

LifeTecTM
QUEENSLAND
towards easier living

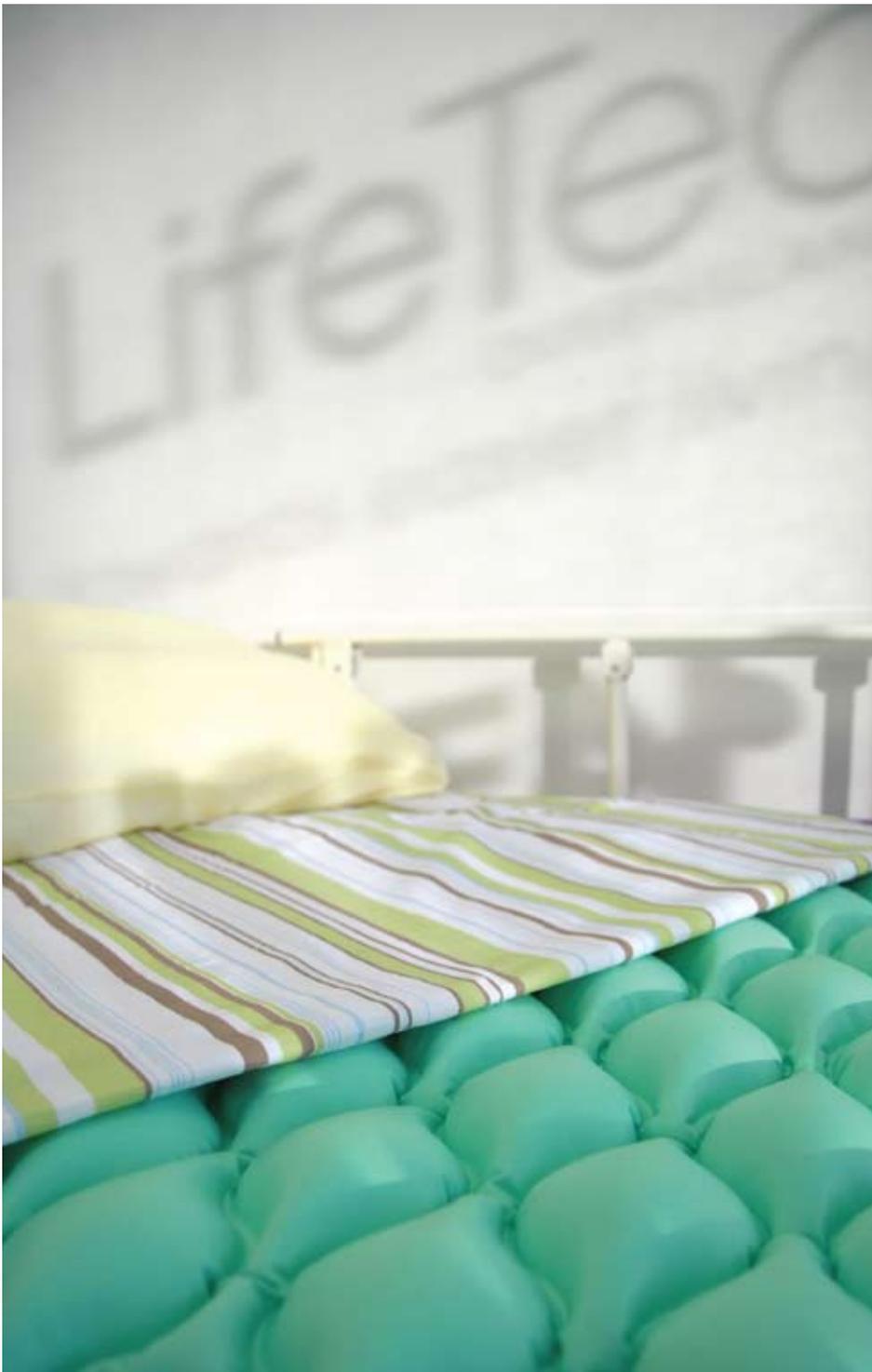


2009

LifeTec Annual Report

Vision

People choose the most appropriate assistive technology to enable them to live independently and improve their quality of life.



