

LifeTecTM
Live your Potential

Connecting Communities
THROUGH ASSISTIVE TECHNOLOGY

ANNUAL REPORT

2015 - 2016

www.lifetec.org.au



CONTENTS

Our Purpose	1
Highlights 2015 - 2016	2
Innovation	3
Stakeholder Consultation and Research	4
Clinical Services	5
Learning and Development	7
Homes For Life	8
Connecting Communities	9
Connecting People	11
Chairman / CEO report	13
Our Staff	15
Financials	16
Profit and Loss	17
Balance Sheet	18
Statement of Changes in Equity	19
Statement of Cash Flows	20
Financial Notes	21



3 LIFETEC ACCESS POINTS OPEN



7 LEARNING AND DEVELOPMENT



11 MITCHELL'S STORY



12 MELISSA'S STORY

OUR PURPOSE

LifeTec **connects people** and **communities** with assistive technology that enables their aspirations.

HIGHLIGHTS 2015-2016



LifeTec's health professionals assisted over **1100** individuals at the Brisbane and Townsville Display Centres. Numerous groups toured our display centres, including students from TAFE and universities plus a range of support groups and networks.



Mobility was the most frequently acquired AT, being **45%** of all devices acquired
Vehicle access/transfer was the second most acquired AT with **14%**



LifeTec exhibited at over **150 displays and events** and engaged with over **4000 people** at these events.

CONNECTING PEOPLE AND COMMUNITIES



OVER 700 LIKES

LifeTec's **FACEBOOK** page has over 700 likes and reached up to **3800 PEOPLE** throughout Australia.

LifeTec's YouTube channel has recorded over **1200** new unique views of LifeTec videos.



LifeTec's National Equipment database had **5.88 MILLION VISITS** in last financial year!

96%

of clients who acquired AT followed LifeTec's recommendations

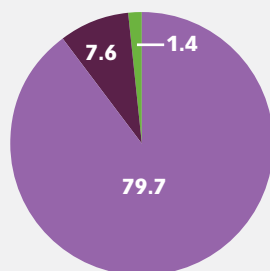


95%

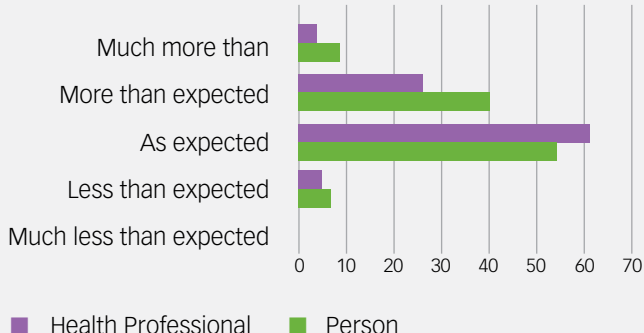
of clients were very or extremely satisfied with LifeTec's consultation service

Change in difficulty experienced in activity following use of AT

- Decrease in Difficulty
- Same Difficulty
- Increase in Difficulty



Extent to which AT met expectations



INNOVATION

LifeTec Australia Access Points



A new way of enhancing regional service delivery

The need for communities throughout Australia to access assistive technology (AT) services and information, and to reduce the impact on the health system is now more important than ever before.

Increasing access to AT solutions in regional centre locations is especially important as a necessary response to both Australia's rapidly ageing population and new consumer driven reforms in the disability/aged care sector, particularly under the National Disability Insurance Scheme (NDIS) and My Aged Care reforms.

Effective use of AT can reduce demand for hospital services through reduced hospital admissions/length of stay/re-admissions and can support people to remain living in their own homes for longer. Cost savings are indicatively upwards of \$3.1 billion nationally if older Australians remain living independently for longer (MTAA, 2010*)

LifeTec is committed to deliver new LifeTec Access Points in various regional centres to enable consumers and health professionals to see, trial and experience the latest AT solutions appropriate to their needs. The LifeTec Access Points will give them access to education and advice, and allow them to participate in training that supports the delivery of quality care in the health, disability, education and aged care fields.

The LifeTec Access Points can include a range of facilities including AT display centres with consultation and ambient living display spaces, automation and AT devices which demonstrate practical solutions to everyday challenges, and Skype facilities where people will be able to speak with LifeTec's health professionals and view LifeTec's Newmarket Display Centre online.

The development of the LifeTec Access Points will enable greater community awareness of AT application that supports quality health and wellbeing outcomes for consumers. Carers, practitioners and tertiary students will also have greater access to practical AT education.

A variety of Access Points are currently in development. Visit LifeTec's website **www.lifetec.org.au** for further information about LifeTec Access Points.

* Medical Technologies Association of Australia. Caring for Older Australians: Medical technologies to support Australian patients in the community. December 2010

Social Media

Social media for both consumers and organisations is rapidly evolving in Australia. Recent Census data showed that more than three quarters of Australians were using social media on a regular basis - this should be a wakeup call for any organisation which hasn't yet established an online social presence.

Australians are spending an average of 12.5 hours on Facebook a week, up from eight hours in the previous year. Social media is one of the only online digital tools available that offers organisations a two-way communication with their audiences - it allows savvy organisations to receive feedback, monitor trends and build strong, reputable brands.

Social media is providing a platform for consumers to voice their concerns and is a driving force for promoting safety and independence through AT to online communities.

This year, LifeTec maintained a solid digital presence on Facebook, LinkedIn, Twitter and YouTube. With the recent recruitment of a Marketing and Technology Innovation officer, we plan to leverage our resources and content to better reach and attract more target audiences, whilst aiming for improved results using technology that is already available.



Stakeholder CONSULTATION & RESEARCH

comfort active
Community engagement
confidence easier excited helpful
independence less pain freedom
liberating Quality of Life less fatigue long term
wellbeing peace of mind mobile safer
social engagement

Understanding our Stakeholders

Over the past year, LifeTec has actively sought to understand people's experiences of selecting and using assistive technology and to determine how we may best partner with them, their families and service providers on their AT journey.

