

ANNUAL REPORT

July 2010 - June 2011



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 2011 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 10 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 7 out of 10 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. Ms Adams attended 10 out of 10 directors' 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 9 out of 10 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 8 out of 10 directors' meetings.

**Ms Ann-Mason Furmage**

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 and has attended 10 out of 10 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 8 out of 10 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 4 out of 10 meetings.

CHIEF EXECUTIVE OFFICER

Robyn Chapman



COMPANY SECRETARY

Anthony Sammut



LIFE MEMBERS

Ann Gibson

Ruth Grayson

Jocelyn Sloane

Charlotte Smedley

Clio Wallace

Lindy Clemson

REPORT FROM THE CHAIRPERSON



The Independent Living Centre NSW, as with all service providers, is entering a new phase with policy frameworks in ageing, disability and health becoming focused on client centred service delivery and self-directed funding.

This presents an exciting opportunity for the key decision making resources such as the Independent Living Centre NSW, ensuring that those who choose to make their own decisions about their assistive technology solutions are supported by accurate, evidenced based, unbiased information.

During 2010/2011 the Independent Living Centre NSW has continued to provide a high standard of service to all those who need information on assistive technology, meeting the company's strategic objectives.

Our website continues to grow in popularity and utility to all those who wish to obtain up-to-date information on assistive technology on-line. We have achieved further funding to continue website development, this time focused on expansions to meet the needs of end users of AT and their families.

In our 30th year of operation the Independent Living Centre NSW is looking forward to continuing to deliver services to end-users of assistive technology, families and professionals requiring information about assistive technology and provision.

We are excited that from the end of February 2012 the ILC NSW will be able to provide these services from its new site in Blacktown.

As acting chair, I would like to extend my sincere thanks to outgoing chairperson, Jane Woodruff for her outstanding leadership and commitment to the organisation over a long period time.

I would also like to extend my thanks to my colleague directors for their tireless commitment to the objectives and vision of the organisation.

Finally, a thank you to the staff of the Independent Living Centre NSW for their dedication to the organisation and commitment to its the vision and values.



Colin Slattery
Acting Chairperson
Independent Living Centre NSW



REPORT FROM THE CHIEF EXECUTIVE OFFICER

The Independent Living Centre NSW continues on its path "Towards Tomorrow" and it gives me great pleasure to report on the company's achievements in the Financial Year 2010-2011

The early part of the year was spent in finalising our structure, following the recommendations of the Zakumi review. As reported at the previous AGM, Harriet Korner was appointed to the new role of Client Services Manager and joined us in August and Anthony Sammut was appointed Operations Manager. Staffing stabilised during the year. We welcomed Rebecca Howard and Gemma Leske, both Occupational Therapists to the Client Services team. I would like to thank Sally Inglis and Lyndal Millikan who assisted us to maintain our capacity in both client services and in training during this time.

Our first strategic goal is to grow our services to reach more people in more ways

Our Website usage continues to grow, increasing our reach.

During the year unique visitors to www.ilcnsw.asn.au reached 325,995, up from 148,887 in the previous financial year. We are now consistently achieving up to 40,000 visits per month.

@magic item hits reached 1,412,277 up from 627,844 in the previous financial year.



International access is strong, especially for The USA, UK, Canada, India, China, Japan and countries from South East Asia.

This year, we integrated the website into our service delivery, as our indirect model. This means that we have directed client services funding into the management of the website, ensuring the content maintains its currency. Katrina Smith has maintained her role in undertaking this work, leading the development of the suite of web media. Katrina has commenced training Client Services staff in filming ensuring that the model of information provision is sustainable.

Client Services saw a small decline in direct service delivery. We supported a total of 8410 people. It is interesting to note the change in percentage of allied health professionals accessing the info line, up to 32% of callers in the financial year. People with disabilities remain the primary users of visits and appointments making up 45% of visitors with Carers and Advocates being 28% of visitors to the centre. Internally staff provided 19,996 items of AT information and 134,000 items of information about suppliers.