Case study

- A husband visited LifeTec to seek advice to care for his wife, who has multiple sclerosis. The man had been caring for his wife at home for years, with the assistance of a hoist, wheelchair and shower commode chair; but he was compelled to transfer her into respite care while he recovered from back surgery. He wanted to bring his wife back to their home, however his ability for manual handling had been significantly reduced by his surgery. LifeTec's health professional discussed a range of assistive technology solutions including electrically adjustable beds, bed transfer techniques and vehicle modifications. During this discussion, LifeTec also identified that the wife's ability to participate in meaningful activities was severely impacted by the progression of her condition, and recommended that once she was settled back at home, LifeTec could be enlisted to provide further solutions to improve her environmental control and computer access.

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Chairperson's Report

It gives me great pleasure to present the chairperson's report for 2008-2009. Without a doubt, this financial year has been a particularly significant and successful one for LifeTec.



Rod Walters

Chairperson



I think our most notable achievement was the expansion of our services. As I reported last year, we received generous support from HACC to open our Newmarket display centre on Saturdays commencing June 2008 and to open our Townsville centre in November last year. Without a doubt both these initiatives have been an outstanding success. These initiatives mean that as at 30 June this year, an additional 1432 service delivery units were provided to assist people with their independence.

I believe the opening of the Townsville office has been particularly important for us. With the new local team in Townsville, LifeTec is now able to provide a much improved and more cost-effective service to all of North Queensland. As has been seen in Brisbane over the last couple of years, I firmly expect that we will be growing our North Queensland operation to meet the expanding demand.

Although client demands on LifeTec services are becoming increasingly complex, the 2008-2009 financial year still resulted in 22,896 service delivery units being delivered. This follows a continued trend where LifeTec has accommodated 10%-17% additional service delivery units every year for the last few years. This is particularly notable as we have been able to do this without any extra grants from our funding bodies. Combined with the increasing complexity of client needs, this result represents a significant "efficiency dividend" to the government and has been achieved by our management and staff continually looking at ways and means of improving our services while reducing waste and duplication. It is remarkable and the LifeTec team is to be sincerely congratulated for this achievement.

While we hope to continue to improve the efficiency of our services, we don't expect that we will be able to do this at the same rate over the next few years. This is because we see a strong trend towards clients with higher levels of complex needs accessing our services. In recognising these more complex needs of our clients, LifeTec intends to develop a rigorous client outcome and service evaluation framework over the next one or two years. Such a framework will give us the ability to improve the quality of our service delivery based on measured and evidence-based client outcomes.

Another area where we see an exciting future for LifeTec, is the proposed Smart Housing Demonstrator initiative of the Smart Ageing Foundation. The foundation is a research consortium made up of the University of Queensland, University of Southern Queensland and Queensland Health. The foundation has invited LifeTec to be research partner which will consist of an assistive technology (AT) demonstrator display in our Newmarket premises. The demonstrator will be used to research the clinical and cost effectiveness of AT in our community and will provide evidence-based recommendations about existing and future AT models. Our partnership with the consortium is particularly important as it will greatly assist us to improve our evidence-based practices. We had hoped to have this demonstrator up and running in the first quarter of this year but, this did not occur because of the State elections. We expect this now will occur towards the end of 2009.

While we have been able to continue to provide more services to a greater number of Queenslanders, I'm pleased to advise that we have had a number of equally important achievements in our corporate governance area. As some of you will know, we approved our new model rules/constitution and governance manual in May this year. The relevant authorities have approved both our new model rules and name.



Another important area of corporate governance is our ISO and HACCC accreditations. We again were audited in the 2008-2009 financial year and we passed both audits without qualifications. This is a fantastic result and a result of a lot of hard work from our staff - congratulations and thanks to you all.

Though the 2008-2009 financial year was challenging, I am pleased to advise that our organisation ended the year on a strong note. We have further improved our financial position with an increase in our capital base of some \$218,000 - a 28% increase on the previous year. As I reported last year, we continually need to investigate ways and means of diversifying our funding base and we will continue to do this in the new financial year.

The LifeTec board of management has also approved a new strategic plan for 2009-2011. This plan is founded on what we have achieved over the last three years and looks to build on it with a particular focus on promoting ourselves and our services, improving current services through a client outcomes framework, investigating the development of new services, improving the sustainability of the organisation and investing in our people. We will be making our new strategic plan available on our website in the near future.

I am really pleased to advise that a new strategic plan is already being actioned with a \$1.4 million, three-year grant from the Commonwealth Government's Department of Health and Ageing to:

- redevelop a national accessible website to identify local AT needs;
- develop a national accessible database of AT;
- develop and host an online assessment tool that can assist consumers to determine the type of AT they need; and
- develop a private and secure database that will enable the collection of nation wide data regarding consumer health and AT needs which will facilitate the collation of national statistics and client trends.

