



**Independent Living Centre NSW**

**ANNUAL REPORT JULY 2015 TO JUNE 2016**



**Endless possibilities for all**

## **PURPOSE:**

To provide impartial advice, information and leadership that builds capacity and optimises the value of assistive technology in leading a life of choice.

## **OUR PRINCIPLES:**

Our principles are a reflection of the way we behave

### **Leadership**

We lead from the front; practice what we preach and are brave in our decision-making

### **Choice**

We provide choices for people to enable them to be their best

### **Community**

We work with, belong to, and develop communities

### **Impartiality**

We support, assist and facilitate the choices of others through the impartial information we provide



## **Independent Living Centre NSW**

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**[www.ilcnsw.asn.au](http://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 organisations. 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 Alex Maitland

Director

Alex Maitland is currently a chartered secretary and non-executive director with career experience in general management, operations and governance roles in the infrastructure and not-for-profit sectors. His qualifications include a BA, Master of Business, Graduate Diploma in Applied Corporate Governance, Fellow of Australian Institute of Company Directors and Fellow of the Institute of Chartered Secretaries & Administrators. Alex holds a longstanding commitment to the not-for-profit sector, serving in voluntary non-executive roles, in emergency services, ageing, disability, health and housing sectors.



Ms Gurleen Knight

HR Director

Gurleen is an Organisational Development professional with over 18 years' experience across a diverse number of industries including Education, Banking, Government, Manufacturing, Media Telecommunications, FMCG and professional services. She has expertise in designing and implementing people strategies to create a culture of trust, transparency, performance and innovation.

Gurleen has worked for and consulted to a diverse range of Australian and multinational companies such as Telstra Telecommunications Corporation, Australian Securities & Investments Commission, PricewaterhouseCoopers, Westpac Bank, Chubb Securities and most recently Navitas Ltd.

Gurleen has been with Navitas for 3.5 years joining as the Global Head of Organisational Development, Group HR. During Gurleen's time at Navitas, she has designed and led global Group HR implementations on change management, performance management, executive development programmes and succession planning.

Gurleen is currently the European HR Director for the University Programmes Division in Navitas and provides the senior leadership team with strategic and leadership vision for people recruitment framework, performance and development, talent development and succession planning, compensation and benefits framework, change management, workplace health and safety and workplace diversity.

Gurleen has a Bachelor's Degree in Economics and a Postgraduate Diploma in International Business & Finance and speaks fluent Punjabi and Hindi.



# Independent Living Centre NSW

Chief Executive Officer  
/Company Secretary



Robyn Chapman

Company Secretary  
*Resigned May 2016*



Anthony Sammut

## Life Members

Charlotte Smedley

Ann Gibson

Jocelyn Sloane

Clio Wallace

Ruth Grayson

Lindy Clemson



Assisitive Technology Mentors graduation ceremony



# Independent Living Centre NSW

## Chairman's Report

The 2015-2016 was again an outstanding year for the Independent Living Centre NSW. The company still awaits policy direction from the National Disability Insurance Scheme regarding the Information Linkages and Capacity Framework (ILC) to which we will transition over the next few years.

The Independent Living Centre NSW has focused on building its influence and impact across Australia and in Asia. For much of this work Social Capital Models were utilised and our network of business partners continues to grow, in number and in strength. During this year we expanded our relationship with Rocky Bay in Western Australia. Rocky Bay now works with us across three areas: Everyone Connects Australia, AT Mentors training and Home Modifications training. During the year I worked with CEO, Robyn Chapman in strengthening our relationship with Yooralla Disability Services and Yooralla ILC (Vic) and I am pleased to report that Yooralla will work with us delivering Everyone Connects Australia and AT Mentors training, in Victoria.

During the year the company recommenced discussions to progress a consortium of ILCs interested in presenting a united national entity as we head towards what could be a competitive tender process under the ILC Framework. Unfortunately, although positive, these discussions have not been successful.

Our reputation and alliances in Asia are flourishing and these have borne fruit with the acceptance of the Independent Living Centre NSW as a partner of EASTIN, in preparation for the development of a pan-Asian data portal through Create Asia to which we are a signatory.

The expansion of our reach, influence and impact caused the directors to consider issues related to the operating name of the company. Early in 2016, the directors decided to commence a name change to our online presence. Eventually, with the EASTIN partnership and relationship with ASIA, together with our changing presence nationally, it was decided to change the operating name to Assistive Technology Australia.

This year, the board welcomed two new colleagues: Alex Maitland and Gurleen Knight. Alex and Gurleen bring to the company a wealth of experience that will assist in guiding us through the next phase of our development.

Unfortunately, we farewelled Company Secretary Anthony Sammut after many years of service to the company and to the board in particular. I thank him for his commitment and wish him well in his future endeavours.

The directors are very sorry to be farewelling Colin Slattery at this year's AGM. Colin has been a director for nine years and has therefore reached the maximum terms permitted under the constitution. Colin has been an integral part of steering this company through good and more challenging times, serving as an effective and supportive Deputy Chair.

Thanks are due to the staff for their dedication, expertise and commitment to independent and accurate advice. Our reputation rests on every word spoken by our staff to consumers, suppliers and health professionals; and the staff of Assistive Technology Australia have maintained our record of giving authoritative, truthful and impartial guidance. I wish to give special thanks to Rebecca Howard for her steadfast commitment to excellence and to the development of her management expertise.

The Board and I thank our Chief Executive Officer Robyn Chapman for her continuous efforts to establish national and international connections with like-minded organisations, while also managing our diverse, growing organisation. Well done, Robyn.

