

# ANNUAL REPORT

## July 2008 - June 2009

*25 Years of*  
**INDEPENDENT  
LIVING**



**INDEPENDENT  
LIVING CENTRE NSW**



## *Vision*

*To change lives through  
assistive technology*

## *Purpose*

*To inform people's choices of  
assistive technology by providing  
impartial advice & information*

## *Values*

*Leadership, Independence,  
Connectedness, Choice, Expertise*

---

**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 2009 the Board of Directors was as follows:

**Ms Jane Woodruff (Chairman)**

Jane'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 also the Director, UnitingCare Children, Young People and Families, a Service Group of UnitingCare which incorporates Burnside, Unifam, the Harris Centre and WESTS. Director since 2003. Ms Woodruff attended 6 out of 11 directors' meetings.


**Mr Colin Slattery (Deputy Chairman)**

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 9 out of 11 meetings.


**Ms Toni Adams (Company Secretary and 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. Ms Adams attended 11 out of 11 directors' meetings.


**Ms Megan Lavender**

Megan Lavender is chairman of the Australian Centre for Environmental Sustainability, a non-executive director of three Australian public companies, and operates her own management and professional services consultancy. She previously served as national head of corporate affairs for a global group of companies in the biotechnology, pharmaceutical and resource sectors, as an elected council member on the City of Canada Bay Council, as an aide to a past federal minister for sport and tourism, and in a variety of senior management roles. Appointed as a director in August 2008, Ms Lavender has attended 4 out of 10 board meetings.


**Associate Professor Catherine Bridge**

Catherine Bridge is an Assoc/Prof at the Centre for Health Assets Australasia (CHAA) and Director of the Home Modification Information Clearinghouse project within the University Of NSW. Catherine is an Occupational Therapist with a PHD in Architecture. Dr Bridge became a director in September 2008 and attended 8 out of 9 directors' meetings.





**Ms Elizabeth Fulton**

Beth Fulton is currently the Manager of The Occupational Therapy Department at Sydney Children's Hospital after having spent six years with The Children's Hospital at Westmead. She brings expertise in clinical paediatric Occupational Therapy including equipment prescription and home modifications. Director since November 2008, Ms Fulton attended 7 out of 7 directors' meetings.



**Ms Ann-Mason Furnage**

Ann-Mason Furnage 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 Furnage was appointed as a Director in May 2009 and has attended 3 out of 3 meetings.

---

**CHIEF EXECUTIVE OFFICER**

**Robyn Chapman**



**LIFE MEMBERS**

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

## REPORT FROM THE CHAIRPERSON



During the financial year 2008-2009 the Board of Directors has focused its work on creating a contemporary, compliant governance framework to guide and support the future and growth of the Independent Living Centre NSW.

The drafting of a new constitution was the major piece of work. We were grateful for pro bono assistance from Clayton Utz, and in particular, Mr Nicholas Santucci, in the preparation of this foundation document.

In addition to the constitution, the Board has developed and approved a set of policies guiding its governance function. These policies outline the primary governance role and responsibilities of the Board and define the Board's relationship with the Chief Executive Officer.

The development of the strategic plan "Towards Tomorrow 2009-2012" was completed. The plan was developed following extensive discussion with Board, staff members and stakeholders and approved for implementation on July 1st 2009. It provides new vision and purpose statements that reaffirm the organizations commitment to our core business of providing information and advice on Assistive Technologies and the Built Environment to anyone who needs it.

The four strategic goals within the plan are:

- To grow our range of services to reach more people in more ways.
- To advise on systemic changes that lead to a wider use of assistive technology and a responsive, accessible built environment.
- To increase the brand awareness, public perception and knowledge of the ILC NSW.
- To develop viable, alternative sources of revenue to support our operations.

Operationally, the Independent Living Centre NSW is already working towards its aim to increase its scope and reach, with the development of a new web based model of service delivery. We look forward to the future development of this model of support that should increase the equity of access to up-to-date information for all people in NSW, but especially for those who are unable to attend the display at the ILC.

During the year there were a number of changes in directors. Margaret Vickers, retiring Chairperson, left the Board following her appointment as a full professor with the University of Western Sydney. I would like to thank Margaret for her energy and commitment and for initiating the processes that have led to the development of our new strategic plan.