This grant will enable LifeTec and our interstate colleagues to position ourselves at the forefront of the industry; assisting people with their AT needs and measuring the benefits of providing such devices.

Last year saw Michele Barry leave us to return to Melbourne with her husband, Grant and young son, Ewan. Much of what we see today is a result of Michele's vision and hard work. I think it goes without saying that we are greatly indebted to Michele and all of us at LifeTec wish Michele and her family all the best for the future.

Of course no organisation exists around one person and the work of all the team at LifeTec must be recognised. Our achievements have been very much the results of a lot of hard work by our management and staff. To James, Ian and all the LifeTec allied health staff and administration staff - thanks very much for all your hard work over the last year and we, as a board, look forward to continuing to work with you in the new financial year.

Recognition also needs to be given to the great support we have had from our funding bodies: the Home and Community Care Program, Disability Services and Queensland Health - thank you and we look forward to continuing to work with you in the next few years to improve the lives of Queenslanders.

Finally, I also want to take the opportunity to thank my fellow board members: vice chairman David Edwards, honorary treasurer Gina Look, honorary assistant treasurer James Reynolds, and Jan-Maree MacGregor, Greg Moroney, Lesleigh Fritz and Jan Walker. It has been a great team and I sincerely appreciate all your contributions.

Rod Walters

Chairperson

LifeTec Queensland



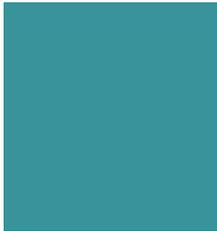
“ A new strategic plan is being actioned with a \$1.4 million, three-year grant from the Commonwealth Government's Department of Health and Ageing. ”



Executive Director's Report



James Barrientos
Executive Director



LifeTec now provides approximately 25% more services than two years ago, which is also accompanied with greater levels of client satisfaction.

I am proud to report that LifeTec has continued its exciting evolution over the last year resulting in a more sophisticated, and client focused organisation. I have thoroughly enjoyed being part of this ongoing transformation which has significantly improved access to our services for all Queenslanders.

Preventative health strategies are a vital component for future healthcare frameworks. Current 'find and fix' health models are being overtaken by a 'predict and prevent' approach. This means demand for LifeTec services is expected to continue to escalate as we work towards improving the wellbeing of our clients, ultimately preventing their inappropriate admission to care facilities, through the application of assistive technology.

Our recent strategic intent has been to achieve operational best practice at all levels of our services. This has resulted in a major redesign of LifeTec's operations, and although this process is a perpetual one, I am very pleased with our achievements to date. We now have a solid platform on which we can build new initiatives to meet emerging trends in client needs and assistive technology solutions. Operational highlights over the last twelve months include the opening of a second LifeTec centre, extended trading hours, evidence based practice services, one team approach to all client needs including clinical and administrative staff, and quality accreditation. As a result, LifeTec now provides approximately 25% more services than two years ago, which is also accompanied with greater levels of client satisfaction.

It is reassuring to see how well LifeTec aligns with government health strategies, especially in the area of preventative health. This shared goal means LifeTec has strengthened its close partnership with our funding bodies including Home and Community Care, Disability Services, and Queensland Health. With the kind backing of our funding bodies, LifeTec has created greater equity of access to all clients by:

- Opening its second centre in Townsville
- Increasing trading hours to include Saturdays
- Implementing collaborative services to improve uptake of services from minority groups and indigenous communities
- Developing a one team approach to clinical and administrative tasks to ensure effective client services.

