commission:

- ◆ Post School Options
- ◆ Alternatives to Employment
- ◆ Community Living Plan
- ◆ Family Living Support
- ◆ Grow Achieve Include Network (GAIN)
- ◆ Offender Management Support
- ◆ My Way Coordination.

## Acknowledgements

As I leave the organisation I reflect on my own journey from a Skills Trainer through to Chief Executive Officer. When I commenced, Intework was a fledgling organisation operating in a small office with about 40 participants. Since then, the organisation and its services have grown immensely (refer to the statistic highlights on the following page). It has been an absolute privilege to lead this organisation and be able to establish a firm foundation on which the organisation can continue to flourish.

The success of Intework over the years could not have been achieved without the long term commitment and support of our participants, families, stakeholders (funding partners and employers) and staff. On behalf of Intework members, management and staff I would like to thank the Board of Directors. The Directors, both past and present, have provided commitment, passion and stewardship, and in so doing provided the organisation with invaluable guidance and support since its inception.

As in past years, acknowledgment would not be complete without also thanking the ever-increasing number of employers and commercial partners who continue to demonstrate genuine social responsibility in proactively embracing diversity into their worksites and procurement practices. Their continued support and participation acknowledges the valuable skills and attributes the participants and supported employees we represent and work with can provide in their own work environments.

I would like to thank all our participants and staff for your support over the years. Without our participants who are bold enough to dream and brave enough to share and entrust their dreams and aspirations with us, Intework would not exist. The wonderful staff and volunteers of Intework are, without a doubt, dedicated and passionate professionals who hold the vision, purpose and values of the organisation to their hearts.

In closing, I extend my sincere thanks to all of our stakeholders for your support, belief and encouragement. It is going to be an exciting time. I look forward to seeing Intework grow as it continues to be a leader in quality, person centred services.

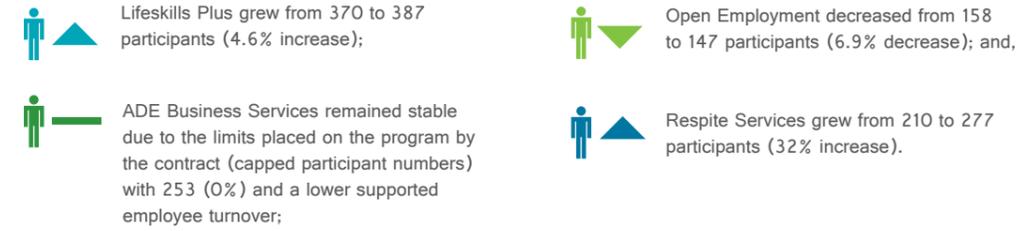


**Hayley Horwood**  
Chief Executive Officer

# Intework's Key Measures Since Inception 1991-2014



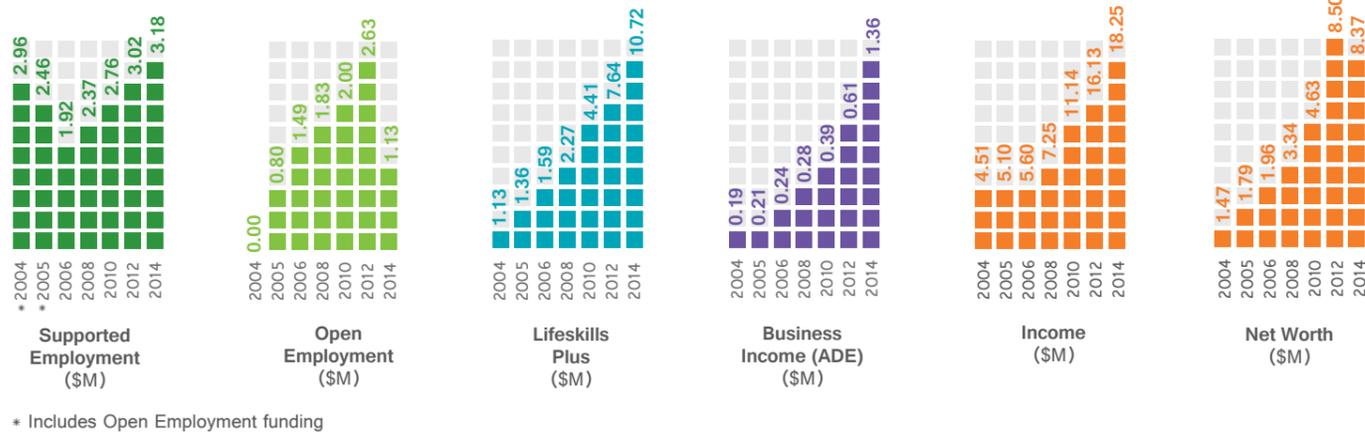
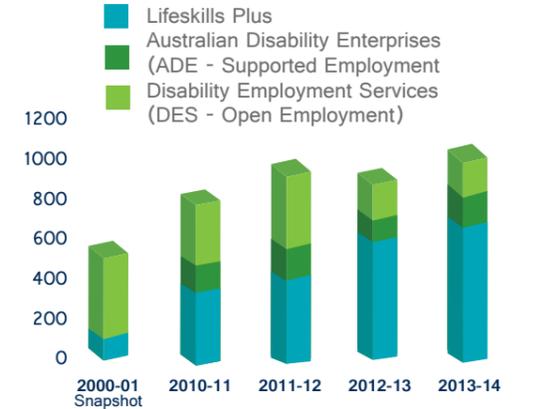
# Participants per program



# Participants per region

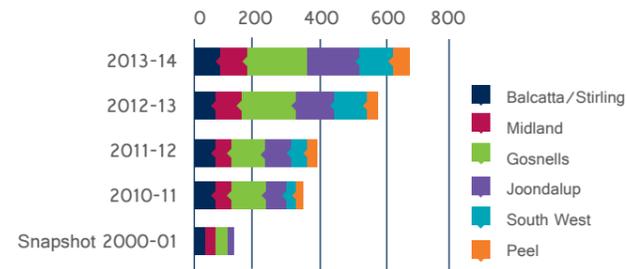


# Program Growth

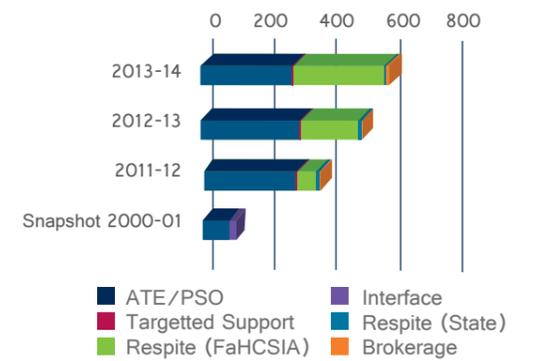


\* Includes Open Employment funding

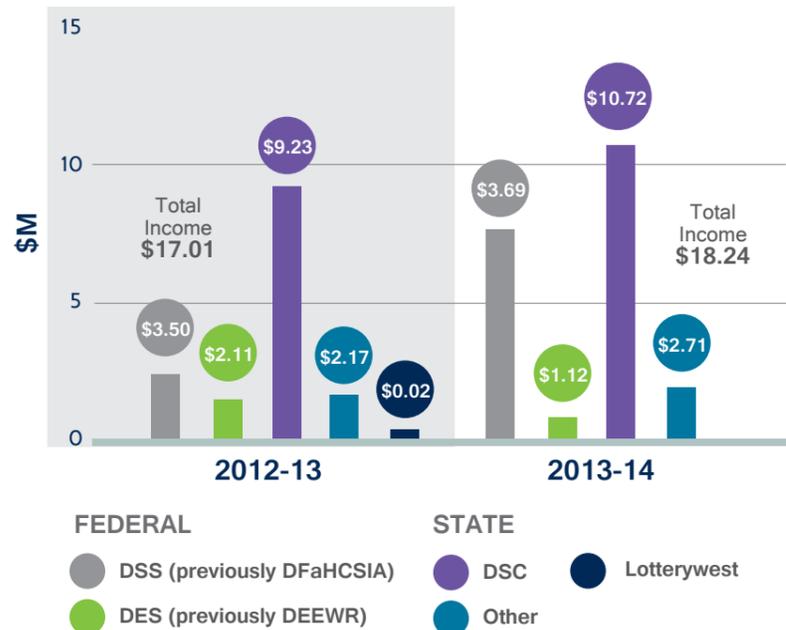
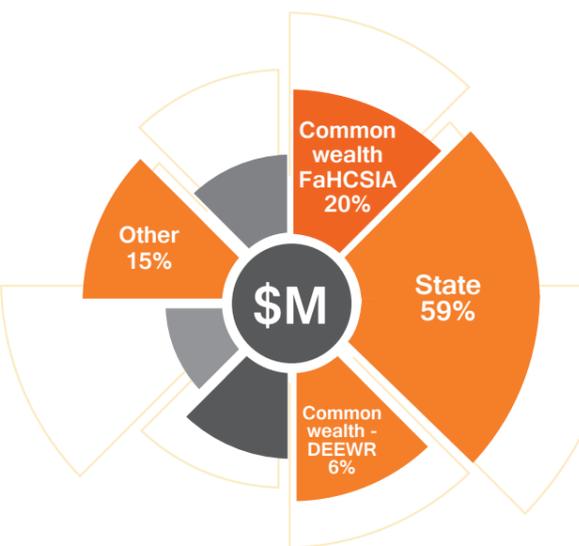
# Lifeskills Plus



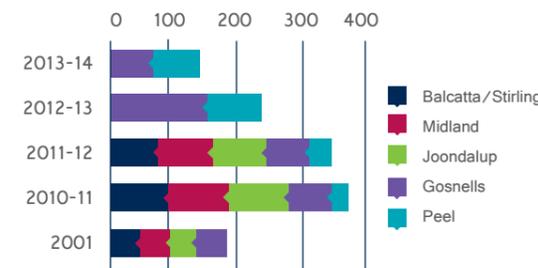
# Lifeskills Plus Program Development



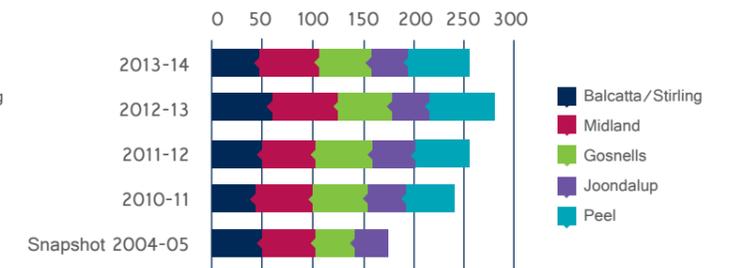
# Funding and Income Sources



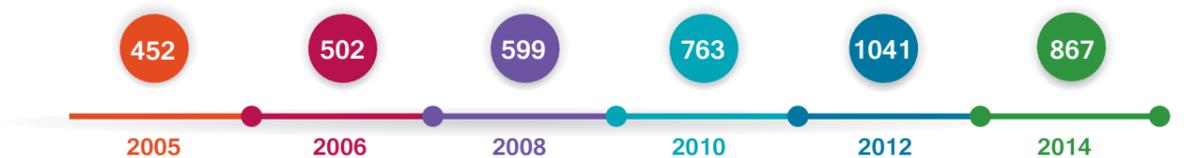
# DES Employment Services



# Supported Employment (ADE)



# Number of Participants



# Our Volunteers And Life Members

## Volunteers

Volunteers provide invaluable support to organisations and individuals on many different levels, and the volunteers at Intework are no different. Our volunteers provide support in a variety of ways: they assist staff with activities for participants out in the community or on holidays, transport participants to and from their homes to our offices or their activities, assist with on-the-job training services and provide administrative support to all our business units.

Intework sees volunteering as a valuable and reciprocal working partnership. Our participants benefit from having an extra pair of hands on deck, allowing them to develop and maintain social connections; staff have more time to work closely with individuals in their programs and are inspired by the exciting ideas that volunteers bring; and the volunteers themselves are exposed to an exciting and challenging work environment.

Volunteers provide enrichment to our services by sharing their experiences and knowledge, and by providing valuable time that allows our paid staff to concentrate on providing quality services to our participants.

While recognition of our volunteers occurs throughout the year with dedicated volunteer morning teas, Christmas gifts and invitations to participate in all Intework internal training, we would like to formally acknowledge and thank those that have volunteered at Intework throughout 2013-2014.

Volunteers provide invaluable support to organisations and individuals on many different levels, and the volunteers at Intework are no different.

## Life Members

The award of Honorary Life Membership is the highest honour Intework can bestow on an individual and is done so in recognition of those who have made an outstanding contribution to the Association. The significant service and contributions have been made by individuals in terms of time, effort and commitment to Intework over a significant period of years.

### Intework Honorary Life Members are:

- ◆ Carol Rowling
- ◆ Charlie Rook (OAM) – deceased
- ◆ Eve Lucas
- ◆ Leslie Ryle
- ◆ Di Rook (nee Shepherd)



Charlie Rook (OAM).

