



Independent Living Centre NSW

ANNUAL REPORT JULY 2012 TO JUNE 2013



Endless possibilities for all

VISION: Endless possibilities for all

PURPOSE: To provide impartial advice,
information and leadership on assistive technology
that builds possibilities for choice

VALUES: Leadership, Choice, Community, Impartiality



Independent Living Centre NSW

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www.ilcnsw.com.au

Registered as a charity in NSW
CFN 11225 ABN 44 103 681 572

INDEPENDENT LIVING CENTRE NSW

BOARD OF DIRECTORS



Mr Jonathan Ladd – Chairperson

Qualifications - University of Durham, UK,
1973-76 BA Philosophy and Psychology

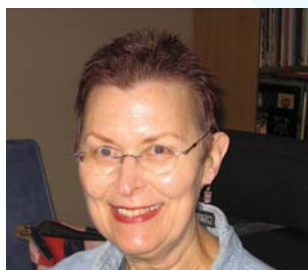
London School of Economics, 1976-77 MPhil Logic

Experience - Jonathan Ladd has 33 years of diverse line, technology, management, consulting and director-level experience, including global Chief Information Officer for P&O Group. Experience covers business strategy, management and information technology, across multiple sectors, working in multiple countries and cultures, at all levels up to board and investor/owner. Currently Group CEO of Datacom. Other current roles include provision of strategic advice and governance for an Australian payments network. Mr Ladd was appointed as a Director November 2009 and has attended 8 out of 10 meetings.



Mr Colin Slattery (Deputy Chairman)

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 organizations. Colin has extensive experience in the government and non-government sector and has worked at various levels of management. A director since March 2007. Mr Slattery attended 9 out of 10 meetings.



Ms Ann-Mason Furmage

Ann-Mason Furmage has been President of the Physical Disability Council of NSW for the past five years. She is retired from active employment in her profession after more than twenty years experience as an accountant and financial controller in Australia and the USA. Ms Furmage was appointed as a Director in May 2009 and has attended 8 out of 10 meetings.

INDEPENDENT LIVING CENTRE NSW

BOARD OF DIRECTORS



Mr Jeevan Joshi

Qualifications - Business Management (HR), XLRI, India 1993.

M. Technology (Biochemical Engg.), Inst of Tech, BHU India 1991.

B. Pharmacy, Delhi University, India 1989 Experience- Jeevan Joshi is the Principal Consultant at KnowledgeWorking. He has over 17 years experience in designing and delivering e-Learning, human capital, knowledge, risk and compliance solutions for leading organisations in Australia, New Zealand and Asia. He has wide exposure to various functions including business development, project management, consulting and human resources and has worked for leading companies such as Deloitte, Ernst & Young and PWC. Jeevan has a Masters in Biochemical Engineering and a MBA. He is a member of the Australian Institute of Company Directors and the Simulation Industry Association of Australia. Mr Joshi was appointed as a Director December 2009 and has attended 9 out of 10 meetings.



Ms Kate Loxton

Qualifications - BAppSc(Occupational Therapy)

Kate Loxton has 28 years experience working as an Occupational Therapist with children and adults with neurological conditions. In 1997 Kate founded a private multidisciplinary therapy team known as Rehab on the Move and in 2005 opened a second branch specialising in the needs of children, Child First Paediatric Therapy. Her role in the business as business owner includes managing director duties and business development.

Kate currently sits on the board of Brain Injury Association NSW and Sydney North Shore and Beaches Medicare Local.

Ms Loxton was appointed as a Director in March 2013.



Ms Fiona Given

Qualifications - BA (Hons) LLB (Macquarie University, 2004)

Grad. Dip in Legal Practice (College of Law)

Fiona Given is a person with cerebral palsy and complex communication needs and uses various forms of AAC and various forms of assistive technologies. She is the Vice-President of AAC Voice and People with Disability Australia. Fiona has worked in a range of legal settings. Currently she is a part time community member of NSW Guardianship and funds her own consultancy business doing various research projects in the disability sector. Ms Given was appointed as a Director in March 2013.

CHIEF EXECUTIVE
OFFICER



Robyn Chapman

COMPANY
SECRETARY



Anthony Sammut

LIFE MEMBERS

Ann Gibson

Charlotte Smedley

Jocelyn Sloane

Lindy Clemson

Clio Wallace

Ruth Grayson



The year 2012-2013 was an exciting year for the Independent Living Centre NSW:

- The innovative Blacktown site was officially opened in December adding value to the important information and advisory services the company provides.
- The company achieved its Registered Training Organisation status for a further five years
- The Telstra Foundation has funded an exciting communication project for young people in NSW.
- The NSW Department of Family and Community Services, ADHC has provided funds for a two year project to support consumer capacity building in assistive technology choice.

