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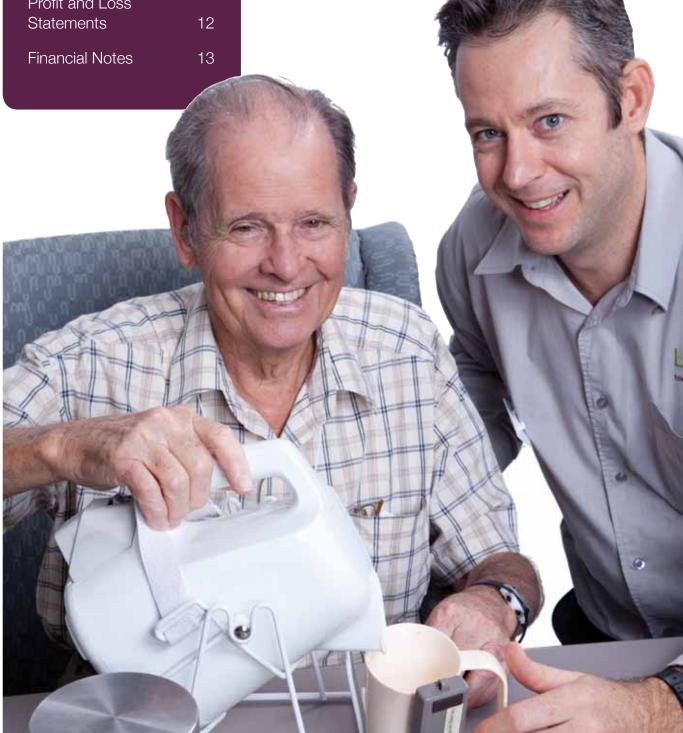
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Our vision is to help as many people as we can to improve their quality of life, enabling them to live independently and safely, through the use of assistive technology.



In 2013, we continued to execute a strategy to grow and build LifeTec's services, increase education offerings, implement innovative practices and stay in touch with the community so we can work with them to achieve their goals.

# **Services**

We progressed in growing our core and private services, building our LifeTec profile as a professional and progressive organisation.

By using telehealth, we improved the ease with which people can access our services, including our home modification programs and consultation services. This has increased the uptake of our services.

To promote LifeTec services and increase awareness, our new website was launched, all collateral material for brochures and the LifeTec Quarterly Review has been refreshed and we continue to build our presence on social media such as Facebook and Linked In.

# **Education**

We continued to develop LifeTec's reputation as the top educational body for assistive technology. We also introduced more online training sessions and free webinars.

Our education program has been revitalised to provide a wide range of topics and levels of learning from core AT practice to advanced and focussed topics.

We continued to work closely with suppliers who give us the most updated knowledge of products to pass onto colleagues, clients and community. We thank them for their ongoing support.

# **Innovation**

We use and promote innovative practices at LifeTec such as telehealth. We use telehealth (eg. Skype) to undertake assessments for our home modification services in regional Queensland, allowing for all parties to be involved in the planning and decisionmaking, whilst providing improved value for money to our funding partners. We also use telehealth to offer our information and consultation services to people in more remote areas or with those who have limited access to our services.

We updated our Smart Home which is a replica living environment, with the latest high and low level technologies such as height-adjustable benchtops and applicances, voice activated and soft-touch controls. This will allow people to see, trial and experience how assistive technology can be used in everyday life.

# **Community**

Representatives from LifeTec have stayed engaged with a variety of networks throughout the state - ranging from local community, sector specific networks, statewide networks and even national networks to keep in touch with the community and continually understand their changing needs.

LifeTec attended and exhibited at a large range of events and expos and our staff have presented at state, national and international conferences. The displays provided people with a vital introduction to the benefits of assistive technology.

This year, LifeTec took the lead role in organising the Positive Ageing Journey held in May 2013. Over 300 people attended the event and were provided with insights into getting the most out of life. Planning is underway for the 2014 event.





# **Digital Transition Strategy**

From the beginning of 2013, LifeTec has been advancing our digital transition strategy. This strategy focuses on skilling the community sector to increase their use and uptake of smart assistive technologies, innovative technologies and telehealth services for enhancing the health and wellbeing of older people, carers and people with disabilities.