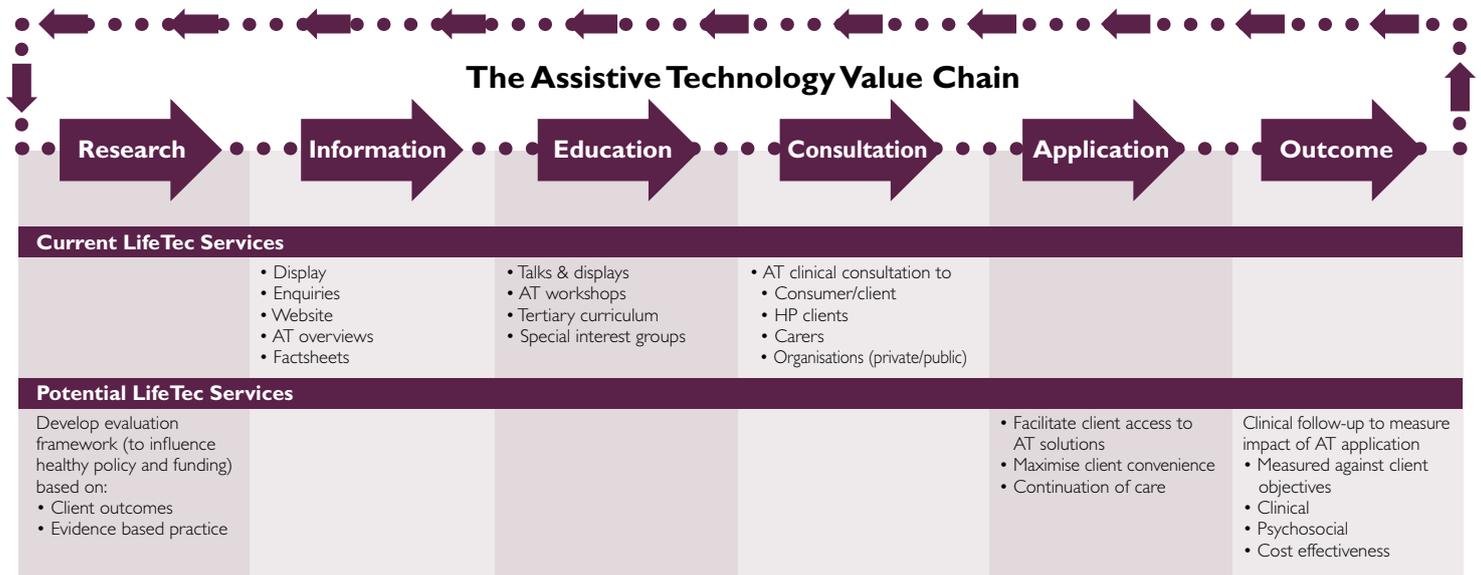
Like our Chairperson, I too offer my sincere appreciation to our government partners for their continued support.

There is no doubt the health landscape is changing rapidly. Apart from well documented changes resulting from our ageing population, we are experiencing new trends in client needs and expectations. People are much better informed these days about available health treatments and solutions. This has also resulted in clients' expectations being higher about health intervention. There are also emerging chronic conditions and demographics which require different approaches and applications of assistive technology.

There is a definite shift to integrate solutions that adapt into people's lives and their environments. There is also a growing need to monitor and measure the impact these solutions have on peoples' lives. LifeTec is committed to measuring health outcomes as a result of applying assistive technology solutions. We are also very keen to evaluate these outcomes to enable evidence based service improvement and policy making. In the best interest of client service delivery, we also intend to investigate possible ways to appropriately assist and facilitate clients to access our recommendations. We see these outcome, evaluation and facilitation components of our services, as completing LifeTec's service provision chain, resulting a more comprehensive and convenient service for clients. This service 'value chain', as we call it, is represented on page 5.



LifeTec Service “Value Chain”



LifeTec is also a partner of a progressive research consortium, the Queensland Smart Home Initiative (QSHI). We are pleased to join other like minded partners, including Queensland Health, as part of this consortium.

Our membership and valued contribution into the QSHI will see LifeTec at the forefront of Australian research in the adoption of assistive technology within inclusive environments such as smart homes. This includes preventative, assistive and monitoring technologies to support independent living and self care of people. As part of this research initiative, LifeTec will establish a Demonstrator Centre within its Newmarket premises, which will feature interactive assistive technology applications. Further down the track, the QSHI aims to retrofit over 100 homes with assistive technology to evaluate clinical, social and economic outcomes. These findings will form the basis for continued improvement of service delivery, as well as influencing future health policy.

There is little doubt that LifeTec is heading towards exciting times for all our stakeholders, but especially our clients. Of course, none of this is possible without a dedicated team, and LifeTec is lucky to have one of the most committed and fun groups of people I have worked with. Although I consider all our achievements to be the result of a team effort, I would like to offer my special thanks to our Business Manager, Ian Rankin. Ian not only sees the bigger picture of LifeTec's vision and has been instrumental in many of LifeTec's achievements, but he is also a great person to work with. I also extend my gratitude to our senior staff who do a fantastic job in leading and promoting everyday services, and of course, all our LifeTec staff who provide valuable services to all our clients on a daily basis.