The current state of assistive technology is exciting and dynamic. The Board intends to continue to steer this organisation through these changing times, our vision balanced with prudence.

Jonathan Ladd  
Chairperson



I am once again very pleased to report on the activities of the Independent Living Centre NSW for the year 2015-2016.

### Endless Possibilities For All...

It is always surprising how swiftly the annual report seems to come around. This year is no different and has been a year of waiting and of change.

The Independent Living Centre NSW was nominated for a national disability award this year, for our work on the AT Mentors project. Whilst we did not win an award, it was affirming to be recognised for our work by a nomination. It was with great pleasure that CEO, Robyn Chapman attended the awards ceremony at Australian Parliament House in December 2016.

The company itself underwent change. Early in 2016 the company changed the name of its Facebook page to Assistive Technology Australia, a registered business name of the Independent Living Centre NSW. The name was originally registered as an option should the members of the ILCA wish to join together in a national consortium. This option was again progressed this year, without success. We have had increasing difficulty regarding the name containing "Independent Living Centre". There are now many service providers registered as using this in their name, most of which are providers of accommodation or day services. The "NSW" in the name had also been causing issues as we progressed our work in other jurisdictions. The company has been operating on a national basis for some years, notably in Access and in Training. The AT Mentors training project is also national as is the very successful Everyone Connects Australia project. Our website has no geographic boundaries. The company became a signatory to the Create Asia Alliance in 2015 and as you will see further through this report we have another part to play internationally. It was time to reflect our purpose and role more appropriately in our name.

After the end of this reporting period the board resolved to use the business name Assistive Technology Australia as the operational name, retaining Independent Living Centre NSW as the legal entity. The company still offers the same 40 year commitment to quality impartial information and advice on Assistive Technology and the built environment, but through a new more accurately reflective name.

The most significant environmental change during this reporting period occurred with the **World Health Organisation's** recognition of Assistive Technologies being the principle need of people with disabilities. To this end, WHO Assistive Technology policy is now placed within the WHO Essential Health policies. This AT policy aims for worldwide advancement in AT delivery and is known as the **Global Assistive Technology Collaboration (GATE)**.

#### **The GATE initiative has four elements:**

**Products:** Priority Assistive Products List (APL). This list of the 50 core AT items, was released in May 2016, following an extensive period of worldwide consultation and provides a framework within which signatories to the CPRD are able to meet their accountabilities.

**Personnel: Comprehensive AT training program.** This includes the requirement to develop training for allied health professions in AT selection and delivery and in task transference: training expert users (people with disabilities, and especially women) as service providers and peer mentors. The AT Mentors training is an example of task transference.

**Provision:** Signatories will be required to develop AT delivery systems that reduce fragmentation and enable people with disabilities to receive their AT services close to where they live.

**Policy:** Signatories need to develop national AT Policies that support a nation's compliance with the CPRD. An example of this is could be the NDIS AT Strategy, released in October 2015. The original Strategy has undergone some review during 2016 and at the time of writing we have not seen a new release.

Information on the WHO GATE initiative, including a copy of the APL can be found at [http://www.who.int/phi/implementation/assistive\\_technology/phi\\_gate/en/](http://www.who.int/phi/implementation/assistive_technology/phi_gate/en/) and I would encourage anyone interested to join the GATE Community.

# Independent Living Centre NSW

## Chief Executive Officer's Report

**The National Disability Insurance Scheme (NDIS)** continues its roll out, providing person centred services, meeting the needs of people with disabilities. We are ever grateful to the NSW Department of Family and Community Services: ADHC for the continuance of funding through the transition period, to 2019.

The NDIS released its AT Strategy in October 2015. As well as elements related to information delivery, innovation and procurement, the strategy contains a Participant Capacity Framework. This framework aims to balance the requirements related to need for allied health professional assessment and prescription of AT, against the complexity of AT and further, against the expertise of an individual. Enshrined in this strategy are the requirement for consumer capacity building activities and the role of the AT Mentor. Each is aimed at supporting individual choice and building the capacity of individuals to make appropriate, informed choices over time. Almost as soon as the strategy was released elements of the participant Capacity Framework in particular were reviewed. The result of this is not yet known. It is hoped that this framework does not lose any of its consumer directed character. In particular we await any changes and some agency decisions on the future of the role of AT Mentor within the framework.

The NDIS also released its Tier 2 Framework, now called the Information, Linkages and Capacity Building Framework (ILC Framework), and the companion framework for the commissioning of the ILC, under which the Independent Living Centre NSW will be funded. The NDIS held commissioning framework consultations, and as a result the framework was withdrawn. Items of concern included this competitive nature of the tendering and the degree to which ILC Framework providers should be independent of service delivery. The withdrawal of the commissioning framework has delayed the process by at least 12 months. At the time of reporting, it is expected that the new ILC Commissioning Framework will be released by November 2016 with the tendering for services in the ACT to occur in the early months of 2017.

In the Ageing sector, the new elements of the Commonwealth Home Support Scheme, under which the Independent Living Centre NSW receives funding to support seniors, should be available by February 2017.



Japanese Delegation



AAC user checking switch options at Everyone Connects

### Knowing our Customers

Continuing the theme of building consumer capacity.....

### Factors to consider

As reported in the previous annual report, the funds for the development of these workshops had been expended and the challenge this year was to continue to provide this key model of information and capacity building activity within the base grant. Many thanks and congratulations to the Client Services Team for understanding the value of this work and taking up the challenge. In all, the team held five workshops in Blacktown, Turrumurra, Liverpool, Tamworth and Lithgow. In all 123 people attended and were supported in their understanding of the factors to consider when selecting AT. The challenge now is to continue to provide these workshops in strategic locations as the NDIS rolls out.