# Our Locations



### Intework service provision key:

- Lifeskills Plus
- Respite
- Training
- Australian Disability Enterprise
- Disability Employment Service
- Holidays
- Aboriginal Engagement Program
- Corporate

<b>17%</b>	Staffing has increased 17% to 217 FTE	<b>0.7%</b>	A year-end operating surplus of \$136,256 (0.7 per cent of revenue)
<b>7.3%</b>	Income has increased by 7.3 per cent to \$18.25M	<b>365</b>	89,288 trips were provided to more than 365 participants to get to and from their programs and services
<b>Less fleet time</b>	Our vehicle fleet has travelled less during the year, approximately 4,280,000 kilometres in providing and supporting our services		

# Our Services Snapshot

## ■ Lifeskills Plus

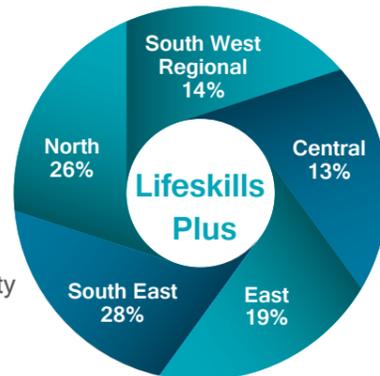
**Personalised community engagement programs and alternative to employment options for people with a disability.**

Lifeskills Plus provides services to help people with a disability gain the skills they need to maintain existing relationships, develop new ones, and to participate and be more active in the community.

With the participant and their family or carer, we develop personalised plans to meet the individual's needs and goals, and together we build on the skills they identify as being important. Support is provided either one-on-one, in a group or in any combination that works for the individual, and can be changed as often as needed to reflect the needs and wants of the participant.

We support a broad range of strategies including skills training, recreation, preparation for employment, mentoring, personal care and behavioural support, all of which work towards the goals outlined in their plan. Individual goals can be anything including, but not limited to, catching public transport safely, cooking meals, going to the gym, money handling skills, joining sporting or community clubs and becoming more independent.

Intework's Respite Services and the Holiday Program are also provided as part of Lifeskills Plus, both of which offer participants additional community engagement opportunities.



## ■ Australian Disability Enterprise

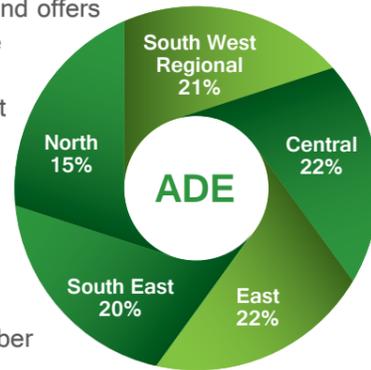
**Meaningful employment options in supported work environments.**

ADE is a commercial operation providing employment opportunities for people with a disability in a supported work environment. In small work teams of up to four individuals and one supervisor, employees undertake tasks including, but not limited to, barbeque cleaning,

roadside beautification, grounds maintenance, commercial cleaning, and contract packaging, labelling, collation and assembly.

We work closely with supported employees and their families or carers to develop personalised plans which help them to progress towards work goals. We also support training towards greater workplace independence and employment in the open labour market. Additionally, we offer work experience and career development opportunities and independent transport assistance, all of which help individuals gain self-confidence, achieve financial independence and increase community inclusion.

Intework has more than twenty years' experience in servicing businesses and offers companies competitive commercial rates, with teams tailored to meet business needs. We hold contracts for the provision of services to a number of local authorities and State Government agencies, alongside a large number of private enterprises.



## ■ Disability Employment Service

**Employment options in the open labour market.**

Our DES program provides a high quality service that finds long-term employment opportunities in the open labour market for people with a disability or barrier to employment. We address the needs and expectations of the individuals while encouraging career and skill development to help them be successful in their job.

We work closely with our job seekers to determine their needs, goals and strengths so that we can match them to the right job and employer. Our job seekers are highly motivated, dedicated and reliable individuals, and through professional career guidance, workplace experiences, skills training, and the development of an individualised employment plan, we can determine where they will work best. Our personalised and ongoing support to both employees and employers is second-to-none, ensuring positive outcomes for both parties.

## ■ Respite Services

**Respite for carers in times of need.**

Our Respite Service provides a flexible, individualised service to people supporting those with mental health issues, Autism or a disability, allowing carers to take a break from their care giving role. We provide support for any occasion, from needing a break to attending appointments, and are available in emergencies for unplanned moments.

Activity options for the person in our care are extremely flexible and are designed specifically to meet the needs of the individual and the family or carer. The person in our care can participate in activities including drama, cooking, restaurant visits, attending live sporting or music events, and community inclusive activities, enriching their own growth and personal development from these experiences.

Respite Services also offer additional courses for participants to help them develop their skills and gain greater independence.

## ■ Training Services

**Developing skills and improving futures.**

Our Training Service consists of a team of professionals who develop, design and deliver high quality training to members of the community. We deliver our specialist training programs to Intework employees and participants, carers, students, other service providers and the general public.

Intework's training courses cover the essential tools and skills for working within the disability sector, in addition to courses regarding professional and personal development skills which are available to everyone. We have also developed a number of courses specifically tailored to people with disabilities or mental health barriers which cover topics including employment preparation, personal boundaries and protective behaviours, computer-basics, healthy relationships, and other customised development courses.

Three modern training rooms are available for hire for external organisations wishing to use our facilities, which include air conditioning, laptops and data projectors, and seating for up to 24 people.

## ■ Aboriginal Engagement Program

**Supporting Aboriginal and Torres Strait Islander communities.**

The Aboriginal Engagement Program aims to engage with local Aboriginal and Torres Strait Islander (ATSI) communities as we continue to increase opportunities for our ATSI participants and create a more culturally responsive organisation. We provide culturally appropriate information and tailored support for ATSI people with a disability and/or mental health conditions by working in collaboration with the other services offered at Intework.

The Aboriginal Support Coordinator assists our participants, their families and our staff by liaising with local ATSI groups, organisations and elders, engaging and supporting staff through cultural awareness training, and providing support for cultural events such as NAIDOC Week.

## ■ Holiday Program

**Holiday options for people with disabilities.**

The Holiday Program promotes social, educational and recreational development for people with a disability through pre-planned and individually tailored holidays. From enjoying the sights around Perth to exploring the east coast of Australia, we ensure participants experience opportunities they might not usually be able to enjoy at home.

Participants return from our holidays with improved socialisation skills, increased independence and are often more able to manage responsibilities and tackle new challenges in their lives. Additionally, the Holiday Program offers a form of respite for families and carers.

The ratio of carers to participants varies depending on the holiday and the needs of the individuals; however, all our staff receive on-going training, and their experience helps participants enjoy their time away from home in a safe and supported environment.



I chose to do  
**woodwork**  
as part of my  
program because  
I wanted to give  
my family gifts  
that they  
would  
treasure  
forever.

Zoe Schubert, Lifeskills Plus participant



Zoe prepares the wood for her creation.

**The Lifeskills Plus program in the 2013-2014 financial year had overall growth of 13 per cent in its Disability Service Commission-funded participants. The largest program growth was seen in the Busselton and Peel regions, with program growth of 26 per cent and 24 per cent respectively.**

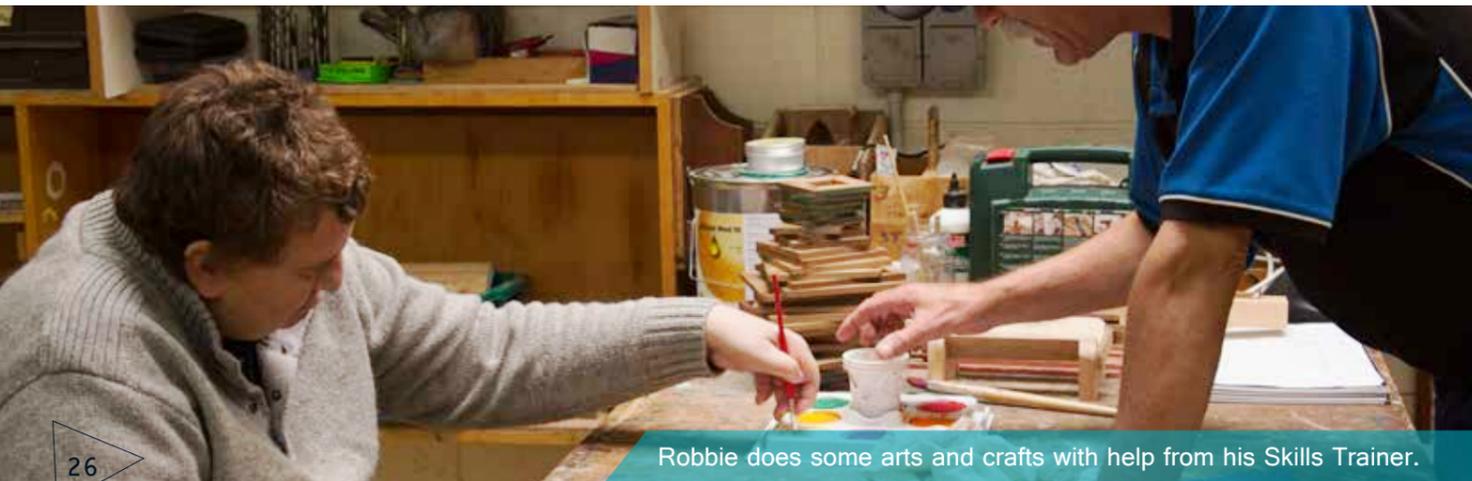
The Joondalup Lifeskills Plus program saw a large number of school leavers join their service between December 2013 and March 2014, which means its program size is now on par with Gosnells as Intework's largest Lifeskills Plus program.

This year has seen Lifeskills Plus focus heavily on the high priorities identified in the 2013-2018 Intework Strategic Plan; individualised service provision, person centred planning and reviews, community and business partnerships and developing staff to provide individualised supports have been the focus for the Lifeskills Plus Management Group. As a result of this, a number of new partnerships have been developed to strengthen and complement our programs.

Lifeskills Plus in Joondalup has recently been involved in a social engagement program via United Way, where corporate groups of volunteers join the sports program on Friday mornings. Thus far, teams from Chevron, EMC and Fremantle Ports have been part of the participants' programs. We see this as an extremely beneficial partnership for all involved; the participants get to enjoy the company of friendly people that genuinely want to see them succeed, and the volunteers are able to interact with and learn more about our participants in an informal manner, as well as learn more about what Intework does at a local level and in the wider community.

In the South West, strong partnerships have been established with the South West Autism Network and a local art tutor, which has benefited a number of individuals in the Busselton program. Additionally, Intework has developed MOUs with Peel, Rockingham and Kwinana Mental Health and LandCorp for the development and management of the Mandurah Junction Community Garden.

The disability sector has seen a number of significant changes over the last year which will follow on into 2014-2015. Intework has embraced some of the chances that it has been afforded to participate and positively contribute to these sector developments. Of significance has been Intework's participation in the My Way project in the South West.



Robbie does some arts and crafts with help from his Skills Trainer.

## My Way – Hosting a My Way Coordinator

The My Way project was an initiative developed by the Disability Services Commission to promote choice and control for people with a disability. This project was designed to encourage a collaborative approach between the Government and the non-Government sectors to deliver services that were based on local decision making and community connections for people with a disability.

In early 2012, organisations in each of the My Way areas were selected through a competitive and open grants tender process to host a My Way Coordinator. The rationale was that this practice may work toward the project's overall aim of facilitating increased flexibility and service delivery and supports to people with a disability through the My Way model.

Intework tendered to be part of this initiative, with the South West Lifeskills Plus program being successful in their bid to host a My Way Coordinator in the Busselton Office. Holly Ferguson commenced as the My Way Coordinator and worked to engage with current and external Intework participants regarding the development of their My Way plans.

The project brought with it new language and systems to challenge Holly and the Busselton team. "Reasonable and necessary support" became the new buzz words, "strategies" replaced the Quality Management Framework goals, and reporting on 'hours' became a thing of yesterday. However, for participants of the regions, due to the State Government's sustainability funding it meant that most of the participants moved from group to one-on-one support, enabling pure individualised supports.

On 5 August 2013, Prime Minister Tony Abbott and Premier Colin Barnett signed an Agreement for Disability Reform in Western Australia. It was agreed that from 1 July 2014, WA would participate in a two-year trial of the NDIS.

The NDIS trial in Western Australia is unique, as it includes the simultaneous implementation of two different models, in different locations, over a two-year period: the Commonwealth's NDIA model in the Perth Hills region, and the Western Australian My Way model in the lower South West and Cockburn/Kwinana areas.

The end result of this agreement is that it has significantly altered the environment within the disability sector from the time that these grants were established, and for this and other reasons, the DSC has reconsidered the external provision of My Way Coordination in the NDIS sites. Therefore a decision was reached not to extend the Disability Service Organisation My Way Coordinator Grant Agreements operating in the NDIS trial areas.

However, Intework will continue - and for some individuals commence - providing services to participants under My Way - NDIS and the NDIS models. Intework participants residing in the Perth Hills NDIS trial sites will enter the scheme under the NDIA eligibility and roll out process. Intework will work closely with My Way - NDIS and NDIA Planners to ensure that support for our participants is flexible, innovative and empowering.