Consultations were held across the state with people who use assistive technologies and their families as well as service providers from the disability, health and aged care sectors so we may better understand the challenges to accessing information and support. These consultations have reinforced the value of trialling devices both in the exploratory stage as well as at the time of choosing the best option.

As always, the importance of cross-sector communication, in particular with the health system, was raised as being critical to connecting people with much appreciated AT information and resources. Service providers also value access to timely, independent information that allows them to compare the relative benefits of AT with their clients.

Building the Evidence

After 35+ years in the industry, LifeTec has developed a great deal of experience from working with a range of people to explore the benefits and challenges of assistive technology. We have a number of ways of building on this expertise including routine follow-up and outcome measurement; and quality improvement and research projects.

Routine Follow-up and Outcome Measurement

LifeTec routinely contacts people who have accessed our clinical services after they have received their AT to see how it is working for them and discuss any concerns they may have about using it safely and effectively. We also use standardised tools to find out whether the new AT is meeting their expectations and addressing the issues they had been experiencing. People are also asked to describe the impact of AT on their lives.

A review of clinical outcomes from 2015 found that AT largely met or exceeded expectations and reduced the difficulty people experienced in their identified activity. More importantly, the AT led to new opportunities to engage in the community and socially, and afforded people a sense of freedom and liberation as well as independence and confidence.

We are currently reviewing our clinical outcomes and evaluation framework to ensure we are capturing the true value of AT to the people who rely on it, as well as the social and economic benefits.

Quality Improvement and Research Projects

LifeTec has an active research program and partners with a number of universities to support and undertake quality improvement and research projects which explore:

1. AT and home modification service delivery
2. Experience of consumers of selecting and using AT
3. Awareness and uptake of AT and home modifications
4. Innovations in AT and home modifications
5. Outcomes of our information, education and clinical services

Recent projects include:

- ➔ Participants' satisfaction with LifeTec's allied health advisory telephone service
- ➔ Assistive technology provision by Australian allied health professionals: A cross sectional survey
- ➔ Exploring the acceptability and value of GPS device for older persons and people with disability and their support persons.
- ➔ The effect of AT Information session on older adults' awareness, acceptance and use of AT
- ➔ Consumer and service provider feedback on the AT Handbook

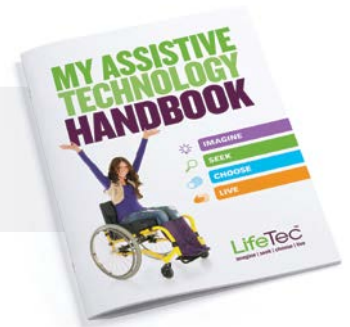
CLINICAL SERVICES

Preparing for the NDIS

LifeTec has been busy this year preparing for the launch of the NDIS. It is expected that participants in the scheme will be supported to live an ordinary life enriched with opportunities to be independent and connected, actively engaged in the community and able to participate both socially and economically. AT has been identified as a significant component of the NDIS and LifeTec is well placed to enable participants to realise their goals through AT solutions.

LifeTec recognises that people can expect to be more involved in any decisions regarding AT. To enable them to participate in this process, we have developed an evidence-informed resource titled *"My Assistive Technology Handbook"*. The resource is written for consumers and steps them through the four stages necessary to ensure good outcomes for AT prescription.

LIFE TEC HEALTH PROFESSIONALS HAVE BEEN WORKING WITH CONSUMERS TO CO DESIGN THEIR AT SOLUTIONS USING THE FOUR STEPS BELOW



IMAGINE

This stage provides the opportunity for people to dream big, identify their goals and explore the possibilities that AT may allow them to achieve.



SEEK

This step guides people on sourcing good information regarding AT.



CHOOSE

This series of appointments is offered when the person is ready to trial and acquire Assistive Technology solutions. LifeTec may undertake comprehensive assessments, organise AT to trial, support informed decision making regarding the most appropriate AT and complete prescriptions and funding applications as required.



LIVE

Once the person has acquired their chosen AT, LifeTec can assist with set up and customisation of the AT, ensuring the person knows how to maintain and use their AT, as well as train other relevant people in the use of the AT.

To educate and support consumers to better understand how AT contributes to the realisation of their goals, in 2015-16 we delivered a series of events across Queensland and the Northern Territory. Regional centres visited include Cairns, Townsville, Mackay, Rockhampton, Wide Bay, Maroochydore, Brisbane, Toowoomba, Logan, Gold Coast, Darwin, Katherine and Alice Springs. The events were well received and provided opportunities for LifeTec to develop new partnerships as well as spread the message to consumers regarding the value of AT.





Communication Services

We all value the ability to communicate as a fundamental right. At LifeTec, our health professionals know that communication is critical to enabling autonomy, identity, independence and participation.

LifeTec employs speech pathologists to assist people with Complex Communication Needs to acquire Augmentative and Alternative Communication (AAC) solutions. Recently, the demand for this service has increased so much that LifeTec is now offering it as a dedicated AAC service. We currently have two full-time speech pathologists delivering the service and they will be joined in 2017 by a third speech pathologist to be based in Townsville.

