

# Statements of Purpose

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## Independent Living Centre Tas Inc

### Our Vision:

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

### Our Mission:

To help make Tasmanian lives easier and safer by providing information and solutions that allow people to accomplish everyday activities

### 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.

## Our values: the way that all who are part of ILC Tas do things

Our values underpin how we will deliver outcomes. They reflect what we stand for and represent the principles that guide our dealings with the Centre's stakeholders.

<b>Access and equity</b>	We provide easy and equitable access to information and services for all clients
<b>Clients</b>	<p>We are client-focused</p> <p>We adopt an enthusiastic and positive approach to everything we do</p> <p>We maintain a co-operative "can do" ethic</p> <p>Client expectations should be met and, preferably, exceeded</p>
<b>Communication</b>	We ensure all relationships are based upon openness, trust, fairness, honesty, integrity, dignity and respect
<b>Consistency</b>	We implement actions that are consistent with the organisation's mission and long term goals
<b>Employees and volunteers</b>	<p>We encourage effort and recognise quality achievements</p> <p>We recognise that each employee and volunteer has an important contribution to make</p> <p>We provide fair treatment of employees and volunteers</p> <p>We maintain open communication to ensure that employees and volunteers are fully informed</p> <p>We encourage acceptance of responsibility and accountability for actions</p>
<b>Ethics</b>	We practise high ethical standards in all our activities
<b>Excellence</b>	<p>We are committed to professional excellence in everything we do</p> <p>We are in the business of continually improving the quality of our performance to deliver maximum value from available resources</p>
<b>Independence and impartiality</b>	We uphold independence and impartiality in the provision of advice and service to clients
<b>Management</b>	We practise and uphold high professional standards in the management of our business
<b>Teamwork</b>	We respect and support each other

# Chairman's Report

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I am pleased to present my 5th Chairman's Report since becoming Chairman in 2006.

Below is a catch up on the events and highlights of our past year, and what we will be working towards in the year ahead.

1. Sadly, there have been some resignations from the Board. Only recently Marguerite Lester left and Margaret Barlow is leaving after the AGM. I would like to thank them on behalf of the Board for their generosity in time whilst working with ILC Tas. They will certainly be missed for their ideas, positivity and selflessness – always keen to work in well with the team.
2. ISO 9001 (international Standard on Quality) accreditation is in the final stages of audit and the benefits of having this third party accredited quality system include:
  - Allowing us to formalise the processes in place and ensure that our business planning focus is on excellent quality for all our clients and user groups
  - This international standard accreditation helps with funding, as funding agencies and government bodies can be assured that the ethos of the organisation is consistent with best practice
3. Presently we are in discussions with outside consultants to assist us with the development of our new 3 year Strategic Plan (2011-2014) as we are about to come to the end of our 2008-2011 plan.

It is very pleasing to note that most objectives were achieved. The emphasis will be to look at the structure and how we deliver services, become even more efficient and manage fiscal responsibility because it will not be getting any easier in the future as demands for our service increase. Some of this will be addressed as part of the new 3 year Strategic Plan.

There is an opportunity for association members to feed into our 3-year strategic plan process. Please feel free to contact me directly to discuss the future direction of the organisation. I would be more than pleased to make the time available.

Some of the highlights for the past year have been:

- Risk Assessment review July/Aug 2009
- ILC Australia received Dept of Health & Ageing funding to upgrade the ILCA website and national database of equipment. This is a 3 year project which ILC Tas is proud to be part of.
- ILC Tas hosted the annual ILC Australia face-to-face meeting in July 2009
- Marguerite Lester attended the Board Builder Conference in Melbourne in November 2009
- Bookkeeping agreement with ARAFMI Tasmania
- ILC Tasmania is now represented on the NDS (National Disability Services) Tasmania committee

## Chairman's Report continued

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- Basic Finance for the Board training in March for ILC Tas Board members & another community group provided by SED Consulting with a grant from the Strengthening Community Organisations Fund
- Successful *Tasmanian Community Fund - Building Tasmania as the Learning Community* funding for 2 years for a Teacher to work with the Tech team to provide support for people with learning support needs
- Jay & Karen attended the CEO Forum for DCYFS (Disability, Children, Youth & Family) in Hobart in May

There is absolutely no cheer in losing excellent Board members yet we are confident we can fill this expertise void. With the hectic pace of living today, you may feel that it would be difficult to find time for a board, but our Board system is flexible and does allow for individual circumstances. There may even be new ILC Tas members or past Board members who feel that they would like to contribute to ILC Tas over the next few years. Don't hesitate to contact me or Karen, as I would love to hear from you.

At ILC Tas we constantly work towards strengthening our business through our people, and we have been very fortunate to have productive and positive staff. I would like to thank the team and our Board members for their contributions throughout the year. Their attributes will be a great asset for the next year as we, as well as other providers, face major challenges in maintaining the level of services that our clients have come to expect from us in Tasmania.

Jay Summers  
Chairman

# Board of Directors

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As at June 30, 2010

<b>Board Member</b>	<b>Starting Date</b>	<b>Region</b>
Mr Jay Summers <i>Chairman</i>	March 2005	North West
Mr Kevin Preece <i>Treasurer</i>	January 2004	North
Mr Nick Gee <i>Secretary</i>	November 2008	North
Ms Margaret Barlow	September 2005	North
Mrs Lauren Innes	September 2005	North
Mr James Newton	November 2006	North
Mr Gunter Breier	November 2008	North
Mr Jeff Ridley	May 2009	South

## Executive Officer's Report

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This has been another very busy year for ILC Tas.

We were very pleased to receive funding from the Tasmanian Community Fund - Building Tasmania as the Learning Community programme to employ a Teacher for two years. This will assist the Technology Access Service to meet the learning support needs of clients with complex communication and computer access requirements. This type of support is outside the scope of our existing funding agreements and demand for this has been increasing over the last few years.

We continue to have good relationships with the various universities around Australia and have this year been accepted by Monash University as an agency for their vouchers to be spent for education sessions. We will be reviewing our education and looking at increasing the amount we offer in 2011.

Submissions and consultations during 2009/10 include the Harmonisation of disability parking permit schemes in Australia, DHHS DCYFS Unit Pricing, Northern Area Advisory Group, NDS Tas, the Chronic Disease Clinical Network, review of the provision of equipment and assistive technology in Tasmania and the Productivity Commission.

We have been working hard to update our equipment database in preparation for the change to a national database with Independent Living Centres Australia (ILCA) and Pip has spent a lot of time removing obsolete data and retrieving data for the new database. The database takes a lot of time to maintain and with staff shortages in recent years this had fallen behind more than expected.

In January, we rearranged our offices and the layout of many of the rooms. We now have an area we can invite clients into for a private consultation and we are very pleased with the changes we made. The display is constantly updated as equipment comes and goes, so we encourage people to visit us regularly to see what has changed.

We have been working very hard this year on our Quality Management System and toward accreditation to ISO 9001. The final review of this is due in October. I thank Kate for her hard work and commitment in updating our policies and procedures, and the staff for their support of this process.