**In developing person centred plans we need to be sure we are focused on helping people get better lives and not just on paper.**

Michael Smull,  
The Learning Community  
for Person Centred Practices

## Think and Plan

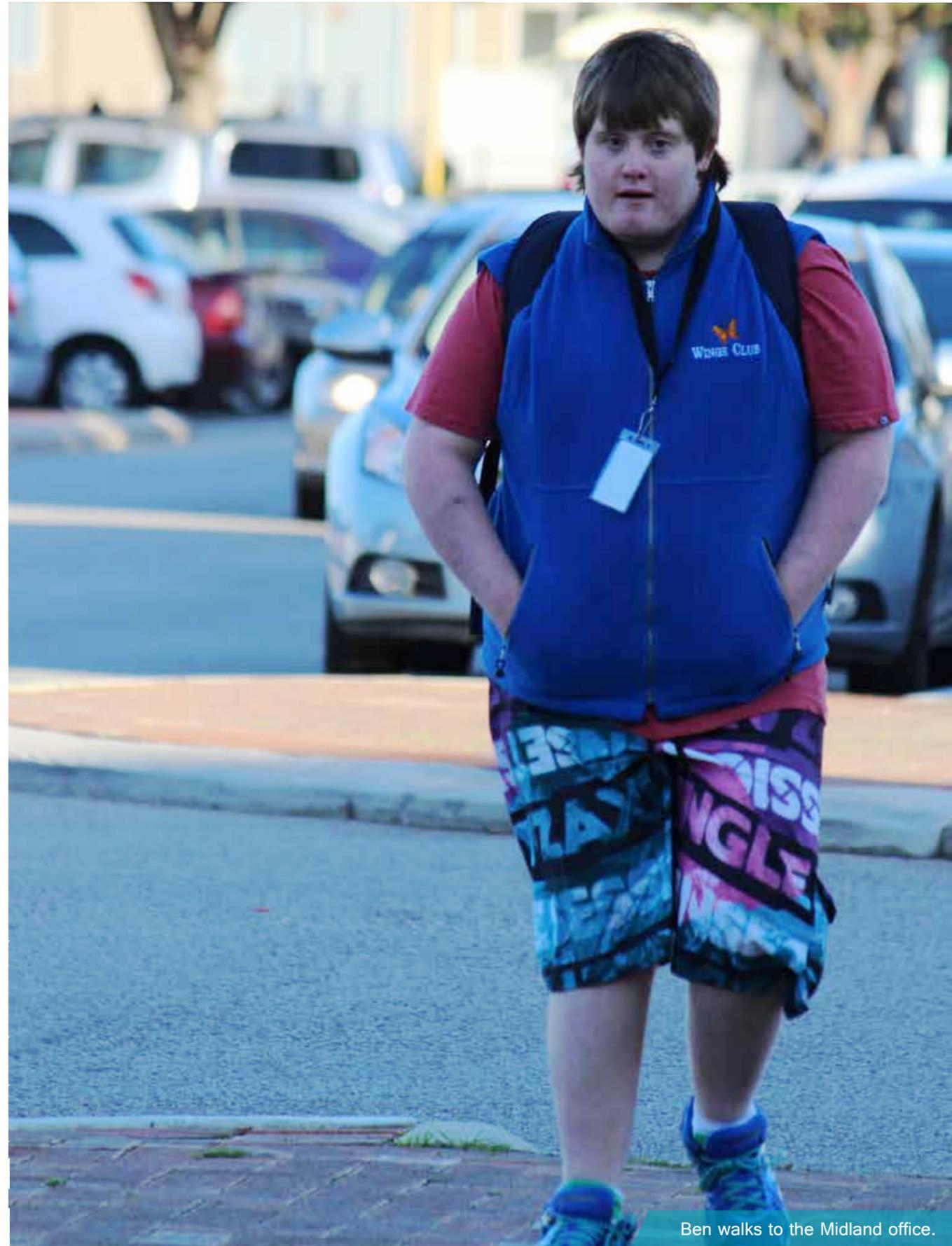
As part of Intework's Strategic Plan 2013–2018, Intework ensured commitment to high quality services for its participants. This is reflected in the Lifeskills Plus operational direction of supporting individuals to make their own choices, being responsive to individual needs, implementing best practice tools to assist our participants to identify what they want from Intework, and identifying what Intework's role is in making that happen. Whilst there are number of tools that can be used to assist in this goal, Intework has successfully trialled the Think and Plan planning tool in two regions.

Think and Plan was developed through a partnership between Helen Sanderson and Associates, Dimensions Disability Support Organisation and The Learning Community for Person Centred Practices, and has person centred support and planning at its core. Person centred planning is described as 'a way of assisting people to work out what they want, the support they require and helping them get it'.

Intework utilises these tools by meeting with the individual and their family or carer and, facilitated by the Think and Plan tools, collecting vital information about who the person is, their likes and dislikes, their gifts and skills, hopes and aspirations and natural supports already in place. This information is then used to identify primary achievements that an individual wants and how Intework will play a role in supporting or facilitating this.

Think and Plan is a very user friendly tool which allows participants and their families ownership of their individual plans. The plan is not set in concrete; it is a live and working plan which changes as a person develops and/or as their aspirations change, and enables support staff to easily see and review how an individual moves towards their goals.

Whilst Intework acknowledges that there are many planning tools that can assist individuals, it has been found that participants that have taken part in the Think and Plan discussions feel more in control of their service and are able to see their own achievements and direction.



Ben walks to the Midland office.

## Ben Klaassen

Ben is 20 years old and he started with Intework in Midland in December 2012. Ben is supported by the Midland Lifeskills Plus program and is also a supported employee with the Midland ADE crews, undertaking car cleaning work and cleaning for the Telstra contract. For the last two years Ben has used the Intework transport service to get to and from his home in Bassendean to Intework's Midland office to join his work crew or Lifeskills Plus program.

In his annual Employment Assistance Plan, Ben and his family expressed a goal for him to be able to independently travel to and from work. His Employment Coordinator Kristy liaised with Ben's Lifeskills Plus Coordinator Karenin to see how they could assist in increasing his independence in his Employment and Lifeskills Plus programs, as well as daily life.

With input from Ben and his family, a plan was designed that would assist Ben to independently catch the train to Midland Station and navigate a number of roads from the station to the office. Potential hazards were identified including road safety, what to do if he missed the train, and what to do if he was approached by others. Ben's Skills Trainers worked through these scenarios with him, and safety nets were put in place, such as Ben learning to use a mobile, and texting his mum and staff at certain points in his journey.

Despite his mum's nervousness, Ben showed great enthusiasm and personal readiness to take this step. For the next two months he was initially accompanied, then shadowed by his Skills Trainer on his journey. Ben is now able to travel without assistance from his Skills Trainer to and from Intework. He shows no hesitation travelling independently from the Bassendean Station to Midland Station and shows appropriate road safety skills as he walks to and from the office in Padbury Terrace.

Ben was incredibly pleased to be travelling independently when the plan was initiated, so much so that on his first day he stopped off to purchase a drink and still arrived on time for his train. One afternoon he took longer than normal and as he realised the train was about to depart, he ran and boarded the train, leaving the shadowing staff unable to catch the train. All went fine though as Ben stuck to his plan and arrived safely. Ben has often been observed by staff contacting his mum on his phone, as identified in his plan, so she knows when to expect him at the Bassendean Station.

Ben's success with his travel training has inspired the Midland team to make a short video regarding Ben's achievements that can be shown to other participants and their families to highlight how Intework can assist in an individual's independent living skills.

Ben has been a participant at the Intework Lifeskills Plus program for two and a half years. Ben grew up on a farm and attended small country primary and senior high schools plus boarding, all mainstream. We moved to Perth to enable him to experience a full social life plus work opportunities. Throughout his time at Intework he has been well supported in a variety of activities by the caring staff at Intework. All the staff have worked collaboratively with Ben and his family to get the best possible outcomes in any given situation.

Ben has also received transport training, so is now able to travel independently between home and Intework. Ben has been able to successfully attain goals we as a family had only dreamed of - with the support of the staff at Intework, those goals have become a reality. Ben has transitioned from a country lad to a commuting city slicker.

Annie Klaassen (mum)

## Thomas Miles

Thomas is a 21-year-old man who joined the Balcatta Lifeskills Plus program two years ago. Thomas currently lives at home with his uncle, but has aspirations to have his own car and live independently with some support.

Initially, Tom and his Coordinator worked together to identify some goals to assist him with his aspirations.

These focused on cooking, budgeting and general independence towards eventually living in his own home, as well as building his confidence. Tom also wanted to try some work so was linked with Intework's transition program to identify types of work he wanted to do and what skills he would need to be work ready.

Additionally, Tom was linked to Respite's Keys for Life program to assist him to gain the skills to achieve his driver's licence. After six weeks Tom completed the course and was ready to apply for his Learner's Permit, but at the time he was not working, and did not have the money to pay for his permit.

It was whilst Tom was improving his cooking skills in the Balcatta kitchen that he started receiving compliments for the nice smell and look of the food he was cooking. He and his Skills Trainer Andy decided that they could combine Tom's cooking with a little entrepreneurial skill and sell his cooking to staff at the Balcatta office. This money could then be used to pay for his driver's licence.

A number of different menus were discussed such as curry and rice, pasta bake and quiche, all to be served with accompanying salads and garlic bread. Tom assisted in producing and displaying advertising posters that were placed around the office and before long Tom was doing a roaring trade. Whilst Tom enjoys savoury cooking, he really enjoys baking cakes and sweets too, but he is particularly keen on paying attention to his plating - curries were served with lime, yoghurt and coriander on top.

Tom only needed to sell his food for a few weeks before he had enough money to go and get his permit. This experience has not only increased Tom's cooking and planning skills, of which he is very proud, but selling his food has really helped to build his confidence.

Tom has now used his new-found confidence to assist him in starting employment for two days per week with the Balcatta ADE environmental crew. Gaining employment has allowed Tom to earn more money, so who knows - maybe his next purchase will be a car!

## Respite Services

Operating since 2007 as a separate Federally-funded program, Respite has delivered a variety of valuable, flexible services to carers of people with a disability and mental illness. Operating under the Lifeskills Plus banner, this addition to Intework's suite of programs has assisted 204 people throughout 2013-2014 (an increase from 183 individuals last year). The program has been funded to operate in the North, East and South East areas of Metropolitan Perth as well as in the Regional South West (Busselton).

The program's flexibility has been highlighted this year by the support and assistance provided to 'non-traditional' participants: school-aged participants (to provide respite to their parents/carers) and grandparents who find themselves as the primary care givers have been major recipients of assistance.

Supporting grandparents, especially those who thought their full-time child care days were over, have been particularly valuable to Respite Services as we help to relieve the anxiety and stress that caring for traumatised children can bring. Participants with drug issues have also been major recipients of assistance. In these situations, innovative and relevant training courses were offered and facilitated by our staff and were well-received by participants.

'Cyber Safety' and 'Healthy Eating' programs were developed this year to contribute to providing an environment and skill set that people can use in their everyday lives. However, the course that has had greatest impact has been the Keys for Life training program. This program has assisted 50 people this year, achieving an 89 per cent success rate in helping people obtain their learner's permit. These participants came to us through a number of channels; some came from other disability service providers, some came through the North East Correctional Services rehabilitation programs, and others had mental health issues and were referred to us. Our accredited trainers used innovative techniques to explain road traffic rules and regulations to people who would have struggled using traditional methods of learning.

With the exception of the South West Busselton region, which narrowly missed achieving its targets in the Aboriginal engagement area, all regions and KPI categories were substantially exceeded.

## Holiday Program

Intework holidays are all about time to get away from the stresses and strains of everyday life, providing new experiences and challenges, something to look forward to and a chance to make new friends.

Between 2013-2014, 73 individuals attended a holiday; 56 of these people had such a wonderful experience on their holiday that they have returned for at least two or more. Seventeen holiday-makers designed their own holiday 'their way', and 18 holidays were created by Intework considering the interests, needs and choices of the holiday makers. This year saw our first international holiday to New Zealand. The participants had such an amazing experience that they requested we organise another international holiday, this time in Hong Kong to visit Disneyland. We also holidayed in locations including Busselton, Darwin and the Great Barrier Reef.

Participating in the Holiday Program is fun and highly beneficial; it can support personal growth and development, improve socialisation skills, increase community involvement, allow for better management of responsibilities and develop independent living skills. One such example is a young lady who attended several individually planned holidays. During her time away she learned to plan and prepare her own meals, wash and dry her clothes, personal hygiene skills, make her own bed and budget for activities. The skills that she developed whilst on holidays have now been transferred to her everyday life at home.

The Holiday Program also offers essential respite opportunities for families and carers. We have supported families to go on holidays whilst their son or daughter have stayed safely in their family home environment. Parents and caregivers have had peace of mind knowing they are having positive, exciting experiences whilst they are having a well-earned break from their caring role, enjoying opportunities to refresh and revitalise physically and mentally.



