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Financial Statements are available on request.

Statements of Purpose

Independent Living Centre Tas Inc

Our Vision:

To be sought after as the leading source of advice to enable Tasmanians to live independently in the community.

Our Mission:

To help make Tasmanian lives easier and safer by providing information and solutions that enable people to accomplish everyday activities in the home, workplace and the community.

Service Objectives:

1. To provide a quality information, education and advisory service related to daily living equipment, assistive technology, environmental design and community resources.
2. To provide statewide access to the service.
3. To maintain a current, comprehensive computerised information system and display of daily living equipment.
4. To advocate for improved design, availability and supply of daily living equipment and assistive technology; accessible environments; and awareness of the needs of people with disabilities and their carers.
5. To plan the operation and development of the service and efficient and effective use of resources to meet the need of and be accountable to consumers, staff, funding bodies and the community.
6. To promote the service to consumers and the community and thereby attract support to further its work.

Definition of Assistive Technology (adopted by ILC Australia August 2005)

Assistive Technology is a term for any device, system or design, whether acquired commercially or off the shelf, modified or customised, that allows an individual to perform a task that they would otherwise be unable to do, or increase the ease and safety with which a task may be performed.

Report from the Chair



It's certainly been an interesting and challenging 12 months at the ILC.

As soon as the dust had settled after the relocation of the Centre in August 2015, we turned our attention to focusing on the changes needed within the organisation to ensure that the ILC becomes a commercially driven enterprise.

We held a brainstorming session with staff in December 2015, to help determine common themes and identify priority areas for development and change.

Following this, we engaged Nic Stephen of Advance Workforce Development in February to undertake an independent review of the ILC's operations. This included a survey of staff and Board members. The review highlighted the changing nature of the ILC's services and therefore its operational systems, and proposed multiple suggestions for development opportunities.

Nic then facilitated a Strategic Planning meeting for us in July. We thoroughly overhauled our previous Strategic Plan and formulated new and measurable strategies in six key areas. The Board is about to sign off on a new plan that will now be implemented through until 2020.

We elected new Board members Steve Yates, Lorraine Green & Robin Philps in September last year. Steve is the CEO of the Northern Children's Network, and Lorraine, a former OT, is a project officer at Northern Midlands Council.

Robin Philps unfortunately was only able to offer his business expertise for a few months, before the mainland beckoned and he subsequently tendered his resignation.

In June, we welcomed another two Board members with financial expertise, Fiona Stagg and Carol Scholes-Robertson. Both Fiona and Carol are accountants, with considerable industry and board experience between them.

I'd like to thank my fellow Board members for their insightful contributions and frank discussion, and the enormous amount of time they voluntarily give to the ILC to ensure effective governance of this organisation. I'd especially like to acknowledge Kevin Preece's input to the board over the past 12 years, and wish him well in his "retirement".

The next 12 months will hold plenty more challenges for the ILC, but the recent work at board level and the responses of the staff to date suggests we are more than ready to turn those challenges into opportunities.

Robyn Arvier

Chairperson

Board of Directors

As at June 30, 2016

Board Member	Position	Date Joined	Region
Robyn Arvier	Chairperson	September 2010	North
Grace Brown	Deputy Chairperson	February 2012	North West
Nick Gee	Secretary	November 2008	North
Steve Yates	Acting Treasurer	September 2015	North
Kevin Preece		January 2004	North
Lorraine Green		September 2015	North

Farewelled 2015/16

Robin Philps (joined September 2015)

Debbie Hindle

Alistair Sherman



Former Federal Member for Bass Andrew Nikolic AM CSC opened our new premises at the Annual General Meeting last year with Executive Officer Karen Frost, Deputy Chair Grace Brown and Chairperson Robyn Arvier

Executive Officer's Report



A year has passed since we moved into our new home and what a year it's been.

We made a big decision during the year to employ a full-time speech pathologist for the first time and this has been a good move for the organisation.

We have eliminated the waiting lists for our Tasmanian Government funded Technology Access Service and have made significant changes to our service delivery model to improve our services in all areas.

We achieved our 2015/16 targets for referrals to the new Equipify part of the organisation and look forward to continued growth in this area. Equipify delivers services to NDIS participants and other fee-paying clients, including organisations.

