

# ANNUAL REPORT

July 2009 - June 2010

*at*magic



Independent Living Centre NSW  
Changing Lives Through Assistive Technology



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*

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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 2010 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 11 out of 13 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 13 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 9 out of 13 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 attended 2 out of 11 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 13 out of 13 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 9 out of 13 directors' meetings.





#### **Ms Ann-Mason Furrage**

Ann-Mason Furrage 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 Furrage was appointed as a Director in May 2009 and has attended 13 out of 13 meetings.



#### **Mr Jeevan Joshi (Independent Non-Executive Director )**

Jeevan Joshi holds a postgraduate qualification in Business Management (HR), XLRI, India 1993, a Masters degree in Technology (Biochemical Engg.), Inst of Tech, BHU India 1991 and a B. Pharmacy from Delhi University, India 1989. He is the Principal Consultant at KnowledgeWorking and 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. Mr Joshi was appointed as a Director in December 2009 and has attended 7 out of 8 meetings.



#### **Mr Jonathan Ladd (Independent Non-Executive)**

Jonathan Ladd holds a BA in Philosophy and Psychology from University of Durham (UK) 1973-76 and MPhil Logic from London School of Economics, 1976-77. He 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 in November 2009 and has attended 9 out of 9 meetings.

#### **CHIEF EXECUTIVE OFFICER**

**Robyn Chapman**



#### **COMPANY SECRETARY**

**Anthony Sammut**



#### **LIFE MEMBERS**

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

## REPORT FROM THE CHAIRPERSON



The financial year 2009-2010 has meant a focus on ensuring that the vision of the Independent Living Centre NSW, "To change lives through assistive technology" is advanced.

The world of information has changed. The primary source of information is now the internet. In response to this fundamental shift, the Independent Living Centre NSW developed a new website, complete with on-line tools and web media. In November we welcomed to the ILC NSW, the then Minister for Disability Services and Minister for Ageing, the Hon Paul Lynch who launched the new site.

The response to the website was immediate. It became clear that we had developed a model of service in its own right. If integrated with the direct model of information delivery that has served the organization so well since its inception, the ILC NSW would be able to expand its reach and therefore impact considerably.

For the Board of Directors, this raised a question: Did the organization have the capacity to deliver its strategic objectives, with a website as an integrated model of service delivery? This capacity would include skills, knowledge, culture and structure.

The Board of Directors commissioned two reviews. The first investigated the structure, culture and capability of the organization to respond to the changes in technology, not only in assistive technology, but in Information Communication Technology. The second reviewed the business model of ILC Access and ILC Training, so as to ensure that those aspects of our business deliver a sustainable, growing, revenue source to our core business.

The Board has approved a new organisational structure, currently being put in place. This structure is one that will be able to respond to change and to growth, rather than react to it, and one that is able to build on the capabilities of staff and on the constant advances in assistive technology.

Changes to the Fair Work Act also created a need for change. The Board of Directors offered the staff an opportunity to negotiate an Enterprise Agreement. This agreement now in place gives the organization a transparent, competitive remuneration and related conditions framework.

During 2009-2010 the board welcomed to new directors, Mr Jonathan Ladd and Mr Jeevan Joshi, each of whom bring considerable experience in diverse areas of IT. This experience is invaluable in the development of the ILC NSW.

We also moved the Company Secretary role "in house", and I would like to thank Toni Adams for having undertaken this work, with commitment and energy for the previous two years and Anthony Sammut for accepting the role.

I would like to thank my fellow directors for their hard work and commitment throughout 2009-2010.

The ILC NSW continues on its path providing best practice information services for the community of NSW, changing lives through assistive technology.

**Jane Woodruff**

**Chairperson - Board of Directors, ILC 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



## REPORT FROM THE CHIEF EXECUTIVE OFFICER



It gives me great pleasure to present the report on the operational activities of the Independent Living Centre NSW for the year 2009-2010.

The first goal of our strategic plan is “To grow our range of services to reach more people in more ways”. One question arises from this: “How does the ILC NSW as a provider of information on AT (Assistive Technology) for the whole of NSW meet this objective with only a centre-based service, small display and info-line, based in Parramatta?”

Meeting this goal and answering this question has been the driver of much activity and change throughout this year. Our new website, launched in November 2009, has given us a cutting edge on-line model of service delivery, able to address some of the inequity of AT information provision across NSW.

We launched the website with two large events...