# Employment

“

I know the process  
**step-by-step**  
now; from the first  
step when the  
envelopes come  
in to the last step  
**before they**  
**go to the**  
**post office.**

Jess, ADE employee

”

**Inte**work  
Employment



**Open Employment Services, Disability Employment Service – Employment Support Service (DES-ESS) is Intework’s mainstream employment division and provides training, skills development, referral, job search and placement support to people with disabilities, inclusive of mental health issues. Intework’s DES-ESS program is funded through the Department of Social Services (DSS) and has been operational since 2005.**

## Disability Employment Service

Open Employment Services is an uncapped program receiving participants both via Centrelink referral paths and also people choosing to come to Intework as their preferred provider. Annual figures on referral rates from the 2013-2014 financial year show that Intework’s Open Employment Service received approximately twice as many participants through people with disabilities exercising their right to choose their provider than those who were simply referred from Centrelink. When asked why participants chose us as their service provider, the majority confirmed that Intework was well known in the community for being a quality provider, keen to listen to people’s stories and desires which in turn lead to positive, targeted career opportunities being available.

The Open Employment Services team is focused on providing tailored individualised services for each participant, which are specifically designed to meet the person’s wants and needs. An in-depth review process is undertaken with every new participant which enables us to understand the person’s attributes, skills, aspirations and goals, as well as building a close, professional relationship between the team as a whole and the individual. This approach is at the core of all we do - the results can be seen not only in the positive feedback we consistently receive through our review processes, but also in the high Star Ratings we continue to be awarded by our funders, the DSS.

On successive Star Rating releases in both our Employment Service Area’s (ESA’s), Intework has been significantly above the national and State average for performance in all areas, receiving the top rating of five Stars in the Perth Central South West ESA and the excellent achievement of four Stars in the Perth South East ESA.

Our attention to individuals’ needs seamlessly translate to the methods that are used to deal with our partner employers which form critical support to the work that we do. Each and every employer that offers our participants an opportunity is linked to a dedicated member of the Open Employment Services team so that they have a direct line to access support for any issues faced. This is backed up by a professional management team with many years of experience working behind the scenes to support the crucial work of the front line contact staff. This approach leads to improved informational flows and allows Intework to be a real partner in the employment contract. Again and again, employer feedback is positive with some great outcomes flowing from our partnerships.

**We have developed and maintained an excellent working relationship. This is made possible by the ease with which we are able to liaise with the Intework staff and the prompt attention they have given to us when we have needed them.**

**Martin Balcomb,**  
Liftrite Sales and Hire

A perfect example of this individualised, collegiate approach, which utilises all participants as equal partners and the successful outcomes it leads to, can be seen from Liz’s story.

Liz came to Intework following a lengthy period of unfulfilling, casual roles which had led to negative attitudes and feelings toward employment. Following a difficult period gaining Liz’s trust and listening to her story, Liz and her Coordinator identified an interest in working with people, specifically in aged care.

As Liz had no experience in the industry and could not afford to access any training, gaining employment at this point was impossible. As a first step, Liz enrolled in a suitable course at a Registered Training Organisation, and the Open Employment Service negotiated with them to reduce the fees to access the Certificate IV in Aged Care and assisted in paying Liz’s costs.

Following the commencement of her course, Intework marketed Liz to a range of employers in her chosen field and eventually a position was gained in the industry with a supportive employer. Liz continues to be both happy and fulfilled in her new career.



Kathleen at work at The Coffee Club.



Geoff at work on the trolley run.

Intework’s utilisation of, and belief in using individualised services positions us to continue to provide exemplary service levels to participants. The Open Employment team is dedicated, professional, well trained, and willing and able to make a valued contribution to not only our participants’ lives but to those of our employers, thus broadening the horizons of all parties in the employment contract.

Throughout the 2013-2014 financial year, the Open Employment Services team has continued Intework’s history of providing a high quality program to our participants, their families, our funders and all the employers we work alongside. We look forward with commitment, dedication and enthusiasm to carrying on the tradition of individualised services into the future.

## Australia Disability Enterprise (ADE)

2013-2014 proved to be another fruitful year for ADE. Building on its ongoing contracts providing environmental support to Local Governments, Intework embraced collaboration with State Government departments this year. This led to a number of large sustainable contracts being secured for our teams such as office cleaning for the Department of Corrections at Hakea Prison and its outreach centre, and commercial cleaning at Armadale and Gosnells Courthouses for the Department of Attorney General.

In addition, successful tenders and contracts were secured for barbeque cleaning and roadside beautification for the City of Joondalup, car cleaning for Royal Perth Hospital and Main Roads WA, and grounds maintenance for the Disability Services Commission. A number of new grounds and cleaning sites were also added to our Telstra contract. The increase in contracts has again ensured that Intework can provide sustainable and meaningful work for our supported employees.

These new contracts have seen an expansion in the type of work and training that we can offer our supported employees. With a large number of environmental and cleaning contracts secured, the ADE Management Team has worked closely with Intework's Training Service to develop appropriate supported employee and staff training, such as Certificate II in Commercial Cleaning and hazard identification workshops. Additionally, in line with operational goals developed to support the 2013-2018 Strategic Plan, focus has been on developing consistency across contracts. A newly redeveloped Job Site Analysis process is now assisting staff and employees to ensure adherence to workplace safety and contract requirements.

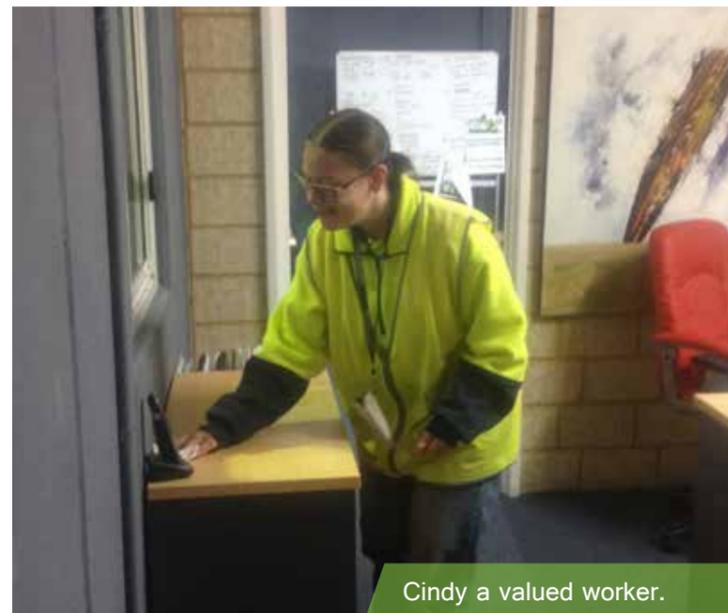
Operationally, the ADE Management Team reviewed and restructured its management roles to increase and support the forward direction and strategic goals of the program. This allowed for increased communication to staff, and a focus on contractual deliverables and workplace safety. A more recent review at coordination level resulted in the realignment of staff into more specialised contract coordination roles, utilising previous professional knowledge of individuals. It is envisaged that this will increase specialist support to the ADE crews and also streamline operations.

There are a number of anticipated challenges over the next 12 months, which include future impacts on ADE's by any Government decisions made on the supported employee wage assessment tool. Also, the support and management of supported employees who live within the Perth Hills NDIS trial site will need to be closely monitored.

### Partnership with Lochness Landscape Services

Over the past 18 months, ADE has developed a solid relationship with Rockingham-based landscaping business, Lochness Landscape Services. This has seen us provide Lochness with eight full-time garden maintenance staff in the Baldivis area, who are responsible for 500,000 square metres of whipper snipping, litter pick and public space beautification. An additional team has also assisted with their contracts in the Victoria Park area.

The relationship took a significant step forward with the signing of an MOU in March 2014. This MOU provides additional support from Lochness in offering training to Intework teams and back up resources, as well as Intework having access to quote Lochness as a sub-contractor, thus greatly improving the opportunity to win additional contracts. This tactic will be employed when Intework tenders to the Department of Parks and Wildlife for grounds maintenance, which would involve employing Lochness as a sub-contractor. We would like to thank Lochness Landscape Services Managing Director John Troiano and his team.



Cindy a valued worker.

## Cindy Oxley

Cindy started working with ADE in September 2012. Initially she worked two days a week on the Mandurah barbeque cleaning crew; however, after eight months Cindy asked to increase her hours to three days a week, which enabled her to continue to build her confidence around her working environment.

Just before her annual Employment Assistant Plan was due, Cindy told her Coordinator that she would like to try something new that would challenge her; specifically commercial cleaning on the Telstra contract. Cindy joined a Telstra crew in May 2013, and very quickly became a very reliable, efficient and valued member of Telstra Crew.

In early 2014, Cindy started working four days a week. When an opportunity arose in March to do some office cleaning around the Greenfields office, Cindy was approached to see if she would like to take on these tasks in addition her normal shifts. Cindy was excited to take on the challenge and proved herself to be an independent, efficient and very thorough cleaner.

Due to Cindy's enthusiasm and flexibility to try new things she was given an opportunity to be trained on some motorised equipment, starting with a leaf blower vac, whipper snipper and hedger. She loved the challenge and became very excited and eager to learn it all to the best of her capacity, and join the 'Warnbro Sound Avenue' maintenance crew.

Cindy wears all her PPE and PPC correctly on the motorised equipment (specially assigned to her is a smaller harness, which she is very proud to call her own). She works in a timely manner with a great awareness of the surrounding traffic and consistent speed that is vital on that job. Cindy is now a regular whipper snipping person on the Warnbro Sound contract.

Cindy's ultimate goal is to transition to open employment. She has proven to herself, her team-mates and her Skills Trainers that she is a great asset to any crew. In the time that she has been with the ADE Mandurah crews, staff have seen Cindy grow and improve her professional approach and attention to detail.

She has shown a great understanding of the various contractual arrangements and commitment to quality and customer expectations. Cindy's Employment Coordinator is confident that Cindy will realise her goal of open employment in the near future.

## Alex Civitco

Alex has worked as a supported employee in the Balcatta ADE team for three years. Initially Alex worked on the car cleaning crews; however, he did not appear to enjoy this sort of work and would rarely engage with his colleagues or Skills Trainer. After discussions with Alex and his family, his Employment Coordinator thought a change of job may encourage him to be more active in his employment, so he joined the Balcatta internal crew who are contracted to produce a mail-out service for the Department of Health.

Initially, Alex took a lot of support and coaxing from his Skills Trainer Jan to set up his work station and complete his tasks. However, he gradually started to work steadily at stamping envelopes and he developed a rapport with Jan, as they both followed the same football team. Jan would tell Alex that the coach would expect a tidy and neat work station and they would chat about their team. In the clerical room the radio is also on Alex's favourite station – he takes the responsibility of turning the radio on and off for the team.

His stamping and job skills have developed considerably with encouragement and he is now very productive; he keeps his work area neat, independently changes the date stamp and initiates more supplies when he runs out. At the recent team meeting, Jan asked if anyone wanted to add any general business. Alex raised his hand and said "you need to stack the envelopes neatly; you just tap them at the side like this..." and he gave a demonstration. The whole group clapped! Alex looked very proud of himself.

Alex has developed significantly with the change in his role. He has grown from someone who did not want to engage with his colleagues and did not want to work, to now initiating a few words of conversation (usually about football), being productive in his tasks and contributing to his team.

## Training Services

“

The best part of the course was being able to **discuss** situations with others who can

**relate** and share their experiences.

Questions were welcomed, the information was well explained and **solutions** were offered.

Ashleigh Betty, staff member

”



Intework staff participating in training courses.



**Intework offers a diverse range of training opportunities in the following categories; Intework compulsory training; professional and personal development courses and My Training, My Way.**

**161**  
training courses delivered between 2013 and 2014.

Training

## Training Services

In 2013 and 2014, we provided 161 training courses. The uptake of courses and completion of compulsory training remains positive. Training Services are fostering a culture of skill development in the industry, which will support the future of Intework.

Applicants on training courses include Intework participants and staff, volunteers and external companies including Diversity South and Kids' Camp. Training Services are currently focusing on increasing external training in the Perth community which will be high quality, engaging, affordable and informative. This will be achieved by strengthening alliances with key stakeholders in the industry, which will bring in external revenue. Training room hire to external parties has increased through regular promotion.

Training Services have established a monitoring and evaluation tool to measure the quality and effectiveness of the training we provide and ensure we are meeting the skill needs of the designated groups and disability industry. The Training Management System (TMS) benefits all areas of Intework's organisation, driving learning and skills development across all business units while cutting costs and risks. With internal marketing we are encouraging individuals to access the training system by raising awareness of skill development and recognition options. This ensures that all of our people are constantly being developed, inspired and engaged to take Intework to the next level, which leads to safe and productive work practices. All courses are planned 12 months in advance and are advertised on the Intranet or on the TMS website.

## My Training, My Way

My Training, My Way was established in November 2012 and is a growing training initiative offered to Intework participants, supported employees and external individuals with disabilities or barriers to employment. Training Services offers structured training opportunities either as part of skill development, confidence-building or in preparation for paid employment. One-hundred-and-sixty-four individuals have now attended a variety of workshops with a great deal of positive feedback from participants, staff and families. Six individuals who recently completed courses have transitioned into paid employment.

Courses currently include Prevention of Workplace Abuse, My Circles, Computers, Basic First Aid, Introduction to Safe Food Handling, Healthy Relationships, Bullying, Trained 2 Work and many more.

Training Services recognises the need to expand and adjust within the current changing world of disabilities. We will continue to deliver the highest quality of training with a strong sense of service culture that values and engages the diverse perspectives and needs of staff, supported employees, internal and external stakeholders. This approach complements Intework's Strategic Direction 'Commitment to Individual Aspirations and Achievement of Full Potential'.

