

ANNUAL REPORT

2006 - 2007



Independent Living Centre NSW



# Independent Living Centre NSW

## ANNUAL REPORT 2006 - 2007

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- Donations

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## **VISION STATEMENT**

“Our vision is that technologies  
and environments are designed  
for people of all abilities.”

## **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.”

## CHAIR REPORT

I welcome our members, staff, colleagues and friends to our annual general meeting and thank everyone for their continued support. As we reflect on the journey of the ILC over the past year, it has been a very demanding and challenging year.

We especially appreciate the efforts of our suppliers who provide us with their time, their experience and, last but certainly not least, their equipment and technology.

The mission of the ILC is to inform, advise and educate about environmental designs and assistive technologies with the goal of improving options and choices in accomplishing everyday activities. As you read the annual report you will note the many and widespread achievements of the ILC. We also look forward to realising many of the ideas of the staff, in engaging them to apply their knowledge, skills and attitudes to advance the strategic goals and objectives of our organisation. There are many opportunities for us to achieve this. For example research tells us that despite the technical advances of assistive technologies, the role of the advisor and informer remains highly relevant. I also note that ILC NSW continues to play a key role in the national alliance of the ILCs.

After nine years of leading the ILC in her role as executive director, Jane Bringolf is now moving on. We thank Jane for her commitment and wish her well in her future endeavours. Jane moved the ILC from 'paper to computers' instigating the successful information database. During her time the organisation also expanded its focus from a medical to a community based model. A notable achievement by Jane was gaining RTO status and VETAB approval for several of the ILC training courses. We thank Sue Slattery for taking on the role of acting executive director so efficiently. As part of a commissioned independent review of operations, the ILC has reviewed the leadership role and will be re-focussing on its core business, while still maintaining the vision of its roles in advocacy and accessibility.

We have farewelled several board members this year. In particular I would like to thank Mike Sheargold, our previous chair, who has been a hard working member since 2000. Mike's calm advice and expertise will be missed. At the same time we welcome a number of new board members: Toni Adams, Colin Slattery, Lyndal Millikan and Margaret Vickers. I draw your attention to the Board of Directors, which provides a very brief bio for each of our directors. The collective skills

among the directors span a wide range of extremely impressive qualifications and experiences. I also note the continued support of Jane Woodruff, whose wisdom and experience within policy, related industry and management have been crucial to board functioning. All together a strong board to steer the organisation and work closely together with the new executive director and staff to fulfil our mission and realise our visions.

Reflecting back over previous years of annual reports it seems it is not uncommon that we face challenges in achieving our many activities with resources that don't seem to quite increase with the same velocity as our ideas. Our financial reports reflect a solid base. None the less we know that we need to be open to opportunities for potential partnerships, new revenue opportunities and value adding services.

The recent operational review clearly identified the hard work and commitment of our ILC staff and the board wishes to recognise this. As we seek out new leadership to take us forward into the next decade we continue to aim, as one staff member said, to be "the knowledge centre for solutions."

**Lindy Clemson  
Chair**

## **BOARD OF DIRECTORS**

As at 30 June 2007  
the members of the  
Board of Directors  
are:

Associate Professor  
Lindy Clemson  
(Chair)

Mr Han Phan  
(Vice Chair)

Mr Howard Williams  
(Treasurer)

Ms Susan Wood

Ms Lyndal Millikan

Mr Mike Sheargold

Ms Jane Woodruff

Ms Toni Adams

Mr Colin Slattery

Associate Professor  
Margaret Vickers

Ms Jane Bringolf  
(Executive Director  
and Secretary)

### **New**

### **appointments:**

Susan Wood  
appointed September  
2006

Toni Adams  
appointed March  
2007

Colin Slattery  
appointed March  
2007

Lyndal Millikan  
appointed March  
2007

Margaret Vickers  
appointed May 2007

**Resignations:**

Lesley Cherry – resigned July 2006  
Graham Opie – resigned June 2007

**Lindy Clemson**

Has a background in occupational therapy with a PhD in epidemiology. She is an Associate Professor in Ageing at the Faculty of Health Sciences, University of Sydney with Research interests in the areas of home safety, falls prevention, independence, and culture and disability. Director since November 1999, Ass. Prof Clemson attended 4 out of 6 directors' meetings.

