

ANNUAL REPORT 2005 – 2006



Independent Living Centre NSW

Vision Statement



Our vision is that technologies

and environments are designed

for people of all abilities.



Independent Living Centre NSW
No 1 Fennell Street
Parramatta NSW Australia 2150
Telephone: +61 2 9890 0940
Facsimile: +61 2 9890 0966
Email: help@ilcnsw.asn.au
Web: www.ilcnsw.asn.au

Supported by:

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

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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. In 2003 the Centre became a company limited by guarantee, and in 2004 relocated to new premises in Parramatta.

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

Excluding website help, more than 14,000 people received assistance in the 2005-2006 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
- Product trial by appointment with a health professional
- ILC Training
- ILC Access
- ILC Medico-Legal
- 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
- Publication of a Web site containing ILC Magic database
- Developing information services across rural NSW

Staff and Volunteers

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

The Centre is governed by a voluntary board of directors drawn from the community.

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

The twelve months between annual reports is often too brief a period for new initiatives to be conceived, resourced and successfully delivered. Some years are about persistence, doing what we already do well, maintaining quality and laying the groundwork for major new outcomes in the future. This was one such year.

Often what we plan to create is at some evolutionary point along an uncertain time line and recent developments have left us optimistic that the summit is in sight, or deflated as we realise we have only reached the top of the first ridge of a mountain range.

Work that may be major news by the time of our annual meeting is the launch of nationally recognised training modules for the construction industry in accessible buildings. DesignAU, our initiative to see the development of a national focal point for issues related to accessible and universal design, has been very well received in many arenas, and remains work in progress.

Competent and committed not-for-profit organisations are often victims of their own success. Expectations of continual improvement, new service developments and best practice in all administrative, financial and operational areas are seldom balanced

by the level of resources necessary to fully meet all these expectations. This year these demands have been very apparent as we work towards substantially enhancing the benefits we can produce.

As we need to allocate scarce resources wisely the board decided it was time for a strategic review. The review was a joint staff and board exercise undertaken over four months and was completed in July this year and resulted in a clear vision for the future.

Being fully aware of our need to govern well, board members reviewed their responsibilities in a facilitated workshop; in September we met with our auditor and discussed legislative compliance with a particular focus on the Corporations Act; and in January we met with a project officer from our major funding body to discuss the obligations of the funding agreement.

On reflection, I believe the board has directed its energy appropriately during the year. Within a program of six board meetings it has re-examined its governance obligations and reviewed its strategic directions.

My sincere thanks to fellow board members for their hard work and commitment to the ILC for yet another year. I would particularly like to thank Lesley Cherry who resigned after almost five years of service to the organisation.

It is clearly evident from the other reports in this Annual Report that we continue to provide quality services that result in real benefits to many people. This is a testament to our staff who are prepared to give one hundred percent, remaining focused on our core services - the foundation of all that we do and can achieve.

I also wish to acknowledge the dedication and commitment of our Executive Director Jane Bringolf. It has been a very demanding and challenging year. As the senior staff person, Jane has more than anyone, needed to manage and balance the various expectations of the board, staff, clients, partner organisations and government departments. At times this must seem an impossible task.

Thanks also to the suppliers for their support of the product display centre and our product database.

Hopefully the persistence displayed by so many will be rewarded with the consolidation of our core services and the implementation of significant new initiatives.

Michael Sheargold
Chair

Board of Directors

Board of Directors of the Independent Living Centre NSW

The members of the Board of Directors as at 30 June 2006 are:

Mr Mike Sheargold
(Chair)

Mr Han Phan
(Vice Chair)

Mr Howard Williams
(Treasurer)

Ms Lesley Cherry

Dr Lindy Clemson

Ms Jane Woodruff

Ms Jane Bringolf
(Executive Director and Secretary)

New Appointments:

Graham Opie
appointed 3/11/05

Resignations:

Ms Britta Bruce
(Treasurer)
resigned 27/6/06

Ms Carol Barnes
resigned 30/5/06



Carol Barnes

is a registered nurse with an extensive background in nurse education, staff development and patient education. She has a Master of Arts degree and currently works part-time for the Arthritis Foundation NSW as an education advisor. Director since November 2004. Ms Barnes attended 5 out of 6 directors' meetings.