We were very pleased to welcome the then Minister for Disability Services and Minister for Ageing, the Hon. Paul Lynch who performed the launch. Joining us at this celebration were 94 guests from around the Disability, Ageing, Community Care, Health and Academic sectors.

We are grateful that the then Department of Ageing, Disability and Home Care were able to share and fund the vision for our website model of service delivery

and we look forward to the support from the new Department of Human Services, Ageing Disability and Homecare in its ongoing development.

Two days later we conducted a one-day conference “A Day of AT at the ILC NSW”. This day was an immense success, attracting speakers from around Australia, and 154 attendees. The keynote addresses were given by Desleigh De Jonge and Frances Vickery and by Enable NSW. We were able to offer three concurrent streams, one of which was “Come and Try @magic”. Of great assistance in these sessions were the six Apple Desk tops on loan from Apple Pty Ltd, as they enabled us to have ten computers available for people to try the website, and in particular the @magic web tools. Feedback from the day was positive and we will look at holding another “Day of AT with the ILC” in the future. Many thanks to Mr Rob Small from Apple Pty Ltd for his support of our event.



I cannot thank enough Dr Daniel Woo and his team of Mr Simon Pan and Mr James Salter from the Human Computer Interaction Laboratory, University of NSW for their hard work in developing the website and their ongoing assistance. We look forward to continuing our collaborative relationship with this team.

Once again I would like to congratulate the entire ILC NSW team for their solid work on the development and launch of our website.

Following the launch, there was an immediate increase in our website traffic, an increase that has been sustained since the launch. The website currently has around 28,000 (from an average of around 3500) visits each month, and around 133,000 page views each month. We have moved to Google Analytics, and are coming to understand the level of statistics that can be gleaned from the site.

For example, we are now able to identify that the most viewed individual item from December-June was a portable shower, even though the most accessed class of AT was Wheelchairs. Interestingly, this is not mirrored in our traditional models of direct service delivery where wheelchairs rank third, the top two being Communication and Building and Design.

The website is linked to Google Analytics, and for the first time we are able to analyse where our web visitors are from, both within Australia and internationally. The pie charts (at the end of this report) provide examples of the kinds of analysis made possible, showing visits to the website from December 2009 to June 2010 by location.

The website's development process and the subsequent response to the website highlighted two matters:

- As a leading provider of AT information in NSW, we need to expand the scope and breadth of our AT knowledge, particularly at the high technology end of AT; for example in Augmentative and Alternative Communication, and in Environmental Control Units.
- The website is a model of service delivery in its own right, needing to be integrated with our traditional services such as infoline and community visits.

As such, we needed to review the organizations capacity, both culturally and structurally, to deliver our strategic objectives, increasing our scope and reach across NSW. The Board of Directors appointed Zakumi Consulting to undertake the review and I would like to thank Gary Jacobson, Kim Daniel and Jan Hatch for their work and support. Kim Daniel also assisted the staff with their Enterprise Agreement negotiations.

The review was conducted across February and March. The recommendations, accepted by the Board of Directors, are in the process of being implemented. The changes give the ILC NSW a structure and culture that is able to respond to the changing modes of information delivery to our target groups, and to create growth, rather than react to it.

One of the outcomes of the recommendation was the development of a Client Service Manager's role, and I am happy to report the appointment of Ms Harriet Korner into the role. Harriet's experience as a Senior Speech Pathologist and as well as her experience as a Manager in the Disability Sector, make her ideally suited to drive the development of our scope.

Throughout the changes, staff have been able to maintain their high quality of information to our client group. Our direct service statistics dropped slightly to 9948 (from 10434). Our web statistics rose to 148,887 visits (from 64,926) and database item hits to 1,933,555 (from 1,642,063)

Leana Street Consulting was engaged to negotiate, develop and lodge the Enterprise Agreement. Both



Leana Street and Luke Goddard worked to ensure that we developed a compliant agreement that met the needs of the staff.

Thank you Leana and Luke. I am happy to report that the Independent Living Centre Enterprise Agreement has been approved by Fair Work Australia. We now have a transparent remuneration framework that ensures that ILC NSW staff have NSW competitive salaries and conditions.

I would especially like to thank Katrina Smith for taking on the key role of Bargaining Representative and for leading the staff team through the bargaining process, and for attending our hearing at the Fair Work Commission.