We are very pleased with the transformation of the display area and the new Smart Home features. If you have not visited us for a while, please call in and have a look around. We have incorporated a lot of new innovations into our display and are keen to hear any feedback or ideas you may have.

We have been very pleased to continue our work with Independent Living Centre NSW through Everyone Connects and other collaborations during the year. We have been very pleased to increase our collaborations and partnerships with other organisations and hope to expand this even more in the next year.

There have been some changes with staffing during the year, as usual, but the core staffing remains stable with three staff eligible for long service leave during 2016/17. New staff have added fresh ideas and energy that has infected us all and it is great to see the changes being made.

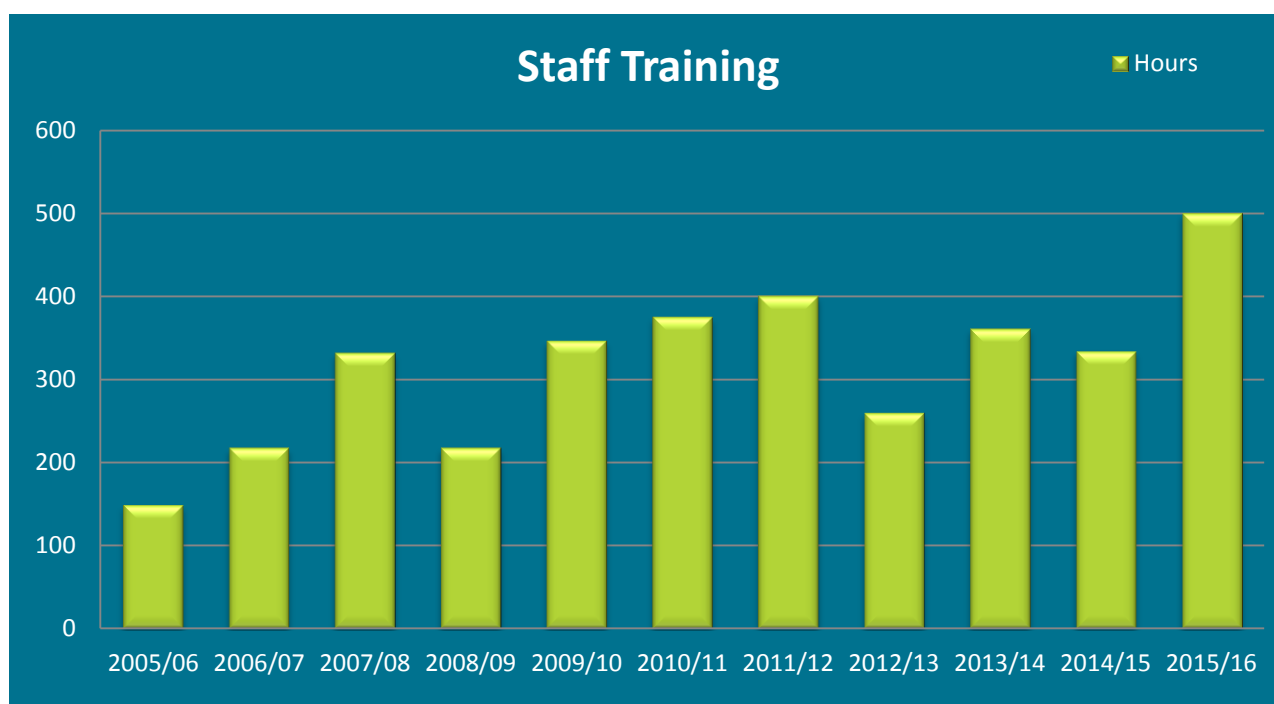
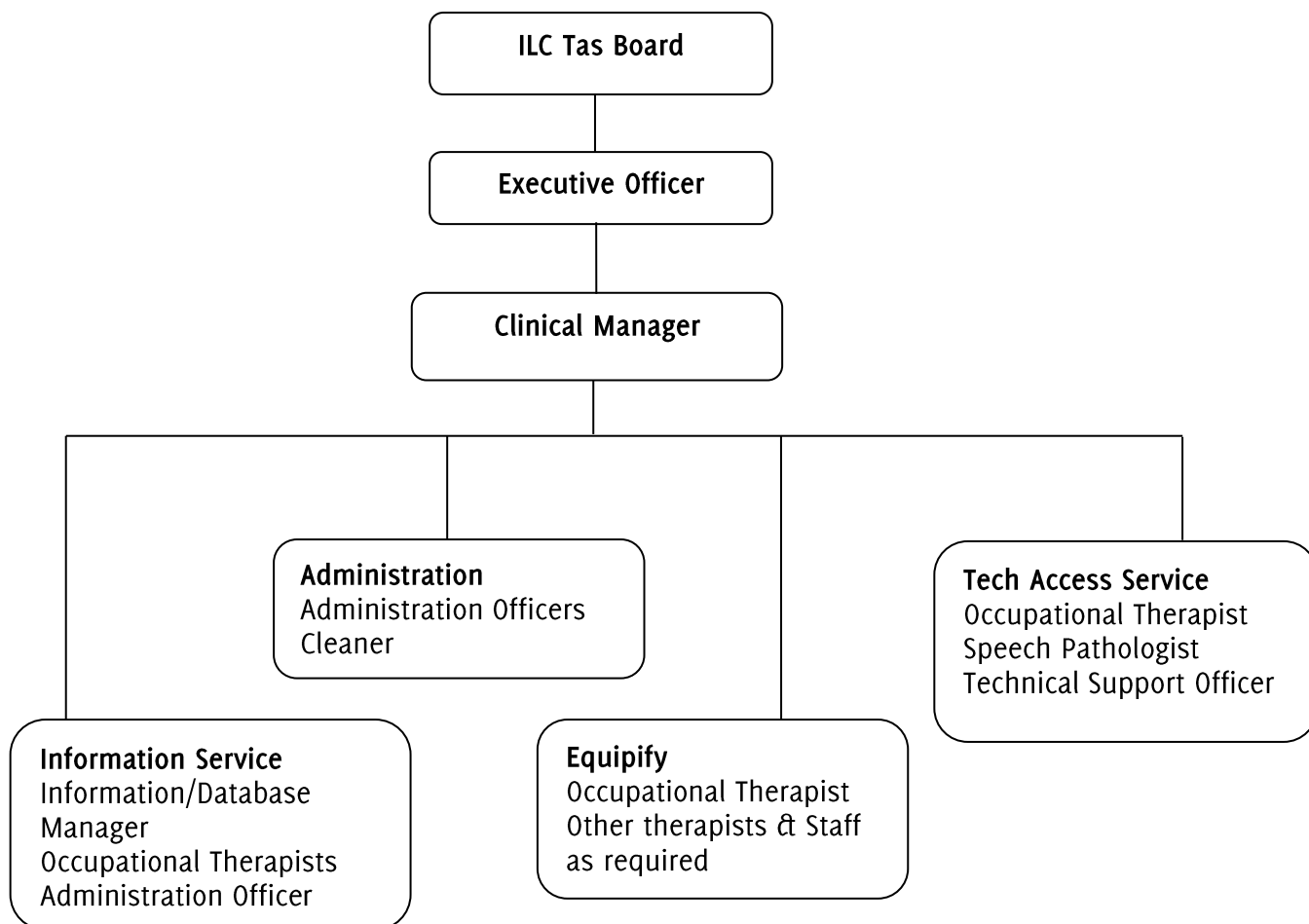
I thank the ILC Tas Board for their ongoing support and dedication to ILC Tas and the staff, volunteers, members and all agencies who have interaction with the ILC for their continued support and commitment to this organisation. We are very fortunate to have so many supporters and we appreciate you all.