Jane Bringolf

has a diverse background spanning more than twenty-five years within the community sector in various roles and organisations. Jane has degrees in social science and management, and was awarded a Churchill Fellowship in 2004. Director since June 1998. Ms Bringolf attended 6 out of 6 directors' meetings.



Britta Bruce

has held senior positions in a variety of industries including electronics, information technology and education. Britta has a Bachelor of Business and completed postgraduate studies in Information Technology. She is a member of the Australian Institute of Company Directors and a Fellow of the Australian Society of Certified Practising Accountants. Director since September 2004. Ms Bruce attended 6 out of 6 directors' meetings.



Lesley Cherry

has extensive experience in health services in Australia and overseas. Lesley is the Director of Occupational Therapy for Sydney South West Area Health Service (East Zone), and has qualifications in occupational therapy and a Masters of Public Health. Director since November 2001. Ms Cherry attended 5 out of 6 directors' meetings.



Lindy Clemson

has a background in occupational therapy with a PhD in epidemiology and is a Research Fellow at The University of Sydney. Lindy has research interests in ageing, in particular in the areas of home safety, falls prevention, independence, and culture and disability. Director since November 1999. Dr Clemson attended 5 out of 6 directors' meetings.



Graham Opie

is CEO of the Motor Neurone Disease Association of NSW. Graham has worked in senior management within the non-profit sector since 1995, overseas and within Australia, and has qualifications in sport science and management. Director since November 2005. Mr Opie attended 3 out of 4 directors' meetings.



Han Phan

is a qualified electrical engineer and has a Master of Science in Industrial Design. His experience is in electronics, telecommunications and building services. He is currently a self employed professional. Han has a keen interest in all forms of technology, particularly, technology that can enhance people's lifestyle. Director since March 2004. Mr Phan attended 6 out of 6 directors' meetings.

Staff & Volunteers as at 30 June 2006

**Michael Sheargold**

has extensive experience in community services, particularly in disability and family support services. Mike has

occupied a number of direct service, policy, and senior management positions. He has degrees in social work and administration and a Masters in Public Policy. He is currently director of an agency providing child protection and community development programs. Director since February 2000. Mr Sheargold attended 6 out of 6 directors' meetings.

**Howard Williams**

Is a qualified accountant with commercial and professional accounting experience in corporate management, finance,

taxation, 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. Director since December 2003. Mr Williams attended 5 out of 6 directors' meetings.

**Jane Woodruff**

is CEO of Uniting Care Burnside and has qualifications in social science. Jane has occupied a number of key

positions in Government and not for profit sectors covering direct service provision, management, policy advice, development, research, community consultation, planning and change management. Director since August 2002. Ms Woodruff attended 4 out of 6 directors' meetings.

Current Staff:

Anne Stewart	Project Officer
Christine Cheung	Occupational Therapist
Christy Conners	Occupational Therapist (Maternity Leave)
Goretti Kee	IT Manager
Jane Bringolf	Executive Director
Jenny Foreman	Information Manager
Joan Pack	Executive Assistant
Julie Wakeman	Occupational Therapist
Lara Oram	Occupational Therapist
Laura Walker	Centre Based Services Assistant
Marcelle Alam	Team Leader ILC Access
Maureen McGrath	Administration Assistant
May Ho	Accounts Clerk
Patricia Santarelli	Administration Assistant
Rhiannon Garwood	Occupational Therapist (locum)
Sarah Hobson	Team Leader Centre Based Services
Sue Slattery	ILC Access Consultant & Trainer

Staff who left during the year were:

Ana Peiretti	Occupational Therapist (locum)
Annette Gardiner	Occupational Therapist
Lorrae Collins	Accountant

Volunteers:

Angela Perkes
Ann Gibson
Dorothy Platt
Gowri Parameswaran
Laurie Hardacre
Trish Lapsley

Executive Director's Report



In working towards our vision of creating a world designed for people of all ages and abilities, we set about promoting this message in very practical ways. This meant spending more time out and about in the community, and finding creative ways to provide information about assistive technology and environmental design.

Insofar as it was possible, we took up every opportunity to speak at conferences and seminars, run community education sessions, and to contribute to the development of public policy. Conference presentations included among others, the national ACROD conference in Hobart, the Australian Association of Gerontology conference on the Gold Coast, and the Australian International Health Institute in Melbourne.

