

A photograph of a man in a wheelchair sitting on a sandy beach at sunset. The man is wearing a dark cap and a maroon sleeveless shirt, looking out towards the ocean. The beach is wet, reflecting the warm light of the setting sun. In the background, waves are breaking on a rocky shore, and a few people can be seen swimming in the water. The sky is a mix of orange and blue.

# ANNUAL REPORT

## July 2007 - June 2008



INDEPENDENT  
LIVING CENTRE NSW



***Our Vision...** is that technologies and environments are designed for people of all abilities.*

***Our Mission...** is to inform, advise and educate about environmental designs and assistive technologies to improve options and choices in accomplishing everyday activities.*

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**I N D E P E N D E N T  
L I V I N G   C E N T R E   N S W**

**PH 61 2 9890 0940   FAX 61 2 9890 0966**

**REGISTERED AS A CHARITY IN NSW**

**CFN 11225   ABN 44 103 681 572**

## BOARD OF DIRECTORS

As at 30 June 2008 the Board of Directors was as follows:

#### Associate Professor Margaret Vickers (Chair), PhD, MBA, BBus.

Margaret Vickers is an internationally renowned researcher who presents her work at conferences all over the world and has published widely on issues of concern to people with disabilities and chronic illness, and their carers. She is Associate Professor with the School of Management, College of Business, University of Western Sydney. A Director since May 2007, Associate Professor Vickers attended 14 out of 14 directors' meetings.



#### Mr Colin Slattery (Deputy Chair)

Colin Slattery is currently a director of his own training and consulting business. He brings his expertise in human resource management, marketing, training and coaching to individuals and organizations. Colin has extensive experience in the government and non-government sector and has worked at various levels of management. A director since March 2007. Mr Slattery attended 10 out of 14 directors' meetings.



#### Ms Karyn Scanlan (Company Secretary)

Karyn Scanlan has held various positions in government, private enterprise, community and non-profit organizations. Karyn has a Bachelor of Financial Administration and currently works as an internal auditor in local government. As a person with multiple sclerosis, Karyn has encountered many issues relating to disability and has a personal interest in Assistive Technology. Karyn lives in regional NSW and brings her regional experience to the organisation. Director since May 2008. Ms Scanlan attended 6 of 6 directors' meetings.

#### Ms Toni Adams (Treasurer)

Toni Adams is currently a consultant to the Aged and Community Care sector, including government. From her many years working for Commonwealth and NSW government departments, Toni has an extensive knowledge of the non-government and government sectors, especially in ageing, disability and community care. Toni has particular expertise in Organisational Change Management, Strategic Planning, Program Administration, Communications, Project Management, Process Design and Streamlining, and Tendering in the Aged and Community Care sector. Director since March 2007, Ms Adams attended 13 of 14 meetings.



#### Ms Jane Woodruff

Jane Woodruff's original training was in Social Work and she worked in NSW Health with families with children and young people with disabilities as both a direct services worker and manager. She has held a number of senior positions in the NSW public service in the areas of disability and women and was the first Director General of the Ageing and Disability Department (now known as DADHC). She was part of the senior management team for the Sydney 2000 Olympics before taking up the role of CEO at Burnside and is now the Director, Uniting Care Children, Young People and Families, a Service Group of Uniting Care which incorporates Burnside, Unifam, the Harris Centre and WESTS. Director since 2003. Ms Woodruff attended 7 out of 14 directors' meetings.



#### Associate Professor Lindy Clemson

Lindy Clemson has a background in Occupational therapy with a PhD in epidemiology and is a Research Fellow at The University of Sydney. Lindy has research interests in ageing, in particular in the areas of home safety, falls prevention, independence, and culture and disability. Director since 1999, Dr Clemson attended 9 out of 14 directors' meetings.



## DIRECTORS (After June 2008)

**Ms Megan Lavender**

(Commencing August 2008)



**Associate Professor Catherine Bridge**

(Commencing October 2008)



## CHIEF EXECUTIVE OFFICER

**Ms Robyn Chapman**

## LIFE MEMBERS

**Ann Gibson ■ Ruth Grayson ■ Jocelyn Sloane ■ Charlotte Smedley ■ Clio Wallace**



## REPORT FROM THE CHAIR

The 2007-2008 financial year has been a time of exciting and invigorating change for the ILC NSW. I was honoured to be elected to the role of Chair of the Board and to have the opportunity to work closely with the Board of Directors, the CEO, and staff at the ILC NSW. This past year has seen a wealth of new talent join the organisation at all levels with the associated vigour and excitement that new people's involvement inevitably brings.

