



Independent Living Centre NSW

Trading as Assistive Technology Australia

ANNUAL REPORT JULY 2016 TO JUNE 2017



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.at-aust.org

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 Practicing 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.



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.



Independent Living Centre NSW

Board of Directors



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.



Mr Matthew Russell

Company Secretary

LLB, ACIS, AGIA

Matthew Russell is an experienced IT Corporate Lawyer with specialties across a range of sectors. He is currently Senior Counsel and Generalist In-House Lawyer to Insight Enterprises Australia, with responsibilities across the Asia and Pacific region. Matthew has training in governance, risk management and in compliance and is a graduate of the Governance Institute of Australia.



Independent Living Centre NSW

Chief Executive Officer
/Company Secretary



Robyn Chapman

Company Secretary



Matthew Russell

Life Members

Charlotte Smedley

Ann Gibson

Jocelyn Sloane

Clio Wallace

Ruth Grayson

Lindy Clemson

Colin Slattery



ECA at the University of Sydney



Independent Living Centre NSW

Chairman's Report

The 2016-2017 financial year was again an outstanding period for the Independent Living Centre NSW, now trading as Assistive Technology Australia.

In a review, confirmation and development of strategy, the board affirmed the company's position in maintaining its impartiality. This impartiality extends to the decision to remain outside service delivery. The role of the company is one of support to the sector and the people within through the provision of impartial advice and information. Engaging in service delivery could create conflict of interest: perceived and actual.

The upcoming changes to funding, notably the advent of Independent, Linkages and Capacity Building Framework within the NDIS means unfortunately that Assistive Technology Australia will be competing for funding for our core business of providing impartial information and advice on assistive technologies. As a result the board has turned its attention to additional avenues for sustainability and growth. I am happy to report that both the access consultancy and training are beginning to yield growth and this should continue into the future.

The company has also continued its focus on building its influence and impact across Australia and overseas, all the time maintaining its excellent quality in impartial information services.

The company became an EASTIN partner and we were able to connect our database to the EASTIN search portal. We remain the only non-European database connected to the EASTIN network. Very soon we will be able to see the work in developing a similar search portal for Asia, with the impending release of the pan Asian Linked Data Bases, funded by the Singapore government for the Create Asia Alliance, of which we are a member.

None of the work of the company can continue without the commitment of staff. I would like to recognise and thank the staff of Assistive Technology Australia for continuing to show commitment to purpose and the development and delivery of high quality service delivery in an uncertain environment. And the leadership of our CEO Robyn Chapman continues to inspire, within the company, across the sector and overseas, as evidenced by the frequency of invitations to present our approach and expertise.

During the year, Alex Maitland resigned as a director. I thank Alex for his commitment and we wish him well. The board successfully recruited Matthew Russell as Company Secretary, relieving CEO Robyn Chapman of this role. Matthew also accepted a position as a director and we are benefitting from his considerable and broad experience as a corporate lawyer.

My thanks to my fellow directors for your work and support to the company and its purpose. I look forward to continuing this work with you into the future, providing Endless Possibilities For all.

Jonathan Ladd

Chairman

Independent Living Centre NSW

Chief Executive Officer's Report

Endless Possibilities...

This year has again been a significant year in the development of this company. In August 2016, and reported upon in last year's report, the directors resolved to commence using the registered business name **Assistive Technology Australia** for all our business, and this became our operating name. The commitment to those who need us remains the same: providing quality impartial information and advice on assistive technologies.

The directors took some time to define our strategic direction for the next three year period:

Our 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

Our Strategy Priorities

Priority 1: Extend our footprint both nationally and internationally

Priority 2: Develop a strong, recognisable and valuable brand

Priority 3: Explore develop and nurture relationships with those that strengthen our purpose

Priority 4: Invest in people and processes to enhance our impact

It is important to note that the company has also affirmed its commitment to impartiality and non-engagement in service provision. AT Aust is the only non-government operated ILCA network member to take this stance, a stance that we are hoping will hold us in good stead during the funding decision-making period ahead.

Expanding our footprint...

Internationally

During the reporting year the company's international footprint has grown considerably. In September 2016, AT Aust became the first non-EU associate partner of the European Assistive Technology Information Network, making us the Australian contact regarding AT for Europe. In February 2017, this relationship was further strengthened when AT Aust connected our database to the EASTIN search portal making www.at-aust.org one of seven connected databases, and the only non-EU database in the EASTIN network. The work in connecting was considerable: the technical aspects of EASTIN's search interface needed to be written for us, every item in the database needed to be coded to ISO 9999:2011. Shortly after the successful connection of our data to the EASTIN search portal the new ISO 9999 was released in Europe. This required a re-coding of the database to ISO 9999:2016. The company would like to thank everyone who assisted with this work; Andrea Angoletti from SIVA Portale, Dr Daniel Woo (UXED), Andy Muir (Database), the AT Aust staff and importantly the Occupational Therapist students from the University of Sydney who volunteered their time to assist. This was an immense task, executed efficiently and effectively. Thank you to everyone involved.