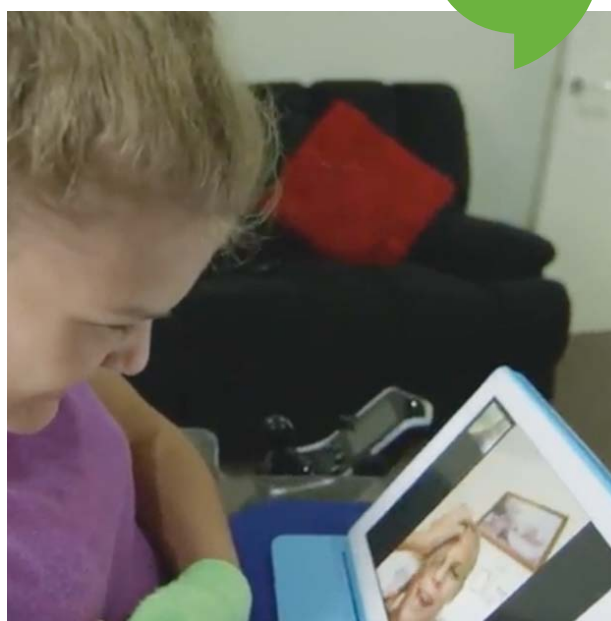
The aim of the Communication Service is to assist individuals with Complex Communication Needs to experience increased quality of life through the use of communication AT. Our speech pathologists have also delivered education events to external health professionals and undergraduate allied health students to raise the awareness of good AAC practice.



Driver Assessor Services

LifeTec recognises the potential of supporting people to commence or continue driving independently. We are in a unique position of being able to offer fitness to drive assessments as well as supporting people to explore and acquire vehicles with modifications that enable them to continue to drive independently.

Our occupational therapist, Sally Redman undertook the driver assessment training and has been delivering this service for the majority of this year. To date, Sally has supported 37 people with enquiries and requests for driver assessor training.



My Aged Care Services

The ongoing reforms under the My Aged Care program have highlighted the benefits of enabling people to engage in health and wellbeing activities that enrich their lives and keep people in their own home longer. AT plays a very important role in enabling people to achieve engagement and evidence suggests that the rate of functional decline and in home personal costs can be reduced with a systematic approach to assistive technology interventions.

LifeTec health professionals have a long history of partnering with people to select and use assistive technologies that allow them to continue doing the things they want and need to do. More recently, LifeTec has partnered with aged care providers to facilitate these processes for individuals. We are confidently looking to further opportunities through collaborative partnerships with other service providers in 2017.

General AT Prescription services

Our health professionals in both Townsville and Brisbane continued to deliver advice and information on AT to consumers via our enquiry line as well as deliver clinical services across both sites.

Outreach Services

LifeTec has continued to provide outreach services to people in the following areas - Cairns, Thursday Island, Mt Isa, Mackay, Central Queensland - Rockhampton, Western Queensland - Longreach, Darling Downs - Toowoomba and South West Queensland - Dalby, Wide Bay Burnett region. All trips have been well received and included individual consumer appointments as well as a combination of presentations and information sessions for local carers and service providers.

LEARNING AND DEVELOPMENT

LifeTec continues to expand education and training services to a wide range of audiences. In 2016, we offered a range of successful face-to-face presentations, workshops, lectures, webcasts and consumer events. We delivered 19 'Explore and Interact' events across Queensland, aimed at increasing the awareness of Smart assistive technology throughout the community sector.

Our latest training projects are aimed at building the capacity of the workforce to deliver Consumer Directed Care when supporting people who use assistive technologies. Frontline staff training represents a critical need in the sector, and LifeTec has placed considerable investment into developing education for community care workers within the aged and disability care sector.

To meet the need for AT training, we have developed the hugely successful workshop 'Fundamentals of Assistive Technology'. In the past year, we delivered over 20 training events to a range of audiences, and continue to see growth in demand.

The outcomes from our AT training data show that participants make significant gains in confidence and awareness of assistive technology. During the past year, we have taken an active role in advocating for the need of AT training at the ARATA Assistive Technology Conference and in collaborations to expand national delivery of this training. Looking toward 2017, we will see this training launched online, to further increase access to learning Australia-wide.

Workshops for health professionals remain an important part of LifeTec's role as provider of clinical skills and training. Successful events in 2016 have seen health professionals learn skills in telehealth, home modifications and the use of digital technologies. Our educators provide regular product updates and workshops for consumers and service providers, which keep people up to date with AT options and new developments. We have also deepened our engagement with consumers and users of assistive technology, to better inform the delivery and relevance of our education programs.

In 2015-16 we continued to support the training of new allied health professionals through engagement with universities, offering assistive technology topics to undergraduate students. The LifeTec Ambient Display Centres remain a valuable opportunity for university and TAFE students to learn about the range of AT available.

Our online learning platform is well underway in preparation for digital learning opportunities in assistive technology. This development will enable easy, convenient, affordable access to a range of assistive technology topics and will support access to continuing professional development across Australia.



The State Department of Communities, Child Safety and Disability Services engaged LifeTec to deliver the 2016 Smart Assistive Technology Information Sessions across Queensland.

443 participants attended 19 Smart AT workshops across the state, aimed at consumers and were supported by carers, support staff, and service providers. The huge success and turn-out indicates the high degree of interest in the potential of Smart AT.

These events support consumers to be well-informed about their local resources and networks in seeking information on assistive technology. The workshops showcase the possibilities offered by smart assistive technologies in an everyday life context. Sessions covered use of technologies for automation, home safety, health management, activity enablement and social connection. The highly positive feedback indicates that participants value an introduction to new devices and having opportunities to try technology out. Building awareness and familiarity with newer technologies will continue to be a vital part of the LifeTec education strategy.

Feedback from attendees:

"Just like to say thank you, the training was very helpful and great."

"Thank you for arranging an affordable and informative workshop."

"Excellent and interesting workshop."

"Thank you for putting on your education sessions, they are invaluable to meeting our department's PD needs."

"It really improved my understanding of what/how much AT is available, as I haven't had much experience in this."

HOMES FOR LIFE



LifeTec's Homes for Life service makes it easier to plan, develop and build liveable homes for people who are ageing and people living with disability.

Our experienced health professionals understand people and the factors that can impact on their independence and quality of life within their living environments.

The multidisciplinary LifeTec team integrate the best features of design and technology into the built environment. By ensuring the individual remains at the centre of the process, we are able to create a living environment of security, support and responsiveness that is non-intrusive and promotes independence, privacy and dignity.