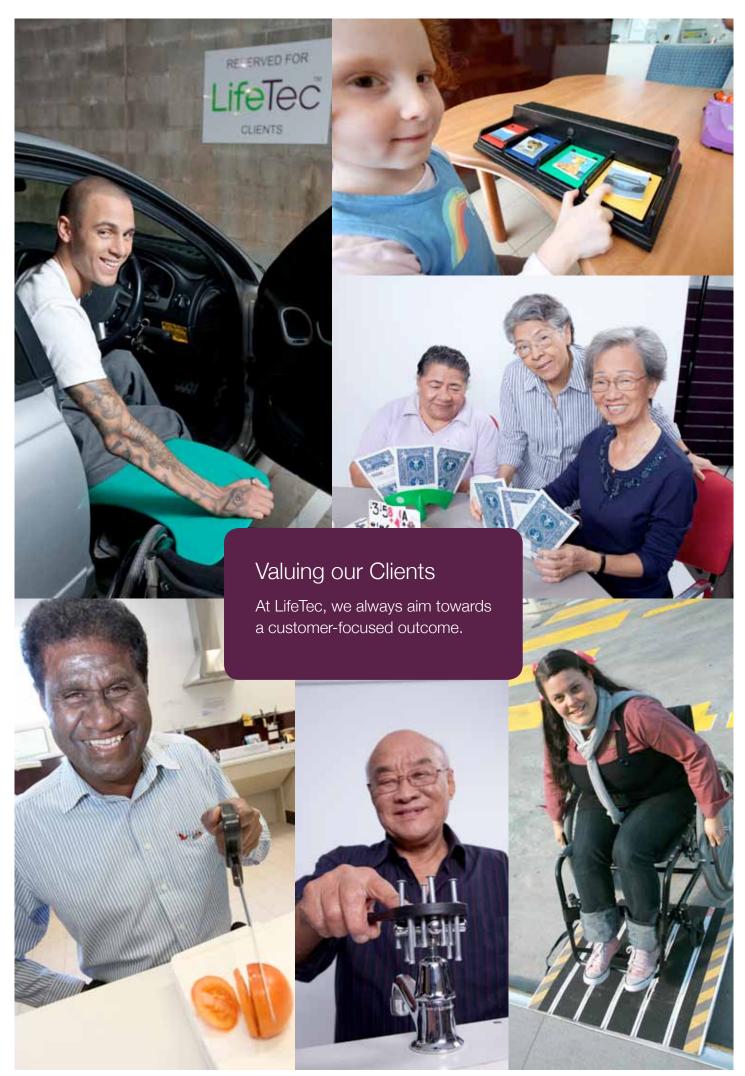
The advancement of high speed internet and affordable web based videoconferencing systems now allows for more people to access previously scarce clinical expertise and support by using these mainstream technologies.

The uptake of mainstream technologies into day to day life can often be a daunting and perceived complex process due to unfamiliar and unpredictable technologies coupled with the need to develop new skills, new protocols and workplace systems.

LifeTec has been actively consulting with a wide range of people and organisations to develop and deliver a range of training events and practice tools to address these barriers.

To ensure LifeTec continues to maintain high quality, professional services, our staff have been trained in telehealth service delivery and can now easily provide a range of services such as conducting live tours of the display centres, facilitating clinical support and mentoring to regional or remote therapists, or providing individual guidance or prescription for a range of assistive technologies.

The uptake of the range of telehealth services now available from LifeTec is growing steadily as LifeTec continues to work actively in this area to support the community sector in advancing their skills and knowledge to using mainstream technologies. We look forward to continuing to work with the sector in advancing this area of practice.





# It is my pleasure to present the LifeTec 2012-2013 financial year president's report.

The last 12 months have seen many important developments not only for people with disabilities in general but also for LifeTec in particular. The most important of those developments was of course the bipartisan support of the establishment of National Disability Insurance Scheme now Disability Care Australia (DCA). There is no doubt that DCA will make a huge difference to the lives of people with disabilities in Australia as it is rolled out. While nobody has all the answers yet about DCA, the LifeTec board is preparing the organisation for this new paradigm and LifeTec's clients and partners can be assured that we continue to make DCA a major focus of our future service planning.