**Han Phan**

Is a qualified electrical engineer and has a Master of Science in Industrial Design. His experience is in electricity, electronics, telecommunications and building services industries. He is currently

employed by Integral Energy as Contestable Network Manager. 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 3 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 6 out of 6 directors' meetings.

**Susan Wood**

Has spent most of her professional life working as a senior manager at the UK Department of Health, directing and implementing major national initiatives and change programs. Alongside her main career, Susan was for a number of years Chair of a Social Housing organisation and a volunteer counsellor. Since moving to Australia in 2005, she has established herself as a management consultant and leadership development coach and has continued to volunteer as a counsellor, as a criminal justice support worker and as a member of the ILC Board. She is a qualified occupational therapist and counsellor and holds an Oxford Open MBA with Distinction. Director since September

2006. Ms Wood has attended 3 out of 6 directors' meetings.

**Lyndal Millikan**

Is a qualified occupational therapist whose clinical experience has focused on the management of chronic and complex disabilities in a community environment. She has worked in a number of direct clinical and management areas in health, as well as participating in the education and fieldwork for students of health sciences. She is currently in a research position at the University of Sydney, investigating various aspects of the effect of the built environment on human performance. Lyndal holds postgraduate qualifications in Health Law and Business Administration and is currently undertaking a Masters degree in Health Science.

Director since March 2007. Ms Millikan attended 1 out of 3 directors' meetings.

**Mike 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.

**Jane Woodruff**

Is CEO of Uniting Care Burnside and has qualifications in Social Science. Jane has occupied

a number of key positions in Government 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 2 out of 6 directors' meetings.

**Toni Adams**

Is a specialist "business facilitator" to the aged and community care sector and government. She has developed an extensive knowledge of the industry with her focus on adding value, reducing risks and driving efficiencies. This knowledge has been established through working for government organisations such as NSW Department of

Ageing, Disability and Home Care and the Australian Department of Health and Ageing. Director since March 2007. Ms Adams attended 2 out of 3 directors' meetings.

**Colin Slattery**

Is currently a director of his own training and consulting business. He brings his expertise in human resource management, marketing, training and coaching to individuals and organisations. Colin has extensive experience in the government and non-government sector and has

worked at various levels of management. Director since March 2007. Mr Slattery attended 1 out of 3 directors' meetings.

**Associate Professor Margaret H. Vickers, PhD MBA BBus**

Is an internationally renowned academic who has published widely on issues of concern to people with disabilities and chronic illness, and their carers. She is currently Director of Research in the School of Management, College of

Business, at the University of Western Sydney. Director since May 2007. Ass. Prof Vickers attended 1 out of 2 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.



## ACTING EXECUTIVE DIRECTOR'S REPORT

The very essence of ILC NSW is to inform educate and advise people about the use of environmental design and assistive technologies to improve options and choices for people to accomplish everyday activities. All our committed and dedicated staff are passionate about achieving this goal. This year has proved that we are not alone and that others share our mission with equal passion. One 4-week research assignment last year by a UWS student has developed into an international project. Jane Bringolf has worked tirelessly with Dr Ingrid Schraner from the University of Western Sydney to develop this worthwhile project. It is the only Australian research being done on the structural economic issues of living at home, using assistive technology and home modifications.

At the ARATA conference in WA in November Jane and Ingrid generated international interest and support for the project. The ILCA and the National Association of Rehabilitation Engineers have all committed money to become industry partners with the university to further the project. It is a 3–5 year project with outcomes that will we hope will justify the existence of ILC and provide data to funding bodies.

Jane has focused on broadening the ILC's focus and DesignAu on the international scene this year. She has established contacts with like-minded organisations who are promoting universal design and the use of assistive technology for people to remain in their homes. In November she visited Ireland and England and had discussions with the directors of the Irish Centre for Universal Design, the Central Remedial Clinic and the Foundation for Assistive Technology in London. In June she presented two papers on universal design at the Festival of International Conferences on Caregiving, Disability, Ageing and Technology (FICCDAT) in Canada.