Individuals, project managers, architects, builders, developers and funding agencies utilise our Homes for Life expert consulting and integration services and benefit from our large evidence base, wealth of knowledge, processes, experience and understanding of people.

LifeTec partners with leading industry product suppliers to provide solutions and increase the independence and quality of life for individuals who are ageing and/or living with disability; improve community connectedness and participation through the use of assistive technologies (AT); and create opportunity for the discovery of additional AT options in the future.

We are equipped to prescribe an overarching infrastructure of leading edge AT for a person's built environment. We provide specialist, whole-of-project solutions from initial environmental assessment through to implementation and training. The outcomes are substantial, including individual and organisational cost benefits and opportunity to better utilise limited resources. For our partners, risks are mitigated and results are completely measurable.



Allan and Pam Phillips

Allan Phillips has recently accessed the Townsville Home Modifications Program for under 65's.

Previously an inter-state truck driver, Allan began having difficulty with his speech, and was diagnosed with Motor Neuron Disease in May 2015. Allan and his wife Pam have lived in their Bluewater home for the past 11 years, and felt it was time to begin exploring home modification options to assist with Allan's independence for the future.

The Phillips were referred to the LifeTec Home Modification Program by their community health team. Pam said, "It was a quick turn over from the time we were referred to receiving a phone call from LifeTec."

Pam describes their experience with the process as positive and carefree. Allan indicated that he was having difficulty stepping into the shower-over-bath, and was slipping on occasion. He had not experienced a fall, however their goal was to prevent this from occurring. Pam explained that she would always be required for supervision for the duration of Allan's showers.

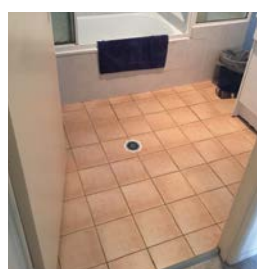
Allan and Pam went through the Major Home Modification process, exploring options with a LifeTec occupational therapist. Together, they agreed that the safest and best long term option was to remove the bath to create a level access shower area, including a new wheelchair accessible vanity.

Since the modifications have been completed, it has really minimised these challenges.

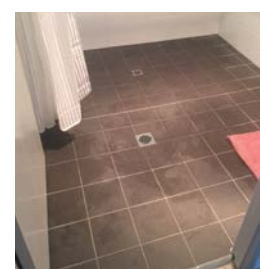
"Allan can shower safely and independently. I have more peace of mind, and am free to do other things around the house," Pam said.

"Not only that, but the mods look fantastic and it's really opened up the room. The tradies involved did a wonderful job."

Before



After



CONNECTING COMMUNITIES



Positive Ageing Journey Event & Exhibition

LifeTec is dedicated to highlighting the benefits of wellbeing and living an active and healthy life. One way that LifeTec shows our commitment to these values is by supporting the development and coordination of the Positive Ageing Journey Event and Exhibition. LifeTec has proudly been associated with the Positive Ageing Journey since its inception in 2009.

The Positive Ageing Journey Event and Exhibition is an informative, fun and engaging forum that provides attendees with the opportunity to hear from leading experts on ways to continue to do the things they love.

The power of positive thinking was a common thread that ran through the diverse range of presentations held at Easts Leagues Club, Coorparoo on Monday the 16th May 2016.

The 2016 event was a huge success with over 200 people attending. Former Olympian, Lisa Curry provided the opening keynote address and was followed by a diverse range of presentations from health professionals, university researchers, industry experts and celebrity speakers. The attendees received a range of practical ideas which they may incorporate into their lives to help them to enhance their wellbeing and make their experience of ageing more positive.

LifeTec's website has more information about future Positive Ageing Journey Events as well as the resources and videos from the 2016 event, including videos of the presentations.

Some of the comments from attendees included:

Feedback from attendees:

"Best presentation I have ever been too."

"I wish it was on last week. I went to a psychologist last Saturday at a cost of \$155 and I got more out of this today."

"I hope you never cancel it."

"Excellent day, well organised. I got so much out of attending."



Senior's Week Celebrations

There was no shortage of fun during Seniors Week at both LifeTec's Brisbane and Townsville display centres held on Monday the 17th August 2015. The expos helped to celebrate and raise awareness of the important contribution that older people make to society. They are a great opportunity for the community to be informed about the range of community resources available to seniors and to enjoy the fabulous entertainment.

Cr Jenny Hill, Mayor of Townsville, officially opened the Townsville expo that was attended by over 200 people. Guest speaker, Michael Lyddiard provided a very inspiring and moving speech entitled "Battle for Life, Life is Heart".

The Brisbane expo was officially opened by Ms Grace Grace, Member for Brisbane Central. Attendees were able to engage with over 23 exhibitors from a range of organisations which provide vital support to seniors.

We thank COTA Qld (Council on the Ageing Queensland) and the Queensland Government for providing funding to assist in the running of the two expos.

Community Events and Expos

To enable LifeTec to spread the benefits of assistive technology to a wider range of people, organisations and key stakeholders, we regularly support and exhibit at a wide range of events, expos and conferences. These diverse events range from University of the Third Age State Conference, McGregor Lions Club Health Expo, Musgrave Park NAIDOC Family Fun Day, University of Queensland Occupational Therapy Student Conference, NDIS Conference, Townsville Seniors Lifestyle Expo, Townsville Seniors Multicultural Information Day, plus many more.

Our commitment to enhancing the awareness of assistive technology remains unwavering and we look forward to continuing to support and be involved in future events.

Sharing our Expertise

As a recognised leader in the provision of AT information and advice, LifeTec is keen to share its expertise with others - locally, nationally and internationally. We regularly participate in and host expos, education and product information events. Staff have also presented at a number of local events such as five papers at the recent Australian Assistive Technology Conference and two papers at the Rural and Remote Conference. Our health professionals have also presented at the Active Ageing conference in Sydney, The ModA conference in Canberra, and numerous other conferences.

