

ANNUAL REPORT 2003 - 2004



Independent Living Centre NSW

Vision Statement



Our vision is that technologies

and environments are designed

for people of all abilities.



Independent Living Centre NSW
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Supported by:

- *Department of Ageing Disability & Home Care*
- *Donations*

Registered as a charity in NSW: CFN 11225

ABN: 56 486 236 348

ACN: 103 681 572

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Notice of Annual General Meeting

The Board of Directors takes pleasure in inviting you to attend the
Annual General Meeting to be held **3.30 pm Wednesday 24 November 2004** at
No 1 Fennell Street, Parramatta

ILC Profile

The concept of establishing Independent Living Centres in Australia followed recommendations set out in the Woodhouse Meares Report of 1974.

Concerned that the idea would be lost with a change of government, the Australian Association of Occupational Therapists encouraged state associations to support the concept. Planning for the Independent Living Centre NSW began officially in 1976 when a meeting was convened by the Executive Director of ACROD with representation from a number of organisations.

In April 1981 the Independent Living Centre NSW was opened in the grounds of the Ryde Rehabilitation Centre Sydney. In 1991 the Centre became an incorporated association with a board of directors and was registered as a charity.

The Centre provides a display, information and educational service about products, equipment, environmental design and resources to assist people with daily living activities.

More than 15,000 people throughout NSW have received service in the 2003-2004 financial year. The Centre is open five days a week for visitors to view the display, obtain information, and discuss their needs with a health professional.

Other services include:

- Info-Line Service
- Consultations by appointment with a health professional
- ILC Training
- ILC Access
- ILC Medico-Legal Service
- ILC Magic subscription service
- Publication of information/fact sheets

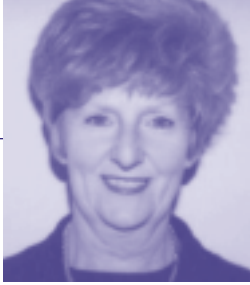
- Publication of a quarterly journal, *Independent Living*
- Product and equipment evaluation for other organisations
- Participation in major expos and displays
- Supporting Independent Living Centres Australia Inc
- Development and maintenance of a Web site containing ILC Magic database
- Developing information services in rural NSW

Staff and Volunteers

The ILC employs health professionals and administrative staff. Volunteers make a significant and invaluable contribution to core activities.

Our Mission

“ Our Mission is to inform, advise and educate about environmental designs and assistive technologies to improve options and choices in accomplishing everyday activities. ”



Report from the Chair

Whilst the relocation of the Centre to new premises has loomed large in the scale of events for the organisation, there were many other achievements this year.

This financial year we completed the work of reviewing, analysing and setting our strategic direction for the next three years. A new vision and mission was set and key objectives updated.

The new statements of vision and purpose clearly indicate how far the organisation has come in recent years – from a vision for the ILC itself to a vision for the community, and to strategic objectives that stretch the boundaries of information and advisory service provision. Our strategic direction incorporates objectives that involve entering into the policy debate along with providing high quality services to individuals, and fostering strong links within the community sector.

The most significant strategic decision made by the Board this year was to support the setting up of a national centre for issues related to accessible and inclusive design, and assistive technology and equipment. This stems from the new vision of having a world where people of all abilities can participate in all things.

To this end an advisory panel was formed to assist the executive director to seek federal funding and set up a national centre. Initial discussions have been held with representatives of the federal government, but as yet, no funding has been promised. To further the aim of setting up a national centre, the executive director was successfully awarded a Churchill Fellowship to investigate such centres overseas.

The long awaited and much anticipated relocation in April was made possible by a grant from the Department of Ageing Disability and Home Care, for which we are most grateful. However, the protracted delay in the signing of the agreement between the two levels of government caused much consternation as our ability to plan and operate effectively was affected for several months.

The relocation was also made possible by the support of The Northcott Society who generously incorporated our design needs into the construction of their new building. Paynter Dixon Constructions patiently accommodated our needs and those of Northcott's construction company on site to ensure all went smoothly. Also, special thanks to TAG Building

Services who donated labour and materials for the fit out of the display bathroom and kitchen.

As always, suppliers feature significantly in the work of the ILC. This year due to the relocation, we placed additional demands upon suppliers who were required to collect their products from Ryde and to supply new items for the Parramatta display. We very much appreciate your ongoing support, but most especially this year.

The staff are to be commended for not only dealing with the uncertainty in the months prior to funding being received, but the way in which they met the many operational challenges faced by an organisation when it relocates. My sincere thanks to you all. My thanks also to fellow board members who remain focused on the vision and purpose of the organisation and maintain a spirit of goodwill and cooperation.

This year I must also thank our clients and service users who patiently waited throughout the relocation upheaval until we were ready to open the doors to the product display area.