The EASTIN network was approached by the University of Wisconsin-Madison about the possibility of providing data on communication AT through an additional search portal, to be managed by Geneva based company, "Raising the Floor", as part of a Global Infrastructure Project. As a result our data is now available through this search portal as well.



Independent Living Centre NSW

Chief Executive Officer's Report

Our role with EASTIN also means that we are available to those who post an information request via the EASTIN portal. Requests for information vary. The most interesting was from Pakistan, asking what aisle wheelchairs Australian airlines use in their services to passengers with disabilities. A little research was required, the information given and our database now includes those wheelchairs.

Since our joining EASTIN, other non-European organisations have become associate partners, but without linked databases: TREATS (Taiwan), Techlusive (Singapore) and EnableNZ (NZ). All four organisations are also linked to our Asian network, CreateAsia. TREATS membership has also served to test the EASTIN search portal's language translation process, translating characters to English.

CreateAsia had identified that the Asia Pacific region needed an AT database search portal, similar to the search portal operated by EASTIN. At the ICREATE 2016 conference in Thailand, EASTIN, AT Australia and Singapore were challenged by Mr Chapal Khasnabis, Head of the WHO GATE, to develop a process that could facilitate links between the Asian databases and the EASTIN. The Singapore government funded Techlusive to develop the search portal. In becoming an EASTIN partner AT Aust would facilitate the sharing of the EASTIN search portal structure for Asia and Techlusive would then develop the Asian search portal to be known as PALDAT. AT Aust's database is the only database ready for use. The excellent Japanese database is being adapted, including readiness for translation, using the EASTIN method and a new Chinese database is well underway. There have been some delays, but the latest draft of the Pan Asian Linked Databases portal is starting to look very good. It is very much hoped that PALDAT will be launched by the end of 2017.

Early in 2017, the World Health Organisation announced that it would hold a Global Research and Education in Assistive Technology Summit, in Geneva in August 2017. The summit would bring together 100 AT practitioners, researchers and educators to address the focus areas of the global AT agenda. AT Aust CEO, Robyn Chapman was invited to attend, and then to submit an abstract to present an e-paper for the proceedings. This e-paper, based on the AT Mentors project, was subsequently accepted. There were 91 e-papers presented and it is with great pride that it can be reported that AT Aust was directly mentioned in three: our own, an EASTIN paper and a paper on PALDAT. Additionally, the paper presented by Dr Natasha Layton and Dr Lloyd Walker mentioned the AT Mentor project being a component of the NDIA AT Strategy.



ICREATE 2016 - Dr Takakee



ICREATE 2016 Thailand



Independent Living Centre NSW

Chief Executive Officer's Report

Also in August 2017, Robyn Chapman attended the iCREATE 2017 in Kobe, Japan. The conference theme was robotics as human partners. Interesting papers were presented including one on robotic classification, the need for consumer engagement in all areas of AT, including in research and development. A further paper from Denmark explaining the Danish approach to the ethics of robotics in aged care: warm hand/cold hand service delivery. The annual CreateAsia alliance meeting was held and it is with great pleasure that it can be reported that AT Aust was successful in a bid to finally bring iCREATE to Australia in 2019. The conference will be co-lead with our NZ CreateAsia alliance colleagues, the NZ Federation of Disability Information Centres. This also means that CEO, Robyn Chapman is now President-elect, CreateAsia.

Also in Asia, the CreateAsia working group met in Japan enabling Robyn Chapman to visit Hyogo Assistech, an information and advisory service on AT with a display, similar, but much larger than AT Aust's display. During this visit Robyn Chapman and Prof ANG Wei Tech also met with Japan Technical Aids, the Japanese AT database owners, to discuss the development of the PALDAT. The Japanese database model is very similar to that of AT Aust.

Our relationship with the NZ Federation of Disability Information Centres is also progressing and AT Aust is currently exploring business opportunities with our colleagues in NZ. During the year AT Aust was again visited by delegations of service providers and policy makers from Japan and China gaining an insight to AT provision in Australia.

AT Australia was very pleased to welcome our CreateAsia colleagues, Wantanee Phantachat and Ann (Kamolpun) Punpuing from the National Electronic and Computer Technology Centre, Thailand.