Last, but certainly not least, I would like to thank LifeTec's Chairperson, Rod Walters and all Board members for their ongoing support and commitment. Rod's dedication and leadership impresses on many levels as we move forward. Ultimately, it is his belief and support that has enabled management to embark on LifeTec's exciting path.

I look forward to all our future successes.

James Barrientos

Executive Director

LifeTec Queensland



Board of Management

Chairperson – **Mr Rod Walters**

A former Vice President and President of the Paraplegic and Quadriplegic Association (now Spinal Injuries Association) and State Chairperson of ACROD, Rod joined the Board of Management in 1996. Following a number of years with the Office of Disability, Rod is currently the Manager (Policy and Legislation) in the Passenger Transport Division of Queensland Transport.



Mr Rod Walters

Chairperson



Mr David Edwards

Deputy Chairperson



Ms Gina Look

Treasurer



Mr James Reynolds

Deputy Treasurer

Deputy Chairperson – **Mr David Edwards**

David Edwards is CEDA's Queensland State Director.

David's background is in Queensland government and public policy, most recently as Chief of Staff for the Leader of the Opposition. Prior to that he worked on major government projects including Invest Queensland and the Queensland Centenary of Federation campaign. He has held senior positions in the Department of State Development and the Department of Premier and Cabinet.

Treasurer – **Ms Gina Look**

M. Comm, FCCA, CPA

Gina has an extensive background in financial management and auditing, including work with the Brisbane City Council and chartered accountants in Trinidad, West Indies. Gina is currently a senior financial investigator with the Crime and Misconduct Commission. Gina joined the Board of Management in February 2004.

Deputy Treasurer – **Mr James Reynolds**

B. Economics, MBA (Executive)

James has a strong history in access pricing, economic and legal regulation, and institutional strengthening and has held positions with a number of government departments and private companies. James joined the Board of Management in 2005.

Committee Members

Ms Jan-Maree McGregor

Mr Greg Moroney

Ms Lesleigh Fritz

Ms Jan Walker

Hon. Secretary and Management Team

Mr James Barrientos

Mr Ian Rankin

LifeTec Queensland Team

Management Team Executive Director – James Barrientos
Business Manager – Ian Rankin

Services Manager Lisa Webb

Assistant Services Manager Wendy Stevens

Senior Clinical Staff Barbara Arnold
Jamie Matveyeff
Wendy Stevens
Chris Sweeney
Lisa Webb

Community Development & Marketing Officer Scott Green

Clinical Staff Chris Dowdle
Amy Eldridge
Melissa Farley
Kate Hunt
Keywest Mason
Huong Nguyen
Ann-Maree Pantoja
Karen Pomfrett

Administration Staff Judy Jacobsen
Lindsay Nott
Nadine O'Hara
Suzanne Ryan
Jenny Velkovic
Teri Widener

Accounts Officer Kevin Rogers

Allied Health Assistant Steve Larkin

Marketing Project Officer Angélica Pierangelli-Phillips



“ Our achievements have been very much the results of a lot of hard work by our management and staff. ”

Mr Rod Walters
Chairperson



Case study

- An elderly woman who wanted to maintain an active lifestyle contacted LifeTec in search of a four-wheeled walker. She had been experiencing general age-related weakness and fatigue, and sought a solution that would improve access to her local community and also to assist her mobility on an upcoming overseas trip. The client drove a car, so it was essential that the walker was light enough and compact enough for her to lift and store it in the car's boot. LifeTec arranged an in-centre consultation where a range of walkers were discussed and trialed for weight, ease of brake use and height adjustability. From this consultation, the client was able to purchase the best walker for her needs.