We contributed to several policy reviews including: the NSW PADP (Program of Aids for Disabled Persons) Scheme; the NSW planning policy on seniors living requirements; the NSW Home Modifications Scheme; and the Victorian Building Commission's review of accessible housing.

Our presence was requested on several committees and working parties as a result of our increased public exposure. One such committee,

convened by the Minister for Ageing, was the National Speaker Series committee. The aim was to bring together the key players in the building construction and design industry to create built environments suited to all ages and abilities. This was a great opportunity to contribute to policy development and community education. The Minister for Ageing launched the final report at the end of June.

Websites, as with all informative publications, need regular updating and this year we simplified the home page to make access to key sections of the website easier. All 6000 items on our product database were reviewed and updated, and 500 new items were added this year. The website is proving to be a popular way to provide information and the number of individual visitors increased to an average of 375 a day. This figure does not include visitors who bypass the home page and go directly to the database section. Website users tell us that our website has easy to use functions and accessible information.

This year also witnessed a landmark alliance with the Master Builders Association of NSW and the Building Designers Association of NSW. Encouraged and supported by these associations we devised a training

program for building designers and consultants that will be run in the new financial year. Based on nationally endorsed units of competency, the training will equip construction industry personnel with the skills to create accessible environments and adaptable homes.

It has been a challenging year indeed – managing our core business of information and advice about assistive technology, and at the same time reaching out into new areas, broadening our public face and forming alliances with new partners. Next year will see more work on setting up DesignAU as a focal point in Australia for universally designed environments and products so that we can further our vision of an inclusive world.

My sincere thanks to all staff for extending both themselves and our available dollars. It is due to their efforts that we are able to fully maximise our services to the public. I should also like to acknowledge the work of the Board this year in reviewing its governing role and setting a clear strategic agenda for the years ahead. It is this commitment of both staff and board that underpins the strength of the organisation.

Jane Bringolf
Executive Director

Review of Operations

Centre Based Services

Although our display centre is well established in our new premises, it is important to review the area regularly. This year, not only did we keep the display up to date, we also focused on minor adjustments to make it easier for visitors to use more effectively. The room by room style of the display continues to be very well received. This year, a total of fifty-one groups toured the display and ten of these were from overseas (Japan, Korea and Malaysia).

A new section was introduced to the website called Easier Home Living. Visitors to the website can search for information on a room by room basis, with a focus on kitchens and bathrooms. We reviewed all brochures and fact sheets to make sure they are easy for people to read both on the computer screen and in hard copy.

The ABC TV New Inventors program again sought our assistance with numerous new products including a kerb climbing wheelchair, a device for putting a folded wheelchair into the boot of the car, and a one-handed fishing device. We also continued to support the Australian Consumers Association in assessing whitegoods for their magazine, Choice. This year we were asked to assess silicone bakeware, kettles and toasters as well.

We experienced an increase in home modification enquiries this year from both home owners and builders. We provided advice on a fee for service basis to two clients this year. There was also increased interest in our medico-legal service with six reports completed this year.

We held another successful Summer Equipment Expo with topics covering bariatric clients, strategies for vision loss, strategies for overcoming cognitive impairment, and personal

hygiene. The workshops proved popular, especially the cognition topic.

Four structured presentations were given to conferences and seminars, which included the Australian Pharmaceutical Society, and Charcot Marie-Tooth Association. Twenty five community visits, information days and trade displays were carried out, some outside the Greater Sydney area.

Client Service Provision

Enquiries to telephone, fax, email and mail information service	8938
Therapist appointments and assistance to visitors.....	1150
Group tour participants	503
Total people visiting the display....	2592

Referral Source

Previous contact with the ILC brought about half the number of Info-Line referrals compared to previous years, but there was an increase in referrals from health professionals and suppliers of about eight percent each. The ILC website provided 921 referrals to the Info-Line, a three fold increase on last year.

In terms of visitors, compared to the previous year, there was a drop in health professional referrals by one third to 301. The ILC website provided 100 referrals, an increase of thirty percent. All other referral sources remained similar to previous years.

