



Independent Living Centre NSW

ANNUAL REPORT JULY 2014 TO JUNE 2015



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.asn.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

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

Jonathan Ladd has 38+ years of diverse line, technology, management, consulting and director-level experience. Currently Group CEO of Datacom, experience covers business strategy, management and information technology across multiple sectors, working in multiple countries and cultures. Mr Ladd was appointed as a Director in November 2009.

Chairperson from 26 November 2011.



Mr Colin Slattery

Graduate Certificate Science (Applied Statistics) (2012)

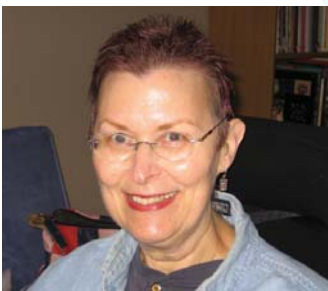
Masters in Organisational Coaching (merit) (2010)

Certificate IV Workplace Assessment & Training (2006).

Postgraduate Diploma in Management (Marketing) (2000, Macquarie University).

Bachelor of Applied Science (Speech Pathology) (1992, Sydney University).

Colin Slattery is currently a director of his own research, 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. Director since March 2007.



Ms Ann-Mason Furmage

B.Bus (Accounting)

WAIT (now John Curtin University)

Certified Practising Accountant (Now retired).

Ann-Mason Furmage is a person with physical disabilities who retired from active employment after more than twenty years experience as an accountant and financial controller in Australia and the USA. Ms Furmage is a former President of the Physical Disability Council of NSW (2004-2013) and was appointed as a Director of the ILCNSW in May 2009.

Independent Living Centre NSW

Board of Directors



Ms Fiona Given

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 President of AAC Voice. Fiona has worked in a range of legal settings. Currently she is a part time general member of Guardianship and Administrative and Equal Opportunity Divisions of the NSW Civil and Administrative Tribunal and runs her own consultancy business doing various research projects in the disability sector. Ms Given was appointed as a Director in March 2013.



Mr Jeevan Joshi

Business Management (HR), XLRI, India 1993.
M. Technology (Biochemical Engg.), Inst of Tech, BHU India 1991.
B. Pharmacy, Delhi University, India 1989.

Jeevan Joshi is the Founder of LearningCafe.com.au & Director at Knowledge Working. He has over 20 years experience in designing and delivering Digital Learning, HR 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. Mr Joshi was appointed as a Director December 2009 and concluded in August 2015.



Ms Kate Loxton

BaAppSc (Occupational Therapy)

Kate Loxton has extensive 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.

She has a passion for integrated care to assist adults and children alike to live fulfilled lives within their home and community environments

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 and concluded in August 2015.

Chief Executive
Officer



Robyn Chapman

Company
Secretary



Anthony Sammut

Life Members

Charlotte Smedley

Ann Gibson

Jocelyn Sloane

Clio Wallace

Ruth Grayson



AT On Tour Coffs Harbour - 23 June 2015



AT On Tour Wagga - 18 Feb 2015

Independent Living Centre NSW

Chairman's Report

The 2014-2015 financial year has again been a successful year for the Independent Living Centre NSW. The board's work has been focussed on ensuring that the company has the capacity to absorb and respond to the challenges the constantly changing environment pose. We are expecting firm direction from the Australian government on much of this by the end of 2015.

The company has continued on the path of applying elements of consumer capacity building into all of its work. Embracing this has included the development of the AT Mentors service with funding from the NDIA. This is an innovative project that will have considerable impact on the way in which people with disabilities access information and make choices and decisions about their AT for themselves.

We are pleased to be able to take the successful Everyone Connects to the rest of the country and with the additional alliances this brings, and thank the Telstra Foundation for sharing this vision with us.

Importantly we have also focussed on our sustainability through building ILC Access and ILC Training. This work will continue and I look forward to reporting on substantial growth over the next reporting period.

The board has also supported the ongoing building of our external relationships, and especially those in Asia and in New Zealand. The ILCNSW now has a full range of relationships and partners that will aid our profile and therefore our development for many years. Of note is the work in building an Asian AT Alliance. The sharing of information and work across our region will be important into the future. I am pleased to report the formalising of the iCreate Alliance in Singapore in August of this year. The ILCNSW is a founding signatory to this alliance.

The ILCNSW is financially sound, and this year we have also excelled in proving our compliance to the required standards in all our service areas.

The work of the company cannot be undertaken without the commitment of staff who remain focussed on the purpose and values of the company. I thank them for this commitment.

The board are a wonderful group of colleagues focussed on the development of the ILCNSW and its model. They have had to absorb much information on multiple changes to the environment in which the company operates. I thank them all for their steady work and dedication, and for their support to me and the CEO. Since the close of the reporting period we have farewelled Jeevan Joshi and Kate Loxton. I thank them both, on behalf of the ILCNSW for their insights and work over the last 6 years.

Jonathan Ladd
Chairman



AT On Tour Armidale - 25 June 2015

Endless Possibilities For All...

Writing and reporting on the year's activities always creates an interesting and satisfying opportunity for reflection on the company's work and purpose.

