



INDEPENDENT  
LIVING CENTRE NSW

ANNUAL REPORT

July 2011 - June 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*

**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 9912 5800 FAX 61 2 8814 9656

REGISTERED AS A CHARITY IN NSW

CFN 11225 ABN 44 103 681 572

## BOARD OF DIRECTORS

As at 30 June 2012 the Board of Directors was as follows:

### Mr Jonathan Ladd (Chairperson)

Jonathan Ladd holds a BA in Philosophy and Psychology from University of Durham (UK) 1973-76 and MPhil Logic from LSE, London 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 IT, across multiple sectors, working in multiple countries and cultures, at all levels up to board and investor/owner. Currently Group CEO of Datacom. Other current roles include provision of strategic advice and governance for an Australian payments network. Mr Ladd was appointed as a Director November 2009 and attended 8 out of 10 meetings.



### Ms Jane Woodruff (Chair until 10 November 2011)

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 2002. Ms Woodruff attended 0 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 9 out of 10 meetings.



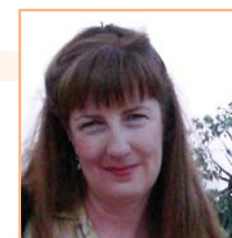
### Ms Toni Adams

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 5 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 7 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 6 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 8 out of 10 meetings.



#### **Mr Jeevan Joshi**

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 9 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 has reached the end of its strategic period 2009-2012. Much has been achieved. In reviewing the progress as part of its work in developing a new strategic footprint, the board of directors and staff identified the major achievements of the period in creating a modern, innovative organisation ready for its next phase of development:

- Modernised the framework of the company through a new Constitution, board policies, strategic plan and an Enterprise Bargaining Agreement with staff
- Reviewed and restructured the company, with staff participation
- Reviewed the business models of ILC Access and ILC Training
- Developed and integrated a web based model of indirect service delivery
- Increased knowledge of and information on Assistive Technology
- Moved this year to the new Blacktown site, a real step up
- Moved to Cloud computing, to cater for our expected growth

The Directors recently approved the new strategic plan to guide the company through to 2015, one that will enable a focus on possibility and choice for those who use assistive technologies through the continued provision of quality information and advice in person-centred ways. In summary:

**Our Vision:** "Endless Possibilities for All"

**Our Purpose:** "To provide impartial advice, information and leadership on assistive technology that builds possibilities for all"

**Our Values:** Leadership, Choice, Community, Impartiality

#### OUR KEY STRATEGIC PRIORITIES:

**Priority Area 1:** Knowing our Customers

**Priority Area 2:** Delivering valued information products and services

**Priority Area 3:** Leading in Assistive Technology and Built Environment

**Priority Area 4:** Building a Sustainable Organisation

Sadly, our previous Chairperson, Jane Woodruff passed away recently. Jane led the board for three years until her illness last year, during which period her insightful and strong leadership guided the organisation through important changes to the strong position it now occupies. Jane would have been delighted, as we all are, with our outstanding new Blacktown home and its demonstration spaces.

Assuming the chair person role in Jane Woodruff's absence, I have been much supported by my fellow directors, CEO Robyn Chapman and the staff of the Independent Living Centre NSW, who continue with dedication to live our purpose and values. Thank you to all for their commitment.

My fellow directors and I are confident that the Independent Living Centre NSW is poised to participate in and to support the new service delivery paradigm, empowering people to make their own choices, based on quality information and advice on the assistive technology possibilities available to them.

Johnathan Ladd - Chairperson  
Independent Living Centre NSW



## REPORT FROM THE CHIEF EXECUTIVE OFFICER

I am very pleased to present my report on the activities of the Independent Living Centre NSW for the year 2011-2012. This report marks the end of one strategic period, and the commencement of the next.