Locally, Jane was asked to present at the Building Designers Association NSW AGM, her session on "Retrofitting for Accessibility" was recorded for an on-line e-learning module developed for urban planners, architects and building designers. Both Jane and Sue have presented papers on universal design at the Western Sydney Community Forum 2-day conference and the Australian Network for Universal Housing Design (ANUHD).

We have received two government grants this year, which has allowed the staff to work on 2 worthwhile projects. The Dementia publication,

funded by Department of Health and Ageing has been completed and is available on our website as well as in CD form. The CBS team worked in conjunction with Alzheimer's Australia to produce this publication that provides simple advice and practical uses of assistive technology to assist people in the first stages of dementia to accomplish everyday activities. It has been widely praised as a useful tool.

The second grant has been given as part of the Western Sydney Area Assistance Scheme, by Department of Community Services. The project is designed to work with Councils and Chambers of Commerce to help small businesses and community groups make their premises more accessible. We hope that the project will be a practical outcome of the goals set by the results of the Commonwealth National Speaker Series. Especially to help create built environments suited to all ages and abilities.

We have employed John Evernden project manager of this grant. John who is an accredited access consultant has a wealth of experience working with various Councils and community service organisations. He will be working part time on the project and part time as an access consultant.

Our Bathroom and Kitchen CD book still proves to be a requested publication and we have completed a revamp of the publication with new photos and designs

ILCA continues as an active group, providing valuable peer support. The operations of the group has changed this year and is now working as an unincorporated forum rather than a formally incorporated association. This has meant national projects are now managed by one ILC on behalf of all others using MOUs to formalise the agreements. The first MOU for ILC NSW being the lead agency and publisher of the journal on behalf of all other ILCs. A revamped ILCA website has been launched and great progress has been made towards having a national database. It is assumed that the goodwill generated over many years of working together will continue and that MOUs will clarify our obligations to each other for the various projects we undertake together. ILCA will also use the "Lead Agency" model when it comes to applying for any government funding.

It has been a disquieting year for the ILC as over half our staff have left. This has been unsettling for the remaining staff. However I would like to acknowledge the professionalism shown by staff, which has

enabled the ILC survive through all the changes. They have shown great dedication to the ideals of the ILC and it is due to their efforts that we have been able to provide a high standard of continuous service to the public. I should also like to acknowledge the work done by the Board this year and its diligence in investigating its role in managing the governance of the organisation.

**Sue Slattery**  
**Acting Executive Director**

### **Staff & Volunteers as at 30 July 2007**

Ana Peiretti	Occupational Therapist
Anne Wallace	Physiotherapist
Dianna Dautzenberg	Management Support
Goretti Kee	Information Technology Manager
Jane Bringolf	Executive Director
Jenny Foreman	Information Manager
Laura Walker	Centre Based Services Assistant
Linda Chapman	Training Co-ordinator & Access Support
Maureen McGrath	Admin Assistant
Mei Ho	Accounts Clerk
Rolene Nehama	Centre Based Services Team Leader-
Occupational Therapist	
Sue Slattery	Training and Access Consultant

### **Volunteers**

Ann Gibson

Laurie Hardacre

Trish Lapsley

## **REVIEW OF OPERATIONS Centre Based Services**

This year has brought about several CBS staff changes. Sarah Hobson left the ILC in January to return to hospital practice. The leadership role was once again taken on by Christy Connors who returned part time briefly from maternity leave only to go on maternity leave again. Christy has given birth to her second child, a son, William. Rolene Nehama has taken on the role of CBS team leader in Christy's absence. Rolene is an occupational therapist originally from South Africa arriving in Australia in 1994. Rolene worked at the ILC in South Africa and has been working as a rehabilitation consultant in Australia.

### **Staff movements during the year**

Christy Connors returned part time in December and left in March for the birth of her second child.