In preparing for developing new strategic documents the board undertook a reflective review of the company over a long period of time. Collectively, with Gary Jacobson from Zakumi Consulting, there was experience interacting with the Independent Living Centre NSW, spanning nearly 25 years.

Over this time frame the group identified many changes. Funding has moved from NSW Health through the various NSW ageing and disability departments with more change to come, as disability support funding moves to the NDIS in the very near future. The funding that supports seniors has moved several times recently as ILCNSW are merged into the new Commonwealth Home Support Program.

Service models have changed too, from advice over the telephone, to include visits and appointments. During the late 1990's ILCNSW operated a mobile outreach service and more recently has become a modern information provider in the digital space: virtual ILCNSW, @magic, YouTube, web media and Facebook are all important means of information provision. ILCNSW has adapted its model to suit the change in information delivery.

Initially clients were older people, but this shifted over time: people with disabilities, seniors, carers, allied health professionals and service providers all now key client groups.

Models of service delivery have also shifted from the medical models still evident in the early 1990s through to the choice and control of clients, now fundamental to the way in which the company works. The work in building consumer capacity for choice and control is now also embedded in everything we do.

Through all these changes it was heartening to confirm that throughout, the Independent Living Centre NSW has been true to its purpose: To provide impartial advice, information and leadership that builds on possibilities for choice. The next iteration of this purpose includes the word "capacity"....."that builds on possibilities and capacity for choice". ILCNSW will continue to remain true to this purpose.

During the year, two discussion papers of strategic importance to the ILCNSW were released by the National Disability Insurance Agency: Towards Solutions for Assistive Technology; and Information, Linkages and Capacity Building Policy Framework (Tier 2). Both discussion papers will aid the formulation of the systemic and funding framework within which the ILCNSW will operate into the future. AT Mentors are embedded in the AT Strategy. We expect to have clear direction on both frameworks by the end of 2015.

This year could be known as the year of compliance audits. I am very happy to report that all audits went exceedingly well and we were deemed fully compliant with all our impacting standards: National Disability Standards; The Commonwealth Aged Care Standards (Commonwealth Home and Community Support) and the ASQA RTO standards. This was a large task and I would especially like to thank all staff, but particularly Odelle Martin and her compliance team of Gayani De Silva, Elaine Shipp and Hamish Murray for their consistent approach to a difficult series of tasks. A job very well done.

Knowing our Customers

Building on capacity for choice.....

Factors to Consider

The "Factors to Consider" workshops, funded by ADHC, expanded to rural NSW during the year. Due to the need in rural areas the model was amended to encompass all areas of AT during the one workshop or "AT on Tour" as they became known. Along with the ILCNSW staff came OTs from the Royal Society for the Blind (RSB) who presented on choosing AT for low vision. This partnership with the RSB is working well, mutually strengthening each other's work and the impact for clients. ILCNSW now has two workshop styles focussed on building the capacity of people with disability to understand, control or engage in their AT selection.

"AT On Tour" was presented in Blacktown, Newcastle, Moruya, Wagga Wagga, Wollongong, Ryde, Bathurst, Coffs Harbour and Armidale.

In all 216 people attended the workshops and the feedback was exceedingly positive. These will become a fixture in our work calendar, but not at the same pace as the specific projects funds supporting this model have been expended.

As ever, grateful thanks to all those suppliers who supported these workshops by delivering AT to the workshop venues. This is a great help and we certainly can't do this work without this support.

Assistive Technology Mentors Pilot Project

From the ILCNSW perspective this innovative pilot has been a success. Initially due to be completed in February 2015, it gained two extensions and will now be completed in December 2015.

The training being completed, the documentation and application to ASQA for certification of the course as a Certificate IV in Assistive Technology Mentoring was prepared and submitted. This involved an arduous validation process and I would like to thank Sean Fitzgerald, Nicole Cooper and Andrew Chia for assisting in this aspect of the work. The application was finally submitted in June and we are awaiting ASQA's decision.

In June 2015, ILCNSW was pleased to be offered and then sign a contract with the NDIS, assigning to us all the Intellectual Property related to AT Mentors.

At the time of writing this annual report, the external evaluation has been completed and submitted and we



AT On Tour Wagga - 18 Feb 2015



AT On Tour Wagga - 18 Feb 2015

await the outcome. Of particular interest is that the role of the AT Mentor is clearly outlined in the NDIS: Towards Solutions for Assistive Technology. We are currently awaiting the release of the new national AT Strategy and are expecting to see the role of the AT Mentor embedded in this.

I have no doubt I will have further progress on this innovative project to share next year.

Special thanks need to go to:

- the AT Mentors themselves: Caroline Daley, Caytlin Weir and Natasha Street, who put themselves forward to participate in this innovative employment opportunity
- the staff of the NDIS both in the national office (Mary Hawkins, Jackie Hiller-Broughton and Heather Browning) for sharing this vision with us and in the Hunter and Tasmanian launch sites for assisting in bringing this project to fruition.

I would also like to thank:

- Rebecca Howard for her consistent and hard work bringing this entire project to fruition
- Gayani de Silva for her support to the project
- Karen Frost, Pip Tyson, Kate Frame, Virginia McCann and Julie Simpson for the oversight of the project in Tasmania

And of course, once again to those suppliers who delivered AT to the training rooms, assisting us greatly in this project.