Balance Sheet

Balance at 30th June 2009

2008		Notes	2009
	Assets		
	<u>Current Assets</u>		
310,019.36	Cash, Deposits and Floats		271,183.39
32,235.99	Accounts Receivable	1.c	19,276.00
17,838.79	Payments in Advance		13,97.95
360,094.14	Total Current Assets		303,857.34
	<u>Fixed Assets</u>		
802,620.35	Equipment and Motor Vehicles (after depreciation)	1.b	1,074,775.01
1,162,714.49	Total Assets		1,378,632.35
	Liabilities		
	<u>Current Liabilities</u>		
7,140.00	Accounts Payable	1.c	9,287.85
31,326.85	Employee and Payroll Liabilities	1.d	4,347.16
54,6550.2	GST		67,996.52
256,847.86	Grants Expended	2	26,097.98
101,865.00	Leave Provisions	1.d	206,798.60
451,834.73	Total Current Liabilities		450,024.11
710,879.76	Net Assets		928,608.24
	Equity		
722,261.50	Balance at 1st July		
	Opening Balance QB Adjustment		710,879.76
-11,381.74	Plus Net Income		218,448.48
710,879.76	Balance at 30 June		928,608.24

Profit & Loss Statement

For Year Ended 30th June 2009

2008		2009
	Income	
1,729,878.31	Recurrent Funding	2,098,556.23
317,772.87	LifeTec Generated Funds	472,586.05
2,047,651.018	Total Income	2,571,142.28
	Expense	
1,282,542.33	Staffing Costs	1,478,631.39
141,835.68	Administration	151,328.69
178,034.95	Depreciation and Minor Capital	128,410.24
429,678.64	Overheads and Service Costs	594,323.48
2,032,091.60	Total Expense	2,352,693.80
	Operating Surplus	218,448.48
-11,381.74	Transfer to Equity	

Notes to and Forming Part of the Accounts

For The Year Ended 30th June 2009

Note 1: Statement Of Significant Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirement of the Associations Incorporation Act Queensland. The committee has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act Queensland and the following Australian Accounting Standards:

AASB1031	Materiality
AASB110	Events after the Balance Sheet Date

No other applicable Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in preparation of this financial report.

(a) Basis of Accounting

The financial report has been prepared on an accrual basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

(b) Depreciation

All non current assets are depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

The assets' residual values and lives are reviewed and adjusted if appropriate at each balance sheet date.

(c) Receivables and Payables

The entity recognises all receivables and payables with an invoice date on or before 30 June, at their GST inclusive value.

(d) Employee Entitlements

Provision is made in respect of the Association's liability for Long Service Leave and Annual Leave at balance date. No provision is made for unpaid wages or sick leave accrued at balance date.

The provision for long service leave has been made for all employees after 7 years of service.

The long service leave and annual leave provisions are based on salary including salary sacrifice components, but not including superannuation.

(e) Income Tax

The association is a not for profit organisation and therefore is not subject to income tax under the Income Tax Assessment Act as the association's constitution prohibits the distribution among members of any profits or property remaining upon the dissolution of the association.

Notes to and Forming Part of the Accounts

For The Year Ended 30th June 2009

Note 2: External Grants And Project Funds

Unexpended Funds

Unexpended Funds at 30 June relate to the programs which are still operating at year end and where the association will either incur further expenses to complete the program or alternatively will refund the unexpended funds to the respective government departments.

Note 3: Lease Commitments

The association is committed to a 10 year commercial lease on its premises and is in its third year of such lease. A guarantee on the lease is secured by a Bank Term Deposit.

Note 4: Contingent Liabilities

There are no contingent liabilities at the 30 June 2009.

Note 5: Events After The Balance Sheet Date

No significant subsequent events have occurred since balance sheet date which would make these financial statements materially inaccurate or misleading.

Statement by Board of Management

The committee has determined that the association is not a reporting entity and that this special purpose report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

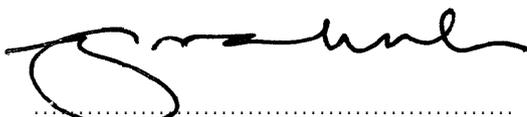
In the opinion of the committee the financial report:

1. Presents a true and fair view of the financial position of Independent Living Centre Association of Queensland Inc as at 30 June 2009 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Independent Living Centre Association of Queensland Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the board and is signed for and on behalf of the board by:



.....
Rod Walters – Chairperson



.....
Gina Look – Treasurer

Dated this 14th day of August 2009

Independent Auditor's Report to the Members of Independent Living Centre Association of Queensland Inc

For The Year Ended 30th June 2009

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Independent Living Centre Association of Queensland Inc, which comprises the balance sheet as at 30 June 2009, the profit & loss statement, a summary of significant accounting policies and other explanatory notes.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporation Act Queensland 1981 and are appropriate to meet the needs of the members. The committee's responsibilities also include establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate to the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting obligations under the Associations Incorporations Act Queensland 1981. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

We believe that the audit evidence is sufficient and appropriate to provide a basis for our audit opinion.