Rhiannon Garwood left at the end of July 2006 to work in the rehabilitation provider industry.

Rolene Nehama joined as a part time locum in August 2006.

Ana Pereitti joined as a locum in February, 3 days per week increasing to four days per week in April.

Julie Wakeman left the ILC in April 2007 to go on maternity leave. She gave birth to a girl, Indi in June 2007

Christine Cheung left the ILC in March 2007 to pursue a part time role in access work.

Lara Oram left at the end of March 2007 to work full time for the Spastic Centre.

### **Client Service provision**

Enquiries to telephone, fax, email and mail information service 8740  
This is slightly down on the previous year (about 200 calls)

- Therapist appointments and assistance to visitors 901  
down by 249 from the previous year
- Group tours 32
- Group tour participants 333

The number of visitors through group tours and with assistance by an OT has reduced since last year, however this could be a result of staff turnover and limited staff numbers for a part of the year.

### **Referral Source**

Statistics for referrals to info line indicates that most calls originated from clients who had had previous contact with the ILC (21%). This was followed by ILC website at 19.3% and supplier referrals ranking third at 15.4%.

Previous contact with the ILC was also the largest source of referral for appointments and visits, 28.6%. This was followed by referrals from Health professional at 25.5% and relatives and friends at 11.4%.

### **Nature of enquiry**

The majority of enquires were in relation to neurological disabilities (26%), followed by orthopedic related disabilities (19%). Arthritis related queries were the third most common although significantly less at 10% of enquiries.

### **Service Users**

Individual contact with the ILC is mainly by females when compared to males with 54% vs 31% of all contact. About half of all ILC users are over the age of 60 (53%).

### **Community Visits**

Twenty three community visits ranging from Community Aid to Ladies Probus groups, several Arthritis related groups and Senior Citizen related groups.

The link with the Australian Pharmaceutical Society continued with a half day workshop presentation at a new graduate pharmacists conference held in April 2007 and one scheduled for later in the year.

### **Group Tours**

Thirty two group tours were conducted during this financial year. These were carried out for people with disabilities as well as students and professionals. The ILC continues to conduct group tours for students from foreign countries.

### **Choice Magazine**

The CBS team continue providing assessments on disability access to Choice magazine in their assessment of white goods. This has formed a positive relationship between the two organizations and offers the ILC the opportunity to assess the large range of white goods on the market making information on these products truly current and objective with regards to disability access.

### **Students**

The ILC offered student placement for practical experience to the School of Occupational Therapy.

Due to staffing issues and lack of full-time staff during the year the original commitment to have students has been reconsidered and will not be taking place.

### **Summer School**

Summer school was once again conducted by the CBS team. The topics covered included bariatric equipment, cognitive strategies, one handed technology and devices and memory assistive technology.

### **Helpful Handbook for Memory Loss**

The CBS team was involved in developing and producing a handbook on equipment that would assist with memory loss. This publication was completed with the support of Alzheimer's Australia NSW and Independent Living Centre of WA. The funding for the project was provided by the Commonwealth Department of Health and Ageing as part of their dementia initiative. The handbook was released in May and has received very positive feedback.

### **Website**

CBS continue to provide FAQ's for the website and are assisting the Product Manager Jenny Foreman in the continued contact with suppliers for up-to-date information and pricing.

**Rolene Nehama**

**CBS Team Leader-OT**

## **REVIEW OF OPERATIONS ILC Access**

ILC Access has continued to provide a proficient and reliable service to the building industry despite the loss of two staff members at the beginning of 2007. Marcelle Alam and Christine Cheung both left the ILC to pursue new endeavours. As it proved difficult to recruit a new access consultant, the ILC access consultancy was in crisis mode for a few months until a chance investigation of our website saw John Evernden applying for the position. We welcomed John warmly as part of the team. He has had a great deal of industry experience and has allowed the consultancy to continue. John has also proved to be a great team member and ILC access is now steadily increasing the workload.

The work this year has been mainly in the residential sector especially SEPP (Seniors Living) developments. We have also been involved in several interstate commercial projects.