The change in policy and service delivery frameworks facilitated the need for the board to more carefully examine the impact on the Independent Living Centre NSW. In February, Robyn Chapman and I met with Serena Wilson, Deputy Secretary FAHCSIA and Mary Hawkins and Jackie Hiller-Broughton from the NDIS. A number of themes emerged from the discussion:

- The role of the ILCs in both Tiers 2 and 3 of the scheme will be crucial to the success of the assistive technology aspects of the scheme
- The independence of the ILCs from supply remains an important aspect of the ILC model.
- The ILCs will maintain block funding, from the NDIS. People with disabilities should not be expected to purchase independent information
- Developing Consumer capacity is important
- The NDIS and the ILCs should remain in contact and hold regular discussions on matters related to assistive technology and home modifications

In January the Board of Directors welcomed two new colleagues: Kate Loxton and Fiona Given, who bring additional and valuable skills to the work of the board. Fiona is a lawyer and an assistive technology user and Kate is an Occupational Therapist in private practice.

I would like to thank my fellow directors for their level of debate and frank discussion, and the time they give to the ILC NSW to ensure good governance of this vibrant company.

At the close of the financial year 2012-2013 the Independent Living Centre NSW is poised, ready for the challenges and opportunities the future will bring.

Jonathan Ladd

Chair, Independent Living Centre NSW

INDEPENDENT LIVING CENTRE NSW

CHIEF EXECUTIVE OFFICER'S REPORT

The financial year 2012-2013 presented an exciting year: full of challenge, development and opportunity.

The new strategic direction, Endless Possibilities for All, is proving to be the framework needed to guide the company through the quickly changing service environment brought about by the most significant changes in policy that we have seen: the National Disability Insurance Scheme and Living Better, Living Longer.

The Independent Living Centre NSW had a number of significant visits and events:

In the December 2012 we officially opened our new Blacktown site. Almost 100 guests joined us on the day staying for tours of the display. The display, and especially the apartment remains a showcase for an enabled home environment, integrating a complete range of assistive technologies and including home automation. Recent additions to the smart capacity of the display include telecare and telehealth devices.

In September 2012 the Independent Living Centre NSW welcomed 66 delegates from the National Home Modification and Maintenance Service Conference. Visiting the display was an optional third day stream for delegates who were given guided tours, and explanation of the site and a talk of home automation. Many then stayed, looking around for themselves and collecting information to take with them. A busy but successful day.

The display, and especially the apartment has had a steady stream of visits from architects and designers, public and private, who come to see the layout and the integrated assistive technology.

We were very pleased to host meetings of two ISO 9999 International Technical Working Groups, Hygiene and Wheelchairs, who were holding their annual meetings in Sydney. The delegates, mainly from Europe, requested the use of our site for a day of their meeting and an overview of our service models. The website and the apartment created much positive comment and discussion.

The company commenced the ASQA audit process required to maintain our Registered Training Organisation status. The standards and requirements have changed considerably since our previous compliance audit. Following the audit it took a further six months of work to reach the level required and I am very pleased to report that the Independent Living Centre NSW is one of a very few small RTOs to maintain accreditation. We are accredited to deliver competency based training for the next five years. Many and grateful thanks to Odelle Martin and Hamish Murray for leading what was a difficult task.

ENDLESS POSSIBILITIES FOR ALL

The site was not fully operational for the first few months of the year and the numbers of people accessing services via appointments and visits dropped again on the previous year. We are of course not funded to market the service, and as time passes the number of people visiting increases. Group tours remain a popular mode of access for the elderly.

During the year, a total of 7,885 people used the Independent Living Centre NSW. Visits and appointments were down at 406. Infoline numbers rose to 6,057 and group tour participants to 658, up from 442. In addition, people given information at community talks, expos and similar, rose to 764 from 311.

When web visits for NSW are added to the direct services statistics, 167,260 people from NSW were supported by the service.



INDEPENDENT LIVING CENTRE NSW

CHIEF EXECUTIVE OFFICER'S REPORT

For the first time since its release in 2009, the website had a drop in visits and downloads. Visits were down slightly to 442,812 from 459,145. This is due to the release of the website of the Independent Living Centres of Australia. Some shift in market share was to be expected. The last two months of the financial year saw a return. Given the borderless nature of websites and the number of visits from other states, we commenced nationalising information on our site.

