



Independent Living Centre NSW

ANNUAL REPORT JULY 2013 TO JUNE 2014



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

Shop 4019, Level 4 Westpoint,
17 Patrick St, Blacktown, NSW 2148

Phone: 6 12 9912 5810 • Fax: 6 12 8814 9656

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

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

London School of Economics, 1976-77 MPhil Logic

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



Ms Ann-Mason Furmage (Deputy Chairperson)

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



Mr Colin Slattery

Colin Slattery is currently a director of his own training and consulting business. He brings his expertise in human resource management, marketing, training and coaching to individuals and organizations. Colin has extensive experience in the government and non-government sector and has worked at various levels of management. A director since March 2007.

Independent Living Centre NSW

Board of Directors



Mr Jeevan Joshi

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

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

Jeevan Joshi is the Principal Consultant at KnowledgeWorking. He has over 17 years experience in designing and delivering e-Learning, human capital, knowledge, risk and compliance solutions for leading organisations in Australia, New Zealand and Asia. He has wide exposure to various functions including business development, project management, consulting and human resources and has worked for leading companies such as Deloitte, Ernst & Young and PWC. Jeevan has a Masters in Biochemical Engineering and a MBA. He is a member of the Australian Institute of Company Directors and the Simulation Industry Association of Australia.



Ms Kate Loxton

Qualifications - BAppSc(Occupational Therapy)

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

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

Ms Loxton was appointed as a Director in March 2013.



Ms Fiona Given

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

Grad. Dip in Legal Practice (College of Law)

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

Chief Executive
Officer



Robyn Chapman

Company
Secretary



Anthony Sammut

Life Members

Ann Gibson

Charlotte Smedley

Jocelyn Sloane

Clio Wallace

Ruth Grayson

Lindy Clemson



Inaugural Asian Aa & RT Alliance
Working Group



Visit by SG Enable and Professor Ang,
NTU Singapore

Independent Living Centre NSW

Chairman's Report

The year 2013-2014 has brought alliances and growth for the Independent Living Centre NSW: Alliances with Telstra, Royal Society for the Blind, NRMA and NDIA.

Our alliance with Telstra is titled Everyone Connects, focusing on people with complex communication disabilities. In the pilot project, workshops were run in metro, regional and rural NSW. The overwhelmingly positive responses from participants, demonstrated the need for young people with communication disabilities to experiment and learn. Workshop attendants were inspired to try new devices, apps and options to connect to the digital world! In 2015, ILC NSW will develop more training and resources for people working and/or living with people with complex communication needs.

The alliance with the Royal Society for the Blind is very new and specific arrangements for mutual benefit have not yet been negotiated.

The NRMA is providing office space for the AT Mentors in the Hunter NDIA pilot area and a link to the ILCNSW can be found on the NRMA's Living Well Navigator at www.mynrma.com.au

With funding from the NDIA, the program of Assistive Technology Mentors (AT Mentors) is in its pilot phase in the Hunter region of NSW and Tasmania. AT Mentors assist people with disabilities to choose assistive technology for long-term, stable needs.

In 2013-2014 the ILCNSW website was augmented by a virtual tour of the seamlessly accessible apartment at the Blacktown premises.

And in August 2014, Fiona Given, one of our Board Members, received the Outstanding Consumer Award at the ISAAC Conference in Lisbon, Portugal. Fiona delivered the Outstanding Consumer Lecture at the Conference, based on her Adventures in Antarctica. Congratulations, Fiona!

Many thanks to my fellow directors for their frank and lively discussion, and the time that they give to the ILC NSW to ensure good governance of this vital, growing company.

At the end of the financial year 2013-2014 the Independent Living Centre NSW is growing and looking for new challenges and opportunities in many places, both near and far.

Jonathan Ladd

Chair, Independent Living Centre NSW

Ann-Mason Furrage

Deputy Chair, Independent Living Centre NSW



Everyone Connects Bathurst

Endless Possibilities For All...

I am very pleased to report on the achievements of The Independent Living Centre NSW for the year 2013-2014, a year characterised by change in our operating environment with the commencement of the National Disability Insurance Scheme and the NDIS trial site in the Hunter. We await the new national Home Support system for seniors.

In response to the changing service delivery environment the ILCNSW has embraced the need for mutually beneficial alliances and partnerships and for consumer capacity building.

The strategic plan continues to provide a strong framework, flexible enough to guide the company through the changing policy environment. Enabling people to explore their possibilities in AT remains at the core of our work.

Knowing our Customers

As reported in the last annual report this means supporting the development of consumer capacity for decision making and choice within the new policy frameworks.

During this financial year we have been fortunate in achieving funding from both the NSW and Australian governments for work in this area.