In keeping with our second strategic goal "To advise on systemic changes that lead to a wider use of assistive technology and a responsive, accessible built environment", ILC NSW maintained its role, participating in a number of advisory groups:

- Standards Australia ME 64
- Hammond Care Assistive Technology Advisory Committee
- Home Modifications Information Clearing House Steering Committee
- ACCC reference group on Scooter safety
- Sydney University OT Curriculum Advisory Committee.

ILC NSW have also had two visits from the Thai Government's Department for the Empowerment of People with Disabilities.

Our relationship with Enable NSW is very important to us and we are looking forward to continuing to develop this relationship. We have amended two of our training modules (Mobility Aids and Manual Wheelchair Prescription) to reflect the new Enable NSW Prescriber Guidelines. Congratulations to Sally Inglis and Katrina Smith for taking on this work.

Sue Slattery and John Evernden presented to the Architects Axis Conference. John Evernden, with Ann-Marie Elias from COTA made a presentation on pedestrian safety to the NSW Stay Safe Committee.

The Independent Living Centres of Australia have identified the need for positions statements on a range of Assistive Technology issues. These will develop over the next year.

In "Increasing brand awareness, public perception and knowledge of the ILC NSW" we have:

- Maintained our community talks program
- Maintained our group visit program
- In August/ September the ILC NSW wrote articles on Preventing Falls for the Yass Tribune, and Town and Country Magazine.

- The website and its online tools (@magic) have been demonstrated widely for example at the Home Modifications and Maintenance Service State Council board meeting, and the Spastic Centre's Rural Services Training day.

The fourth strategic goal is "To develop viable, alternative sources of revenue to support our operation" is of particular importance as we need to strengthen and expand our revenue base, in order to create greater organisational sustainability, and to grow our services.

During the year, in the spirit of review, the Board of Directors commissioned a review of ILC Access and ILC Training. Zakumi Consulting were once again appointed to conduct the review and I would like to thank Gary Jacobson for his work. Gary's understanding of the ILC NSW, its business and the environment in which it operates is highly valued. The review examined the business models of the two services.

Hamish Murray has joined us as an Access Consultant and he is also conducting the Accessible Buildings and Environments Course. I would like to thank John Moxon, who reviewed and updated the content of the course and then conducted one with Hamish Murray. I would like to express my heartfelt thanks to John for giving so much of his time, freely, to assist us.

### **Staffing**

During 2009-2010 we farewelled Sue Slattery, Rolene Nehama, John Evernden, Karin Vogel, Anne Wallace and Maureen McGrath. We welcomed Helen Hemingway, Sarah Clemson, Hamish Murray, Ruwani Siriwardene and Sally Inglis.

### **In Appreciation**

A security audit of the website was conducted during the year. This important audit, ensuring the security of our site and information, was donated by stratsec. My thanks to Nick Ellsmore and Rohan Stelling from stratsec for approving and undertaking this valuable service.

As ever, I would like to thank the NSW Department of Human Services, Ageing Disability and Homecare for their ongoing support.

Finally to our hard working Board of Directors, under the leadership of Jane Woodruff, my heartfelt thanks for your commitment to the important governance and strategic work during the year, and for the support given to me freely and generously.

I look forward to the year ahead and reporting on the successes of 2010-2011 in November next year.

**Robyn Chapman**

**Chief Executive Officer, ILC NSW**

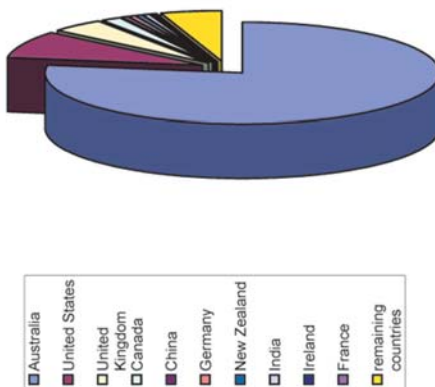
## WEBSITE STATISTICS

**Web Visits by Locations**

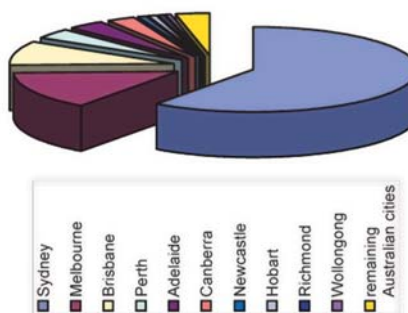
- 1 77% of web visits are from Australia
- 2 Domestically, 46% of web visits are from Sydney; 11% from Melbourne
- 3 US, UK & Canada are the top 3 countries visiting our website, 8.5%, 4.4% and 1.5% accordingly
- 4 Total web visits from US are greater than from Brisbane; 8.5% vs 7%

