

**EVERYDAY PEOPLE
EVERYDAY
LIVING**



ANNUAL REPORT
2011-2012

www.lifetec.org.au

EVERYDAY PEOPLE EVERYDAY LIVING

Our Vision is for people to choose the most appropriate assistive technology to enable them to live independently and improve their quality of life.

"Such professional advice given to myself and my husband. Great to know there is a service like this available to the community"

What is Assistive Technology?

Assistive technology is any product, device or system that provides people with practical solutions to everyday life activities. Assistive technology helps millions of people learn, work, socialise, achieve independence, or simply get more out of their lives. **Every day of their lives.**

More specifically, assistive technology can help people to do everyday things like:

- open jars and turn taps on and off
- provide alternative communication
- enjoy safer mobility
- use computers
- enjoy recreational activities
- assist with caring for loved ones
- live in accessible and safe environments.

Don't stop doing the things you love!

Our aim is to make everyday tasks, at home, at work or in the community, more achievable and more enjoyable.



LifeTecTM
towards easier living



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A woman was walking past and noticed LifeTec's display centre in Townsville. She came in to discuss what was available to help her friend. Her friend had previously had a fall and landed on her left hand shattering the bones in her wrist to the extent that it was unable to be fixed. She has no movement of the wrist and her muscles are wasting, she has a limited range of pronation and supination, and she is not able to make a fist or hold onto items.

The enquirer was after information on items to help her friend with food preparation and making the bed.

LifeTec's Queensland Occupational Therapist (OT) discussed the principle of stabilising items and showed food preparation boards, dycem mats, jar openers, scoop plates, plate guards, pop top containers, right angled knives with serrated edges for cutting steak. The OT provided advice about precut items that can be purchased to cut down on the amount of cutting done, use of food processors and one handed onion choppers and slicers.

In relation to bed making a zip based sheet system was discussed and demonstrated.

The client advised that her friend was having difficulty doing up buttons and shoelaces. A button hook was demonstrated as was a method of undoing buttons one handed. Elastic shoe laces were also shown.

The enquirer declined printed information as she would rather bring her friend in to try out the items. The enquirer made an appointment time for her and her friend to visit LifeTec and speak further with one of the LifeTec health professionals. A fact sheet that outlined one handed equipment was provided.

The enquirer stated that "this is a wonderful service. I will definitely bring my friend in so that she can trial the items and really see if they will work for her."

Case Study



President's Report

for 2011- 2012



It is my pleasure to present the LifeTec 2011-2012 financial year president's report.

It is a glowing testament to our management and staff that LifeTec has continued to grow its core services while at the same time finalising some important projects and introducing new initiatives during the 2011-2012 financial year.

While Chief Executive Officer James Barrientos will go into more detail about LifeTec's performance in the 2011-2012 financial year, I would like to highlight a number of particular activities.

*"I would
recommend
LifeTec to
my friends"*

One of our organisation's single biggest achievements to date was the finalisation and delivery of the new Australia wide consumer assistive technology website/database which replaces each individual state Independent Living Centre's database. The Commonwealth's Department of Health and Ageing provided \$1.3 million funding to develop the website/database over three years.

Through the hard work and careful management of Ian Rankin, the project manager, and his small team the website/database was delivered on time and within budget – a remarkable achievement for an IT project involving six separate and independent organisations throughout Australia. Congratulations to Ian and his team.

LifeTec was successful in receiving funding to introduce two new services during the 2011-2012 year. Home and Community Care (HACC) provided funding on a recurrent basis to provide education to HACC workers and carers (non-health professionals) to assist with the self care of clients. As well, LifeTec was selected as the lead educational agency for the Vehicle Options Subsidy Scheme (VOSS). Both these initiatives have a strong assistive technology base and will assist individuals to live more independent lives.

Our organisation was also successful in receiving funding to revamp our Newmarket display centre so that we could demonstrate assistive technology in real settings. This ambient living concept was first used most successfully in our Townsville Centre. LifeTec was also fortunate to attract funding to expand our Townsville display centre by almost 50%. This expansion will dramatically improve our ability to better service North Queensland.

Over the last couple of years I have reported on the board and management's strong desire to be able to measure the outcomes from using assistive technology in people's environments. Although this process has identified a few challenges, I am pleased to say we are making progress. To this end, we have developed internal research program to measure the impacts of our services and we expect some results by the end of 2012. We will use these results and experiences to build a rigorous outcome measuring system.



To ensure that LifeTec continues as a leader in the field of assistive technology, James Barrientos undertook a study tour in Europe in June this year. As well as delivering a paper at the International Conference of Smart Homes and Health Telematics (ICOST), in Italy, James made a number of valuable high-level international contacts who will be able to assist LifeTec to grow and improve our services.