# Independent Living Centre NSW

## Chief Executive Officer's Report

I would like to thank those suppliers who assisted us by providing additional AT to the venues. This support to our work is vital and much appreciated.

### **AT Mentors**

It is very pleasing to report that in December 2015, the Australian Skills and Qualifications Authority approved the Certificate IV in Assistive Technology Mentoring. Preparing the documentation was an arduous task, and once again hearty congratulations to especially Rebecca Howard, who designed and wrote the course, supervising the AT Mentors pilot, and to Gayani de Silva, Odelle Martin and Elaine Shipp for their diligence in preparing the ASQA documentation.

With the pilot completed and the Certificate IV approved, we set about the recognition of prior learning process needed to graduate each of the three pilot AT Mentors. These tasks were successfully completed and the graduation ceremony was held in March 2016. The AT Mentors added immense value to our service delivery and it is pleasing to report that all have been retained as employees. Natasha Street is now employed by our colleagues in Tasmania. We have retained Carolyn Daley in a permanent part-time capacity supporting people in the Hunter area. Caytlin Weir has decided to return to her social work studies and remains with the company on a casual basis.

My congratulations to our AT Mentors. They are true pioneers.

Although the AT Mentor role is articulated within the NDIS AT Strategy, there has been no direction from the NDIA regarding the ongoing development of this unique workforce. In the absence of any direction the company has sought partners in other states to assist in the delivery of this course. During this year Memoranda of Understanding have been signed with the Independent Living Centre Tasmania, Rocky Bay (WA) and Yooralla Disability Services, the latter two being registered training organisations. In the first year, we will be the RTO in both WA and in Victoria, supporting the delivery and compliance requirements of the course. In Tasmania the company is applying to become a registered provider of training in Tasmania, so as to access funds to support people with disability into this course.

In Western Australia I am happy to report that Rocky Bay were able to secure scholarship funds, supporting 8 people with disabilities from rural and remote WA to undertake the Certificate IV AT Mentor during 2017, commencing in February.

I am always overwhelmed with the support we receive from Rocky Bay, and especially from Linda Chui, Director Clinical Services. Rocky Bay staff are always enthusiastic and it is wonderful to work with them at all levels. I thank Rocky Bay for their continued capacity for collaboration and look forward to many more opportunities.

### **Delivery Valued Information Products and Services**

Professional development of staff in AT can be difficult as there is no form of recognised post-graduate training in AT. It is therefore very pleasing to report that two staff took up a unique opportunity during this financial year to undertake the internationally recognised RESNA Assistive Technology Professionals Certification. I am very happy to report that both Rebecca Howard and Esther Huber successfully passed this examination and are now certified AT Professionals. Well done!

### **Everyone Connects Australia: Telstra Foundation**

Everyone Connects Australia had a very successful year. With our partners in other states 14 consumer workshops and 12 in-depth training sessions were completed in venues around Australia.

The total number of people with complex communication needs benefiting from the project was 170. This figure includes those who attended the workshops (51), those who attended individual consultations (26), and those who received support through our Infoline (93). The total number of family members/ carers who attended the workshops or individual consultations was 90.

The number of professionals attending the workshops, individual consultations, or group tours was 313. These include: occupational therapists, speech pathologists, support workers, nurses, allied health assistants, support planners,



# Independent Living Centre NSW

## Chief Executive Officer's Report

additional needs teachers, teachers, social workers, and case managers. The secondary reach or impact of this was measured as 11,976 people.

In evaluating the project, 94.8% said that the training met their expectations and 91% of participants said that they would recommend the training to others. Some comments included:

- "A BIG thank you for our session with you a couple of weeks ago. The new pageset is so easy to use. We are totally on a roll. I cannot believe it took so many years to sort this out. But anyway you did it so thank you!" ~Karen Webster, Nina's mother (18-year old AAC user)
- "Presenters are clearly leaders in their field in terms of currency and knowledge of AAC." (Speech Pathologist, Canberra)
- "The only improvement that I could think of is that it [the training] is not held often enough! More people in session! Our whole school (90+ adults) would benefit!!" (Special Education Teacher, Launceston).

Many thanks to our partners in other states: the Independent Living Centre Tasmania, The Independent Living Centre SA (SA Department for Communities and Social Inclusion) and Rocky Bay (WA). It is pleasing to report that the Yooralla Independent Living Centre (Vic) has signed on to deliver these workshops on our behalf in Victoria until project completion in December 2017.

### Website and Database

This year the website underwent a facelift. Along with its new clean modern look, Browse Aloud has been added to increase the accessibility of the information and we have reviewed and made accessible all our PDF documents. By the end of 2016 [www.ilcnsw.asn.au](http://www.ilcnsw.asn.au) will have moved to [www.at-aust.org](http://www.at-aust.org) as the primary web address. Both currently operate and will do for some time to come. At the time of writing this report further work is being undertaken, with printable comparisons soon to be available outside the login area. The YouTube channel will also be linked closely to the website. Watch out for these changes.

My thanks as ever to Dr Daniel Woo who continues to undertake our website development.

The database also underwent some change this year, gaining an ISO 9999 coding tool, assisting us in the ISO coding of the items on the database. Many thanks to Andy Muir of Muir Software for very quickly building the tool for us and then making some adaptations so that some of the coding tasks became automated, and to Goretti Kee for overseeing this development. I would also like to thank staff who took on the task of ISO coding with enthusiasm. The task was completed much faster than any could have predicted.