We enter this next strategic period with a new modern site from which to provide quality information services to the people of NSW and beyond, and at a time when there are major paradigm shifts in service delivery to both people with disabilities and to older Australians and in the not-for-profit-sector. Nationally there is Health Reform (including the Home and Community Care Program), the National Disability Insurance Scheme, Aged Care reform and at a state level there are the Living Life My Way reforms as part of the Stronger Together II. All of these reforms have at their core, the move to person centred and controlled service delivery, with access to self directed funding. There will be additional reforms to the not-for-profit sector, with the coming together of state based regulatory frameworks and the development of the Australian National Charities Commission. All of these reforms will have an impact on the Independent Living Centre NSW.

As part of the national health reform the Independent Living Centre NSW underwent and passed a Home and Community Care standards audit. Following this our HACC grant was split and we now have two contracts covering these funds. One remains with the NSW Department of Families and Community Services: Ageing, Disability & Home Care and one with the Australian Department of Health & Ageing.

The larger of our grants remains with the NSW Department of Families and Community Services: Ageing Disability and Home Care, and is provided through the National Disability Agreement.

### MODERN NEW HOME FOR THE INDEPENDENT LIVING CENTRE NSW....

Finding, securing, designing, constructing and moving to the new site in Westpoint Blacktown was a major undertaking and took much of the year. As reported last year, the move was only possible due to the additional financial support of the NSW Department of Family and Community Services; Ageing Disability and Home Care. This new site gives the Independent Living Centre NSW:

- visibility within a vibrant community in the geographic and demographic heart of Sydney, a location appropriate to a state-wide provider of information with one physical site
- easy access to and from public transport and ample parking
- a larger space in which to house the display of assistive technology
- a full sized one bed-roomed apartment built to the Liveable Housing Design Guidelines enabling the display of assistive technologies in the context in which they are used and including choices for home modification
- Facilities for staff: parking; access to natural light and fresh air; comfortable work spaces; a meeting/board room and a staff room.

I would like to thank the following people and companies whose assistance in effecting the move was invaluable, and in some cases, without which the move would not have been possible:

- To the NSW Land and Housing Corporation for allowing the use of their drawings against the Liveable Housing Design Guidelines, and to [Mr Nick Loder](#) for discussing and confirming the potential of the site.
- To [Mr Graham Hadley](#) from [Bogaki Pty Ltd](#) in Wellington, NZ for providing property advice and assisting Independent Living Centre NSW to progress the lease to the point of handing over to our lawyers. His advice was always timely and expert and was provided to us in a probono capacity, even "across the ditch". Thank you, Graham.



■ Legal assistance in progressing the lease was also invaluable and provided in a pro bono capacity. The legal components of the negotiation were lengthy and difficult as we needed to ensure the best possible outcome for the company and our clients. The success was due to the support, advice, back up and work of [Mr Peter Garret, Partner, HWL Ebsworth](#) and his colleague [Mr Christopher Doherty](#) essential to the success of the project. We were indeed fortunate to have the support of [HWL Ebsworth](#). Thank you, all.

■ To the suppliers of AT in NSW for their understanding and assistance in removing and replacing nearly 3000 items, in an orderly and coordinated fashion. My additional thanks to [Harriet Korner](#) and the [Client Services Team](#) for their work in this regards, and especially to [Gayani de Silva](#) and [Ruwani Siriwardene](#) for coordinating the suppliers and the removal of items.

In developing the new site we were overwhelmed by the support from the supplier community. I would like to thank those suppliers who went above and beyond in working together with our design and construction team, assisting us to create our very modern display, and in many cases undertaking the installation themselves and at their own cost:

- [Schneider Electric Australia PTY Ltd \(Clipsal\)](#) for providing not only the C-Bus home automation system, but all the electrical works to the display apartment and for electrical work on the rest of the site
- [Stallion Audio Visual](#) for the supply and installation of the Push home automation system
- [Adis and Autoslide](#) for providing and installing our two automatic doors, the entrance and the door between reception and the display, and the Autoslide display with shelving
- [Forbo Flooring Systems](#) for the donation of the flooring for the display apartment
- [Winning Appliances](#) for the white goods within the apartment and the staff room
- [Freedom furniture](#) for the design assistance of [Ms Alysha Downes](#)
- [Enware/CareDesign](#)
- [Active Mobility](#)
- [Arjo Huntleigh](#)
- [Acorn Stairlifts](#)

Many thanks also to our design and construction team from [Euroline](#), lead by [Mr Tom Matanovic](#) and his team, with designer [Mr Felice Carlino](#) from [Sumo Designs](#).