Staffing this year has remained relatively stable and I thank all staff and the volunteers who have assisted ILC Tas during the year for your efforts and support. We were very pleased to award a 10 year Certificate of Service to Debbie Rudd during the year for her volunteering contribution at ILC Tas.

Thank you to the many suppliers, service providers, health professionals and community members who continue to support and work with ILC Tas.

I also thank the Board for their support and wish Marguerite and Margaret well for the future.

Karen Frost

# Donations and Support

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We have again been very fortunate in receiving a number of donations and one-off grants during 2009/10.

These include:

Strengthening Community Organisations Fund (DHHS) - \$825

Tasmanian Community Fund (Building a Learning Community) - \$97,500 over two years

Microsoft - Office 2007 5 licences \$3,025

Craig Young, Ross Oliver Real Estate - services

A number of individuals and groups have also made cash donations under \$100 and provided other support for which we are very grateful.

We thank all of those who have made donations.

We particularly thank our volunteers without whom we would not be able to operate. Our Board has been working very hard this year and increased the hours they have put into this organisation and we thank them very much for their dedication.

Our staff volunteers, Debbie, Craig, Siray, Michelle and Manushi, have also made valuable contributions and we thank them for their support.

We also thank our funding bodies DHHS DCYFS (Disability, Children, Youth and Family Services and HACC (Home and Community Care) for their continuing support of our programs.

We also thank our suppliers for their continued support and willingness to loan equipment to us for display to our clients. We also thank those suppliers who provide opportunities for education for our staff and other allied health professionals.



## Community Partnerships and Collaborations

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During 2009/10 ILC Tas has been fortunate to work with many other organisations to provide services to the Community. 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.

Arthritis Tasmania

Commonwealth Respite and Carelink Centres around Tasmania

Community Based Support South

DHHS – Community Centres at Devonport and Burnie

National Relay Service

O Group – Business and Employment

SDL (Seating Dynamics Limited)

St Giles

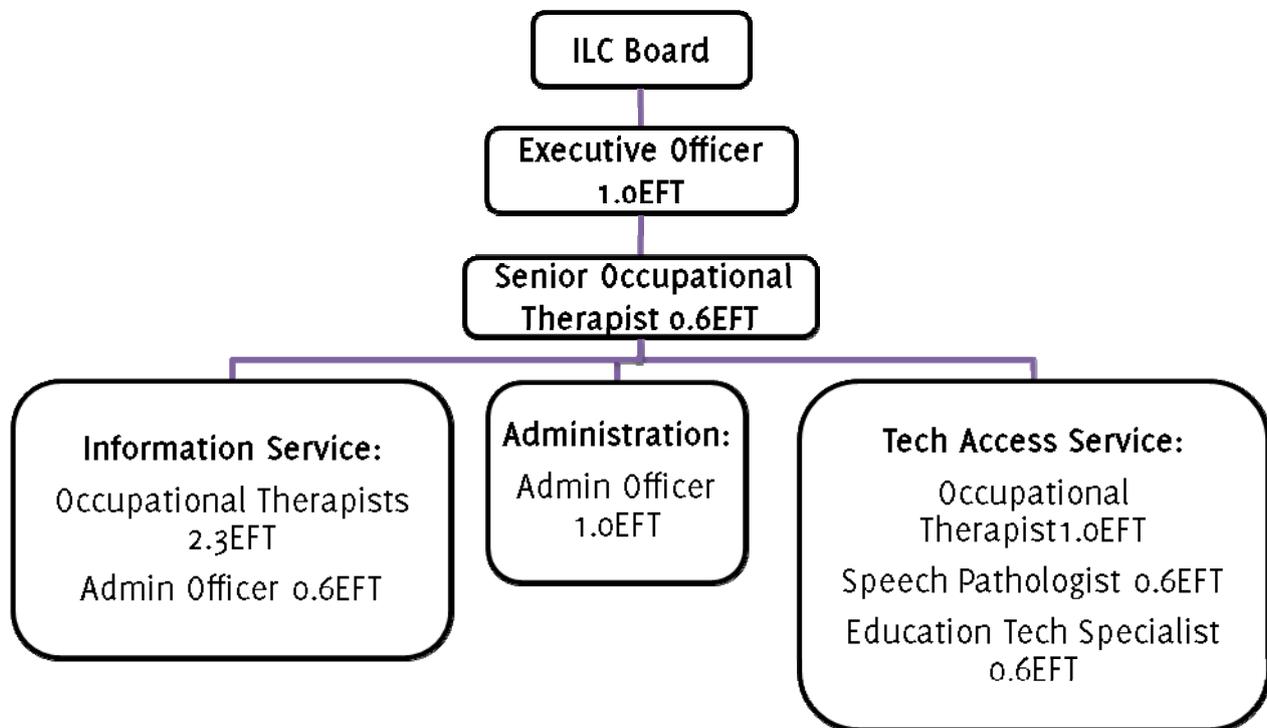


Julie demonstrates the garden kneeler.

# Organisational Structure

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As at June 30, 2010



Pip and student Marlee outside the ILC

# Information Service Report

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The statewide Information Service is a core part of ILC Tas. This includes providing information and consultations through visits to the Centre, telephone, email and faxes.



The 09/10 financial year saw some significant staff changes as Sarah Longey's time at the ILC came to an end. We would like to thank Sarah for her fantastic service during this time. Marius Di Plotti took over Sarah's position as the new graduate Occupational Therapist within the information services. Marius is still working with us and is enjoying his role taking client enquiries in the centre and getting the opportunity to conduct mobile outreach visits all over the state. We also thank John Veridiano for his contribution as a part time employee from November 09 until March 10.

We are continuing to encourage clients to make appointments when visiting the centre. This has had varying success. Appointments are encouraged to ensure the equipment is not out on a trip and that a therapist is available.

We have attended to more enquiries than in the previous financial year. We are also noticing some changes in the method of service delivery. We are responding to an increased number of email enquiries than in previous years. There has also been an increase in the amount of drop-in enquiries during the 09/10 financial year. We have conducted fewer education sessions but have increased overall number of session attendees. This indicates an increase in the average size of groups attending the education sessions.

We have had enquiries across a broad range of assistive technologies. The most frequent enquiries have been for mobility equipment, recliner chairs, household aids, and bathroom and toilet equipment. There has been an increase in enquiries about communication and alarm systems, environmental control units, and home modifications.

Our main clientele has continued to be people aged over 65. Within that age bracket female clients (1009) double males (501).

## **Window Display**

Our window display has had a number of changes during the year to reflect changing seasons, and various themes. Themes have included:

- Speech Pathology Week
- Occupational Therapy Week
- Seniors Week
- ARATAS
- "Have you called your loved one for Christmas?" featuring telephone options
- Falls prevention
- National Relay Service
- "Gifts, Gadgets and Gizmos for Christmas" featuring small items
- Biggest Morning Tea
- Bidets and toilet aids
- Aids for vision impairment
- Contenance

We have continued to leave the blinds open at night in the lighter months to enable people to look at the window displays after hours. This continues to be successful with follow-up phone calls and visits.