Karen Frost

Executive Officer

Organisational Structure

As at June 30, 2016



Information Service

The Information Service provides information and advice from health professionals to people with disabilities, older people and others throughout Tasmania about assistive technology through visits to the centre, telephone, email, mail and faxes.

This service continues to be free to use thanks to funding from the Tasmanian and Commonwealth Governments. The most popular ways clients access our service continues to be by telephone and coming into the centre for consultations.

Equipment Display

We have continued to improve our range of products on display for individuals to view and trial (on-site). The display centre in Launceston continues to be an important aspect of the service we provide, enabling individuals to have ‘hands on experience’ with assistive technology that they may be interested in, which then empowers and equips them to make informed choices.

During the year there has been an emphasis on increasing assistive technology for low vision, personal care alarm systems including GPS tracking technology (both landline and community based), smart home technology and general household aids for equipment display purposes. The centre display has been constantly updated and improvements made so that it is vibrant, contemporary and accessible. This has included new shelving, display and storage options to cleverly fit in the venue’s space.

Mobile Outreach

The Mobile Outreach Service (MOS) provides talks, demonstrations and equipment displays to community groups and at expos and other relevant events anywhere in Tasmania. This service continues to have high demand and 5 extra sessions were attended during 2015/16 than budgeted.

Our Mobile Outreach Service has undertaken a total of 40 visits during the 2015/16 financial year with a total of **1416 participants** overall across 20 locations as per the map on the next page.

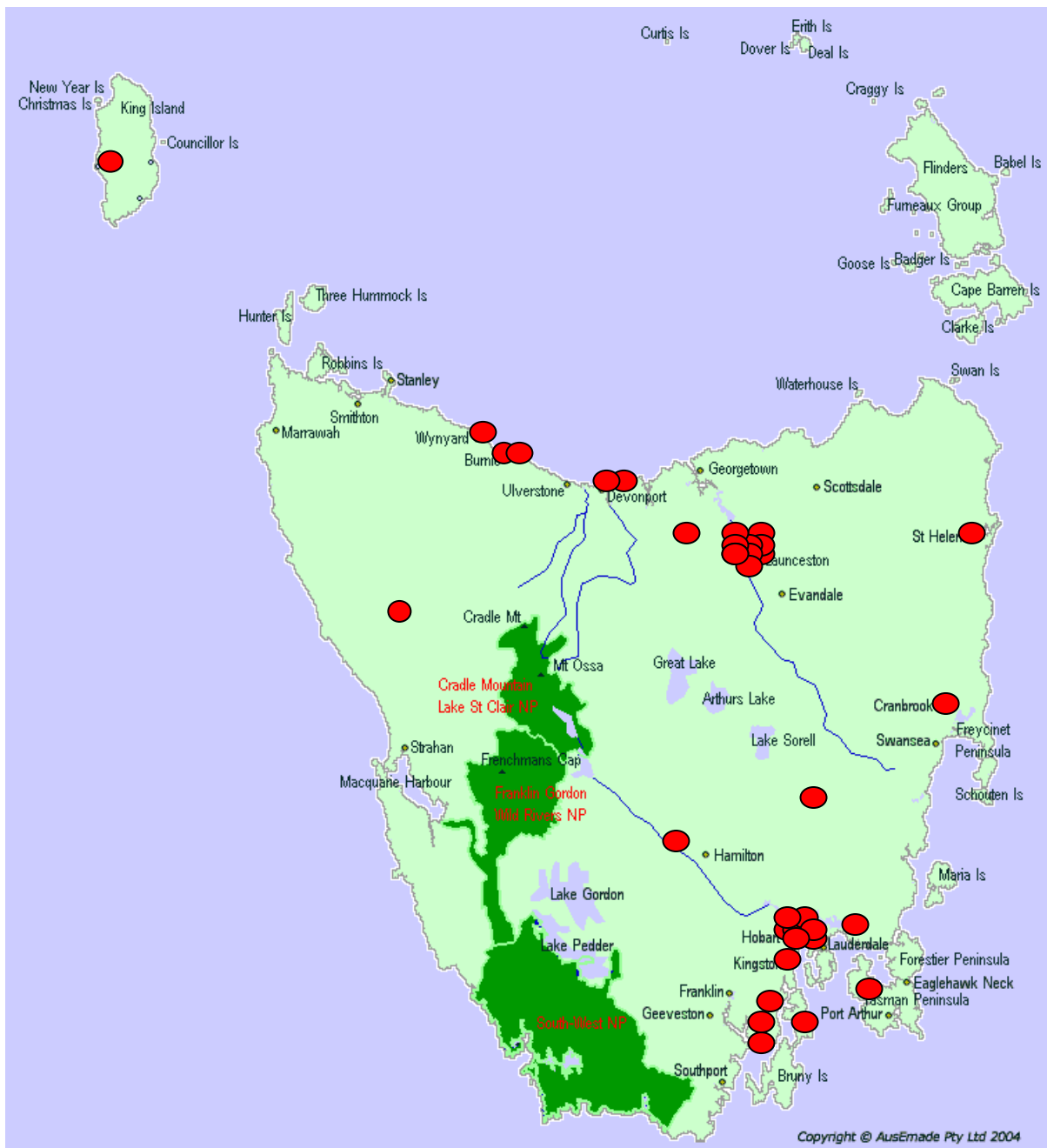
North West	11 sessions	383 people
North	12 sessions	542 people
South	17 sessions	491 people



Our thanks go to the many people who work together to make the MOS work effectively. We would not be able to extend our service so widely within the State without the dedication and commitment of our Occupational Therapists (North and South), volunteers and other ILC Tas staff, the organisations who request our service on a repeat basis and the organisations we collaborate with to provide venues and our funding bodies.