Nationally...

The Telstra Foundation funded Everyone Connects Australia program had another very successful year. In collaboration with our partners in other states, 13 consumer mini-expos were undertaken around Australia during the reporting period. The total number of people with complex communication needs benefiting from the project was 246. This figure includes those who attended the mini-expos, those who attended individual consultations, and those who received support through our Infoline. The number of family members/carers who attended the mini-expos or individual consultations was 275. The number of professionals who attended the mini-expos, individual consultations, or group tours was 703. This includes: occupational therapists, speech pathologists, support workers, nurses, allied health assistants, support planners, additional needs teachers, teachers, social workers, and case managers. The project potentially reached 30,083 people as attendees take information gained from the mini-expos and online resources to their communities and client groups.



Hyogo Assistech - The Display



Hyogo Assistech Robotic Walker

Independent Living Centre NSW

Chief Executive Officer's Report

Everyone Connects Australia, as a funded project comes to an end in December 2017, but will continue through the resources developed and the communities now skilled up.

AT Aust would like to take this opportunity to thank our collaborators in other states for delivering this program on our behalf: Rocky Bay (WA); The SA Department of Communities and Social Inclusion (ILC SA); Yooralla Disability Services (ILC Vic) and the Independent Living Centre Tasmania.

Many thanks too to Rebecca Chedid and Lorayne Bejjani for leading this innovative project and for enabling the social capital process: we will leave behind the capacity for the work to continue.

The National Disability Insurance Agency made a decision in February that has had a positive influence on growing our footprint nationally. The agency published its guidelines for Complex Home Modification Assessments recognising two competencies from the Diploma and Certificate IV on Access consulting as the qualifications for therapists wanting to undertake complex home modifications. These are two competencies we offer and from April to end June AT Aust was able to train and assess 102 Allied health professionals for complex home modifications.

The Western Australian Disability Services Commission provided funding for 8 people with disabilities to undertake the Certificate IV in AT Mentoring. Many thanks to our partners in WA, Rocky Bay for facilitating this funding and for providing the training on our behalf. Our role has been to undertake all the ASQA compliance issues, moderate assessment tasks, develop the training resources and to train the Rocky Bay team on delivering the course. It is expected that AT Aust will be graduating the 8 trainees in February 2018. Working with Rocky Bay in this way has been a good model for scaling up some of our work.

Staff presented and represented the company at various forums and conferences during this year:

Staff presented and represented the company at various forums and conferences during this year:

Robyn Chapman: E2 Connect 2016, Singapore

NZ Federation Disability Information Centres conference

iCREATE 2016 Judge, Student Innovation Challenge, Scientific Committee, working group.

Chair, Independent Living Centres Australia (until March 2017)

Rebecca Chedid: Assistive Technology Suppliers Australasia Expo education stream

Speech Pathology Australia Conference

AGOSCI

Hamish Murray: Parramatta Council Access Committee

Home Modifications Clearing House Steering Committee



ECA Mini-Expo at Canberra



ECA Mini-Expo at Coffs Harbour



ECA Mini-Expo at Wagga Wagga

Independent Living Centre NSW

Chief Executive Officer's Report

Providing our valued services...Client Services

Although a great deal of the development focus for the financial was on growing our incomes source and on expanding our footprint, the important work of the company continues and remains focussed on our purpose: to provide impartial advice, information and leadership that builds capacity and optimises the value of assistive technology in leading a life of choice.

The entire team work diligently ensuring that people who need information on which they will base a decision, have access to high quality impartial information. I thank them for their dedication to purpose, their capacity to take on additional projects, their general enthusiasm for AT and its relevance in facilitating lives of choice and their complete understanding that the role is to support and inform decisions, not to direct them..

The team maintains a multi-model service: Infoline, visits and appointments and our website. This year we added the possibility for Skype video service delivery. We have continued to make outreach available. The team provided services to 8,738 people in the reporting period (an increase from the previous year) and a further 210,266 via the website.

The website development took a rest this year, as the company focussed on two ISO 9999 upgrades. The new features that were underway last year will be completed shortly. These will include the visibility of the ISO 9999 code for each item. Dr Daniel Woo continues to work with us on the maintenance and development of our site and has lead our connection to EASTIN and more recently in the development of PALDAT. Grateful thanks as ever to Dr Daniel Woo and to Goretti Kee who keeps all of our IT and IT management in good order.

The Client Service Team also maintain a thriving and developing student unit for both the University of Sydney and now the University of Canberra. We also engage the students of Western Sydney University and the Australian Catholic University.