Delivering Valued Information Products and Services

Everyone Connects: Telstra Foundation

Congratulations to the Everyone Connects team and many thanks to the Telstra Foundation team for recognising the importance of this project and asking ILCNSW to expand the project across Australia over the next 3 years: from January 2015 to December 2017. This key project, assisting those with severe communication impairment is now known as Everyone Connects Australia (ECA). Rebecca Chedid has been engaged to lead the work and has been joined by speech pathologist Lorayne Bejjani.

In order to facilitate this work the ILCNSW has entered into Memorandum of Understanding with three organisations that will deliver the consumer and the advanced workshops on our behalf: ILC Tasmania, ILC SA and Rocky Bay (WA). The ECA team will run the project in other states, although we will investigate the possibilities for creating additional partnership for this work as time progresses, as building capacity of professionals and consumers, around the country are key aspects of this work.

To date, the partner organisations have all completed their train the trainer sessions with the ECA team and are looking forward to giving both the advanced workshops and the consumer workshops.

At the end of the financial year six consumer and five advanced workshops have been held in Blacktown, Coff's Harbour, Darwin, Katherine, and Wollongong with a total of 118 participants, with 98% of participants reporting a high level of satisfaction and having their learning needs met. 14 participants were Indigenous Australians.

Reporting on the project back to the Telstra Foundation highlights a potential impact of 2250 people, this spanning a project timeframe of six months. I look forward to reporting on a full 12 months of data.

Independent Living Centre NSW

Chief Executive Officer's Report

Our Impact

www.ilcnsw.asn.au

During the financial year 2014-2015 the website has seen a growth in usage of 11% to 1,422,700 hits with more than 386,500 unique visitors to the site. This is also reflected in the increase in statistics from NSW, up to 157,000 unique visitors and page views, up to 1,200,000. International web access statistics continue to grow, please see the charts at the end of this report.

Facebook has become a powerful means of informing people about AT and our work and events. We now have 1,116 likes and several organizations share most of our posts.

Staff continue to make and load videos to the website and to YouTube. YouTube in particular has become a ready and popular means of informing and educating, with 18 videos posted in the financial year.

Direct Services

This year saw a total of 7,678 people attended the display at Blacktown, and an additional 619 toured the display and smart apartment. The info-line remains well used with 6086 services provided via this method. A further 1,037 visited our stands at various expos and community events.

A total of 7678 people were directly supported in their AT selection by the ILCNSW. When the NSW web stats are added this number rises to 164,678. This does not include ECA statistics nor AT Mentor statistics.

Staff attended a range of expos as time permitted and as before we welcomed a small number of international groups. These came from China, Japan and Sth Korea.

Of note, the AT Mentor team presented with the NDIA Hunter team at an expo in Newcastle, celebrating International Day of People with Disabilities.

Media

Of note this year were four opportunities to represent the ILCNSW and AT in the media:

Robyn Chapman appeared twice on Northern Beaches Radio segment "A Senior Moment", and then pre-recorded two interviews for Radio for the Print Handicapped that were played nationally.

The site was filmed for Chinese Foxtel through the Australian Nursing Home Foundation as part of a documentary showing support service for the elderly. Congratulations to Rebecca Howard for undertaking this innovative group tour.



AT On Tour Bathurst - 26 May 2015



AT On Tour Bathurst - 26 May 2015

Leading in AT and the Built Environment

The work with iCreate Asia continues, with Robyn Chapman maintaining roles on the organizing and scientific committee. Robyn Chapman was also invited to be a judge at the Student Innovation Challenge held in conjunction with iCreate Asia 2015. As reported previously the work with iCreate has also had a focus in developing an Asian AT Alliance. It was with great pleasure that Robyn Chapman, with Jonathan Ladd signed the inaugural Memorandum of Agreement with agencies from across Asia: Singapore, Thailand, Japan, Sth Korea, Malaysia, China, Taiwan, Hong Kong and New Zealand. We look forward to the commitment to share AT knowledge and information across Asia.

In this work, Robyn Chapman is gratefully supported by Datacom. Without this support it would be difficult indeed to participate in the development of this key regional alliance, at a high level

Representation

- Westmead Home Safety Project: University of Sydney, Ruwani Siriwardene
- iCreate Asia Scientific Committee: Robyn Chapman and Andrew Chia
- Standards Australia ME64 Committee: Hamish Murray
- Home Modifications Clearing House Steering Committee: Robyn Chapman, Hamish Murray and Queenie Tran
- Sydney University, Occupational Therapy External Advisory Group: Robyn Chapman
- RI Institute Housing Forum: Robyn Chapman, Hamish Murray, Esther Huber
- Asian Assistive and Rehabilitative Technology Alliance working group: Robyn Chapman

Papers and Presentations

Robyn Chapman: *Capacity for Choice and Control: An Update*
New Zealand Federation of Disability Information Providers
Queenstown, NZ
May 2015

Robyn Chapman: *Person Centred Practice: what does this mean?*
Rural Allied health Network Conference
Tamworth
May 2015

Robyn Chapman: *Building Capacity for Choice and Control: ILCNSW experience*
iCreate Asia 2014
Singapore
September 2014

Ruwani Siriwardene with Professor Lindy Clemson: *Reducing environmental fall hazards: The revised Westmead Approach to assessment and intervention*
6th Australian and New Zealand Falls Prevention Conference
Sydney, NSW

Building a Sustainable Organisation

Alliances, Partnerships and Relationship Building

I am also happy to report that all our partnerships and alliances are strongly in place.