Elizabeth Henderson
Chair

Board of Directors

Board of Directors of the Independent Living Centre NSW

The members of the Board
of Directors as at 30 June
2004 are:

Ms Liz Henderson
(Chair)

Ms Lesley Cherry
(Vice Chair)

Mr Howard Williams
(Treasurer)

Dr Lindy Clemson

Dr Nic Jools

Mr Mike Sheargold

Ms Jane Woodruff

Ms Jane Bringolf
(Executive Director
& Secretary)

New Appointments:

Mr Han Phan
appointed 30/3/04

Retirements:

Dr Graeme Smith
retired 13/11/03



Jane Bringolf

*is Executive Director
and has a background
in community services.
She has qualifications in
both social science and*

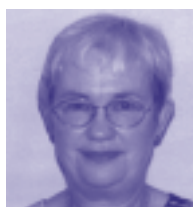
*business management, and many years
experience in the community sector at
service delivery and management levels.*



Liz Henderson

*is an occupational therapist
who has worked in the public
and private sectors in both
clinical and management
roles. Currently Liz is Manager*

*Business Improvement at the MS Society
of NSW and is a member of the Australian
Institute of Management.*



Lesley Cherry

*has extensive experience
in health services in
Australia and overseas.
Lesley is the Director of
Occupational Therapy for*

*Central Sydney Area Health Service,
and has qualifications in occupational
therapy and a Masters of Public Health.*



Nic Jools

*has a background in obstetrics
and gynaecology, more recently
specialising in menopause and
osteoporosis. Nic has published
several articles and currently
works in General Practice.*



Dr Lindy Clemson

*has a background in
occupational therapy
and is a Senior Research
Fellow at The University
of Sydney. Lindy has a*

*PhD in epidemiology and has research
interests in ageing, health and well-being.
She has published in the areas of home
safety, falls prevention, culture and disability.*



Han Phan

*is a qualified electrical engineer
with a Masters in Industrial
Design. His experience is in
electronics, telecommunications
and building services, and he*

*is currently a Senior National Planner with
Telstra. Han has a keen interest in all forms
of technology, particularly technology that
enhances everyone's lifestyle.*

Staff & Volunteers as at 30 June 2004



Mike Sheargold

*is Executive Manager
Service Support and
Development at The
Northcott Society and has
a background in disability*

*services as a service provider and manager in
both the government and non-government
sectors. His qualifications are in social work,
administration and public policy.*



Howard Williams

*is a qualified accountant
with commercial and
professional accounting
experience in corporate*

*management, finance and taxation.
His current focus is on risk management and
fraud investigation. As a result of an accident,
Howard sustained spinal cord injury and
paralysis. The years of rehabilitation continue
to provide personal experience of many issues
related to disability.*



Jane Woodruff

*is Chief Executive Officer
of Uniting Care Burnside
and has qualifications
in social science. Jane has
occupied a number of key*

*positions in the Government and not for profit
sectors covering direct service provision,
management, policy advice, development,
research, community consultation, planning
and change management.*

Executive Director:

Jane Bringolf

**Service Development
Manager:**

Sue Slattery

Team Leader

Centre Based Services:

Christy Brown

Executive Assistant:

Joan Pack (part time)

Health Professionals:

Marcelle Alam

Clair Cheel (contract)

Jenny Foreman (part time)

Annette Gardiner (part time)

Mary Jackson (locum)

Robyn Jones (part time)

Lara Oram (locum)

Ann Wilson (part time)

Administrative Staff:

Mei Ho (part time)

Goretti Kee (part time)

Maureen McGrath (part time)

Teresa Palmitessa (casual)

Patricia Santarelli (part time)

Alyson Schouten (part time)

Laura Walker (part time)

Volunteers:

Julia Bovard

Ann Gibson

Linda Hagar

Laurie Hardacre

Trish Lapsely

Gowri Parameswaran

Angela Perkes

Jane Phillips

Malini Senthurchelvan

Pat Styche

Amy Wang

**Staff who left during
the year were:**

Maree Hooke

Fofi Kanarakis (locum)

Jenny Muir (part time)

Jocelyn Sloane (retired)

Robyn Thompson (casual)

Zenaide Walsh (casual)

Executive Director's Report



The work of the ILC commenced the new financial year against a background of uncertainty about if and when the move to North Parramatta would eventuate. Promised funding finally materialised in February and all efforts went towards the final details of the fit out, the building program and the actual relocation in April. In June, we were sufficiently settled to open our doors to visitors.

In spite of this all-consuming event, we maintained existing service levels in all operations. The Info-Line continued uninterrupted, the journal was published on time, training courses were run, access audits carried out, expos and information days coordinated, community talks presented, and group tours conducted throughout all the planning and packing.

Whilst staff carried out business as usual, behind the scenes the new office set up and display area confronted staff with the need to develop new procedures, and new ways of working together. In fact, almost every procedure relating to service delivery needed re-thinking.

I must commend all staff for displaying such high levels of patience and problem solving – the essential commodities required at such time.

This year, we were able to upgrade our communications and information technology to keep pace with community trends and demands. As an information service, up to date equipment is a necessity. The Better Service Delivery Program provided six new computers – a significant boost to our ageing PC fleet. A new network server and updated software programs allow for greater efficiencies in day to day running and less system and database maintenance time.

Publications performed well this year. Advertising revenue from the journal increased significantly due to the efforts of Joan Pack and this revenue is expected to be ongoing. Sales of the new “Guide to Planning Bathrooms and Kitchens” CD book exceeded expectations and provided unexpected revenue.

ILC Access also performed well in spite of several staff changes due to a resignation and maternity leave arrangements. New manager, Marcelle Alam, has responded to the challenge of her new role admirably.

The Summer School, introduced by Sue Slattery this year, was a great success and will become a fixture in our suite of programs. We commenced ILC Training with six courses three years ago and this year added a further six.

On a national level, Independent Living Centres Australia Inc has started the national website and database project with one-off funds from Telstra. It was also agreed to establish a national 1300 telephone number and at the end of June three ILCs, including NSW, were connected and using the number.