Karyn Scanlan, who served as Company Secretary also left us this year and I would like to thank her for her work as a Board member, always difficult from a distance. We welcomed Ms Ann-Mason Fumage and Ms Beth Fulton both of whom bring extensive experience that add value to the organization.

The Board is working well, The Independent Living Centre NSW is flourishing and, with your support we look forward to an even better year next year.

**Jane Woodruff**

**Chairperson, Board of Directors, ILC NSW**

## REPORT FROM THE CHIEF EXECUTIVE OFFICER



I am pleased to present this report on the operational activities of the Independent Living Centre NSW for the year 2008-2009.

The focus of the year was consolidation of the organisational framework, a modern contemporary framework to carry the ILC NSW through the next three years of its development.

In addition to the constitution and board policies a new Strategic Plan, "Towards Tomorrow 2009-2012" was developed following extensive consultation and an examination of the environment in which we work.

We are now working towards fulfilling our vision and purpose through our four strategic goals. The plan emphasizes our core business and provides a focus for continued growth and development within the vision and purpose. For the first time the ILC NSW has an agreed set of values, the behavioural characteristics that underpin all of our work.

We remain committed to our relationship within the network of the Independent Living Centres of Australia (ILCA). The ILCA is now attracting support from the Australian government, and as a result of this, the network is investigating governance models that will enable the ILCA to function as a national entity, at the same time protecting the needs of each member state.

This year our major piece of work has been the re-development of our website, known as the Rural Assistive Technology Support Project. This project presented us with interesting challenges. As announced in last year's annual report, the Department of Ageing Disability and HomeCare funded the project that had as its outcome the increase in information on Assistive Technologies available to rural allied health professionals. I am pleased to report that the new website will be launched by The Hon. Paul Lynch, Minister for Disability Services and Minister for Ageing in November.

The work involved has been immense, and we are all grateful for the collaborative approach of our website developers, Dr Daniel Woo, Mr Simon Pan and Mr James Salter from the Human Computer Interaction Laboratory, Faculty of Engineering, University of NSW.





We will now have a modern, user-centred website, with the addition of web media and faceted searching of the product database, now known as “@t Magic”. Allied Health professionals will have access to their individual, private user area with a clipboard function, together with the capacity to compare items on the computer screen and a function to assist in the development of their AT prescriptions.

The development of web media is a new tool for information dissemination for the ILC NSW. We will be able to record video, audio and still presentations and send out via the website. Web media currently consists of training modules, therapeutic discussions, suppliers visits and demonstrations and our regular updates on latest products. Congratulations to Katrina Smith for taking on the Web media development role, learning the skills required and for creating the current library of web media.

Linked to the website project, we embarked upon an additional project designed to improve the quality and quantity of data held within the database and to identify a new process for managing the product data. This project further identified that the database could not be easily translated to the new website and that in its current form, it would not be possible to have an improved search function available on the website. Thus the database project changed focus to include a readjustment to the way in which we classify and store product data.

Following some testing of ideas, we were able to request some new functionality for the national database that would enable the new faceted search function interface to work.

This was a large and concentrated body of work and I would like to thank:

- The Board of Directors for having the foresight to allocate additional funds to the initial database management project;
- Rolene Nehama, Team Leader Client Services for her absolute, single minded focus and commitment in driving this body of work;
- Dr Daniel Woo and his team for their knowledge, understanding and application;
- Jenny Foreman for supporting and training staff;
- Goretti Kee for assistance in all matters IT related to this project;
- Andy Muir, ILCA Database designer and
- the staff of the ILC NSW for their solid commitment to this project.

We now have a body of staff who are able to operate and maintain the database to the high quality that our clients deserve, and a database with improved web based search functionality.

In addition, we were joined by four very talented volunteers. Without their skills and attention to detail, the intense database work would not have been done in a smooth and timely manner. My heartfelt thanks to Robyn Gillard, Emma Nehama, Sarah Clemson and Nicole Chaitow, our volunteers, for their commitment to the work of the ILC NSW.

### **ILC Access**

ILC Access continues to grow, in spite of the Global Financial Crisis, under the leadership of Sue Slattery. This year we were successful in gaining significant contracts, auditing schools in South East Queensland and Western Sydney, and DADHC operated rural based Community Participation sites. We also continued our work with the Sydney Olympic Authority.