Marius was elected to the position of front window coordinator and with Kate constructed a roster to assist all staff members to have input in the window display.

### **In-Centre Client Education**

We continue to provide in-centre sessions for client groups wishing to tour the centre. This involves providing information about how the service can help, and an opportunity to see and try the assistive equipment on display.

ILC Tas also conducts education session for aged care students and year 11 and 12 Design Students. This year, session plans have been written and the structure of the sessions has been reviewed in consultation with educators. The new format has more emphasis on getting hands on with the equipment and experiencing what it is like to use assistive technology. The sessions for aged care students also have a related workbook that students can use to assist their learning and as a resource.

### **Staff Education**

The information services staff continue to attend various continuing professional development activities, including:

- Personal alarms
- Management of spasticity
- OT Driving Assessment In-service
- Manual handling/Manutension/Hoist training through ESSET, Disability Services, and Liko
- Seating and Pressure care workshops by St. Giles and Seating Dynamics Limited
- Staff directed in-services on database use, bath and shower transfers, personal protective equipment and feedback from conferences attended by staff members
- Involvement in regional OT network meetings
- Senior First Aid
- Fire safety training
- Window display workshop
- A student fieldwork education workshop
- A workshop on Evidence Based Practice
- Professional resilience
- Management Training course

There have also been ad hoc sessions provided by suppliers as new equipment has been introduced. We thank all who have assisted us with training and suppliers, who are always ready to answer questions and discuss equipment with staff.

## Information Service Report continued

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### Launceston Access Advisory Committee

ILC Tas continues to have a representative on the Launceston Access Advisory Committee. Chris has attended most meetings last financial year. Pip has also attended on occasion.

### Articles and Publications

Occupational Therapists at ILC Tas contribute to several publications during the year.

Each month staff write an article on a particular area of interest for the ILC News. This newsletter is available exclusively to members. Membership is only \$10 per year for individuals or \$25 for organisations. Contact ILC Tas for a membership form.

ILC Tas continued to submit articles to the journal *Independent Living*. This is the official journal of Independent Living Centres Australia. An article by Pip about home phone solutions was published in Autumn 2009. Sarah completed an article about electric recliners which is still being reviewed and will hopefully be published in an upcoming *Independent Living*. Marius is currently working towards producing an article for 2011.

Other publications have also used articles written by or featuring ILC Tas. Some of the articles in 09/10 include:

Article Title	Publications	Date
Down and Dirty: Gardening for Everyone	Arthritis Matters	Winter 2009
New Display of Aids Makes Independent Living Easier	Arthritis Matters	Winter 2009
Keeping Bones Healthy	The Examiner	July 2009
Great Gadgets for the Home	The Examiner Women's Health	July 2009
Assistive Technology	DPS Aged Care Guide 2009	August 2009
Senior's Week	Prime Times	September 2009
Get a Grip on Arthritis	Prime Times	Autumn 2010

We have also had notices in The Advocate and Examiner about ILC Tas sessions.

### Future

During 2009/10 we have continued to update our handouts and fact sheets and develop new ones. This will be a continuous process into the future. We will also regularly change the window display and promote relevant national and state health awareness initiatives. We are continually trying to make the centre more user friendly and attractive. Pip has made use of signage for equipment areas and rearranging equipment on display. Developing more posters and providing greater opportunities for clients to try equipment are other ways we are looking to make the centre more interactive and informative.

Marius Di Plotti  
Occupational Therapist

# Mobile Outreach Service Report

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Our Mobile Outreach Service continues to expand and the knowledge and expertise of our Occupational Therapy staff has been much in demand around the state. Marius Di Plotti, Pip Tyson and Virginia McCann have worked, and continue to work, extremely hard to fulfil our goal: to provide an ILC outreach service to rural and remote areas of Tasmania and to facilitate equitable delivery of ILC Tas services across the state. I must also mention Sarah Longey, our new graduate OT who left ILC Tas in late February after a 12 month stint – her efforts particularly with MOS and her dry humour were appreciated by us all.

As I write this on a wintry August day, I am reminded that our staff are often travelling the state, sometimes spending long hours in the van then unloading and reloading in very unfavourable weather conditions, and they are to be commended for their commitment.

For the first few months of this financial year, MOS coordination was ably managed by Pip Tyson (formerly O'Connor). In November 2009, I was asked to take on the role of MOS Coordinator on a trial basis. The outcome of this would be to remove some of the administrative tasks formerly completed by health professionals through the enlisting of assistance from administration staff, such as myself. As a non-clinical member of our Staff, I am enjoying the learning curve and the challenges, operating under the watchful eye of our Senior Occupational Therapist, Kate! I am very appreciative of Kate for her approachability and patience as I learn the ropes.

The Mobile Outreach Service has endeavoured to operate closely under the guidelines of our MOS Operational Plan. This is in keeping with the terms of our service agreement and facilitates the refining of our delivery of client services which are in increasing demand. The current Plan came into effect half-way through this financial year and will be reviewed annually. We aimed in 2009/2010 to complete 40 MOS visits statewide, with a greater emphasis on the South and North West regions and rural locations in the North.

At the end of the financial year we had recorded a total of 68 MOS visits Statewide. This reflects 13 in the North, 22 in the North West and 33 Southern visits. In addition our Display Boards were sent on five occasions that we were unable to have staff present. Fifteen of the Southern area sessions were delivered by our Hobart-based staff member, Virginia. We greatly appreciate her experience, flexibility and willingness to cover requested sessions that we would otherwise be unable to provide.

Virginia and Sarah were able to give good coverage to groups from culturally and linguistically diverse backgrounds. In this financial year visits were made to the German, Chinese, Polish and Greek Communities and a Multicultural Group. Pip also conducted a talk and equipment display for a large group of around 60 clients at the Good Neighbour Council. Before the end of the 2010/2011 financial year, we hope also to be of service to the newly-formed African, Afghani and Croatian Community groups.

ILC Tas has this year conducted sessions for Tasmanian Aboriginal Elders groups in Risdon and on Flinders Island, and we currently have dates confirmed to visit Flinders Island, Hobart, Burnie and South Eastern groups during the 2010/2011 financial year.

Marius reported a good attendance at a Positive Ageing Expo on King Island in early June, and next year we hope to time our yearly visit there with the Annual Show in March.

## Mobile Outreach Service Report continued

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In August 2009 we recruited a volunteer driver, Craig Bresnehan, and we thank him for his many hours of hard work; driving the van many kilometres, assisting our OTs with unloading and loading equipment, and setting up/packing up at various venues. Craig has accompanied our staff on approximately 12 trips to North Western and Southern venues.

ILC Tas has seen approx. 220 carers, support workers and students pass through our door this year, as part of our In-Centre Education Programme. These 13 groups have sought to increase their knowledge of ILC Tas, its function and how to meet the needs of clients through the use of assistive technology. We were able to meet all requests for in-centre education in the 2009/2010 financial year.

One of the more unusual In-Centre Education sessions was held in February this year, when Pip had the privilege of conducting an In-Centre Education tour for a group of Japanese, both men and women from mainly healthcare backgrounds. These clients had arranged through Presbyterian Care to visit ILC Tas as part of their whirlwind tour of Tassie. They were delighted to discover during their tour that Pip could speak a little of their language!