We were pleased to forge even stronger relationships with suppliers this year, holding two information sessions so that we could brief suppliers about the relocation and update them on the strategies and operations of the ILC. I am pleased to report that this brought offers of sponsorship for sections of the display, which will be followed up closer to the official opening event.

It is indeed an honour to be part of such a great team – board, staff and volunteers. There is no doubt that Together Everyone Achieves More (TEAM) and the ILC is a prime example of this.

Jane Bringolf
Executive Director

Review of Operations

Centre-Based Services

It was an eventful year for Centre Based Services, especially with the move from Ryde to Parramatta. A supreme effort was put into the preparation for the move and then the settling in process. Most projects were put on hold during the relocation, but the Info-Line service remained operational. Therefore, we maintained our typical rate of telephone and email enquires throughout the relocation process.

Our quality improvement project focusing on group tours continued. Thirty-five group tours with a total 533 people visited during the nine months the display was open to the public. During the last year we collected group tour evaluation forms and the results will be collated and analysed in the new financial year.

The team met an increased demand to speak at community forums.

We promoted the centre and provided equipment demonstrations at nineteen community forums compared to eight the previous year. Our reputation as an interesting speaker is spreading. However, it was not possible to accept all invitations to speak due to current staffing levels.

We also focused on the new website creating more information for people to download. The content of our Product Guidelines Brochures were updated and formatted for easier downloading. We also made available to community organisations and occupational therapy departments original copies of the brochures. This enables them to photocopy and distribute to clients as needed.

Achievements this year also included displaying equipment and providing information at six community expos and information days and performing eight product assessments for Choice Magazine. Due to our affiliation with Choice, our Kitchen and Bathroom Planning CD book was featured in

their Choice Cuts, a section of the magazine that alerts consumers to products. We completed three home modification reports for Home and Community Care's (HACC) Level Three Home Modification Service. Industry-wide changes in the processing of third party compensations claims have meant fewer requests for medico-legal reports. However, we completed two medico-legal reports for compensable clients and two equipment costing reports for solicitors.

Client service provision

Enquires to telephone, fax, email and mail information service9568
Therapist appointment and assistance to visitors710
Total people visiting the display...2596
Group tour participants.....533

Referral source

Once again previous contact with the ILC is the most common source of referral (44%) to the Info-Line Service, followed by referrals from health professionals (18%) and then equipment suppliers (11%). In terms of visitors, health professionals make the most referrals (33%), followed by people who have previously had contact with the Centre (32%). Relatives and friends are the third most common referral source (15%).

Nature of enquiry

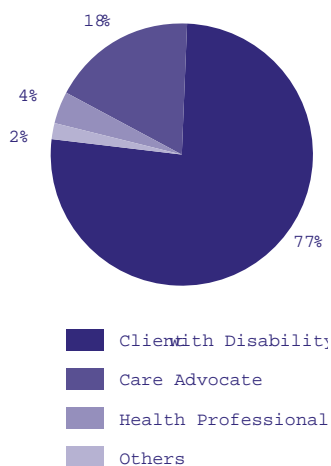
Wheelchairs, building design and seating were the most frequently requested items for information and trial. Seating replaced household products as the third most requested product group this year.



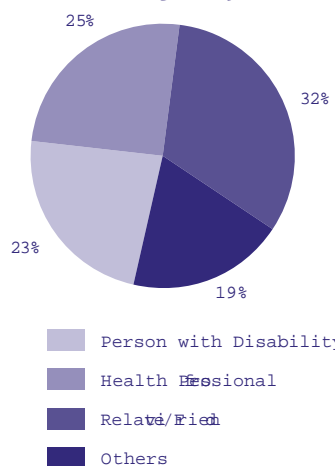
Centre Based Services Team: Back row: Left to Right – Jenny Foreman, Annette Gardiner, Ann Wilson. Front Row: Left to Right – Marcelle Alam, Laura Walker, Christy Brown, Sue Slattery

Review of Operations

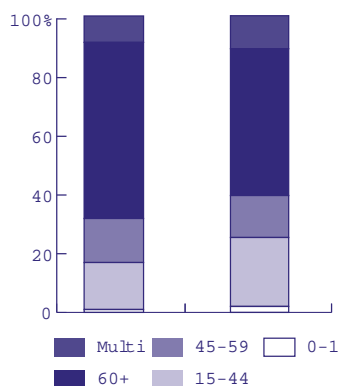
**Consumer Profile
Visitors to ILC
(2003-2004)**



**Consumer Profile
Infoline Enquiries to ILC
(2003-2004)**



**Consumer Profile
Contacts by Age
(2003-2004)**



Service users

Females predominated as both visitors and callers (60% each), and 60% of visitors were over the age of 60 years. “Neurological condition” was the most recorded disability (60%), followed by “orthopaedic condition” (14%). Apart from persons with a disability (23% Info-Line users and 50% visitors), relatives and friends made up a significant portion of visitors (33%) and Info-Line users (32%). Health professionals were also well represented as users of the Info-Line (27%).

Students

Two first year students from the University of Sydney each completed two week placements. A second year student from the University of Western Sydney was at the Centre for three weeks. ILC also acted as an external advisor for a fourth year industrial design student from UTS who designed a manual stand-up wheelchair.

Occupational therapy, physiotherapy, nursing, assistant-in-nursing and interior and industrial design students visit the display and access information from the Info-Line and website. Four second-year occupational therapy students on placement at the Home Modification and Maintenance Information Clearing House Project spent one day at the Centre observing staff and completing an assignment.

