

# 2011

## LifeTec Annual Report



LifeTec<sup>TM</sup>  
QUEENSLAND  
towards easier living

## Our Vision

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



## What is assistive technology?

Assistive technology is a device or system that provides people with practical solutions to everyday life activities.

Assistive technology can help people to:

- look after loved ones by assisting with showering, dressing, and eating
- make mobility safer and easier
- open jars and turn taps on and off
- make computers easier to use and screens clearer to read
- ensure personal safety by using personal alarm systems at home
- make recreational activities much easier
- plus countless other practical ideas.





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**LifeTec**<sup>TM</sup>  
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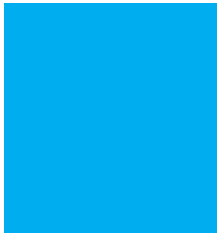
# President's Report

It is my pleasure to present LifeTec Queensland Inc's 2010-2011 Annual Report.



**Rod Walters**

*President*



It would be fair to say that the 2010-2011 financial year was particularly difficult with its continued economic instability and, of course, the Queensland floods and cyclone Yasi.

LifeTec was very fortunate in that none of our staff suffered any direct losses from the floods or cyclone and, as well, both our Brisbane and Townsville offices were virtually untouched. Of course, LifeTec was fortunate, but this was not the case for many thousands of Queenslanders or the state's economy.

The board of management acknowledges that these events have and will cause extra pressures on many Queensland communities and, in particular, the Queensland State budget over the next few years. It is therefore timely that as a result of careful consideration, the board has approved the commencement of two new private services which we expect will provide an independent and growing source of funding to the organisation over time. James Barrientos provides more detailed about these new services in his report.

Notwithstanding these new services coming online, the board is committed to ensuring our core services continued to flourish. To this end I am pleased to advise that once again we have grown our client service delivery although albeit at a lower rate than in previous years. Again, our CEO's report provides further details.

However as advised previously, our client's requests are continuing to become more complicated and challenging which, of course, results in LifeTec's staff spending significantly more time per client to determine what assistive technology best suits their needs. There is a need to ensure that the advice LifeTec is providing clients leads to beneficial outcomes. To this end, I'm pleased to advise that we have commenced two projects which will provide us with frameworks that, we expect, will quantify these benefits.

I am also pleased to report that while expanding our services, LifeTec continues to maintain its solid financial position as outlined in our financial report. This of course, is the result of a lot of hard work by our staff and management team and incredible continuing support from our funding bodies: Home and Community Care, Disability Services and Queensland Health.

On behalf of the board and LifeTec's clients, I would like to sincerely thank our funding bodies and our staff and the management team for the terrific support and contributions that you have given LifeTec this year. Also, I would like to personally thank my fellow board members with special recognition to Lesleigh Fritz who leaves us at this annual general meeting for their contribution to the organisation.

**Rod Walters**

*President*

LifeTec Queensland







# Chief Executive Officer's Report

Like most business sectors, the 2010-11 year was a difficult one for health service providers.



**James Barrientos**  
Chief Executive Officer



Although individual client consultations are now more complex and take more time than in the past, we have still managed to increase the number of service delivery units provided this year to approximately 25,000.

The combined effects of the GFC and Queensland natural disasters saw growth funding opportunities decline as government departments stepped into recovery mode. That said, I am happy to report LifeTec was still able to expand its services and provide more service delivery units than previous years to meet continued client demand.

The continued growth of our services was made possible by additional funding received from HACC late last year. HACC's support of LifeTec has been tremendous over the years, and this latest funding has enabled us to implement the following service and facility expansions:

- Increase outreach services by 50 % from 12 to 18 long distance trips per year
- Appoint two additional full time staff members to increase in-centre service capacity
- Increase floor space in LifeTec's Townsville centre from 365m<sup>2</sup> to 490m<sup>2</sup>, which has allowed for additional consult, display and staff areas, plus a dedicated training/conference room
- Perform a major display revamp in Brisbane to continue with an ambient living model of demonstrating and trialling assistive technology. This ambient living approach was first introduced to LifeTec by our successful Smart Home Demonstrator in 2010
- Install a dedicated lift in Brisbane centre to provide clients easy access from reserved LifeTec car parks directly into our centre

This funding success not only means improved services for our clients, it also signifies a strong commitment by HACC to the benefits offered by assistive technology. I take this opportunity to sincerely thank HACC for their continued strong support of LifeTec. On behalf of everyone at LifeTec, I also thank Disability Services and Queensland Health for their financial support which enables LifeTec to provide valuable services to assist with the independence goals of thousands of Queenslanders every year. A special thanks also to our Landlord, Readings Australia, who contributed to the installation cost of our new lift.