The mutual benefit gained is immeasurable.

This year has seen a growth in our work with others, with formal working relationships developed between ourselves and the Independent Living Centre SA, Rocky Bay WA, Enable NZ, SG Enable.

During the year Robyn Chapman continued to work with our Asian colleagues on the development of the Asian alliance for AT. I am happy to report that in August 2015 the foundation members of this alliance signed a Memorandum of Agreement, in Singapore. Chairman Jonathan Ladd was able to attend the signing with CEO Robyn Chapman. I look forward to reporting on the work of this alliance: sharing information, and creating an Asian ecosystem for assistive technology.

In March, we were once again visited by SG Enable from Singapore. Robyn Chapman was involved in reviewing their plans for their new centre, an enabling village. This is an ambitious project that links service delivery, lifestyle and employment training and options, AT information, community inclusion through engagement and importantly through links with Nanyang Technical University and the START centre, Innovation. I am looking forward to seeing the development of this aspect of the work in Singapore.

Revenue Generation

During the year the ILCNSW commenced providing advice to the NDIA in the Hunter on prescriptions presented for funding. This has been so successful that the company has entered into a pilot contract to provide this level of advice to the agency in both the Hunter and Nepean Blue Mountains as paid service. This is a new line of business for ILCNSW and I look forward to its development.



AT Expo-Blacktown-31 Oct 2014



It is good to report that ILC Access generated a good level of income up to \$117,150 from \$77,310 in the previous financial year. My thanks to Hamish Murray, Anthony Sammut and Elaine Shipp who have worked well to ensure this part of our business operates smoothly and consistently and gains in strength.

The team were joined by Queenie Tran, Architectural Designer and Access Consultant during the year and this has meant the completion of a major project, the re-release of the new "guide to Planning Bathrooms and Kitchens". My thanks especially to Queenie Tran, Hamish Murray and Esther Huber for completing this task. The guide is once again available for sale.

ILC Training activities have also returned a good profit in the reporting period. I look forward to reporting considerable growth in both the RTO and non-RTO components of training in the next annual report.

It was with great excitement that we passed our ASQA compliance audit.

The addition of Queenie Tran to the team meant that we were able to apply to deliver CPPACC5016A: Provide Expert Advice on Renovation to Private Dwellings which we market as Home Modifications. The course is competency based and designed to train builders, designers and allied health professionals together. I would especially like to thank Queenie Tran who with Esther Huber and Hamish Murray developed the course and with Odelle Martin and the compliance team prepared the ASQA documentation. This course remains the only nationally recognised, competency based course on Home Modifications in Australia.

To date Home Modifications has trained 67 people and our own staff in Blacktown, Launceston, Canberra, Newcastle, Hobart and Albury. For the course held in Hobart we delivered the course in partnership with the ILC Tasmania. Hamish Murray and Queenie Tran were joined by Kate Frame, an OT and Access Consultant at the ILC Tasmania. This model works very well and we look to expand this into other states where the ILC has appropriately experienced staff also holding a Certificate IV in Assessment and Training.

Meanwhile Accessible Buildings and Environments course is being maintained: 13 learners completed this course during the reporting year.

The access training team led by Queenie Tran are now working on our application to ASQA to deliver the full Diploma in Access Consulting in 2016.

AT training has also continued and we are also working on the expansion of this area of work by early 2016.

During the reporting year staff delivered the following courses:

2 Manual Wheelchair Prescription

2 Dementia Technology

2 Easing the Pressure

In total staff trained 133 people.

Staffing

Staffing remained stable during the year 2014-2015. We welcome Lorayne Bejjani, Speech Pathologist and farewell Harriet Korner, Client Service Manager.

I am very pleased that Senior OT Rebecca Howard was successful in attaining the Client Services Manager role and is doing a great job leading her team.

This has been yet another standout year for the ILCNSW, and I would like to express my appreciation to staff for their capacity to take on new challenges and to cope with multiple changes with enthusiasm and good humour.

I also thank once again the Board of Directors lead by Chairman, Jonathan Ladd. The board continue to show outstanding leadership and support to me and the company as a whole: taking on new ideas and challenges, debating, investigating and most importantly making decisions. I value the work of the board in leading the strategic direction of the company. The board is about to enter a phase of renewal and I look forward to its ongoing development.

As ever I thank our funding bodies for their continued support and for sharing our vision of Endless Possibilities: NSW Department of Families and Community Services; Ageing Disability and Home Care; Australian Department of Social Services, The National Disability Insurance Agency and the Telstra Foundation.