Christy Brown
Centre Based Services Team Leader

Information Technology

Volatility is a permanent feature of business, especially in the IT world. By adopting affordable technology for our operations, we aim to provide a reliable and cost-effective IT infrastructure for better service delivery to staff and clients.

Coinciding with the relocation was a significant upgrade to our IT infrastructure. The website now has a fresher look, and the capability to edit and update website information in-house.

This year, we were provided six PCs through the NSW Government’s Better Service Delivery Program. At the end of the financial year, half the fleet was equivalent to Pentium 4 and half Pentium 3. The benefits of working with up to date information technology and communications equipment cannot be over-emphasised in an organisation providing an information service.

The office relocation in April resulted in relatively minimal downtime for the network as everything was planned well in advance. The new server was run in parallel with the old for a few weeks.

In late 2003, ILC Australia received a grant of \$40K from Telstra to implement a national website and database system. I applied for the project officer position when it was advertised and was appointed in late May.



ILC Training in action

The additional hours worked on this project are funded from the Telstra grant.

Thank you to the team of dedicated volunteers who helped with the database updates, maintenance and general administration tasks. Thanks also to the consultants and technical support groups for their readiness in providing advice.

Every year we find that the more we achieve, the more there is to be done. On our way, we discover new directions and opportunities in meeting our goals. In the coming years, I envisage improved information exchange between ILCs through the national website and centralised databases. Through various media and services, ILC will continue to reach out to the community with the message “making everyday living easier”, making the public to feel that “Life was really meant to be Easy.”

Goretti Kee
Information Technology
and Network Manager

Volunteers

Once again our work has been ably supported by a dedicated and enthusiastic band of volunteers who undertake a range of necessary tasks in the organisation.

During the year, Amy Wang, Gowri Parameswaran, Jane Phillips, Julia Bovard and Malini Senthurchelvan helped us with database product updates. Linda Hagar helped the ILC Access team to organise their reference library. The journal receives the assistance of longstanding volunteer Laurie Hardacre, who does the mail out preparation, and the editing skills of Angela Perkes. Pat Styche once again spent a weekend at Cootamundra to promote the ILC at a regional expo.

Goretti Kee has primary responsibility for coordinating and supporting the volunteer team and expresses great pleasure in working with all volunteers, for their willingness and eagerness to

help in whatever admin tasks they are allocated. Volunteers help our resources to go the extra mile in delivering our services to the community. I extend sincere thanks from my colleagues and the Board to all of our volunteers.

Jane Bringolf

ILC Training

Six new courses were introduced into our suite of programs, bringing the total to twelve. All courses are focused on applying clinical reasoning to equipment prescription and are targeted towards occupational therapists and physiotherapists.

Also new this year was the introduction of a Summer School consisting two-hour sessions on five different topics. The focus was mostly on introducing participants to the equipment and product ranges. Most topics were run twice to cater for the demand.

The most popular programs continue to be Taking the Manual Out of Handling, and Care, Comfort and Cushions. New courses, Getting a Grip on Grab Rails, and Sitting Pretty with Postural Inserts have also proved very popular this year.

We continue to train Noakes Nursing Service staff twice a year on manual handling, and the volunteers and care workers of HACC funded services on topics relating to assisting clients with mobility and transfers in and out of chairs and vehicles.

Review of Operations

Sue gave lectures at the University of Sydney to second-year occupational therapy students, and to design students at University of Western Sydney. Both lectures focused on the benefits of assistive technology to assist with maintaining independence for older people and people with disabilities.

Trainers Ann Wilson and Clair Cheel completed their Certificate IV in Assessment and Workplace Training, and Sue Slattery will complete her Certificate in the new financial year.

ILC Training was commissioned by Occupational Therapists Association NSW to develop competency standards for therapists undertaking home modifications. The process has spanned more than 18 months with the final document due August 2004.

The new premises provide us with excellent seminar rooms and facilities and this has helped us to improve the learning environment for participants. The move to Parramatta caused some rescheduling of courses and some lost momentum in promoting the programs.

Jane Bringolf and Sue Slattery

Information Management

Keeping abreast of the continuous flow of products that help people to maintain their independence is always a challenge, as is maintaining the currency of our existing database information.

To increase supplier awareness and involvement with the ILC, two information evenings were held so that

staff could update suppliers about our planned relocation and the vision for the new display. A demonstration of how ILC Magic database was relevant to their business and the processes for updating data brought a positive response. With the advent of the website, suppliers can view their products and contact us with updated information, and this has proved beneficial to all parties.

More than 400 new products were added to the database this year, and by deleting obsolete items, the database contains approximately 5800 products, 600 organisations and resources, and 1300 supplier contacts.

The relocation to new premises provided the opportunity to completely review the display and start afresh with new items. The new display is set up, in part, to reflect a home environment with bedroom, bathroom, kitchen, study and lounge areas. Having a large open area rather than individual rooms allows more flexibility with the display. While not providing an exhaustive display of equipment, we aim to show products reflecting the varying design features available to meet a wide range of needs.

Nationally, significant progress has been made towards the development of a national database. The CEO and information manager from each ILC in Australia met in June with the project officer and system and web developers. Subsequently, the major focus for information managers has been on standardising the database structure and finalising proformas for consistent

product write-ups by all ILCs. The general public will have access to each ILC's website through the one point of entry on the national website. Additionally, each ILC will be able to post work-in-progress for national viewing by other ILC staff. This should hopefully reduce duplication of product write-ups between the ILCs.