The LifeTec board also reviewed the organisation's success at meeting its goals as outlined in its 2009-2011 strategic plan. I'm pleased to advise that the board believed we made significant progress to achieve the plan's goals and, following this review, the board endorsed the strategic goals for its 2012-2014 plan.

This year saw the board undertake a targeted board membership recruitment program. I'm pleased to advise that this has been extremely successful with three new members commencing on the board in August and September this year. We will welcome Fiona Evans, Rebecca Bell and Dr Richard Barber to our board. However, the board also loses a valued member: Dr Jan Walker. Jan has been on the board for some four years and has made a significant contribution. On behalf of the organisation I would sincerely like to thank Jan for her services to LifeTec over these years and wish her well in her retirement.

This President's report would not be complete without recording our sincere thanks for the continued support of our funding bodies: HACC, Department of Communities - Disability Services and Queensland Health. It is only with assistance from these organisations that we are able to provide the services that are making real changes to people's lives in Queensland. Many thanks. And finally, my sincere thanks to LifeTec's staff and management for their incredible work over the last 12 months and to my fellow board members whose efforts make sure that LifeTec stays on track.



Rod Walters
President
LifeTec

"I found the workshop extremely relevant and presenters knowledge and interaction well done"



LifeTec's Speech Pathologist was invited by a Speech Pathologist in Emerald to provide a consultation to a client in one of the local nursing homes. The client had an acquired brain injury as the result of a stroke, which resulted in a severe speech disorder.

During the consult, LifeTec's Speech Pathologist discussed with the client his communication needs and how the features of different types of Speech Generating Devices can enhance his communication with others. During the session, the client also had an opportunity to trial the devices to find out what the best option was for him.

Funding options and the trial process for Medical Aids Subsidy Scheme was also discussed with the client. LifeTec's Speech Pathologist also outlined the support that may need to be put in place for the device once the client received it.

Information on devices trialed during the session was sent to the client's Speech Pathologist so that she could follow up with the client.

Case Study

CEO's Report

for 2011- 2012



"Keep up the excellent work! Very nice premises, layout and comprehensive range of equipment"

A client was referred for a consultation by a community health Occupational Therapist for a scooter trial in a remote Queensland community. The client uses a wheeled walker for all mobility but is unable to walk for longer distances due to fatigue and poor endurance. He also uses oxygen at all times.

The mobility scooter brought out for trial was a second hand option from Scooters Australia. The client trialled this scooter and was very happy with it. The scooter met all his needs to allow him to get to the Men's Shed and to the shops independently. As it can be very difficult to get equipment in such rural locations, the client was very happy to hear that was able to purchase the scooter that day. He spoke to the supplier to organise this and was off to the Men's shed on the scooter before the LifeTec health professional had even left the appointment.

Case Study

Leading active lives is an important goal for most of us. It provides us with the ability to pursue our wants, to engage with our communities, and it also contributes to our general wellbeing.

This is why I am very pleased to see that there is a growing recognition and awareness of the benefits of assistive technology solutions in our community. Knowing more about these devices and systems means people are more likely to use them, which in turn leads to more active and fulfilling lives.

Some examples of the growing recognition of the benefits of assistive technology include, an opportunity for LifeTec to work with Disability Services to develop relevant strategies under their Absolutely Everybody plan. This ten year plan provides strategies for greater inclusion of people with a disability at all levels within our community. I am pleased that LifeTec has been able to contribute towards the development of this key plan to improve the use of assistive technology by people in domestic, educational and recreational settings.

The Department of Communities has also invested more resources into educational activities designed to inform and educate people and their carers on the effective use of assistive technology. LifeTec was successful in its funding submission to the department for recurrent funding to increase our educational services to non health professional Home and Community Care (HACC) workers and organisations. We are thrilled about this additional funding, especially since we have identified education as a powerful means to inform people about ways to achieve their goals by using appropriate assistive technology.

This funding also contributed to LifeTec appointing a full time Educational Coordinator to further develop our educational programs and services. This initiative has resulted in a complete review of LifeTec's education services which has seen the introduction of our highly successful webinar educational programs. It has also led to the provision of additional education services within government, including LifeTec's appointment as the lead educational agency for the newly created Vehicle Options Subsidy Scheme (VOSS).

Other examples of recognition of the benefits of assistive technology include the implementation of the HACC Assistive Technology Demonstration project. Under this project HACC appointed five service providers to measure the impact of technologies in everyday applications over a twelve month period. This project has highlighted some excellent client outcomes to date, and final results are expected to systematically show the positive impact resulting from assistive technology. It also represents a real interest from government in knowing more about the outcomes that assistive technology has on peoples' lives.