**Visits by Countries**

1	Australia	90,365	76.7%
2	United States	10,017	8.5%
3	United Kingdom	5,184	4.4%
4	Canada	1,763	1.5%
5	China	897	0.8%
6	Germany	634	0.5%
7	New Zealand	620	0.5%
8	India	532	0.5%
9	Ireland	355	0.3%
10	France	298	0.3%
11	Netherlands	291	0.2%
12	Singapore	275	0.2%
13	Hong Kong	272	0.2%
14	Malaysia	226	0.2%
15	Japan	211	0.2%
	<i>remaining countries</i>	<i>5,875</i>	<i>5.0%</i>
		<b>117,815</b>	

**Visits by Countries****Visits by Australian Cities**

1	Sydney	54,214	46.0%
2	Melbourne	13,068	11.1%
3	Brisbane	8,252	7.0%
4	Perth	3,548	3.0%
5	Adelaide	3,335	2.8%
6	Canberra	2,358	2.0%
7	Newcastle	839	0.7%
8	Hobart	818	0.7%
9	Richmond	538	0.5%
10	Wollongong	491	0.4%
	<i>remaining Australian cities</i>	<i>2,904</i>	<i>2.5%</i>
		<b>90,365</b>	

**Visits by Aus Cities**



## REPORT FROM THE TREASURER

The ILC NSW ended the 2009-10 financial year with a surplus of \$9,702 compared with a surplus of \$54,974 in the previous financial year. Total liabilities decreased from \$268,172 to \$120,057 and Total Equity increased to \$333,328 from \$322,928.

### Income

Total income decreased in 2009-10 by \$105,819 to \$1,174,452 or 9% from \$1,280,271. This decrease was mainly due to the final allocation of funds for the Rural Support and Website development of \$76,568 and the reduction in Access and Training work pending the outcome of the organised reviews.

Other main sources of income included ADHC HACC Program \$151,811, ADHC Disability Services Program \$669,303, ADHC Rural & Website \$76,568, ILC Access \$136,445, Education & Training Services \$31,661, and Advertising, Subscriptions and Sales from the ILC Journal \$41,318.

### Expenditure

Total expenditure decreased to \$1,164,750 by \$60,547 or 5%. This was mainly due to the predominately funded final Rural Support and Website development expenses of \$94,599 which is a reduction on last years \$173,432. The split for this years website expenses are as follows: University of NSW \$62,600, ILC Wages \$15,303, and others \$16,696.

### 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 which has continued through this past financial year.

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. Debts to the value of \$396 were written off during 2009-10 compared to \$5,945 the previous year.

### 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.

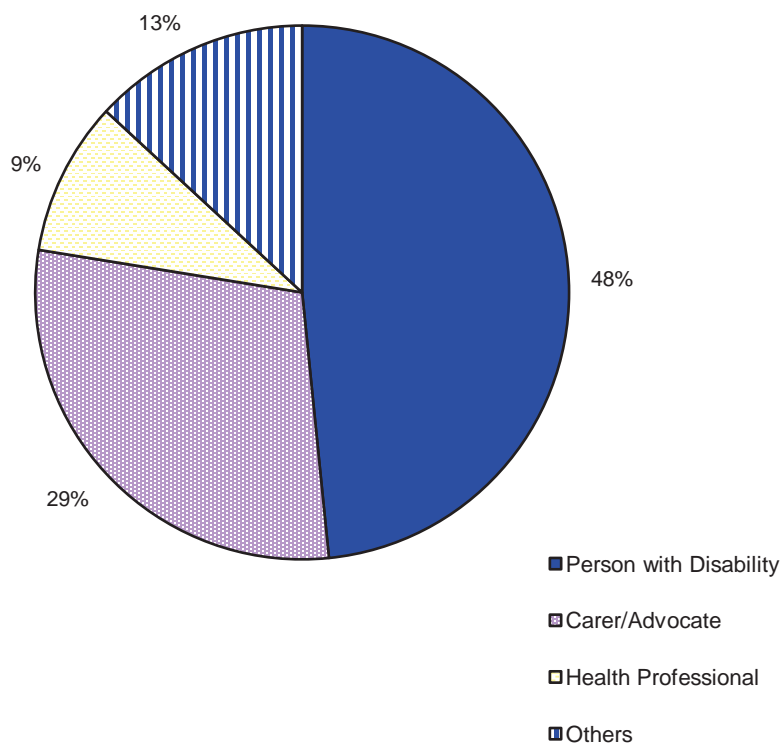
**Toni Adams**

Treasurer

## ANALYSIS

The following statistics were collected during the 2009-10 financial year and analysed - comparisons from previous periods have been included where available.