Many thanks also to Goretti Kee and James Zhuang for developing a tool that enables suppliers to add and change their product and other details online. Staff then moderate the content prior to uploading. This process has very much reduced the time taken to place product and change details in the database. Many thanks to suppliers for assisting us in this regards. Everyone benefits, but especially those seeking information.



Sharing information about Everyone Connects



AAC user exploring communication resources

# Independent Living Centre NSW

## Chief Executive Officer's Report

### Our Impact and Reach

#### [www.ilcnsw.asn.au](http://www.ilcnsw.asn.au)

Following the previous year's 11% growth, the website had a slight drop in usage. As the changes we have been making come into effect we are expecting a return to steady growth. Overall there were 321,401 unique visits to the site and 1,175,013 hits into @Magic, the database of products. Our international visitors and use of the site continue to be strong. The more detailed report is available in graphic form towards the end of this report.

#### Direct Services

In all, 9840 people were supported directly during the reporting period a considerable increase from the previous financial year. This is in part due to the increased information needed by people entering the NDIS, as they prepare for their planning appointments. The overall number does not include those supported by the AT Mentor service nor those supported by the Everyone Connects Australia team. The infoline remains a strong service model, with 6938 people supported. 672 people visited the site at Blacktown (an increase from 554 from the previous year). There were a further 489 visited the centre in a group whilst 1741 received support at community visits and expos.

The team once again hosted delegations of international visitors from China and Japan. Of note this year was a visit, co-ordinated by the Australian Human Rights Commission of the Chinese Federation of People with Disabilities. This was an interesting visit facilitating further exchange of information. During July 2016, Robyn Chapman again met with the CFPD whilst at iCreate in Thailand.

SG Enable visited the Independent Living Centre NSW again this May, with their colleagues from Singtel, the Information Development Authority of Singapore and from SPD, a service provider to people with disabilities. This is always an insightful visit of sharing information and work.

My thanks as ever to the wonderful staff of the Independent Living Centre NSW and their Manager, Rebecca Howard. The commitment of the team is well in evidence as is the person centred nature of our service, providing Endless Opportunities for all....assisting people to explore the AT options.

### Leading in AT and the Built Environment

The Independent Living Centre NSW continues to engage in systemic and knowledge sharing activities.

The WHO global co-operation initiative saw the Chief Executive Officer invited to a meeting of the European Assistive Technology Information Network (EASTIN), held in Bucharest, Romania in January 2016. As a result the president of EASTIN Dr Renzo Andrich was invited to attend iCREATE in Thailand in July 2016, along with Mr Chapal Khasnabis from WHO.

Many thanks, as in past years to Datacom for the financial support enabling Robyn Chapman to attend this key meeting. Previous reports have noted the engagement with colleagues in Asia and especially the work in establishing an Asian Alliance (Create ASIA) to which we are now a member. The alliance now manages the annual iCREATE conference and is looking to progress a regional data portal along the same lines as EASTIN.

With Renzo Andrich and Chapal Khasnabis attending the Create Alliance Asia meetings, the alliance was challenged to engage in global co-operation. As a result the company is now a partner of EASTIN, creating a link between Asia and Europe. In return EASTIN will assist Create Asia in developing the Asian data portal. I look forward to reporting on this further in the next annual report.



# Independent Living Centre NSW

## Chief Executive Officer's Report

### Representing....

Robyn Chapman: Create Asia: working Group; iCreate Publicity co-chair; iCreate Asia Scientific Committee; Judge, Student innovation Challenge

Hamish Murray: Standards Australia ME64 Committee

Robyn Chapman, Hamish Murray: Home Modifications Clearing House Steering Committee:

Robyn Chapman Sydney University, Occupational Therapy External Advisory Group

Robyn Chapman: Chair, Independent Living Centres Australia

Hamish Murray: Parramatta Council Access Committee

### Presenting....

Robyn Chapman: panel member Introducing NDIS AT Strategy, New World Conference, Brisbane, October 2016

Rebecca Howard and Ruwani Siriwardene: Functional Home Environments: AT and the Built Environment, National Active Ageing Conference, Sydney October 2015.

It is pleasing to report that Choice has decided to re-kindle our past arrangements for reviewing white goods and large appliances. Staff look forward to providing this assistance to the readers of Choice.

### Building a Sustainable Organisation

### Social Impact and Partnerships

The influence of the Independent Living Centre NSW has once again grown this year. This has resulted in greater prominence and awareness in Asia, but also now in Europe as we became a partner of EASTIN, making the company the recognised contact for AT in Europe.

Our social capital models are also bearing fruit. Rocky Bay has been most successful. Through them, the Western Australian government has provided scholarships for 8 people from rural and remote WA to undertake AT Mentors training during 2017 and again the Western Australian government has provided funding for 30 people to undertake the Home Modifications course this December. At the time of writing, an additional 16 people had enrolled in the course, some of whom are paying the full fee.

I am very pleased to report that the Yooralla Disability Service (ILC VIC) have now signed MOUs with us to deliver Everyone Connects Australia and AT Mentors in Victoria.



Assistive Technology Mentors graduation



Everyone Connects training in April 2016



Everyone Connects training in April 2016

# Independent Living Centre NSW

## Chief Executive Officer's Report

### Revenue Generation

#### Access

Access made a smaller than expected surplus during 2015-2016, with its total income of \$118,000 even with a growth in projects. In the latter part of the year this was reviewed by the board and the hourly rate increased.