Nature of enquiry

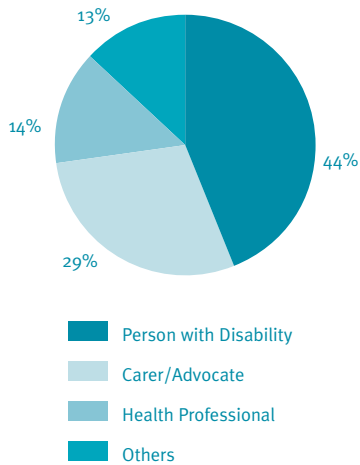
The most requested information continues to be about wheelchairs, with building design enquiries and beds following close behind.



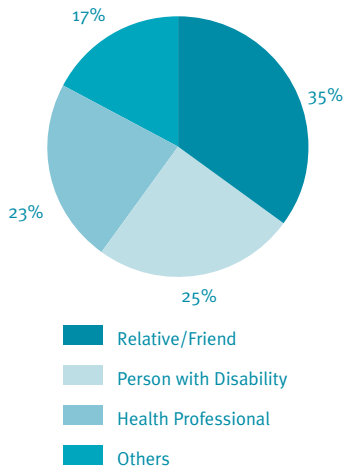
Centre-Based Services Team answers Info-Line calls and attends to visitors to the display

Review of Operations

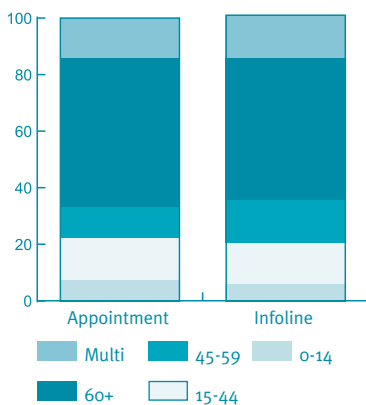
**Consumer Profile
Visitors to ILC
(2005-2006)**



**Consumer Profile
Infoline Enquiries to ILC
(2005-2006)**



**Consumer Profile
Contacts by Age
(2005-2006)**



Service Users

Similarly to previous years, people with a disability, their family and friends accounted for seventy-five percent of visitors and sixty percent of Info-Line callers. The Info-Line received fifty percent more calls from health professionals this year, and this may be due to one lengthy downtime on our website during the year. More than half the callers and visitors are aged over sixty years. Ten percent of visitors and four percent of callers came from a culturally and linguistically diverse background.

Students

Industrial design students find us a good resource for specific designs, and one therapist was asked to be an external assessor for the student's final paper presentation. We plan to have students from Charles Sturt and Newcastle universities next year. We were approached by the University of Sydney to carry out tutorials and assessments for sixty first-year occupational therapy students over a period of ten weeks on a fee-for-service basis.

Sarah Hobson
Centre Based Services Team Leader



Christy Connors shows the features of the scooter to a visitor



One of the many group tours we host every year discovering products in the kitchen display

ILC Access

This year, the majority of work was in the commercial and residential sectors.

Due to a downturn in the housing sector, work on medium and high density residential developments was less than in previous years. SEPP Seniors Living developments, however, continue to flourish as the building industry looks for new markets. A newer area of work was providing advice for new homes for people with severe disability, especially children whose housing designs have to consider their needs over their lifetime. Requests for this work came from insurance companies and the Office of the Protective Commissioner.

Local councils are more aware that they must comply with the Disability Discrimination Act in terms of access to premises, and as a follow-on they are also focusing on access issues

for larger residential developments. We experienced an increase in the number of councils requiring an access consultant's report for development applications, construction certificate stage, as well as at completion of construction. Similarly, more BCA (Building Code of Australia) certifiers are requesting access consultant assessments as recognition grows that this is a highly specialised field.

Several large companies provide us with repeat business and this forms the mainstay of the consultancy. Projects this year included office buildings, shopping centres, medium and high density residential developments, recreational and sporting facilities, university facilities and aged care facilities.

Administration systems were subject to continuous improvement processes

so that we can better capture data for submitting fee proposals and monitoring the business activities.

As a member of Standards Australia working party on AS1428.2, I provided input to the review of the Standard. I also completed a post grad certificate in environmental modifications.