## Grow, Achieve, Include, Network (GAIN) Report

The GAIN trial came to an end on 30 June 2014. Intework, in partnership with NDS, was one of only two service providers involved in this innovative trial. With the imminent arrival of NDIS - My Way, the results provided valuable information on the design and expansion of the new way forward in disabilities.

Moreover, it proved that given the correct support, people with disabilities could aspire to goals and dreams far beyond the limitations of the past. The evidence and outcomes contributed to aspects of the template for the NDIS - My Way model. In reality the 'Grow, Achieve, Include, Network' concept lives on by being embedded in the new models.

## Cristy Walshe

Cristy was registered with our Lifeskills Plus program; however, she had expressed a desire to move on to work-based activities, and was nominated for the GAIN trial. A period of intensive work preparation commenced in conjunction with reassessing and identifying her new goals. With GAIN support Cristy thrived and developed her skills, created her résumé and did a number of courses (some online) to improve her employability.

It was very rewarding when Cristy used all she had learnt from GAIN to approach DOME Café for an advertised position. Her confidence and her enthusiastic and professional approach overcame the hurdles presented, and she obtained a three-month work trial. Today, Cristy is a permanent employee and valued member of the DOME Café team. She is a shining example of what can be achieved: to transition from Lifeskills Plus through to a permanent job in her chosen career is an outstanding effort.

## Rachel Uziel

Rachel had already worked in Intework's ADE program in Joondalup before commencing with GAIN; however, she had a goal of having a career in open employment in either retail or childcare. To commence the process, GAIN helped Rachel do a training course in retail.

During a three-month transition period, GAIN helped Rachel prepare for interviews, do confidence building activities, and complete other work-ready tasks including memory activities, list making and conflict resolution.

Rachel registered with a Disability Employment Services provider in October 2013 and was helped to obtain a \$6,000 wage subsidy, which will be used in helping her to pursue a traineeship in childcare or to obtain employment at Coles, whichever she chooses.

Intework as an organisation is to be congratulated on being at the forefront of improvement in disability service provision. This has been recognised by the sector in regularly being invited to be involved in trials and new initiatives such as GAIN.

# Aboriginal Engagement Program



Our **aim** over the last 12 months was to **strengthen** our **vision** of engaging with and **creating** opportunities for our local ATSI communities.



Staff and Anges Gimme with the newly acquired Aboriginal artwork.



Visitors from Marr Mooditj Training Inc.

**This year has seen a lot of growth and development for the program in areas including networking, employment, cultural recognition and internal promotion, as we have endeavoured to build a solid business unit with strong values.**

Beginning with the change of name to Aboriginal Engagement Program (previously Cultural Program), our aim over the last 12 months was to strengthen our vision of engaging with and creating opportunities for our local ATSI communities, and continuing to create a culturally responsive organisation.

## Networking opportunities

Intework adopted a strategy in line with the 2013–2018 Strategic Plan of engaging with major Aboriginal training, health and employment organisations to work together to achieve mutually beneficial networks and opportunities for ATSI communities. Given this, there were a number of internal and external networking opportunities for the Aboriginal Engagement Program in the last year, including:

- ◆ the Fremantle Aboriginal Health expo;
- ◆ the MediCare Local Aboriginal Health Services Night;
- ◆ the First Peoples' Disability Network (a first in Western Australia);
- ◆ the local Morroo Country tour;
- ◆ visits from Derbarl Yerrigan Health Service, the Department of Health's Aboriginal Health team, and Marr Mooditj training college; and
- ◆ Intework Joondalup's International Day for People with a Disability event.

These opportunities allowed Intework's Aboriginal Engagement Program to be promoted. An example of how promotion of the program was achieved was at the MediCare Local Aboriginal Health Service Night, where we were thrilled to see that Intework was the only Disability Service Provider for ATSI people listed in the Aboriginal Resources Directory.

As a result of these networking opportunities, each region has been inundated with new resources that have been donated by other organisations such as Derbarl Yerrigan Health Service, Yorgum, Diabetes WA's Aboriginal Health Program and the Aboriginal Workforce Development Centre. Additionally, we were successful in our grant application for Joondalup Cultural Hub resources.

## Employment

Employment goals for ATSI people as part of the Aboriginal Engagement Program aim to create pathways for people into our own organisation, as well as obtain opportunities for participants to access jobs in the general community or as part of our contract based work crews. Marr Mooditj Training Inc and Derbarl Yerrigan Health Service were identified as being excellent partners for us to source potential qualified staff members.

## Marr Mooditj Training Inc

This organisation provides nationally accredited training and assessment programs to their participants. More than 40 students took the opportunity to tour our Balcatta office and speak to staff from all programs. This was very successful, with students enquiring about study placements, volunteering opportunities and potential employment vacancies.

## Derbarl Yerrigan Health Services

Derbarl Yerrigan is the major Aboriginal Health Service in Western Australia. In 2013-2014, we have developed a strong relationship with the service in line with our strategic objectives, and have been involved in many co-branded promotional events. As well as being keen to work closely with us to provide valuable information, they are also happy to refer ATSI people to Intework.

## Generation One

Representatives from Generation One, an organisation very much involved in the creation of Aboriginal employment opportunities, visited the Balcatta office throughout the year to discuss the proposition of extending our partnership with the Australian Employment Covenant. This would provide more job opportunities and workplace support to ATSI job seekers. They proposed that the original signed covenant, to provide one ATSI person, be extended to include a total of four ATSI employees. A Deed of Variation was developed and formalised.

## Cultural recognition

This financial year we acknowledged major events including National Sorry Day, Reconciliation Day and, for the first time, NAIDOC Week.

The NAIDOC Week event, was held at the Balcatta office in conjunction with the Wellness Expo and was very successful. Attendees participated in culturally appropriate activities and games, and read information on the theme of 'Value the Vision: The Yirrkala Bark Petitions 1963'. There were also crocodile, kangaroo, emu and buffalo sausages to sample, in addition to bush sauces and homemade damper.

Midland, Gosnells and South Lake offices held similar events for staff and participants, and all Intework offices received a large canvas for everyone to leave their painted hand print on.

## Cultural Awareness

We have worked hard to increase cultural awareness for our staff, participants and visitors. An Acknowledgement of Country is now performed at meetings and training sessions, and is displayed in emails and all meeting/training rooms. To recognise culturally significant events throughout the year, Intework raises the Aboriginal flag at the Balcatta office.

Intework also purchased a piece of art from the Derbarl Yerrigan Elizabeth Hansen Autumn Centre art expo, which now hangs proudly in the stairwell at the Balcatta office.



'Jigalong' by Anges Gimme.

# People And Operations



I have seen Intework **grow** from a blossoming small organisation **founded on strong values, individualised services and commitment to people with disabilities, to a large organisation that has kept its values, services and commitment** as when it was founded, making Intework **unique** with a brilliant culture for both staff and participants.

Terri Phillips, Regional Manager, Intework



Mathew at the Mandurah Junction Community Garden.

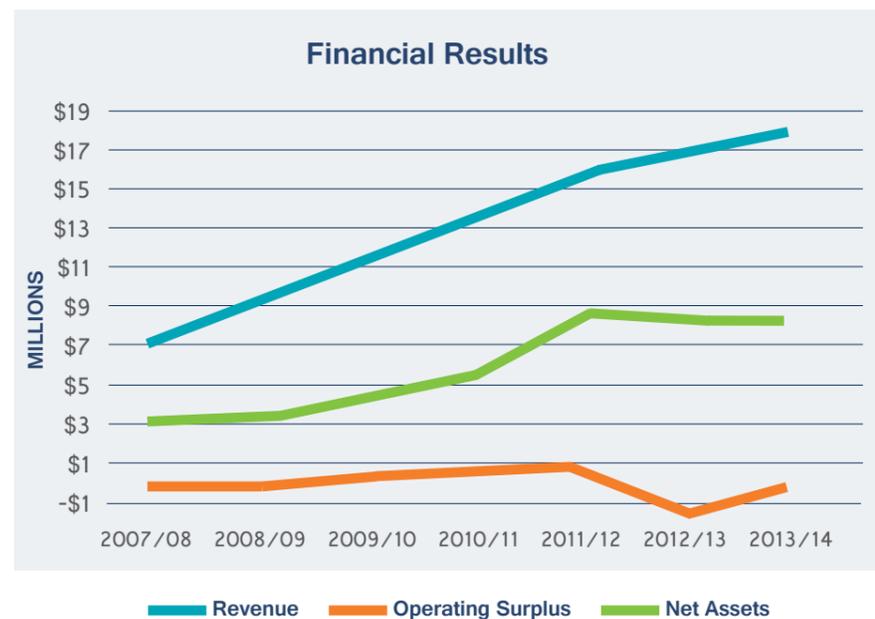
**Intework achieved an operational surplus before capital grants of \$136,256. Total revenue for the year grew by an impressive \$1.2M to \$18.2M. This reflected positive growth in the organisation's core programs.**

## Financial Results

Capital grants of \$178,643 were received during the financial year and used to purchase vehicles for program support.

Net assets increased by \$314,899 to approximately \$8.3M which continues to provide Intework with financial stability and security.

Intework's cash reserves climbed to \$734,625 at the end of the financial year. They continued to be managed prudently to maximise returns to Intework.



## Human Resources

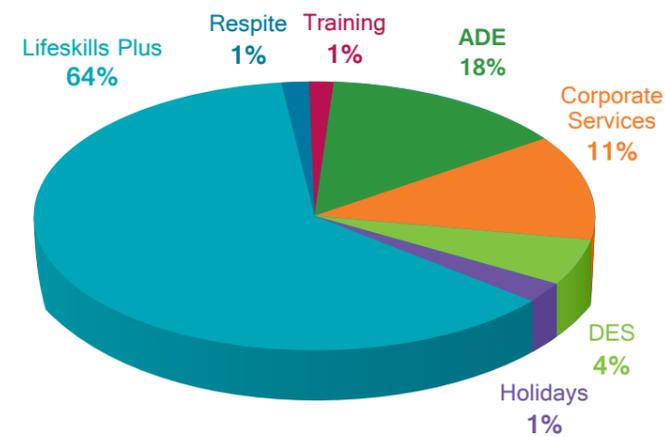
Intework's Human Resources department has seen continued growth and improvement in the past 12 months. Specific HR projects undertaken in the 2013-2014 year include:

- ◆ the introduction of a qualifications allowance for all employees who possess formal qualifications relevant to their role;
- ◆ provision of data to the Workplace Gender Equality Agency for mandatory gender equity reporting; and,
- ◆ a salary benchmarking project to assist in determining fair and competitive remuneration.

Growth in employee numbers has seen Intework increase from 330 employees in July 2013, to 343 in June 2014, an increase of 3.9 per cent. Many of these new staff were employed in our Busselton office, as the My Way project increased the demand for one-to-one service provision.

Current percentages of employees in each program are as follows:

## Employees by Program/Service



Employee turnover for 2013-2014 remained steady at 19.8 per cent, a slight increase on the 2012-2013 turnover of 18 per cent. Maintaining an acceptable level of turnover is important in ensuring Intework has adequate numbers of suitably qualified and experienced staff to meet the needs of our participants.

The strategic direction of Human Resources over the coming years is aligned with one of the key objectives of Intework's 2013-2018 Strategic Plan - 'Grow and develop the capacity of our people'.

## Quality Assurance and Compliance

Quality Assurance relies on our clear vision of the future which reflects our values, the needs of our participants, local community members and funders. All levels of Intework are motivated, committed and fully involved in ensuring quality services and compliance. This has been demonstrated in feedback received from SAI Global Independent Auditors, Patrick Denham and Kerry Allan-Zinner, who stated:

"It is acknowledged that despite the disruptions associated with the changes to the DES contract and the move to the new Balcatta premises, the focus on continually improving services has remained throughout the organisation. The participant, advocate and staff interviews conducted at Greenfields,

South Lake and Balcatta and the extensive records examined substantiated that the culture of Intework is one where the wellbeing of participants is clearly the driving force".

## Wellness Program

Intework is dedicated to improving the health of all our employees and volunteers. The Wellness Program was implemented in 2011, and offers a range of health-related activities and workshops for all staff and volunteers.

The Wellness Program has offered the following in 2013-2014:

- ◆ wellness resources and newsletters via monthly updates;
- ◆ Corporate Health Insurance Plans;
- ◆ an Employee Assistance Program (EAP) providing counselling and support to all employees and immediate family members;
- ◆ general health intervention, including quit smoking assistance, free influenza and hepatitis C vaccinations;
- ◆ workshops on stretching and relaxation, reflexology, and promotion of World No Tobacco Day; and,
- ◆ fundraising events to support community-based charities (e.g. World's Greatest Shave and Red Nose Day).

# Awards and Recognition

## Workplace Health and Safety

Intework is committed to providing an environment for its staff and participants that is safe and without risk to health and wellbeing. In turn this supports Intework in reducing the increasing financial and personal costs of workplace injury.

This year, Intework strengthened its risk management approach by implementing a new risk management system. This supported significant progress on risk profiling, reporting and on improving operational and strategic risks, which were actively managed through existing controls and regular implementation of new treatment plans.