Regretfully, there were 14 requests for visits in various regions that we were unable to meet and we hope to fulfil many of these requests in the future. One of the Strategic Actions listed on our Operational Plan is that geographical target areas will be prioritised each financial year and the areas not serviced in 2009/10 will be given preference in subsequent financial years.

We did have one instance in October 2009 when we were invited to three separate events in different parts of the State, all on the one day. Rather than say we couldn't meet the request to attend a Seniors Expo in Devonport due to our clinical staff having two other commitments, I was able to be present with a small trade table. Although not equipped to offer clinical advice, I was armed with a cheerful smile and plenty of brochures. I can report that the event was well attended, it was a good accessible venue, and I was able to chat to around 40 people and make sure they had heard of ILC Tas and how we can be of service to the Tasmanian Community.

Seven of our MOS sessions were run in conjunction with Arthritis Tasmania. We look forward to a continued good working relationship with each of the Community Educators from Arthritis Tas.

ILC Tas proposes to continue regular visits to Devonport, Burnie and Hobart, offering 'Open to the Public, Drop-In' sessions, with opportunity for appointments afterwards. These will be held at the Community Health Centres in Devonport and Burnie, and at Community Based Support in Moonah, as well as other venues as opportunities arise.

ILC Tas would like to give our ongoing thanks to the HACC program and DCYFS, which jointly provide funding for our service. We also say 'Thank You' to those who have invited ILC Tas to visit during 2009/2010, and we welcome your continuing feedback on our Mobile Outreach Service. A big 'Thank You' to Carol Hesketh as well, for her support with MOS advertising, a regular task involving many hours work!

Julie Dunham

# Mobile Outreach Service Visits 2009 - 2010

## North

NO.	DATE	EVENT	TOWN
1	09/07/09	MS Sufferers and Carers	Kings Meadows
2	05/08/09	Arthritis Tas - Healthy Bones Week	Prospect
3	28/08/09	New Women in Business Networking Expo	Inveresk
4	4/9/09	Good Neighbour Council	Launceston
5	12/9/09	Meals On Wheels State Conference	Launceston
6	1/10/09	Senior's Week Information Day	Deloraine
7	7/10/09	Arthritis Tas North - Gardening	Prospect
8	15/10/09	Flinders Island Multipurpose Centre	Whitemark
9	15/10/09	Flinders Island Aboriginal Assoc. Inc.	Lady Barron
10	16/10/09	Flinders Island Show	Whitemark
11	23/10/09	Good Neighbour Council	Launceston
12	24/3/10	Arthritis Tas Info Session	Prospect
13	26/5/10	Community Options Client Forum	Punchbowl

## North West

NO	DATE	EVENT	TOWN
1	22/07/09	Burnie Community Health Centre	Burnie
2	27/08/09	Devonport Community & Health Services Centre	Devonport
3	23/9/09	Burnie Community Health Centre	Burnie
4	2/10/09	Health & Wellbeing Expo	Ulverstone
5	6/10/09	Over 50's Expo (Seniors Week)	Devonport
6	6/10/09	Seniors Week at Senior Citizens Club	Smithton
7	22/10/09	Devonport Community & Health Services Centre	Devonport
8	28/10/09	Dementia Carers Support Group	Devonport
9	25/11/09	Burnie Community Health Centre	Burnie
10	2/2/10	Zeehan Rec. Day Centre Visit	Zeehan
11	3/2/10	Queenstown Rec. Day Centre Visit	Queenstown
12	4/2/10	Rosebery Rec. Day Centre Visit	Rosebery
13	16/02/10	Burnie Community Health Centre	Burnie
14	24/3/10	Devonport Community & Health Services Centre	Devonport
15	24/3/10	Arthritis Tas/ILC Tas Talks and Display - DCHSC	Devonport
16	14/4/10	NSA/COTA Expo	Ulverstone
17	28/4/10	Burnie Community Health Centre	Burnie
18	27/5/10	Devonport Community & Health Services Centre	Devonport
19	1/6/10	'Standing Steady' Seminar (with Arthritis Tas)	Burnie
20	4/6/10	Positive Ageing Expo	King Island
21	22/6/10	Arthritis Tas/ILC Tas Talks and Display - BCHC	Burnie
22	22/6/10	Open to Public session at BCHC	Burnie

## Mobile Outreach Service Visits 2009 - 2010

### South

NO.	DATE	EVENT	TOWN
1	06/07/09	Langford Support Services	Glenorchy
2	07/07/09	Aboriginal Health	Risdon
3	08/07/09	Able Australia Group Home	New Norfolk
4	08/07/09	Community Based Support	Moonah
5	04/08/09	Post Polio Support Group	Kingston
6	05/08/09	Arthritis Tas	Hobart
7	08/09/09	Finding Things a Little Difficult at Home	Brighton
8	09/09/09	German Club	Glenorchy
9	09/09/09	Community Based Support	Moonah
10	09/09/09	Finding Things a Little Difficult at Home	Moonah
11	10/09/09	Chinese Club	North Hobart
12	11/09/09	Multicultural Group	Hobart
13	15/9/09	Polish Club	Hobart
14	24/9/09	District Nurses Meeting	Hobart
15	29/9/09	Greek Day Centre	Hobart
16	5/10/09	Senior's Week Expo-Salvation Army	Hobart
17	6/10/09	Senior's Week- Taroonia Friendship Event	Taroonia
18	28/10/09	Women's Health Expo	Brighton
19	11/11/09	Community Based Support	Moonah
20	11/11/09	Commonwealth Carelink Group	Moonah
21	12/11/09	Huonville Health & Wellbeing Expo	Huonville
22	29/1/10	Manor Gardens Club	Hobart
23	1/2/10	Probus Club	Lindisfarne
24	23/3/10	Arthritis Tas Session	Hobart
25	25/3/10	Day one of Carers Conference (Comm. Respite & Carelink)	Elwick
26	26/3/10	Day two of Carers Conference (CRCC)	Elwick
27	21/4/10	Uni of 3 <sup>rd</sup> Age Session, Tasman Peninsula	Taranna
28	21/4/10	Multipurpose Centre Visit, Tasman Peninsula	Nubeena
29	22/4/10	NSA/COTA Expo	Glenorchy
30	4/5/10	Follow Up to Carers Conference	Moonah
31	4/5/10	Open to Public Session at CBS	Moonah
32	10/6/10	Stroke Support Group Session	Moonah
33	10/6/10	Open to Public Session at CBS	Moonah