The ILC continues to provide representation on behalf of ILCA on the Standards Australia working party on the AS1428. suite of standards and has helped to develop protocols by carrying out some research with other committee members.

Patricia Santarelli, our administrative assistant, also left the team this year after providing 11 years of dedicated support to the access and training team. She has been replaced by Linda Chapman who has provided excellent administrative support especially during the period with only one access consultant. Ann Gibson graciously continues to provide professional advice in a voluntary capacity.

**Sue Slattery**  
**Team Leader ILC Access**

## **REVIEW OF OPERATIONS ILC Training**

All the work of the last year to develop and promote the Professional Certificate in Accessible Building was realised this year with the running of 3 highly successful training sessions.

Initially there were more promotional seminars organised by Ted Riddle of the Building Designers Association NSW and publicity by the Master Builders NSW.

The first course of the Professional Certificate in Accessible Building was run in October 2006 and followed up with 2 more in February and April 2007. They have been very well received by the participants and have achieved our goal of making people working in the building industry aware of the needs of older people and people with a disability and how by creating an accessible building from the beginning makes good financial and design sense. There has not been a high percentage of participants completing the portfolio segment of the training, which would enable them to receive the certificate of competence. However those that have completed the final portfolio assessment have been of a high standard.

We have had enquiries from other states to run the course interstate and we will be providing this training in Queensland and Victoria in the future.

We have maintained our contract with Northcott to provide OH&S and manual handling training through our 'Taking the Manual out of Handling for Care Workers' competency. This training is run both onsite in Parramatta and at Northcott's country branches. This year fifteen sessions were delivered to groups of both paid and volunteer care workers. Certificates of Attainment were issued to 155 trainees who were deemed competent.

Our regular training for health professionals was scaled back due to reduced staff numbers. We decided to only run our two most popular courses this year, Easing the Pressure and Manual Wheelchair Prescription. We have run each of these twice during the year. We have also been contracted by outside organisations to run the wheelchair prescription course and the manual handling for care workers.

The later half of the year has been involved in preparing for a VETAB audit to maintain our status as a registered training organisation (RTO). This is a time consuming and rigorous process and the admin staff have put in a great deal of time and effort to prepare the paper work for audit in December 2007.

I would like to thank the continued support from Paul Lawrence at the Master Builders Association NSW and Ted Riddle and Cliff Princehorn from the Building Designers Association NSW for their continued support of the Professional Certificate in Accessible Building. I would also like to acknowledge the much appreciated input from the admin staff Pat Santarelli, Lyndal Marshall, Dianna Dautzenberg and Linda Chapman without whose help none of the courses would have run.

**Sue Slattery  
Trainer**



## **REVIEW OF OPERATIONS**

### **Database Information Management**

This last year, progress has been made towards the fulfilment of the vision of one national database. Changes enabled a more efficient sharing of data between the ILCs. A short term aim is for data to be shared at the touch of a button. To this end, each state has worked towards having standard database structures and information presentation. This increasing database uniformity has been progressed by the fact that, of the seven ILCs, six now operate with the same database structure.

Web site use of our local NSW database has increased. We have implemented features such as a "product search help" on our web site. This is to assist with the location of items within a major product group. Changes in the presentation of hire information have provided a more easily updated format. This ensures the currency of information of this high demand area.

On our local NSW database, approximately 2400 suppliers contribute to 6000 product and organisation listings. There has been a turnover of over 500 items on the database over the last year. Wheelchairs and building products have consistently received the highest number of requests although the gap is closing between these and the number of requests for other products.

High importance is given to maintaining up-to-date information and pricing for our clients. We therefore welcome support from suppliers with keeping us regularly informed about product information and pricing. Various suppliers also visit our centre to demonstrate new products so staff can assess their suitability for the database and have hands-on experience of the product.

Approximately 250 suppliers have loaned/contributed 1100 products to the centre display. Our centre display is regularly reviewed and updated to include products that offer a wide choice of features to facilitate activities of daily living.