International access to the website remains strong, with the USA, UK and Canada remaining our top three accessing nations. Access from Asia continues to grow and Robyn Chapman and Andrew Chia have been invited to present a workshop on our web model of service delivery at iCreate, the Asian assistive technology conference to be held in Korea in September 2013.

KNOWING OUR CUSTOMERS

THE NEW WAY: BUILDING CONSUMER CAPACITY

Knowing our Customers might sound an unusual priority for an organisation of our age whose core business has not changed: information on assistive technology to those who need it. It would appear from our statistics that our client groups are clear. However, the needs and characteristics of those clients is about to change.

Both person centred approaches (disability) and client directed care (ageing) mean that more of our clients will receive funding support and will also have direct control over the decisions in their lives, including the decisions on assistive technology. The service sector is in transition, so are clients. This transition should include transitioning to greater control, for those who may never have had control or for those who would like greater control and understanding. This is a consumer capacity issue: building skill and confidence in choice takes time and needs support.

I am very happy to report that the Independent Living Centre NSW has been successful in receiving funds from NSW Family and Community Services: Ageing Disability and Homecare to build consumer capacity in assistive technology decision making and choice. This two year project, based initially in the Hunter will provide workshops on factors to consider in selecting assistive technology for people with disabilities and their families. Workshop topics are based on activity or functional area and will include the environment, where to find support and information, using @magic and the role of the allied health practitioner.

The Independent Living Centre NSW looks forward to supporting its clients in the new service delivery frameworks.

DELIVERING VALUED INFORMATION PRODUCTS AND SERVICES

Smart technology, the way of the future is available now. Smart technology when integrated with other assistive technologies will be a means by which older people and people with disabilities stay in their own homes for as long and as independently as possible, staying connected to those who support them.

This year the Client Services Team, lead by Client Service Manager, Harriet Korner and Occupational Therapist Andrew Chia have developed their skill, knowledge and capacity to provide information on Home Automation, Telehealth and Telecare. The team has focussed developing our understanding of smart technologies for functional independence as well as an understanding of the use of smart technologies for monitoring.



Congratulations to Harriet Korner for successfully submitting a proposal to the Telstra Foundation, for a new program, "Everyone Connects – Connecting People with Complex Communication Needs". This project will operate as a pilot in NSW in the first year, with the possibility of further funding to deliver it out across Australia in future years. The funding supports young people aged 12-25 to access and stay connected to family and friends through mobile technologies. The program will be delivered through a series of workshops and topics will include digital literacy and cyber-safety. The funding gives us the opportunity to build our communication display. Many thanks to Jackie Coates and the Telstra Foundation for supporting this work. I look forward to reporting on the outcomes of this project in the next annual report.

LEADING IN AT AND THE BUILT ENVIRONMENT

The place of the Independent Living Centre NSW as the independent voice on assistive technology and the built environment remains unchanged. During 2012-2013 the company was represented at a range of forums and events, supporting systemic change and development:

Andrew Chia and Ruwani Siriwardene have been leading some work to understand the effect of the national Broadband Network on Personal Alarm Systems and the need to communicate this to consumers. As a direct result of the ISO 9999 meetings we were able to link with Swedish colleagues who have shared the work done in Sweden. The Independent Living Centre NSW was able to coordinate a meeting between a Swedish representative, NBN Co and ourselves. This work continues.

- iCreate Asia Scientific Committee, Robyn Chapman, Andrew Chia
- Standards Australia ME 64 committee, Hamish Murray
- Enable NSW Advisory Council, Robyn Chapman, personal appointment
- Home Modifications Information Clearing House, Robyn Chapman
- Sydney University, Occupational Therapy External Advisory Group, Robyn Chapman
- TranSPOT, Rebecca Howard, Ruwani Siriwardene
- AT Collaboration, Robyn Chapman
- ADHC Mealtime Management Reference Group, Harriet Korner
- ACCAN Advocacy Roundtable on Public Procurement of Accessible Information and Communications Technology, Harriet Korner
- RI Institute Housing Forum, Robyn Chapman, Hamish Murray, Esther Huber
- UTS Industrial Design Assessment Panel, Rebecca Howard
- Newell Network, Harriet Korner

Harriet Korner, Chair, Connect to Communicate Community Forum, AGOSCI, May 2013.