The ILCNSW is in a unique position in that more than 50% of those seeking our support are not engaged in a funded process. These are people who select and purchase their AT themselves. They have total control of the process. Some also use peer and family support processes to assist them to make their decisions. The two capacity building projects aim to develop the knowledge and skill of the community of people with disability for choice and control, replicating processes of support that exist outside the funded service system.

Factors to Consider

In this reporting year, we have provided workshops funded by NSW FACS:ADHC under Stronger Together, for people with disability, covering the factors to consider when selecting assistive technologies and home modifications. The workshops are designed to assist those who wish to choose for themselves or simply want to be able to engage more strongly in a formal assessment and prescription process.

Topics covered in these workshops include: considerations and features, where to find information and support, identifying when professional assistance is needed and the role of the allied health professional. In all, 13 workshops were held in the Hunter region covering all areas of assistive technology. In the next financial year the workshops will be held throughout NSW. The format will alter given the state-wide coverage required.

I am very happy to report that these workshops have been mentioned in the KPMG national review of Home Modification and Maintenance Services for the Department of Social Services as examples of innovative best practice and of person centred practice.

My grateful thanks to those suppliers who generously provided their products to the workshops, supporting our work.

Assistive Technology Mentors Pilot Project

An AT Mentor is a person with lived experience of using assistive technology who mentors, informs and supports AT and home modification choices and decisions of others.

The AT Mentors project is a pilot based in the Hunter and in Tasmania and is funded by the National Disability Insurance Scheme. We are very pleased to be working with our colleagues from the Independent Living Centre Tasmania on this project. The pilot, which operates between March 2014-February 2015 exists in the evolving NDIS AT provision framework and within the work being undertaken on building consumer capacity.

The project aims to:

- formalise the existing peer support processes
- support and inform decision making and choice, close to where people live, supported by an Independent Living Centre
- build the capacity of individuals and the community of people with disability over time
- empower individuals and their families to make choices for themselves or to be more engaged in their allied health assessment and recommendation process
- reduce the reliance for allied health intervention/ prescription especially in lower risk areas
- create a valid, recognised career and employment path for people with disabilities

At the time of writing this report the AT Mentor service in both trial sites are open for business. Here in NSW we have received our first referrals.

This project involves:

- identifying competencies;
- developing training;
- recruiting, employing, training and supporting a small group of AT Mentors
- evaluating the pilot.

We will then take the competencies and the training package to ASQA for assessment and are hoping that it is assessed as a Certificate IV in AT Mentoring.

I would like to acknowledge the extraordinary work of Rebecca Howard, Senior OT, ILCNSW who has been bringing this project to fruition and to the AT Mentors who have taken on this pilot and who are enjoying their work.

I look forward to reporting on the outcomes of this pilot in the next annual report.



AT Mentors visiting ILCNSW display



AT Mentors rather than ATM

Delivering Valued Information Products and Services

Apartment On-line

On February 18th, 2104 we welcomed The Hon. John Ajaka, NSW Minister for Ageing and Disability Services to our site to officially launch the web tour of the ILCNSW display apartment. This unique addition to our information capacity shows the apartment and the assistive technologies within, linking directly to the database and also showing the operation of items that move. Those unable to visit the site in Blacktown are able to tour the display apartment on line.

Everyone Connects: Telstra Foundation

This pilot project, which would also be placed comfortably within the consumer capacity work of the company, delivered comprehensive training to young people (12-25) with complex communication needs, family members, carers and a wide range of professionals who support them, enhancing knowledge and skills in digital literacy, communications and telecommunications, including use of mobile technologies, speech generating devices and other specialised assistive technology.

Nine Everyone Connects Workshops were delivered in NSW, four in Sydney and in five regional locations. In total, 515 people benefited from the Everyone Connects project either directly (through attending the workshops or individual consultation) or indirectly through expos.

This project has greatly enhanced the ILCNSW's capacity to provide quality information on accessing telecommunications. The Independent Living Centre NSW now provides:

- A comprehensive display of equipment that may assist people with complex communication needs and physical, sensory or cognitive disabilities to access telecommunications.
- Appointments to enable people with complex communication needs to try out equipment and learn about the range of options that are available to them.
- Everyone Connects Workshops for people with complex communication needs.
- Resources and multi-media information to support understanding and implementation of communication assistive technology. These resources can be easily found on our website, within @magic database and in our YouTube channel.

The project delivered many opportunities to present the work at conferences, including the major conference of the International Society for Augmentative and Alternative Communication in Lisbon, Portugal, outside the reporting period of this report.

My hearty congratulations to Harriet Korner and the Everyone Connects team of Rebecca Chedid and Yi Hueih Lim for their work on bringing this project to a successful conclusion.

I am very pleased to report that the Telstra Foundation have given funding to roll this important and exciting project across Australia, as Everyone One Connects Australia, from Jan 1st 2015 for three years. I look forward to reporting on its success next year.

My grateful thanks to the Telstra Foundation, and especially to Jackie Coates, for sharing the vision for this project.