Another important development has been the continued tightening of the collective belts of government. As with all disability service organisations in Queensland, LifeTec was not immune from this belt tightening. All our recurrent funding grants from the State government were reduced by 10% (Department of Communities, Child Safety and Disability Services) and 5% (Queensland Health). Fortunately, we have been able to manage around this reduction so that it has had little or no effect on our delivery of service.

Despite this, I'm pleased to report that LifeTec has been seen and continues to be seen by its funding partners, including Department of Communities, Child Safety and Disability Services, Department of Health and Ageing through the Home and Community Care program, Queensland Health and the Brisbane City Council as being able to deliver innovative services efficiently and effectively. To this end, we have received some \$2.2 million in an 18 month pilot project to provide a home modification discharge service to people with spinal cord injury and some \$140,000 in one off funding to improve our existing services. James Barrientos has more details about these great initiatives and other funding LifeTec has it been able to attract in 2012-2013.

For the last few years, I have made a point of mentioning how we saw the need to measure and document the outcomes and impacts of our services. I'm extremely pleased to report that we now have an internal research program to do this. I'm even more pleased to say that some early research results from this program indicate that 92% of our clients reach their

goals after implementing LifeTec's assistive technology recommendations. Importantly, we will be building on this research program over the next few years so that we can provide improved services as well as demonstrate that assistive technology can make a real difference to people's lives.

LifeTec met with the Queensland Parliamentary Service Health and Community Services Committee in August 2012 so that the committee could learn more about our services, successes and how assistive technology can make a difference. I'm very pleased to report that the committee subsequently invited James Barrientos to provide our views for future service models at a public hearing. It was really pleasing to see that the committee's final report made several recommendations to Minister Tracy Davis based on a number of LifeTec's observations and recommendations.

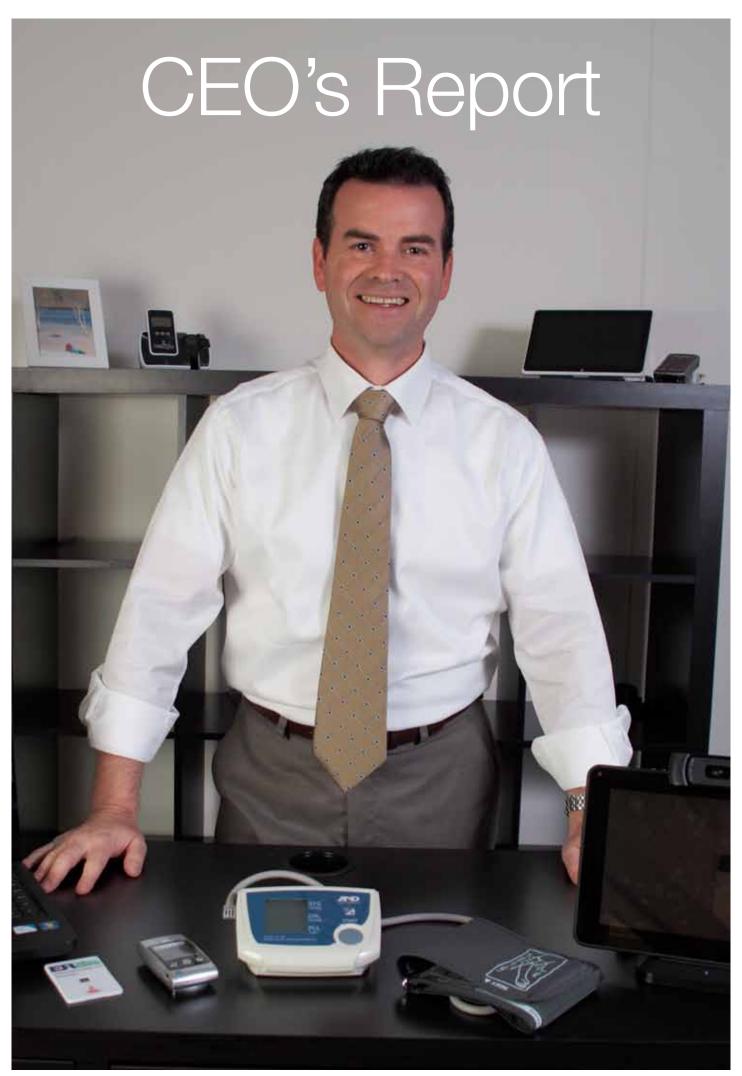
LifeTec only operates to help as many people as we can to improve their quality of life through the use of assistive technology. We can only do this with me support of our major funding partners: the Department of Communities, Child Safety and Disability Services, Department of Health and Ageing, and Queensland Health. I sincerely thank our partners for their continued support.