To [Anthony Sammut](#) and [Hamish Murray](#), I offer my heartfelt personal thanks for assisting me throughout the entire process and for their dedicated and consistent work toward the successful outcome that is our new site.

The move to Blacktown facilitated the need to look very carefully at our IT system and management, and particularly the risk to our service delivery should anything “go wrong”. As such we also moved to cloud computing, with a disaster recovery plan, meaning that we need not have more than one day's interruption of service in the event of a disaster. We are very happy to welcome [Sam Firman](#) and the team at [Interactive](#) and my thanks to the indefatigable [Goretti Kee](#) for her work in managing our IT and our relationship with Interactive.

### GROWING OUR SERVICES TO REACH MORE PEOPLE IN MORE WAYS....

The core work of the Independent Living Centre NSW continued, sometimes with difficulty, as we prepared for the move to Blacktown, which meant the closing of the display for an almost three month period. This resulted in slight drop in direct service delivery number for the year. A total of 6,845 people were assisted through the info-line or by visiting ILC NSW during 2011-2012.

Approximately 40% of visitors to the Independent Living Centre NSW were the end user of the AT, with a further 21% being carers. Health professionals comprised 13% of visitors.

Infoline enquiries profiles were a little different with 30% being carers, 25% being the end-user and 30% being health professionals.

311 people attended as group tour participants. A new group to visit were the 7 Rehabilitation Registrars, based across the rehabilitation centres in NSW, visiting in preparation for their Rehabilitation Physicians Examinations. The purpose of their visit was to increase their knowledge of the breadth and use of assistive technologies and the Independent Living Centre NSW.

The use of our website continues to grow. We had 457,168 unique visitors to the website during 2011-2012, an increase of 150,000. Hits to the @magic database on the website reached 1,920,976 an increase of approximately 400,000 hits from the previous year. We are now averaging close to 50,000 visitors each month.

I would like to thank, once again [Ms Harriet Korner](#) and [the Client Service Team](#), for their hard and consistent commitment to the visions and values of the Independent Living Centre NSW, continuing to provide quality information services sometimes in awkward conditions brought about by the move to Blacktown.

This year we farewelled [Ms Katrina Smith](#) and [Ms Gemma Leske](#) and welcomed [Ms Esther Huber](#) and [Mr Andrew Chia](#).

#### ADVISING ON SYSTEMIC CHANGES THAT LEAD TO A WIDER USE OF ASSISTIVE TECHNOLOGY AND A RESPONSIVE, ACCESSIBLE BUILT ENVIRONMENT....

Once again the Independent Living Centre NSW has engaged in a range of activities, supporting systemic development, change and research:

- Standards Australia ME 64 Committee, Hamish Murray
- Enable NSW Advisory Council, Robyn Chapman, personal appointment
- Home Modifications Information Clearing House Steering Committee, Robyn Chapman
- Sydney University, Occupational Therapy External Advisory Group, Robyn Chapman
- AGOSCI, Harriet Korner
- HammondCare and UNSW Seating for Older Australians Research Project Reference Group, Robyn Chapman
- TranSPOT, Rebecca Howard
- Home Modifications Industry Reform Group (ADHC), Robyn Chapman
- National Aids and Equipment Reform Alliance, Robyn Chapman
- AT Collaboration, Robyn Chapman
- ADHC Mealtime Management Reference Group, Harriet Korner
- HACC Bariatric workplace Health and Safety Resource Development group, Rebecca Howard
- ACCAN "Emergency Calls from Mobile Phones" joint position paper, Harriet Korner

#### INCREASING BRAND AWARENESS, PUBLIC PERCEPTION AND KNOWLEDGE OF THE ILCNSW....

Congratulations to Harriet Korner who was presented with a new [Dynavox Maestro](#) at the [Spectronics Inclusive Learning Conference](#), in recognition of our position as an assistive technology information



provider. In addition to giving us a very high tech item of AAC for our display, we are investigating its capacity to control the Clipsal Home Automation system.