This year we have also seen important initiatives from our funding bodies which provide further evidence of their commitment to learn more about the benefits of assistive technology. One example is the implementation of the HACC Assistive Technology Demonstration project in March 2011. Under this project, five HACC allied health service providers were appointed to evaluate the impact of assistive technology intervention with their clients over a twelve month period. LifeTec was also contracted by HACC to provide specialist advice and education on assistive technology to the five service providers. We're very happy about this project as it demonstrates a willingness from HACC to investigate the effectiveness of assistive technology in the delivery of health services, and we look forward to the results of this project.

Another exciting new chapter in the development of LifeTec services is the introduction of consultations in two new specialised areas. LifeTec has added Access and Design and Prescriptive consultations to our suite of professional services for a number of strategic reasons. These include increasing capabilities to meet growing client demand, offer our staff additional professional development and job variety, and to contribute to LifeTec's long term sustainability. Although still in its infancy, the introduction of Access and Design and Prescriptive Services has been extremely well received by our clients.





I reported last year that LifeTec is managing a national database and website project on behalf of Independent Living Centres across Australia funded by the Australian Government Department of Health and Ageing. This significant project will vastly improve access to valuable, consistent and up to date information on assistive technology solutions to all Australians. It will also result in reducing duplication and improving efficiency gains since data will be entered nationally rather than by individual independent living centres. LifeTec's project team, ably lead by Ian Rankin, is currently working towards a completion date in early 2012. Following this, LifeTec will undertake significant national promotional activities aimed at making people aware of the new database and website, and the benefits it will provide everyone.

The national database and website project will also assist with one of LifeTec's primary strategic goal. That is, to further improve awareness of assistive technology, its benefits, and the important role LifeTec plays in the correct application of these solutions. To do this, we have also developed robust marketing plans and allocated additional human resources to achieve our promotional objectives. I am happy to report these activities are having great results. This is evident from the growing number and diversity of clients and organisations that are accessing LifeTec and its services. Although individual client consultations are now more complex and take more time than in the past, we have still managed to increase the number of service delivery units provided this year to approximately 25,000. This is approximately 1,400 more than last year, and is a remarkable achievement by the LifeTec team.

Another important strategic goal for LifeTec is the development of a client outcomes framework to measure the impact that assistive technology has on peoples' lives. We have been busy exploring different types of existing client outcome measures over the last year, as well as evaluating their suitability for LifeTec services. I am pleased to inform that we are pursuing the goal of developing client outcomes on two fronts. Firstly, through our collaborative partnership with the Smart Ageing Independent Living (SAIL) research consortium, and secondly, we will be undertaking this work through LifeTec by allocating resources and inviting additional expertise. The aim of this important project is to measure the impact that assistive technology has on people in terms of its functionality, social and economic benefits. Client outcomes will provide a valuable continuum of care to LifeTec services by enabling us to measure the effectiveness of our services. They will also result in continued improvements in services to our clients, as well as provide tangible evidence of the benefits offered by assistive technology intervention.

Our management team has also commenced exploring new service development opportunities to ensure LifeTec remains at the cutting edge of relevant developments. Lisa Webb, in her role as LifeTec's Service Development Manager, has been investigating exciting new ways to further improve our services including the use of mainstream technologies as part of LifeTec services. So far, these include IT tablets for remote client consultations using 'real time', client communication applications, as well as incorporating different apps into our services and operations. I look forward to bringing more information on these exciting developments in coming editions of the LifeTec Quarterly Review newsletter.

I must confess that LifeTec's continued success is a result of our biggest competitive advantage - our people. Although our heavy investment in the professional development of our staff helps, it is important to remember that our people are initially employed because of their positive attitudes and their firm belief in making a difference in our clients' lives. The dedication of our staff, of our management team to everyone else who contributes to the LifeTec goal, continues to impress me every day. I take this opportunity to sincerely thank all our staff and our board for their commitment to improve the lives of all our clients.

## **James Barrientos**

*Chief Executive Officer*

**LifeTec Queensland**

## **Case studies**

- The carer of a middle aged man with severe burns to his upper body, arms and hands contacted LifeTec searching for a method to help him to eat independently. Years earlier a health worker had constructed an elaborate splint, but due to its complexity the client found it too difficult to use and therefore had fallen back into a routine of relying on his carer for each meal. Regaining his independence while eating was a major goal so LifeTec arranged an equipment trial at his home in regional Ayr. The man and his carer were able to choose cutlery adaptations that worked for him, and LifeTec even incorporated the strap from his old splint into the device to keep costs down and create a simple solution.