LifeTec has recently published an article on our AT outcomes in an international journal - Technologies. This publication is available at the following link

www.mdpi.com/2227-7080/4/4/35.



CONNECTING PEOPLE



Mitchell's Story

Mitchell is a 21 year old man who developed quadriplegia after he had an accident at the age of 19.

Mitchell has been able to develop greater independence and peace of mind through the use of a variety of assistive technology, including an emergency call system.

"If I have a spasm I can press the emergency call system button and I'm guaranteed that there will be someone to help me anytime I need help. This device is definitely one of the things that everyone should have. It is very helpful that you feel safe because someone is there who can help you".

"If I go out by myself I have a little jelly button switch at the front door that I can use to open the door."

Mitchell uses an environmental control device called HouseMate that enables him to control various appliances, devices and functions around his house.

"HouseMate is probably the best thing that could be invented. It turns the air-con on and off. It turns the T.V. on and off. You can be lying in bed and turn the kitchen lights on."

Mitchell is looking forward to using more assistive technology in the future and imagines the day when he is living in his own house.

"You don't want to be living out of Mum and Dad's house at the age of 25, 30 or 40. Later in life, I would love to be independent. To have carers come in the mornings, do the morning routine and then leave me for the rest of the day with all this technology. It definitely helps you to be independent."



Melissa's Story

Melissa is a 12 year old girl, who lives at home with her family, including her twin sister Angie.

Melissa has a lot of goals that she wants to achieve in life - among them, being more independent at home.

She and her family engaged LifeTec to modify their home and make it more accessible and safer.

LifeTec's health professional, Kati Graham worked with Melissa and her family to identify her goals and find the right solutions to meet her needs now and well into the future. Kati worked as a part of a team alongside suppliers and builders to determine the best possible outcome for Melissa and her family.

"You've really outdone yourselves. It is 100 times better than it was. Thanks to you guys my life has completely changed," said Melissa.

The program is about more than just the home modifications. It is about helping people imagine the possibilities and opportunities that these modifications can provide. It is about working with people to seek and implement the right assistive technology solution.

The program means that people are able to choose to continue to do the things they love and to live a better quality of life.

LifeTec offers an all-inclusive home modification service, offering consultation, design and planning, right through to completion of the building works. With people increasingly wanting to "age in place", home modification is a great way to assist in independent living, rather than moving house and just transferring mobility, independence and safety issues to a new environment.

Melissa's Story is a featured video on LifeTec's YouTube Channel. To view more stories and videos about assistive technology visit: www.lifetec.org.au/videos or visit LifeTec's YouTube Channel: www.youtube.com/user/LifeTecAT/videos

CHAIRMAN / CEO REPORT

We are proud to report that 2016 has seen LifeTec continue to grow its services, improve clients' satisfaction levels and access to our services, and strengthen our financial position.

As LifeTec continues its readiness for sector reform changes, one item that has remained an unwavering source of direction for the LifeTec Board and Executive team is the pursuit of excellence in everything we do. The entire LifeTec team is committed to exceeding peoples' expectations, including our clients, funders, staff and other stakeholders. Maintaining this focus as we adapt to the early launch of the NDIS and the transition of the Commonwealth Home Support Programme has presented both benefits and challenges.

LifeTec commenced its preparations for sector reforms several years ago. The early launch of the NDIS in parts of north and west Queensland in mid-2016, has seen LifeTec progress important initiatives to ensure we continue to provide people with quality and high value services. Some of these initiatives include our client and sector engagement as part of our social return on investment (SROI) framework, LifeTec's growth and service development strategy, and transitioning LifeTec from an Incorporated Association to a Company Limited by Guarantee.

Current sector reforms are based on social and economic principles. At LifeTec, we understand the importance for our assistive technology services to remain relevant and achieve socioeconomic outcomes, not just individual outcomes. To do this, LifeTec has developed a social return on investment (SROI) strategy to further increase the value of LifeTec's services. To support this important work, LifeTec has employed dedicated staff to undertake client and sector engagement activities, develop a client outcomes framework at a PhD level, and undertake related research activities. Some of the early findings from our client and sector engagement forums confirm the assistive technology process is a complex one, best results are achieved by consumers and skilled providers building a collaborative relationship, and the high importance of

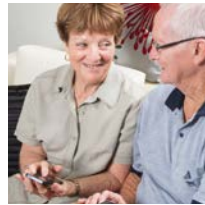
We are confident LifeTec's SROI framework will result in better functional and social outcomes for our clients and stakeholders. Importantly, it will also help to measure the economic benefits of assistive technology interventions. We believe being able to demonstrate the social and economic value of assistive technology will become an essential commodity as we enter contestable times.

LifeTec is a social enterprise, and as such, it is important we remain a viable organisation to enable the re-investment of funds into further developing our suite of services. With this in mind, we are pleased to see LifeTec's private service income double in the last few years, giving us the opportunity to progress our growth strategies so more people can access the benefits of assistive technology.

The Board and Executive team are committed to increasing the reach and access of LifeTec's assistive technology services. A key strategy to achieve this goal is the establishment of assistive technology Access Points. Essentially a partnership between LifeTec and existing service providers, Access Points are designed to complement our partners' services by training their staff in generic assistive technology, and supplement this by having LifeTec staff provide high end assistive technology consultations either face to face or via telehealth. This partnership arrangement will result in mutual benefits for all parties. For clients it will provide service continuity through their existing provider, and offer them a preventative approach by providing assistive technology solutions at an earlier stage. These are important determinants of good client outcomes. Funders will achieve synergies and economies of scale resultant from effective collaborative partnerships. This is a major priority for government reforms. And for service providers, it will improve their value proposition to their clients and strengthen their business model through the establishment of an assistive technology Access point.