Jenny Foreman
Information Manager

Service Development

Development of all services was affected by the relocation in some measure – in fact the most significant development was the establishment of the ILC in its new and purpose-built premises. ILC Access provided all the advice to the building owners on meeting the requirements of the Disability Discrimination Act in relation to the construction and design of the premises. Info-Line and services to visitors underwent a comprehensive review to maximise the benefits of newer technologies and working procedures in the new premises. ILC Training, whilst affected by the uncertainty of the date of relocation for several months, has benefited from state of the art seminar room facilities. Re-registration as a Registered Training Organisation was accomplished and will be valid for five years.

In setting up the new display we have attempted to incorporate the way in which people take in information. On the premise that sometimes less is

more; the display has been streamlined to eliminate visual “clutter” that can impede information retention.

Expansion of our Info-Line and display services is neither possible, nor desirable at our current location. We would like to see “branches” established in other areas. One way of achieving this is to form partnerships with other similar organisations so that we can establish a mini ILC in their premises. This model was established in Victoria during the year, and with current electronic communications technology it is working very well. Exploratory conversations have commenced in this regard.

Involvement in the University of Sydney’s HMM Info website project and the development of competency standards for occupational therapists, has increased the capability of the organisation to provide information and advice about home modifications to the general public and the sector.

The Aged Care Expo held at Rosehill Racecourse in February was our major expo event for the year. Our display at this biennial expo was to highlight the journal, the website and ILC Training. Although actual numbers were low, the quality of the connections made with both visitors and fellow exhibitors made it a very worthwhile event to attend. We also attended some smaller conferences and information days during the year.

With the number of powered scooter users on the increase, scooter safety

training has become an issue for local councils and others. The NRMA requested our assistance with promoting and utilising their Scooter Safety Training Manual.

Sue Slattery
Service Development Manager

ILC Access

The increase in the number of aged care developments and SEPP Seniors Living (2004) has continued this year. There was also an increase in BCA consultants contacting us for advice due to the continued discrepancies between the Building Code of Australia (BCA) and the Disability Discrimination Act (DDA). Our expertise was required to determine functional interpretation and solutions to the provision of access to premises.

Increasingly, local councils are becoming aware of the requirements of the DDA for new and existing buildings. This has provided some challenges for small commercial and community organisations, still unaware of their obligations under the Act. More local councils are requiring an access consultant’s report to accompany development applications.

As in previous years, our work covered almost every type of public building and facility that the average person is likely to encounter – office towers, recreational facilities, public parks and gardens, residential developments, child care and aged care centres, and educational facilities.



Jenny Muir inspecting new Fennel St premises.

The alliance with Paynter Dixon Constructions has continued with several new projects completed and others ongoing. Regular meetings to update both design and construction personnel on access issues and new legislative requirements have continued to provide personalised links between our organisations.

The relocation to Parramatta provided the impetus to review service provision procedures and to identify service improvements for clients. The name change to ILC Access helps provide a corporate image for the service, as we are predominantly dealing with the private sector.

In terms of staff movements, after eleven years Jenny Muir decided it was time to pursue other opportunities, and Robyn Jones commenced maternity leave. Ann Gibson’s expertise remained as close as the telephone and her support is greatly appreciated.

Marcelle Alam
Manager, ILC Access

Treasurer's Report



In presenting this Financial Report, I acknowledge the successful completion of two projects to reposition the ILC. This year is the first as a public company limited by guarantee, free of restrictions as a NSW association. It is also the first reporting to occur at our new purpose built premises at Parramatta. The financial statements reflect the costs of relocation and of new facilities designed to provide a quantum leap in exposure for equipment, products and environmental design. These achievements will provide much of the resource base for the ILC to become the pre-eminent source of information, education and advisory services about equipment, products, environmental design and assistive technologies.

The income for the year records a continued increase due to a 20% growth in our commercial operations; the main contributions coming from professional fees for ILC Access of \$174,219 (\$130,895), ILC Training and increased revenue from advertising and sales of the journal Independent Living, \$47,078 (\$37,989). Offsetting this revenue growth was a decrease in recurrent government funding of

1.7%. With total revenue of \$885,035 (\$830,892) our dependency on recurrent government funding continued to decline to 65% of total revenue (70%).

Increased revenue was achieved against a background of cost savings and efficiencies by staff and management in containing total expenditure of \$854,530 (\$832,596) to a modest increase of 2.63% after absorbing a 6.85% increase in staff costs to \$638,662 (\$597,714).

The positive trends of the previous two financial years were maintained and assisted in absorbing the dislocation in income activities and costs of relocating to these new premises. A predicted operating deficiency of \$25,239 was not realised and the surplus from operations of \$30,505 (-\$1,704) was produced in these conditions and is the first surplus in several years.

The ILC was the beneficiary of a \$216,000 non-recurrent capital grant from the NSW government towards relocation, fit out and new office furniture, fittings and equipment. Monies set aside in the provision for relocation totalling \$85,117 (\$84,067)

have been used mainly for rent for 12 months to permit recurrent funding arrangements to be negotiated.

As Treasurer, I wish to acknowledge the substantial financial contribution by Paynter Dixon Constructions in absorbing many costs of design and construction of our new premises.

The ILC finished the year with increased cash and short-term investments at \$224,144 (\$206,241). Strength of the balance sheet is shown in the surplus of \$29,958 in funds available after settlement of all liabilities including provisions, compared to a shortfall of \$69,422 at the beginning of the year. During the year \$99,609 was invested in non-current assets.