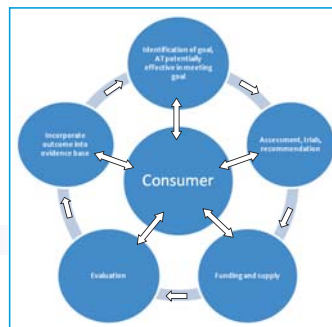
In increasing the scope of our service delivery, the Client Services team lead by Harriet Korner embarked upon an ambitious project: increasing our capacity to provide information on Augmentative and Alternative Communication (AAC). This has involved collecting information on available AAC, structuring the information so that faceted search is available within @magic, populating the database with the information, skilling staff and offering training in AAC topics. I am very pleased to report that with the assistance of Adam Lynn we are now providing high quality information on AAC.

Harriet Korner, with inventor Gayle Porter, has presented a number of training courses in the development and use of the Pragmatic Organised Dynamic Display method of light technology AAC. These have been offered in NSW and in the ACT and have been very well attended and received. We look forward to increasing our capacity to deliver training in AAC. In addition we have integrated Communication into other modules, notably "Dementia Technology".

Our second strategic goal is “to advise on systemic changes that lead to a wider use of assistive technology and a responsive, accessible built environment”

The Independent Living Centre NSW continued to participate in a variety of systemic development activities related to assistive technology during 2010-2011:

- Standards Australia ME 64 Committee
- Home Modifications Information Clearing House Steering Committee
- Hammond Care Assistive Technology Advisory
- ACCC Scooter Safety Reference Group
- Sydney University OT Curriculum Advisory Committee
- Enable NSW Advisory Council
- AGOSCI
- Telecommunications Website Project Reference Group (Newell Network)



This year we were visited by two delegations from Japanese rehabilitation Centres, investigating our model of service delivery. They were particularly interested in our web based service delivery.

Our relationship with Enable NSW remains important. We have continued the work, aligning training to the prescriber guidelines and I would once again like to thank Sally Inglis for advancing this work. In addition, we have worked with Enable NSW identifying prescription priorities for AAC. These assisted us to organise our data-base work in a systematic manner. I would like to take this opportunity to thank Bronwyn Scott and the staff of Enable NSW for continuing to work with us in a collegiate manner, for the benefit of those who need assistive technology in NSW.

Our third strategic goal is to increase brand awareness, public perception and knowledge about the ILC NSW

During the Financial year 2010-2011 staff were able to present the website, its functions and tools at a variety of forums:

- ARATA Conference
- Sydney Children's Hospital Conference Day
- Home Modifications State Council Conference



Harriet Korner was appointed co-convenor of the AGOSCI conference to be held in 2013

During Seniors week we held a day of “Gadgets, Gizmos and Getting About” 25 seniors attended, and the event was well received.

The fourth Strategic Goal is to develop viable, alternative sources of revenue to support our operations

The Zakumi review of the business models of ILC Access and ILC Training was completed and much time and effort was dedicated to discussing the results and finding a way forward for our two social enterprises. It is important that we have models of business that are able to generate profit, supporting our funded core business. I am happy to report that both are now starting to generate real profit, as stand alone businesses.

Over the next period we will be focussing on growing each so that predictable revenue is generated and put back into Client Services.

Of the two services, the focus on development during the financial year has been on ILC Training - we have:

- Aligned our Assistive Technology based courses to the NSW prescriber guidelines
- Developed a two day Pragmatic Organised Dynamic Display workshop in conjunction with Gayle Porter. We were able to offer two courses, one in Sydney and one in the ACT. In addition, Harriet Korner provided a follow up session to Speech Pathologists in the Hunter Valley.
- Hamish Murray, Access Consultant and trainer has been delivering the Accessible Building and Environments Course (ABEC). Following the changes in Built Environment legislation in May 2010 we are now offering a workshop in the updates to that legislation and standards.
- Enable NSW continue to attend the ILC NSW to undergo a specifically designed course :”An Introduction to Assistive Technology”

Following the Zakumi review, we were fortunate to have Marketing students from the Macquarie Graduate School of Management work on identifying a marketing plan for the ABEC course. The team, lead by Anthony Sammut, are methodically working through those recommendations.