LifeTec is only as good as its staff and we have some wonderful staff. On behalf of the board, I would sincerely like to thank all the LifeTec staff for their great work during the last 12 challenging months. Also, I think it's important to put on record the board's special thanks to James Barrientos, Ian Rankin, Wendy Stevens for their leadership and enthusiasm throughout the year.

Finally, my sincere thanks to my board colleagues David Edwards, Gina Look, James Reynolds, Greg Moroney, Richard Barber and Jan-Maree McGregor for their continued support and wisdom over the last 12 months.

**Rod Walters** 

President of the Board LifeTec



I am proud to report that 2012-2013 was another successful year for LifeTec which saw us continue to grow, measure the impact of, and innovate our range of valuable client services.

The continued growth of LifeTec services is important to us because it enables us to extend the benefits of correctly applied assistive technology to as many people as possible. By doing this, we are not only helping people to perform day-to-day activities with greater ease and safety, we are also improving their social engagement with family, friends and their community. I believe this is essential to the wellbeing of people and their communities, and is also the reason why we now choose to describe LifeTec as a social enterprise.

This year saw LifeTec increase its services in proven areas of our specialty including home modifications and specialised advisory services in transport and assistive technology. LifeTec was awarded the Spinal Cord Injuries Response (SCIR) private home modifications project in 2013. This 18 month pilot project means our staff have the opportunity to assist people with a spinal injury to transition from hospital to their own modified home. Since the start of 2013, LifeTec has further improved deliverables and client satisfaction through our facilitation of the SCIR project. The feedback from our clients at the Department of Communities has been overwhelmingly positive, especially regarding the high levels of client satisfaction, as well as reductions in waiting times and associated costs. We are also pleased to know that our timely SCIR services is contributing to help reduce delays in hospital discharge programs, as well as contain health costs.

LifeTec's specialist advisory services have also continued to grow to meet client demand. This is especially the case with LifeTec's ongoing provision of the Vehicle Options Subsidy Scheme (VOSS) and the Community Aids, Equipment and Assistive Technology Initiative (CAEATI) services, and of course our everyday assistive technology specialist consultation and educational services. In fact, LifeTec's service delivery across our Brisbane and Townsville centres has never been higher. This increased demand for services provides everyone at LifeTec with the satisfaction that we are helping more and more people. However, it can also present organisational challenges as we reach service capacity.

To assist LifeTec in meeting growing client demand, we have implemented an exciting innovation strategy. This strategy has resulted in the development and implementation of a contemporary model which has

seen us digitise many LifeTec clinical and business functions. On the clinical side, we have already commenced providing specialist consultations and education to our end user and health professional clients via telehealth to contribute towards our face to face services. This has resulted in many benefits including making it much easier and convenient for our clients to access our services, greater continuity of services provision, significantly reduced waiting times, and greater operational and financial efficiencies. One example is a reduction in waiting times for specialised home modification services to remote clients by over 90% from the previous service provider, whilst still improving client satisfaction along the way.

On the business side, we have also digitised many of LifeTec's operational, financial and administrative functions with great success. We have developed a new, and much improved, LifeTec website, commenced our multimedia plan to further promote the benefits of assistive technology by using social media more effectively, and have commenced providing a series of financial and administrative functions electronically. In fact, when it comes to LifeTec's operations, we aim to be a totally paper free organisation within the next year. Importantly, the combined effect of these innovative initiatives has improved our operational efficiencies by over 55% while maintaining quality assurance and our high level of service standards. Ultimately, this means we can provide more services to meet growing demand.