Access Points are an important strategy to help LifeTec achieve its strategic purpose, which is to connect people and communities through assistive technology to enable their aspirations. To scale our strategic purpose, and following extensive due diligence, LifeTec plans to establish several Access points throughout Queensland and further abroad over the next 18 months. At the time of writing this report, two Access Points have commenced operations in collaboration with FSG. One is Hervey Bay and one in Ballina. Although still in their infancy, early signs are very positive.





To ensure LifeTec services continue to offer value for all, we have further developed our suite of services. We have chosen to specialise in a select range of areas to ensure the quality of our services is second to none. We have also added driving assessments to our existing areas of expertise, which include smart assistive technology assessments, home modification and design, augmentative and alternative communication, assistive technology learning and development, and ergonomic workplace assessments. Based on its success, LifeTec's home modification and design service has been expanded to include built environment design assessments, smart assistive technology assessments, development of individual scope of works, followed by its implementation. We have named this fast growing service division Homes for Life.

LifeTec's Learning and Development service has also been highly successful with uptake of our Fundamentals of Assistive Technology program continuing to grow. Designed to build workforce capability, this program assists complementary organisations to incorporate assistive technology solutions into their existing service. We were pleased to learn the quality of the Fundamentals of Assistive Technology program was recognised by the Australian Community Workers Association. Its endorsement means LifeTec is now a recognised CPD training provider for community workers Australia wide.

Another significant strategy undertaken this year to further increase the reach and access of our services, was to change LifeTec's legal status from an Incorporated Association to a Company Limited by Guarantee. One of the consequences of national reforms will be the dilution of state boundaries. This will especially be the case for consumers who will have the choice to access service providers nationally. Our main objective for transitioning to a Company Limited by Guarantee is to make it easier for consumers who wish to access LifeTec services, to do so regardless of their location.

The Board and Executive team is very pleased with our favourable relations with Government. The Executive team has undertaken significant engagement with State and Commonwealth Government stakeholders, including several contributions to relevant commissioning frameworks and policies. As expected due to the early launch of the NDIS in Queensland, LifeTec has been particularly active in ensuring positive engagement with NDIA representatives.

LifeTec's strong relations with Government was reinforced once again this year with the extension of our Disability Services block funding from 2016 to 2019. Other LifeTec government funding agreements have also been extended to coincide with the introduction of consumer directed care services. These funding extensions are significant because they indicate Government's commitment to the social and economic benefits of assistive technology. We would like to take this opportunity to sincerely thank our government partners, including the Department of Communities, Child Safety and Disability Services, and the Department of Social Services, for their continued support.

We also extend our genuine gratitude to the LifeTec Board, Executive, and LifeTec team. It has been a pleasure working alongside our highly committed Board of Directors including Greg Moroney, James Reynolds, Renita Garard, Richard Barber, Elizabeth Hughes, Nonie Malone and Jan-Maree McGregor. Equally, the Executive team continues to impress with their ability to grow our services, improve client outcomes and satisfaction, and strengthen LifeTec's financial future. Special thanks to our Executive team Ian Rankin, Stephen Pether and Karin Schuhmann. Finally, our sincere thanks to the entire LifeTec team their dedication to improve the lives of our clients. Their hard work and passion does not go unnoticed.

We look forward to the year ahead.



David Edwards
Chairman
LifeTec Australia



James Barrientos
Chief Executive Officer
LifeTec Australia

OUR PEOPLE

1 July 2015 to 30 June 2016

Board of Management (Office Bearers)



Mr David Edwards
Chairman



Mr Greg Moroney
Deputy Chairman

Directors

Richard Barber
Renita Garard
Elizabeth Hughes
Noni Malone
Jan-Maree McGregor
James Reynolds

Senior Management Team

James Barrientos
Chief Executive Officer

Ian Rankin
Business Manager

Karin Schuhmann
Brisbane Services Coordinator

Stephen Pether
Manager Townsville

Community, Digital & Marketing

Scott Green
Tony Baird
Wol Thiik

Senior Health Professionals

Chris Sweeney
Natalie Sanders

Health Professionals

Alana Rasmussen
Alicia Parry
Bradene Standen
Dennis Lo
Helen Bates-Wilson
Jennifer Poppe
Kati Graham
Katie-anne Grice
Matthew Goyne
Natalie Harbour
Peta Booth
Rion Gomura
Sally Redman
Sebastian Caon
Susan Lovell
Tessa Feinberg

Consumer and Sector Engagement

Desleigh de Jonge

Home for Life Home Modifications and SCIR Program Co-ordinator

Jamie Matveyeff

Learning and Development Co-ordinator

Zoe du Cann

Townsville Home Modification Service

Genine Camilli
Geoff Flemming

Finance Officer

Jenny Velkovic

Client Service Officers

Barb McCulloch
Christopher Evans
Janice Beamish
Jean Luik
Judy Jacobsen
Kate Stafford
Lindsay Nott

FINANCIALS

LifeTec Australia Limited. ACN 611 787 878



PROFIT AND LOSS

For the year ended 30 June 2016

	Note	2016	2015
INCOME			
Recurrent Funding		\$3,008,648	\$2,943,169
LifeTec Generated Funds		\$3,867,697	\$4,081,530
Total Income	1.a	\$6,876,345	\$7,024,699
EXPENSES			
Administration & Marketing		\$373,437	\$318,148
Depreciation & Minor Capital		\$144,989	\$168,139
Overheads & Program Services	1.b	\$875,041	\$873,362
Program Services		\$2,534,634	\$3,083,622
Staffing Costs		\$2,913,039	\$2,544,186
Total Expenses		\$6,841,140	\$6,987,457
SURPLUS (DEFICIT) FOR YEAR		\$35,205	\$37,242