Congratulations to Sue Slattery on becoming a fully accredited Access Consultant.

The “You’re Welcome” project has been completed and we are seeking funding to continue this important project. We are fortunate to have the strong support of COTA in promoting the need for the expansion of “You’re Welcome” into all areas of NSW. Many thanks to John Evernden for his passion on the need for accessible and age friendly communities.

Karen Vogel from Client Services has joined the Access team, adding increased capacity to this service.

### **ILC Training**

With Anne Wallace and Katrina Smith joining Sue Slattery, we were able to expand our training. As well as our two VETAB accredited courses, which continue to be popular, we developed additional AT specific courses to those already available. These included: Dementia Technology, Staying Connected, Living Easier Energy Conservation, Vehicle Modifications, Mobility Aids and we significantly updated Continence Management.

### **Journal**

“Independent Living”, now in its 25th year has had a successful year. The implementation of journal themes has been a success, but more importantly we were invited to register the journal with EBSCO. As a result by December 2009 the content of the journal can be found by searching the large international allied health and rehabilitation databases. This will assist in strengthening the impact of the journal, not only nationally, but internationally.

The only negative to the year was the impact the Global Financial Crisis, meaning that several advertisers decided to discontinue their advertisements. We are slowly building back to a sustainable base of advertisers and are, as ever, grateful for their support of our work.

### **Enable NSW**

I am very pleased that we have been able to develop a relationship with Enable NSW. We are now training new customer service staff on “An Introduction to Assistive Technology”, and Robyn Chapman has been invited to participate in staff recruitment processes.

The ILC NSW is looking forward to the further development of this important relationship.

### **New staff**

During the financial year we welcomed Anthony Sammut, as previously reported, Allie Chen, Occupational Therapist employed to enable Katrina Smith’s secondment to the Rural Assistive Technology Support project, and previous staff Julie Wakeman and Kristie Conners who joined us in times of staffing need.

### **In the media**

Our Commitment to “Choice” continues, and once again ILC NSW staff conducted assessments of



whitegoods for 6 issues of Choice Magazine. Congratulations go to Rolene Nehama and Karin Vogel for undertaking this work.

We provided an article on Preventing Falls for Town and Country Magazine, with a follow up in the Yass Times. Congratulations Sue Slattery and Anne Wallace.

### **Research**

Congratulations to Anne Wallace who completed the assessments of the research subject, as part of the pre-pilot of our research partnership” with the University of Western Sydney. The research, that examines the “Cost-effectiveness analyses of assistive technology based on the International Classification of Functioning, Disability and Health” is lead by Dr Ingrid Schraner. We are currently awaiting a linkage grant funding decision by the Australian Research Council.

### **Home Modifications Information Clearing House**

The ILC NSW has finalised its relationship with the Home Modifications Information Clearing House, through the signing of an MOU. The two services are considered to be linked by DADHC.

### **Royal Rehabilitation Centre, Sydney**

An interesting expansion of our role and model of service delivery was the “Standing Wheelchair Demonstration” that we were able to organise for Royal Rehabilitation Centre (RRC) Sydney. RRC approached the ILC NSW to ask for information on standing wheelchairs and their availability.

It was decided that the most effective means for RRC to examine these items would be for the ILC NSW to coordinate a day with all the available wheelchairs available for demonstration. This we were able to do: every chair available in Australia plus one prototype were brought to the ILC NSW and reviewed by staff prior to the presentation to RRC senior management.

Our thanks to the suppliers who lent their chairs for the demonstration.

As ever we are grateful for the support of Mark Hammett of Kensington Computer Support, Andy Muir of Muir Software, Paul Coster from Column Inch Communications and Joan Pack for their ongoing support the Independent Living Centre NSW and its important work.

The ILC NSW is, as ever, thankful for the support provided by the NSW Department of Ageing, Disability and Home Care for their funding support, through both the Home And Community Care program and the new National Disability Agreement program (previously the CSTDA).

We would also like to thank DADHC for finding the funds to replace our ageing server, a much needed improvement to our service delivery.