Independent Living Centre NSW

Chief Executive Officer's Report

NRMA Living Well Navigator

This year we were very pleased to formalize an alliance with the National Roads and Motorists Association. The NRMA have developed a range of information services for their members, focusing on supporting seniors. This online information service within www.mynrma.com.au is called the Living Well Navigator and was formally launched in August 2014. Our role as an alliance partner is to provide information on a range of issues related to maintaining independence, assistive technologies and home modifications and design. In addition, our website is linked to pages within the Living Well Navigator, directing people to us for further information and support.

Our Impact

www.ilcnsw.asn.au

Although the usage statistics remain lower this year, following the release of the ILCA website, the last two months of the reporting period, and beyond have shown some steady recovery in web access statistics. During 2013-2014 we received more than 347,000 unique visitors to the site and 1,349,000 hits. Continuing previous trends, access from the USA, the UK and Canada remain strong as do the access statistics from NZ and Asia. We continue to build supply data from New Zealand further strengthening information access from "across the ditch".

Direct Services

This year saw a slight increase in people directly accessing our services to a total of 7,969 (from 7,885). 484 (up from 406) people attended the display at Blacktown, with an additional 468 toured to the display and smart apartment. The info-line remains well used with 5,819 (a decrease from 6,057) services provided via this method. A further 1,198 (up from 764) visited our stands at various expos and community events.

It is interesting to note, that in this first year of the NDIS in the Hunter region of NSW, ILCNSW has seen an increase of 53.8% in infoline enquiries from the Hunter area and an increase in Website hits of 29.1% for the Hunter area

Staff attended a range of expos as time permitted: Hunter's Hill Council Event for Seniors; Australian Catholic University Expo and Student Day; Occupational Therapy Rural Forum, Polio Australia Therapy Rural Forum, AAC Day University of Sydney.

In addition welcomed a small number of international groups. These came from China (Hong Kong and Shanghai), Japan and Singapore.



Everyone Connects Team



Everyone Connects Equipment - displayed at Tamworth

Leading in AT and the Built Environment

This too has been an area of growth for the Independent Living Centre NSW. The work with iCreate Asia continues, with Robyn Chapman and Andrew Chia maintaining their roles on the scientific committee. Robyn Chapman is now a member of the publicity committee. This work has led to a range of opportunities: advising SG Enable on a new Assistive Technology system for Singapore, and incorporating an ILC into that model. In addition Robyn Chapman has been supporting the work in developing an Asian Assistive and Rehabilitative Technology Alliance, with the group to meeting during iCreate Asia 2014 in Singapore. I am happy to report that this group has commenced working together, the first task being to map assistive technology databases across Asia. I look forward to the development of the work of this group in future annual reports.

Harriet Korner accepted the role of Communication Champion as part of the International Communication Project 2014 to increase the awareness of communication around the world.

Robyn Chapman was interviewed by KPMG as part of their consultation and report to the Australian Department of Social Services on the Home Modification and Home maintenance systems in Australia. I was very pleased this report, "Review of Home Modification and Home Maintenance Service Types", released to the department in May 2014, highlights the ILCNSW "Factors to Consider" workshops as being innovative, person centred and an example of good practice.

Representation

- Westmead Home Safety Project: University of Sydney, Ruwani Siriwardene
- Senate Inquiry into the Prevalence of Communication and Swallowing Disorders: Robyn Chapman and Harriet Korner
- Speech Pathology Australia, National Communication Champion, Harriet Korner
- Newell Network and Delphi Study: Harriet Korner
- iCreate Asia Scientific Committee: Robyn Chapman and Andrew Chia
- Standards Australia ME64 Committee: Hamish Murray
- Home Modifications Clearing House Steering Committee: Robyn Chapman
- Sydney University, Occupational Therapy External Advisory Group: Robyn Chapman
- ADHC Mealtime Management reference group: Harriet Korner
- RI Institute Housing Forum: Robyn Chapman, Hamish Murray, Esther Huber
- Asian Assistive and Rehabilitative Technology Alliance working group: Robyn Chapman
- Parramatta City Council Access Committee: Hamish Murray

Papers and Presentations

In presenting in Asia as below, Robyn Chapman was fully supported by the both the South Korean Ministry of Health and Datacom, Hamish Murray was supported by ATRAC, a South Korean AT Service Provider and Andrew Chia was partly supported by the iCreate Secretariat.