During the year, Rebecca Howard and Esther Huber took up the opportunity to seek accreditation as Assistive Technology Professionals from the Rehabilitation Engineers Society of North America (RESNA ATP). I am happy to say both have achieved their accreditation, a wonderful achievement. This accreditation is the only formal AT accreditation available as is recognised worldwide. Congratulations, Esther and Rebecca.

Staffing was stable during the year. We welcomed back Rebecca Hilton, welcomed and farewelled Joshua Selvadurai. Joshua left us to commence PhD studies, and we look forward to his return in the not too distant future.

Sadly, due to the close of Everyone Connects at the end of this financial year, we farewelled Lorayne Bejjani.

I would like to express my deepest gratitude to Rebecca Howard for her management of the team and her capacity to take on additional projects showing strong leadership to the group as a whole. This ability has been an extraordinary support to the team, the company and to the work of the Chief Executive Officer. Many thanks, Rebecca.



Our RESNA ATP graduates

Developing sustainability...

The company has commenced increasing its revenue streams, and I look forward to report further on this in the next reporting period.

We were able to increase our revenue this year, in Access and in Training by close to \$69,000, with much of this in the months April-June 2016.

The Access Consultancy increased its revenue by close to \$20,000 after having several years of static income. In all the Access team completed 93 projects during the year, one of which was the award winning Sargood Centre, Collaroy.

Independent Living Centre NSW

Chief Executive Officer's Report

The future is bright and although Hamish Murray left us this year, we have been joined by Jane Bryce and the work is continuing seamlessly. Of note is a developing stream of work undertaking Specialist Disability Accommodation audits under the NDIA.

Training has had a very good year in the most part due to the decision of the NDIA regarding Home Modifications training.

During the year AT Aust also applied to ASQA to add the Diploma in Access Consulting to our scope of registration. This was approved and will probably be offered from February 2018. My thanks to Queenie Tran, for undertaking the technical work associated with this application and to Odelle Martin for managing the ASQA process.

In total, the team trained 165 people, mostly occupational therapists, increasing revenue by \$45,000. Other than Home Modifications our most popular course all relate to wheelchair prescription and pressure management.

The RTO team, with the Client Services Team are also working on other opportunities to develop competency based training in other areas, and I look forward to reporting on these next year.

On a personal note, I would like to thank staff for their flexibility and support. You are as I like to say "Stars of the AT World".

To the board I express my gratitude for their leadership and support again this year.

The directors farewellled Colin Slattery, now a Life member, following completing a full 3 by 3 year terms. Colin is much missed for his understanding of AT, the sector and business, rare combination. Thank you for your service to us Colin!

Alex Maitland also resigned during the year. Thank you for your contribution and your support.

The board gained Matthew Russell as director and Company Secretary, a role I gladly handed over. Matthew is an experienced corporate lawyer and adds a great deal of value to the board room.

As ever, thank you to Chairman Jonathan Ladd. It is not easy being a Chair in this changing landscape. I thank Jonathan for his leadership and more importantly for his support of me in my role.

The company exists in interesting times. At the time of writing we are about to tender for our core business within the NDIS ILC Framework, jurisdictional grants.

Although confident in our success, we are building our business offerings so as to be as self-sustainable as possible, without breaching our impartiality, in the very near future.

This is a challenge we are all ready to meet and with the support and direction of our wonderful board, we look forward to our future....assisting people to find their endless possibilities....

Robyn Chapman
Chief Executive Officer



Robotic Upper Limb Prosthesis Testing



Student Tour Group

Independent Living Centre NSW

Financial Report

Financial Overview

The Independent Living Centre NSW has had another year of efficient and successful service delivery with its well-developed capacity and infrastructure. For the financial year ended on 30 June 2017, a net surplus of \$25,167 was recorded, compared with a net deficit of \$98,582 in the prior financial year. Its cash and cash equivalents position stood at \$1,126,524 as of 30 June 2017, with a decrease of \$56,349 from \$1,182,873 since the beginning of the financial year.

Total Equity

Total equity increased by \$26,360 to \$678,037 from \$651,677 during the financial year ended 30 June 2017. This increase in equity consists of the net surplus of \$25,167 and an increase of \$1,193 in the fair value of financial assets which the company held at the end of financial year 2017.

Total Liabilities

Total liabilities decreased by \$187,138 to \$567,242 from \$759,380 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 and services were delivered. The net decrease in the funds received in advance totalled \$263,345 over the financial year. The total employee benefits liability, however, increased by \$13,616 over the same period.

Total Assets

Total assets decreased by \$156,778 to \$1,254,279 from \$1,411,057 during the financial year ended 30 June 2017. This decrease in total assets was primarily due to the decrease of \$155,553 in the book value of fixed assets due to the normal depreciation and amortisation during the financial year. As of 30 June 2017, the book value of the company's fixed assets was \$35,460.