I would like to commence by congratulating all the staff at the ILC, including our interim CEO, Ms Sue Slattery for their outstanding contributions during 2007-2008. As well as being prepared to step forward to take on the weighty responsibility of being interim CEO, Sue participated in a number of operational and strategic initiatives for the ILC NSW. Sue was also responsible for planning and operationalising the shift in our premises to a smaller space at the Northcott Centre, and worked tirelessly to ensure that our clients were not disadvantaged by the move.

As with any shift of premises, the amount of planning and thought given to such a move, not just to setting up a workable staff office situation, but to re-deploy and relocate our display area, was very well executed with minimum disruption to clients and staff alike. Congratulations to Sue and the rest of the team for continuing to provide outstanding service to our clientele under challenging circumstances.

The ILC NSW was also delighted to welcome Ms Robyn Chapman to the role of CEO early in 2008. Robyn came to us with extensive knowledge and experience in the disability sector, and we have seen Robyn's leadership and significant contributions already being responsible for some exciting initiatives and changes at the ILC NSW, at both the operational and strategic levels.

Robyn's report details many of the tremendous successes she has had since joining the ILC NSW early in 2008, which include (but are not limited to) reviews of client feedback, review staff roles and responsibilities of staff, a review of the organisation's internal structure, initiatives for professional development of staff, and attention to defining and re-defining the core business of the organisation.

Congratulations to Robyn for all that she has achieved in such a short time frame, including her identification of potential risks arising from the accounts, her undertaking of budget reviews and strategies to address them, as well as her excellent work with the staff on improvements to operational processes to enhance our client service capability, and to position the ILC NSW so as to be poised to take advantage of new opportunities.

The ILC NSW continued success is also largely reliant on the goodwill of many individuals and organisations that have supported us over the past year. I would like to extend a warm thank you to all of our volunteers, and to our suppliers who have continued to provide us with examples and samples of their technology and equipment for our display room. The relocated display area continues to demonstrate equipment and products in purpose built designed areas for the convenience of clients, thus enabling the ILC NSW to continue to fulfil its mission. Our mission has been to inform, advise and educate about environmental designs and assistive technologies in order to improve the options and choices for individuals at all level of ability in accomplishing everyday activities. The ILC NSW continues to succeed with this purpose.

The Board has also been working diligently to take the ILC NSW forward into the future. In addition to completing a strategic review during 2007, the ILC NSW Board is continuing further strategic planning during 2008 to position ILC NSW strongly for the coming triennium. The 2007 recommendations implemented so far include operational streamlining, which has been tackled admirably by our incoming CEO, as well as strategies pertaining to the ongoing leadership and culture of the organisation. We have also been in close consultation with DADHC in the development of successful business cases for the expansion of our services that align with our newly formulated strategic directions.

During 2007-2008 the Board has:

- conducted a review of the Board's administrative processes and procedures;
- commenced development of a new board governance structure;
- reviewed financial reporting arrangements and reporting systems;
- reviewed Board member roles and responsibilities;
- appointed four new Board members since the last AGM;
- commenced ILC staff team presentations to the Board on core business activities;
- reviewed the ILC NSW grant commitments; and,
- reviewed the ILC NSW future service delivery directions.

During 2008-2009 the Board's strategic planning imperatives will continue and will include a review of the organisation's Constitution in order to assist and protect the organisation as it changes and moves forward in the 21st century. The implementation of the new ILC NSW staff team presentations to the Board have been identified as one means in keeping the Board focused on the core business of the ILC NSW while considering future strategic directions, while also enabling the Board to remain connected with the staff of the ILC NSW.

On behalf of the Board, I would like to extend a very warm thank you to Mr Mike Sheargold who was farewelled in last year's report, but was gracious enough to continue his role as Treasurer into 2008 to support the ILC NSW Board when it was needed. I would also like to thank the office bearers on the Board who have supported me tremendously in my role as Chair: Ms Toni Adams in her role as Treasurer; Ms Karyn Scanlan in her role as Company Secretary; and Mr Colin Slattery in his role as Deputy Chair. I would also like to extend my warmest and best wishes to Associate Professor Lindy Clemson who is

retiring from the Board at the upcoming AGM. Lindy has been a committed and long-standing member of the Board, having served the Board for over a decade, and most notably as Chair during 2006-2007. The Board wishes Lindy every success with her future endeavours and we thank her for her passion and commitment to the ILC NSW which has continued over many years. I would also like to thank Ms Lyndal Millikan who resigned from the Board recently. The Board wishes to thank Lyndal for her contribution and support of the Board. Lyndal's contribution as non-executive director also offered a passion and concern for excellence and service for the clients of the ILC NSW that is unsurpassed.