In the last twelve months, management also completed a total display revamp in our Brisbane office to adopt an ambient living concept. The ambient living concept incorporates assistive devices and designs into everyday living environments such as a person's home. This revamp, including a dedicated client elevator from our car park into the display, was made possible with funding from the Department of Communities, once again highlighting their recognition of the importance of assistive technology for our mutual clients. LifeTec's new ambient living display was officially opened in November 2011 by the then Minister for Communities, the Honourable Karen Struthers, MP.

Apart from external recognition of the benefits of assistive technologies, LifeTec has also been doing its part internally. This year saw the completion of our three year project to develop a national assistive technology database and website. Named Taking the Message Out to Older Australians, this project saw our Business Manager, Ian Rankin, lead a dedicated team in the development of a database and website on behalf of the independent living centres in other states. This database and website means people all over Australia will be able to easily access detailed and current information on assistive technologies through the internet. Products will also be reviewed and added nationally rather than by individual states, meaning that duplication of this work will be reduced significantly.

As we expected for a national project of this scale involving a multitude of stakeholders, it raised some challenges along the way. However, I am pleased to advise the new database and website exceeded all the performance criteria set by the funding body, the Department of Health and Ageing. This outstanding result highlights Ian Rankin's exemplary ability to manage large scale projects. It is also testament to Ian's continued contribution to great client outcomes and LifeTec's success.

Recently LifeTec's board and management undertook a strategic planning process to establish our future goals for the next three years from 2012 to 2014. One of our key future objectives is to keep raising awareness levels of assistive technology and its benefits to our client groups and other stakeholders. We will continue to do this by developing marketing strategies to further engage end user client groups, by utilising contemporary communication channels such as social media and virtual tours, and by improving the profile of assistive technology and LifeTec through greater media exposure.

Another strategic goal for the organisation is to further develop our service delivery models. This is being primarily driven by our need to accommodate changing demands on our services resulting from our ageing population. It is important to me and the organisation to remain at the forefront of effective service delivery models to meet our present and future needs. With this in mind, I attended a study tour in June 2012 to Europe. I attended the renowned International Conference for Smart Homes and Health Telematics (ICOST) 2012, conference in Florence, Italy. I was also fortunate to have the opportunity to present at this conference on how LifeTec is addressing our changing client requirements. I also met with other assistive technology service providers and researchers in Spain.

This study tour has given me a real insight into different ways to deliver our services in the future. As a consequence LifeTec will be developing service delivery models with an emphasis on innovation, especially telehealthcare, and social engagement. Over the last year we have trialled the provision of some of our services via teleconsultation with great success. We are currently investigating this form of telehealthcare on a greater scale to help us meet growing client demands into the future. We also recognise that it is vital for our future services to be socially driven to ensure their effective uptake and optimal use of assistive technology. Hence we will also endeavour to ensure all of our services remain socially focused.

Another important area of service development for LifeTec is to measure the impact of our services. I am pleased to say we have commenced developing a client outcomes framework to determine what impact assistive technology has on peoples' lives. We have been gathering client service data since the start of 2012 to assist with this analysis. Although we know from our everyday experiences with our clients that assistive technology has a positive effect on peoples' lives, we are excited at the prospect that we will soon be able to measure it. These outcomes will assist management in several important ways including continuous service improvement, political lobbying, and of course, better results for our clients. We anticipate our client outcomes framework will start delivering results by the end of 2012.

Last but certainly not least, my sincere thanks to the fabulous LifeTec team for their continued commitment to improving the lives of all our clients. I never take for granted how fortunate I am to be working towards such a great cause alongside such a dedicated group of people. My special thanks to Wendy Stevens, our Services Manager, Stephen Pether, our Townsville Manager, and Ian Rankin, our Business Manager for their outstanding work and leadership over the last year. I also wish to thank our President, Rod Walters, for his admirable commitment to LifeTec and its clients, and of course to all our board for the time and expertise they so generously give.

Finally, I thank HACC, the Department of Communities-Disability Services and Queensland Health for their continued support of LifeTec. Our good work would not be possible without the financial support of our funding partners. This is also something that I, our board and our staff never takes for granted.

Yours sincerely,



James Barrientos
Chief Executive Officer
LifeTec Queensland

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 recently retired from the Department Of Transport and Main Roads where he managed to public transport legislation program.