Income

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

Total income for the financial year ended 30 June 2017 was \$1,634,341. Compared with that of the prior financial year, the total income of the company decreased by \$230,580, mainly due to the conclusion of several government-funded projects in the prior financial year and hence, a decrease of \$240,015 in total government funding received during this reporting financial year. The incomes from the company's access consultancy and training businesses, however, increased by \$19,522 and \$46,369 respectively.

Expenditure

Total expenditure decreased by \$354,328 to \$1,609,174 during the financial year ended 30 June 2017. This decrease was inline with the decrease in total income during the financial year expense of \$21,818 from the leasehold make good provision.



Rebecca Presenting at ATSA expo



Independent Living Centre NSW

Financial Report

Investments and Spending In Projects

During the financial year ended 30 June 2017, the company continued to apply the retained remaining funding from AT Mentor project, Consumer Capacity project and ADHC service enhancement grant to help meet the increased demand for our services. The amount of the retained remaining project funding spent during the financial year was \$110,417.

Everyone Connects Australia project continued at its full scale into this financial year since it started in January 2015. The total spending for this project in the financial year ended 30 June 2017 was \$163,528.



ECA 2017

Conclusion

ILC NSW continues to maintain its credibility in delivering both government and non-government funded services, as well as its access consultancy and education and training services. We believe that this will bode us well in the future as we have the well-developed capacity and infrastructure to take on and deliver future projects, both government and non-government funded.

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 an international scale. To support this strategy, we have changed our trading name to Assistive Technology Australia to position us in such a way as to give us a national footprint.

We are confident that 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

Independent Living Centre NSW

Impact and Reach

AT Australia Client Services Stats

	2016-2017 numbers	2015-2016 numbers	2014-2015 numbers
appointments, visits at the centre	618	672	554
infoline (phone, fax, email)	6,863	6,938	6,086
group tour participants	536	489	619
attendants from expos, talks, comm visits	721	1,741	1,037
	8,738	9,840	8,296

Referral Source - Top 3 List

	INFOLINE %
AT Australia Website	71.4%
ILCA website	11.0%
Returned Visits	4.8%
	APPTS & VISITS %
Health Professional	21.3%
AT Australia Website	19.6%
Returned Visits	16.7%

Disability Type

	INFOLINE %
Frail / Aged	22.3%
Physical Disabilities	20.3%
Multiple Conditions	8.8%
	APPTS & VISITS %
Multiple Conditions	24.1%
Neurological	16.4%
Physical Disabilities	12.1%

Gender

	INFOLINE %	APPTS & VISITS %
Female	50.9%	54.5%
Male	32.9%	33.9%

Age

	INFOLINE %	APPTS & VISITS %
60+	52.5%	55.4%

Expo & Talks

	EVENTS PARTICIPATED	ATTENDANTS
Expo	5	582
Talks	5	139
TOTAL	10	721

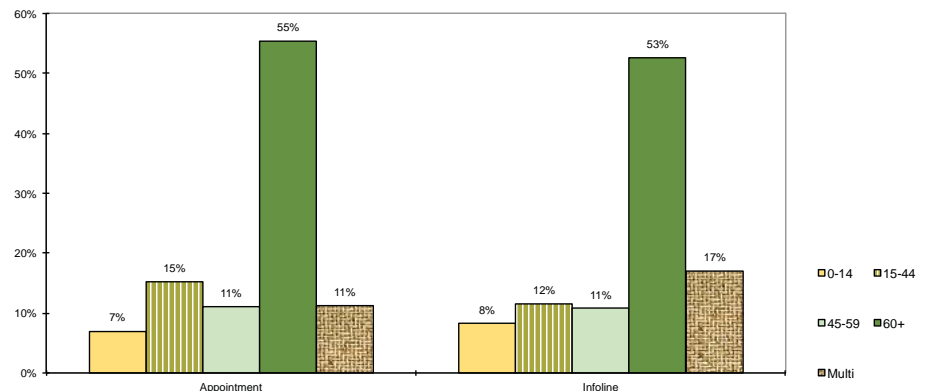


Independent Living Centre NSW

Impact and Reach

Age Groups Service Users 2016-2017

2016-2017		
Client Age Group	Appointment	Infoline
0-14	7%	8%
15-44	15%	12%
45-59	11%	11%
60+	55%	53%
Multi	11%	17%
	100%	100%