Once again I am very pleased to present this report on the activities of the Independent Living Centre NSW for the year 2014-2015. The future is very bright and I look forward to presenting on our next steps towards fulfilling our purpose and enabling Endless Possibilities.

Robyn Chapman
Chief Executive Officer



Everyone Connects - Connecting People with Complex Communication Needs



Home Modifications training Albury



Signing of the MOU ICREAT

The ILC NSW ended the 2014-15 financial year with a deficit of (\$9,204) compared with a surplus of \$34,949 in the previous financial year. This deficit is broken into two components. Firstly the surplus from operations of \$119,338 and secondly the allocation of leasehold improvements amortisation of (\$128,542) against the relocation grant of three years ago, \$482,751 which covers ILC Blacktown 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 Equity at the end of this year is at a total of \$750,573 which is an increase from what was reported last year of \$683,441 by \$67,132. This is represented by the adjustment to last year's figures of \$76,030 being recording of interest previously allocated to unspent grants received in advance, the deficit for the year of (\$9,204) and the change in share values of \$305.

Total liabilities decreased by \$222,901 to \$1,083,972 (2014: \$1,306,873) over the year. This was mainly due to initial funds received in advance for the Everyone Connects Australia project of \$242,966 and combined spending of (\$463,005) on the rental assistance, DOHA Transition, Web Project, re-auspiced Hunter Consumer Capacity project, and original Telstra Everyone Connects projects. There is also a provision made of \$40,000 to cover the possibility of returning the Blacktown leased property to its original condition should the lease not be renewed in April.

Total assets The company's total assets decreased by \$231,800 to \$1,834,545 (2014: \$2,066,345) over the year. This decrease in total assets consisted of an increase in cash of \$130,103 mainly due to receipt of initial funds for the new Everyone Connects Australia Telstra project \$267,263, final NDIS AT Mentor funds of \$297,000 less spending of project monies from the Hunter Consumer Capacity Project (\$124,784), The Web project continuation (\$90,496). The AT Mentors project (\$156,568).

This cash increase is offset by the drop in debtors as a result of the payment of last years claim to NDIS Launch Transition agency of (\$275,000) for the AT Mentors project and the continuing allocation of leasehold improvements amortisation of (\$128,572) against prior years relocation grant. There is also a provision made of \$40,000 to cover the possibility of returning the Blacktown leased property to its original condition should the lease not be renewed in April 2017 increasing the Leasehold asset.

Income

Total income increased in 2014-15 by \$44,436 to \$1,737,172 or 2.6% from \$1,692,736. This increase in income is effected by slightly higher funded spending on our projects of 23,078, a major increase in demand for our Access consultancy \$39,840 and the insurance write-off of our motor vehicle \$17,276. The discontinuation of the ILC journal dropped our income by \$14,530.

Sources of income were derived from the state and federal recurrent funding \$921,246, funded specific project activities \$463,003,



Blacktown

overhead from this spending \$73,888 (which covers indirect salaries, rents and utilities), ADHC contribution to higher lease and cleaning expenses \$63,184, ILC Access \$117,150, Education & Training Services \$34,265.

Expenditure

Total expenditure increased to \$1,746,367 by \$88,589 or 5.3%. This was mainly due to the increased funded project related salary costs of the AT Mentors project \$79,700 which was running for the full year

Risks

There has been no bad debt write-offs during the year. Debtors with overdue amounts continue to be pursued in a methodical manner.

With our lease up for renewal in April 2017 we have made a provision of \$40,000 as an estimate should we be required to vacate the ILC Blacktown premises.

Conclusion

The continued excellent work of the CEO, supported by the oversight of an engaged and positive Board, have positioned the ILC NSW to be able to consolidate its current business and build a sound base from our existing infrastructure in which to extend its operations. The goodwill from the completion of older funded projects and the extension of the Telstra Foundation funded Everyone Connects project to a national program proves ILC NSW continue to remain a stable and trustworthy organisation that can be depended upon with large amounts of funding and future funded projects that can be delivered across NSW as well as across the nation.

The ILC NSW 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



Blacktown



Hobart

ILC NSW Service Delivery in 2014-2015 @ a Glance

Website www.ilcnsw.asn.au

received 1,422,700 web hits

with more than 386,500 Visitors to the website

From the Client Services Team

554 Appointments and Assistance were provided for Visitors

619 people attended Group Tours at ILC Smart Home & Display

1,037 people attended Expo & Talks we have organised and/or participated

ILCNSW Client Services

	2014-2015 numbers	2013-2014 numbers	2012-2013 numbers
appointments, visits at centre	554	484	406
infoline (phone, fax, email)	6,086	5,819	6,057
group tour participants	619	468	658
attendants from expos, talks, comm visits	1,037	1,198	764
	8,296	7,969	7,885

Referral Source - Top 3 List

	INFOLINE %
ILC Website	58.4%
ILCA Website	8.5%
Community Organisation	7.9%
	APPTS & VISITS %
Health Professional	24.2%
ILC website	19.5%
Returned Visits	17.6%

Disability Type

	INFOLINE %
Physical Disabilities	30.4%
Frail / Aged	20.4%
Neurological	9.8%
	APPTS & VISITS %
Multiple Conditions	20.1%
Neurological	13.2%
Medical condition	12.7%