**Jenny Foreman**  
**Information Manager**

## **REVIEW OF OPERATIONS**

### **Information Technology**

Striking an economical balance in embracing new technology and keeping reliable equipment enable us to maintain cost-effective IT infrastructures again this year.

In early 2007, we had a hardware upgrade to improve the server's performance. This cost-effective mini-upgrade would be able to support our network traffic sufficiently for the coming twelve months. Though we did not receive any special grants in 2006-07, we used our budgeted funds to acquire two desktop computers according to our yearly schedule. We started replacing old CRT monitors with LCD screens in the past few years and have completed the replacement for all staff at year-end.

#### **Products Database**

Since LifeTec Queensland decided to adopt the common platform shared by five other ILCs, the developer focused all new developments this year in customising the software for QLD's needs. One new feature that NSW is eager to implement is the "Dimension Search" on products. In parallel with the system being developed, we began discussions and made plans to implement the new search function when ready.

Keeping the information in our database up-to-date is a resource-intensive and time-consuming task. It is important that we continue to evaluate and fine-tune our update and pricing review process. Early this year, we found it necessary to change our method in categorising Hirer information in our database, making the process easier for the suppliers and the data update team, and providing clearer and more accurate information to our users.

We upload all the database changes to the National database regularly. We still provide the database on CD option to paid subscribers.

#### **Website**

Through the availability of the web editing and administration tools, we are able to upload fresh copies of updated documents like fact-sheets, equipment selection guidelines, second-hand equipment register to our web site. Information about our services like ILC Training and publications are updated regularly.

#### **Special Thanks**

I would like to express my sincere thanks to the developers and technical support team for their readiness in providing assistances in network, database and web issues throughout the year.

Special thanks to:

- Marc Hemmett of Kensington Computer Services, who in addition to the free telephone support throughout the year, donated his time and services to help us in network issues.
- Andy Muir of Muir Software, provided free technical support via phone & email in resolving database and data upload issues.

### **Communication technology**

It's interesting to look back to the service delivery tools we used 10 years ago. Back then, we had a dialled-up internet account, one email address for the whole office and we didn't have any web presence. We have come a long way. With management support and their appreciation of technology as tools, we continue to adopt new and affordable technology to empower our staff as well as clients through better service delivery. I always find the more we do, the more we are able to deliver due to newly found opportunities and improved performance tools.

The following quotes by IT Gurus on leading-edge technology, we might find the comments amusing:

"640K ought to be enough for anybody."--Bill Gates, 1981

"There is no reason anyone would want a computer in their home." --Ken Olson, president, chairman and founder of Digital Equipment Corp., 1977

We're glad that the world didn't stop at the above predictions. With economic prosperity and stability, business and home consumers continuously demand better and faster productivity and entertainment tools. We understand that breath-taking advances and changes are the guaranteed constants in information and telecommunication technologies. We cannot afford to do nothing - by standing still, we'll risk of going backwards, or worse, become irrelevant and obsolete.

I am sure the ILC Board, my colleagues and I will continue in applying new technology in our service delivery, expanding to new horizons, staying in touch with new trends and public needs, and keeping our caring vision alive.

**Goretti Kee**  
**Information Technology and Network Manager**

## **Independent Living Centres Australia**

ILCA has reached another significant milestone in 2006-07. The product database that was initially developed by ILCSA, has been gradually adopted by other ILCs. Started from NSW to ACT, WA, Tasmania then to LifeTec Qld this year. Except Victoria, all six ILCs are now sharing the same software for the AT equipment and products database.

In early 2007, ILCA software developer started to customise ILCSA software to cater for Queensland's additional requirements. In June 2007, QLD migrated their products database and implemented SA-platform software successfully.

The customised software was released for other ILCs, providing new searching mechanism for users to choose products via specification and dimension. This is exciting news for NSW as the additional search is beneficial for our relatively larger database, making it easier for our staff to narrow down the search with specific conditions that are relevant for clients' special needs.

With the successful implementation of the customised software, QLD was able to use the shared ILCA programs to upload their data to the National Database on the website.