Sue Slattery used her access consulting skills to develop the new training course for the construction industry; Christine Cheung joined the team as a consultant this year. Patricia Santarelli and Maureen McGrath continue to provide excellent administrative support, and Ann Gibson continues to provide professional advice in a voluntary capacity.

Next year we are looking forward to commencing a research project in conjunction with The University of Sydney. A fourth year occupational therapy student will look at the

Review of Operations

appropriateness of installing tactile ground surface indicators used for wayfinding by people who have a vision impairment.

Marcelle Alam
Team Leader ILC Access

Volunteers

Every year, we rely on the valuable support of our volunteers. In June, Gowri Parameswaran returned to ILC briefly, helping us in product updates for the database and general office administration. Dorothy Platt assisted the client services team in office admin duties.

Our journal, *Independent Living* continues to enjoy the journalistic support of Angela Perkes and Laurie Hardacre also continues to assist us with the journal mailout.

Ann Gibson and Trish Lapsley provided professional peer support to the ILC Access team for yet another year.

Our staff resources go the extra mile in delivering our services with the additional efforts of volunteers. The board and staff extend sincere thanks to all our volunteers.

ILC Training

The main focus for training this year was on devising, developing and registering new training for the building design and construction industry.

With the help of the Building Designers Association and the Master Builders Association, three relevant units of competency were chosen



ILC Access Team preparing an access audit report. L-R Patricia Santarelli, Marcelle Alam, Sue Slattery, Maureen McGrath

from the Access Consulting suite of competency standards for developing into training modules. At the end of an arduous process, these training modules were added to our scope of registration with the NSW Vocational and Training Board. This will allow us to offer nationally recognised training and certificates at Certificate IV level.

The training will be rolled out in the next financial year with the help of our alliance with the building designers and master builders. The training consists of four days face to face with three weeks to complete a major project, and is being promoted as, "Professional Certificate in Accessible Buildings".

As a registered training organisation we also offer nationally recognised manual handling training. This year fifteen sessions were delivered to groups of both paid and volunteer

care-workers. Certificates were issued to 155 successful trainees.

Our regular training for health professionals was scaled back due to reduced demand and our focus on developing new training. Four courses, which are still popular, were run this year. They were on manual wheelchairs, pressure cushions, grab rails and mattress overlays.

Involvement in other activities related to training were: a presentation to the paediatric staff and Westmead Hospital on home modifications for children; short presentations at various Master Builder Association member briefings; devising and presenting a session for building designers and building consultants on accessibility; and presenting a lecture on assistive technology for first year university students.



Federal Member for Parramatta, Julie Owens witnessing the signing of a Memorandum of Understanding between the ILC, the Master Builders Association NSW and the Building Designers Association NSW. L –R Mike Sheargold, Chair ILC, Ron Bracken, Master Builders Association, Julie Owens MP and Ted Riddle, Building Designers Association.

Maintaining the status as a registered training organisation (RTO) is a time consuming and rigorous process. The audit processes are very demanding and we sincerely hope our efforts pay off with many enrolments for our new training. Not only is this an issue of return on investment in monetary terms, but also a desire by the ILC to up-skill the construction industry so that they are well placed to design and build inclusive environments.

Sue Slattery
Access Consultant and Trainer



Patricia Santarelli prepares training materials

Review of Operations

Publications

Apart from the website, we publish several other items. The most well known is Independent Living which is in its 22nd year. In full colour it looks quite different from its early predecessors, but the content is just as relevant today.

During the year we updated our Guide to Planning Bathrooms and Kitchens CD book, and all our Fact Sheets and product selection guidelines. The CD book includes the recent changes to the relevant Australian Standards and improved diagrams and pictures. The Fact Sheets and guideline brochures were all checked for readability and relevance. We now produce these items in two formats – one for screen reading and one for printing in hard copy. Website users can now download the version that suits them best.

At the end of the financial year we received a grant from the Department of Health and Ageing to develop a book on assistive technology for dementia. This will be a great addition to our publication titles and assist us in developing this growing area of interest and expertise.

Jane Bringolf
Managing Editor

Information Management

More than 500 new products were added to our 6000-item database during the year. These include new



Jenny Foreman prepared 500 new items for the database this year

and innovative designs such as a pressure sensitive plug that prevents a bath from overflowing and a slider for lifting a manual wheelchair into a car boot. The population trend towards larger-sized people is reflected in the increased number of bariatric products now available. Regular updating ensures that the product details are kept current.