Our structured Occupational Health and Safety Committee representing our regional and metropolitan offices is one of our primary consultative mechanisms for and on behalf of staff. Intework would like to recognise the dedicated team for their commitment to the role of OHS representatives and/or as representative on the OHS Committee in 2013 - 2014:

Berly Garcia  
Charlotte Matten  
Christopher Wagim  
Claire Barry  
Daniel O'Connell  
Marie Cox  
Mike Alexander  
Paul Johnson  
Terry Fox

## Information Technology

Intework's Information and Communication Technology (ICT) Infrastructure plays a vital role in facilitating information management, communication, and reporting in both Operations and Corporate Services. With the number of users surpassing 400 this year, the infrastructure now consists of 215 PCs and 18 Servers, across six regions.

In anticipation of future growth and a continual pursuit for effectiveness and efficiency, the IT department devised an IT Strategic Plan aligned to the organisational Strategic Plan 2013-2018. High level goals consist of the following:

- ◆ provide high quality service desk support;
- ◆ ensure reliability and availability of IT resources and information;
- ◆ plan and prepare for organisational growth and changes;
- ◆ align IT resources with business goals;
- ◆ pursue innovative service delivery and increase overall efficiency;
- ◆ better usage of IT resources through staff training; and,
- ◆ ensure security of IT resources and information.

In keeping with these high level goals, some of the completed tasks between 2013-2014 included:

- ◆ upgrade of main office virtualisation layer to Windows Server 2012 R2;
- ◆ a new multifunctional printer deployment across all regions;
- ◆ maximising productivity by upgrading Joondalup and Gosnells internet to business grade connections;
- ◆ upgrading of the email server and migration of mailboxes; and,
- ◆ implementation an Office Web Apps Server for previewing of Microsoft Office documents on Exchange and SharePoint.

The IT team is on task with all schedules and remains optimistic and confident about Intework's ICT direction into the future.

## The Charlie Rook Award

In memory of Intework's inaugural Chairman and Life Member Charlie Rook, who sadly passed away on the 28 December 2013, the Board of Intework approved the introduction of the annual Charlie Rook Award.

Charlie was instrumental in the establishment and evolution of Intework during its formative years, and it was his passion and enthusiasm that heavily influenced the strong values and vision that Intework holds at its heart to this day. Charlie had a strong commitment to the rights of people with disabilities and this was based upon strong principles of social justice, integrity and 'doing the right thing' in all he did.

The Award aims to celebrate staff members who demonstrate the values of the organisation and who truly live Intework's vision of providing excellence in individualised support services for people with a disability. Additionally, the Award aims to raise the profile of Intework's vision, values and purpose and promote them both internally and externally.

This Award will replace the existing 'Living the Intework Values Award' introduced in 2013, and the award winner will be chosen by the Executive Team and a Board member from nominations provided by participants, staff and families. The winner will be announced at the Annual General Meeting, and the individual will also be recognised at the Staff of the Year Awards.

## NDS Employee of the Year Awards

In March 2014, four Lifeskills Plus staff members were nominated at the NDS Employee of the Year Awards. Joondalup's Anissia Brown (Support Supervisor), Ashley (AJ) McCulloch (Coordinator), Margaret Millar (Skills Trainer) and South Lake's Susan Baker (Skills Trainer) were among nearly 100 disability support workers from across the State who were nominated for awards. The event, which was held at Crown Perth, was attended by nearly 500 people, and recognised the valuable role of support workers in promoting the quality of life and inclusion of people with a disability in Western Australia.

## Recognition

Intework would like to thank Support in Site for their generous donations in early 2014. The donations helped us offer additional support to our participants, and provide our smaller offices with updated technical equipment.

## Staff of the Year Awards

Staff from across all programs and services were recognised for their valuable contribution to Intework, both personally and professionally. Staff were nominated by participants, their families and colleagues, and were formally acknowledged at a staff lunch. It is our pleasure to present the winners and runners-up of the Staff of the Year Awards 2013.

### Australian Disability Enterprise

Brendan Loader (winner)  
Sylvia Mason (runner-up)

### Disability Employment Service

Raelene Mountford (winner)  
Steve Hales (runner-up)

### Lifeskills Plus

Debbie Titterington (winner)  
Andrew White (runner-up)  
Geoff Evans (runner-up)

### Corporate Services

Kerrie Schrader (winner)  
Radek Vaclavik (runner-up)

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF INTEWORK INC.

### Report on the Financial Report

We have audited the accompanying financial report of Intework Inc. (the Association), which comprises the statement of financial position as at 30 June 2014, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Statement by the Board of Directors.

### Directors' Responsibility for the Financial Report

The directors of the Association are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Regime and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### CHARTERED ACCOUNTANTS & ADVISORS

Level 3, 15 Labouchere Road  
South Perth WA 6151  
PO Box 748  
South Perth WA 6951  
Telephone: +61 8 6436 2888  
williambuck.com

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF INTEWORK INC. (CONT)

### Auditor's Opinion

In our opinion the accompanying financial report of Intework Inc. is prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- a) Giving a true and fair view of the Association's financial position as at 30 June 2014 and of its performance and cash flows for the year ended on that date; and
- b) Complying with Australian Accounting Standards – Reduced Disclosure Regime and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

### Matters Relating to the Electronic Presentation of the Audited Financial Report

This auditor's report relates to the financial report of Intework Inc. for the year ended 30 June 2014 included on Intework Inc.'s web site. The Association's Directors are responsible for the integrity of the Intework Inc.'s web site. We have not been engaged to report on the integrity of the Intework Inc.'s web site. The auditor's report refers only to the financial report. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements. If users of this report are concerned with the inherent risks arising from electronic data communications they are advised to refer to the hard copy of the audited financial report to confirm the information included in the audited financial report presented on this web site.



**William Buck Audit (WA) Pty Ltd**  
ABN 67 125 124



**Conley Manifis**  
Director

Dated this 16<sup>th</sup> day of September, 2014

## Statement by the Board of Directors for the year ended 30 June 2014

### INTEWORK INC.

ABN 79 872 326 186

In the opinion of the Board of Directors of Intework Inc:

- 1) at the date of this statement there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable, so long as the Australian Government Department of Social Services (DSS), together with the State Disability Services Commission (DSC) continue to provide funding to the Association as described in note 11; and
- 2) the attached financial statements satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board of Directors by:



**RICHARD BEVAN**  
Chairman



**PAUL FINKELSTEIN**  
Director

Dated this 16th day of September, 2014  
Perth, WA

## Board Of Directors' Report for the year ended 30 June 2014

### INTEWORK INC.

ABN 79 872 326 186

The Board of Directors presents the financial statements of Intework Inc. for the financial year ended 30 June 2014.

#### Board of Directors

The names of the Board of Directors at the date of this report are:

Mr Richard Bevan	Mr Michael Donnelly
Mr Paul Finkelstein	Ms Bronwyn Davies
Ms Nicolle Jenkins	Ms Jill Hanna
Ms Di Rook	Ms Jan Macpherson

#### Principal activities

The Association's principal activity is to develop and promote each of our clients as valued members of the community through life skills development, including employment.

There were no significant changes in the nature of the Association's activities during the year.

#### Operating result and review of operations

The operating result for the year was a surplus of \$314,899 including capital grants of \$178,643 (2013: deficit of \$488,346 including capital grants of \$59,055). The Association is exempt from income tax.

A detailed review of operations can be found in the annual report.

#### Significant changes in the state of affairs

In the opinion of the Board of Directors, there are no significant changes to the state of affairs of the Association that occurred during the financial year under review not otherwise disclosed in this report.

Signed in accordance with a resolution of the Board of Directors.



**RICHARD BEVAN**  
Chairman

Dated this 16th day of September, 2014

## Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2014

	Note	2014 \$	2013 \$
Revenue	16	18,245,855	17,005,886
Employee Benefits Expense		(13,033,912)	(12,531,282)
Depreciation, Amortisation and Write-off		(1,176,327)	(1,093,863)
Finance Costs		(791)	(6,940)
Other Expenses		(3,898,569)	(3,921,202)
Surplus / (Deficit) from Ordinary Activities before Capital Grants		136,256	(547,401)
Capital Grants (Non-Recurrent)	13	178,643	59,055
<b>Surplus / (Deficit) after Capital Grants</b>		<b>314,899</b>	<b>(488,346)</b>

The statement of profit or loss and other comprehensive income is to be read in conjunction with the attached notes.

## Statement of Financial Position as at 30 June 2014

	Note	2014 \$	2013 \$
<b>Current Assets</b>			
Cash and Cash Equivalents	3	734,625	343,217
Trade and Other Receivables	4	941,234	875,154
Term Deposits	5	178,699	171,868
<b>Total Current Assets</b>		<b>1,854,558</b>	<b>1,390,239</b>
<b>Non-Current Assets</b>			
Property, Plant and Equipment	6	10,162,192	10,014,370
<b>Total Non-Current Assets</b>		<b>10,162,192</b>	<b>10,014,370</b>
<b>Total Assets</b>		<b>12,016,750</b>	<b>11,404,609</b>
<b>Current Liabilities</b>			
Trade and Other Payables	7	1,015,380	1,033,998
Short Term Borrowings	8	405,000	255,000
Grants in Advance		606,024	630,333
Provisions	9	878,476	793,389
<b>Total Current Liabilities</b>		<b>2,904,880</b>	<b>2,712,720</b>
<b>Non-Current Liabilities</b>			
Provisions	9	744,882	639,800
<b>Total Non-Current Liabilities</b>		<b>744,882</b>	<b>639,800</b>
<b>Total Liabilities</b>		<b>3,649,762</b>	<b>3,352,520</b>
<b>Net Assets</b>		<b>8,366,988</b>	<b>8,052,089</b>
<b>Equity</b>			
Retained Earnings		8,366,988	8,052,089
<b>Total Equity</b>		<b>8,366,988</b>	<b>8,052,089</b>

The statement of financial position is to be read in conjunction with the attached notes.

## Statement of Changes in Equity for the year ended 30 June 2014

	Note	2014 \$	2013 \$
<b>Opening Balance</b>		<b>8,052,089</b>	<b>8,540,435</b>
Surplus / (Deficit) after Capital Grants		314,899	(488,346)
<b>Closing Balance</b>		<b>8,366,988</b>	<b>8,052,089</b>

The statement of changes in equity is to be read in conjunction with the attached notes.

## Statement of Cash Flows for the year ended 30 June 2014

	Note	2014 \$	2013 \$
<b>Inflows / (Outflows)</b>			
<b>Cash Flows from Operating Activities</b>			
Grants Received		15,483,400	15,060,544
Interest received		50,437	62,055
Membership fees		78	68
Receipts from trade customers and clients		2,399,309	1,815,572
Receipts from vehicle usage fees		195,545	217,801
Payments to suppliers and employees		(16,874,354)	(15,781,685)
Interest paid		(791)	(6,940)
<b>Net cash provided by operating activities</b>	15	<b>1,253,624</b>	<b>1,367,415</b>
<b>Cash Flows from Investing Activities</b>			
Payment for Motor Vehicles		(3,004,433)	(2,453,410)
Payment for Equipment, Fixtures and Fittings		(101,489)	(1,802,850)
DSC Grants (Motor Vehicles)		178,643	59,055
Proceeds from the sale of motor vehicles		1,921,894	2,327,272
Transfer (from)/to investments		(6,831)	(8,833)
<b>Net cash (used in)/provided by investing activities</b>		<b>(1,012,216)</b>	<b>(1,878,766)</b>
<b>Cash Flows from Financing Activities</b>			
Drawdown of Bank Loan		400,000	995,000
(Repayment) of Bank Loan		(250,000)	(1,240,000)
<b>Net cash (used in)/provided by financing activities</b>		<b>150,000</b>	<b>(245,000)</b>
<b>Net increase / (decrease) in cash held</b>		<b>391,408</b>	<b>(756,351)</b>
Cash and Cash Equivalents at the beginning of the financial year		343,217	1,099,568
<b>Cash and Cash Equivalents at the end of the financial year</b>	3	<b>734,625</b>	<b>343,217</b>

The statement of cash flows is to be read in conjunction with the attached notes.

## Notes To The Financial Statements for the year ended 30 June 2014

### Note 1. Statement of Significant Accounting Policies:

#### Basis of Preparation

Intework Inc. applies Australian Accounting Standards – Reduced Disclosure Requirements as set out in AASB 1053: Application of Tiers of Australian Accounting Standards and AASB 2010-2: Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements and other applicable Australian Accounting Standards - Reduced Disclosure Requirements.

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements of the Australian Accounting Standards Board (AASB) and the Australian Charities and Not-for-profits Commission Act 2012.

The Association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of the financial statements are presented below and have been consistently applied unless otherwise stated.

The financial statements, except for the cashflow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

#### Accounting Policies

##### (a) Cash and Cash Equivalents

Cash and Cash Equivalents include cash on hand, bank balances and deposits on call.

##### (b) Income Tax

The Association is exempt from the payment of income tax pursuant to Division 50 of the Income Tax Assessment Act (1997).

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

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation 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 Statement of Financial Position are shown inclusive of GST.

Cash flows are included in the Statement of Cash Flows on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

Commitments and contingencies are disclosed gross of the amount of GST recoverable from, or payable to the taxation authority.