Andrew Chia, presentation ATSA, Smart Home- Possibilities for Independent Living, May 2013

EXPOS AND DISPLAYS

9th Asian Pacific Parkinson's Association Meeting

Community Health Expo for Medical Students

Carex

AGOSCI

ATSA

Nepean Expo

BUILDING A SUSTAINABLE ORGANISATION

The Independent Living Centre NSW is developing new ways of working, ensuring relevancy in the new service delivery frameworks.

ILC Access and ILC Training continue to provide the company with additional income. While the RTO accreditation work was being undertaken, the company was prevented, by ASQA from providing RTO competency based training. With the RTO status confirmed we are once again offering Accessible Building and Environments and looking to add to the scope, building the course towards a certificated course, in Access Consulting.

Training provided across this time was the training in assistive technologies, which have increased in popularity due to the need for Occupational Therapists to engage in learning activities to maintain their registration.

During the financial year 2012-2013 training was offered in the following:

Easing the Pressure

Pragmatic Organised Dynamic Display (PODD)

Dementia Tech

Manual Wheelchairs

Manual Handling

Manual Wheelchair Prescription

Sustainability is also about profile, relationships and partnership.

This year has been very active in these areas.

Visits from Asia have been common with groups from Japan, China, Hong Kong and particularly from the "Silver Research Group" from Nanyang Technology University, which has paved the way for developing new relationships in Korea, Singapore and Malaysia, strengthened with our work at iCreate in August 2013, outside this reporting period.

Following a visit from Karen Beard-Greer, the CEO Independent Living Service NZ and in the knowledge that our web access from New Zealand is strong, Robyn Chapman paid a return visit to New Zealand in February. As a result we now have a mutually beneficial developing relationship "across the ditch". We have started loading NZ supply to our database and will be sharing training materials with our colleagues.

During the year we developed a collegiate relationship with the Royal Society for the Blind, who have given us some items for our display and who will write regular updates for the journal on assistive technologies for vision impairment.

OTHER

With the advent of commonwealth control of disability and ageing, and in the absence of a national entity to progress national discussions and funding, the Independent Living Centre NSW lead by Chairman, Jonathan Ladd, attempted to progress this issue with our ILC colleagues offering an interim structure while a permanent structure is progress. I am very sorry to report that our offer was not taken up and the national entity issue has once again stalled.

STAFFING

We have had a stable year for staffing and are currently growing against the project funds achieved.

We were joined by two volunteers during the year, Veena Gopinath and Kathy McKinley I would like to thank them both for their assistance.

Veena has left us for paid employment in the disability sector and we are really pleased that Kathy McKinley is still working with us.

I would like to thank all staff for the hard work in what has been a challenging year. We are indeed fortunate that we have a group of staff, ably lead by Harriet Korner who completely understand and support the philosophical basis of the new service frameworks, and who like me are eagerly awaiting future developments.

I would however like to highlight the work of Anthony Sammut, Operations Manager and Company Secretary, whose essential but often unrecognised work keeps the company operating. It was with great pleasure that we received the management letter from Nexia Court, our auditors, stating that there was nothing that needed amendment. An excellent and unusual result. Congratulations Anthony, and our thanks for managing the "back room" so competently.

I would also like to express my heartfelt thanks to our wonderful board of directors, lead by Jonathan Ladd. The board continues to develop and I am pleased to have a board that is supportive, but one that will debate and question, advise and guide. Governance at its best thank once again.

We are thankful as ever for the funding support of the NSW Department of Family and Community Services, Ageing Disability and Homecare who fund our services to people with disabilities and to the Australian Department of Health and Ageing for funding support to older Australians.

We welcome the funding support of the Telstra Foundation and look forward to developing our relationship with them.

I am very pleased to present this report on the activities of the Independent Living Centre NSW for the year 2012-2013. I am excited by the future, we are at the forefront of thinking and I look forward to presenting the next stage of our development next year.

Robyn Chapman
Chief Executive Officer

INDEPENDENT LIVING CENTRE NSW

FINANCIAL REPORT

The ILCNSW ended the 2012-13 financial year with a deficit of (\$138,490) compared with a surplus of \$479,071 in the previous financial year. This large deficit is broken into two components. Firstly the deficit from operations of (\$10,815) and the allocation of leasehold improvements amortisation of (\$127,675) against last year's relocation grant of \$482,751 which covers building costs and fixed assets.

This grant of \$482,751 was recognised as income in the 2011-12 year ahead of the 5 years amortisation and depreciation costs on the Blacktown works which will contribute to non-operating deficits in those years covering the term of the lease.

