



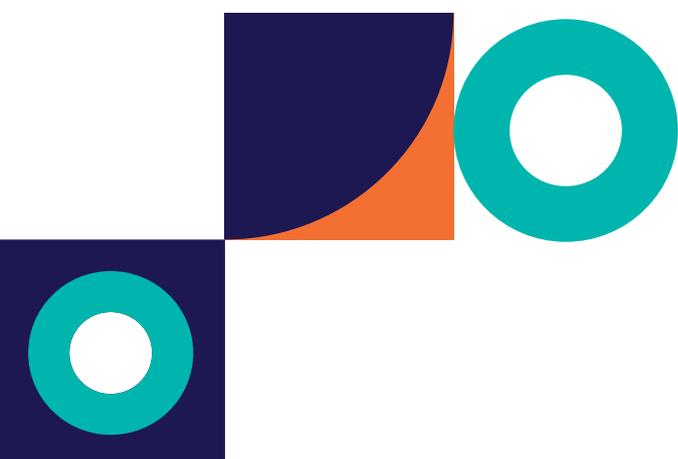
indigo.

**Annual Report
2020/2021**



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Tailored solutions.
Greater independence.



PERTH

NEDLANDS

Indigo's head office is located in Perth, Western Australia but our services have national reach including the National Equipment Database askned.com.au

About us

Located opposite Kings Park in Nedlands, Western Australia, Indigo's experienced health professionals help people of all ages choose and access equipment, technology and services for their independence and wellbeing. We offer services nationally across Australia, and we manage Australia's largest assistive devices database; NED, with more than 15,000 products available for people to shortlist, compare and purchase.

In 2020/2021, our key service areas included:

- Assistive technology (devices and equipment), advice, funding and sourcing
- Allied health (occupational therapy physiotherapy and speech pathology services)
- Home modifications
- Equipment hire
- Occupational Therapy Driver Assessment
- Specialised driving lessons
- Services for schools to assist students participate and learn; and
- Professional training.

Our services are for everyone and we support people with disability, older people, carers, health professionals and educators.

Indigo was originally founded in 1977, as the Independent Living Centre WA (ILC) by West Australian Occupational Therapist, Ms Freda Jacob. It originally commenced as a not for profit information and advisory service for assistive equipment and technology.

The organisation has evolved and expanded over 44 years, becoming more customer centric in its service delivery and operation and in January 2020, the ILC became Indigo.

As a component of the new business structure under the Indigo brand, a new sponsored organisation called Independent Living Assessment (ILA) was established last financial year, which became an operational business entity on 1 July 2020. Each organisation has a specific purpose with ILA to focus on supporting people through assessment, navigation and sector capacity building initiatives, grants, AT Chat and KeepAble. Indigo focusses on service delivery and the national equipment database. This year ILA has produced a separate Annual Report. Visit: www.ilaustralia.org.au to download a copy.



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Indigo Turns One Year Old

In January 2020, Indigo celebrated one year under the new brand, which provides a contemporary and refreshed platform from which to promote our individualised services. However, in comparison to the extensive brand equity under the long standing ILC, there remains much work to be done on increasing brand awareness of the new name. A quantitative research project due for completion early in the new 2021/2022 financial year will benchmark community awareness and inform future activities to raise awareness about the business.

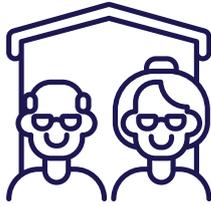
Indigo is a name that conveys a sense of freedom and individuality, which, in essence, is what we provide to customers through our wide range of assistive technology and allied health services.

The word Indigo is modern and associated with many characteristics which align closely with

how our people work with customers, including integrity, empathy, purpose and creativity. Indigo is a strong name which embodies the uniqueness that we value in providing tailored solutions to our customers, and this forms the basis of our descriptive tagline: Tailored solutions. Greater independence.

Under Indigo, we continue to strengthen our focus on placing the customer and our staff at the heart of everything we do. And our creativity and passion for assistive technology and allied health solutions will continue.

At a Glance



**We helped
2099**

Commonwealth Home Support Programme recipients.



**We had
550
appointments**

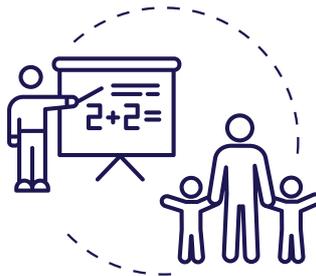
on our Experience Centre display floor.



**661
people**
had specialised driving lessons with our Occupational Therapists and Driving Instructor.



From January to June 2021
**we answered
11,350
phone calls.**



**Our Schools
Team worked
with six schools**
to train teachers and help students to participate, learn and communicate.



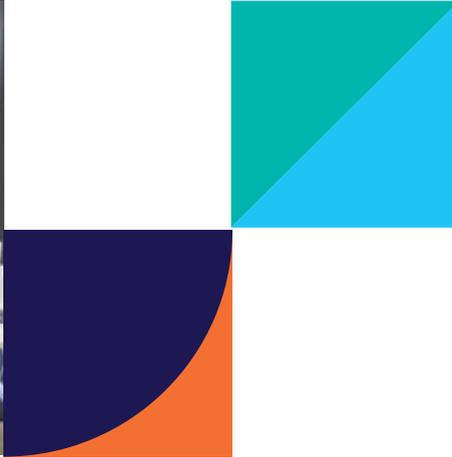
Our Driver Trained Occupational Therapists did
**890
driving
assessments**



**More than 3000
people received
over 5400 helpful
assistive devices
and equipment**
through the Goods Equipment and Assistive Technology program.



**We assisted
more than
275 clients**
with access to home modifications to support ageing in place and increase independence and safety.



Our Support to the WA Community

We provided information and advice about assistive technology options for independence, safety, and wellness to 9717 people. This figure is lower than previous years due to the changes to the information and advice line and the funding being converted to allied health hours.