Independent Living Centre NSW

Chief Executive Officer's Report

Robyn Chapman:
Managing the Flood: Ageing in Australia
Keynote Address
2013 International Symposium
on Ageing Active
Seoul, Sth Korea

Robyn Chapman and Andrew Chia:
*Possibilities for Choice: An Australian Web
Based Model for Empowering Consumers
in Assistive Technology Choice*
iCreate Asia 2013
Seoul, Sth Korea
*This paper was re-presented to faculty members,
Universiti Kebangsaan Malaysia, Fakulti Sains
Kesihatan, September 2013*

Robyn Chapman:
*The role of, and accessing, independent
advice and information on AT in delivering
outcomes for people, enabling lives of
choice.*
presentation to students and staff Nanyang
Polytechnic, Singapore

Hamish Murray:
Built Environment, Access and Recreation
iCreate Asia 2013
Seoul, Sth Korea

Robyn Chapman:
Building Consumer Capacity for Choice
New Zealand Federation of Disability
Information Providers
Queenstown, NZ

Robyn Chapman:
Supporting Decision Making and Choice
Community Care Conference
Coogee, NSW

Harriet Korner:
*Everyone Connects-Connecting People with
Complex Communication Needs project*
ACCAN M-Enabling Conference
Sydney, NSW

Harriet Korner:
*Communication at any Time-Over Time:
Implementing PODD communication books,
so you have a system for life.*
ASID,
Sydney, NSW



Robyn Chapman with allied health faculty Universiti
Kebangsaan Malaysia, Kuala Lumpur



Ruwani and Esther preparing for a group tour



Rebecca demonstrating to OT students

Building a Sustainable Organisation

Alliances, Partnerships and Relationship Building

The current strategic plan challenges us to build alliances and partnerships as a means to building sustainability. These alliances and partnerships do not need to be accompanied by funding but should be mutually beneficial and supportive, non-competitive, and add value to the work of each of the partners. Alliances and partnerships can bring increase in profile, assistance with projects and working together on a range of strategic issues. These in turn build capacity and sustainability through sharing.

During the 2013-2014 year several opportunities to develop value adding partnerships.

Our collaborative relationship with the **Independent Living Centre Tasmania** has grown as we work together to bring the pilot of the Assistive Technology Mentors project to fruition. This model of collaboration has worked exceedingly well and I would like to thank the Board of Directors ILC Tas and EO, Karen Frost for being open to this partnership. Both organisations are looking forward to developing further partnerships along this model in the future.

We have been fortunate to establish an alliance with the **Royal Society for the Blind of South Australia**. This gives us access to greater information on low vision assistive technologies and support to our information services. The RSB Chairman, Ray Clarke and CEO, Andrew Daly visited the directors ILCNSW and together affirmed the need to develop this mutually beneficial alliance.

The development of the **National Roads and Motorists Association's** Living Well Navigator enables us to partner with the NRMA in support of seniors, as reported elsewhere. This partnership is mutual. The NRMA has provided the AT Mentors with an office in the Hunter and advice on issues related to the better management of "Independent Living". I look forward to report on further developments to arise from this alliance, in future reports. I am grateful for the collaborative relationship with the NRMA through Rene van der Loos, General Manager, Strategic Marketing and Innovation, NRMA. I would also like to thank Heidi Novosell and the team at Kotara Motoserve for making space available and welcoming the AT Mentors onto their site.

The **Telstra Foundation** is a partnership founded on a mutual interest – all people need access to telecommunications and need to be able to stay in contact with their communities through mobile devices. I would especially like to thank Jackie Coates for her commitment to this objective and for her confidence in the ILCNSW, leading to the funding of Everyone Connects Australia, reported upon separately.

Our relationship with the **National Disability Insurance Agency** at a national and state level continues to grow. In the Hunter this has been especially evident. I am pleased to report that our role in supporting all levels of the service system has never been more important. Supporting the information needs of the NDIA as they do their key work with participants is vital. Planners and Local Area Coordinators have attended training sessions, visited our site at Blacktown, relied on us for advice and now look to us to provide independent reviews of prescriptions. At a national level, ILCNSW is involved in key work, building participant capacity for choice, through the implementation of the AT Mentors pilot.

We continue to build our relationship with the **Independent Living Service of New Zealand** and I thank CEO, Karen Beard-Greer for her continued openness and free exchange of information.

Independent Living Centre NSW

Chief Executive Officer's Report

We remain disappointed that the network of the Independent Living Centres of Australia remain uninterested in joining with us in a legally recognised national entity.

Revenue Generation

The activities of ILC Access continue to develop and as reported in the financial report, ILC Access is now producing real profit. ILC Access work consists mainly of access auditing: SEPP SLPWD facilities; aged care facilities, including the facilities of Hammondcare; and mixed use buildings inclusive of boarding houses. A new area of work in this financial year has been within the Supported Accommodation Innovation Fund projects in Ryde and in Sutherland. The project in Ryde started with ILCNSW being contracted to provide project management and advice on the house based assistive technologies. This role has been expanded to include the more regular work of ensuring access to, in and around this large residential complex. The Sutherland project is a little different, as ILC Access is commencing its work as the access consultant through the planning phase.