I look forward to reporting on the further development of these two important social enterprises in future annual reports.

A WORD ON THE FUTURE...

With the advent of Stronger Together II, we are entering an environment of self directed funding, and greater control over funding decisions by people with disabilities and their families. The role of the decision making resources such as the Independent Living Centre NSW will be key to assisting people to make informed decisions. We look forward to meeting this challenge

In May 2010 we learned that we were successful in achieving two grants from the NSW Department of Family and Community Services, Ageing Disability and Home Care.

- The first of these grants is to support further developments to our website. We will work once again with the team from the University of NSW, Faculty of Computer Science and Engineering in developing website functionalities specifically to meet the search needs of people looking for assistive technology solutions that meet their needs.

■ The second is a grant to support our move to our own site. We all look forward to developing our new site in Westpoint Shopping Centre, Blacktown. This site is highly visible, accessible and in the demographic and geographic heart of Sydney. We will be able to offer the people of NSW greater opportunity to touch, see and feel a larger range of assistive technology, increasing our ability to add value to decisions that effect wellbeing, independence and capacity to participate in the lives of communities.



I would like to take this opportunity to thank the NSW Department of Family and Community Services, Ageing Disability and Home Care, for its ongoing financial support and for continuing understand the need for a strong, independent ILC NSW, supporting the people of NSW.

To the staff of the ILC NSW, thank you for your consistent approach to your work, for your passion in assisting people find their assistive technology solutions and for your commitment to the values and strategic direction of this wonderful organization.

I would also like to thank the work of our Board of Directors for their commitment and support both to the organization and its strategic direction and to me as CEO. Your support as usual has been generous in time and in spirit.

Robyn Chapman
Chief Executive Officer
Independent Living Centre NSW



REPORT FROM THE TREASURER

The ILC NSW ended the 2010-11 financial year with a surplus of \$184 compared with a surplus of \$9,702 in the previous financial year.

Total liabilities increased by \$1,423,628 from \$120,057 to \$1,543,685. This increase is a result of receiving advance government grants of \$770,665 for organisation relocation and advance rentals, \$400,000 for further website development and \$110,468 being for a potential tender. These have also impacted on the GST payable of \$146,367.

Total Assets have increased by \$1,423,382 from \$453,385 to \$1,876,767. The above grants received in advance have contributed \$1,409,246 to the cash assets held at year end.

Total Equity decreased marginally to \$333,082 from \$333,328.

Income

Total Income decreased in 2010-11 by \$143,828 to \$1,030,624 or 14% from \$1,174,452. This decrease was mainly due to the final allocation of funds for the Rural Support and Website development of \$76,568 in the prior year and the reduction in Access and Training work pending the outcome of the organised reviews.

Main sources of income included ADHC HACC Program \$152,959, ADHC Disability Services Program \$670,487, ILCNSW Access \$76,429, ILCNSW Education & Training Services \$55,712, and Advertising, Subscriptions and Sales from the ILCNSW Journal \$36,873.

Expenditure

Total Expenditure decreased by \$134,310, or 12%, to \$1,030,440. This was mainly due to the final Rural Support and Website development expenses of \$94,599 which were paid in the prior year and predominantly funded from external sources then as well as reducing staffing in Access and Training by 1x EFT to the value of \$58,506.

Risks

Since 2008, the Board has implemented a strategic and aggressive management policy with regard to the collection of outstanding debtors. As a result, past due items have been more effectively monitored and reported and the outstanding amounts are now manageable and within normal tolerances.

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 \$2,635 were written off during 2010-11 compared to \$396 the previous year. These were related to a journal advertiser and access client being liquidated with no funds available. These bad debts had been provided for in the previous year.