Gender

	INFOLINE %	APPTS & VISITS %
Female	48.8%	51.3%
Male	36.1%	36.7%

Other

	EVENTS PARTICIPATED	ATTENDANTS
Expo	15	868
Talks	6	169
Total	21	1037

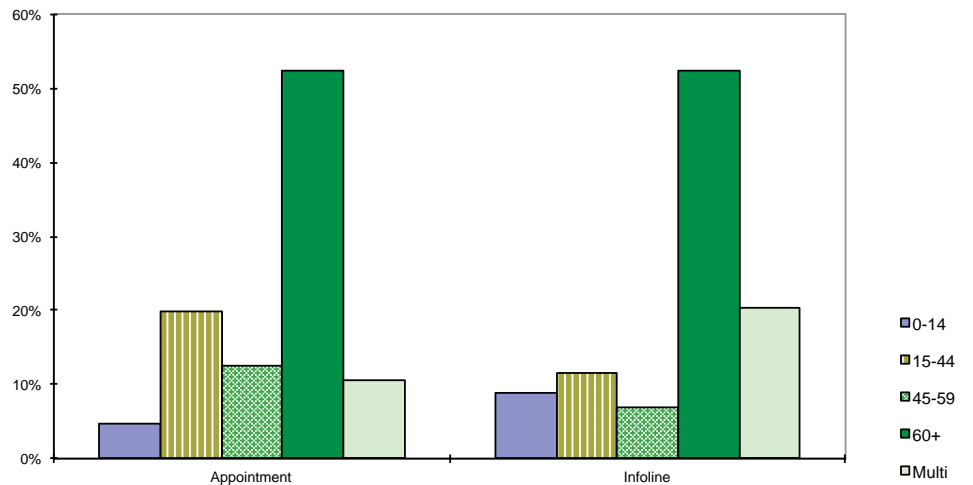


Independent Living Centre NSW

Impact and Reach

Age Groups Service Users 2014-2015

2014-2015		
Client Age Group	Appointment	Infoline
0-14	5%	9%
15-44	20%	11%
45-59	12%	7%
60+	52%	52%
Multi	11%	20%
	100%	100%

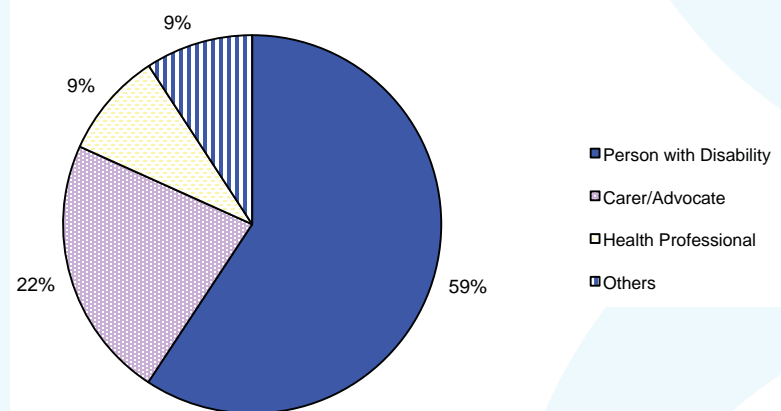


Trends

Most figures stay within a narrow range through the years.

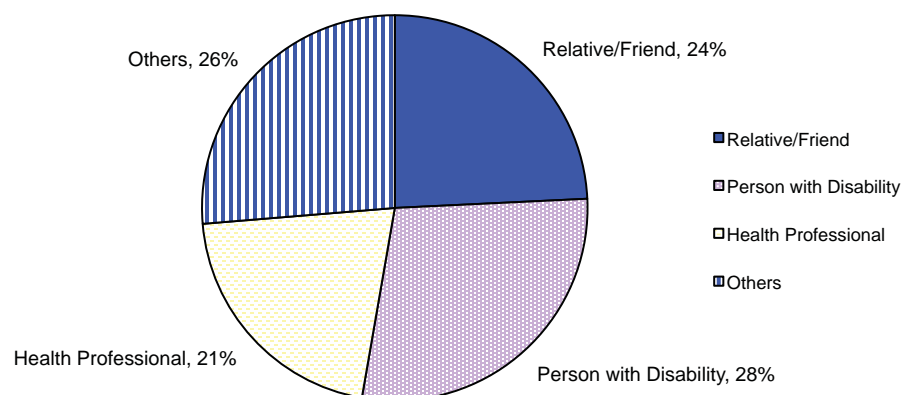
Consumer Profile - Attendance at ILCNSW 2014-2015

Person with Disability	59%
Carer/Advocate	22%
Health Professional	9%
Others	9%
TOTAL	100%



Consumer Profile - Infoline Enquiries to ILCNSW 2014-2015

Relative/Friend	24%
Person with Disability	28%
Health Professional	21%
Others	26%
TOTAL	100%
Caller 2014-15	
Relative/Friend	1475 (24.24%)
Person with Disability	1734 (28.50%)
Health Professional	1275 (20.95%)
Others	1601 (26.31%)
TOTAL	6085 (100%)