LifeTec's innovation strategy has provided fabulous outcomes to date for both our clients and our organisation. I am pleased to report that LifeTec is firmly committed to progressing this work further so we can continue to reach more people, whilst ensuring the sustainability of LifeTec. This commitment is demonstrated by LifeTec's investment in two additional full time personnel to advance this important initiative. Since the start of 2013, we have appointed a Digital Transition Strategy Development Officer and a Communications and Multimedia Officer to contribute to the development of our innovation strategy. This work will see more people being able to uptake LifeTec services with greater ease, as well as help us better align with government priorities in innovative and value for money services for the future.

On a personal level, one of the most satisfying achievements over the last year has been the high level recognition we have received for improving peoples' lives through assistive technology.

This recognition was demonstrated when LifeTec was selected by the Queensland Parliamentary Service Health and Community Services Committee in late 2012 as an organisation to learn more about, in terms of our service successes and our views for the future of assistive technology. LifeTec's selection resulted in the Committee meeting with management to learn more about our present service delivery successes and future goals. It also presented me with a great opportunity to provide a written and verbal public hearing at Parliament House to present LifeTec's goals. Most importantly, it was pleasing to see the Committee's final report tabled to the Queensland Parliament and the Minister for Communities. Child Safety and Disability Services in May 2013, included several of our recommendations for an effective assistive technology model for the future.

Recognition of LifeTec's good work in the field of assistive technology was also demonstrated by the government's confidence in our organisation by awarding over \$1.7 million worth of extra work and developmental funding to LifeTec this year alone. Additionally, my management team and I have continued to contribute to government assistive technology strategies on many occasions at their request.

This continued recognition and support of the good work of LifeTec and the benefits of assistive technology is extremely pleasing for our team. It also helps to further cement strong relations with our funding bodies as we continue to improve the lives of our mutual clients. This support is also something I and everyone at LifeTec values tremendously, and never take for granted. It is for this continued commitment to LifeTec that I offer my sincere gratitude to the Department of Communities, Department of Health and Ageing, Disability Services, Home and Community Care, and Queensland Health.

Another important project for LifeTec over the last few years, has been the development of a client outcomes framework to measure the impact of that our services has on the lives of our clients. I am delighted to report that client data collected during the year indicates that LifeTec's assistive technology recommendations have helped clients achieve their functional wants and

needs in over 90% of occurrences. Although still in its infancy, our client outcomes demonstrate a clear link between the correct application of assistive technology by using health professionals' clinical reasoning, and achieving clients' wants and needs. This is an important connection as we move to towards self-directed care models which rely on client driven choice, successful results, and transparency and accountability, especially regarding client funding. Our goal is to expand our client outcomes framework in future to measure the social and economic benefits of assistive technology.

Personally one of the most rewarding aspects of being part of LifeTec for me, is the privilege to work alongside a group of exceptionally committed people. From our staff to our Board, there is an over-riding sense of purpose and dedication to improving peoples' lives which is admirable. LifeTec's success is due to this collective commitment, and I thank every one of our staff for their contribution. My sincere thanks also goes to our management team including lan Rankin, Wendy Stevens and Stephen Pether, for their exemplary leadership.

I am also thankful to have an extremely supportive Board of management led by Rod Walters. This is evidenced by their enthusiasm in advancing LifeTec into the future, as well as their confidence in management. Speaking of valid recognition, I was very pleased to see Rod Walters being awarded a Medal of the Order of Australia this year. This highly deserved award represents Rod's relentless contribution to improving the lives of people with a disability for over 20 years. Congratulations Rod from everyone at LifeTec!