Much attention was given to improving our national and local website database this year. This has been in collaboration with information managers from the different state ILCs. We continue to communicate via email and quarterly teleconferences to discuss refinements.

Five out of seven ILCs are using the same database structure for their state based databases. Queensland plans to come on board in the next

financial year. This facilitates communication regarding database improvements and enables easier exchange of information. It further standardises the structure of information on the national database and should facilitate the eventual move towards developing a single national database.

The "New Inventors" program on ABC TV regularly ask for our professional opinion on prospective products to be included in their show. Many of these useful and innovative designs are added to our database.

Suppliers who regularly visit our centre provide hands-on contact with new products. The client based services staff group periodically visit various suppliers at their showrooms/locations to better understand how they provide client services. Also, the proforma

guides to writing up information, have, in some instances, enabled equipment suppliers to present their product information in an appropriate and user-friendly format for adding to our database.

Our centre display is constantly reviewed and there is a turn over of products to maintain freshness and currency. Visitors to the display often approve the ease of viewing the open plan display that, in part, reflects individual rooms in a home.

Jenny Foreman
Information Manager

Information Technology

Breath-taking advances are the guaranteed constants in the field of information and communications technology, and as an information service we cannot afford to lag too far behind. By careful management of existing equipment and technology we have been able to maintain a reliable and cost-effective IT infrastructure this year.

With help from the Parramatta City Council and the State Government,

we were able to replace five desktop computers and a notebook, and implement some minor upgrades to equipment. Our server capacity is still within reasonable limits since the major upgrade in 2004.

At the start of the financial year, we were using the ageing batch procedure to update and upload the database on SeNet web host - a time-consuming exercise. By building on the web and database infrastructure set up by all ILCs in Australia last year, we were able to customise a section just for our use. This brought significant cost savings to the organisation and improved functionality for users of our local website.

ILC Magic is the CD subscriber version of our database. Potential subscribers are obviously choosing to utilise the free version on our website, but we still retain a steady list of subscribers who prefer the enhanced functions of the CD version.

Through the upgrade of the web administration tools, we implemented a facelift to the NSW website, and by using improved web-editing tools we can keep our website fresh, informative, friendly and interesting for our web clients.

Many thanks to the consultants, developers and technical support group who helped resolve our IT issues throughout the year. Special thanks to Paul Coster who donated two LCD monitors and computer hardware parts; Marc Hemmett of Kensington Computer Services, who



A visitor trying out the fridge for size and convenience in the kitchen display

Review of Operations

donated free telephone support and network advice; and Andy Muir of Muir Software provided free telephone support in resolving database issues.

Information and communications technology are subject to rapid change. The ILC seeks to utilise new technologies to bring services to the community in new and innovative ways and at the same time, achieve productivity gains.

Throughout my time at the ILC, I continue to see our services improved through technological advances, and my colleagues tirelessly reaching out to the community, with their special caring attitudes timelessly shining through.

Goretti Kee
Information Technology
and Network Manager

Independent Living Centres Australia Inc

Visits to the national website have increased to an average of 14,000 per month (more than one million hits per month). The main attraction of the national website is being able to search the product databases of all ILCs in Australia. Some state ILCs still retain a separate database on their own website, but NSW and Tasmania have elected to connect their local website to their section of the database on the national website.

We made several improvements to website navigation and content utilising the remains of the Telstra grant received in 2004. We can understand the needs of web client

better now that we can record database hits by product category for each ILC.

All ILCs other than Queensland and Victoria share a common database platform courtesy ILC South Australia. Queensland will be migrating to the common database in the next financial year and this will improve cost sharing arrangements for everyone.

We have identified many other website and database enhancements. We shall, however, have to source funding to match our ideas.

Goretti Kee
ILCA Website Project Officer



The seating area of the display

Treasurer's Report



In summary, the financial results for the year are similar to those of the previous year and show an operating deficiency of \$12,556 produced from total revenue of \$948,215 against total expenditure of \$960,771.