Independent Living Centre NSW

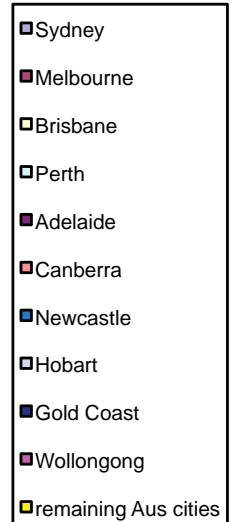
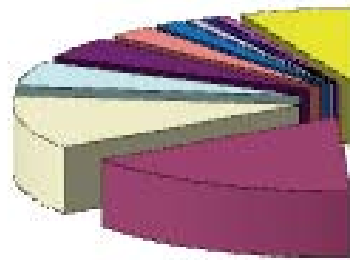
Impact and Reach

Web Stats

	2014-2015 numbers	2013-2014 numbers	2012-2013 numbers
Visitors to ILCNSW Website	386,503	347,778	442,812
Hits to @ Magic - AT Database on ILCNSW web	1,422,702	1,348,968	1,690,130

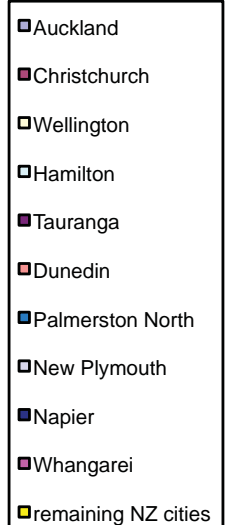
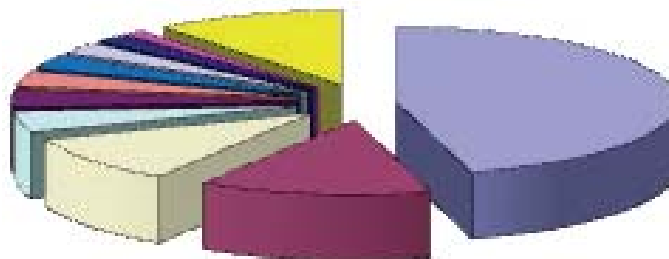
Visits by Australian Cities

1	Sydney	142,325	36.8%
2	Melbourne	46,250	12.0%
3	Brisbane	33,834	8.8%
4	Perth	15,689	4.1%
5	Adelaide	13,570	3.5%
6	Canberra	7,763	2.0%
7	Newcastle	4,741	1.2%
8	Hobart	2,195	0.6%
9	Gold Coast	2,073	0.5%
10	Wollongong	1,869	0.5%
	remaining Aus cities	18,668	4.8%
		288,977	



Visits by New Zealand Cities

1	Auckland	1,499	0.39%
2	Christchurch	435	0.11%
3	Wellington	338	0.09%
4	Hamilton	148	0.04%
5	Tauranga	120	0.03%
6	Dunedin	108	0.03%
7	Palmerston North	99	0.03%
8	New Plymouth	83	0.02%
9	Napier	56	0.01%
10	Whangarei	40	0.01%
	Remaining NZ cities	355	0.09%
		3,281	

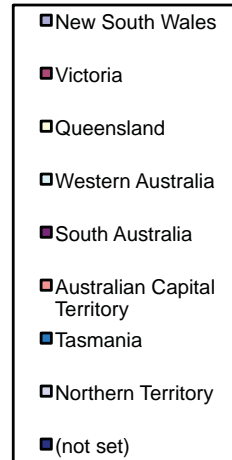
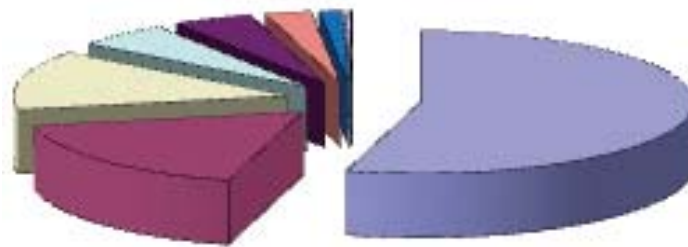


Independent Living Centre NSW

Impact and Reach

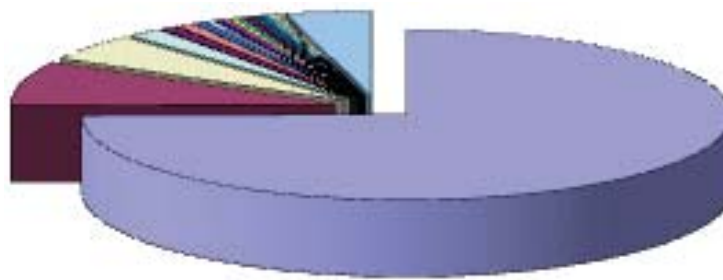
Visits by Australian States

1	New South Wales	157,160	40.7%
2	Victoria	50,475	13.1%
3	Queensland	38,953	10.1%
4	Western Australia	16,017	4.1%
5	South Australia	13,698	3.5%
6	Australian Capital Territory	7,763	2.0%
7	Tasmania	3,830	1.0%
8	Northern Territory	767	0.2%
9	(not set)	314	0.1%
		288,977	