**Robyn Chapman**  
**Chief Executive Officer**



## REPORT FROM THE TREASURER

The ILC NSW ended the 2008-09 financial year with a surplus of \$54,974 compared with a surplus of \$40,630 in the previous financial year. Total liabilities decreased from \$433,779 to \$268,172 and Total Equity increased to \$322,928 from \$268,177.

### Income

Total income increased in 2008-09 to \$1,280,271 or 14% from \$1,121,480.

Other main sources of income included DADHC HACC Program \$148,201, DADHC Disability Services Program \$648,404, DoCS Area Assistance Scheme \$51,276, ILC Access \$100,706, Education & Training Services \$48,088, and Advertising, Subscriptions and Sales from the ILC Journal \$51,786.

### Expenditure

Total expenditure increased to \$1,225,297 by \$144,447 or 13%. This was mainly due to the fully funded Rural Support and Website development expenses of \$173,432. This is split as follows: University of NSW \$122,400, ILC Wages \$42,000, Assets \$5,578 and Others \$3,454. This leaves \$76,568 to be expended by September 2009.

### Risks

The board, during 2008, approved a strategic and aggressive management policy change with regard to the collection of outstanding debtors where the past due items will be more effectively monitored and reported.

Debtors with overdue amounts are now pursued in a methodical manner with difficult debts being referred to a retained collection agency with very good results. Debts to the value of \$5,945 were written off during 2008-09.

### 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 which is extending its operations.

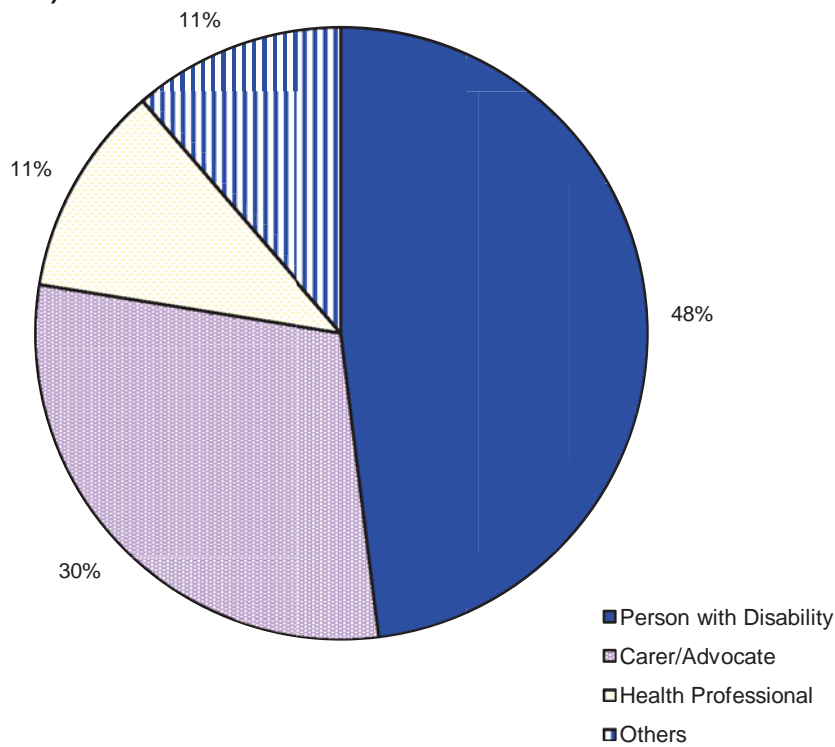
The ILC NSW' income is sufficient to cover its current operations and commitments, and the Board and the CEO will continue to pursue new business opportunities that align with the strategic direction of the organisation wherever possible.

**Toni Adams**  
Treasurer

## ANALYSIS

The following statistics were collected during the 2008-09 financial year and analysed - comparisons from previous periods have been included where available.