Conclusion

The excellent work of the CEO and the Operations Manager, supported by the Board, has positioned the ILC NSW to be able to consolidate its current businesses and build a sound base from which to expand its operations.

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.

As this is my last report as Treasurer, I would like to express my thanks to all of the staff at ILCNSW for their hard work over a number of years to improve our financial management systems.

I would particularly like to thank Anthony Sammut who has worked tirelessly to improve and simplify the reports for the Board so as to facilitate the Board's understanding of and engagement with the ongoing financial and strategic management of ILC NSW.

Toni Adams

Treasurer

Independent Living Centre NSW

CLIENT SERVICES SUMMARY

2010-2011 ILC
NSW STATISTICS
SUMMARY FOR
CLIENT SERVICES

Referral Source - Top 3 List

	Infoline %
ILC Website	26.86%
ILC Returned Visits	17.21%
ILCA Members	15.50%

	Appts & Visits %
ILC Returned Visits	29.56%
Health Professional	26.27%
ILC website	16.09%

Gender

	Infoline %	Appts & Visits %
Female	52.6%	51.3%
Male	30.0%	37.7%

Age

	Infoline %	Appts & Visits %
60+	42.9%	51.9%

Disability

	Infoline %
Multiple Conditions	17.0%
Frail / Aged	16.3%
Medical condition	13.8%

	Appts & Visits %
Neurological	28.9%
Orthopaedic	17.4%
Multiple Conditions	16.5%

WEBSITE STATISTICS

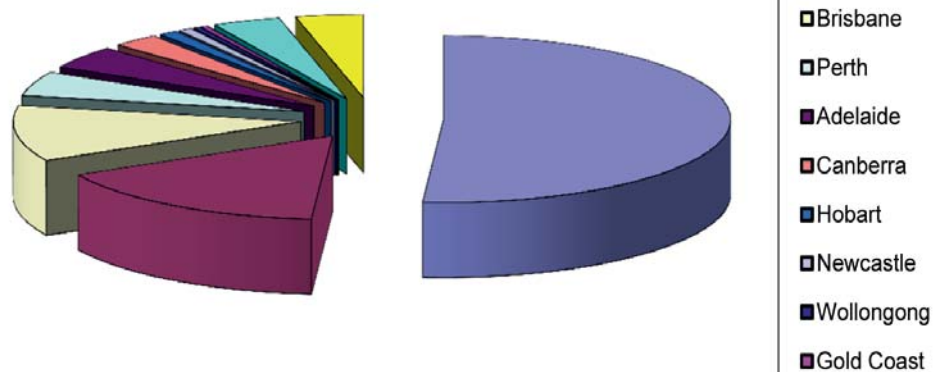
WEB VISITS BY
LOCATIONS

1. 75.5% OF WEB
VISITS ARE FROM
AUSTRALIA

2. DOMESTICALLY,
40.1% OF WEB
VISITS ARE FROM
SYDNEY; 12.6%
FROM MELBOURNE

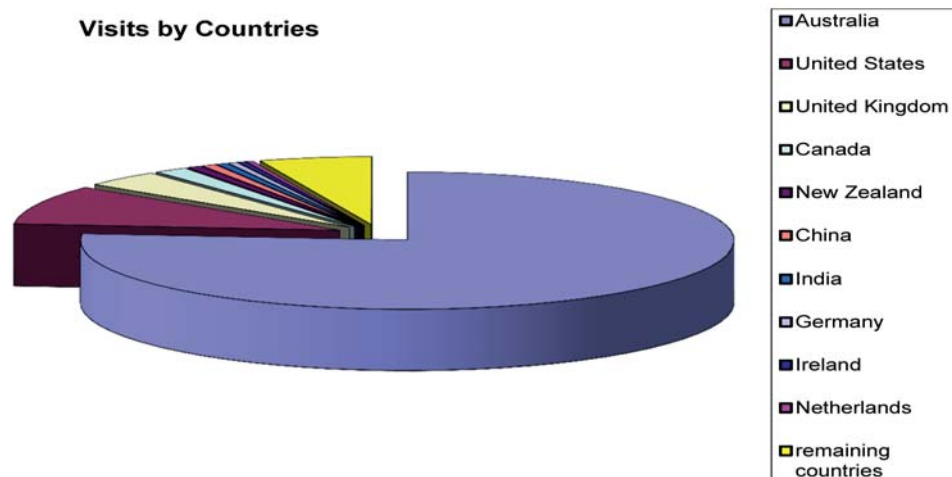
3. US, UK &
CANADA ARE THE
TOP 3 OVERSEAS
COUNTRIES
VISITING OUR
WEBSITE, 9.2%,
3.8% AND 1.6%
RESPECTIVELY