Vice President – Mr David Edwards B.Economics, B.Arts

David's professional background is in economics, infrastructure, project management and public policy. Prior to being appointed as Director-General of the Department of State Development, Infrastructure and Planning in April 2012, David was Manager of Strategy and Market Development for GHD, a global engineering and professional services company, working on a range of infrastructure projects. He has also held the position of State Director for the Committee for Economic Development of Australia, Australia's oldest independent economic think tank and prior to that worked in senior roles in several Government agencies including 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.



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.

"I was amazed at the knowledge of the therapist and information provided"

Committee Members

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

Mr Greg Moroney Solicitor

Dr Jan Walker

Hon. Secretary & Management Team

Mr James Barrientos

Mr Ian Rankin

The LifeTec Team



*"Great
information
provided"*

Following a community presentation a LifeTec occupational therapist (OT) was approached by a client who works as a carer for a community organisation. The client reported that she cared for several clients in the community that had a range of issues including hygiene, dressing, food preparation and mobilisation that reduced their independence. The OT discussed these issues with the client and was able to identify and demonstrate the use of several assistive technology (AT) options that could promote her clients independence. Following this meeting the OT was able to forward further information on the AT discussed to allow the client to access these items.

Case Study

Senior Management Team

Chief Executive Officer

James Barrientos

Business Manager – Ian Rankin

Services Manager – Wendy Stevens

Manager Townsville

Stephen Pether

Education Coordinator

Susan Menzies

Senior Health Professionals

Jamie Matveyeff

Chris Sweeney

Gaenor Walker

Community Development & Marketing Officers

Tony Baird

Scott Green

Health Professionals

Jessica Bell

Amy Eldridge

Leena Fraser

Natalie Giumelli

Matthew Goyne

Kati Graham

Natalie Harbour

Dennis Lo

Sally Redman

Natalie Sanders

Bradene Standen

Allied Health Assistant

Aidan Phillippa

Senior Client Services Officer

Jenny Velkovic

Client Service Officers

Shontell Bound

Donald Hills

Judy Jacobsen

Jean Luik

Lindsay Nott

DOHA ILCA Project Team

Project Officer

Catherine Sheehan



Balance Sheet

Balance at
30th June 2012



2011		Notes	2012
	Assets		
	Current Assets		
\$1,069,344.00	Cash, Deposits and floats		\$348,106.52
\$29,079.48	Accounts receivable	1.c	\$33,088.82
\$1,235.00	Payments in advance		\$3,129.65
\$1,099,658.48	Total Current Assets		\$384,324.99
	Fixed Assets		
\$1,276,859.60	Equipment and Motor Vehicles (after depreciation)	1.b	\$1,383,665.84
\$2,376,518.08	Total Assets		\$1,767,990.83
	Liabilities		
	Current Liabilities		
\$2,578.00	Accounts Payable	1.c	\$25,816.40
\$56,172.88	Employee and Payroll Liabilities	1.d	\$77,179.12
\$132,940.12	GST		\$153,725.72
\$479,146.07	Grants Unexpended	2	\$292,890.91
\$178,340.00	Leave Provisions	1.d	\$146,952.00
\$849,177.07	Total Current Liabilities		\$696,564.15
	Non Current Liabilities		
\$500,000.00	Grants Unexpended	2	\$0.00
\$1,349,177.07	Total Liabilities		\$696,564.15
\$1,027,341.01	Net Assets		\$1,071,426.68
	Equity		
	Balance at 1st July		
\$981,781.25	Opening Balance QB Adjustment		\$1,027,341.01
\$45,559.76	Plus Net Income		\$44,085.67
\$1,027,341.01	Balance at 30 June		\$1,071,426.68

Profit & Loss Statement

For Year Ended
30th June 2012



2011		2012
	Income	
\$2,632,300.42	Recurrent Funding	\$3,023,239.15
\$1,314,627.27	LifeTec Generated Funds	\$989,317.20
\$3,946,927.69	Total Income	\$4,012,556.35
	Expense	
\$2,080,269.25	Staffing Costs	\$2,180,641.46
\$150,596.87	Administration	\$128,875.34
\$154,487.14	Depreciation and Minor Capital	\$175,385.69
\$1,516,014.67	Overheads and Service Costs	\$1,483,568.19
\$3,901,367.93	Total Expense	\$3,968,470.68
\$45,559.76	Operating Surplus	\$44,085.67
\$45,559.76	Transferred to Equity	\$44,085.67



Notes to and Forming Part of the Accounts

For Year Ended
30th June 2012



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.

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 2012.