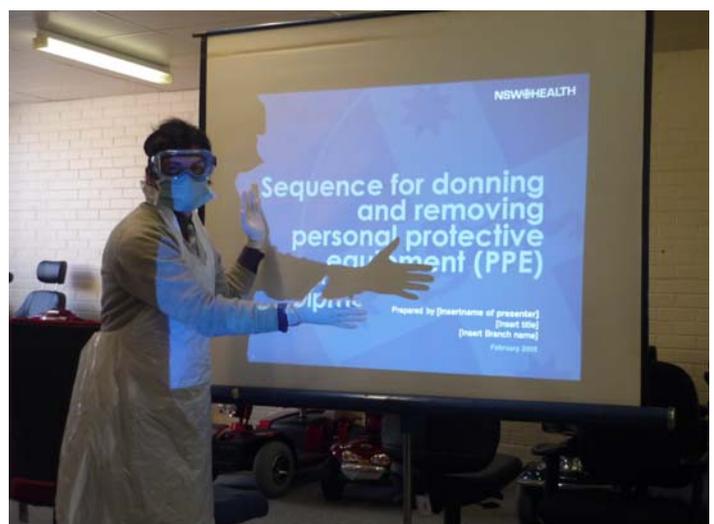


Pip doing demonstrations on a MOS trip

# Educational Sessions 2009 - 2010

NO.	DATE	GROUP	TOWN	NO OF PEOPLE
1	15/07/09	LGH Physiotherapy Assistants	Launceston	40
2	05/08/09	Community Care Carers	Launceston	20
3	10/08/09	Scotch Oakburn Design Students	Launceston	10
4	13/08/09	Palliative Care Team	Launceston	10
5	21/08/09	Guilford Young Design Students	Launceston	28
6	17/9/09	West Tamar Diabetes Support Group	Launceston	20
7	6/11/09	Polytechnic North Aged Care Students	Launceston	22
8	7/12/09	Polytechnic N/W Aged Care Students	Launceston	4
9	19/2/10	Japanese Health Industry Visitors	Launceston	20
10	15/6/10	L'ton College Aged Care Students (Grp. 1)	Launceston	10
11	18/6/10	Tas. Aboriginal Centre Support Workers	Grindelwald	18
12	24/6/10	Wattle Aged Care Support Workers	Launceston	9
13	29/6/10	L'ton College Aged Care Students (Grp. 2)	Launceston	10

	2009-10	2008-09	2007-08	2006-07	2005-06	2004-05	2003-04
<b>MOS visits</b>	68	64	56	57	49	54	38
<b>Education sessions</b>	13	10	13	28	10	8	13



Marius demonstrating Personal Protective Equipment (PPE) to ILC Tas staff

# Information Manager's Report

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## Information Manager Report

Did you know that we have information on over 5,000 items of assistive technology? We store all this information on the computer using a database program. You can also see the product information on our website.

Each Independent Living Centre in Australia holds information about assistive technology. Each ILC adds to and maintains this information. Although all the ILC's around Australia share product information, the maintenance and updating of the local information takes considerable time and effort. The current equipment search on our website is not user friendly and the current database system no longer meets our needs, and is timely to maintain.

For years, we have dreamed about having an easy to use equipment search on the website and central data storage of all the product information for all the ILCs around Australia. Fortunately this dream appears to be coming to fruition.

## New National Equipment Data Management System and Website

ILCA has been successful in receiving significant funding from the Department of Health and Ageing to develop a national website database, with the focus on older Australians.

The new website will provide a single point of access for all Australians to source information about products for independent living. The website will be user friendly and accessible.



Independent Living  
Centres Australia

Construction of this website and database is currently underway.

In February, the Information Managers from each ILC around Australia met in Melbourne. We were able to discuss some of the features we would like from a new website and database system. In August all the Information Managers and Directors met in Canberra to further progress desired features for the database and statistical programs. These meetings also gave Karen and I the chance to see how other ILCs look and operate.

## Database Statistics

Currently there are more than 5,000 items on the database. There are also 2,286 suppliers and contacts. Due to the demands from the National project, there has been less emphasis on updating the local Tasmanian database.

This year we have concentrated on removing old and unavailable items from the database. This is important for the new national system being developed. We have removed over 350 unavailable and old items from the database this financial year. We also removed 57 suppliers who no longer operate.

In 2009/10, 453 new items and 166 suppliers were added to the database. In addition, 3,528 items and 853 supplier details were modified on the database. This means almost 70% of items on the database were modified during the year.

## Equipment Display

We currently have over 1,600 items on display at the centre, 80 items held in the Mobile Outreach van, and Virginia has an additional 28 items in Hobart.

During 09/10 we have managed to obtain 80 new items for display. New items on display include: 5 bathroom products, 8 items for medication management, various continence related products, 2 electric beds, a specialist walking frame with laser light, 5 manual wheelchairs, a bath lift, 3 new phones (including a demo mobile phone), and adapted eating and drinking utensils. See the picture collage on the next page for pictures of just some of the new items on display.

## In-centre Signage

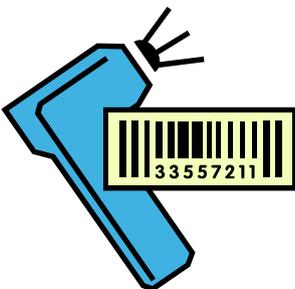
We are continually looking for ways of increasing the aesthetics of the equipment display. We have recently introduced more signage to the centre. We are keen to receive feedback about the signage and other suggestions for making the space appealing and useful.



## Stocktake

Earlier this year we did a stocktake of all the items in the centre. That means scanning the barcodes of over 1,600 items plus hundreds of accessories. This requires a mammoth effort and usually takes several days to complete.

There are almost 150 suppliers with loans on display at ILC Tas. We have sent out an updated loan agreement and a list of items on display with ILC Tas to almost all of these suppliers.



We thank all of the suppliers who continue to support our equipment display. The majority of our display items are on loan or have been donated. Without this support from our suppliers we would not have such a great display of products for you to see and try.

I again thank Carol Hesketh and Julie Dunham for their fabulous support and hard work during the year. Their input is invaluable. We are very lucky to have two such helpful and thorough administration staff.

# Technology Access Service Report

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To start to write this report we looked back through our diaries and staff meeting minutes. Yes, another year has passed and what has happened?... Well, quite a bit actually!

The biggest change has been the addition of Charlotte White to our team. Charlotte has joined us in the new position of Educational Technology Specialist. She brings to the team a background in teaching and education and is developing the role of working with students and schools to implement technology to support literacy. More of this later...

The strongest theme arising from reviewing our year is the dreaded waiting list. Progressively, over the year, the time that non-urgent client referrals are waiting for our service has increased from six months to twelve months. New referrals continue to occur at a regular rate of three or four per month. However, the complexity of clients and the steady demand to provide timely support for people with progressive neurological diseases means that some clients are waiting longer and longer.

In November we realised that 20% of our caseload were students who were referred for technology for learning support. The demand for this area of work had been building over time and was on top of our regular client base. These clients did not fit into the *Computer Access* category as they were able to use a standard computer but neither did they fit into the *Augmentative and Alternative Communication (AAC)* category, which focuses on technology to support oral communication. Referrals came for students at independent schools, public schools and those being home-schooled. These were students who struggled to reach age-level literacy skills due to a variety of learning disabilities, often undiagnosed. They wanted to use technology to support their reading and writing and were unable to receive this advice elsewhere.