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

###### Basis of measurement of carrying amount

Land and buildings are measured at cost less accumulated depreciation on buildings and less any impairment losses. Plant and equipment is stated at cost less accumulated depreciation and less any impairment losses.

The cost of buildings constructed within the Association includes the cost of materials, direct labour, borrowing costs and an appropriate proportion of fixed and variable overheads.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that the future economic benefits associated with the item will flow to the Association and the cost of the item can be reliably measured. All other repairs and maintenance are charged to the statement of profit or loss and other comprehensive income during the financial period in which they are incurred.

Any property, plant and equipment donated to the Association or acquired for nominal cost is recognised at fair value at the date the Association obtains control of the asset. Intework has a policy that only items of greater than \$5,000 in value are capitalised in the Statement of Financial Position.

## Notes To The Financial Statements for the year ended 30 June 2014

### Note 1. Statement of Significant Accounting Policies (continued):

#### Depreciation

Items of Property, Plant and Equipment (other than land) are depreciated over their useful lives to the Association commencing from the date the asset is purchased. Depreciation is calculated on a straight line basis over the expected useful economic lives of the assets as follows:

Buildings	2.0%
Motor Vehicles	17.5%
Fixtures & Fittings	10.0 - 20.0%
Computer Equipment	33.3%
Other Equipment	20.0%
Low Value Pool Assets	100%

All assets' residual values and useful lives are reviewed and adjusted, if appropriate, at each balance date.

#### Impairment

The carrying amount of Property, Plant & Equipment is reviewed annually by the Board to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets' employment and subsequent disposal.

Impairment exists when the carrying value of an asset exceeds its estimated recoverable amount. In such cases, the asset is written down to its recoverable amount with an impairment loss recognised in the statement of profit or loss and other comprehensive income.

#### Derecognition and disposal

An item of property, plant and equipment is derecognised upon disposal, when the item is no longer used in the operations of the Association or when it has no sale value. Any gain or loss arising on derecognition of the asset (calculated as the difference between the net disposal proceeds and the carrying amount of the asset) is included in the statement of profit or loss and other comprehensive income in the year the asset is derecognised.

Any part of the asset revaluation reserve attributable to the asset disposed of or derecognised is transferred to general funds at the date of disposal.

#### (e) Leased Assets

Leases of fixed assets where substantially all the risks and benefits incidental to the ownership of the asset, but not the

legal ownership, are transferred to the entity are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Leased assets are depreciated on a straight line basis over their estimated useful lives where it is likely that the entity will obtain ownership of the asset over the term of the lease. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period. Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor are charged as expenses in the periods in which they are incurred.

#### (f) Employee Provisions

##### Short-term employee benefits

Provision is made for the Association's obligation for short-term employee benefits. Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service, including wages, salaries and sick leave. Short-term employee benefits are measured at the (undiscounted) amounts expected to be paid when the obligation is settled.

The Association's obligations for short-term employee benefits such as wages, salaries and sick leave are recognised as a part of current trade and other payables in the statement of financial position.

##### Other long-term employee benefits

Provision is made for employees' long service leave and annual leave entitlements not expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service. Other long-term employee benefits are measured at the present value of the expected future payments to be made to employees.

Expected future payments incorporate anticipated future wage and salary levels, duration of service and employee departures and are discounted at rates determined by reference to market yields at the end of the reporting period on government bonds that have maturity dates that approximate the terms of the obligations. Any re-measurement of obligations for other long term employee benefits for changes in assumptions are recognised in profit or loss in the periods in which changes occur.

## Notes To The Financial Statements for the year ended 30 June 2014

### Note 1. Statement of Significant Accounting Policies (continued):

The Association's obligations for long-term employee benefits are presented as non-current provisions in its statement of financial position, except where the Association does not have an unconditional right to defer settlement for at least 12 months after the reporting date, in which case the obligations are presented as current provisions.

#### (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 recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

#### (h) Revenue Recognition

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. Any consideration deferred is treated as the provision of finance and is discounted at a rate of interest that is generally accepted in the market for similar arrangements. The difference between the amount initially recognised and the amount ultimately received is interest revenue. All revenue is stated net of the amount of Goods and Services Tax (GST).

#### Revenue from government funding

The Association's Lifeskills, Respite, Supported Employment and Open Employment programs are supported by grants received from the Disability Services Commission and the Department of Social Services. Grants received on the condition that specified services are delivered, or conditions are fulfilled, are considered reciprocal. Such grants are initially recognised as a liability, and revenue is recognised as services are performed or conditions fulfilled. Revenue from non-reciprocal grants is recognised when received.

#### Fees from services provided

Revenue from the rendering of services is recognised upon the delivery of services to the customer.

#### Donations

Donations and bequests are recognised as revenue when received.

#### Asset sales

The gain or loss on disposal of all non-current assets is determined as the difference between the carrying amount of the asset at the time of disposal and the net proceeds on disposal.

#### Interest Revenue

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument.

#### (i) Deferred Income

The liability for deferred income is the unutilised amounts of grants received on the condition that specified services are delivered or conditions are fulfilled. The services are usually provided or the conditions usually fulfilled within 12 months of the receipt of the grant. Where a liability is incurred, the services or conditions will be satisfied within 12 months of the reporting date.

#### (j) Expenditure

All expenditure is accounted for on an accrual basis.

#### (k) Trade and Other Payables

Trade and other payables represent the liability outstanding at reporting date for goods and services received by the Association during the reporting time, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability Goods and Services Tax (GST).

#### (l) Trade and Other Receivables

Trade and other receivables are measured at amortised cost using the effective interest method less impairment. The effective interest method is a method of calculating the amortised cost of the receivables and allocating interest income over the relevant period.

The effective interest rate is the rate that exactly discounts estimated future cash receipts (including all fees on points paid or received that form an integral part of the effective interest rate, transaction costs and other premiums or discounts) through the expected useful life of the receivables.

The amount of the impairment is the difference between the receivables carrying amount and the present value of estimated future cash flows, discounted at the original effective interest rate. The carrying amount of receivables including uncollectible trade receivables is reduced by the impairment loss through the use of an allowance account.

## Notes To The Financial Statements for the year ended 30 June 2014

### Note 1. Statement of Significant Accounting Policies (continued):

Changes in the carrying amount of the allowance account are recognised in the statement of profit or loss and other comprehensive income.

#### (m) Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

#### (n) New and Amended Accounting Policies Adopted by the Association

##### Employee benefits

During the year, the Association adopted AASB 119: Employee Benefits (September 2011) and the relevant consequential amendments arising from the related Amending Standards. As a result, the Association early adopted AASB 2011-11: Amendments to AASB 119 (September 2011) arising from Reduced Disclosure Requirements because the Association's financial statements are prepared under Australian Accounting Standards – Reduced Disclosure Requirements. The Association has applied AASB 119 (September 2011) and the relevant consequential amendments arising from the related Amending Standards from 1 January 2013.

For the purpose of measurement, AASB 119 (September 2011) defines obligations for short-term employee benefits as obligations expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related services. In accordance with AASB 119 (September 2011), provisions for short-term employee benefits are measured at the (undiscounted) amounts expected to be paid to employees when the obligation is settled, whereas provisions that do not meet the criteria for classification as short-term (other long-term employee benefits) are measured at the present value of the expected future payments to be made to employees. Previously, the Association had separated provisions for benefits with similar characteristics, such as annual leave and sick leave, into short-term and long-term portions and applied the relevant measurement approach under AASB 119 to the respective portions.

As the Association expects that all of its employees would use all of their annual leave entitlements earned during a reporting period before 12 months after the end of the reporting period, adoption of AASB 119 (September 2011) did not have a material impact on the amounts recognised in

respect of the Association's employee provisions. Note also that adoption of AASB 119 (September 2011) did not impact the classification of leave entitlements between current and non-current liabilities in the Association's financial statements.

AASB 119 (September 2011) also introduced changes to the recognition and measurement requirements applicable to termination benefits and defined benefit plans. As the Association did not have any of these types of obligations in the current or previous reporting period, these changes did not impact the association's financial statements.

##### Fair value measurement

During the year, the Association adopted AASB 13: Fair Value Measurement and the relevant consequential amendments arising from the related Amending Standards. As a result, the Association early adopted AASB 2012-1: Amendments to Australian Accounting Standards – Fair Value Measurement – Reduced Disclosure Requirements because the Association's financial statements are prepared under Australian Accounting Standards – Reduced Disclosure Requirements. The Association has applied AASB 13 and the relevant consequential amendments from the related Amending Standards from 1 January 2013.

No material adjustments to the carrying amounts of any of the Association's assets or liabilities were required as a consequence of applying AASB 13. Nevertheless, AASB 13 requires enhanced disclosures regarding assets and liabilities that are measured at fair value and fair values disclosed in the Association's financial statements.

The disclosure requirements in AASB 13 need not be applied by the Association in the comparative information provided for periods before initial application of AASB 13 (that is, periods beginning before 1 January 2013). However, as some of the disclosures now required under AASB 13 were previously required under other Australian Accounting Standards, such as AASB 7: Financial Instruments: Disclosures, the Association has provided this previously provided information as comparatives in the current reporting period.

##### (o) Significant Accounting Judgments, Estimates and Assumptions

The preparation of financial statements requires management to make judgments, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses.

## Notes To The Financial Statements for the year ended 30 June 2014

### Note 1. Statement of Significant Accounting Policies (continued):

The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgments. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current and future periods.

#### Key Judgements

##### Employee benefits

For the purpose of measurement, AASB 19: Employee Benefits (September 2011) defines obligations for short-term employee benefits as obligations expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related services. As the association expects that all of its employees would use all of their annual leave entitlements earned during a reporting period before 12 months after the end of the reporting period, the association believes that obligations for annual leave entitlements satisfy the definition of short-term employee benefits and, therefore, can be measured at the (undiscounted) amounts expected to be paid to employees when the obligations are settled.

### Note 2. Related Parties and Related Party Transactions:

#### (a) Directors' Compensation

The directors act in an honorary capacity and receive no compensation for their services.

#### (b) Transactions with Director-related entities

During the year payments of \$34,098 inc GST (2013: \$Nil) were made to The Hub Marketing Communications, an entity associated with Nicolle Jenkins, for marketing services. These services were provided under normal commercial terms and conditions. No amounts are payable or are receivable from directors or director related entities at the reporting date.

#### (c) Key Management Personnel Compensation

The names and positions of those personnel as at 30 June 2014 having authority for planning, directing and controlling the Association's activities, directly or indirectly (other than directors), are:

- Hayley Horwood, Chief Executive Officer, and
- Rob Gotti, Chief Financial Officer

## Notes To The Financial Statements for the year ended 30 June 2014

### Note 3. Cash and Cash Equivalents:

	Note	2014 \$	2013 \$
Cash at Bank and in hand		141,660	56,940
Short Term Deposits		592,965	286,277
<b>Total Cash and Cash Equivalents</b>		<b>734,625</b>	<b>343,217</b>

Cash at bank earns interest at floating rates based on daily deposit rates.

Short term deposits are made for varying periods of between one day and three months, depending on the Association's cash requirements.

These deposits earn interest at market rates.

### Note 4. Trade and Other Receivables:

Trade Debtors	296,337	218,155
Less provision for doubtful debts	(3,304)	(2,898)
	293,033	215,257
Other Receivables	134,974	188,023
Prepayments	513,227	471,874
<b>Total Trade and Other Receivables</b>	<b>941,234</b>	<b>875,154</b>

### Note 4. Trade and Other Receivables (continued):

#### (a) Provision for Doubtful Debts

Past experience indicates that no impairment allowance is necessary in respect of trade debtors 'not past due' and 'past due 0-30 days'. Impairment allowances recognised at the reporting dates have been determined after a review of amounts outstanding at those dates and comprise amounts due from individual suppliers and business services' clients.

The movement in allowance for impairment in respect of trade debtors during the year was as follows:

	Note	2014 \$	2013 \$
Balance at start of financial year		2,898	5,261
Impairment losses recognised		-	(1,225)
Increase in provision		1,802	-
Amounts written off during the year		(1,396)	(1,138)
<b>Balance at end of financial year</b>		<b>3,304</b>	<b>2,898</b>

### Note 5. Term Deposits:

Term Deposits	130,699	171,868
Term Deposits - Corporate Cards	48,000	-
<b>Total Term Deposits</b>	<b>178,699</b>	<b>171,868</b>

The effective interest rate on short term deposits was 3.45% pa (2013 - 4.10% pa).

The corporate credit cards of Intework are secured by a term deposit of \$48,000 (2013 - \$171,868).

## Notes To The Financial Statements for the year ended 30 June 2014

### Note 6. Property, Plant and Equipment:

	2014	2013
	\$	\$
Land, at cost	3,112,753	3,112,753
Buildings, at cost	1,847,247	1,847,247
Less accumulated depreciation (Buildings)	(147,944)	(110,999)
	4,812,056	4,849,001
Motor Vehicles, at cost	5,032,916	4,478,472
Less accumulated depreciation	(1,346,462)	(1,189,669)
	3,686,454	3,288,803
Leasehold Improvements, at cost	377,923	377,923
Less accumulated depreciation	(358,251)	(345,699)
	19,672	32,224
Fixtures and Fittings, at cost	2,130,413	2,117,411
Fixtures and Fittings, WIP	5,536	-
Less accumulated depreciation	(535,290)	(331,628)
	1,600,659	1,785,783
Computer and Other Equipment, at cost	564,473	669,067
Less accumulated depreciation	(521,122)	(610,508)
	43,351	58,559
<b>Total Property, Plant and Equipment</b>	<b>10,162,192</b>	<b>10,014,370</b>

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year.