Visits by Australian Cities



1	Sydney	130,886	40.1%
2	Melbourne	41,087	12.6%
3	Brisbane	27,680	8.5%
4	Perth	12,048	3.7%
5	Adelaide	11,392	3.5%
6	Canberra	6,717	2.1%
7	Hobart	2,669	0.8%
8	Newcastle	1,983	0.6%
9	Wollongong	981	0.3%
10	Gold Coast	891	0.3%
<i>remaining Australian cities</i>		9,709	3.0%
		246,043	

Visits by Countries

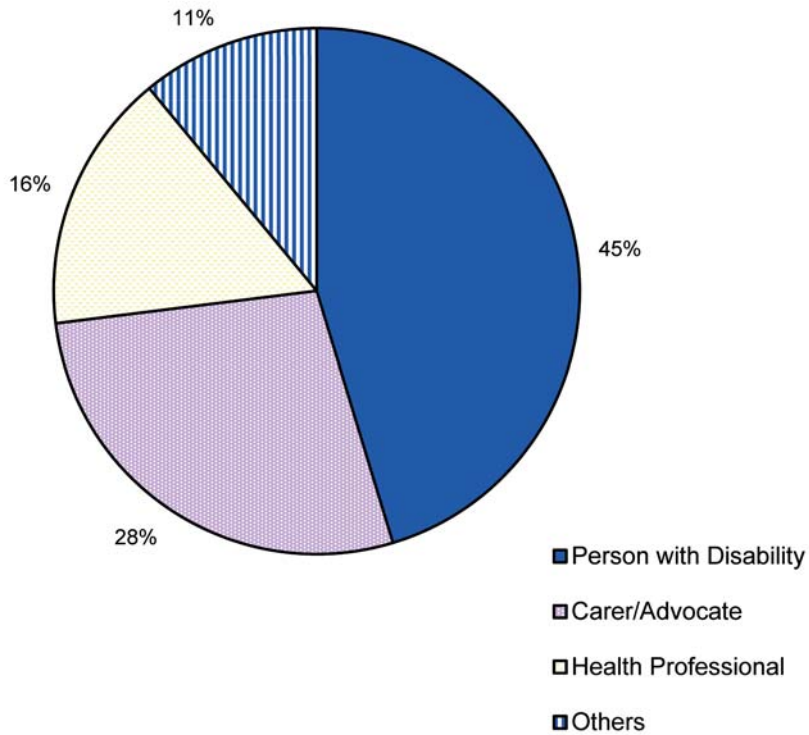


1	Australia	246,043	75.5%
2	United States	29,956	9.2%
3	United Kingdom	12,250	3.8%
4	Canada	5,368	1.6%
5	New Zealand	2,344	0.7%
6	China	2,322	0.7%
7	India	1,775	0.5%
8	Germany	1,504	0.5%
9	Ireland	1,211	0.4%
10	Netherlands	1,085	0.3%
11	Philippines	941	0.3%
12	Singapore	934	0.3%
13	France	884	0.3%
14	Malaysia	826	0.3%
15	Spain	742	0.2%

ANALYSIS

The following statistics were collected during the 2010-11 financial year and analysed - comparisons from previous periods have been included where available.