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



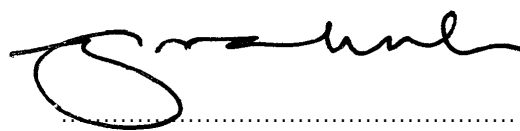
The committee has determined that the association is not a reporting entity and that this special purpose report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

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 2012 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 30th day of August 2012

Independent Auditor's Report

to the Members of
LifeTec Queensland Inc



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 2012, 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.

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 2012 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 30th day of August 2012

2011–2012

A year of learning progression and achievement



The mother of a young boy contacted LifeTec to arrange a time for an advisory appointment to look at speech generating devices (SGD's). During the advisory appointment LifeTec's Speech Pathologist described and demonstrated SGD's with the clients mother. While the clients mother was at LifeTec's display centre for the appointment, she was also able to utilise two of LifeTec's Occupational Therapists knowledge regarding assistive technology for other activities of daily living that her son is having difficulty with. This included information on aids to assist her son to stabilise himself during toileting, including reducer rings, drop down rails and specialised shower chairs. As her son is starting school next year, posture and seating requirements and aids were also discuss, as well as options to assist him with computer access. Assistive technology for meal times and recreation, specifically bikes, were also discussed and printed information was provided. The clients mother thanked Lifetec for providing her with comprehensive information that provided options with the different areas of her sons life that he is having difficulty with.

Case Study

New On-line Resource – Providing people with a wealth of information and options.

LifeTec was the lead agency in developing a new on-line national assistive technology database for the Independent Living Centres Australia. The culmination of three years of comprehensive development work has resulted in the implementation of a new national on-line resource. The on-line resource is set to improve awareness of assistive technology and will assist people to identify products, devices or systems that provide people with practical solutions to everyday life activities. Assistive technology helps millions of people around the world to learn, work, socialise, achieve independence, or simply to get more out of their lives.

With funding assistance from the Department of Health and Ageing (DOHA), LifeTec has been the lead agency in the development of the new National ILCA Consumer Website (www.ilcaustralia.org.au) that provides a product and service resource for older Australians and their carers. Central to this resource, is an online database with search assistance tool, which will help direct users to the products best suited to their needs. With such a wide range of equipment available from so many sources, it can be difficult to choose the best option. This website allows users to identify appropriate equipment solutions and connect with the local suppliers.

People who use the new on-line resource will be able to search the online database and identify the pieces of equipment that will provide them with the greatest benefit in allowing them to live more independently.

When the user of the database is looking for a specific product they will be able to search by product type, for example scooters, wheelchairs and walkers. Seniors will also be able to browse for products based on the task or activity that they might be finding difficult such as dressing, reaching, preparing meals. Additionally, people can search for products associated with different environments and settings for example in the kitchen and household, transport, work and in the community.

"It is the best website I have ever accessed. It is very logical and readable. Whoever designed the site must be an older person, because they have absolutely designed it so that seniors can find what they want."



LifeTec: Continuing to develop and grow education services.

In response to a growing demand for a greater diversity of educational services in relation to assistive technology the position of Education Coordinator was created in early 2012. Through the appointment of LifeTec's Education Coordinator, Susan Menzies, LifeTec has been able to develop a range of educational options for the community and health professionals. The new and improved educational services now include: Professional workshops; Skills updates; Product updates; Webinars; Customised education. The greater range of topics in conjunction with the new and varied formats LifeTec education services deliver, means that more and more people will be able to increase their knowledge of the benefits of assistive technology.

"I thoroughly enjoyed the whole workshop"

LifeTec Features in the Queensland Aboriginal and Torres Strait Islander Home and Community Care Best Practice Stories 2.

In late 2011 an article highlighting information about LifeTec's outreach services to regional and remote parts of Queensland featured in the second edition of the Queensland Aboriginal and Torres Strait Islander Home and Community Care Best Practice Stories. The article mentioned LifeTec's outreach trip to the Torres Strait and Northern Peninsula area and provided details of the services that LifeTec provided to some of the clients during the trip.

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
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A client was referred to LifeTec by the Thursday Island Local Area Coordinator (LAC). The client lives on one of the outer Torres Strait Islands and during LifeTec's outreach trip was in Thursday Island Hospital for treatment.

The client has upper limb weakness and muscle wasting. As a result, he has a weak grasp and experiences difficulty grasping cutlery and cutting food with a knife. LifeTec occupational therapists visited the client at Thursday Island Hospital.

During this visit the client was provided with the opportunity to trial modified cutlery, which he otherwise may not have been able to trial. The cutlery trialed included angled knives, rocker knives, and cutlery with built up handles.

The client reported that he found the modified cutlery easier to use. LifeTec also liaised with the LAC regarding potential funds available to purchase this assistive technology for the client so that he can remain independent in performing this task.

Case Study

Acknowledgement of funding



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