**James Barrientos**Chief Executive Officer
LifeTec

## Our Staff

Jul 01 2012 to Jun 30 2013

#### **Board of Management (Office Bearers)**



Mr Rod Walters President



Mr David Edwards Vice President



Ms Gina Look Treasurer



Mr James Reynolds Deputy Treasurer

#### **Board of Management**

Greg Moroney Richard Barber

Jan-Maree McGregor (leave of absence effective from Feb 2013)

Fiona Evans (July 2012 - May 2013)

Rebecca Bell (July 2012 - May 2013)

#### **Senior Management Team**

Chief Executive Officer
James Barrientos

Business Manager lan Rankin

Services Manager Wendy Stevens

#### **Manager Townsville**

Stephen Pether

# Community, Digital & Marketing

Desleigh de Jonge Scott Green Tony Baird Wendy Lo

#### **Senior Health Professionals**

Amy McKenzie Chris Sweeney Gaenor Walker Jamie Matveyeff Natalie Sanders

#### **Health Professionals**

Bradene Standen

Dennis Lo

Karin Schuhmann

Kati Graham

Katie-anne Grice

Leena Fraser

Matthew Goyne

Michael Sharp

Natalie Giumelli

Natalie Harbour

Sally Redman

Zoë du Cann

#### **Senior Client Service Officer**

Jenny Velkovic

#### **Client Service Officers**

Barb McCullough Janice Beamish Jean Luik Judy Jacobsen Lindsay Nott

Shontell Bound



## Balance Sheet

Jul 01 2012 to Jun 30 2013

2012		Notes	2013
	Assets		
	Current Assets		
\$348,106.52	Cash, Deposits and floats		\$412,477.58
\$33,088.82	Accounts receivable	1.b	\$119,498.35
\$3,129.65	Payments in advance		
\$384,324.99	Total Current Assets		\$531,975.93
	Fixed Assets		
\$1,383,665.84	Equipment and Motor Vehicles (after depreciation)	1.a	\$1,307,020.48
\$1,767,990.83	Total Assets		\$1,838,996.41
	Liabilities		
	Current Liabilities		
\$25,816.40	Accounts Payable	1.b	\$100,617.13
\$77,179.12	Employee and Payroll Liabilities	1.c	\$33,442.00
\$153,725.72	GST		\$45,769.72
\$292,890.91	Grants Unexpended	2	\$328,355.15
\$92,888.00	Leave Provisions	1.c	\$132,746.12
\$642,500.15	Total Current Liabilities		\$640,930.12
	Non Current Liabilities		
\$54,064.00	Provision for future Expenses		\$103,064.00
\$54,064.00	Total Non Current Liabilities		\$103,064.00
\$696,564.15	Total Liabilities		\$743,994.12
\$1,071,426.68	Net Assets		\$1,095,002.29
	Equity		
\$1,027,341.01	Balance at 1st July 2012		\$1,071,426.68
\$44,085.67	Plus Net Income		\$23,575.61
\$1,071,426.68	Balance at 30th June 2013		\$1,095,002.29

## Profit and Loss

Jul 01 2012 to Jun 30 2013

2012		2013
	Income	
\$2,814,239.15	Recurrent Funding	\$2,798,335.18
\$1,198,317.20	LifeTec Generated Funds	\$1,565,896.48
\$4,012,556.35	Total Income	\$4,364,231.66
	Expense	
\$2,180,641.46	Staffing Costs	\$2,274,057.52
\$128,875.34	Administration	\$166,427.50
\$175,385.69	Depreciation and Minor Capital	\$164,971.54
\$1,483,568.19	Overheads and Service Costs	\$1,735,199.49
\$3,968,470.68	Total Expense	\$4,340,656.05
\$44,085.67	Surplus	\$23,575.61

#### **Financial Notes**

Jul 01 2012 to Jun 30 2013

## 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 accrurals 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 seventh 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 2013.

#### **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

Jul 01 2012 to Jun 30 2013

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 2013 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 2013

### Independent Auditor's Report

Jul 01 2012 to Jun 30 2013

#### **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 2013, 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 2013 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 2013

# "It doesn't matter what age you are... the Positive Ageing Journey suits everybody!"









As a true social enterprise, LifeTec is all about catering to the community. We are active participants in a variety of community networks, activities and events that help us understand what works for you and what you need from us.

We are focused on providing you with free specialist information and advice from health professionals to maximise your independence and safety.



# EVERYDAY PEOPLE INDEPENDENT LIVING

#### **Brisbane**

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Acknowledgement of funding