Visits by Countries

1	Australia	288,977	74.8%
2	United States	32,563	8.4%
3	United Kingdom	19,416	5.0%
4	Canada	6,745	1.7%
5	India	3,316	0.86%
6	New Zealand	3,281	0.85%
7	Germany	2,300	0.60%
8	Singapore	1,514	0.39%
9	France	1,427	0.37%
10	Ireland	1,338	0.35%
11	Netherlands	1,305	0.34%
12	South Africa	979	0.25%
13	Philippines	954	0.25%
14	Italy	941	0.24%
15	Malaysia	926	0.24%
16	Hong Kong	900	0.23%
17	Spain	857	0.22%
18	China	831	0.22%
19	Japan	811	0.21%
20	South Korea	752	0.19%
Remaining countries		16,370	4.2%
		386,503	



Web Visits by Locations

- 75% of web visits are from Australia
- Domestically, 37% of web visits are from Sydney; 12% from Melbourne
- US, UK & Canada are the top 3 overseas countries visiting our website, 8.4%, 5% and 1.7% 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 2014-2015	1	Communications	16.7%
	2	Wheelchairs	10.6%
	3	Personal Hygiene	9.6%
	4	Household Products	7.6%
	5	Beds & bed Equipment	7.6%
Top 5 Hits in 2013-2014	1	Communications	18.3%
	2	Wheelchairs	9.0%
	3	Building & Design	8.8%
	4	Household Products	7.9%
	5	Personal Hygiene	7.8%

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	13-14	14-15
Communications	7	8	9	9	8	8	7	4	3	5	1	1	1	1	1	1
Wheelchairs	1	1	1	1	1	1	1	1	1	2	3	3	2	2	2	2
Personal Hygiene	3	5	4	5	6	3	3	5	5	4	6	5	5	5	3	3
Beds & bed Equipment	8	7	7	6	7	6	5	6	6	7	5	6	7	7	5	4
Building & Design	2	4	2	2	2	2	2	2	2	1	2	4	3	3	6	5
Household Products	6	6	6	3	5	4	4	3	4	3	4	2	4	4	4	6
Walking & Mobility Equip.	12	12	11	12	11	12	12	12	13	13	11	12	12	13	11	7
Lift, Transfer & Standing	5	3	5	7	4	7	8	8	10	8	9	10	10	9	7	8
Clothing & Dressing	10	10	10	10	10	10	9	10	7	10	7	7	8	6	8	9
Augmentative Comm.	16	17	17	17	16	16	17	17	16	16	17	16	17	15	12	10
Seating & Positioning Equip	4	2	3	4	3	5	6	7	7	9	8	8	6	8	10	11
Transport	9	9	8	8	9	11	10	9	~	11	10	9	9	10	9	12
Eating & Drinking	11	11	12	11	12	9	11	11	12	12	13	11	11	11	13	13
Hire	~	~	~	~	~	~	~	~	~	~	14	15	13	14	~	14
Continence Products	15	14	15	15	15	15	15	14	14	14	12	14	~	12	15	15

** 2013-2014, Hits in Communications group remains at #1 position for 5 consecutive years with the wheelchairs group following closely behind

** 2012-13, Hits in Communications group is still at #1 position | First time ever, top 5 positions for 11-12 and 12-13 years are identical!!

** 2011-12, 3 years in a row, hits in Communications group is at #1 position; and wheelchairs group is back at #2 spot

** 2010-11, 2 years in a row, hits in Communications group is at #1 position; and Building & Design hits dropped to 4th position

** 2009-10, first time - hits in Communications group pushed to #1 position; and Wheelchair hits drop outside Top 2.

** 2008-09, first time - hits in Wheelchair group fell to #2, with Building & Design group propelled to #1 spot.

** 2007-08, the differences in the % hits difference between the top 5 items are less than 1%

** 2006-07, first time, hits on Communications products pushed to #4 position.

** 2005-06, wheelchair hits still ranked #1, but with a smaller margin. Beds & Bed Equipment entered into the top 5



The ILCNSW is grateful for the ongoing support of suppliers of assistive technology and other organisations that have contributed to the work of the ILCNSW in 2014/15.

We would especially like to mention those suppliers and organisations who supported the ILCNSW by assisting with training and other state wide events, including;

Able Rehabilitation Equipment
Acacia Medical Equipment
Active Mobility Systems
Acute Healthcare
Aidacare NSW
Alphacare
Bathurst Mobility Aids
Better Mobility Choices
Enware NSW
Guide Dogs NSW/ACT
Hospital at Home
Humanware Australia
Independent Home Care Suppliers
Independent Living Specialists
Local Mobility
Mobility Matters
Permobil Australia
Quantum Reading Learning Vision
Royal Society for the Blind of SA
Willaid Healthcare Equipment

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

Neville Maloney

Jonathan Ladd

Jeevan Joshi

Kate Loxton

Fiona Given

Colin Slattery

Ann-Mason Furmage

Rosemary Brown

Karen Loran

Jim Mitchell

Sue Dinley

Rothesay Partners

Jenny Muir

Ghani Karim

Datacom

James Zhuang



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