### Note 6. Property, Plant and Equipment (continued):

	2014	2013
	\$	\$
<b>Land and Buildings</b>		
Opening balance, land	3,112,753	3,112,753
Opening balance, buildings	1,847,247	1,847,247
Closing balance	4,960,000	4,960,000
Accumulated Depreciation		
Opening balance - buildings	(110,999)	(74,054)
Depreciation	(36,945)	(36,945)
Disposals	-	-
Closing balance - buildings	(147,944)	(110,999)
<b>Net Land and Buildings</b>	<b>4,812,056</b>	<b>4,849,001</b>
<b>Motor Vehicles</b>		
Opening balance	4,478,472	4,981,639
Additions	3,004,431	2,453,410
Disposals	(2,449,987)	(2,956,577)
Closing balance	5,032,916	4,478,472
Accumulated Depreciation		
Opening balance	(1,189,669)	(1,105,778)
Depreciation	(825,305)	(800,731)
Disposals	668,512	716,840
Closing balance	(1,346,462)	(1,189,669)
<b>Net Motor Vehicles</b>	<b>3,686,454</b>	<b>3,288,803</b>

## Notes To The Financial Statements for the year ended 30 June 2014

### Note 6. Property, Plant and Equipment (continued):

	2014	2013
	\$	\$
<b>Leasehold Improvements</b>		
Opening balance	377,923	359,321
Additions	-	34,742
Disposals	-	(16,140)
Closing balance	377,923	377,923
Accumulated Depreciation		
Opening balance	(345,699)	(338,095)
Depreciation	(12,552)	(12,106)
Disposals	-	4,502
Closing balance	(358,251)	(345,699)
<b>Net Leasehold Improvements</b>	<b>19,672</b>	<b>32,224</b>
<b>Fixtures and Fittings</b>		
Opening balance	2,117,411	372,099
Additions (including WIP)	18,538	1,745,312
Closing balance	2,135,949	2,117,411
Accumulated Depreciation		
Opening balance	(331,628)	(167,949)
Depreciation	(203,662)	(163,679)
Closing balance	(535,290)	(331,628)
<b>Net Fixtures and Fittings</b>	<b>1,600,659</b>	<b>1,785,783</b>

### Note 6. Property, Plant and Equipment (continued):

	2014	2013
	\$	\$
<b>Computer and Other Equipment</b>		
Opening balance	669,067	648,779
Additions	82,953	22,796
Disposals	(187,547)	(2,508)
Closing balance	564,473	669,067
Accumulated Depreciation		
Opening balance	(610,508)	(532,588)
Depreciation	(97,864)	(80,402)
Disposals	187,250	2,482
Closing balance	(521,122)	(610,508)
<b>Net Computer and Other Equipment</b>	<b>43,351</b>	<b>58,559</b>
<b>Total Property, Plant and Equipment</b>	<b>10,162,192</b>	<b>10,014,370</b>

## Notes To The Financial Statements for the year ended 30 June 2014

### Note 7. Trade and Other Payables:

	2014	2013
	\$	\$
<b>Current</b>		
Unsecured:		
Trade Creditors and Accruals	673,449	702,300
Other Creditors	341,931	331,698
<b>Total Trade and Other Payables</b>	<b>1,015,380</b>	<b>1,033,998</b>

### Note 8. Short Term Borrowings:

	2014	2013
<b>Current</b>		
Secured Bank Loan	405,000	255,000
<b>Total Short Term Borrowings</b>	<b>405,000</b>	<b>255,000</b>

#### Bank Loan

The bank loan is secured by a mortgage over certain properties owned by the Association. The mortgage secures a facility of \$2,500,000 (2013 - \$2,500,000). The facility is currently drawn to \$405,000 (2013 - \$255,000). The facility expires on 31st December 2016.

The properties held as security are 11 Kirke Street Balcatta WA 6021 and U13/200 Winton Road, Joondalup WA 6027.

### Note 9. Provisions:

	2014	2013
	\$	\$
<b>Current</b>		
Annual Leave	617,474	580,824
Long Service Leave	261,002	212,565
<b>Total Current Provisions</b>	<b>878,476</b>	<b>793,389</b>
<b>Non-Current</b>		
Long Service Leave	744,882	639,800
<b>Total Non-Current Provision</b>	<b>744,882</b>	<b>639,800</b>
<b>Movements in provisions</b>		
Opening Balance	1,433,189	1,160,364
Charge for the year	530,359	564,207
Utilised during the year	(340,190)	(291,382)
<b>Closing Balance</b>	<b>1,623,358</b>	<b>1,433,189</b>

### Note 10. Commitments:

#### Operating Lease Commitments

Operating lease expenditure contracted, but not capitalised, for motor vehicles is payable as follows:

Due within one year	19,374	67,120
Due within one to two years	-	19,374
Due within two to five years	-	-
	<b>19,374</b>	<b>86,494</b>

## Notes To The Financial Statements for the year ended 30 June 2014

### Note 10. Commitments (continued):

Rental lease commitments being for the Midland, Busselton, Gosnells, South Lake and Mandurah premises are as follows:

	2014	2013
	\$	\$
Due within one year	195,412	430,064
Due within one to two years	17,587	180,414
Due within two to five years	-	40,968
	<b>212,999</b>	<b>651,446</b>

All of the properties have options for renewal at the end of the terms.

#### Capital Commitments

Capital expenditure contracted, but not yet delivered or completed as at end of financial year is as follows:

Motor Vehicles	231,822	607,027
Other Assets	-	5,500
	<b>231,822</b>	<b>612,527</b>

### Note 11. Economic Dependency:

Intework Inc. received significant grants from the Federal Government of Australia and the Western Australian State Government. If these grants were not received, the Association would not be able to maintain the current level of services. The Board of Directors have no reason to believe that the funding from the Australian Government Department of Social Services (DSS) together with the State Disability Services Commission (DSC) will not continue.

### Note 12. Contingent Liabilities:

#### Commonwealth and State Government Grants

Under the terms of various Commonwealth and State Government grants provided to the Association, in certain circumstances the funding bodies are entitled to a refund of the grants in the event of the disposal of the asset to which the grant relates, or they may be entitled to an equity interest in the associated asset, and accordingly would be entitled to a share of the equity proceeds in the event of sale of the asset. Therefore, there exists a contingent liability to the Commonwealth and State Governments, which may become an actual liability if any asset in which either Government has an interest were to be sold.

#### Sale of Cedric Street & Purchase of Kirke Street Sites

In 2012, the Lotteries Commission (trading as Lotterywest) provided funding to Intework to enable the purchase of premises at 11 Kirke Street, Balcatta. The Commission also approved the sale of Cedric Street to financially assist in the purchase of Kirke Street.

The Commission holds a half undivided share in the Kirke Street property, and holds a caveat over the property to ensure that the site will only be used to provide appropriate services. There is no expiry date on the caveat, however, the Commission may relinquish their interest in the property at any time.

A Deed of Trust was drawn up in relation to the property with the following terms:

- The Trustee (Intework Inc.) holds the property on trust for itself and the Lotteries Commission as tenants in common in the respective number of undivided shares as specified in the Deed schedule.
- The undivided share in the property is a half undivided share each to the Commission and the Trustee.
- The Trustee acknowledges that the Lotteries Commission will be under no obligation to undertake or pay for any additions, repairs, alterations or works of any kind (whether structural or otherwise) to the property.

The recorded value of this Kirke Street property, net of depreciation on buildings, as at 30 June 2014 was \$3,450,271 (2013 - \$3,471,071).

## Notes To The Financial Statements for the year ended 30 June 2014

### Note 12. Contingent Liabilities (continued):

#### Fremantle Road site - Gosnells

In 2007, the Lotteries Commission (trading as Lotterywest) provided \$750,000 of grant funding to Intework to enable the purchase of premises at 10 Fremantle Road, Gosnells. The Lotteries Commission holds a caveat over the property to ensure that the site will only be used to provide appropriate services. The term of the agreement is 15 years from commencement, ceasing at 21st July 2022.

The recorded value of this property, net of depreciation on buildings, as at 30 June 2014 was \$756,766 (2013 - \$763,874).

Separate Building Grant Agreement was drawn up for the Fremantle Road and Kirke Street properties with the following terms:

- (i) The Organisation (Intework Inc.) will use the Grant Funds solely for the Approved Purpose.
- (ii) Should the agreement be terminated due to an Event of Default by the Organisation, the Organisation must pay the Grantor (the Lotteries Commission) an amount ascertainable by the following:

Amount payable =

Grant Funds x  $\frac{\text{Number of Days remaining in the Term}}{\text{Total Number of Days of the Term}}$

- (iii) The Organisation acknowledges that the Grantor will be under no obligation to undertake or pay for any additions, repairs, alterations or works of any kind (whether structural or otherwise) to the Building.

### Note 13. Capital Grants (Non-Recurrent):

	2014	2013
	\$	\$
Disability Services Commission		
6 Motor Vehicles (2013 - 1 Vehicle)	178,643	59,055
	<u>178,643</u>	<u>59,055</u>

### Note 14. Surplus from Ordinary Activities:

Surplus from ordinary activities has been arrived at after including:

	2014	2013
	\$	\$
<b>Operating Expenses</b>		
Lease rental expenditure – property	452,375	496,774
Operating lease expenditure – vehicles	63,884	115,812
	<u>516,259</u>	<u>612,586</u>

### Note 15. Reconciliation of Net Cash Provided by Operating Activities to Surplus / (Deficit) from Ordinary Activities:

	Inflows	/(outflows)
Surplus / (Deficit) from Ordinary Activities	136,256	(547,401)
<b>Adjustments for non-cash items:</b>		
Depreciation, amortisation and write-off	1,176,327	1,093,863
(Profit)/Loss on sale of fixed assets	(140,122)	(75,871)
(Increase) / Decrease in receivables	(24,726)	49,321
(Increase) / Decrease in prepayments	(41,353)	445,577
(Decrease) / Increase in payables	(18,618)	(35,116)
Increase / (Decrease) in provisions	190,169	272,825
(Decrease) / Increase in recurrent grants in advance	(24,309)	164,217
	<u>1,253,624</u>	<u>1,367,415</u>
Net cash provided by operating activities		

## Notes To The Financial Statements for the year ended 30 June 2014

### Note 16. Income Statement

#### Revenue from Ordinary Activities Operational Grants (Recurrent):

	2014	2013
	\$	\$
DSS (FaHCSIA) -		
Case Based Funding	3,171,953	3,001,522
Respite	510,887	484,898
Grants – Quality Assurance	6,750	12,000
DSS (DEEWR) -		
Case Based Funding (DES)	1,031,860	2,006,016
Wage subsidies	64,382	99,692
Other	29,997	-
DSC -		
Lifeskills	9,886,868	8,540,495
Indexation	332,928	334,828
Targeted support	54,743	63,722
GAIN	288,604	216,359
Other	153,959	75,000
	<u>15,532,931</u>	<u>14,834,532</u>
<b>Revenue - Other</b>		
Work Crews - Business Services	1,356,216	848,024
Vehicle usage fees	195,545	217,801
Subscription - Membership fees	78	68
Transport levy	352,822	332,350
Other fees and charges	617,711	614,584
Interest received	50,430	60,931
Non-recurrent grants	-	21,725
Profit on sale of assets	140,122	75,871
	<u>2,712,924</u>	<u>2,171,354</u>
<b>Revenue from Ordinary Activities</b>	<u>18,245,855</u>	<u>17,005,886</u>

### Note 16. Income Statement (continued)

#### Expenditure from Ordinary Activities:

	2014	2013
	\$	\$
Salaries and wages	13,033,912	12,531,282
Vehicle expenses	1,273,452	1,311,985
Marketing	5,355	13,469
Client – individual costs	1,350,089	1,153,908
Administration	376,333	416,976
Office	808,453	922,626
Sundry	84,887	102,238
<b>Total Operating Expenditure</b>	<u>16,932,481</u>	<u>16,452,484</u>
<b>Surplus before Depreciation, Amortisation, Write-off and Interest</b>	<u>1,313,374</u>	<u>553,402</u>
Less:		
Depreciation, amortisation and write-off	1,176,327	1,093,863
Interest expense	791	6,940
<b>Surplus / (Deficit) from Ordinary Activities before Capital Grants</b>	<u>136,256</u>	<u>(547,401)</u>

## Notes To The Financial Statements for the year ended 30 June 2014

### Note 17. Segment Reporting

#### (a) Operating Segment

The Association operates under one operating segment, being employment and support services for people with disabilities.

The Association's principal activity is to develop and promote each of our clients as valued members of the community through life skills development, including employment.

The scope of this operating segment consists of:

- Supported employment for people with disabilities;
- Services to locate general employment opportunities, where appropriate, for people with disabilities;
- Lifeskills community access program; and
- Respite and Intensive Family Support services.





[www.intework.org](http://www.intework.org)