More highlights from throughout the year:

- The National Equipment Database (NED) is the largest assistive technology equipment database in Australia. In 2020/2021 we recorded 3.4 million page views from approximately 600,000 unique visitors to the site, that engaged with more than 15,000 products across 5,000 suppliers.
- In December 2020, the new revitalised NED platform was launched, which offers a more user-friendly online interface for customers to search and shortlist the equipment they need. NED also now offers an e-commerce function for customers to purchase items directly from suppliers. Stage two of the NED redevelopment is underway and includes added search functionality and backend updates to ensure an excellent customer experience. Visit www.askned.com.au or see page 23 for more information.
- Our services in Schools continued where possible in 2020/2021, and included occupational therapy and speech pathology services in the classroom to support students to communicate and access the curriculum. Our therapists worked with six schools, supporting them to use electronic and paper based assistive technology and communication aids in the classroom.
- The Commonwealth Home Support Programme (CHSP) Allied Health Service delivered 7685 hours of support to 2099 clients. These hours have dramatically increased due to the conversion of funding so we can offer more allied health hours,
- The Driving Services Team, which offers Occupational Therapy Driver Assessments completed 335 assessments and more than 661 specialised driving lessons to assist people to return to driving or brush up on safe driving skills.
- We reached more than 230 University and TAFE students through our Service Orientation Sessions, which provide an overview of the services available at Indigo and offer training about assistive technology.
- We offered three OT student placements during the year to upskill the next generation of therapists.
- We delivered 29 training and workshop sessions and outreaches, connecting with over 500 people.
- Indigo offered information and advice at four major events and expos when Perth restrictions allowed for public events to once again take place. We were at the Perth Garden and Outdoor Living Expo, the ATSA Independent Living Expo and the Disability Provider Expo. This was less than half the events of the past financial year.



- Through our Goods, Equipment and Assistive Technology (GEAT) service funded through the CHSP, 5433 items of assistive technology items were provided to support individuals to remain independent in their homes.
- A total of 547 home modifications were provided to 275 people in selected regions funded through CHSP.
- The safety of our staff and customers was a priority during Perth's short coronavirus lockdowns. Telehealth appointments were offered where appropriate. As an essential service, we continued to operate and deliver face to face appointments to our customers where necessary. This year we completed 230 virtual appointments, compared with 20 in 2019/2021.
- There were more than 62,500 unique visits and 87,280 page views on the Indigo website during the year, a decrease since the rebranding of ILC to Indigo and the launch of the new website in early 2020. It is expected that as the brand equity of Indigo increases over time these figures will grow year on year.

Our most downloaded .pdf resources were:

- General Request Form: 507
- GEAT General Request Form: 365
- Driver Assessment FAQ: 169

The top ten assistive technology enquiries were:

Telecare	1350
Services	746
OT Driver Assessment	500
Walking Aids	496
Bathroom and Toilet	468
Household	425
Augmentative and Alternative Communication	417
Seating	359
General Communications	307
Bedding and Accessories	257



Our Vision, Purpose and Values

Our Vision

All people are able to make genuine and informed decisions on how to live independently within the Australian community.

Our Purpose

To provide affordable, individualised and nationally competitive allied health, assistive technology and home modification solutions to enable and enhance independent living in the community.

The Indigo Board revised the Purpose and Vision to align with the new Board Strategy, which sets out the business goals for the next five years and comes into effect on 1 July 2021.

Our Values



Integrity: Carry out agreed actions through honest communication, efficiency and extensive knowledge.



Passion: Showing that we believe in what we do through warmth and enthusiasm.

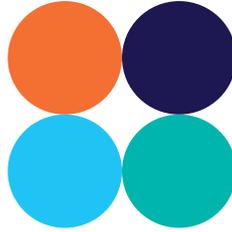


Creativity: Having the courage and willingness to explore alternative options and the commitment to give things a go.



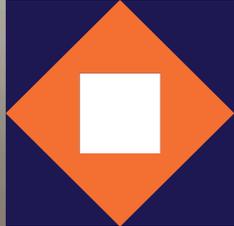
Together: We are not all the same, we are equal; and our commitment is to work in partnership with others.





Chairperson
Wayne Stone

Chief Executive Officer
Steve Glew



Chairperson and Chief Executive Officer's Report

Indigo continued to successfully provide a suite of allied health services to the community during 2020/2021, during what can only be described as unprecedented and challenging times. The global pandemic continued to impact many businesses throughout Australia and shaped many businesses' approaches to operations and service delivery.

In 2020/2021, Western Australia passed largely unscathed through the worst of the first, second and variant driven waves of COVID-19. The WA response was characterised by short, snap lockdowns, mask wearing, social distancing and tight border closures and restrictions, requiring a need for Indigo to quickly react and be prepared to adapt service delivery at short notice.

The focus for the next financial year will be to balance the challenges presented by the coronavirus pandemic with providing an essential service to the community and business growth objectives. It is anticipated that COVID-19 will again disrupt elements of Indigo's service provision in the near future, and also curtail some opportunities at the time of writing.

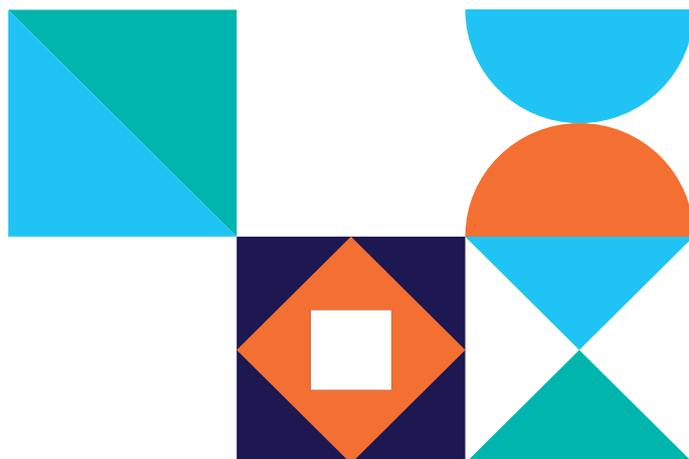
Pandemic Response

During the year, Western Australia underwent three short, snap lockdowns in January, April and at the end of June, due to confirmed cases of community transmission of coronavirus. The lockdowns impacted the way we delivered services throughout the year, with the office-based workforce adopting a hybrid attendance

model consisting of working from both home and office. This planned and considered approach kept us responsive to snap lockdowns and business closures, while reducing transmission risks among employees and customers. As an essential service, our health professionals continued to assist customers either via telehealth or in person where possible.

Western Australia has thus far avoided some of the worst consequences and we are now fortunate enough to have staged access to a vaccination program across many different age groups and for health workers. The majority of the Executive team and Board members have received their vaccinations and frontline and vulnerable staff are being actively encouraged to "Roll up for WA" as part of the nation's strategy to reduce the prevalence and severity of coronavirus infections. Having a high percentage of our workforce vaccinated will be critical to our ongoing ability to provide services once the pandemic eventually arrives in force in WA.