I wish to welcome new members of the board since the last Annual Report who include: Ms Karyn Scanlan; Ms Megan Lavender (commencing August 2008); Associate Professor Catherine Bridge (commencing October 2008), and Ms Elizabeth Fulton (commencing November 2008). All will be joining us as non-executive directors on the Board during the remainder of 2008, with Karyn having also taken on the pivotal role of Company Secretary for the ILC NSW since her commencement on the Board.

In finishing, I offer my heartfelt thanks to my fellow Board members, our new CEO, the staff at ILC NSW and all our members, suppliers and volunteers for their continued commitment to the ILC NSW. It is this determination to support the ILC NSW in achieving its current goals while also mapping out an exciting new future which is so inspiring. It is also that which enables the ILC NSW to serve the community so well by offering vital services to those with all levels of ability to live their best lives. Thank you all.

**Associate Professor Margaret H. Vickers**  
**Chair, Board of Directors, ILC NSW**



#### REPORT FROM THE CHIEF EXECUTIVE OFFICER

As already reported by our Chair, during the first half of the year, the team was ably lead through a myriad of changes by Sue Slattery in her capacity as Acting CEO. It is clear that under Sue's leadership the team was able to re-focus and re-form with renewed commitment to the ILC NSW and its client groups. I would also like to especially thank Sue Slattery for easing my path into the ILC NSW, and for her ongoing support.

Since my arrival in February, the focus has been on implementing the recommendations of last year's operational review. This has brought about further change, and I am grateful for the capacity and willingness of staff to embrace these changes. We have refocused our service on core business, developed cross-functionality for all allied health staff, a system of regular in-services, restructured our financial management and re-instituted a system of performance review.

The ILC NSW is about to embark upon a strategic planning process that will define the framework within which the ILC NSW will advance its impact for individuals and families, and its profile within the community.

Our commitment to the Independent Living Centres of Australia (ILCA) continues. The ILCA has confirmed it's two strategic objectives of:

- Encouraging research into the cost effectiveness of the provision of Assistive Technology
- Raising awareness of Assistive Technology

I look forward to working with my ILCA colleagues on these two objectives. As a result of our membership of the ILCA, we are now also members of the International Alliance of Assistive Technology Information Providers. We continue in our role of managing the Independent Living Journal on behalf of the ILCA. It was appreciated that colleagues within the ILCA were able to take on the role of guest editor during the year, during the changes in management.

Some changes were made to the journal this year. We defined our target audience, and as a result have added an evidence-based article in each issue. We are attempting to develop themes for each issue. The changes thus far have received positive feedback from our readers. The ILCA is very grateful for the ongoing support and advice of Paul Coster from Column Inch Communications. Paul has been invaluable in assisting in the development of the journal by seeking out and advising on new opportunities, for example our new capacity for journal inserts and 'pull-outs'.

As ever we are thankful for the financial support of the Department of Ageing Disability and Homecare (DADHC), who provide funds under both the Home And Community Care (HACC) and Commonwealth State and Territory Disability Agreement (CSTDA) streams of funding. I am very pleased to report that DADHC has at last granted ILC NSW a three-year recurrent funding contract for our CSTDA grant.

I would like to recognize the commitment of Goretti Kee who passed the 10 year milestone with the ILC NSW in March this year. Goretti's work is invaluable. Goretti keeps us running. Congratulations and thank you, Goretti.

I would like to acknowledge the generous support of Marc Hemmett of Kensington Computer Services, in addition to the free telephone support throughout the year, he has donated his time and services to help us with network issues.

Thank you also to Andy Muir of Muir Software who provided free technical support via phone and email to resolve database and software program issues.

To our network of suppliers who keep us informed on changes to their products, provide items for our much-valued display and for our use in our training modules, and for understanding the importance of the independence of the ILC NSW we give a special thanks.

Once again we are grateful for the support of the Master Builder's Association NSW and the Building Designer's NSW, especially in promoting our Accessible Built Environments Course.

This year we farewelled our long standing volunteer, Laurie Hardacre and welcomed Valerie Vickers. We appreciate their valuable assistance and extend our thanks to them.

On a personal note, I would especially like to thank both the board and staff for welcoming me so readily and warmly, and for the support, encouragement and generosity of time I receive on a daily basis.