With our growing waiting list and this new client group, we were facing the options of either securing additional funding to support this new area, or having to stop providing this service. Luckily, in December we received the exciting news that we had been successful in securing a grant of \$97,500 from Tas Community Fund Building Learning Communities to employ an Education Technology Specialist, 0.6 FTE for 2 years.

Since beginning with the service in February, Charlotte has been familiarising herself with ILC Tas practices, consulting with existing clients and those on the waiting list (and adding new referrals), as well as beginning to research the extent of need within our service area. In the near future this will include visits to the North East coast and the North West region to meet with key school personnel and develop a plan for supporting students who may be potential clients in the future.

Despite the new staffing our waiting list has continued to lengthen. In March, Di reported that 45% of clients in the total case load had been referred for AAC on its own or in combination with other technology. With only a 0.6 FTE speech pathology position, this results in a heavy workload. Funding submissions to increase the staffing to a full time speech pathology position have occurred but unfortunately the situation is yet to change. Meanwhile, Tech staff continually consider and work with senior staff on new ways to manage the waiting list or to deliver the tech service in different ways.

Also affecting our service delivery is the staffing and knowledge (in general) of technology and AAC within the community allied health services. Over the past twelve months we have both welcomed and farewelled key primary therapy staff with whom we work closely. By building these relationships, skills and knowledge in other services it enables us to consult better. When staff leave other services this in turn affects our service delivery.

## Technology Access Service Report continued

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While the waiting list issue has dominated our year, we have also worked on other projects successfully.

Marius Di Plotti completed a very successful fourth year (UniSA) OT placement with the Tech team and has since joined the ILC Tas Information Services team. It is wonderful to see students return to the ILC following a student placement. Marius is the second student in the past 7 years to work at ILC Tas after having a placement.

The entire Tech Team attended the Inclusive Learning Technologies (Spectronics) conference in May. This was a wonderful opportunity for the team to bond and for Charlotte to become more familiar with current learning technologies and connect with suppliers and interstate peers. The team also each attended pre-conference workshops with Charlotte learning to be a TextHelp Read and Write software trainer.

Chris and Di organised major national professional development events. Di organised the AGOSCI National Tour in Tasmania – Autism and AAC and Chris co-convened with Karen Frost the ARATA Conference in Hobart.



The stars of the Technology Access Service  
Christopher Bryg, Diane Symons, Charlotte White

Other successes and interesting points are listed below in our 'fast facts'.

### Fast Facts

- 72 clients, approx 52% NW, 47% North
- Referral sources: 31% adult health service, 23% self referral, 15% education facility, 14% paediatric health service. Remainder from community groups, disability services, insurance companies, private practitioners and residential care facilities.
- ILC Tas hosted a workshop on Minspeak speech generating devices, provided by Liberator. This provided very useful training for Di supporting a client with a Minspeak device, but also introduced a new group of people to ILC Tas services.
- Di and Tim Thurlow (one of our long standing clients) had an article published in the Independent Living Journal and were interviewed in the Examiner during Speech Pathology Week. Di also did an interview on ABC radio.
- Chris presented at the Motor Neurone Disease (MND) conference.
- We have established a relationship with the Motor Neurone Disease Association (MNDA) Tasmania through their Regional Advisor, Jennene Arnel and have set in place arrangements to support computer access technology and AAC.
- We have regular contact with Darlene McLennan, National Disability Coordination Officer N & NW at UTas.
- Chris and Di met with other ILC tech teams from around Australia to consult on the new database and implications for these product types. Other ILC tech teams operate quite differently from ILC Tas, however it was good to recognise the similarities and differences. Better networks and resource sharing has occurred as a result of this meeting.
- Di completed the advanced PODD training.
- Chris attended a Gerry Kennedy workshop run by UTas.



Chris, Diane & Charlotte give feedback on Inclusive Learning Technologies Conference

## Environmental Considerations & Sustainability

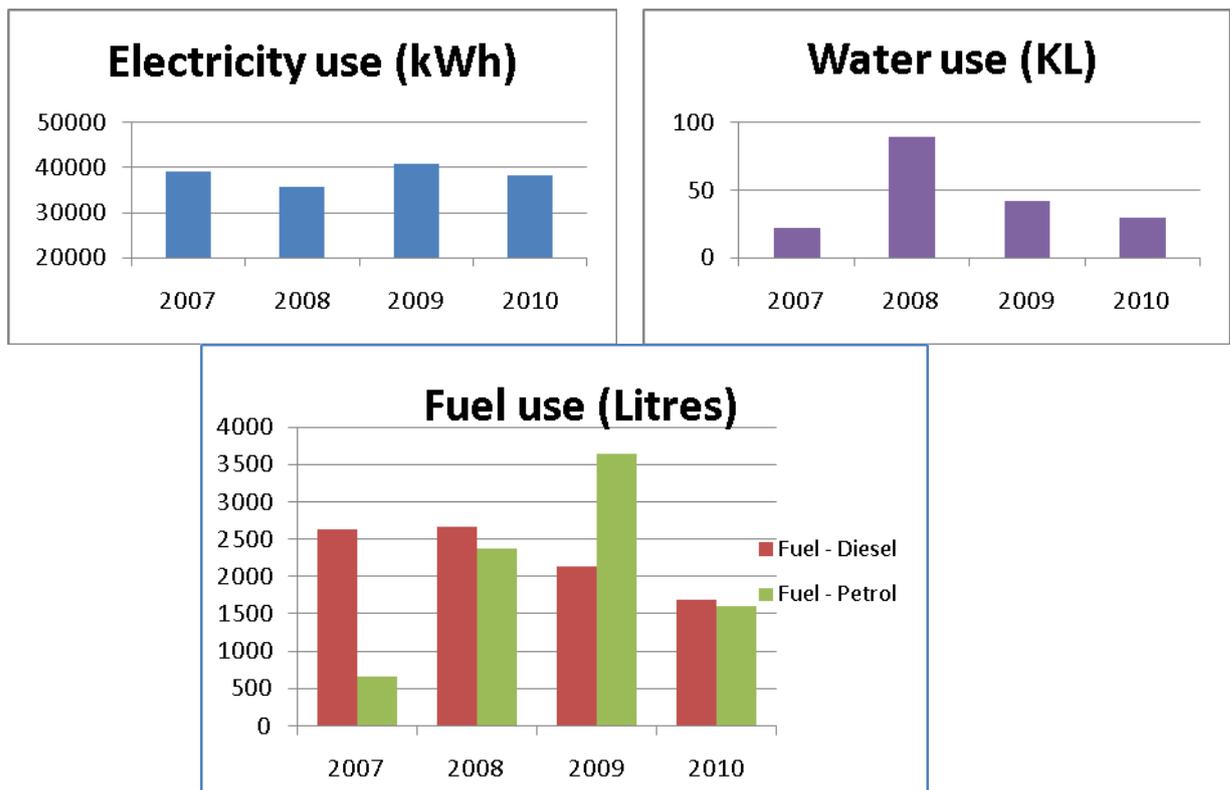
ILC Tas continues to be aware of the impact the organisation has on the environment, and looks for sustainable options where feasible.