Regular COVID-19 updates were communicated to staff throughout the year and additional resources were developed to support staff with managing stress and self-care. Part of the newly launched People and Culture Wellbeing Strategy sought to address the potential risks of mental distress caused by the pandemic; and support staff to maintain mental and physical health throughout the year. The strategy is underpinned by an annual Wellbeing Calendar which schedules inclusive activities, thoughtful events and themed prize draws for employees.



Information and Advice Line Changes

From 1 February 2021, Indigo's trademark Information and Advice Line reduced its capacity when a portion of our Commonwealth funding was reallocated, which translated into more allied health hours for staff to deliver services in the community. This allowed our health professionals to spend more time with individual clients to deliver a more holistic, outcome based allied health service. This is benefitting customers in that we can now deliver more comprehensive, tailored health plans to assist individuals in meeting their longer-term independence goals. However, the change represented a significant alteration to the historical business model of the formerly titled Independent Living Centre (now Indigo), under which the advice of health professionals via email and phone, was funded by the Commonwealth. The changes altered the way we take appointments for customers with Commonwealth Home Support Programme funding, who now need a referral through My Aged Care (MAC) to make an appointment. Appointment bookings for privately funded customers and NDIS participants were unchanged. Staff have adapted well to the change and Intake staff assist customers to navigate the MAC process.

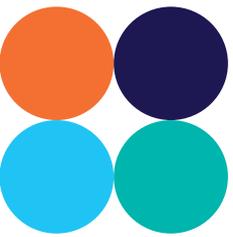
Royal Commission: Findings and Implications

The Royal Commissions into Aged Care, Quality and Safety and Services and into Violence, Abuse, Neglect and Exploitation of People with Disability, will both ultimately have major impacts to all businesses that provide services in these areas.

The final report of the Royal Commission into Aged Care Quality and Safety was tabled in Parliament in March. The resulting 148 recommendations highlighted the need for widespread, systemic change to aged care provision in Australia. A strategic initiative for Indigo in 2021/2022; "Project Royal Commission" will be designed to address and implement recommendations that touch on our service delivery and customer interaction.

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, continues into 2022/2023. A number of progress reports have been released of the commission's work to date. Related public events were initially delayed by the pandemic with public hearings resuming in 2021. A 17-month extension to the commission was granted in May. The final report is now due at the end of September 2023.

We look forward to examining and responding to the commission's findings and recommendations in the future.



Strategic Goals for 2021-2022

In May, the Indigo Board adopted a 2021-2025 Strategic Plan, to align the business to market conditions and ensure we are in a flexible responsive position to address the changed funding and operational landscape within which Indigo operates as well as respond to the key findings of the Royal Commissions that may impact our business.

The plan seeks to mitigate the anticipated risks associated with the care and health industries such as policy uncertainty and increasing competition driven by consumer-led choice driven funding models, while maximising strategic opportunities to trial new programs, identify unmet customer needs and expand fee for service programs. The plan is underpinned by six broad categories or pillars:

- **Pillar 1:** Financial Sustainability
- **Pillar 2:** Brand and Customer
- **Pillar 3:** Growth
- **Pillar 4:** People and Culture
- **Pillar 5:** Governance
- **Pillar 6:** Systems and Technology

Each pillar has several clear business and staff related goals with associated activities. The plan will ensure a thorough approach to growth and sustainability with measurable outcomes to track progress over time. It is a plan designed and intended to support Indigo's continued success through a combination of continuing to deliver established programs, while maximising new opportunities.

Board Membership Changes

Long serving Board Member and Chairperson, Mrs Melissa Bramley, resigned from the Indigo Board at the October AGM 2020. Mrs Bramley was a Board member for nine years and Chair for four years. Mrs Bramley guided the organisation through a challenging period of altered funding models and was instrumental in the recent rebranding of Indigo.

Dr Kay Cox, OAM, and Ms Jane Ensor, also resigned from the Board in October. Dr Cox served on the Indigo Board from 2014-2020 and Ms Ensor from 2018 to 2020.

Our valued Board members have guided the organisation through a period of intense change and their strategic stewardship has been significant in shaping Indigo's next phase of evolution and we thank them for their dedicated service.

We welcomed Mr Wayne Belcher, OAM, Dr Claire Cooke, and Mr Evan Salt to the Board recognising that they bring a wealth of expertise and knowledge to the roles.

The next financial year, 2021/2022, will see Indigo progress its goals against the Strategic Plan 2021/2025, and grow the business in line with industry changes and a more competitive, consumer-choice led marketplace.

As we ready Indigo for the coming financial year, it is with some concern we consider the continued impacts of the global pandemic. We hope that WA achieves its 80-90% vaccination goal for residents by the end of the 2021 calendar year.

We would also like to acknowledge the considerable work of our Board for their measured and strategic approach to changing market conditions.

Our focus is to ensure staff have the support they need in times of heightened change and pressure. Our people continue to inspire us and they are to be commended for their adaptability and resilience over the past year. We would also like to thank our key partners within the community, including our most valued clients.