Access continues to undertake projects ranging from simple advice to major commercial developments.

There has been a rise in Seniors Living projects (SEPP SL and Retirement Villages) with advice requested from Boffa Robertson, Barry Rush & Associates and by Hammond Care.

Disability service providers are a new market, as the NDIS and its access requirements for Specialised Disability Accommodation are put in place. Projects in Penrith, Ryde and Parramatta involving community housing providers such as Hume Community Housing have also been undertaken.

The Access team has continued to develop our relationships with builders and developers: Connectability, FDC, Hyecorp, Northpoint, and Paynter Dixon, and architects including ADG, CKDS, Graphite, Imagescape Design Studios, James Grant, JSA Studio, Scentre and SWA.

In the past year Access has been engaged by several councils including Lane Cove, Blacktown and Parramatta City with works ranging from simple advice to auditing amenities and park upgrades.

An increase in boarding house applications has seen us with also working with Concord, Concord West, Gosford and Botany councils.

#### Training

Income from Training activities increased by 16,252 plus an additional 17,620 in income related to Everyone Connects Australia training.

During the financial year 2015-2016 a total of 159 people underwent ILC training courses, an increase of 26 on the previous year. Again, training prices were reviewed and brought into line with our major competitors.

The following courses were delivered:

Accessible Buildings and Environments

Easing the Pressure

Home Modifications

AT for Memory Loss

Dementia Technology

Manual Wheelchairs

Introduction to Powered Wheelchairs

Power Assist

My thanks also to Queenie Tran who has been working on the application to ASQA to add the Diploma in Access Consulting to our scope of registration. The company has had several enquiries already about this course. I am expecting to report on this new training activity in the next annual report.

My thanks once again to suppliers for assisting us by providing additional items for our training activities and to all staff for undertaking training activities with enthusiasm.



Assistive Technology Mentor graduation

# Independent Living Centre NSW

## Chief Executive Officer's Report

### Staffing

I would like to commence by thanking all staff for their commitment and hard work, once again this year. The company is welcoming and friendly: a place where people can come, discuss their needs and receive impartial information in a pleasant and welcoming atmosphere.

As a number of projects had been completed, we farewelled Rebecca Hilton.

We also farewelled Christie Moore and Tracee-Lee Maginnity, welcomed Selena MacMurray and then were very pleased to welcome Tracee-Lee Maginnity back.

Of particular note, it was with mixed feelings that we farewelled Anthony Sammut after eight years of solid service to the company in various positions: Accounts Manager, Operations Manager and Company Secretary.

I am also happy to report that James Zhuang has taken up the Account Manager's role. I would like to thank Anthony Sammut for his availability to James not only in this transition into the Accounting role, but in supporting the audit process.

Gary Jacobson (Zakumi Consulting) has been supporting the company again this year: working directly with the CEO and the board on strategic matters and supporting the company in business and HR matters. Thank you Zakumi.

As ever I thank the directors and especially the Chairman, Jonathan Ladd for the support, guidance, direction and decisions taken this year. Without the leadership of the board, the company would not be adapting to the new environments as well as it is, nor positioning itself ready for the changes to come.

Once again I thank the funding bodies for their continued support during these times of change: NSW Family and Community Services: ADHC, The Australian Department of Health and the Telstra Foundation.

The future of the Independent Living Centre NSW and therefore Assistive Technology Australia is very bright, as we advance our purpose and Endless Possibilities for All.

I look forward to reporting on progress once again next year.

Robyn Chapman

Chief Executive Officer



Assistive Technology Mentor Graduation



Assistive Technology Mentors graduation

# Independent Living Centre NSW

## Financial Report

The Independent Living Centre NSW has experienced another year of a high standard efficient service delivery along with significant capacity and infrastructure upgrade. For the financial year ended at 30 June 2016, an operating surplus of \$51,929 was recorded. However, due to a total amortisation expense of \$150,511 from leasehold improvements and make-good provision, a deficit of \$98,582 was recorded for the financial year, compared with a deficit of \$9,204 in 2015 financial year.

The company was granted a relocation grant of \$482,751, which was recognised as income in the 2011-12 financial year and hence became part of the company's retained surplus in the subsequent years. This part of retained surplus is meant to help absorb the deficits which are expectedly caused by the amortisation expense from the leasehold improvements of the Blacktown new office in the subsequent years until the end of the lease in April 2017.

### Total Equity

Total equity decreased by \$98,896 to \$651,677 from \$750,573 during the financial year ended 30 June 2016. This decrease was mainly due to the deficit caused by the amortisation expense of \$150,511 from the leasehold improvements and make-good provision for the financial year.

### Total Liabilities

Total liabilities decreased by \$323,615 to \$760,357 from \$1,083,972 during the financial year. This decrease was mainly due to recognition as revenue of the funds received in advance (initially recorded as liabilities) from both non-recurrent government and non-government funded projects during the financial year when those funded projects were delivered. The net decrease in the funds received in advance totalled \$343,271 over the year. The total employee benefits liability, however, increased by \$24,915 over the same period.

### Total Assets

Total assets decreased by \$422,511 to \$1,412,034 from \$1,834,545 during the financial year. This decrease was the combination of the decrease of \$98,896 in total equity and the decrease of \$323,615 in total liabilities which were explained above.

### Income

Our major sources of income remained a combination of government funding and non-government funded projects, as well as our access advisory and training businesses. The government funding sources included both recurrent and project based funding.

Total income increased by \$127,749 during the financial year mainly due to the increase of \$16,252 in ILCNSW training income, increase of \$17,620 in Everyone Connects Australia training income, and increase of \$96,003 in the revenue from Everyone Connects Australia project.