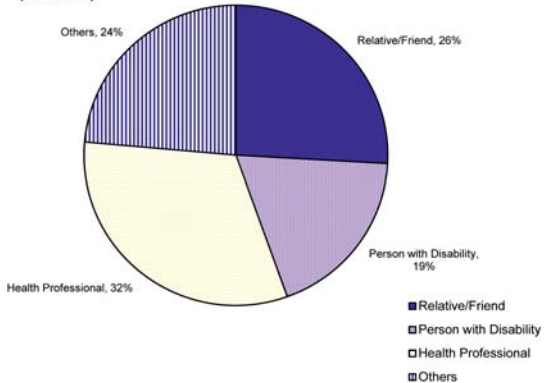
Consumer Profile - Attendance at ILC (2010-2011)



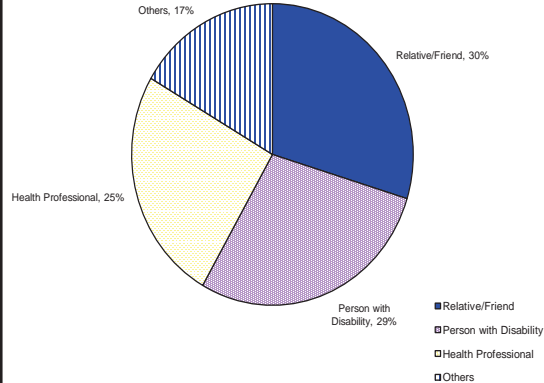
PIE CHART
SHOWING PROFILE
OF CLIENTS
ATTENDING ILC
NSW DURING
2010-11

Client Profile	2010-11
Person with Disability	45%
Carer/Advocate	28%
Health Professional	16%
Others	11%
TOTAL	100%

Consumer Profile - Infoline Enquiries to ILC (2010-2011)