Training activities have also returned a good profit in the reporting period. The RTO component of the training activities have been able to continue, but we will be subject to more stringent compliance auditing by ASQA over the next financial year. Staff are working hard to ensure we implement our compliance action plan. The RTO will also be applying to add competencies to its scope, building towards offering a full Cert IV in Access Consulting.

During the reporting year staff delivered the following courses:

- 2 Accessible Building and Environments
- 2 "Smart " Homes
- 2 Manual Wheelchair Prescription
- 3 Dementia Technology
- 2 Easing the Pressure
- 3 PODD Introductory
- 2 PODD Alternative Access

In total we trained 129 people. We are looking to build on this work in the next financial year and build on our consumer capacity work, reported on separately.



Japanese Group Tour oct 2014

Staffing

The increase in project work saw a related increase in staffing:

We welcomed Tracee-Lee Maginnity, Rebecca Chedid, Yi Hueih Lim, Christie Moore, Elaine Schipp, Rebecca Hilton and Tina Chapman.

We also welcomed our trainee AT Mentors: Caroline Daley, Caytlin Weir and Jack Fleck in the Hunter, and Natasha Street in Tasmania.

Independent Living Centre NSW

Chief Executive Officer's Report

Unfortunately we farewellled Andrew Chia, Sarah Clemson and Tina Chapman. We thank them all for their unique contribution and wish them every success. Hopefully we will see them back with us in the future.

Kathy McKinely maintains her volunteer role with us and we are very grateful for her commitment. We were fortunate to have the highly skilled James Zhuang join us undertaking volunteer database work. James very quickly settled in and is able to relieve Goretti Kee in a paid capacity when on leave, and at the time of writing James is employed in Client Services as an Administration Officer, until the end of the year.

This has been a 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. Once again the board have shown 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.

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 2013-2014. The future is very bright and I look forward to presenting next years achievements.

Robyn Chapman
Chief Executive Officer



Fiona demonstrating her device for Everyone Connects Project



Group Tour



AT Workshop (Hunter)



Independent Living Centre NSW

Financial Report

The ILC NSW ended the 2013-14 financial year with a surplus of \$7,994 compared with a deficit of (\$138,490) in the previous financial year. This surplus is broken into three components. Firstly the surplus from operations of \$81,292, project funding for capital items \$54,421 and the allocation of leasehold improvements amortisation of (\$127,719) against the relocation grant of two years ago, \$482,751 which covers the 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 increased to \$683,441 from \$675,680, an increase \$7,761 which is reflected from the years surplus of \$7,994

Total liabilities decreased by \$119,417 to \$1,379,822 (2013: \$1,499,239) over the year. This was mainly due to Government funds received in advance for the AT Mentors project of \$305,426 offset against the combined spending of (\$417,216) on the rental assistance, DOHA Transition, Web Project, re-auspiced Consumer Capacity project, and Telstra Everyone Connects projects.

Total assets decreased by \$111,656 to \$2,063,263 (2013: \$2,174,919) over the year. The decrease in total assets consisted of a decrease in cash of (\$300,582) mainly due to spending on the Everyone Connects Telstra Foundation project of (\$217,192) and monies that were held for ADHC for possible re-auspice and approved for use for the Consumer Capacity Project (\$140,433).

This asset decrease was also effected by the continuing allocation of leasehold improvements against the prior years relocation grant ILC Blacktown building works (\$127,719) and the debtor funding claim to NDIS Launch agency of \$275,000.

Income

Total income increased in 2013-14 by \$434,965 to \$1,665,781 or 26% from \$1,230,816. This increase in income is effected by funded spending on the three new projects,

Consumer Capacity \$133,255, AT Mentors \$83,864, Telstra Everyone Connects \$166,696 and the related overhead recovery \$60,111

Further sources of income were derived from the state and federal HACC Program \$163,279, ADHC Disability Services Program \$734,039, ADHC contribution to higher lease and cleaning expenses \$59,175, ILC Access \$77,310, Education & Training Services \$37,557, and advertising, subscriptions and sales from the ILC Journal \$14,683.



AT Workshop (Hunter)

Independent Living Centre NSW

Financial Report

Expenditure

Total expenditure increased to \$1,657,787 by \$288,481 or 17%. This was mainly due to new funded project related salary costs \$185,906 and increased funded project overhead costs \$61,060 as the work got underway in earnest.

Risks

There has been one write off of a bad debt totalling \$3,278 which had been identified and provided for last year and \$980 for an Access related debtor which was new to this financial year. We have further tightened our controls to ensure better signoffs prior to jobs beginning.