We value feedback on our Mobile Outreach Service – please keep your comments flowing! If you know of anyone who would benefit from a MOS talk or equipment display in their area or would like to be on our MOS Mailing List to keep informed of when our service is next in their part of Tasmania, please encourage them to contact us. The Mobile Outreach Service is a free service for all Tasmanians funded by the Tasmanian and Commonwealth governments.

Information Service continued



Information Sheets

ILC Tas continues to develop information sheets on a range of topics. These have been designed to increase the knowledge of individuals, their carers, their family, support health professionals and other service providers. We sent **9,457** information sheets to service providers in 2015/16. We have seen a growing demand for this service in the last 6 years as per the graph on the next page.

Information Service continued

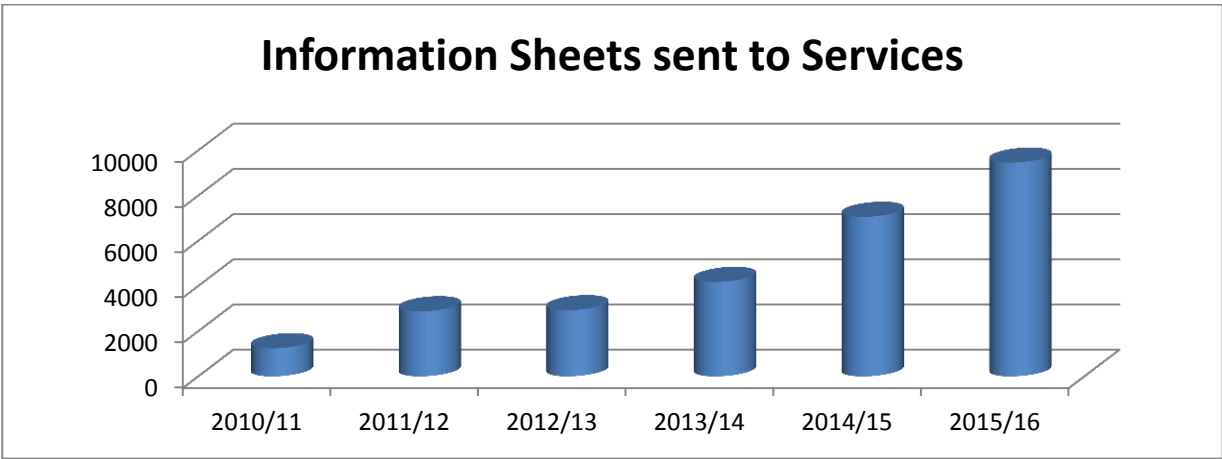
The following information sheets were developed during the year:

- Tips for managing your medication

The following information sheets have also been revised and updated:

- Kitchens – design guidelines
- Making your home accessible
- Where to buy personal alarms.

We are in the process of developing a suite of building information sheets which we hope to complete by the end of 2016/17 financial year. ILC Tas is keen to continue to provide this service and welcomes any suggestions for new information sheets /topic areas.



In-Centre Education

ILC Tas offers talks and tours of the centre to community and support groups.

The education sessions are customised to suit the groups’ needs. These can be general or about specific topics. These sessions provide excellent opportunities to learn about how ILC Tas can help and to see and try out the equipment on display.

ILC Tas provides specific education sessions designed for students undertaking Cert III Individual Support (Aged Care, Disability and Community).

In 2015/16 we provided 8 occasions of education to 108 participants.

All sessions received excellent feedback and some suggestions have been used to improve future sessions.