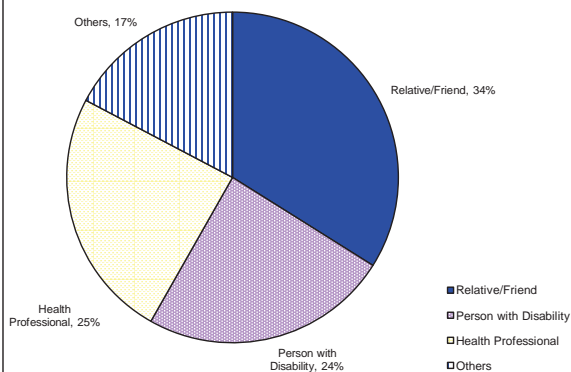
**Consumer Profile - Attendance at ILC (2008-2009)**



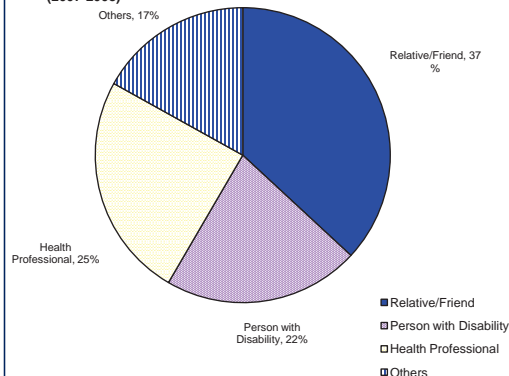
PIE CHART  
SHOWING  
BREAKDOWN  
OF CLIENTS  
ATTENDING ILC  
NSW DURING  
2008-09

Client Profile	2008-09
Person with Disability	48%
Carer/Advocate	30%
Health Professional	11%
Others	11%
<b>TOTAL</b>	<b>100%</b>