Total liabilities increased by \$355,131 to \$1,499,239 (2012: \$1,144,108) over the year. This was mainly due to Government funds received in advance for re-aspice Hunter project \$155,399, the DOHA transition grant \$40,000, the Telstra grant of \$240,000, all excluding GST and the payable of GST liabilities related to these large grants showing a turnaround from 2012 of \$41,416.

Total assets increased by \$218,884 to \$2,174,919 (2012: \$1,956,035) over the year. The increase in total assets consisted of an increase in cash from the Telstra project grant including GST of \$264,000, a grant from DOHA for transition of state to federal funding of \$44,000 including GST. Monies that were held for ADHC for a possible re-aspice had now been approved for our use for the Hunter Project. This cash grant increased by \$170,939 including GST. These are offset by the allocation of leasehold improvements amortisation of (\$127,675) against last years relocation grant, the receipt of the GST credit reducing debtors (\$44,606)

Total Equity decreased significantly to \$675,680 from \$811,927, a drop of \$136,247. This is significantly reduced by the Blacktown capital works amortisation on leasehold improvements of (\$127,675) against the original grant of \$482,751 which will be reduced over a further four years being the term of the lease.

Total income decreased in 2012-13 by \$324,865 to \$1,230,816 or 26% from \$1,555,681. This is significantly reduced by last years capital Blacktown works grant of \$482,751 and the minor relocation costs 14,774. This year funding to assist the higher lease and property costs was higher for the full year by \$44,500, full year funded ILCNSW computer data off site storage and disaster protection totalling \$18,000 as well as the beginning of spending on the website project of \$44,000. Spending from a grant for the transition to federal DOHA funding was \$10,562. Income from Access and Training increased by \$4,799 as proceeds from the new PODD's courses assisted. Recovery of overhead expenses from our grant spending which covers rents and administration costs increased by \$17,047.

Main sources of income state and federal HACC Program \$160,151, ADHC Disability Services Program \$716,205, Website funding for off site data storage and disaster protection and beginning of work on the enhanced website totalled \$95,168, ADHC contribution to higher lease and locations expenses \$53,295, ILCNSW Access \$60,468, Education & Training Services \$44,520, and advertising, subscriptions and sales from the ILCNSW Journal \$42,566 and overhead recovery from grants of \$17,047.

EXPENDITURE

Total expenditure increased to \$1,369,306 by \$292,696 or 21%. This was mainly due to amortisation on leasehold improvements which was higher for the full year by \$106,395. The full year funded Rural Support and Website development expenses funding for data off site storage and disaster protection increased by \$18,000. Work has begun on the enhanced website which totalled \$44,000. Funded overhead recovery expenses came to \$17,047. Staffing costs increased by \$43,144 as a result of the funding indexation increases and one staff member reaching five years and accumulating Long Service Leave.

RISKS

The board, during 2008, approved a strategic and aggressive management policy change with regard to the collection of outstanding debtors where the past due items will be more effectively monitored and reported which has continued through this past financial year. There has been one new concerning debt for \$3,278 which has a provision for doubtful debt made. The main property to realise funds is for sale at the time of writing but any collections from that remain quite doubtful.

Debtors with overdue amounts continue to be pursued in a methodical manner with difficult debts being referred to a retained collection agency with very good results.

CONCLUSION

The excellent work of the CEO, supported by the oversight of the Board, have positioned the ILCNSW to be able to consolidate its current business and build a sound base from which is extending its operations. Our relocation last year to Westpoint Blacktown not only provides ILCNSW with a modern facility for current operations but also a solid platform to grow our services and reach to even more of the population.

The ILCNSW income is sufficient to cover its current operations and commitments, and the Board and the CEO will continue to pursue new business opportunities that align with the strategic direction of the organisation wherever possible.