### Expenditure

Total expenditure increased by \$217,126 to \$1,963,502 during the financial year ended 30 June 2016. This increase was mainly due to the increase of \$90,850 in ILCNSW website development costs, the increase of \$71,249 in employee benefit expenses, and the initial amortisation expense of \$21,818 from the leasehold make good provision.



Everyone Connects training in April 2016

### Investments and Spending In Projects

AT Mentor – we extended the program with the funding left over from the original grant, which was originally scheduled to end on 28 February 2015. During the extension year, the existing three AT Mentors continued to be employed to provide the mentoring services for people with disabilities in the Hunter region and Tasmania. The total cost for this service was \$135,607 during the extension year.

Consumer Capacity – we extended the program with the funding left over from the original grant, which was scheduled to end in financial year 2015. During the extension year, Consumer Capacity (Assistive Technology) workshops continued to be run for people with disabilities in several areas of NSW. The total cost for this extension program was \$51,695.

Website Development – this project was further extended and concluded during this financial year. During this extension year, the ILCNSW website including the product search engine was upgraded to become more mobile friendly and accessible to the public. This spending was \$179,020 in total.

Everyone Connects Australia – The project continued at its full scale into this financial year since it started in January 2015. The total spending for this project in this financial year was \$193,155.

### Conclusion

ILC NSW continues to gain credibility from the completion of our projects both efficiently and on or under budget. This will bode us well in the future as we have built the capacity and infrastructure to take on and deliver future projects, both government and non-government.

While the board, CEO and senior management team are focused on maintaining its current high standards of existing operations we are also actively pursuing new opportunities both on a national and international scale. To support this strategy, we have decided to change our trading name to Assistive Technology Australia to position us in such a way as to give us a national footprint.

The company's existing income and assets are sufficient to cover its current operations and commitments over the next financial year, and the Board and the CEO will continue to pursue new business opportunities that align with the strategic direction of the organisation wherever possible.

James Zhuang  
Accounts Manager



Discussing endless possibilities for Communication



Sydney University student tour



# Independent Living Centre NSW

## Impact and Reach

### ILC NSW Service Delivery in 2015-2016 @ a Glance

#### Website [www.ilcnsw.asn.au](http://www.ilcnsw.asn.au)

received 1,175,013 web hits

with more than 321,401 Visitors to the website

#### From the Client Services Team

554 Appointments and Assistance were provided for Visitors

619 people attended Group Tours at ILCNSW Smart Home & Display

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

#### ILCNSW Client Services

	2015-2016 numbers	2014-2015 numbers	2013-2014 numbers
appointments, visits at centre	672	554	484
infoline (phone, fax, email)	6,938	6,086	5,819
group tour participants	489	619	468
attendants from expos, talks, comm visits	1,741	1,037	1,198
	9,840	8,296	7,969

#### Referral Source - Top 3 List

	INFOLINE %
ILC Website	72.0%
ILCA Website	9.5%
Returned Visits	4.3%
	APPTS & VISITS %
ILC website	24.3%
Returned Visits	19.3%
Health Professional	16.3%

#### Disability Type

	INFOLINE %
Frail / Aged	25.0%
Physical Disabilities	18.7%
Multiple Conditions	9.3%
	APPTS & VISITS %
Multiple Conditions	20.6%
Medical condition	15.3%
Neurological	14.1%

#### Gender

	INFOLINE %	APPTS & VISITS %
Female	51.3%	49.8%
Male	36.1%	37.8%

#### Age

	INFOLINE %	APPTS & VISITS %
60+	57.6%	57.2%

#### Expo & Talks

	EVENTS PARTICIPATED	ATTENDANTS
Expo	14	1409
Talks	15	332
TOTAL	29	1714

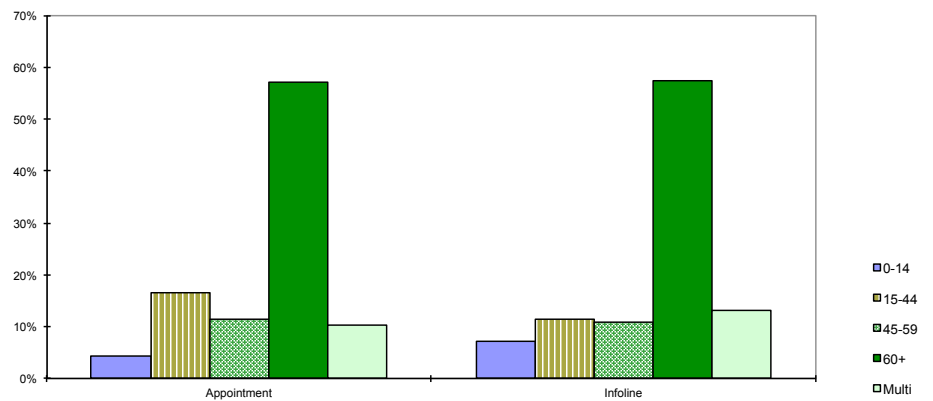


# Independent Living Centre NSW

## Impact and Reach

### Age Groups Service Users 2015-2016

2015-2016		
Client Age Group	Appointment	Infoline
0-14	4%	7%
15-44	17%	11%
45-59	12%	11%
60+	57%	58%
Multi	10%	13%
	100%	100%

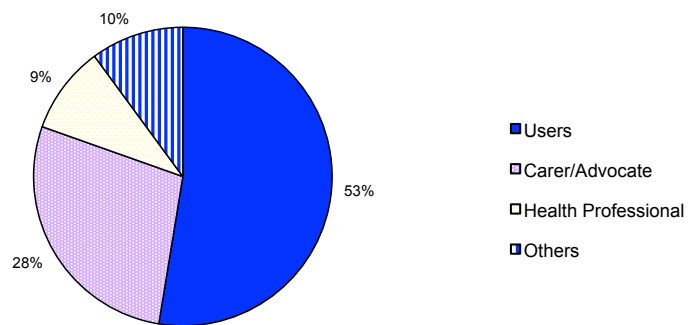


#### Trends

Most figures stay within a narrow range through the years.