## Board of Management

### *President* – **Mr Rod Walters**

Rod has been involved in the disability sector since 1980 and is passionate to ensure organisations providing services to people with disabilities are effective, efficient and accountable. He is a former vice president, president and life member of the now Spinal Injuries Association of Queensland and State chairperson of ACROD. Rod was awarded the Centenary Medal in 2000 for distinguished service to the community and to people with disabilities. In 2010 Rod received a Disability Service Award during Disability Action Week. Rod is currently Manager (Legislation) in the Passenger Transport Division of the Department of Transport and Main Roads.



**Mr Rod Walters**

*President*

### *Vice President* – **Mr David Edwards**

B. Economics, B. Arts

David is Manager Strategy and Market Development for GHD working on a range of infrastructure projects throughout Australia. David's background is in economics, government and public policy, most recently as State Director for the Committee for Economic Development of Australia, Australia's oldest independent economic think tank. Prior to CEDA, David worked in senior positions in the Queensland Government including Chief of Staff for the Leader of the Opposition and Principal Advisor to the Coordinator-General and other Directors-General.



**Mr David Edwards**

*Vice President*



**Ms Gina Look**

*Treasurer*

### *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.



**Mr James Reynolds**

*Deputy Treasurer*

### *Deputy Treasurer* – **Mr James Reynolds**

B. Economics, MBA (Executive)

James is a micro-economics and economic regulation expert with a comprehensive understanding of the economic regulation of utilities and a deep track-record of supporting utility clients. He has extensive experience advising companies, regulators, and governments on access pricing and the economic and legal regulation of infrastructure facilities, such as water, energy, airports, ports and telecommunications. James also has a deep experience in institutional strengthening, particularly the commercialisation and corporatisation of government owned enterprises. In addition, James has experience in mergers and acquisitions within the energy industry.

## Committee Members

**Ms Jan-Maree McGregor** B. Occ. Phy, Grad. Dip. Bus Admin, MBA

**Mr Greg Moroney** Solicitor

**Ms Lesleigh Fritz** Social Worker

**Dr Jan Walker**

## Hon. Secretary & Management Team

**Mr James Barrientos**

**Mr Ian Rankin**



# LifeTec Queensland Team

## Management Team

James Barrientos – Chief Executive Officer  
Ian Rankin – Business Manager  
Lisa Webb – Service Development Manager  
Wendy Stevens – Brisbane Services Manager  
Barbara Arnold – Townsville Services Manager

## Senior Health Professionals

Jamie Matveyeff  
Karen Pomfrett  
Chris Sweeney

## Community Development & Marketing Officers

Tony Baird  
Scott Green

## Health Professionals

Natalie Blanks  
Chris Dowdle  
Amy Eldridge  
Matthew Goyne  
Natalie Harbour  
Dennis Lo  
Amber Newell  
Terri-Ann Rabig  
Sally Redman  
Bradene Standen  
Gaenor Walker

## Client Service Officers

Shontell Bound  
Judy Jacobsen  
Jean Luik  
Lindsay Nott  
Jenny Velkovic

## Finance Officer

Paul Loveridge

## DOHA ILCA Project Team

## Project Officer

Catherine Sheehan

## Assistants

Donald Hills  
Sarah Woodhead

## Case studies

- An elderly couple visited LifeTec Queensland's Townsville display centre to seek advice regarding personal alarms. The wife had recently experienced several falls at home and was worried about how to get help if she fell when she was at home alone, and also how to gain her husband's attention if she fell while he was out of earshot in another part of the house or yard.

LifeTec's occupational therapist explained the difference between non-monitored and monitored emergency call systems and demonstrated how each worked. The occupational therapist interviewed the couple and considered their responses on topics such as the wife's ability to press an emergency call pendant if alone, and the quality of her hearing to effectively communicate with an emergency call system operator before making recommendations. Taking solutions one step further, the occupational therapist also introduced the couple to the use of an external key box to allow emergency services workers into their house. The couple left LifeTec armed with information and local supplier contacts for items that suited their needs.