New Equipment on Display



Liftware Stabilizer with Spoon



One Touch Automatic Jar Opener



Uccello Feather Light Power Pour Kettle



Platinum Horizon Stairlift



Victor Reader Stream



Prodigi Duo 2in1 Electronic Magnifier



KISA Mobile Phone



Find-Me Carers Watch



Tunstall Liberty 3000 Medical Alarm Unit



Rehadapt Table Stands



HouseMate Pro MK4



WorkFit-T Sit-Stand Desktop Workstation



Sing n Dance Bob the Minion



Plush Moving & Roaring Stegosaurus



Buzz Lightyear Switch Adapted Bubble Blower



Remote Control Tow Trucks with Light Switch

Information Service continued

Website

Our website has information about our services, MOS visits to your area, information sheets and other relevant publications. The website also enables individuals to search **second hand equipment listings**. This is a free service provided by us to list and access second hand assistive technology. ILC Tas does not inspect equipment listed or provide guarantees or warranties on any equipment listed.

Our website links to the ILC Australia equipment website which is maintained in collaboration with other ILCs around Australia. This website continues to be constantly improved in content and accessibility. Individuals can search equipment information and view a range of products at their own pace and in the comfort of their own surroundings. Improvements have been made behind the scenes in relation to supplier information.

Everyone Connects

ILC Tas partnered with Independent Living Centre NSW to deliver Everyone Connects training sessions in Launceston for people with complex communication needs, carers and health professionals. Everyone Connects is funded by the Telstra Foundation and sessions in Burnie and Hobart are scheduled for 2016/17.

Participants at both events had the opportunity to learn about communication devices, apps and alternative access options including: eye gaze access, switches, mounts, and accessories. More than 30 communication apps and software were made available to trial. Included in the training were factors to consider when recommending or selecting communication devices, telecommunication functions and cyber safety tips.



Technology Access Service

Occupational Therapists, a Speech pathologist and a Technical support officer work within this Tasmanian Government funded service and have expertise to assist people with disabilities to use appropriate assistive technology to use a computer, communicate with others, participate in their education and control their environment.

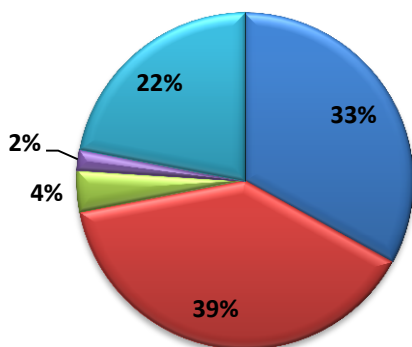
This service is available for people living in the North or North West of Tasmania. The Technology access service provides information and advice, individual client assessment, trial of equipment and software, education sessions and has a display of technology. This is a free service for clients eligible for Disability Services through the Gateway. Please contact us for more information.

Early in 2016 we employed a full-time Speech Pathologist who has worked with other staff to eliminate the backlog. **Our books are open and we are able to accept new referrals.**

We have made a concerted effort to improve our response time for seeing new clients who have been referred to the service. The delay between receiving a referral and our first appointment with clients is now minimal. All clients on the previous waiting list for this service have been seen which has been a great achievement. We are fortunate to have a wide range of devices and software available to trial with clients.

Tech Clients by Enquiry Area

■ Communication 33%
 ■ Computer Access 39%
 ■ Learning Support 4%
■ Environmental Control 2%
■ Multiple 22%



Smart TV - Skype



Equipify

This service stream provides Occupational Therapy and Speech Pathology services on a fee-for-service basis.

Equipify currently has contracts with a number of organisations to provide a range of client services. We offer services to participants under the National Disability Insurance Scheme (NDIS). Our therapists can provide a range of negotiated services through a variety of other funding sources (including Medicare). We continue to explore partnership opportunities with other organisations to provide Equipify services to their clients.

Why use Equipify?

- We use a person centred approach with clear goal setting and negotiated budgets.
- Our staff are passionate about fostering independence, creating solutions and attaining the best possible outcomes for individuals with whom we work.
- Equipify provides personalised technology solutions, communication resource service (including creation of customised materials), individual home modification advice, access consultancies, design of programmes for the development of independent living skills as well as education and training services across a broad range of topics.
- Our Allied Health staff have specific expertise in computer access, augmentative and alternative communication, environmental control, equipment prescription for assistive technology, seating, scooters and other mobility devices, home modifications and access for public buildings/spaces (including an Access Consultant), developing independent living skills and workplace ergonomic assessments.