People and Culture

Focus on Organisational Effectiveness via Wellbeing

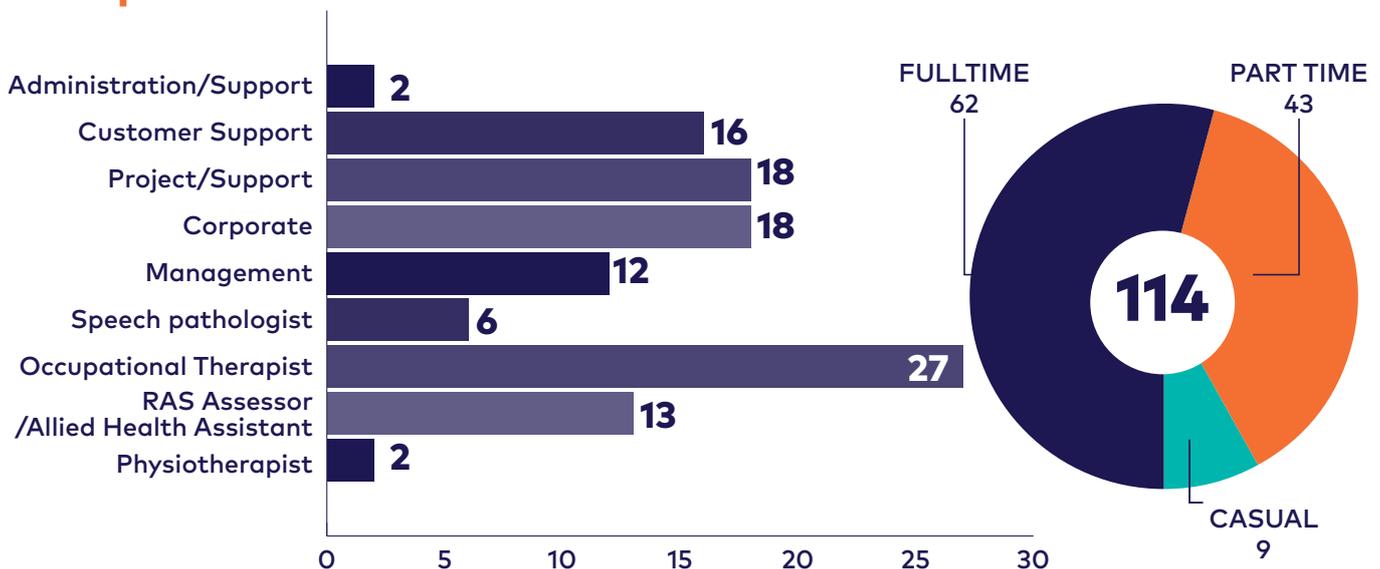
Following 18 months of enormous organisational change, People and Culture commenced a culture investigation in 2019. The project surveyed staff about organisational and individual wellbeing, and retesting took place in 2020. The results continued to provide valuable data about areas of priority for actioning in 2021 and beyond to make our organisation an even better place to work.

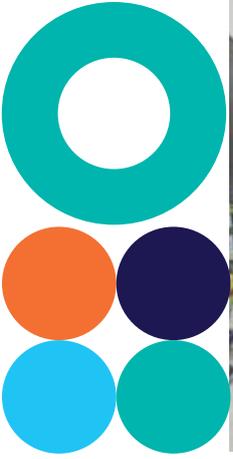
Survey results reflected staff were experiencing an elevated level of change and heightened change fatigue. While our strengths across both financial years continued to be excellence in the areas of customer centric care and high-quality service, while opportunities for cultural improvement were identified around self-centric care and individual wellbeing.

People and Culture engaged a corporate culture/change psychology provider and worked with them and our people to understand the key reasons staff felt self-care and their wellbeing were not a priority and how this could be addressed.

The resulting Wellbeing Strategy was launched in January 2021, which aims to provide staff with the tools and opportunities to practice self-care, in a variety of different ways such as slowing down, connecting, or actively engaging. The strategy is underpinned by a Wellbeing Calendar with each month focussing on a unique wellbeing theme such as Healthy Ageing, Connecting, Giving Back, Enhancing Sleep and Pausing, as well as having Fun.

Workplace Personnel





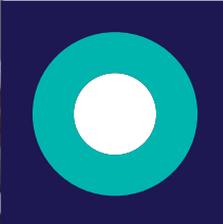
The themes were developed from five wellbeing pillars:

- Helping Others
- Connection
- Being Active
- Learning; and
- Being Aware.

These pillars allow for greater individual mental capacity including establishment and use of individual emotional and cognitive resources, such as resilience and self-esteem.

The People and Culture team monitored staff wellbeing during the year ensuring that we had resources and communications in place to support them. The organisation offers free, anonymous counselling services through our EAP provider. Total use of the EAP service was 8.5% at October 2020, an increase on total figures from the previous year. This was not unexpected with the pandemic affecting people throughout all aspects of their lives.





Recruitment and Staffing

At 30 June 2021, the staff headcount was 114, this figure includes full time, part time and casual employees. The reduction in headcount is primarily attributable to the creation of a new partner entity: Independent Living Assessment (ILA) and some staff are now contracted under this entity. Other factors include a hiatus on recruitment during the pandemic, the business restructure and uncertainty around funding streams. Corporate Services provides services to both Indigo and ILA through a Service Level Agreement.

Embedding our Values

The People and Culture team led the Living and Breathing Indigo (LAB) group during the year, which was a collaborative workshop held every month to help to embed the new values across the organisation.

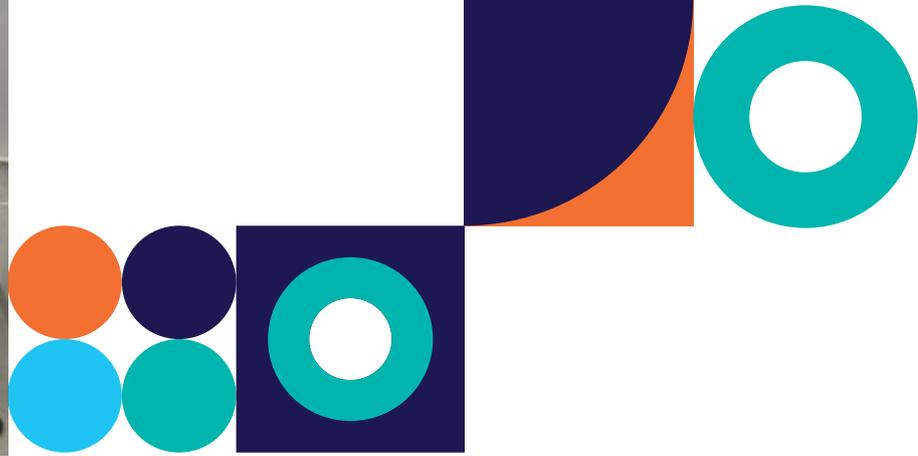
LAB members include representatives from across the business to represent all departments and different points of view. Based on a survey of what sort of imagery represented the values to individuals, the 2020 LAB had some corporate artworks created illustrating the four values (Integrity, Passion, Creativity, Together). The artworks were installed in the lunchroom and the two small quiet rooms, bringing the values alive in the work place..

Staying Connected

'Stay Connected with Steve' virtual meetings reduced in frequency this year as we all became accustomed to adaptations required by the COVID-19 restrictions and more comfortable with virtual meetings and online communications. However, it was important to continue regular, live broadcasts for staff via Microsoft Teams.

Hosted by CEO, Steve Glew, and featuring members of the Executive Team, the whole of business live video meetings provide a valuable opportunity for all staff to feel connected and





united. The sessions include project highlights, priorities and initiatives from across across the business. A Q&A segment is also included and people not able to join live can download the prepared transcript, listen or watch at a time that is convenient to them.

The pandemic required us to think outside the box with different ways to offer people opportunities to network and build connections. When events were allowed to take place again in Peth in early 2021, we were pleased to revive an active Social Cub. The Social Club activities were designed to be inclusive and accessible and align and support the wellbeing themes of Connection and having Fun.