**Consumer Profile - Infoline Enquiries to ILC (2008-2009)**

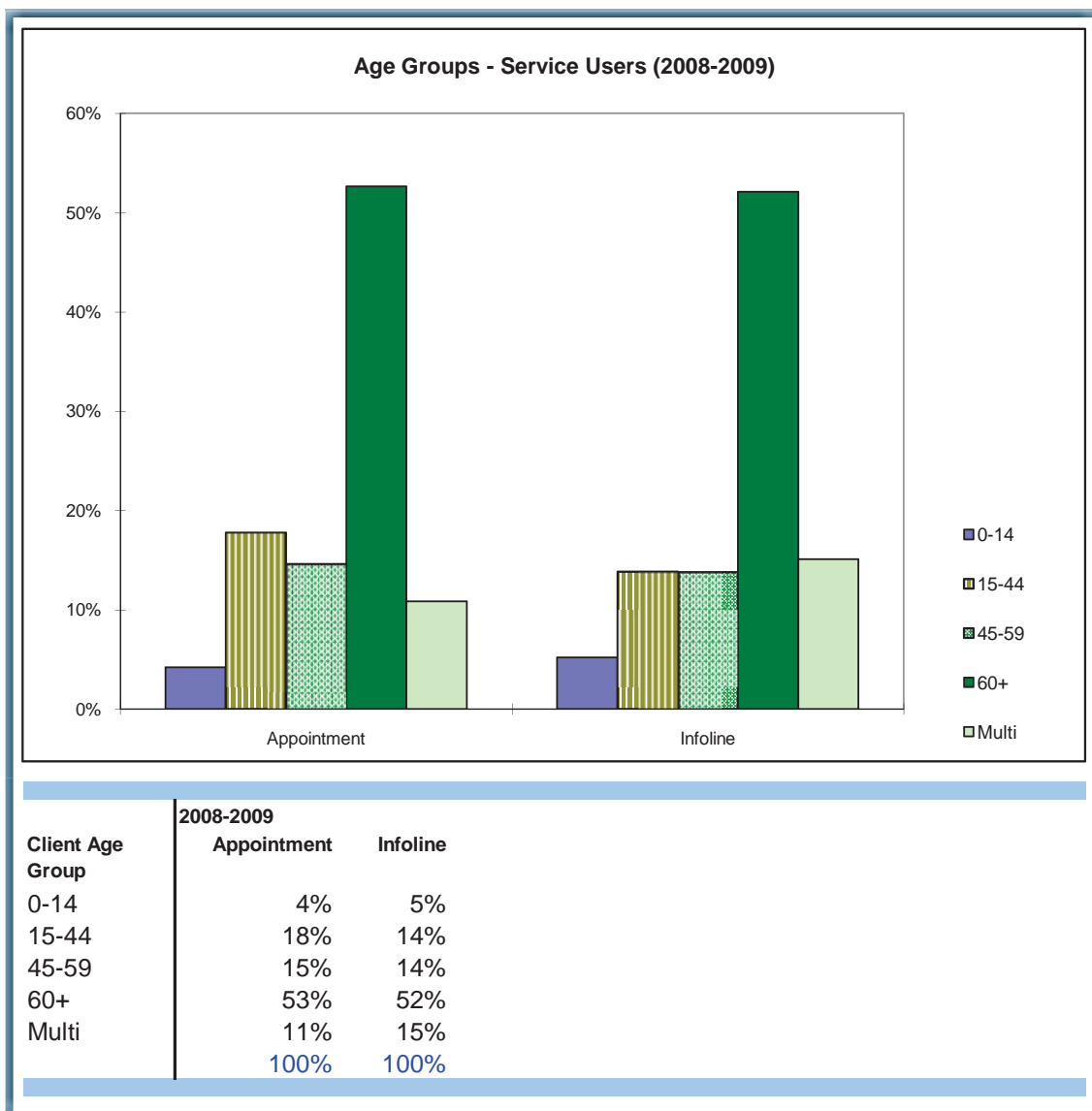


**Consumer Profile - Infoline Enquiries to ILC (2007-2008)**

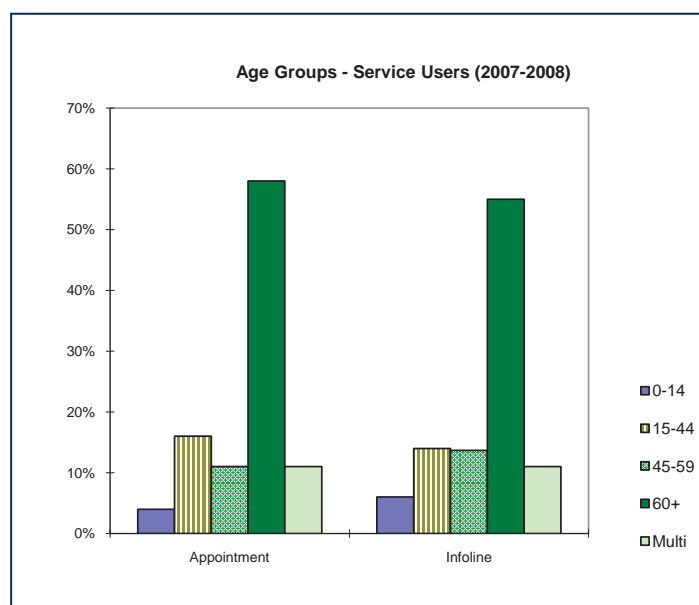


COMPARISON  
OF INFOLINE  
ENQUIRIES TO ILC  
NSW DURING  
2008-09 (LEFT) AND  
2007-08 (RIGHT)  
FINANCIAL YEARS

BAR CHART OF  
CLIENTS MAKING  
APPOINTMENTS  
AND USING THE  
INFOLINE DURING  
2008-09, BROKEN  
DOWN BY AGE  
GROUP



COMPARISON BY AGE GROUP OF THE SAME SERVICE  
USAGE - APPOINTMENTS AND INFOLINE - DURING  
THE 2007-08 FINANCIAL YEAR



## OTHER STATISTICS

## Database Item Hits from Visitors &amp; Infocalls to ILC

## Top 5 Hits in 2008-09

1	Building & Design	10.5%
2	Wheelchairs	9.9%
3	Household Products	9.3%
4	Personal Hygiene	9.2%
5	Communications	9.2%

## Rankings Comparison in Years

	99-00	00-01	01-02	02-03	03-04	04-05	05-06	06-07	07-08	08-09
Wheelchairs	1	1	1	1	1	1	1	1	1	2
Building & Design	2	4	2	2	2	2	2	2	2	1
Communications	7	~	~	~	~	~	7	4	3	5
Household Products	6	6	6	3	5	4	4	3	4	3
Personal Hygiene	3	5	4	5	6	3	3	5	5	4
Beds & bed Equipment	~	7	7	6	7	6	5	6	6	7
Seating & Positioning Equip	4	2	3	4	3	5	6	7	7	~
Lift, Transfer & Standing	5	3	5	7	4	7	~	~	~	8