The main point of note for the year was one of "business as usual" whilst we worked on strategic plans for the coming years. Investments in staff time were in developing training for the construction industry. The consequence was less staff time allocated to promoting ILC Access during a year where difficult economic conditions produced fewer opportunities for access consulting.

As we move into the new financial year there is evidence indicating increased activity in access consulting.

Our work delivered through the DADHC grant was also one of "business as usual" and although donations were down a little, group tour income increased. During the year we ran a semester of tutoring sessions for occupational therapy students with resulting increased income for Centre Based Services.

We also took advantage of opportunities to contract out some of our specialist staff to another organisation and this is reflected in increase in the Sundry Income.

Journal income was lifted by strong advertising sales that more than compensated for a small rise in production costs.

Re-design of our website and moving to a new platform resulted in higher Computer Expenses. Expenditure on Printing and Stationery was back to previous levels after last year's expenses in re-doing all stationery items after our move.

The continued support of our members, sponsors, suppliers and donors has contributed to a successful year. The results are also the product of the hard work, talent and commitment of our staff and my acknowledgement and appreciation goes to each of them.

Howard Williams
Treasurer

NOTE: A copy of the company's 2006 Annual Financial Report will be sent upon request, by calling (02) 9890 0940 or by enquiring at www.ilcnsw.asn.au

ILC Members 2005 – 2006

Life Members

A Gibson
R Grayson
J. Sloane
C Smedley
C Wallace

Ordinary Members

N Barbour
C Barnes
J Bringolf
B Bruce
L Cherry
I Chipchase
Stacks The Law Firm
L Clemson
R Cragg
Met-a-Lite Manufacturing Co Pty Ltd
S Fraser
Stu Fraser Pty Ltd
G Gardner
The Northcott Society
J Halcrow, OAM
P Hopkin
Arthritis Foundation of NSW
J Hurley

G Jones
I Kelf
M Law
L Lusby
M Marjason
A McLaughlin
K Miller
Bega District Nursing Home
N Moloney
J Muir
G Opie
H Phan
M Sheargold
G Smith
Ability Technology
L Stace
OT Australia NSW
M Todd
B Wade
J Watts
Hedley, Carr, Allen & Watts
J Webb-Ryall
Stroke & Disability Information (Hunter) Inc
H Williams
J Woodruff

It is with regret that we acknowledge the passing in October 2005 of Elizabeth Henderson, director and Chair of the Board and great supporter of the Centre. Liz was highly regarded by colleagues, friends and clients for her commitment to improving the quality of life for so many.

Acknowledgments & Thanks

Acknowledgments and Sincere Thanks to:

Donors

P Brady
H Breen
J Brennan
J Broadbent
N Capes
D Craddock
H Cramer-Roberts
K Elder
L Froneman
M Gallagher
C Gallagher
Hedley Carr Allen & Watts Pty Ltd
H Krawczenko
M Law
L MacGregor
C Macris
M Mayes
M McPherson
The Plan Centre of Newcastle

C Robinson
J Romanini
M Sanby
Stacks, the Law Firm
D White
H & J Williams
A Wong

Donations in Kind

Marc Hemmett
(Kensington Computer Services)
Paul Coster
(Column Inch Communications)
David Mayes
(Robertson and Marks Architects)
Sharlene Garth
(Photographer)

Special Supporters

A & M Henry Pty Ltd
AAA (Adjustable Health Beds
& Tilt-N-Lift Chairs)
Able Rehabilitation Equipment
Acacia Medical Equipment
Admed Homecare and
Rehabilitation Equipment
Building Designers Association of NSW
Gillespie's Hire & Sales Service
Hospital at Home
Invacare Australia
Master Builders Association of NSW
Met-A-Lite Manufacturing Co Pty Ltd
Novis Healthcare
Safety Link
Sunrise Medical Pty Limited
The Northcott Society
Therapeutic Bed Co
The Watercomfort Company Pty Ltd

How you can help ILC

ILC NSW welcomes your support.

*You can support our work through a donation, a bequest,
or offering your time and expertise.*

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

Thank you!



Independent Living Centre NSW



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No 1 Fennell Street, Parramatta NSW Australia 2150

Tel: +61 2 9890 0940 Fax: +61 2 9890 0966 Email: help@ilcsw.asn.au

Web: www.ilcsw.asn.au