A yearly calendar of Social Club events was developed and this year included a Beachside BBQ, Quiz Night, and a Blue Light Disco, and will culminate in an end of year celebratory event for staff, pandemic allowing.

Recognising Our People

A Recognition and Reward App: 'Shout Out' was developed in 2020. This was an innovative idea arising from the LAB group and offers an opportunity to recognise fellow colleagues for their work commitment and who display value-based behaviour.

Each quarter, the Executive Team review nominations and select four staff they feel live and breathe the values in an outstanding way. A value-based Champion for the Quarter is announced and celebrated with a small reward and all nominees receive a certificate and a voucher.

Tenure and long-term loyalty recognition was another new initiative implemented this financial year, and Indigo now celebrates and announces five, ten and fifteen years or more worth of service with a certificate of acknowledgement and a gift of appreciation.

Into 2021/2022

In 2022, People and Culture hope to see a marked improvement in the 2021 Culture Survey results across all service teams in the areas of self care, workplace culture and wellness. We will also survey the workforce to gauge the benefits of the Wellbeing Strategy.

Creating a workplace of wellness excellence is an on-going process; we may have developed a great multi-platform model, but it needs to be organic, and agile to continue to be responsive to our staff needs.

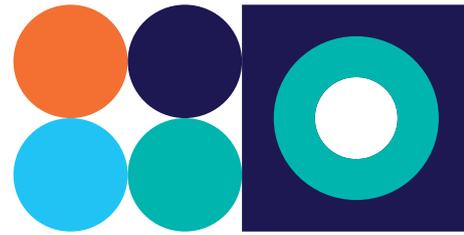
By continuing to prioritise wellness and workplace culture, we can grow and flourish as an organisation that offers measurable cultural and health impacts. We strive to be a workplace of choice, increase staff retention and satisfaction, and continue to provide the tools and resources needed for resilience and self-esteem so our staff feel valued, safe, and connected at work.

Corporate Governance and Risk Management

A Corporate Governance Framework was developed and adopted to ensure the organisation performs by achieving its intended purpose and conforms by complying with all relevant laws, codes and directions and meets community expectations of probity, accountability, and transparency.

From a Risk Management perspective the Indigo Board reviewed and endorsed their Risk Management Policy.

The continuing global pandemic and COVID-19 and its new variants presented a heightened and ongoing risk of community transmission. We reviewed our processes and practices to ensure staff had up-to-date relevant information, while maintaining a safe work environment and minimizing the risk of harm to customers and the workforce.



Information Communications Technology (ICT)

The ICT team have worked hard through the year to support and integrate technology changes associated with new programs and services, particularly those that required new, offshoot websites to be developed.

The ICT cloud strategy roll out continued this year. Commenced in 2019/2020, the strategy was instrumental in enabling staff to work from home during WA's snap lockdowns. Almost all IT systems have been switched to cloud based. Our people can now access all our core systems including CRM, telephony, email, print, finance, payroll, and files through SharePoint.

With Office 365 incorporating Microsoft TEAMS, staff are easily able to connect with colleagues, share files and conduct virtual meetings. This has delivered significant productivity improvements and meant the lockdowns have had a minimal interruption to non-face-to-face services.

In 2020/2021, we migrated to a new cloud-based telephone system which supports staff answering calls from their computer or mobile and does not require physical handsets. This technology has also been valuable in allowing staff to answer calls from home, and transfer callers to other staff regardless of where they are physically located.

The ICT team was also kept busy with improving our technology security and protecting our systems and people from cyber-crime. A range of improvements have been put in place that include multi-factor authentication, device encryption, encrypting USBs, and other access controls. During the year phishing awareness and training was commenced for staff. Indigo aims to be an industry leader in cyber security.

A new ICT Change Advisory Board (CAB) Workgroup

Was established to ensure technology updates and changes are considered across all functions within the organisation and to bring about a more structured approach to system developments.

During the year ICT supported 130 system users with 1,978 enquiries, which were generally responded to within six hours and 40 minutes and resolved within two days. Requests from staff ranged from assistance to access systems to more complex licencing issues.

Business Innovation

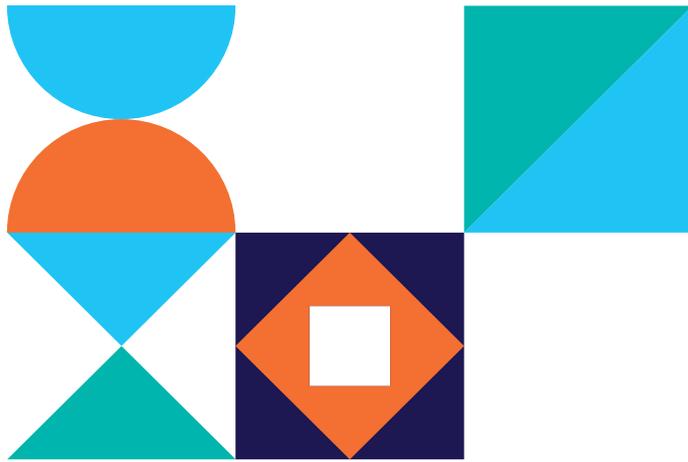
The Business Innovation Team focused on finalising the National Equipment Database (NED) phase one roll out in 2020 and phase two commenced in April 2021 with a new 24-month focus. This necessitated changes to the staff required for the team.

The new and improved NED was initially launched in late 2020, which offered new functionality to suppliers to create microsites and for consumers to compare and shortlist their preferred AT products from across Australia. Product migration and backend functionality continued through the year with most of the work completed by the end of June 2021.

In 2021/2022 a new Fundraising Strategy and Business Development plan will be researched to look at new ways Indigo can extend financial sustainability through other non-government initiatives.

Organisational Structure





Leadership Team

Our Board

Indigo's Board members are required to attend a minimum of eight meetings per year. They provide significant contributions to monthly Board meetings where they offer expertise in decision making and ensure decisions align with the strategic plan of the organisation, governance practices, financial position, and legal obligations. Terms of membership are staggered and each term runs for two years.

At the October Annual General Meeting (AGM), long serving Board Member and Chairperson, Mrs Melissa Bramley, Resigned from the Board. Mrs Bramley was appointed to the Board in June 2011, and in 2017 took on the role of Chairperson. She guided the organisation through a challenging period of altered funding models and was instrumental in the recent rebranding of Indigo.