# Balance Sheet

Balance at 30th June 2011

2010		Notes	2011
	<b>Assets</b>		
	<u>Current Assets</u>		
1,495,048.40	Cash, Deposits and Floats		1,069,344.00
16,364.05	Accounts Receivable	1.c	29,079.48
5,360.00	Payments in Advance		1,235.00
1,516,772.45	Total Current Assets		1,099,658.48
	<u>Fixed Assets</u>		
1,105,177.20	Equipment and Motor Vehicles (after depreciation)	1.b	1,276,859.60
<b>2,621,949.65</b>	<b>Total Assets</b>		<b>2,376,518.08</b>
	<b>Liabilities</b>		
	<u>Current Liabilities</u>		
2,578.00	Accounts Payable	1.c	2,578.00
36,467.64	Employee and Payroll Liabilities	1.d	56,172.88
89,844.80	GST		132,940.12
669,646.96	Grants Unexpended	2	479,146.07
151,631.00	Leave Provisions	1.d	178,340.00
<b>950,168.40</b>	<b>Total Current Liabilities</b>		<b>849,177.07</b>
	Non Current Liabilities		
690,000.00	Grants Unexpended	2	500,000.00
1,640,168.40	<b>Total Liabilities</b>		1,349,177.07
<b>981,781.25</b>	<b>Net Assets</b>		<b>1,027,341.01</b>
	<b>Equity</b>		
	Balance at 1st July		
928,608.24	Opening Balance QB Adjustment		981,781.25
53,781.01	Plus Net Income		45,559.76
<b>981,781.25</b>	<b>Balance at 30 June</b>		<b>1,027,341.01</b>

## Profit & Loss Statement

For Year Ended 30th June 2011

<b>2010</b>		<b>2011</b>
	<b>Income</b>	
2,259,419.92	Recurrent Funding	2,632,300.42
1,065,423.37	LifeTec Generated Funds	1,314,627.27
<b>3,324,843.29</b>	<b>Total Income</b>	<b>3,946,927.69</b>
	<b>Expense</b>	
1,717,576.59	Staffing Costs	2,080,269.25
147,133.30	Administration	150,596.87
188,154.94	Depreciation and Minor Capital	154,487.14
1,218,805.17	Overheads and Service Costs	1,516,014.67
<b>3,271,670.28</b>	<b>Total Expense</b>	<b>3,901,367.93</b>
53,173.01	Operating Surplus	45,559.76
53,173.01	Transfer to Equity	45,559.76



# Notes to and Forming Part of the Accounts

For The Year Ended 30th June 2011

## **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 on accruals basis and is based on historic costs and does not take into account ranging money values or, except where specifically stated amount valuation of non-amount assets.

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) 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.

### **(b) Receivables and Payables**

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

### **(c) 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.

### **(d) 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 2011

## **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 2011.

## **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.

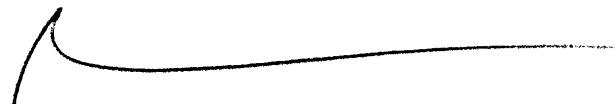
## Statement by Board of Management

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.

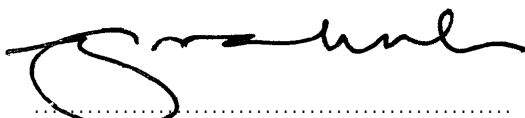
In the opinion of the committee the financial report:

1. Presents a true and fair view of the financial position of LifeTec Queensland Inc. as at 30 June 2011 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that LifeTec 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 – President**



.....  
**Gina Look – Treasurer**

Dated this 14th day of August 2011



# Independent Auditor's Report to the Members of LifeTec Queensland Inc.

For The Year Ended 30th June 2011

## Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of LifeTec Queensland Inc, which comprises the balance sheet as at 30 June 2011, 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 LifeTec Queensland Inc.


For The Year Ended 30th June 2011

## 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 LifeTec Queensland Inc presents fairly, in all material respects the financial position of LifeTec Queensland Inc, as at 30 June 2011 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the Associations Incorporation Act Queensland.



.....

**Norman J Hoare**

Registered Company Auditor

MORRIS & BATZLOFF

Chartered Accountants

96 Lytton Road, East Brisbane

Dated this 20th day of August 2011

## 2010-2011: A year of developing and growing positive partnerships

Creating new initiatives to improve the reach of our service delivery has always been a major aim at LifeTec.

Fundamental to this strategy, LifeTec has developed a number of key partnerships with like-minded organisations over the past 12 months.

LifeTec and Synapse partnered to deliver the "Changing Behaviours for the Better" training program in 20 locations throughout Queensland and linked with Carlyle Medical Centre in Townsville to provide clients with a range of occupational therapy services and assistive technology advisory sessions.

LifeTec and a number of national and international organisations formed the Smart Ageing and Independent Living (SAIL) research group. SAIL's purpose is to develop and support research to help people gain access to assistive technology and to increase their functional independence.

LifeTec provided assistive technology training to suppliers of the Department of Veterans' Affairs (DVA) Rehabilitation Appliances Program (RAP).