Anthony Sammut

Company Secretary and Operations Manager

INDEPENDENT LIVING CENTRE NSW

IMPACT AND REACH

@ A GLANCE IN 2012-2013, ILCNSW HAS:

On the website www.ilcnsw.asn.au

More than 1,690,000 web hits

More than 442,000 Visitors to the website

From the Client Services Team

406 Appointments and Assistance were provided for Visitors

6,057 Infoline Calls were handled

658 people attended Group Tours at the Smart Home & Display

764 people attended Expo & Talks we have participated and/or organized

ILCNSW CLIENT SERVICES STATS

	2012-2013 numbers	2011-2012 numbers	2010-2011 numbers
appointments, visits at centre	406	493	609
infoline (phone, fax, email)	6,057	5,599	7,035
group tour participants	658	442	232
attendants from expos, talks, comm visits	764	311	534
	7,885	6,845	8,410

REFERRAL SOURCE - TOP 3 LIST

	INFOLINE %
ILCNSW Website	44.45%
Health Professional	19.50%
ILCNSW Returned Visits	11.10%

GENDER

	INFOLINE %	APPTS & VISITS %
Female	50.3%	47.5%
Male	39.0%	29.5%
ILCNSW Returned Visits	11.10%	

DISABILITY TYPE

	INFOLINE %
Physical	20.3%
Frail / Aged	17.5%
Neurological	13.9%
	APPTS & VISITS %
Multiple Conditions	32.0%
Neurological	17.7%
Physical	11.3%

OTHER

	EVENTS PARTICIPATED	ATTENDANTS
Expo	8	483
Talks	7	281
Other	0	0
Total	15	764

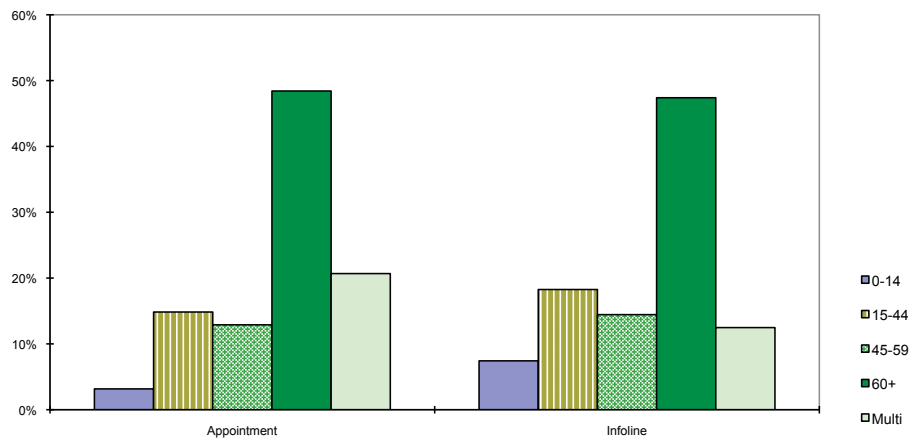


INDEPENDENT LIVING CENTRE NSW

IMPACT AND REACH

AGE GROUPS SERVICE USERS 2012-2013

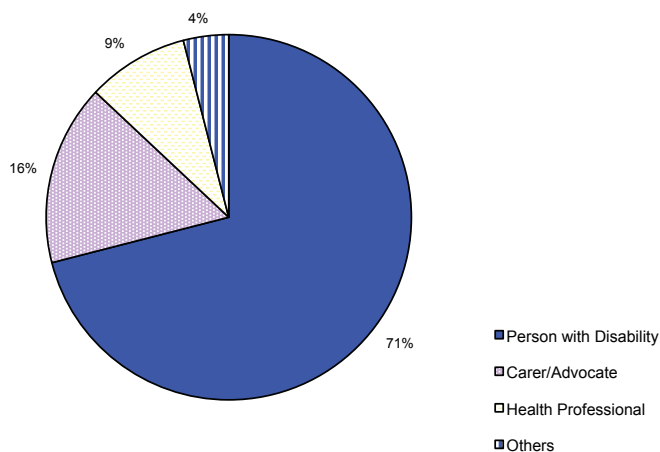
2012-2013		
Client Age Group	Appointment	Infoline
0-14	3%	7%
15-44	15%	18%
45-59	13%	14%
60+	48%	47%
Multi	21%	12%
	100%	100%



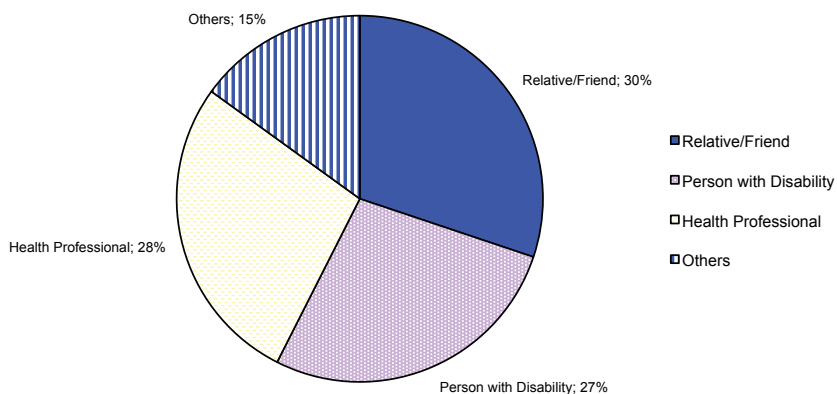
TRENDS

Most figures stay relatively the same through the years, with around 50% of clients age 60 or above