Dr Kay Cox, OAM, and Ms Jane Ensor, also resigned from the Board at the October AGM 2020. Dr Cox served on the Indigo Board from 2014-2020 and Ms Ensor from 2018-2020.

Our valued Board members have guided the organisation through a period of intense change and their strategic stewardship has been significant for shaping Indigo's next phase of evolution.

Board Members



Chairperson
(from October 2020 AGM)
Mr Wayne Stone
General Manager,
Integrity HBF



**Deputy
Chairperson**
(from October 2020 AGM)
Ms Cate Thomas
Manager, Performance
Improvement, St John
of God Health Care



Secretary
(from October 2020 AGM)
Mr Kunal Malhotra
Legal Manager, WA
Branch of Australian
Unity Trustees



Treasurer
(Joined Board October
2020 AGM)
Mr Wayne Belcher
OAM



Board Members



Mr Ralph Gore
Chief Executive Officer,
TAPSS Community
Care Inc.



Mr Ian Sloan
Director, Tango



Ms Irene Mooney
Chief Executive Officer,
MYVISTA



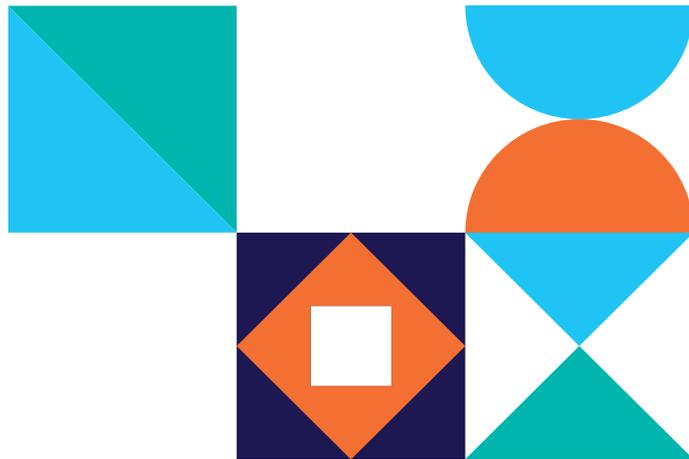
Mr Wes Smith
Chief Financial Officer,
Capricorn Society Ltd



Dr Claire Cooke
(Joined Board October
2020 AGM)
Project Manager, Activ



Mr Evan Salt
(Joined Board October 2020 AGM)
Founder and Managing Director,
Your Choice Disability Plan
Management



Patron

His Excellency the Honourable Kim Beazley AC

Life Members

Ms Julie Carr

Mr Jim Ellis OAM

Mr David Gribble

Mr Ron Back

Ms Robyn O'Callaghan

Ms Irene Mooney (from October 2020)

Mr Ralph Gore (from October 2020)

Mrs Melissa Bramley (from October 2020)

Honorary Member

Dr Ken Michael

Board Finance and Risk Committee

Mr Kunal Malhotra

Mr Wayne Belcher

Mr Evan Salt

Mr Steve Glew

Mr Justin Bunter

Governance and Innovation Sub-Committee

(SteerCo)

Ms Irene Mooney

(resigned from October 2020 AGM)

Mr Ian Sloan

Mr Wayne Stone

Mr Wes Smith

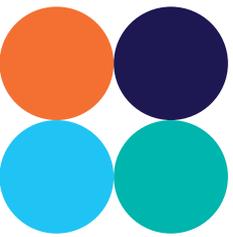
Mr Steve Glew

Clinical Governance Committee

Ms Cate Thomas

Ms Irene Mooney

Ms Christa Riegler



Our Executive Team

Indigo's Executive Team makes operational decisions for the organisation. Indigo's two General Managers report to Indigo's Chief Executive Officer, Steve Glew. Together the Executive Team implements actions under the organisation's strategic plan, and they are responsible for each organisation's daily operations and overall performance.



Chief Executive Officer

Steve Glew

Steve joined Indigo as the Chief Executive Officer in March 2018. Steve brings a wealth of experience to the role having worked in senior executive positions for more than 15 years.



General Manager - Service Delivery

Christa Riegler

Christa Riegler joined Indigo in May 2017. She has extensive senior management experience in the not for profit health, human services and aged care sectors.

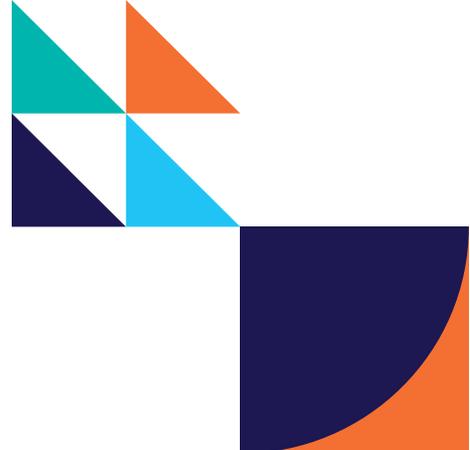
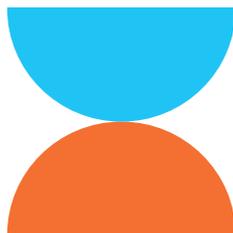


General Manager - Corporate Services

Justin Bunter

Justin joined Indigo in July 2018, and is a Chartered Accountant and has held senior operational and financial positions for more than 25 years.

Year in Review



2020

July



Hire Service Closes: Indigo's Hire Service ceased offering low-level and some high-level types of (AT) on 1 July. Assistive Augmentative Communication (AAC) devices, including iPads with communication apps, switches, and mounts are still available to hire.

August



NED Upgrade Commenced: Significant upgrades commenced to the National Equipment Database (NED). The new NED will offer improved functionality with a more user-friendly interface.



Speech Pathology Week: Indigo celebrated Speech Pathology Week from 23-29 August. We were proud to celebrate the work of our passionate speech pathologists who work with people of all ages and abilities to communicate with confidence!

September



Employee Recognition: In September 2020, the Recognition and Reward App: "Shout Out" was launched, providing a platform for staff to nominate colleagues who display value-based behaviour and to recognise employee tenure. Each quarter, four team members are awarded as Value Champions of the organisation.



December

New and Improved National Equipment Database: On 9 December the new and improved National Equipment Database (NED) relaunched. NED has a new look and feel, easier to use search functions, product cataloguing and for the very first time, e-commerce. This will increase the ability of NED to put Assistive Technology (AT) in the hands of those who need it most and bring tangible benefits to both suppliers and customers.