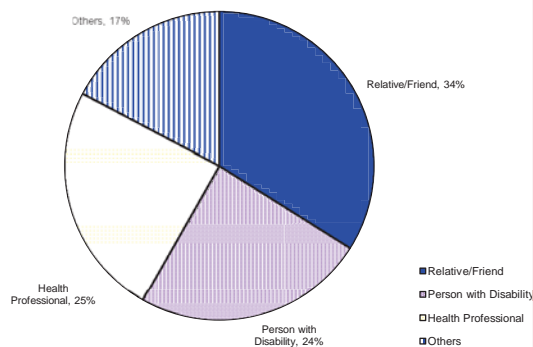
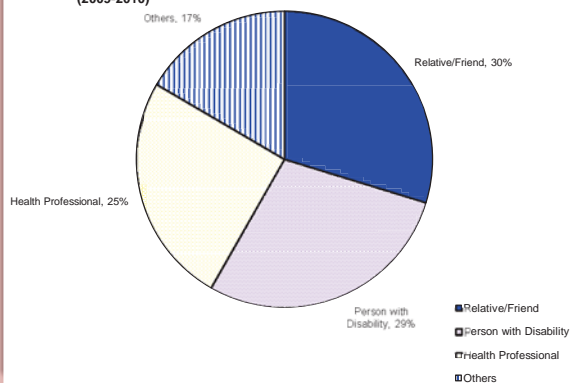
**Consumer Profile - Attendance at ILC (2009-2010)**



PIE CHART  
SHOWING PROFILE  
OF CLIENTS  
ATTENDING ILC  
NSW DURING  
2009-10

Client Profile	2009-10
Person with Disability	48%
Carer/Advocate	29%
Health Professional	9%
Others	13%
<b>TOTAL</b>	<b>100%</b>

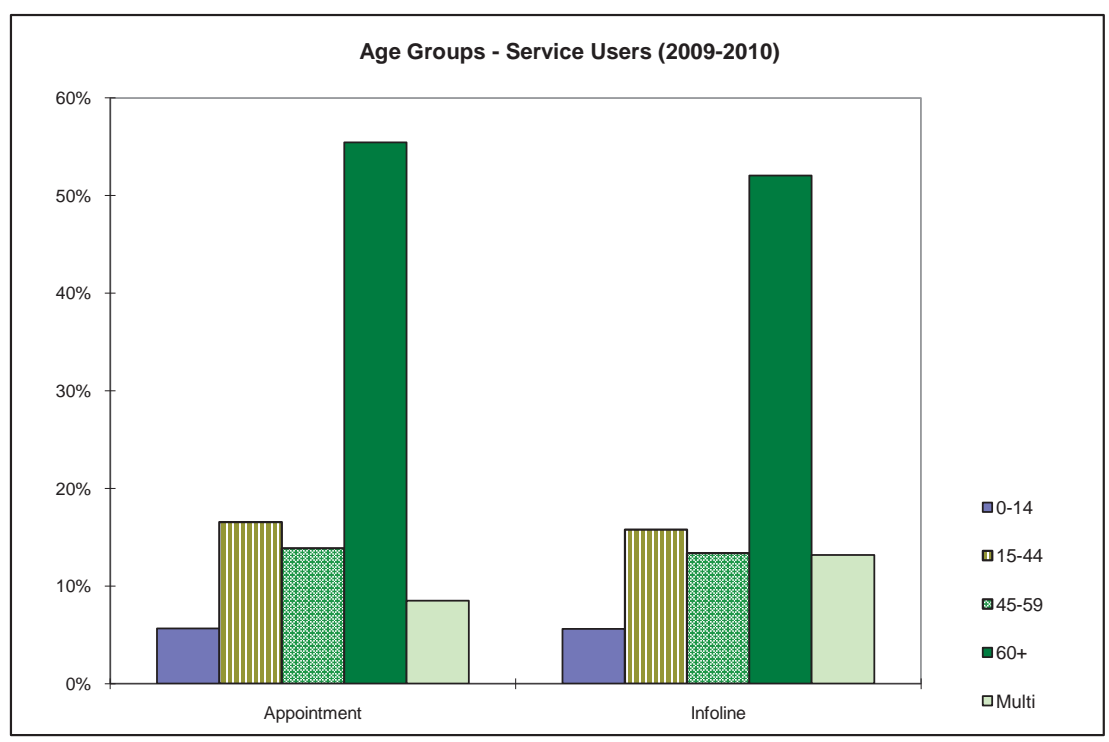
**Consumer Profile - Infoline Enquiries to ILC (2009-2010)**