During the 2011-2012 year, the Community Care Branch, ADHC set about reforming the Home Modifications system. This has lead, for the first time, the articulation for the role of information, and the Independent Living Centre NSW in assisting people with their home modifications. As a result, Robyn Chapman presented on the Independent Living Centre NSW as part of ADHC's State-wide Industry briefings. We now hold introductory sessions for the Home Modifications Access Point staff on assistive technologies and home modifications.

### DEVELOPING VIABLE ALTERNATIVE SOURCES OF REVENUE TO SUPPORT OUR OPERATIONS...

ILC Access and ILC Training continued to grow during the year. Both services were able to generate real income this year and my thanks to all staff involved, especially [Anthony Sammut](#), [Hamish Murray](#), [Odelle Martin](#), [Harriet Korner](#), [Rebecca Howard](#) and [Ruwani Siriwardene](#).

The PODD courses remain popular and Hamish Murray has been offering ABEC in ways other than in large groups. We are finding that this flexibility is popular. We have also given ABEC to ADHC staff in Orange and to Parramatta Council staff.

At the time of writing this report, Harriet Korner and Rebecca Howard have completed their Certificate IV in Assessment and Training. We look forward to more staff undertaking this training and being able to lead competency based training.

I would like to thank the NSW Department of Family and Community Services, Ageing, Disability and Home Care and the Australian Department of Health and Ageing for their ongoing support and their recognition of the need or a strong independent community based Independent Living Centre NSW.

As ever, my thanks to the staff of the ILCNSW, who once again provide quality information services with complete commitment and expressing the values of the ILCNSW.

To the Board of Directors, once again my heartfelt thanks to you all. You give up your time and give your experience and knowledge to me, and to the development of the Independent Living Centre of NSW.

During the year we were saddened to learn of the passing of Lorraine Lusby OAM, a stalwart supporter of the ILCNSW and pass on our condolences to her friends and family.

Just prior to writing this report we learnt of the passing of Jane Woodruff, our immediate past Chair and long time Director. Jane's leadership will be much missed. She steered the company through some key times providing a strong anchor for us all. I will particularly miss her support and understanding. The world is richer because of her presence. Our condolences to her family, friends and colleagues.

In summary, it has been an interesting year and we are poised for our next strategic period, ready to take on the challenges the new service paradigms will bring, ready to assist people to look and choose from the "endless possibilities for all"

[Robyn Chapman](#) - Chief Executive Officer  
Independent Living Centre NSW



## REPORT FROM THE COMPANY SECRETARY & OPERATIONS MANAGER

The ILC NSW ended the 2011-12 financial year with a surplus of \$479,071 compared with a surplus of \$184 in the previous financial year. This large surplus is broken into two components. Firstly the deficit from operations of \$3,680 and the contributions towards the capital works of the building project of \$482,751.

This grant of \$482,751 is recognised as income in this year ahead of the next 5 years amortisation and depreciation costs on the Blacktown works which will contribute to non-operating deficits in those years covering the term of the lease.

**Total liabilities** decreased by \$399,577 from \$1,543,685 to \$1,144,108. This decrease is a result of spending government grants received in advance in 2010-11 with added interest for the property relocation of \$466,286 and the payment of GST liabilities related to those large grants received in 2010-11 which reduced by \$146,367 and the grant in advance of tender application which has risen by \$78,959 to \$201,929.

**Total assets** increased by \$79,268 to \$1,956,035 (2011: \$1,876,767) over the year. The increase in total assets consisted of a large decrease in cash held being expenditure on the relocation project which totalled \$761,047 including GST which is offset by the related fixed assets increases of \$677,087 and the contribution by QIC of \$88,000 which has been paid in August 2012. We are still holding from that original relocation grant \$304,379 for additional rents and expenses over the next five years. We are also still holding the second grant total of \$398,315 for the further development of the ILC NSW @magic website and database which will begin and complete in the next year. We are also still holding a grant now totalling \$201,929 in advance of a potential program tender application in which interest is retained for general use in the event of non-tender or unsuccessful tender. The GST credit received in August of \$44,606 is mainly as a result of the large relocation payments made in the June QTR.