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

Conclusion

The excellent work of the CEO, supported by the oversight of the Board, have positioned the 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 funded projects entrusted to us over this year proves we are a stable and trustworthy organisation that can be depended upon with large amounts of funding and the potential projects tended for in the very near future show we are enthusiastic about our future growth and to be able to both work within NSW and 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



Opening the Virtual ILCNSW



Minister's visit

Independent Living Centre NSW

Impact and Reach

@ a Glance in 2013-2014, ILC NSW has:

On the website www.ilcnsw.asn.au

received 1,349,000 web hits

with more than 347,000 Visitors to the website

From the Client Services Team

484 Appointments and Assistance were provided for Visitors

5,819 Calls and Emails were handled by Infoline

468 people attended Group Tours at the Smart Home & Display

1,198 people attended Expo & Talks we have participated and/or organized

ILCNSW Client Services

	2013-2014 numbers	2012-2013 numbers	2011-2012 numbers
appointments, visits at centre	484	406	493
infoline (phone, fax, email)	5,819	6,057	5,599
group tour participants	468	658	442
attendants from expos, talks, comm visits	1,198	764	311
	7,969	7,885	6,845

Referral Source - Top 3 List

	INFOLINE %
ILCNSW Website	53.2%
Health Professional	13.4%
ILCNSW Returned Visits	9.2%
	APPTS & VISITS %
Health Professional	29.4%
ILC website	19.6%
Returned Visits	17.4%

Gender

	INFOLINE %	APPTS & VISITS %
Female	53.9%	51.3%
Male	33.0%	34.8%
ILCNSW Returned Visits	11.10%	

Age

	INFOLINE %	APPTS & VISITS %
60+	53.1%	47.18%

Disability Type

	INFOLINE %
Frail / Aged	22.3%
Physical Disabilities	17.7%
Neurological	13.0%
	APPTS & VISITS %
Multiple Conditions	21.6%
Neurological	15.6%
Physical Disabilities	12.2%

Other

	EVENTS PARTICIPATED	ATTENDANTS
Expo	9	690
Talks	5	237
Other	6	271
Total	20	1198

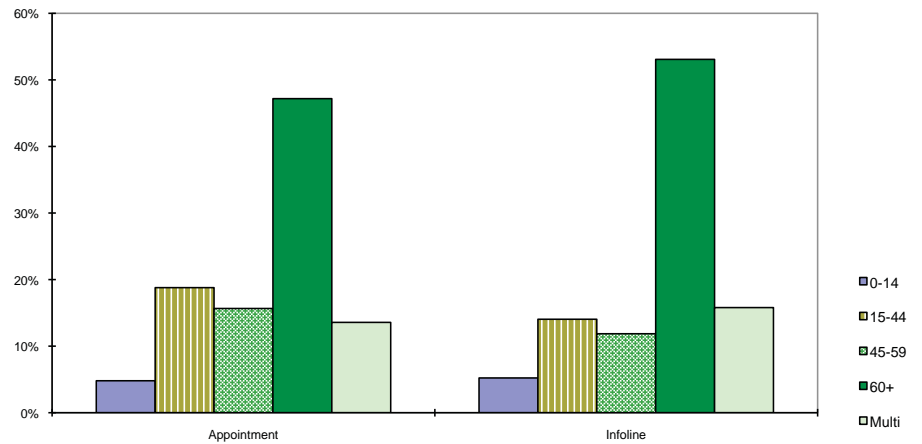


Independent Living Centre NSW

Impact and Reach

Age Groups Service Users 2013-2014

2013-2014		
Client Age Group	Appointment	Infoline
0-14	5%	5%
15-44	19%	14%
45-59	16%	12%
60+	47%	53%
Multi	14%	16%
	100%	100%

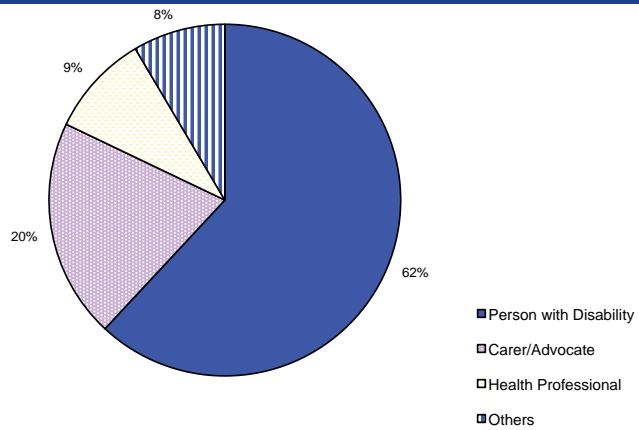


Trends

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

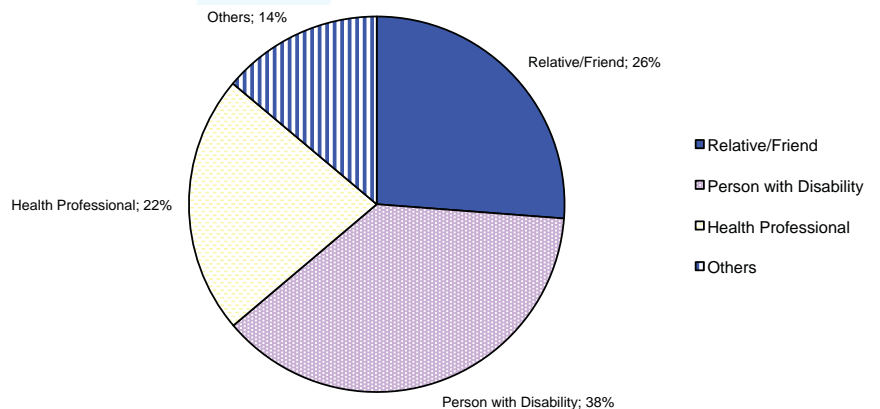
Consumer Profile - Attendance at ILCNSW 2013-2014