BALANCE SHEET

as at 30th June 2016

	Notes	2016	2015
ASSETS			
CURRENT ASSETS			
Cash, Deposits and floats		\$458,386	\$1,233,653
Accounts receivable	1.c	\$193,625	\$81,015
Payments in advance		\$132,583	\$62,611
Total Current Assets		\$784,594	\$1,377,279
FIXED ASSETS			
Plant and Equipment and Vehicles (after Depreciation)	2	\$1,255,861	\$1,198,742
Total Fixed Assets		\$1,255,861	\$1,198,742
Total Assets		\$2,040,455	\$2,576,021
LIABILITIES			
CURRENT LIABILITIES			
Accounts Payable	1.c	\$136,725	\$13,996
Employee and Payroll Liabilities	1.d	\$80,645	\$52,991
GST		\$(3,438)	\$94,767
Grants Unexpended	3	\$2,200	\$559,755
Leave Provisions	1.d	\$152,469	\$161,846
Total Current Liabilities		\$368,601	\$883,355
NON CURRENT LIABILITIES			
Provision for Long Service Leave	1.d	\$158,512	\$174,529
Total Non Current Liabilities		\$158,512	\$174,529
Total Liabilities		\$527,113	\$1,057,884
NET ASSETS		\$1,513,342	\$1,518,137
EQUITY			
Balance as at 1 July		\$1,171,137	\$1,133,895
Net Income		\$35,205	\$37,242
Surplus Retained	5	\$307,000	\$347,000
Balance as at 30 June		\$1,513,342	\$1,518,137

STATEMENT OF CHANGES IN EQUITY

For the year ended 30 June 2016

Balance 1 July 2014	\$1,410,895
Surplus for Year	\$37,242
Surplus transfer for Future Projects	\$70,000
Balance 30 June 2015	\$1,518,137
Surplus for Year	\$35,205
Surplus Transfer for Future Projects	(\$40,000)
Balance 30 June 2016	\$1,513,342

STATEMENT OF CASH FLOWS

For the year ended 30 June 2016

	Note	2016	2015
Cash Flows From Operating Activities			
Receipts – Recurrent Funding		\$2,451,094	\$2,687,471
Other Income		\$3,723,329	\$4,085,377
Payments to suppliers, employees and others		(\$6,792,861)	(\$6,792,849)
		(\$618,438)	(\$20,001)
Interest Received		\$31,758	\$30,524
Interest Paid		-	-
Net cash inflow/(outflow) from operating activities	8	(\$586,680)	\$10,523
Cash Flows From Investing Activities			
Payments for purchase of property and equipment		(\$188,586)	(\$102,623)
Net cash inflow/(outflow) from investing activities		(\$188,586)	(\$102,623)
Cash Flow From Financial Activities		-	-
Net cash inflow/(outflow) from financing activities		-	-
Net (decrease)/increase in cash held		(\$775,266)	(\$98,740)
Cash at the beginning of the financial year		\$1,233,652	\$1,332,392
Cash at the end of the financial year		\$458,386	\$1,233,652

FINANCIAL NOTES

For the year ended 30 June 2016

Note 1: Statement Of Significant Accounting Policies

The directors have prepared the financial statements on the basis that the company is a non-reporting entity because there are no users who are dependent on its general purpose financial statements. These financial statements are therefore special purpose financial statements that have been prepared in order to meet the requirements of the Corporations Act 2001. The company is a not for profit entity for financial reporting purposes under Australian Accounting Standards.

The financial statements have been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the Corporations Act 2001 and the significant accounting policies disclosed below, which the directors have determined are appropriate to meet the needs of members. Such accounting policies are consistent with those of previous periods unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs unless otherwise stated in the notes. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise.

(a) Revenue and Other Income

Non reciprocal grant revenue is recognised in profit or loss when the company and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before the company is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

Interest revenue is recognised as received.

Donations and bequests are recognised as revenue when received.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customer.

All revenue is stated net of the amount of goods and services tax.

(b) Property, Plant and Equipment

Plant and Equipment

Plant and equipment are measured on the cost basis less depreciation and any impairment losses.

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets.

In the event the carrying amount of plant and equipment is greater than the recoverable amount, the carrying amount is written down immediately to the estimated recoverable amount. A formal assessment of recoverable amount is made when impairment indicators are present.

Plant and equipment that have been contributed at no cost, or for nominal cost, are recognised at the fair value of the asset at the date it is acquired.

Depreciation

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

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

(c) Receivables and Payables

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

(d) Employee Entitlements

Provision is made in respect of the company's liability for Long Service Leave and Annual Leave at balance date.

No provision is made for unpaid wages or sick leave accrued at balance date.

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

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

e) Income Tax

The company is exempt from income tax under Subdivision 50-B of the Income Tax Assessment Act.

f) Impairment of Assets

At the end of each reporting period, the company reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the income and expenditure statement.

FINANCIAL NOTES

For the year ended 30 June 2016

g) Comparative Figures

Where required by Accounting Standards, comparative figures have been adjusted to conform with changes in presentation for the current financial year.

h) Critical Accounting Estimates and Judgements

Where required by Accounting Standards, comparative figures have been adjusted to conform with changes in presentation for the current financial year.

Key Estimates

Impairment

The company assesses impairment at the end of each reporting period by evaluating conditions and events specific to the company that may be indicative of impairment triggers.

i) Economic Dependence

Lifetec Australia Limited is dependent on the State and Federal Governments for the majority of its revenue used to operate the business. At the date of this report the Board of Directors has no reason to believe this funding will not continue.

j) New Accounting Standards for Application in Future Periods.

The company has not early adopted any future accounting standards.

Note 2: Plant and Equipment and Vehicles

	2016	2015
Equipment - at cost	\$1,541,851	\$1,353,266
Less Accumulated Depreciation	\$285,990	\$154,524
	\$1,255,861	\$1,198,742

Equipment is depreciated on a Diminishing Value Basis at rates of 10-15% per annum.