Some of these include:

- Turning lights off after hours
- Leaving blinds open after hours during summer and closing them after hours during winter to minimise heating and cooling needed
- Using recycled pre-loved furniture
- Refilling printer cartridges where possible
- Using double-sided printing as much as possible
- Re-using paper for single-sided internal use only printing
- Using thin client terminals where possible which produce lower emissions
- Increased use of Council recycling bin (including paper recycling)
- Use of a water cooler that uses tap water (instead of bottled)
- Laser cartridges, toner bottles and drum units are returned to the manufacturer for recycling
- Car pooling where possible
- Increased use of teleconferencing facilities to reduce road travel

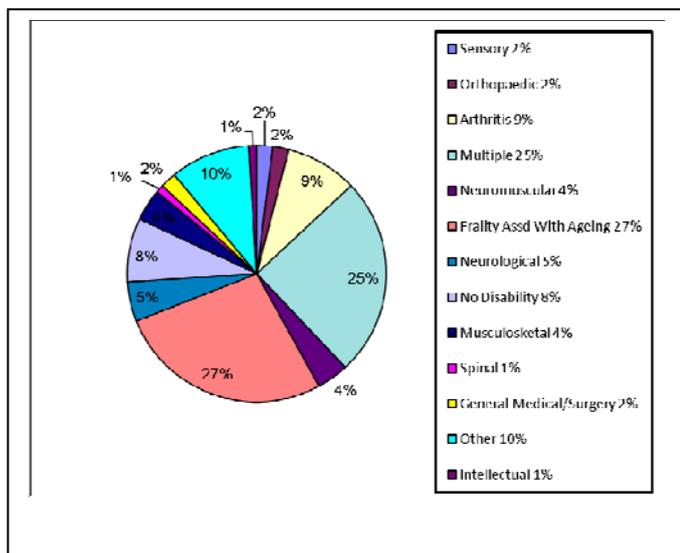
Where possible ILC Tas will continue to look for and implement environmentally friendly alternatives.

Our use of electricity, fuel and water decreased significantly during 2009/10.

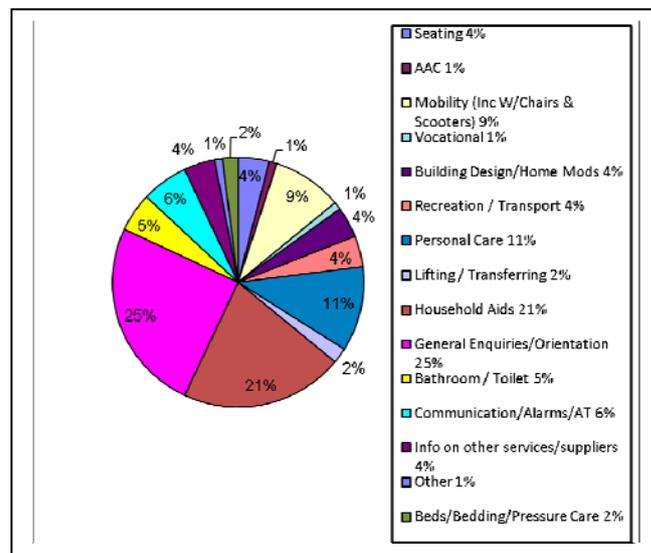


# Statistical Review Of Operations: Info Service

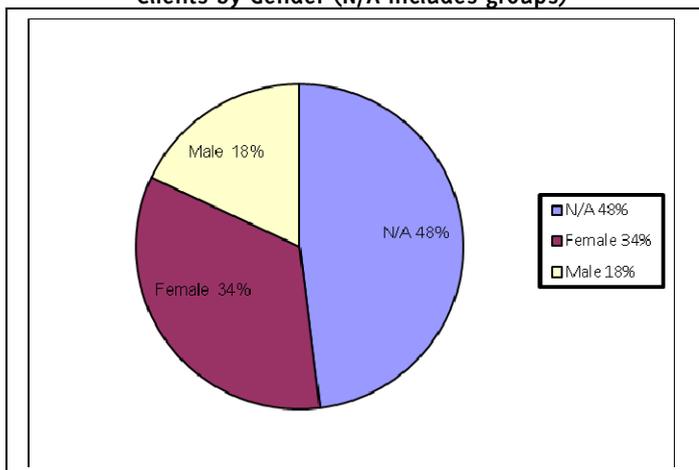
Clients by Disability



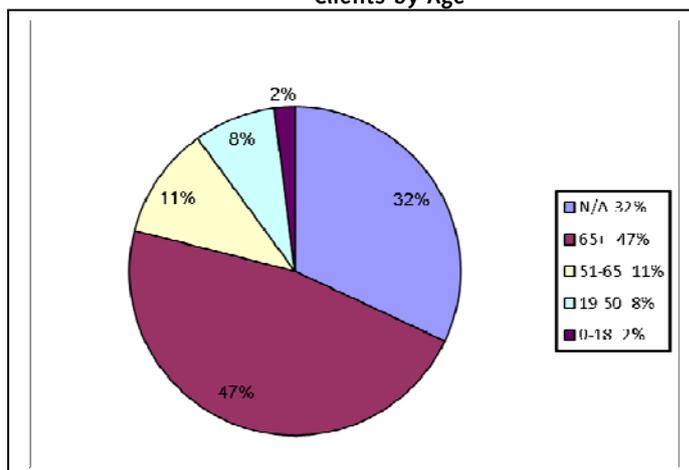
Clients by Enquiry Area



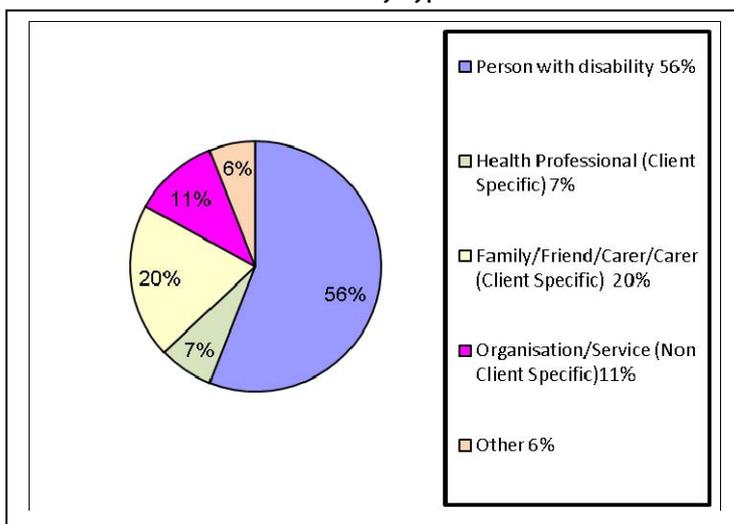
Clients by Gender (N/A includes groups)