LifeTec provided support and information on assistive technology to the Queensland Government's first audience specific website about programs, services, supports and initiatives, written for people with a disability, their families and carers.

LifeTec encourages organisations that are interested in potentially forming a partnership to contact us.

### LifeTec building bridges to the Torres Strait Islands



In August 2010 LifeTec visited Thursday Island, Horn Island and the Northern Peninsula Area (NPA).

During this visit LifeTec was able to re-establish contact and develop new relationships with key people and organisations in the Torres Strait and NPA. LifeTec staff worked with local service providers to host a seniors' expo on Thursday Island, educating elders about vital information on a vast range of assistive technology options to help with daily living tasks.

The contacts made and relationships built were instrumental in generating a large amount of requests for LifeTec services to be provided during our trip to the region in August 2011.

### Case studies

- Due to safety concerns related to Autistic Spectrum Disorder, a 14 year old boy needed to sit in a buggy when going on outings. His mother visited LifeTec to get initial information and trial a few options. LifeTec's occupational therapist spoke to her in detail to ascertain the son's requirements and was able to identify some models with additional features and different dimensions that weren't on display but would be well suited. During the appointment, the occupational therapist phoned suppliers of the various models and put the mother in touch with them so that she could conduct further trials. The mother said her time at LifeTec was extremely useful and reported that the contacts she made through LifeTec enabled her to find an appropriate solution, and widened her resources with respect to her son's ongoing developmental needs.
- An occupational therapist from a private service phoned LifeTec seeking ideas to assist a three year old boy with right-sided limb deficiency. The weakness in the boy's right hand and forearm made the process of learning to dress himself very difficult. LifeTec's health professional discussed adapted clothing (that could be bought or made by the boy's family), single-handed dressing techniques and assistive technology options including simple solutions like a purchased or homemade dressing stick to assist with pulling on pants. LifeTec conducted further research and considered alternative strategies such as those used in stroke rehabilitation. This data was emailed to the external occupational therapist who was most grateful for the assistance.



## Case studies

- A man acquired a foot injury that required him to be non-weight bearing for one month. As a result required crutches to getting around. After long periods however he found the crutches exhausting and uncomfortable so he visited LifeTec looking to hire a wheelchair. A LifeTec health professional explained that our service is advisory only, and discussed his needs and suggested a basic manual, self-propelled wheelchair as his best option. A practical demonstration on how to fold the chair, remove the wheels and adjust foot plates was given, as well as a discussion about measurement techniques in case the supplier of the hire chair did not provide that sort of detail. The man left with information about local hire suppliers and a handout with the wheelchair selection advice.
- At the age of 18, a client with cerebral palsy was outgrowing his child-sized Goanna toilet chair. His mother contacted LifeTec looking to upgrade and specified that she wanted a chair with the same moulded shape. A LifeTec health professional took her son's measurements and was able to narrow down the options to a few suitable chairs of the appropriate height and length. While at LifeTec, the mother also discussed her son's other daily tasks, including leisure activities. He enjoys drawing pictures but has some difficulty grasping crayons so LifeTec handed her son a built-up handle which he trialled with success. The client's mother left the appointment with details for appropriate commodes and detailed information on how to modify art equipment and reported that all the information was very useful.
- An eight year old girl in an isolated Central West Queensland town had no access to paediatric assistive technology. Previously, if her family wanted to examine equipment for themselves, the only option would be to travel long distances at great expense to a major city. However during one of LifeTec's Outreach visits to rural and remote areas of Queensland, the girl was able to trial an electric adjustable bed, two standing frames and two mobile shower/commode chairs sourced from three different suppliers. LifeTec provided her parents with clinical, non-biased advice about suitable solutions to help with her daily living. Her family was extremely happy with the consultation and now has an ongoing relationship with LifeTec.



### Acknowledgement of funding



Department of Communities | Queensland Health

**LifeTec**<sup>TM</sup>  
QUEENSLAND  
towards easier living



Home of the Queensland Smart Home Display



### Brisbane

Level One, Reading Newmarket, Cnr Newmarket & Enoggera Roads  
PO Box 3241 Newmarket Qld 4051  
Phone: 07 3552 9000 Facsimile: 07 3552 9088

### Townsville

Shop G-3A, Domain Central, 103 Duckworth Street  
PO Box 8280, Garbutt Qld 4814  
Phone: 07 4759 5600 Facsimile: 07 4759 5688

Toll Free 1300 885 886

Email: [mail@lifetec.org.au](mailto:mail@lifetec.org.au) [www.lifetec.org.au](http://www.lifetec.org.au)