Country Kids Communicate Project Commences: Indigo's Schools team commenced working with students and teachers at O'Connor Education Support Centre in Kalgoorlie, to implement the Country Kids Communicate project. The project aims to support and enhance student communication and participation in the classroom. The Country Kids Communicate project aims to reach further and develop a model of school based AAC services within regional areas.

October



OT Week 2020: We celebrated OT Week 2020, which was held from 26 October to 1 November, with a theme of 'Resilience: Supporting our communities to rebuild, recover, and reengage'.

At Indigo we love any opportunity to highlight the many wonderful ways our dedicated OTs have worked with individuals to rebuild, recover and reengage!

Our OT Driver Assessor, Jen Blaxill shared Terry Murphy's story of recovery and reengagement and how she worked with him to get back behind the wheel with some retraining and vehicle modifications.



November



People with Disabilities WA (PWdWA) State Conference: The inaugural People with Disabilities WA (PWdWA) State Conference was held at the Bendat Centre in Wembley from 19-20 November 2020. Indigo was a proud sponsor of the conference which focussed on the perspectives, voices and input of people with disability. It provided disability information, resources and opportunities to organisational and peer leaders. Indigo's Manager, Allied Health Services, Lynda Quigley was part of a panel to share learnings and experience around the impacts of the COVID-19 pandemic.



Year in Review

2021

January



People and Culture launch the Wellbeing Strategy: Our People and Culture team wanted to proactively and thoughtfully address the impact COVID-19, lockdowns and changes in the workplace were having on staff and implemented a comprehensive Wellbeing Strategy for Indigo and ILA. (see page 13 for more information).

February

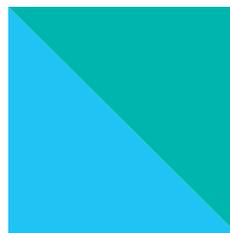
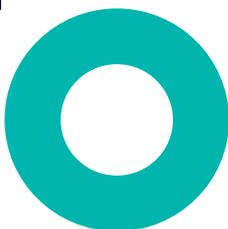


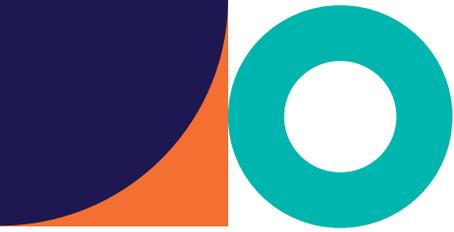
Information and Advice Line Changes: From 1 February, funding that previously enabled our health professionals to offer subsidised information and advice via phone and email, was converted to allow Indigo to deliver more outcome based allied health appointments in person either in the home or at the Nedlands Experience Centre.

May



Perth Garden and Outdoor Living Expo: The Perth Garden and Outdoor Living Expo, was held at Langley Park from 6-9 May. The weather was perfect for gardeners, and Indigo was thrilled to be sharing information about gardening and outdoor access solutions to the avid green thumbs and outdoor enthusiasts who visited our marquee.





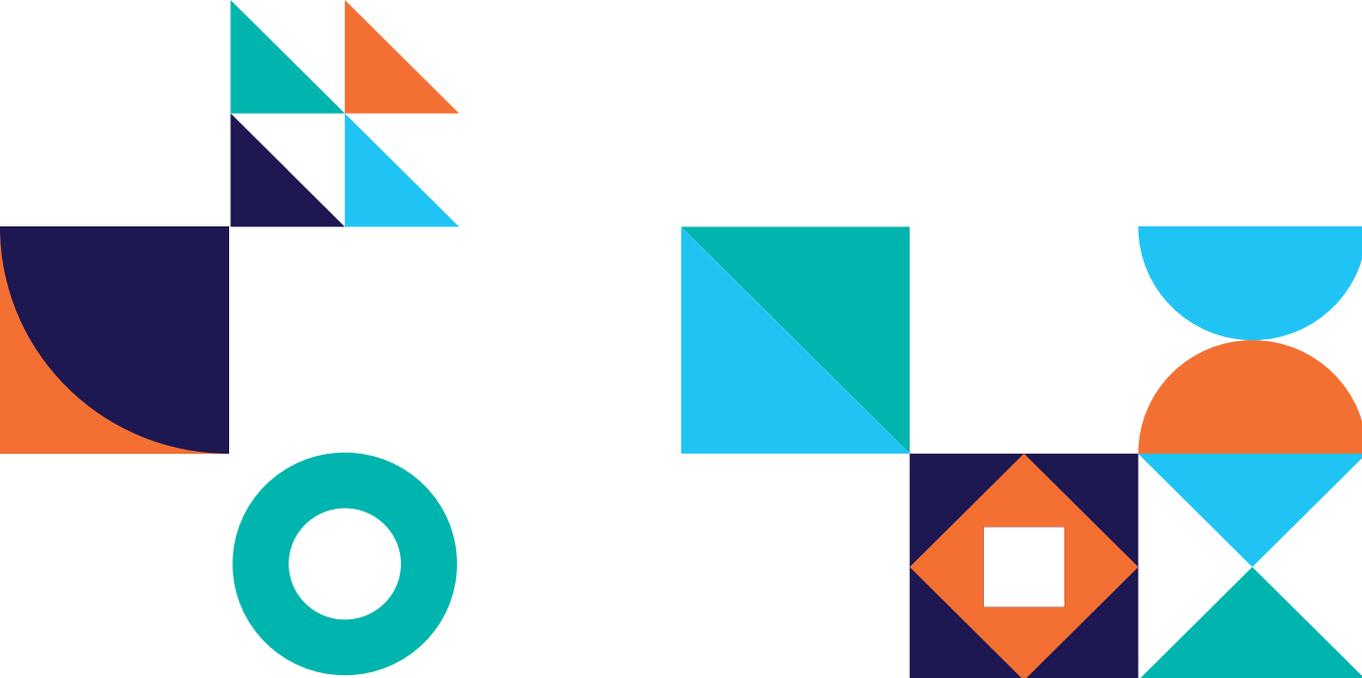
June



Perth ATSA Independent Living Expo: after a three year wait and several reschedules due to pandemic restrictions, the expo was held 26-27 May, at the Claremont showgrounds. Approximately 1600 people visited 80 exhibitors at Claremont Showgrounds. Attendees were able to trial and check out new and current AT, equipment and devices, and chat with providers in person.