## ILC Client Services Statistics

	2008-2009 numbers	2007-2008 numbers
Appointments and visits	868	997
Infoline (phone, fax, email)	7,906	8,759
Group tour participants	358	484
Attendants from expos, talks, community visits	1,302	1,410
	<b>10,434</b>	<b>11,650</b>

ABOVE:  
COMPARATIVE  
DATA ON VISITOR  
AND INFOLINE  
CALLS BY SUBJECT  
CATEGORY

## Statistics from ILCNSW Database at Paramatta Office

Item Hits	<b>18,519</b>	<b>15,880</b>
Supplier Hits	<b>83,857</b>	<b>73,856</b>

LEFT: BREAKDOWN  
OF CLIENT SERVICE  
PROVISION FOR  
2008-09 AND 2007-08  
FINANCIAL YEARS

## Website Statistics

Visitors to ILCNSW Website	<b>64,926</b>	<b>60,302</b>
Item Hits on ILCNSW Database on Web	<b>1,642,063</b>	<b>863,329</b>

INDEPENDENT LIVING CENTRE NSW  
STRATEGIC PLAN  
2009-2012

VISION

To change lives through assistive technology

PURPOSE

To inform people's choices of assistive technology by providing impartial advice & information

VALUES

Leadership, Independence, Connectedness, Choice, Expertise

GOALS

GOAL #1 - To grow our range of services to reach more people in more ways

*Success will mean...*

Knowing our markets and increasing the numbers of those who use our services

We provide a range of flexible services that meet their changing needs

We innovate in the way we deliver our services to those that require them

GOAL #2 - To advise on systemic changes that lead to a wider use of assistive technology and a responsive, accessible built environment.

*Success will mean...*

We have actively procured changes to the built environment

We are recognised as a thought leader in the area of access and design and AT

We participate in key initiatives that impact on the built environment and the use and application of AT

GOAL #3 - To increase the brand awareness, public perception and knowledge of the ILC NSW

*Success will mean...*

We have a recognised and clear brand

Our brand and associated marketing activities has led to us being more relevant to those who need us, fund us and support us

We are recognised as a leader in our field

GOAL #4 - To develop viable, alternative sources of revenue to support our operations

*Success will mean...*

We have a mix of fee-for-service and non fee paying services

We receive revenue from activities as well as sponsorship and/or grants

We have secure and profitable partnerships with others who share our vision and values





## 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

Prof Margaret Vickers ■ J.White ■ J.Stone ■ A.Campbell ■ A.Powell ■ M.Devlin ■  
V.Sackett ■ R.Fox ■ Westlung Support Group ■ Serena Roberts ■ Drummoyne Community  
Centre ■ G.Keefe ■ M.Farebrother ■ M.Brisson ■ Willandra Bungalow ■ D.Lucas ■ Hills  
Chinese Women's Group ■ Anneta Kramer ■ Alpha Rehabilitation Equipment ■ Gai McGlynn  
■ P.Long ■ T.Minty ■ Yarralla RSL Day Club ■ B.Kabral ■ B.Flynn ■ J.Westcott ■ Erica  
Whitworth ■ A.Williams ■ Drummoyne Community Centre ■ Annette Baird ■ Mr & Mrs Vella  
■ Michael Maher

### Donations in Kind

Clayton Utz Lawyers ■ Marc Hemmett, Kensington Computer Services  
Paul Coster, Column Inch Communications ■ University of NSW ■ Winning Appliances

---

Otto Bock ■ Brightsky Australia ■ Acute Healthcare ■ SDL (Seating Dynamics Pty Ltd)  
Permobil Australia ■ Statina ■ Con-serve Corporation Aust ■ Specialised Wheelchairs and  
Rehabilitation Equipment ■ Arjo Huntleigh ■ Acacia Medical ■ LEVO Australia  
Able Rehabilitation Equipment ■ Mobility Options ■ Millenium Water ■ Medtec  
Scooters Australia ■ Invacare ■ Independent Living Specialists

*Our thanks also to Simon Pan of University of NSW  
for providing our website screenshots*



**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

REGISTERED AS A CHARITY IN NSW

CFN 11225 ABN 44 103 681 572