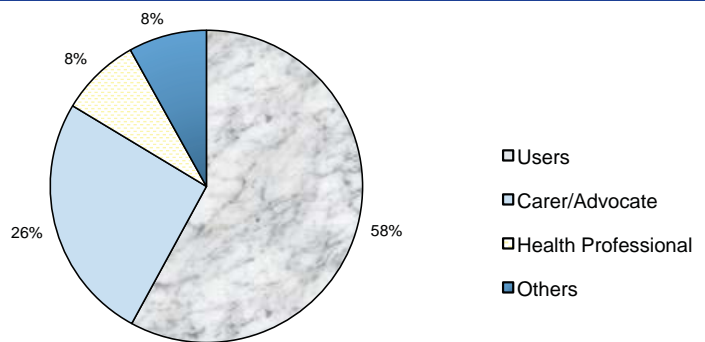


Trends

Most figures stay within a narrow range through the years.

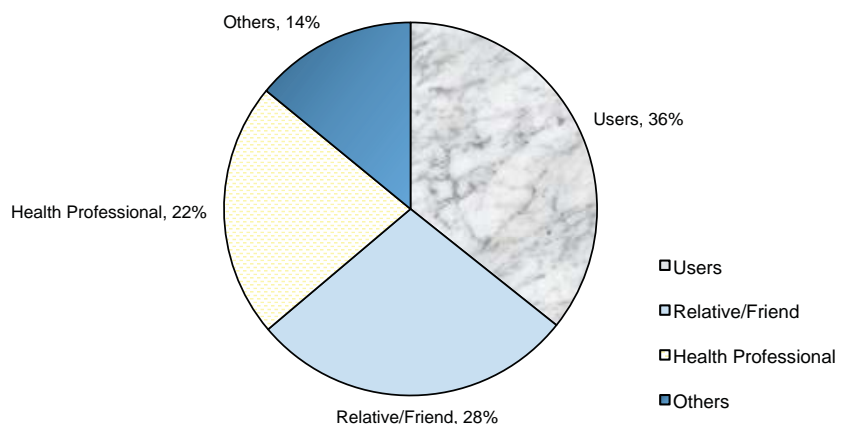
Consumer Profile - Attendance at AT Australia Display 2016-2017

Users	58%
Carer/Advocate	26%
Health Professional	8%
Others	8%
TOTAL	100%



Consumer Profile - Infoline Enquiries to AT Australia 2016-2017

Users	36%
Relative/Friend	28%
Health Professional	22%
Others	14%
TOTAL	100%
Caller 2014-15	
Relative/Friend	1823 28.13%
Users	2314 35.70%
Health Professional	1432 22.10%
Others	912 14.07%
TOTAL	6481 100%



Summary of the 3 charts. Service users profiles:

Age Groups:

- Age group distribution are similar between Infoline and drop-ins visitors
- For appointments & visits, 55% of service users aged 60 or above
- For infoline, 53% of service users aged 60 or above

User Types:

- Majority attended the centre are Users with direct impact 58%. Health Professionals accounted for 8% in 2016-2017.
- For Infoline, the distribution is more even, 22% Health Professionals, 28% Relative & Friends, and 36% of Users with direct impact