Independent Auditor's Report to the Members of Independent Living Centre Association of Queensland Inc

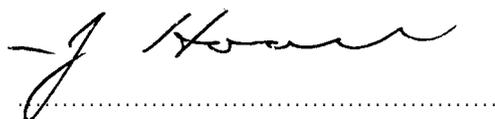
For The Year Ended 30th June 2009

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's Opinion

In our opinion, the financial report of Independent Living Centre Association of Queensland Inc presents fairly, in all material respects the financial position of Independent Living Centre Association of Queensland Inc, as at 30 June 2009 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.



Norman J Hoare

Registered Company Auditor

MORRIS & BATZLOFF
Chartered Accountants

96 Lytton Road, East Brisbane

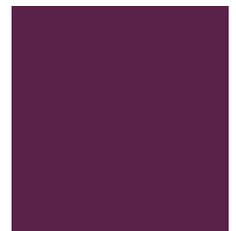
Dated this 14th day of August 2009

Improved Service Delivery to North Queensland and Cape York

Continuously striving to reach as many Queenslanders as possible is a key aim of LifeTec Queensland.

In December 2008, LifeTec opened a new office and display centre in Townsville. The new centre was established to improve the reach of our services and to provide greater information about assistive technology to people living in North Queensland. Through the continuity of services from the newly established centre, LifeTec has been able to further contribute to the self care, independence and safety of North Queensland clients.

LifeTec has undertaken a number of collaborative projects to further strengthen and improve our service delivery to people with a disability living in regional and remote communities. Local health services in Cape York identified a number of clients that needed specialised occupational therapy specific assessments and interventions in remote indigenous communities. The unavailability of local health professionals has resulted in extended gaps in services that dramatically affected the health outcomes and general well-being of the clients. The local health services contacted LifeTec to seek assistance in providing occupational therapy services to these clients. These clients had multiple health conditions and had a range of needs including minor and major home modifications, housing needs assessments, equipment prescription, falls prevention and continence management. In May 2009, LifeTec provided occupational therapy services to 32 clients in the remote indigenous communities of Napranum and Aurukun. Our services have contributed to the quality of life of these clients by adapting their homes to accommodate their individual needs.



Case study

- A man contacted LifeTec after seeing our display, seeking assistance to improve mobility around his farming property – a problem he had been putting up with for fourteen years. Initially he wanted to investigate walkers, however when a LifeTec health professional visited his farm it was immediately apparent that a walker would not be suitable due to the client's poor mobility and balance on uneven terrain. Further discussion determined that the client would like a mobility aid that he could sit on and propel by foot. The client already owned a wheelchair, so LifeTec contacted several wheelchair engineers to investigate modifications. After much research, the client was presented with two options: modifications to his existing chair, or a new chair with all the required features. Both options were cost effective and would give the client freedom to remain active and safe on his property.



Case studies

- A husband and wife were referred to LifeTec by a health worker to address the issue of the wife's poor posture while sitting. They visited the Brisbane display centre and brought photographs of the woman sitting in her regular chair – an old, oversized recliner. One of LifeTec's health professionals took the woman's anthropometric measurements and then set up a number of high backed, height-adjustable static lounge chairs to her specifications. The woman identified a chair that was comfortable and easy to get in and out of, and LifeTec provided the supplier's details to the couple.
- A client with rheumatoid arthritis was experiencing significant difficulties with routine self-care tasks such as dressing and cooking. LifeTec's health professional visited the client and provided product information on assistive technology items such as button hooks, jar openers and food preparation boards to assist with her fine motor control and gripping of objects. The client had not known about LifeTec's display centre prior to this consultation, and reported that she would visit LifeTec to learn more about managing her chronic condition.
- A Queensland Health professional contacted LifeTec to discuss options for assisting a man with visual problems. The client enjoyed reading but had difficulty keeping his location on the page. Hi-tech options were briefly discussed, however as money was a barrier, more inventive approaches were brainstormed by the LifeTec health professional. Solutions including using a piece of red string attached to a board to 'highlight' a line of text, or using a board to black out the extraneous material on the page were provided, along with a recommendation to contact Vision Australia. The Queensland Health professional appreciated the suggestions and looked forward to discussing the options with her client to improve his quality of life.



Acknowledgement of funding



Brisbane

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