Total Equity increased significantly to \$811,927 from \$333,082, a rise of \$478,845. This is significantly boosted again by the Blacktown capital works grant of \$482,751 which will be reduced over the next five years by the amortisation and depreciation expenses of the capital works.

### INCOME

Total income increased in 2011-12 by \$525,057 to \$1,555,681 or 66% from \$1,030,624. As above this is significantly boosted again by the capital Blacktown works grant of \$482,751, the minor relocation costs 14,774, the funded move of ILC computer data to off site storage and disaster protection totalling \$21,615, funding rises of 2.55% plus a carry forward from prior year \$46,256. Income from Access and Training reduced by (\$31,952) as changes were made as a result of prior year reviews for profitability and efficiency as well as effected by our relocation focus.

Main sources of income included ADHC Capital works contribution \$482,751, ADHC HACC Program \$158,902, ADHC Disability Services Program \$708,267, Website funding for data to off site storage and disaster protection totalling \$21,615, ILC Access \$64,114, Education & Training Services \$36,076, and Advertising, Subscriptions and Sales from the ILC Journal \$25,441.

### EXPENDITURE

Total expenditure increased to \$1,076,610 by \$46,170 or 4.5%. This was mainly due to the predominately funded final Rural Support and Website development expenses funding for data to off site storage and

disaster protection totalling \$21,615. The additional staffing costs increased by \$81,278 offset by a reduction in contractor fees of \$42,220 is a result of 2.55% salary rises and having our Client Services Manager for the full year as opposed to a part year prior

## 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. There have been no new bad debts for the year apart from a provision of \$690 for a debt which has now been collected.

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

## CONCLUSION

The excellent work of the CEO, supported by the oversight of the Board, have positioned the ILC NSW to be able to consolidate its current business and build a sound base from which is extending its operations. Our relocation this year to Westpoint Blacktown not only provides ILC NSW with a modern facility for current operations but also a solid platform to grow our services and reach to even more of the population.

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

Anthony Sammut - Company Secretary and Operations Manager  
Independent Living Centre NSW

## CLIENT SERVICES SUMMARY

### Referral Source - Top 3 List

	Infoline %
ILC Website	35.40%
Community Organisation	12.42%
Health Professional	11.10%
	Appts & Visits %
Health Professional	28.46%
ILC Returned Visits	25.85%
ILC website	20.24%

### Gender

	Infoline %	Appts & Visits %
Female	54.3%	38.7%
Male	34.6%	37.7%

### Age

	Infoline %	Appts & Visits %
60+	59.6%	48.8%

### Disability

	Infoline %
Frail / Aged	24.8%
Multiple Conditions	17.9%
Neurological	10.6%
	Appts & Visits %
Multiple Conditions	20.7%
Medical condition	16.7%
Neurological	14.3%