**Robyn Chapman**  
Chief Executive Officer



**GORETTI KEE**  
TEN YEARS WITH ILC NSW



## REPORT FROM THE TREASURER

### Overview

The ILC NSW ended the 2007-08 financial year with surplus of \$40,630 compared with a surplus of \$28,396 in the previous financial year. Total liabilities increased from \$164,134 to \$433,779 and Total Equity increased to \$268,177 from \$229,503.

### Income

Total income increased in 2007-08 to \$1,121,480 or 10% from \$1,016,245.

Other main sources of income included DADHC HACC Program \$141,162, DADHC Disability Services Program \$618,285, DoCS Western Area Assistance Scheme \$64,768, ILC Access \$104,700, Education & Training Services \$53,672, and Advertising and Sales from the ILC Journal \$53,182.

### Expenditure

Total expenditure increased to \$1,080,850 or 9%. Some of this was due to changeover in staff and the recruitment expenses associated with those changes, however, most of the increase in expenditure was due to increased ILC activity which generated, or was supported by, increased income.

### Risks

During the year, the CEO, supported by the Board, identified a number of operational risks relating to the ILC NSW' financial affairs. One of these was that the ILC NSW was not correctly classified with the Australian Taxation Office with respect to our charitable status and that this was creating a potential tax liability for the ILC NSW. This matter has now been addressed and the Board is happy to report that the steps taken have negated any tax liability arising from this situation.

Another risk identified was that the accounting practices and systems in the ILC NSW were not up to date and no longer consistent with best practice. This has been addressed in a number of ways and the Board is now confident that the ILC NSW' accounts and accounting practices conform to current standards. These changes have enabled much improved management information to be provided to the CEO and the Board which assists in managing the ILC NSW affairs more effectively. The board has also approved a strategic and aggressive management policy change with regard to the collection of outstanding debts where the past due items will be more effectively monitored and reported.

### Conclusion

The excellent work of the new CEO and new accountant, supported by the oversight of the Board, have positioned the ILC NSW to be able to consolidate its current business and build a platform on which to extend its operations from a sound base.

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.

**Toni Adams**  
Treasurer



## HIGHLIGHTS 2007-2008

**Website – Assistive Technology Rural Support Project**

We were successful in gaining a sizeable grant from DADHC to redevelop our website, with the outcomes focused on access to Assistive Technology (AT) information by rural therapists. Our partner in this project is the Human Computer Interaction Laboratory at the University of NSW. The website project aims to provide a range of interactive and technological solutions to meet the information needs of rural therapists. We will be able to podcast, provide e-learning, journal subscriptions on-line and we will have a more sophisticated data-base with a more “user friendly” search function (The project is due to be completed at end June 2009).

**Vocational Education and Training Advisory Board (VETAB)**

We were successful in retaining our Registered Training Organisation status in March 2008. This accreditation will last until 2012. Many thanks to all staff who worked so hard on this project, particularly Katrina Smith, Dianna Dautzenberg, Linda Chapman and Sue Slattery.

**Product Data Base**

Product information can now be imported, exported and updated between ILCA members directly, with the implementation of data sharing tools in November 2007.

**International Conference Paper**

Congratulations to John Evernden whose paper “The You’re Welcome Project – Designing an Age-Friendly Public Domain” was accepted for presentation at the International Federation of Ageing’s 9th Global Conference in Montreal, Canada. This paper is based on the You’re Welcome Project, funded by the Department of Community Services as a Western Sydney Area Assistance Scheme project.

**ILC NSW in the media**

This year, ILC NSW staff conducted assessments of white goods for 6 issues of Choice Magazine.

We featured in two issues of New Idea in the month of May 2008. One article was on managing Arthritis and one on managing winter.

Our services were featured in the Stroke Recovery Association’s DVD: “Roads to Recovery”. This DVD will be distributed to every stroke survivor in NSW.

**Research**

The research project between the ILCAs and University of Western Sydney has commenced the pilot phase, based at ILC NSW. The project aims to prove that timely provision of optimal Assistive Technologies is cost effective in the long term. The project estimates cost/savings across the life domains within the International Classification of Function (ICF) and uses the ICF as the assessment tool. Anne Wallace is implementing the tool with the pilot subject. The ILCA expects that an ARC linkage grant will be applied for in November of this year, funding the project from July 2009.

**Australian Network for Universal Housing Design Website (AHUHD)**

The ILC NSW received funding from the Commonwealth Department of Health and Ageing on behalf of the Australian Network of Universal Housing Design (ANUHD) and PWD to assist in the development of a new website for ANUHD.