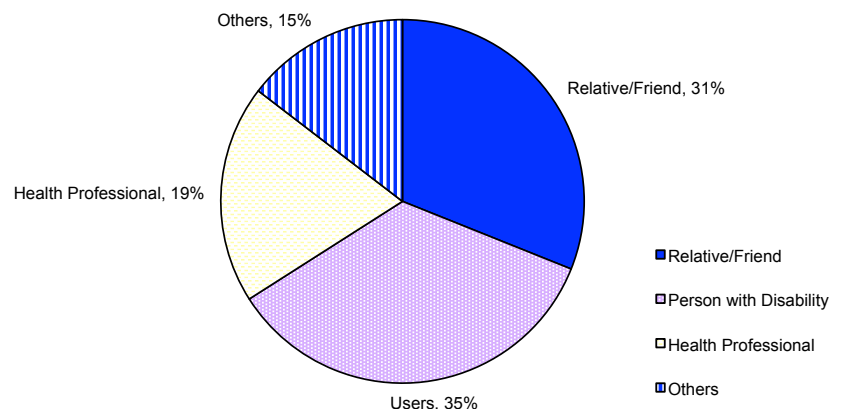
### Consumer Profile - Attendance at ILCNSW 2015-2016

Person with Disability	53%
Carer/Advocate	28%
Health Professional	9%
Others	10%
<b>TOTAL</b>	<b>100%</b>



### Consumer Profile - Infoline Enquiries to ILCNSW 2015-2016

Relative/Friend	31%
Person with Disability	35%
Health Professional	19%
Others	15%
<b>TOTAL</b>	<b>100%</b>
<b>Caller 2014-15</b>	
Relative/Friend	2091 %
Users	2349 %
Health Professional	1308 %
Others	982 %
<b>TOTAL</b>	<b>6730 100%</b>



#### Summary of the 3 charts. Service users profiles:

##### Age Groups:

- Age group distribution are similar between Infoline and drop-ins visitors
- Gradual increase % of service users aged 60 or above
- More than 55% service users aged 60 or above

##### User Types:

- Majority attended the centre are Users with direct impact 53%. Health Professionals accounted for 9% in 2015-2016, same for 4 consecutive years.
- For Infoline, the distribution is **more even**, 19% Health Professionals, 31% Relative & Friends, and 35% of Users with direct impact.



# Independent Living Centre NSW

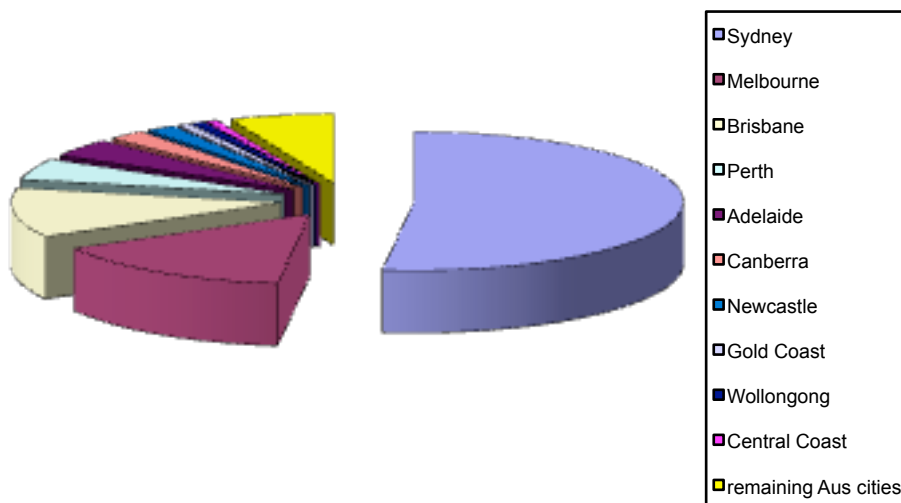
## Impact and Reach

### Web Stats

	2015-2016 numbers	2014-2015 numbers	2013-2014 numbers
Visitors to ILCNSW Website	321,401	386,503	347,778
Hits to @ Magic - AT Database on ILCNSW web	1,175,013	1,422,702	1,348,968