These results record another successful financial year. The continued support of our members, sponsors, suppliers and donors has contributed to this success. The results are also the product of the hard work, talent and commitment of our staff. Success in the financial management of the ILC is also due to the years of hard work and professional services of Terry Gaughan, our Accountant, who will retire shortly with a debt of gratitude from the ILC.

Howard Williams
Treasurer

Financial Reports

INDEPENDENT LIVING CENTRE NSW

ABN 56 486 236 348

CONCISE ANNUAL REPORT FOR THE YEAR ENDED 30 JUNE 2004

DIRECTORS' REPORT

The directors present their report together with the financial report of Independent Living Centre NSW ("the company") for the year ended 30 June 2004 and the auditors' report thereon. The company does not control and is not controlled by any other entity or entities.

1 Directors

The directors of the company at any time during or since the end of the financial year are:

Period as Director

L Cherry

11 Feb 2003 to present

L Clemson

1 Jul 2003 to present

E Henderson (Chair)

11 Feb 2003 to present

N Jools

1 Jul 2003 to present

H Phan

30 Mar 2004 to present

M Sheargold

11 Feb 2003 to present

G Smith

11 Feb 2003 to 13 Nov 2003 (retired)

H Williams

11 Feb 2003 to present

J Woodruff

1 Jul 2003 to present

J Bringolf (Executive Director)

11 Feb 2003 to present

2 Company Particulars

Independent Living Centre NSW, incorporated and domiciled in Australia, is a public company limited by guarantee. The company

was registered with the Australian Securities and Investments Commission on 11 February 2003 and commenced operations on 1 July 2003.

The address of the registered office is:
No 1 Fennell Street
North Parramatta NSW 2151

3 Segment Information and Principal Activities

The company's operations during the course of the financial year were located in New South Wales. The principal activities of the company during the course of the financial year were the provision of a display, information and educational service about products, equipment, environmental design and resources to assist people with daily living activities.

There were no significant changes in the nature of activities of the company during the financial year.

4 Review and Results of Operations

The net profit of the company for the year ended 30 June 2004 was \$26,987. Since this is the first year of operations of the new company, there are no prior year comparative figures in this report.

5 State of Affairs

No significant changes in the state of affairs of the company occurred during the financial year.

6 Events Subsequent to Balance Date

There has not arisen in the interval between the end of the financial

year and the date of this report any item, transaction or event of a material or unusual nature likely, in the opinion of the directors of the company, to significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in future financial years.

7 Likely Developments

The company will continue to pursue its principal activities at a surplus. It is not expected that the results in future years will be adversely affected by the continuation of these operations.

Further disclosure of information regarding likely developments in the operations of the company in future financial years and the expected results of those operations is likely to result in unreasonable prejudice to the company. Accordingly, this information has not been disclosed in this report.

8 Economic Dependency and Environmental Regulations

The company is dependent on government funding to maintain its current level of operations. Those operations are subject to significant environmental regulation under Commonwealth, State and Territorial legislation. The directors are of the opinion that sufficient procedures and reporting processes have been established to enable the company to meet its responsibilities.

INDEPENDENT LIVING CENTRE NSW

ABN 56 486 236 348

CONCISE ANNUAL REPORT FOR THE YEAR ENDED 30 JUNE 2004

9 Indemnification and Insurance of Officers and Auditors

Indemnification

Since the end of the previous financial year, the company has not indemnified or made a relevant agreement for indemnifying against a liability any person who is or has been an officer or auditor of the company.

Insurance Premiums

During the financial year the company has paid premiums in respect of directors' and officers' liability insurance contracts for the year ended 30 June 2004 and since the financial year, the company has paid or agreed to pay on behalf of the company, premiums in respect of such insurance contracts for the year ending 30 June 2005. Such insurance contracts insure against certain liability (subject to specific exclusions) persons who are or have been directors or executive officers of the company.

The directors have not included details of the nature of the liabilities covered or the amount of the premium paid in respect of the directors' and officers' liability insurance contracts, as such disclosure is prohibited under the terms of the contracts.

Signed in accordance with a resolution of the directors:



H Williams

Director



M Sheargold

Director

Sydney 1 September 2004

INDEPENDENT LIVING CENTRE NSW

ABN 56 486 236 348

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF INDEPENDENT LIVING CENTRE NSW

Scope

The financial report and directors' responsibility

The concise financial report comprises the statement of financial performance, statement of financial position, statement of cash flows, accompanying notes 1 to 5 and the accompanying discussion and analysis on the statement of financial performance, statement of financial position, and statement of cash flows, (set out on pages 16 to 19), for Independent Living Centre NSW (the "company"), for the year ended 30 June 2004.

The directors of the Company are responsible for the preparation of the concise financial report in accordance with Australian Accounting Standard AASB 1039 "Concise Financial Reports". This includes responsibility for the maintenance of adequate accounting records and internal records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial report.

Audit approach

We have conducted an independent audit in order to express an opinion to the members of the company. Our audit was conducted in accordance with Australian Auditing Standards in order to provide reasonable assurance as to whether the concise financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgement, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected. We have also performed an independent audit of the full financial report of the company for the year ended 30 June 2004. Our audit report on the full financial report was signed on 1 September 2004, and was not subject to any qualification.

We performed procedures in respect of the audit of the concise financial report to assess whether, in all material respects, the concise financial report is presented fairly, in accordance with Australian Accounting Standard AASB 1039 "Concise Financial Reports".