COMPARISON  
OF INFOLINE  
ENQUIRIES DURING  
2009-10 (LEFT) AND  
2008-09 (RIGHT)  
FINANCIAL YEARS



BAR CHART OF  
CLIENTS MAKING  
APPOINTMENTS  
AND USING THE  
INFOLINE, BY AGE  
GROUP, DURING  
THE 2009-10  
FINANCIAL YEAR



COMPARISON  
BETWEEN  
THE CURRENT  
AND PREVIOUS  
FINANCIAL YEAR  
CLIENT SERVICES  
AND WEBSITE  
STATISTICS

	2009-2010 numbers	2008-2009 numbers
appointments, visits at centre	709	868
infoline (phone, fax, email)	7,508	7,906
group tour participants	333	358
attendants from expos, talks, comm visits	1,398	1,302
	<b>9,948</b>	<b>10,434</b>

### Web Stats

Visitors to ILCNSW Website	<b>148,887</b>	<b>64,926</b>
Hits to ILCNSW AT Database on Web	<b>1,933,555</b>	<b>1,642,063</b>

DATABASE ITEM  
HITS FROM  
VISITORS AND  
INFOCALLS TO  
ILC NSW

### Top 5 Hits in 2009-10

1	Communications	12.3%
2	Building & Design	11.3%
3	Wheelchairs	10.5%
4	Household Products	10.1%
5	Beds & bed equipment	8.5%

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



## ACKNOWLEDGEMENTS & 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

G.Thomas ■ H.Karnolz ■ Mr Minney ■ J Hogarth ■ J Gobberels  
Aust Nursing Home Foundations ■ A Shepperd ■ Kayne Knowles ■ Catherine Skate  
Watts, John ■ Lusby, Mrs. Lorraine OAM ■ Law, Monika ■ The Children's Hospital at Westmead  
Vickers, Margaret ■ Hurley, Joy ■ Barbour, Mrs.Nan ■ Matt McDonald ■ Catherine Brierley  
Maloney, Neville ■ Adams, Toni ■ Holmes, Samuel ■ James Hearnartey ■ Stacks The Law Firm  
Dalton Gardens Residents Committee ■ Wayne Campbell ■ Shirley Fish ■ Rajstlie Malgonker  
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Michael Tauber ■ Loreto Sisters ■ K.Vogel ■ Concord West VIEW Club ■ Lichtenberger, Lea  
Terry Bahadisi ■ Probus Club of Freshwater ■ C.Kemp ■ P.Avis ■ Concord West View Club  
Ellen Ross ■ R & A Whites ■ Hanivoile Pty Ltd ■ Packer,Valerie ■ Harman, Miriam ■ V J Quarmby  
Alpha Rehabilitation Equipment ■ Saunders, Terina ■ Joseph Hossey ■ Val Rozenblat ■ K.Ellis  
Lucey Grant ■ Chandra Edwards ■ Helen Hanson ■ Pat Saville ■ Mary Gillies ■ Huynh, David  
Ault, Dr Jenny ■ Calvary Hospital - Kogarah ■ Roberts, Serena ■ Hurley, Joy ■ Wade, Ms.Beverly  
Lusby, Mrs. Lorraine OAM ■ T.Lorie ■ P.Stapleton ■ Adams, Toni  
Vickers, Margaret ■ Watts, John

### Donations in Kind

Nick Ellsemore & Rohan Stelling, stratsec ■ Rob Small, Apple Asia Pty Ltd  
University of NSW ■ Paul Coster, Column Inch Communications Pty Ltd  
Marc Hammett, Kensington Computer Services ■ James Salter

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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

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INDEPENDENT  
LIVING CENTRE NSW

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