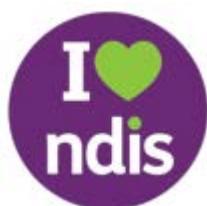
As part of the well-attended seminar program, two of our health professionals presented on Engaging in Eye Gaze: Supporting Communication, Education and Recreation and Dragon Naturally Speaking V Apple Voice Control: A Battle for Voice Control Supremacy.

Disability Provider and Participant Expo: The two-day expo at Perth Convention and Exhibition Centre, featured up to 200 different service providers all in one place and was a great opportunity to support NDIS participants to access Disability Service Providers, Early Intervention, Allied Health, Capacity Building, Therapeutic, Disability/Complex Case Services for Aged and Child Care, as well as all things NDIS.



Our Supporters

With sincere thanks to our supporters who make providing services to the West Australian community possible every day:



Government of **Western Australia**
Department of **Communities**



Australian Government
Department of **Social Services**

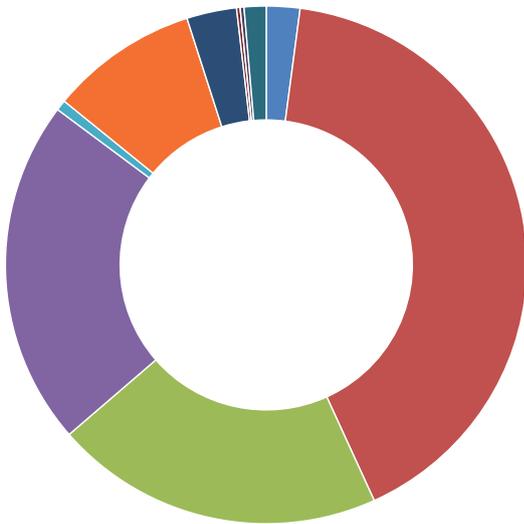




Financial Summary

Income

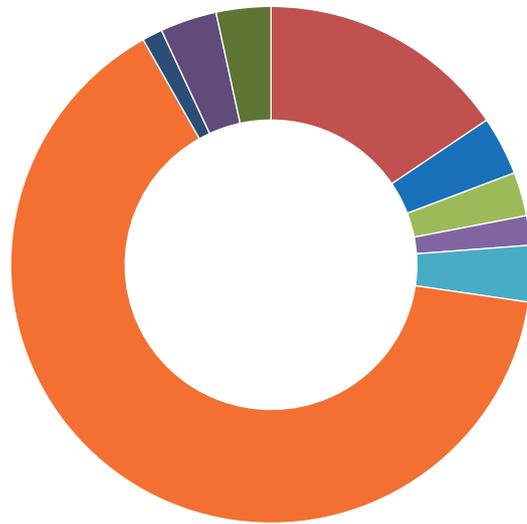
\$13.4 million



- Commonwealth NDIA
- Commonwealth CHSP
- Commonwealth Other
- Consultancy
- Donations and Other
- State - Dept of Communities
- State - Dept of Health
- Interest
- Lotterywest
- Other Grants
- Sales and Hire

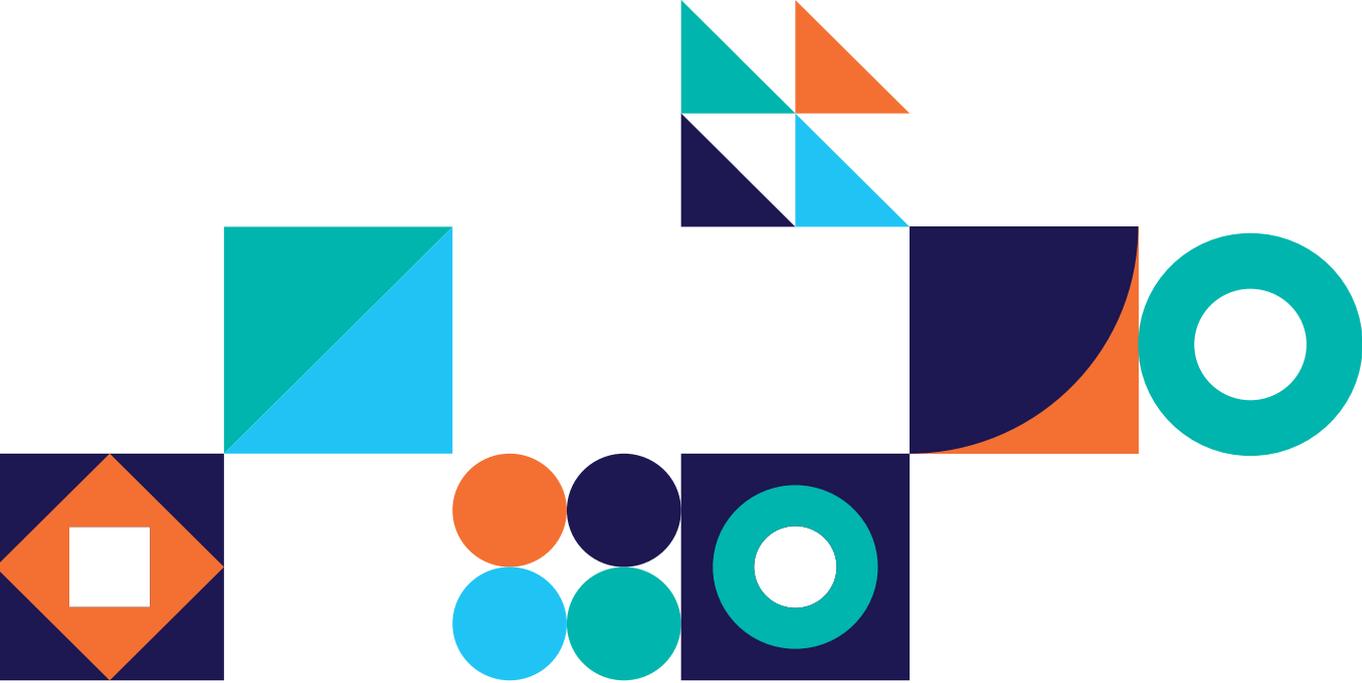
Expenses

\$10.4 million



- AT Equipment Brokerage
- Information Technology
- Insurance, Communications and Marketing
- Property Costs
- Capital spend
- Staff and Consultants
- Travel and motor vehicles
- Depreciation
- Other Expenses





Contact us

Indigo

The Niche, Suite A,
11 Aberdare Road Nedlands, WA 6009

Telephone: 08 9381 0600 or 1300 885 886

Email: general@indigosolutions.org.au

Fax: 08 9381 0611

Web: www.indigosolutions.org.au
www.askned.com.au

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