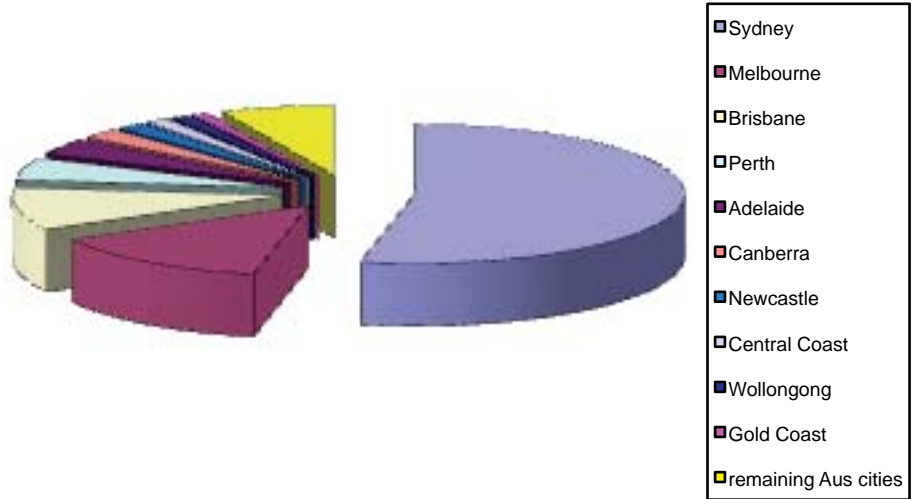


Independent Living Centre NSW

Impact and Reach

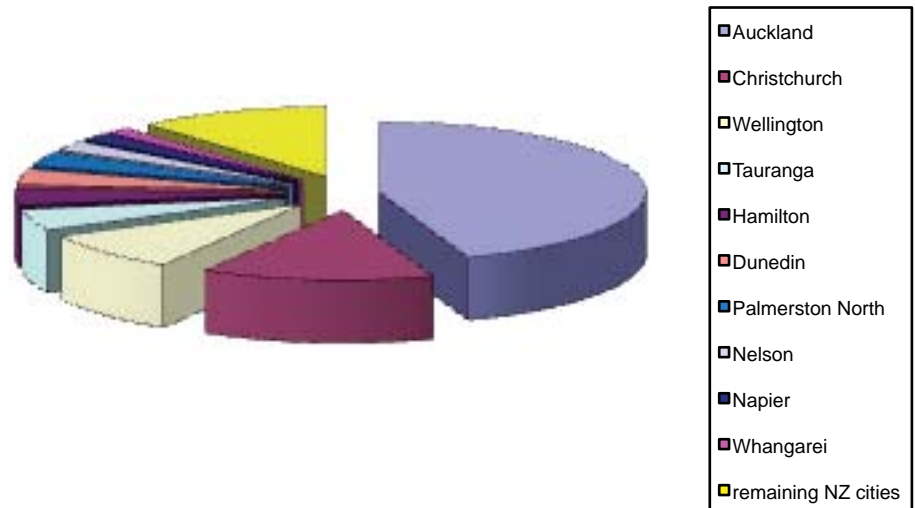
Visits by Australian Cities

1	Sydney	81,623	39.5%
2	Melbourne	21,004	10.2%
3	Brisbane	15,025	7.3%
4	Perth	7,925	3.8%
5	Adelaide	5,797	2.8%
6	Canberra	3,521	1.7%
7	Newcastle	2,593	1.3%
8	Central Coast	2,212	1.1%
9	Wollongong	1,786	0.9%
10	Gold Coast	1,491	0.7%
	remaining Aus cities	10,366	5.0%
		153,343	



Visits by New Zealand Cities

1	Auckland	847	0.41%
2	Christchurch	266	0.13%
3	Wellington	170	0.08%
4	Tauranga	92	0.04%
5	Hamilton	72	0.03%
6	Dunedin	68	0.03%
7	Palmerston North	62	0.03%
8	Nelson	43	0.02%
9	Napier	35	0.02%
10	Whangarei	26	0.01%
	Remaining NZ cities	219	0.11%
		1,900	