## ILC NSW IMPACT 2007-2008

**ILC Client services**

Appointments and visits  
Infoline  
Group tours  
Expos, talks and community visits

**2007-2008**

997 Clients  
8759 Calls  
484 Individuals  
1410 Individuals

**2006-2007**

901  
8740  
333  
-

**Total****11650****9974****ILC NSW Website**

740459 hits (up 26%)

**NSW Product Database on ILCA**

863329 hits (up 28%)

**ILC Training**

Number of participants in ILC Training activities:

425

**ILC Access**

Work completed

68

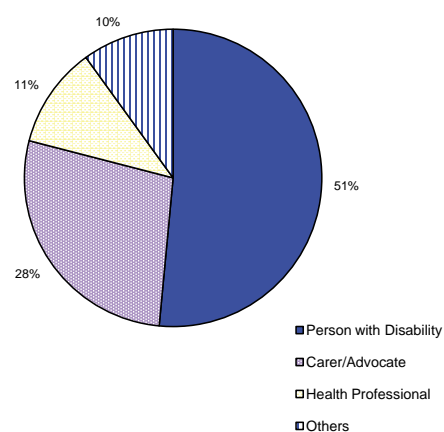
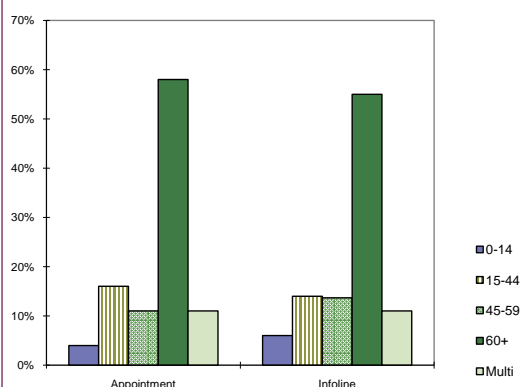
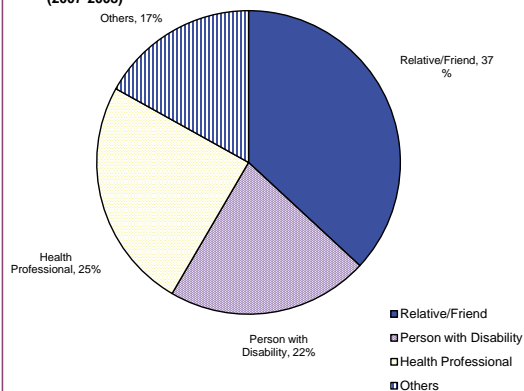
**Analysis**

The Age group distribution graph shows similarities between the Infoline and visitors.

Over 50% of service users aged 60 or above.

The largest group attending the centre were People with disabilities (51%). Carers comprised 28%.

People with disabilities comprised 22% of Infoline users, with the majority of callers being Relative & Friend (Carers) at 37%

**Consumer Profile - Attendance at ILC (2007-2008)****Age Groups - Service Users (2007-2008)****Consumer Profile - Infoline Enquiries to ILC (2007-2008)**



## ACKNOWLEDGEMENTS

### AND THANKS

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

### Donations Received

Total Health & Rehabilitation ■ Han Phan ■ Alina Roper ■ John Watts  
Kensington Computer Services Pty Ltd ■ Hills Community Medical Equipment Pool  
Josie Wilson ■ Debra Smith ■ Patricia Jackson ■ Monika Law ■ VJ & HM Fayad  
Gillian Meighan ■ Stacks The Law Firm ■ Gai McGlynn ■ Joy Hurley ■ Jenny Raper  
Anne Jabbour ■ Valerie Packer ■ John Goldsmith ■ Erica Whitworth ■ Serena Roberts  
Neville Moloney ■ M R & P Matsen ■ Work Solutions ■ D A Diong ■ Jenny Muir  
Elizabeth Mercuri ■ M. Beecham ■ David Craddock ■ Lorraine Lusby OAM

### Donations in Kind

Otto Bock ■ Brightsky Australia ■ Acute Healthcare  
Seating Dynamics ■ Permobil Australia ■ Statina ■ Baptist Community Services  
Conserve Specialised Wheelchairs ■ Arjo Huntleigh ■ Northcott Equipment Services  
Marc Hemmett, Kensington Computer Services ■ Paul Coster, Column Inch Communications

*Our thanks also to Anthony Wake of Accessavan  
for providing our cover photo*



INDEPENDENT  
LIVING CENTRE NSW

No1 Fennell St, North Parramatta NSW 2150



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

PHONE 6 12 9890 0940 FAX 6 12 9890 0966

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