CONSUMER PROFILE - ATTENDANCE AT ILCNSW 2012-2013



CONSUMER PROFILE - INFOLINE ENQUIRIES TO ILCNSW 2012-2013



INDEPENDENT LIVING CENTRE NSW

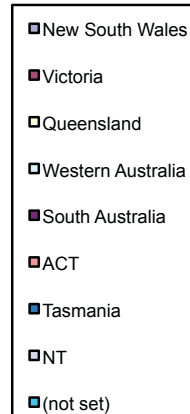
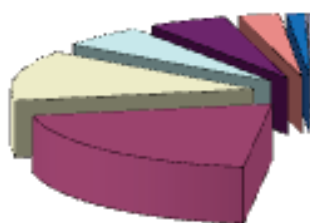
IMPACT AND REACH

WEB STATS

	2012-2013 numbers	2011-2012 numbers	2010-2011 numbers
Visitors to ILCNSW Website	442,812	459,145	325,995
Hits to @ Magic - AT Database on ILCNSW web	1,690,130	1,920,976	1,574,245

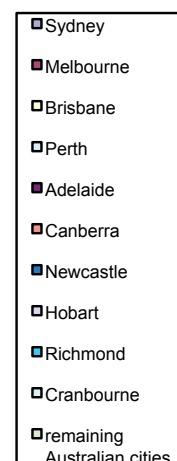
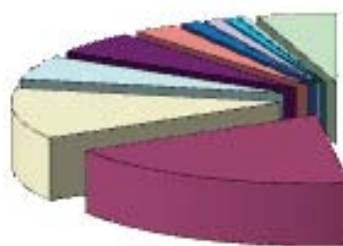
VISITS BY AUSTRALIAN STATES

1	New South Wales	159,385	36.0%
2	Victoria	62,104	14.0%
3	Queensland	39,512	8.9%
4	Western Australia	17,286	3.9%
5	South Australia	16,237	3.7%
6	ACT	8,227	1.9%
7	Tasmania	3,741	0.8%
8	NT	813	0.2%
9	(not set)	119	0.0%
		307,424	



VISITS BY AUSTRALIAN CITIES

1	Sydney	147,929	33.4%
2	Melbourne	55,932	12.6%
3	Brisbane	36,635	8.3%
4	Perth	17,118	3.9%
5	Adelaide	16,088	3.6%
6	Canberra	8,227	1.9%
7	Newcastle	3,815	0.9%
8	Hobart	3,260	0.7%
9	Richmond	2,388	0.5%
10	Cranbourne	1,450	0.3%
	Remaining Australian cities	14,582	3.3%
		307,424	