Social Media



Our social media presence at **Facebook, Twitter and LinkedIn** has grown resulting in an increased engagement with clients and health professionals.

Nearly **9,000** people visited our website in 2015/16 and more than **18,000** people from Tasmania visited the ILCA website.

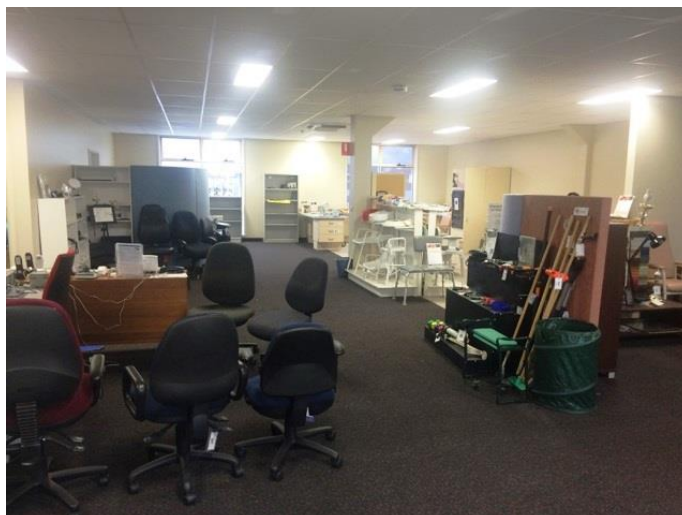


The Transition of our Display

Canning Street



A year ago when we moved to Wellington Street



Now – we love the new look and feel of the display



Biggest Morning Tea



Table set up for a Health Forum at Ulverstone



Members of a group at an information session at ILC Tas

Treasurer's Report



I have pleasure in presenting the audited Financial Reports for the Financial Year ended 30th June 2016.

ILC Tas reported an operating surplus of \$60,000 with total income 2.9% above last year and expenditure reduced by 7%. Variance in income relates to a net 4% increase of some grant income and the increase in Professional Fees from \$20,000 in 2014/15 to \$55,000 this Financial Year. The building of our Equipify service will help ILC Tas diversify revenue streams in the coming years.

Total equity has increased by nearly 17% to \$415,000 in the 2015/16 year relating to the financial year surplus.

Income

Our thanks again to those individuals, organisations, and both State and Federal Governments for their support of ILC Tas. Specifically we acknowledge support from:

- Australia Post Our Neighbourhood \$5,447 for Smart TVs for connecting with clients
- Department of Health \$16,500 for updating administrative systems and processes to meet the new CHSP requirements
- Our continued collaboration with ILCNSW through the AT Mentor project and our delivery of the Telstra funded Everyone Connects training in Tasmania. The Everyone Connects training will continue in 2016/17
- Clarence Council grant of \$1,500 in 2014/15 of which most was spent (approx. \$1,300) in 2015/16.

Expenditure

Karen Frost and her team should again be proud of the way they have been able to deliver services in such an efficient manner. Diversifying revenue streams and meeting future funding challenges is not easy when currently reliant on mostly government funding. However, with mindful management, the overall cost to run ILC Tas in the 15/16 year fell by nearly 7%. ILC Tas will need to be nimble and agile in the coming years to ensure its ongoing viability.

Balance Sheet

Total Assets for ILC Tas of \$1,302,549 was a \$207,625 or nearly 19% increase from last year. Total Liabilities of \$887,173 also has increased by nearly 20% to reflect additional borrowing costs. The total equity stands at \$415,000 and includes the capital improvement of the Wellington Street site.

ILC Tas needs to meet the funding challenges ahead as well as positioning itself for new services. Our Equipify service is operational and is providing ILC Tas with an opportunity to compete in the open market. This will help ILC Tas diversify its income stream and help create opportunities in an uncertain future.