### **Stats**

Following the successful launch of ILCA website in June 2005, public visiting the website had gradually been increasing. In this reporting year, we have an average 23,333 visitors per month to the national website; totalling to 280,000 visitors for the 2006-2007 financial year. In July 2006, we have 16,716 visitors for the month. By year-end in June 2007, the monthly visitor figures had jumped to 35,825 – the increase was more than 140%

Usage of the ILCA National Products Database had also been increasing. We received an average of over 143,000 hits against the products monthly, totalling to almost 1,724,000 hits in the reporting year. Though 18% of the products on the web database data were from NSW, NSW data accounted for 40% of usages. One of the factor of higher usages on NSW data was due to the weblink available on NSW local website that utilise the same underlying infrastructure for ILCA.

With regular meetings by ILCA Directors and Information Managers, ILCA continuously work towards having standard set of resources for common sharing, as well as liaise with other national and international bodies in forming strategic partnership and alliance.

**Goretti Kee**  
**ILCA Website Project Officer**

## **TREASURER'S REPORT**

### **Overview**

The ILC ended the financial year with a surplus of \$28,396 compared with a deficit of \$12,556 in 2006. Total Liabilities decreased by \$83,173 to \$164,134 from \$247,307 in 2006 and Total Equity was up from \$200,838 to \$229,503.

These positive results clearly indicate that overall the financial position of the ILC improved over the course of the year.

### **Income**

Total Income at \$1,016,245 was up by \$68,030 or 7.2% from \$948,215 in 2006. Government funding at \$772,380 represented 76% of total income and together with income from Advertising and Sales Revenue for the journal (\$55,243), Access Consultancy (\$98,723) and Education and Training (\$48,209), account for 96% of all income. Education and Training showed a marked improvement in income increasing by \$27,360 from \$20,849 in 2006.

### **Expenditure**

Total expenditure only increased 2.8% to \$987,266 and as would be expected, staff costs at \$712,708, represented the major expense (72%). Generally all other expenses were in line with 2006 amounts other than when additional planned activities, such as the additional courses provided by Education and Training, saw expenditure rise from \$1,236 to \$6,535.

### **Conclusion**

In most respects it was a business as usual year with no events having a major impact on the budget and end of year result. The ILC has had considerable experience in operating within its tight financial situation and with initiatives such as DesignAU adopted a no cost / low cost strategy.

As in previous years income is sufficient to adequately provide our core services and the ILC continues to be in a sound financial position. However, as always, growing existing and developing new service activities is very difficult from our existing income base.

**Mike Sheargold**  
**Director / Acting Treasurer**

## Members of ILC for June 2006- June 2007

### Life Members

A Gibson  
R Grayson  
J. Sloane  
C Smedley  
C Wallace

### Ordinary Members

T Adams	N Moloney
N Barbour	J Muir
C Barnes	H Phan
J Bringolf	M Sheargold
J Hurley	C Slattery
G Jones	M Todd
M Law	M Vickers
L Lusby, AM	B Wade
M Marjason	H Williams
A McLaughlin	S Wood
L Clemson	J Woodruff
L Millikan	

I Chipchase	Stacks The Law Firm
R Cragg	Met-a-Lite Manufacturing Co Pty Ltd
L. Ford, CEO	OT Australia NSW
S Fraser	Stu Fraser Pty Ltd
G Gardner, CEO	The Northcott Society
P Hopkin, CEO	Arthritis Foundation of NSW
K Miller	Bega District Nursing Home
G Opie, CEO	Motor Neurone Disease Assoc of NSW
G Smith, Director	Ability Technology
J Watts	Hedley, Carr, Allen & Watts
J Webb-Ryall,Coord.	Stroke & Disability Information (Hunter) Inc

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

### **Acknowledgements & Thanks**

#### **Donations Received:**

Arthritis Foundation of NSW	HE Arundel
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#### **Donations in Kind**

Marc Hemmett	(Kensington Computer Services)
Paul Coster	(Column Inch Communications)
Ian Hogg	(Specialised Wheelchairs)
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#### **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 0940.

Thank you.



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