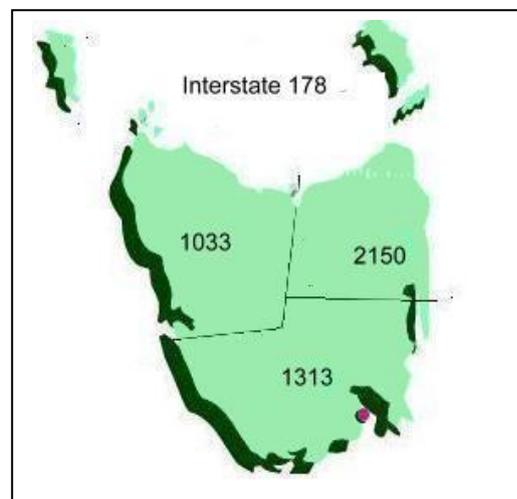
Clients by Age



Clients by Type



Clients by Region



# Statistical Review of Operations: Technology Access Service

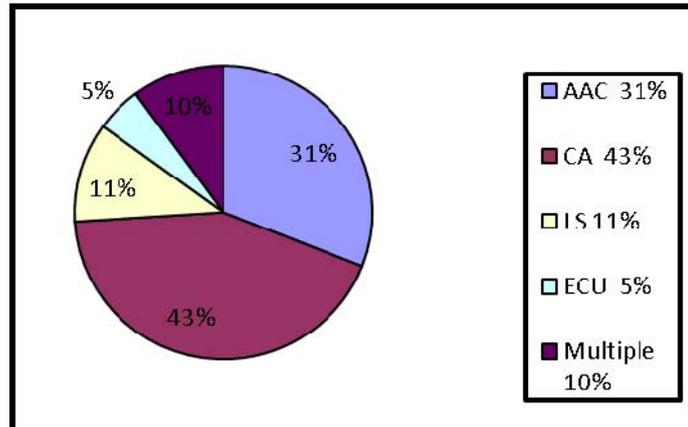
Total Number of Clients Seen During the year

140

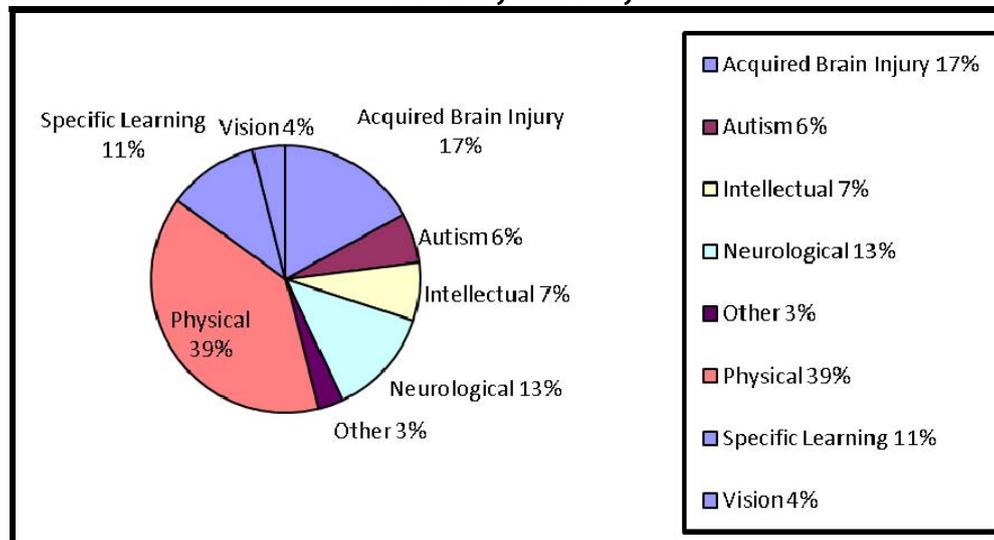
Individual Clients as at 30<sup>th</sup> June 2010

72

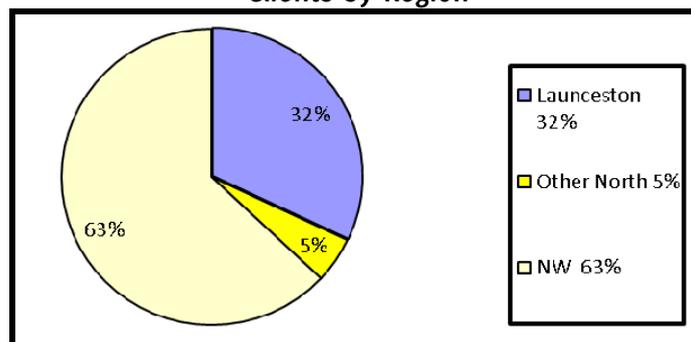
## Referral Type



## Clients By Disability



## Clients by Region



# Treasurer's Report



I have pleasure in submitting my report to this year's Annual General Meeting. The year under review has from a financial point of view had its challenges and whilst a deficit result is not to our liking I am pleased to report that our deficit is less than \$6,000. The team at ILC Tas led by Karen is to be congratulated on this result as at one point it appeared the deficit was going to be considerably higher. This outcome has been achieved without serious cuts to our services and reflects well on the dedication of all staff and volunteers.

In March 2010 Board members participated in Basic Finance for Board Members training which was funded by a grant from the Strengthening Community Organisations Fund which was very valuable to our newly formed Finance Committee.

During the year in review we entered into a bookkeeping agreement with ARAFMI Tasmania and I am pleased to report this has worked very well to date.

Perhaps the highlight of 2009/10 was the successful application to The Tasmanian Community Fund for the "Building Tasmania as the Learning Community" funding totalling \$97,500 over 2 years.

During the year the Board decided to establish a Building Reserve of \$230,000 which is a contingency in view of the current situation in which we occupy rented premises.

In the Balance Sheet we have reorganised the assets schedule to better reflect the nature of assets. Previously nearly half our computer equipment and leasehold improvements had been included in general plant and equipment.

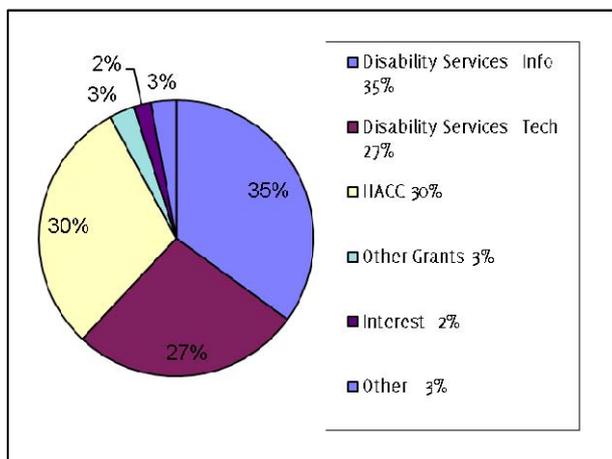
At the time of writing this report we are still waiting for a response from DHHS re funding for our Tech and Info Service both of which were operating at a deficit to the 30<sup>th</sup> June 2010.

We are of course grateful to DHHS DCYFS and HACC for their continued support of our service by way of recurrent funding.

In closing I would like to thank our other supporters many of them being small businesses and individuals who contribute with cash and "in kind" donations. I believe I have the full support of the Board in expressing my appreciation to Karen and her staff for a great job in handling the finances of the ILC.

**Kevin Preece**  
Treasurer

**OPERATING REVENUE**



**EXPENDITURE**