We formed our audit opinion on the basis of these procedures, which included:

- testing that the information in the concise financial report is consistent with the full financial report, and
- examining, on a test basis, information to provide evidence supporting the amounts, discussion and analysis, and other disclosures, which were not directly derived from the full financial report.

While we considered the effectiveness of management' internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

Independence

In conducting our audit, we followed applicable independence requirements of Australian professional ethical pronouncements and the Corporations Act 2001.

Audit Opinion

In our opinion, the concise financial report of Independent Living Centre NSW for the year ended 30 June 2004 complies with Australian Accounting Standard AASB 1039 "Concise Financial Reports".

Nexia Court & Co
Chartered Accountants

Sydney 1 September 2004



Stuart H Cameron
Partner

INDEPENDENT LIVING CENTRE NSW

ABN 56 486 236 348

DIRECTORS' DECLARATION

In the opinion of the directors of Independent Living Centre NSW the accompanying concise financial report for the year ended 30 June 2004, set out on pages 16 to 19.

- a has been derived from or is consistent with the full financial report for the financial year; and
- b complies with Accounting Standard AASB 1039 "Concise Financial Reports".

Signed in accordance with a resolution of the directors:



H Williams
Director



M Sheargold
Director

Sydney 1 September 2004

ABOUT THE CONCISE FINANCIAL REPORT

The financial statements and disclosures in the concise financial report on pages 16 to 19 have been derived from Independent Living Centre NSW full financial report for the year ended 30 June 2004. A more comprehensive understanding of Independent Living Centre NSW, financial performance, financial position and financing and investing activities, than the concise report is able to provide, is given in the full financial report.

A copy of the full financial report, including the Independent Auditors' Report on the full financial report, is available and will be sent to any member without charge on request by phoning **(02) 9251 4600**.

DISCUSSION AND ANALYSIS OF THE FINANCIAL STATEMENTS

This discussion and analysis is provided to assist readers in understanding the concise financial report. The concise financial report has been derived from the full 2004 financial report of Independent Living Centre NSW.

Statement of financial performance

The profit from ordinary activities was \$26,987. This result is mainly due to the factors explained below.

Total revenue was \$885,035, the main revenue items being:

- Government funding (DADHC) \$563,003.
- Professional fees for specialist services (Access Consultancy, Education & Training, etc.) \$210,964.
- Subscription sales and advertising revenue (journal) \$47,078.

Total expenses were \$858,048, the main expense items being:

- Staff wages and on-costs \$638,662.
- Contractors & Professional Fees \$61,207.
- Publishing costs (journal) \$28,991.
- Rent \$25,000.

Statement of financial position

The assets and liabilities of Independent Living Centre NSW Inc., an incorporated association, were taken over by the Independent Living Centre NSW, the company, on 1 July 2003 when the association ceased operating and the company commenced its operations.

Total assets increased by \$71,988 during 2004 to \$404,892. This was mainly due to the purchase of new office equipment and furniture with the move to new premises at Parramatta.

Total liabilities decreased by \$29,571 mainly as a result of the use of the provision for relocation.

Statement of cash flows

The overall \$16,467 increase in net cash flows during the year was mainly due to the operating profit.

INDEPENDENT LIVING CENTRE NSW

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STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2004

	2004
INCOME	\$
Centre Tours – Client Services	5,385
Donations	4,986
Government Funding	563,003
Transfer from Provision for Relocation	25,000
ILC Magic Database – Fees & Subscriptions	6,544
Interest Received	12,059
Advertising & Sales Revenue – Journal	47,078
Membership Subscriptions	360
Postage Fees Received	1,247
Professional Fees – for Specialist Services	
Access Consultancy	174,219
Education & Training	27,350
OT Association Competency Standards	4,618
Client Services	4,777
Publications Sales	7,734
Rents Received	445
Sundry Income	230
Total Income	885,035
EXPENDITURE	
Advertising, Exhibitions & Publicity	5,902
Amortisation of Reg Training Org Establishment Costs	3,682
Audit Fees	4,204
Bank Charges	2,136
Books & Subscriptions	4,203
Cleaning	6,207
Computer Expenses	687
Contractor Fees	61,207
Depreciation – General	17,695
Electricity	397
General expenses	777
Independent Living Centres Australia Expenses	1,403
Insurance – Property & Commercial	12,256
Meeting & Annual Report Expenses	4,248
Motor Vehicle Costs	3,783
Postages & Courier	3,567
Printing, Photocopying & Stationery	8,500
Publishing Costs – Journal	28,991
Relocation Provision	1,050
Rent	25,000
Repairs & Maintenance	725
Security Services	463
Staff Costs	638,662
Telephones & Fax	16,266
Training & Education Materials	1,120
Travelling Expenses	1,399
Total Expenditure	854,530
Operating Surplus	30,505
Loss on Disposal of Non-Current Assets	-3,519
Net Surplus	26,987

The accompanying notes form part of these financial statements.