Person with Disability	62%
Carer/Advocate	20%
Health Professional	9%
Others	8%
Total	100%



Consumer Profile - Infoline Enquiries to ILCNSW 2013-2014

Relative/Friend	26%
Person with Disability	38%
Health Professional	22%
Others	14%
TOTAL	100%
Caller 2013-14	
Relative/Friend	1525 26.21%
Person with Disability	2189 37.62%
Health Professional	1297 22.29%
Others	808 13.89%
TOTAL	5819 100%



Independent Living Centre NSW

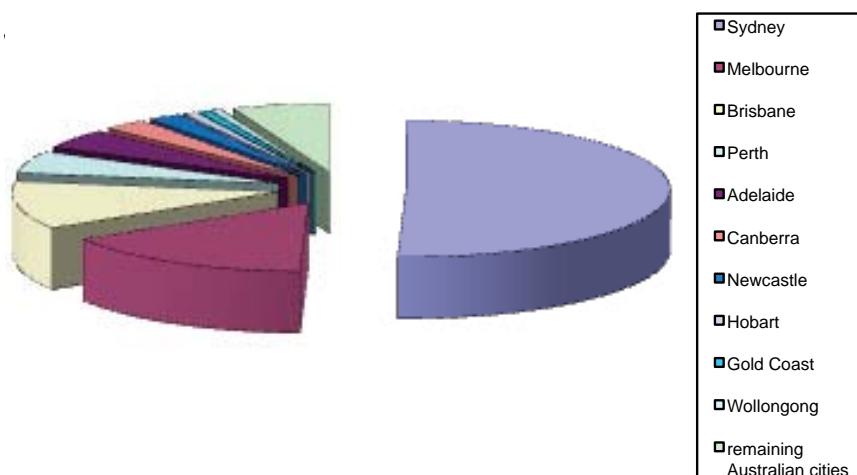
Impact and Reach

Web Stats

	2013-2014 numbers	2012-2013 numbers	2011-2012 numbers
Visitors to ILCNSW Website	347,778	442,812	459,145
Hits to @ Magic - AT Database on ILCNSW web	1,348,968	1,690,130	1,920,976

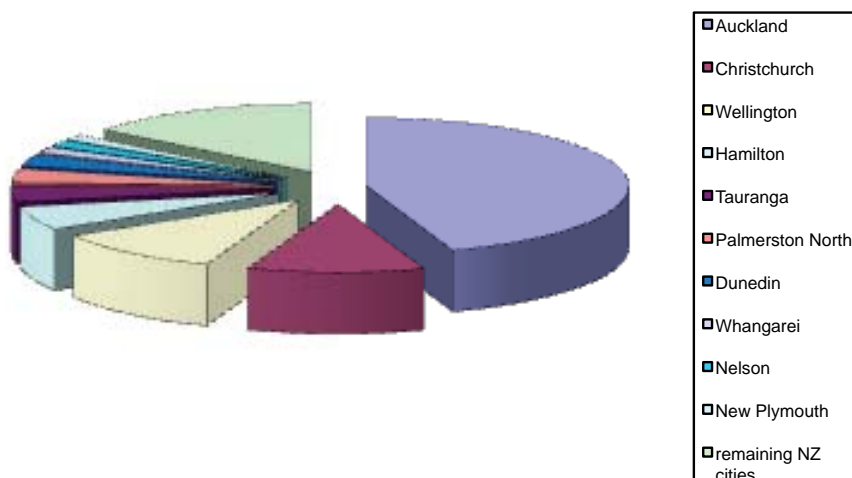
Visits by Australian Cities

1	Sydney	122,078	35.1%
2	Melbourne	37,846	10.9%
3	Brisbane	27,304	7.9%
4	Perth	12,554	3.6%
5	Adelaide	11,187	3.2%
6	Canberra	6,553	1.9%
7	Newcastle	4,789	1.4%
8	Hobart	2,063	0.6%
9	Gold Coast	1,511	0.4%
10	Wollongong	1,506	0.4%
Remaining Australian cities		14,315	4.1%
		241,706	