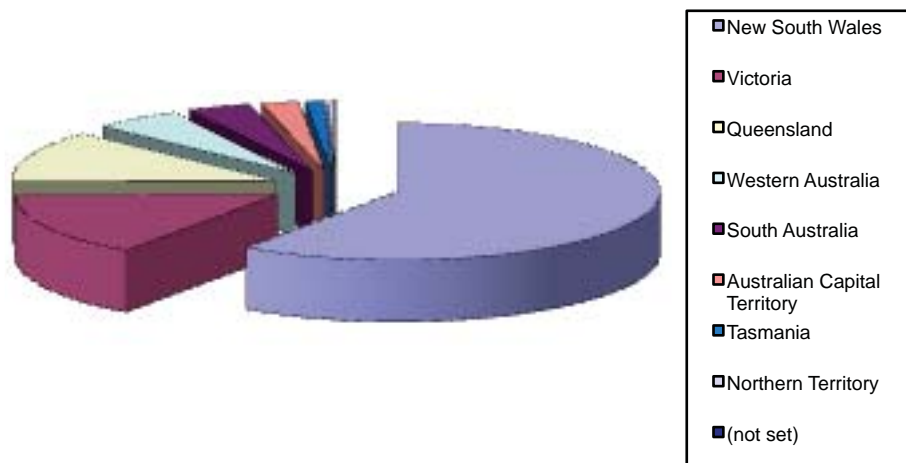


Independent Living Centre NSW

Impact and Reach

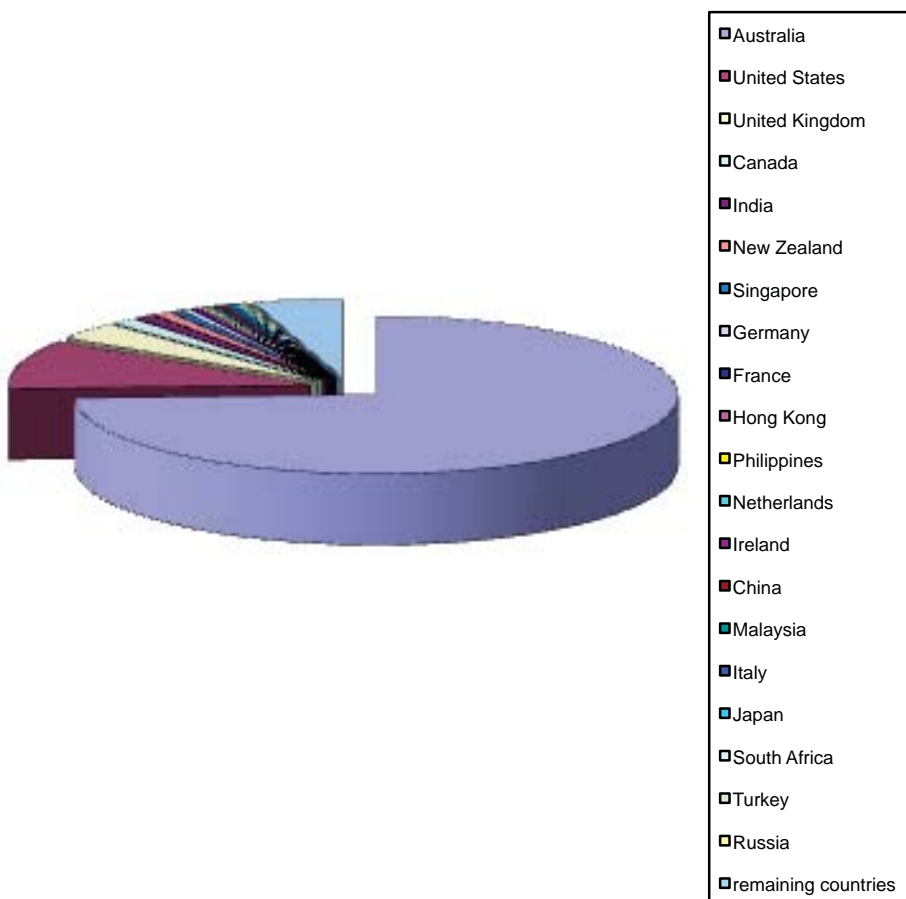
Visits by Australian States

1	New South Wales	91,618	44.4%
2	Victoria	23,157	11.2%
3	Queensland	18,539	9.0%
4	Western Australia	8,182	4.0%
5	South Australia	5,922	2.9%
6	Australian Capital Territory	3,523	1.7%
7	Tasmania	1,807	0.9%
8	Northern Territory	589	0.3%
9	(not set)	6	0.0%
		153,343	



Visits by Countries

1	Australia	153,343	74.3%
2	United States	20,738	10.0%
3	United Kingdom	7,265	3.5%
4	Canada	2,814	1.4%
5	India	2,252	1.09%
6	New Zealand	1,900	0.92%
7	Singapore	1,213	0.59%
8	Germany	1,028	0.50%
9	France	618	0.30%
10	Hong Kong	599	0.29%
11	Philippines	571	0.28%
12	Netherlands	550	0.27%
13	Ireland	548	0.27%
14	China	521	0.25%
15	Malaysia	512	0.25%
16	Italy	478	0.23%
17	Japan	469	0.23%
18	South Africa	449	0.22%
19	Turkey	394	0.19%
20	Russia	361	0.17%
Remaining countries		9,779	4.7%
		206,402	



Web Visits by Locations

- 74.3% of web visits are from Australia
- Domestically, 39.5% of web visits are from Sydney; 10.2% from Melbourne, 7.3% from Brisbane
- US, UK & Canada are the top 3 overseas countries visiting our website, 10%, 3.5% and 1.4% accordingly

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Item Hits from Visitors & Infocalls to Assistive Technology Australia AT Database

Top 5 Hits in 2016-2017	1	Communications	18.3%
	2	Wheelchairs	15.6%
	3	Building & Design	6.9%
	4	Personal Hygiene	6.6%
	5	Walking & Mobility Equip.	6.1%
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	Lift, Transfer & Standing	7.4%

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



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

Colin Slattery

Mrs Sicha

Wantanee Phantachat & Kamolpun Punpuing

Jonathan Ladd

Ann-Mason Furmage

Matthew Russell

Gurleen Knight

Fiona Given

Centre Visitors

Also

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 2016/2017

ILCNSW would also like to thank the occupational therapists from the University of Sydney who gave of their time to assist in the ISO9999 data compliance work.



2017-02 Cert IV AT Mentoring in Perth



EASTIN Partners at Work



Wantanee Phantachat and Kamolpun Punpuing



Independent Living Centre NSW

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