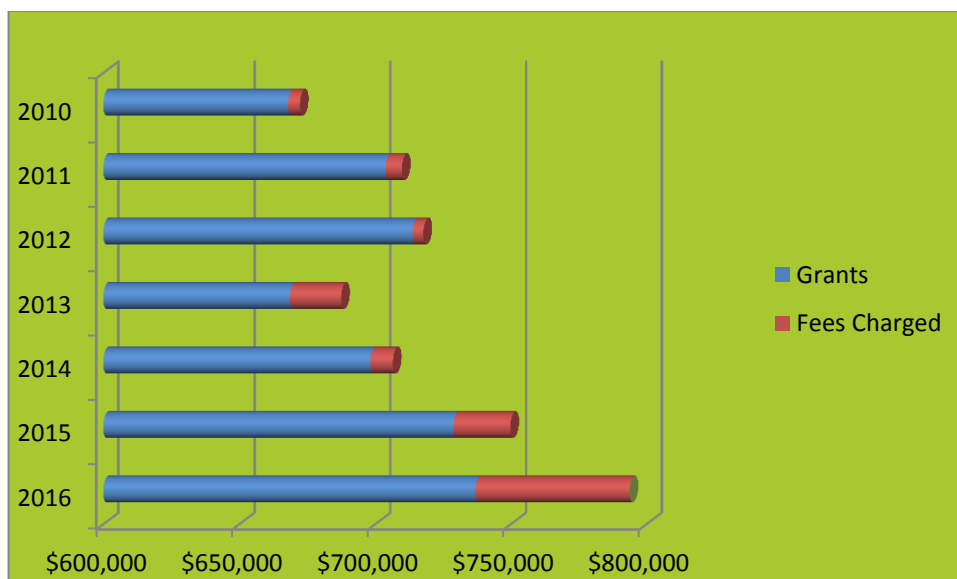
Steve Yates Assistant Treasurer

Financial Information

	2016	2015
	\$	\$
REVENUE		
Grant Income	736,955	728,891
Fees Charged	56,873	20,981
Other Income	37,764	58,241
	831,592	808,113
EXPENDITURE		
Employees	518,056	532,158
Other	253,419	302,749
	771,475	834,907



Main sources of Income



Donations and Support

We thank Australia Post Our Neighbourhood for a grant of \$5,447 for Smart Televisions for use in our Display and to Skype with clients and Department of Social Services (now Department of Health) for \$16,500 toward upgrading our computer systems and a new customer records management system.



We finalised the spending of the Clarence City Council \$1,500 grant from 2014/15 for an additional suitcase and equipment for the Mobile Outreach Service in the Southern region. This has made a significant contribution to our ability to provide talks to groups in the South and we have had a number of occasions where visits to groups would not have been possible without this equipment.

A number of individuals and groups have also made cash donations and provided other support for which we are very grateful, some of whom are listed below:

J Marshall
Crowe Horwath
LivingCare Consultancy
J Hazzlewood
H MacFie
K Preece

We particularly thank our volunteers without whom we would not be able to operate. Our Volunteer Board has been working very hard this year on the Strategic Plan and we thank them very much for their dedication. Our staff volunteers Debbie and Jennifer continue to make valuable contributions and we thank them for their ongoing support.

Suppliers

We would like to acknowledge the ongoing support of all of our suppliers and thank them for their assistance during the move to the new premises and with meeting our requests for display items. We particularly thank McLean Healthcare, Aidacare and Advanced Lifecare for their ongoing support and to all those suppliers who have donated equipment to us during the year.

We also thank those suppliers who provide opportunities for education for our staff and other allied health professionals.

Community Partnerships & Collaborations

We thank our ongoing funding bodies DHHS Disability Services and HACC (Home and Community Care) State and Commonwealth (Department of Health), for their continuing support of our programs.

During 2015/16 ILC Tas continued to work with many other organisations to provide services to the Community. Some of these have also provided assistance with staff training and mentoring. We thank the following organisations with whom we have had a more in-depth relationship, for their support and assistance and the pleasure of working with them. We are pleased that these relationships continue to grow and welcome new opportunities to work with organisations around Tasmania to support our people.

Aged and Community Services Tas

Arthritis Tas

Bendigo Bank

School of Special Education North West

DHHS – Community Centres at Devonport and Burnie

HumanWare

Independent Living Centre NSW

Integrated Living

LGH Occupational Therapy Department

MAIB

National Disability Insurance Agency

National Disability Services (NDS) – Tas

Royal District Nurses – Hospice@Home

Walker Designs

This list is certainly not comprehensive. We work collaboratively with many groups and you are all important to us.

We particularly thank Independent Living Centre NSW for ongoing collaborations regarding the NDIS AT Mentor project, the Home Modifications course presentations in Tasmania and the Telstra funded Everyone Connects project.

Notes