INDEPENDENT LIVING CENTRE NSW

ABN 56 486 236 348

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2004

	2004
CURRENT ASSETS	\$
Cash assets	55,279
Receivables	50,194
Other Financial Assets	168,864
TOTAL CURRENT ASSETS	274,337
NON-CURRENT ASSETS	
Property, plant and equipment	123,191
Intangibles	7,364
TOTAL NON-CURRENT ASSETS	130,555
TOTAL ASSETS	404,892
CURRENT LIABILITIES	
Payables	71,434
Provisions	74,879
TOTAL NON-CURRENT LIABILITIES	146,313
NON-CURRENT LIABILITIES	
Provisions	37,108
TOTAL NON-CURRENT LIABILITIES	37,108
TOTAL LIABILITIES	183,421
NET ASSETS	221,471
EQUITY	
Reserves	2,018
Retained profits	219,453
TOTAL EQUITY	221,471

The accompanying notes form part of these financial statements.

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2004

	2004
Cash flows from operating activities:	\$
Receipts from Government Sources	563,003
Dividends Received	192
Interest Received	12,059
Receipts from Other Sources	405,663
Payments	(881,677)
Net Cash provided by/(used in) Operating Activities	99,240
Cash flows from investing activities:	
Purchase non-current assets	(99,609)
Proceeds on disposal of non-current assets	16,836
Net Cash (used in)/provided by Investing Activities	(82,773)
Net increase/(decrease) in cash held	16,467
Cash at beginning of the Financial Year	203,192
Cash at end of the Financial Year	219,659

The accompanying notes form part of these financial statements.

INDEPENDENT LIVING CENTRE NSW

ABN 56 486 236 348

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2004

	2004
	\$
1 BASIS OF PREPARATION OF CONCISE FINANCIAL REPORT	
The concise financial report has been prepared in accordance with the Corporations Act 2001, Accounting Standard AASB 1039 "Concise Financial Reports" and applicable Urgent Issues Group Consensus Views. The financial statements and specific disclosures required by AASB 1039 have been derived from the company's full financial report for the financial year. Other information included in the concise financial report is consistent with the company's full financial report. The concise financial report does not, and cannot be expected to, provide as full an understanding of the financial performance, financial position and financing and investing activities of the company as the full financial report.	
It has been prepared on the basis of historical costs and except where stated, does not take into account changing money values or current valuations of non-current assets.	
These accounting policies have been consistently applied by the company and, except where there is a change in accounting policy, are consistent with those of the previous year.	
A full description of the accounting policies adopted by the company may be found in the company's full financial report.	
2 REVENUE FROM ORDINARY ACTIVITIES	
Government Funding	563,003
Dividends received – other parties	192
Interest revenue – other parties	12,059
Total Other Revenues	309,781
Total revenue from ordinary activities	885,035
3 PROFIT FROM ORDINARY ACTIVITIES	
Profit from ordinary activities has been arrived at after charging/(crediting) the following items:	
Rent received	(445)
Interest received from other persons	(12,059)
Depreciation – on non-current assets	17,695
Amortisation of Reg Training Org Establishment Costs	3,682
Loss on disposal of non-current assets	3,519
Transfer from Relocation Provision	(25,000)
Net expense from movements in provision for:	
Relocation	1,050
Employee Entitlements	2,545
4 RETAINED PROFITS	
Accumulated profits at the beginning of the year	119,329
Capital Donations in Kind (BSDP)	9,950
Capital Grants for Fitout (DADHC)	63,187
Net profit	26,987
Retained profits at the end of the year	219,453
5 INFORMATION TO BE FURNISHED UNDER THE CHARITABLE FUNDRAISING ACT 1991.	
Gross Proceeds from Fundraising	
General Donations	4,986
Fundraising	0
	4,986
Less Total Cost of Fundraising	
Donations	0
Fundraising	0
	0
Net Surplus from Fundraising	4,986
Statement showing how funds received were applied to Charitable Purposes.	
Purchase of fittings for visitor product display	4,986
List of all forms of Fundraising conducted during the financial year:	
General Donations	4,986

ILC Members 2003 – 2004

Life Members

A Gibson
R Grayson
C Smedley
C Wallace

J Hurley

G Jones
N Jools
I Kelf
M Law
L Lusby

Ordinary Members

H Atkinson
N Barbour
J Bringolf
L Stace
OT Australia NSW
L Cherry
I Chipchase
Stacks The Law Firm
L Clemson
R Cragg
Met-a-Lite Manufacturing Co Pty Ltd
S Ernst
E Freeman
J Halcrow, OAM
E Henderson
P Hopkin
Arthritis Foundation of NSW

M Marjason
A McLaughlin
N Moloney
J Muir
H Phan
L Rothwell
Rothwell Consulting Pty Ltd
M Sheargold
G Smith
Ability Technology Ltd
M Todd
B Wade
J Watts
Hedley, Carr, Allen & Watts
H Williams
J Woodruff

It is with regret that we acknowledge the passing of Hazel Atkinson OAM, great friend of the Centre. We salute her dedication to many community activities to improve the lives of so many.

Acknowledgments & Thanks

Acknowledgments and Sincere Thanks to:

Donors

A R Browne
D Craddock
R Grayson
M Law
Hanivoile Pty Ltd
Hedley, Carr, Allen and Watts
E Henderson
Multi Tams Pty Ltd
M Sawado
Stacks, The Law Firm Sydney

Trustee of the Sisters
of the Good Samaritan

C Wallace
H & J Williams

Donations in Kind

Marc Hemmett
Paul Coster

How you can help ILC

ILC NSW welcomes your support.

Support could be in the form of:-

- *financial assistance*
- *a donation of your time and expertise in areas where we require specialist skills to match specific jobs*

*For more information please contact the Executive Director on (02) 9890 0969
email: jane@ilcnsw.asn.au*

Thank you!



Independent Living Centre NSW



Independent Living Centre NSW

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