Visits by New Zealand Cities

1	Auckland	1,450	0.42%
2	Christchurch	355	0.10%
3	Wellington	343	0.10%
4	Hamilton	182	0.05%
5	Tauranga	121	0.03%
6	Palmerston North	105	0.03%
7	Dunedin	89	0.03%
8	Whangarei	46	0.01%
9	Nelson	45	0.01%
10	New Plymouth	43	0.01%
Remaining NZ cities		466	0.13%
		3,245	

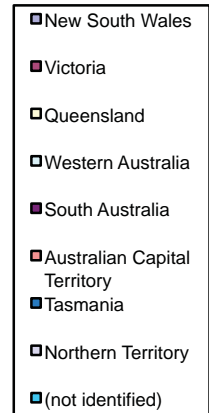


Independent Living Centre NSW

Impact and Reach

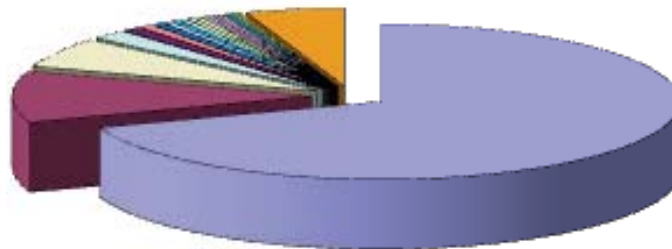
Visits by Australian States

1	NSW	122,078	35.1%
2	Victoria	37,846	10.9%
3	Queensland	27,304	7.9%
4	Western Australia	12,554	3.6%
5	South Australia	11,187	3.2%
6	Australian Capital Territory	6,553	1.9%
7	Newcastle	4,789	1.4%
8	Tasmania	2,063	0.6%
9	Gold Coast	1,511	0.4%
10	Wollongong	1,506	0.4%
		241,706	



Visits by Countries

1	Australia	241,706	69.5%
2	United States	37,110	10.7%
3	United Kingdom	21,568	6.2%
4	Canada	6,751	1.9%
5	New Zealand	3,245	0.93%
6	India	2,745	0.79%
7	Germany	2,114	0.61%
8	China	1,630	0.47%
9	Singapore	1,460	0.42%
10	France	1,446	0.42%
11	Netherlands	1,400	0.40%
12	Ireland	1,333	0.38%
13	Italy	960	0.28%
14	Malaysia	955	0.27%
15	South Africa	939	0.27%
16	Hong Kong	877	0.25%
17	South Korea	875	0.25%
18	Spain	820	0.24%
19	Philippines	784	0.23%
20	Sweden	698	0.20%
Remaining countries		18,362	5.3%
		347,778	



Web Visits by Locations

- 1 70% of web visits are from Australia
- 2 Domestically, 35% of web visits are from Sydney; 11% from Melbourne
- 3 US, UK & Canada are the top 3 overseas countries visiting our website, 10.7%, 6.2% and 1.9% accordingly

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Impact and Reach

AT Database Item Hits from Visitors & Infocalls to ILCNSW

Top 5 Hits in 2013-2014	Rank	Item	Percentage
	1	Communications	18.34%
	2	Wheelchairs	9.03%
	3	Personal Hygiene	8.82%
	4	Household Products	7.89%
	5	Beds & bed Equipment	7.85%
Top 5 Hits in 2012-2013	Rank	Item	Percentage
	1	Communications	16.7%
	2	Wheelchairs	12.2%
	3	Building & Design	10.0%
	4	Household Products	9.0%
	5	Personal Hygiene	7.2%

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
Communications	7	8	9	9	8	8	7	4	3	5	1	1	1	1	1
Wheelchairs	1	1	1	1	1	1	1	1	1	2	3	3	2	2	2
Personal Hygiene	3	5	4	5	6	3	3	5	5	4	6	5	5	5	3
Household Products	6	6	6	3	5	4	4	3	4	3	4	2	4	4	4
Beds & bed Equipment	8	7	7	6	7	6	5	6	6	7	5	6	7	7	5
Building & Design	2	4	2	2	2	2	2	2	2	1	2	4	3	3	6
Lift, Transfer & Standing	5	3	5	7	4	7	8	8	10	8	9	10	10	9	7
Clothing & Dressing	10	10	10	10	10	10	9	10	7	10	7	7	8	6	8
Transport	9	9	8	8	9	~	10	9	~	~	10	9	9	10	9
Seating & Positioning Equip	4	2	3	4	3	5	6	7	7	9	8	8	6	8	10

** 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



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

Sutherland Carer Support

Datacom

Jeevan Joshi

Colin Slattery

Jonathan Ladd

Ann Mason Furmage

Kate Loxton

Fiona Given



Independent Living Centre NSW

Shop 4019, Level 4 Westpoint,
17 Patrick St, Blacktown, NSW 2148

Phone: 6 12 9912 5810 • Fax: 6 12 8814 9656

www.ilcnsw.asn.au

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CFN 11225 ABN 44 103 681 572