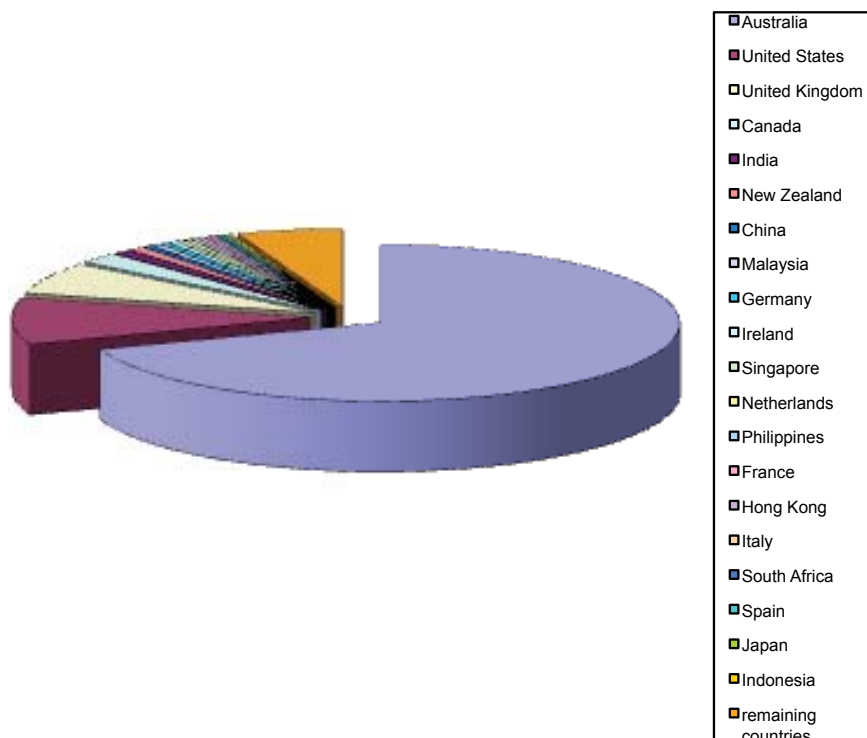


INDEPENDENT LIVING CENTRE NSW

IMPACT AND REACH

VISITS BY COUNTRIES

1	Australia	307,424	69.4%
2	United States	42,697	9.6%
3	United Kingdom	28,743	6.5%
4	Canada	9,793	2.2%
5	India	4,049	0.9%
6	New Zealand	3,782	0.9%
7	China	2,254	0.5%
8	Malaysia	2,120	0.5%
9	Germany	2,107	0.5%
10	Ireland	1,984	0.4%
11	Singapore	1,666	0.4%
12	Netherlands	1,634	0.4%
13	Philippines	1,632	0.4%
14	France	1,591	0.4%
15	Hong Kong	1,169	0.3%
16	Italy	1,119	0.3%
17	South Africa	1,063	0.2%
18	Spain	986	0.2%
19	Japan	936	0.2%
20	Indonesia	824	0.2%
	Remaining countries	25,239	5.7%
		442,812	



WEB VISITS BY LOCATIONS

- 1 69% of web visits are from Australia
- 2 Domestically, 33.4% of web visits are from Sydney; 12.6% from Melbourne
- 3 US, UK & Canada are the top 3 overseas countries visiting our website, 9.6%, 6.5% and 2.2% accordingly

INDEPENDENT LIVING CENTRE NSW

IMPACT AND REACH

AT DATABASE ITEM HITS FROM VISITORS & INFOCALLS TO ILCNSW

AT DATABASE ITEM HITS FROM VISITORS & INFOCALLS TO ILCNSW			
Top 5 Hits in 2012-2013	1	Communications	16.7%
	2	Wheelchairs	12.2%
	3	Building & Design	10.0%
	4	Household Products	9.0%
	5	Personal Hygiene	7.2%
Top 5 Hits in 2011-2012	1	Communications	17.1%
	2	Wheelchairs	10.6%
	3	Building & Design	9.1%
	4	Household Products	8.8%
	5	Personal Hygiene	7.4%

RANKINGS COMPARISON IN YEARS

	99-00	00-01	01-02	02-03	03-04	04-05	05-06	06-07	07-08	08-09	09-10	10-11	11-12	12-13
Communications	7	~	~	~	~	~	7	4	3	5	1	1	1	1
Wheelchairs	1	1	1	1	1	1	1	1	1	2	3	3	2	2
Building & Design	2	4	2	2	2	2	2	2	2	1	2	4	3	3
Household Products	6	6	6	3	5	4	4	3	4	3	4	2	4	4
Personal Hygiene	3	5	4	5	6	3	3	5	5	4	6	5	5	5
Clothing & Dressing	~	~	~	~	~	~	~	~	7	~	7	7	8	6
Beds & bed Equipment	~	7	7	6	7	6	5	6	6	7	5	6	7	7
Seating & Positioning Equip	4	2	3	4	3	5	6	7	7	~	8	8	6	8
Lift, Transfer & Standing	5	3	5	7	4	7	~	~	~	8	9	~	~	9



INDEPENDENT LIVING CENTRE NSW

ACKNOWLEDGEMENTS AND THANKS

Independent Living Centre NSW extends thanks to all those who have given generously during this year, including those who gave and for whom we have no personal record.

DONATIONS RECEIVED

Alpha Rehabilitation Equipment

Jonathan Ladd

Mrs Stephanie Tarvey

Stacks The Law Firm

Neville Moloney

Joy Hurley

Denise Quay

SO WAI Support Group Group Tour

Elizabeth Mercuri

Complete Domestic Care Pty Ltd

The City of Canada Bay Access

Valerie Packer

Jean Sharman

Andy Muir, Muir Software

Marc Hemmet, CSSP

James Salter, Web Support

Datacom



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Registered as a charity in NSW
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