## WEBSITE STATISTICS

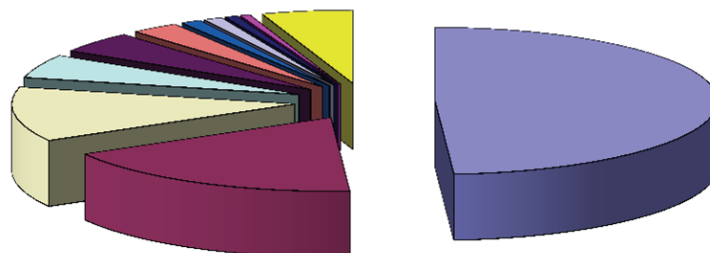
## WEB VISITS BY LOCATIONS

1. 74% OF WEB VISITS ARE FROM AUSTRALIA

2. DOMESTICALLY, 36.2% OF WEB VISITS ARE FROM SYDNEY; 13.2% FROM MELBOURNE

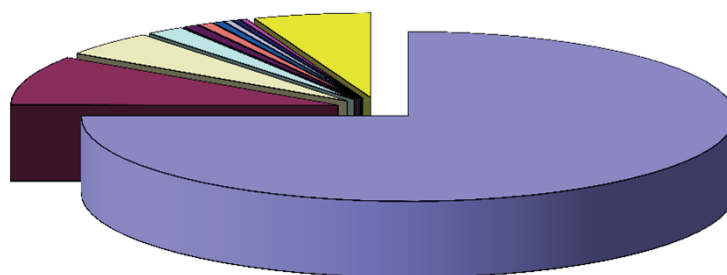
3. US, UK & CANADA ARE THE TOP 3 OVERSEAS COUNTRIES VISITING OUR WEBSITE, 9.3%, 4.7% AND 1.8% RESPECTIVELY

## Visits by Australian Cities



1	Sydney	165,609	36.2%
2	Melbourne	60,251	13.2%
3	Brisbane	40,515	8.9%
4	Perth	17,416	3.8%
5	Adelaide	15,691	3.4%
6	Canberra	9,247	2.0%
7	Hobart	3,916	0.9%
8	Newcastle	3,676	0.8%
9	Richmond	2,496	0.5%
10	Dubbo	1,955	0.4%
	<i>remaining Australian cities</i>	17,637	3.9%
		<b>338,409</b>	

## Visits by Countries

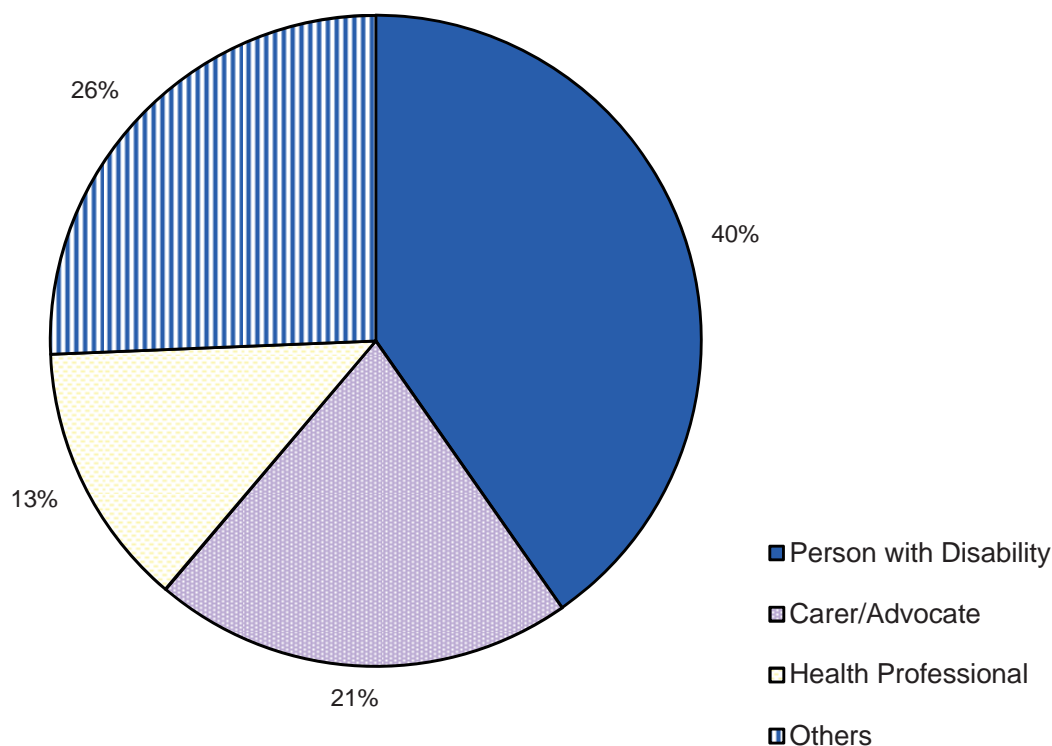


1	Australia	338,409	74.0%
2	United States	42,485	9.3%
3	United Kingdom	21,481	4.7%
4	Canada	8,327	1.8%
5	India	3,449	0.8%
6	New Zealand	3,242	0.7%
7	China	2,321	0.5%
8	Germany	1,799	0.4%
9	Ireland	1,682	0.4%
10	Netherlands	1,461	0.3%
11	Singapore	1,427	0.3%
12	Malaysia	1,332	0.3%
13	Philippines	1,310	0.3%
14	France	1,193	0.3%
15	Italy	1,114	0.2%
	<i>remaining countries</i>	26,136	5.7%
		<b>457,168</b>	