Note 3: 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 company will either incur further expenses to complete the program or alternatively will refund the unexpended funds to the respective government departments.

Note 4: Lease Commitments

The company is committed to a 3 year commercial lease on its premises in Newmarket and is in its first year of such lease. A guarantee on the lease is secured by a Bank Term Deposit.

Lease commitments of the company are as follows:-

Property

Payable within 1 year	\$316,848
Payable after 1 year	\$316,848

Equipment and Vehicles

Payable within 1 year	\$55,272
Payable after 1 year	\$55,272

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

Lease commitments of the company are as follows:-

Property

Payable within 1 year	\$174,451
Payable after 1 year	\$174,451

Equipment and Vehicles

Payable within 1 year	\$55,272
Payable after 1 year	\$55,272

Note 5: Surplus Funds Retained

Surplus funds separately retained in equity at 30 June 2016 including allocations from previous years totals \$307,000.

These funds are to cover the following:

- Future projects and growth of LifeTec business.
- Contingency in case of loss of recurrent funding.

Note 6: Contingent Liabilities

There are no contingent liabilities at the 30 June 2016.

Note 7: Events After the Balance Sheet Date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in future financial years.

FINANCIAL NOTES

For the year ended 30 June 2016

Note 8: Reconciliation of Excess of Income over Expenditure to Net Cash Inflow from Operating Activities

	2016	2015
Excess of income over expenditure	\$35,205	\$37,242
Depreciation and amortisation	\$131,466	\$154,524
Change in operating assets and liabilities:		
Decrease/(increase) in receivables	\$(182,582)	(\$52,932)
Increase/(decrease) in payables	\$122,730	(\$28,420)
Increase/(decrease) in other operating liabilities	(\$628,105)	(\$230,304)
Increase/(decrease) in other provisions	(\$65,394)	\$130,413
Net cash inflow from operating activities	(\$586,680)	\$10,523

Note 9: Company Details

The registered office of the company is:

Lifetec Australia Limited
Level 1, Reading Centre
Cnr Newmarket & Enoggera Roads
Newmarket QLD 4051

AUDITOR'S INDEPENDENCE DECLARATION

Under section 60-40(1)(a) of the Australian Charities and Not-For-profit Commission Regulation 2013 to the Directors of Lifetec Australia Limited

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2016 there have been no contraventions of any applicable code of professional conduct in relation to the audit.



.....
Norman J Hoare

Registered Company Auditor
MORRIS & BATZLOFF
Chartered Accountants
96 Lytton Road, East Brisbane

Dated this 28th day of August 2016

INDEPENDENT AUDITOR'S REPORT

To the Members of LifeTec Australia Limited

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of LIFETEC AUSTRALIA LIMITED, which comprises the balance sheet as at 30 June 2016, the statement of profit or loss, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the directors' declaration.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Australian Charities and Not-For-Profit Commission Act 2012 and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those 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 company's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained 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 the Australian Charities and Not-For-Profit Commission Act 2012. We confirm that the independence declaration required by the Australian Charities and Not-For-Profit Commission Act 2012, which has been given to the directors of LIFETEC AUSTRALIA LIMITED, would be in the same terms if given to the directors as at the time of the auditor's report.

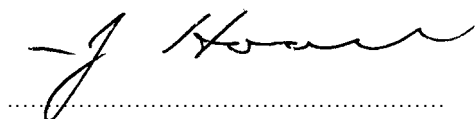
Opinion

In our opinion, the financial report of LIFETEC AUSTRALIA LIMITED is in accordance with the Australian Charities and Not-For-Profit Commission Act 2012, including:

- a. giving a true and fair view of the company's financial position as at 30 June 2016 and of its performance for the year ended on that date; and
- b. complying with Australian Accounting Standards to the extent described in Note 1 and the Division 60 of the Australian Charities and Not-For-Profit Commission Regulation 2013.

Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the Australian Charities and Not-For-Profit Commission Act 2012. As a result, the financial report may not be suitable for another purpose.



Norman J Hoare

Registered Company Auditor

MORRIS & BATZLOFF

Chartered Accountants

96 Lytton Road, East Brisbane

Dated this 28th day of August 2016



What our clients say

"We were extremely happy with the advice given. It took us down a track that we hadn't even thought of."

"I found the Occupational Therapist extremely helpful and made some very practical solutions for my problems."

"We had such a successful visit to LifeTec last week with 2 current Spinal Injuries Unit inpatients. It was so beneficial for them to be able to see the assistive technology available to them and to give some of it a go. Thank you so much for having us in the showroom, it was so invaluable for both myself and the accompanying OT as well as for our patients."



As a true social enterprise, LifeTec is committed to providing a professional and caring service to the community.

We are active participants in a variety of networks, activities, and events. In addition to this we are engaged in a process of consumer consultation that helps us understand what works for you and what you need from us.

We are focused on connecting communities through assistive technology.

Display centres

BRISBANE

Level One,
Reading Newmarket
Cnr Newmarket &
Enoggera Roads
PO Box 3241,
Newmarket Qld 4051

P: 07 3552 9000

F: 07 3552 9088

TOWNSVILLE

Shop G-3A,
Domain Central,
103 Duckworth Street
PO Box 8280,
Garbutt Qld 4814

P: 07 4759 5600

F: 07 4759 5688

LifeTec Display Centres are fully accessible.
Call us for details and directions.

Access Points

- ➔ Ballina
- ➔ Hervey Bay

LifeTec Access Points are
popping up everywhere; check
our website for new additions!

Contact details

- ➔ www.lifetec.org.au
- ➔ **1300 LIFETEC** (1300 543 383)
- ➔ mail@lifetec.org.au



Facebook.com/
lifetecaustralia



lifetec.brisbane

Acknowledgement of funding



Australian Government

Department of Social Services