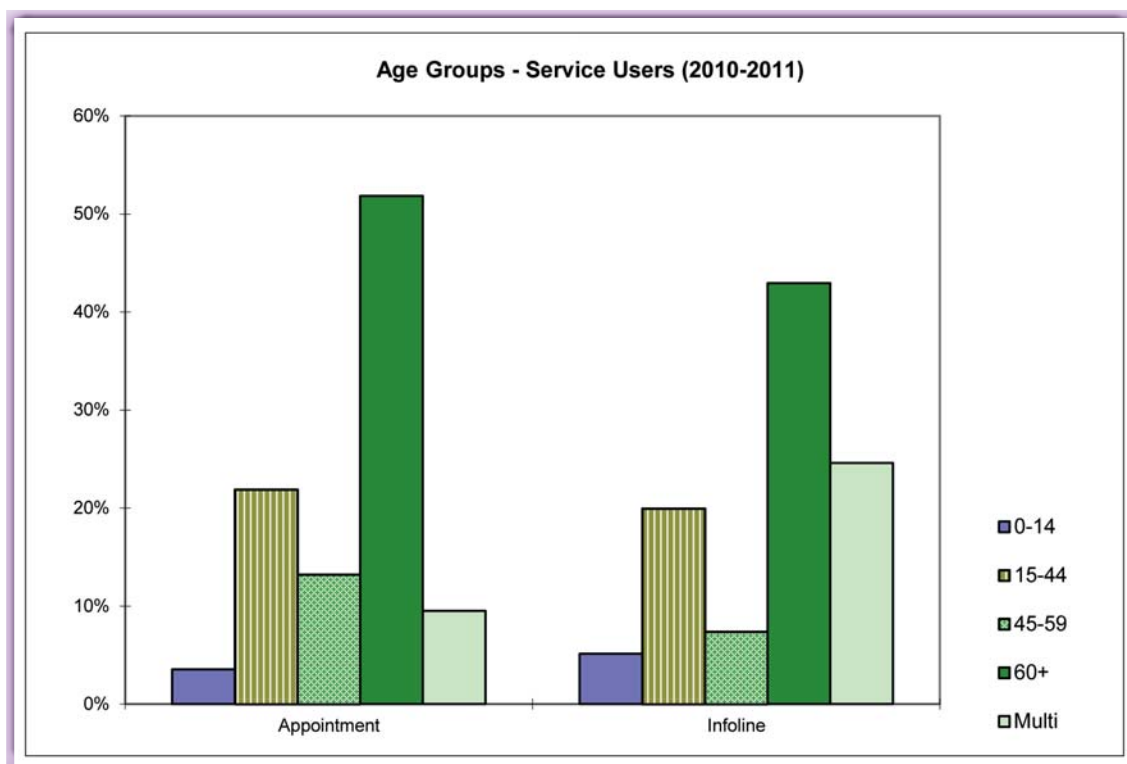


Consumer Profile - Infoline Enquiries to ILC (2009-2010)



COMPARISON
OF INFOLINE
ENQUIRIES DURING
2010-11 (LEFT) AND
2009-10 (RIGHT)
FINANCIAL YEARS

BAR CHART OF
CLIENTS MAKING
APPOINTMENTS
AND USING THE
INFOLINE, BY AGE
GROUP, DURING
THE 2010-11
FINANCIAL YEAR



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

ILC Client Services Stats

	2010-2011 numbers	2009-2010 numbers
appointments, visits at centre	609	709
infoline (phone, fax, email)	7,035	7,508
group tour participants	232	333
attendants from expos, talks, comm visits	534	1,398
	8,410	9,948

Web Stats

Visitors to ILCNSW Website	325,995	148,887
Hits to @ Magic - AT Database on ILCNSW web	1,412,277	627,844

DATABASE ITEM
HITS FROM
VISITORS AND
INFOCALLS TO
ILC NSW

Item Hits from Visitors & Infocalls to ILC's AT Database

Top 5 Hits in 2010-2011

1	Communications	14.8%
2	Household Products	10.0%
3	Wheelchairs	9.6%
4	Building & Design	8.9%
5	Personal Hygiene	8.0%

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
Communications	7	~	~	~	~	~	7	4	3	5	1	1
Household Products	6	6	6	3	5	4	4	3	4	3	4	2
Wheelchairs	1	1	1	1	1	1	1	1	1	2	3	3
Building & Design	2	4	2	2	2	2	2	2	2	1	2	4
Personal Hygiene	3	5	4	5	6	3	3	5	5	4	6	5
Beds & bed Equipment	~	7	7	6	7	6	5	6	6	7	5	6
Clothing & Dressing	~	~	~	~	~	~	~	~	7	~	7	7
Seating & Positioning Equip	4	2	3	4	3	5	6	7	7	~	8	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

Rannie Wood ■ Jeevan Joshi ■ Jonathan Ladd ■ Colin Slattery ■ Ian Chipcase ■ Mrs Farebrother
Paul Stapelton ■ Zakumi Consulting Pty Ltd ■ Elizabeth Ainsworth ■ Monika Law ■ Mrs Johnson
3P Industry ■ Neville Maloney ■ Kensington Computer Services Pty Ltd ■ Erica Whitworth
Sandra Quinn ■ Yvonne Sebesfi ■ John Watts ■ Alpha Rehabilitation Equipment
The City of Canada Bay Access ■ Susan Dinley ■ Elizabeth Mercuri ■ Gai McGlynn ■ Jane Berger
Gilbert & Joseph Lee ■ Margueritte O'Connor ■ Margaret Risstom ■ P Fabian ■ K. Smith
Karnolz Langson ■ Mrs. Lorraine Lusby OAM

Donations in Kind

Macquarie Graduate School of Management – Stephen Duckitt,
Rosemary Gerardis, Nathan Mcqueen, Michelle Moriki, Mal Wood
Andy Muir, Muir Software ■ Paul Coster, Column Inch Communications
Marc Hammett, Kensington Computer Services ■ James Salter

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