## ANALYSIS

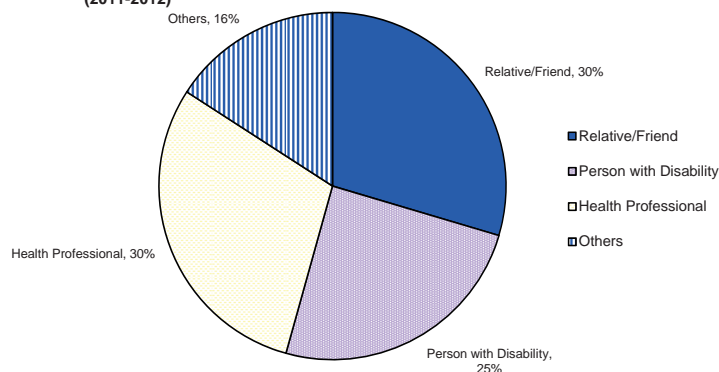
The following statistics were collected during the 2011-12 financial year and analysed - comparisons from previous periods have been included where available.

### Consumer Profile - Attendance at ILC (2011-2012)



PIE CHART  
SHOWING PROFILE  
OF CLIENTS  
ATTENDING ILC  
NSW DURING  
2011-12

### Consumer Profile - Infoline Enquiries to ILC (2011-2012)

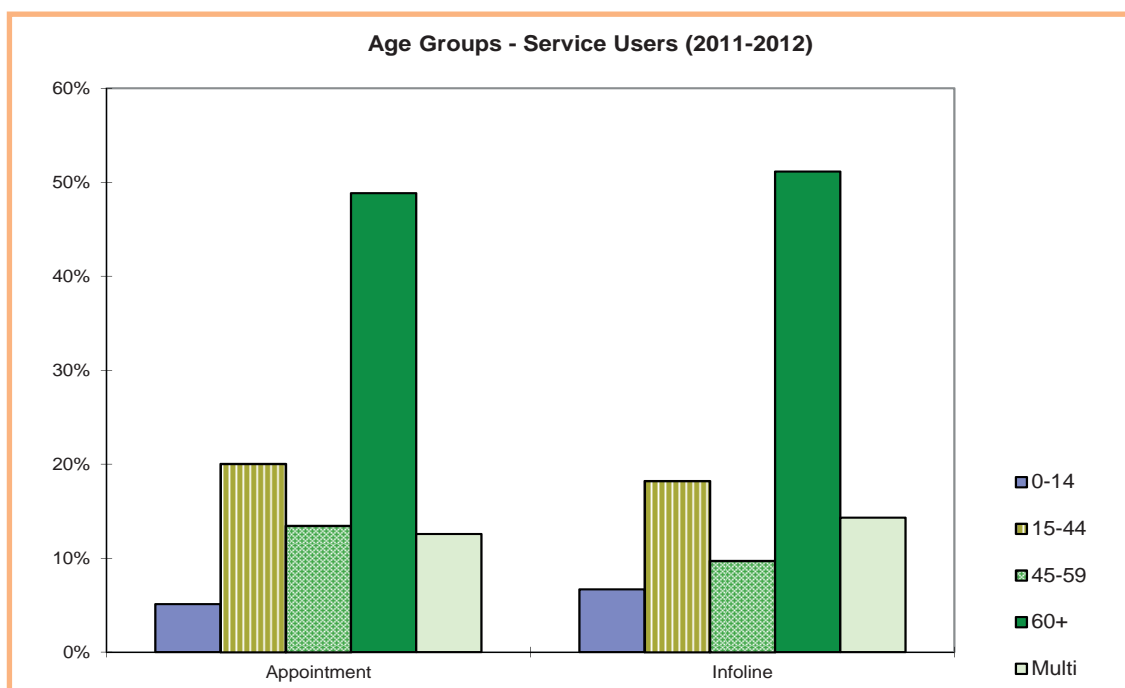


PIE CHART  
SHOWING PROFILE  
OF INFOLINE  
ENQUIRIES TO ILC  
NSW DURING  
2011-12

Client Profile	
Relative/Friend	30%
Person with Disability	25%
Health Professional	30%
Others	16%
<b>TOTAL</b>	<b>100%</b>