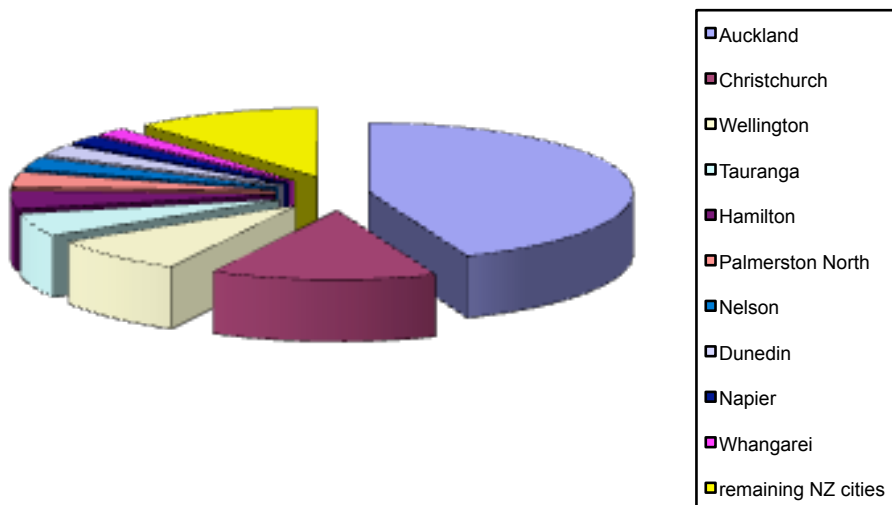
### Visits by Australian Cities

1	Sydney	130,882	40.7%
2	Melbourne	37,773	11.8%
3	Brisbane	29,027	9.0%
4	Perth	12,401	3.9%
5	Adelaide	10,493	3.3%
6	Canberra	5,846	1.8%
7	Newcastle	4,427	1.4%
8	Gold Coast	1,958	0.6%
9	Wollongong	1,901	0.6%
10	Central Coast	1,751	0.5%
	remaining Aus cities	15,778	4.9%
		<b>252,237</b>	



### Visits by New Zealand Cities

1	Auckland	1,050	0.33%
2	Christchurch	330	0.10%
3	Wellington	205	0.06%
4	Tauranga	127	0.04%
5	Hamilton	101	0.03%
6	Palmerston North	81	0.03%
7	Nelson	66	0.02%
8	Dunedin	64	0.02%
9	Napier	50	0.02%
10	Whangarei	45	0.01%
	Remaining NZ cities	271	0.08%
		<b>2,390</b>	

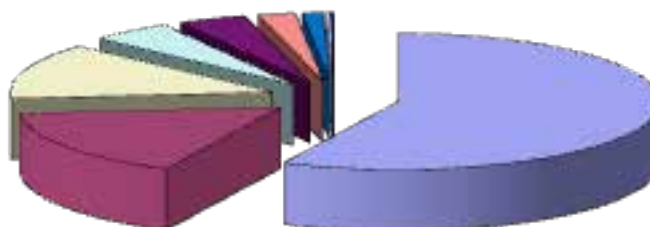


# Independent Living Centre NSW

## Impact and Reach

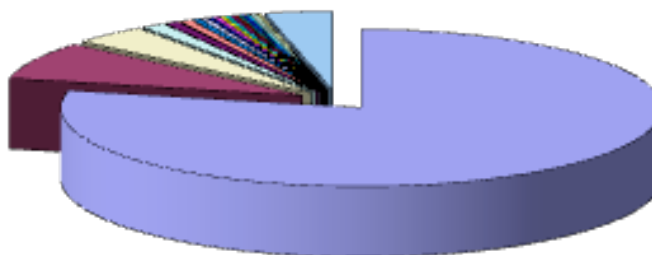
### Visits by Australian States

1	New South Wales	144,230	44.9%
2	Victoria	41,183	12.8%
3	Queensland	33,352	10.4%
4	Western Australia	12,694	3.9%
5	South Australia	10,679	3.3%
6	Australian Capital Territory	5,846	1.8%
7	Tasmania	3,094	1.0%
8	Northern Territory	733	0.2%
9	(not set)	426	0.1%
		252,237	



### Visits by Countries

1	Australia	252,337	78.5%
2	United States	25,002	7.8%
3	United Kingdom	12,752	4.0%
4	Canada	4,004	1.2%
5	New Zealand	2,390	0.74%
6	India	2,246	0.70%
7	Germany	1,428	0.44%
8	Singapore	1,185	0.37%
9	France	982	0.31%
10	Netherlands	899	0.28%
11	Ireland	881	0.27%
12	Hong Kong	762	0.24%
13	Malaysia	675	0.21%
14	China	660	0.21%
15	Italy	642	0.20%
16	Philippines	622	0.19%
17	South Africa	614	0.19%
18	Turkey	573	0.18%
19	Japan	563	0.18%
20	South Korea	554	0.17%
Remaining countries		11,630	3.6%
		321,401	



### Web Visits by Locations

- 78.5% of web visits are from Australia
- Domestically, 41% of web visits are from Sydney; 12% from Melbourne, 9% from Brisbane
- US, UK & Canada are the top 3 overseas countries visiting our website, 7.8%, 4% and 1.2% 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 2015-2016	1	Communications	18.9%
	2	Wheelchairs	11.2%
	3	Personal Hygiene	8.7%
	4	Household Products	8.5%
	5	Beds & bed Equipment	7.4%
Top 5 Hits in 2014-2015	1	Communications	16.7%
	2	Wheelchairs	10.6%
	3	Building & Design	9.6%
	4	Household Products	7.6%
	5	Personal Hygiene	7.6%

### Ranking Comparison and Changes in Enquired AT Categories since 2000-2001 financial year

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



# Independent Living Centre NSW

## Acknowledgements and Thanks

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;

Acacia Medical

Aidacare NSW

Active Mobility Systems

Astris Lifecare

Nth Degree Care

Quantum Reading Learning Vision

Sunrise Medical

Scooters and Mobility

Hospital at Home

Lithgow Mobility Aids

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

John Chedid

Ann-Mason Furmage

Rosemary Brown

Karen Loran

Jim Mitchell

Sue Dinley

Rothesay Partners

Jenny Muir

Ghani Karim

Datacom

James Zhuang



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