CALLER		
	2011-2012	
Relative/Friend	1615	29.60%
Person with Disability	1349	24.73%
Health Professional	1626	29.80%
Others	866	15.87%
<b>Total</b>	<b>5456</b>	<b>100%</b>

BAR CHART OF  
CLIENTS MAKING  
APPOINTMENTS  
AND USING THE  
INFOLINE, BY AGE  
GROUP, DURING  
THE 2011-12  
FINANCIAL YEAR



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

#### ILC Client Services Stats

	2011-2012 numbers	2010-2011 numbers	2009-2010 numbers
appointments, visits at centre	493	609	709
infoline (phone, fax, email)	5,599	7,035	7,508
group tour participants	442	232	333
attendants from expos, talks, comm visits	311	534	1,398
	<b>6,845</b>	<b>8,410</b>	<b>9,948</b>

#### Web Stats

Visitors to ILCNSW Website	<b>457,168</b>	<b>325,995</b>	<b>148,887</b>
Hits to @ Magic - AT Database on ILCNSW web	<b>1,920,976</b>	<b>1,574,245</b>	<b>627,844</b>

#### Item Hits from Visitors & Infocalls to ILC AT Database

##### Top 5 Categories Hits in 2011-2012

1	Communications	17.1%
2	Wheelchairs	10.6%
3	Building & Design	9.1%
4	Household Products	8.8%
5	Personal Hygiene	7.4%

##### Top 5 Categories 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%

DATABASE ITEM  
HITS FROM  
VISITORS AND  
INFOCALLS TO  
ILC NSW

#### Rankings Comparison in Years

	99-00	00-01	01-02	02-03	03-04	04-05	05-06	06-07	07-08	08-09	09-10	10-11	11-12
Communications	7	~	~	~	~	~	7	4	3	5	1	1	1
Wheelchairs	1	1	1	1	1	1	1	1	1	2	3	3	2
Building & Design	2	4	2	2	2	2	2	2	2	1	2	4	3
Household Products	6	6	6	3	5	4	4	3	4	3	4	2	4
Lift, Transfer & Standing	5	3	5	7	4	7	~	~	~	8	9	~	5
Personal Hygiene	3	5	4	5	6	3	3	5	5	4	6	5	6
Beds & bed Equipment	~	7	7	6	7	6	5	6	6	7	5	6	7
Clothing & Dressing	~	~	~	~	~	~	~	~	7	~	7	7	8
Seating & Positioning Equip	4	2	3	4	3	5	6	7	7	~	8	8	9





## 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

Toni Adams ■ Margaret Vickers ■ Neville Moloney ■ Don Dunne ■ Nepean Retired Mens Club  
Jeevan Joshi ■ Jean Sharman ■ Valerie Packer ■ Airlite Mobility ■ Eagle Electric Bikes  
Susan Dinley ■ Miriam Harman

### Donations in Kind

Clipsal ■ Arjo Huntley ■ Active Mobility ■ Enware  
Ebsworth Lawyers ■ Bogacki Property Consultants ■ Winning Appliances  
Dr Daniel Woo ■ James Salter ■ Marc Hammett, Kensington Computer Services  
Freedom Furniture ■ Paul Coster, Column Inch Communications

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### In Memoriam

During the year Independent Living Centre NSW  
lost two staunch supporters, our condolences to their families, friends and colleagues.



Jane Woodruff  
Director 2002-2011 ~ Chair 2009-2011



Lorraine Lusby OAM  
Member since 1991



INDEPENDENT  
LIVING CENTRE NSW

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