

**LifeTec**<sup>®</sup>  
Live your Potential

Connecting Communities  
THROUGH ASSISTIVE TECHNOLOGY

# ANNUAL REPORT

2018 - 2019

[www.lifetec.org.au](http://www.lifetec.org.au)



# CONTENTS

Our Purpose	1
Highlights 2018 - 2019	2
Innovation & Research	3
Building Community Capability	4
Clinical Services and Consumers stories	6
Our Consumers	11
Chairman / CEO report	13
Our People	15
Statement of Profit or Loss and other Comprehensive Income	19
Statement of Financial Position	20
Statement of Changes in Equity	21
Statement of Cash Flows	22
Notes to the Financial Statements	23
Independent Auditor's Report	28



3 INNOVATION & RESEARCH



6 CLINICAL SERVICES



8 NATASHA'S STORY



10 JAYSON & LEIGHAM'S STORY

## OUR PURPOSE

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

**LifeTec**<sup>®</sup>  
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THROUGH ASSISTIVE TECHNOLOGY



# HIGHLIGHTS 2018-2019



LifeTec's health professionals assisted over **1400** 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.



**85% NDIS approval rate** on first round application



LifeTec exhibited at **10 conferences & Expos** and engaged with over **2000 people** at these events.

## CONNECTING PEOPLE AND COMMUNITIES



**1261 NEW LIKES**

LifeTec's **FACEBOOK** page has **1466 new Followers** and reached up to **20 000 PEOPLE** throughout Australia.

LifeTec's YouTube channel has recorded over **10 000** new unique views of LifeTec videos.



**150 SUBSCRIBERS**

LifeTec's website had **26 000 Visitors.**

**88 000 Pageviews**

**83.1% New visitors**

**90%**

of consumers were either very satisfied or satisfied with our service.



**100%**

of consumers who responded confirmed their needs were met.

### Business Development & Marketing

During 2018 – 2019 FY period the Business & Marketing (BAM) team worked on upgrading the company website, internal systems and moving the whole organisation to Microsoft Office 365 cloud services.

➔ A new website was created to offer better customer experience whilst offering flexibility and control to the marketing team. The website recorded over 88K pageviews, whereas our social media page Facebook had over 1400 followers with a reach of over 20K, our YouTube channel recorded over 10K views and over 65K impressions. We exhibited and presented at over 10 disability specific events with over 2000 visitors to our stall.

➔ As part of our digital transformation a new CRM Microsoft Dynamics and SharePoint were implemented to offer collaboration across different teams regardless of their location and improve business efficiencies.



Our strategic priorities for 19-20 FY are to **enhance branding**, develop and **grow relationships** among stakeholders and **increase our digital marketing presence**.

# INNOVATION & RESEARCH

## Cybersparks-Improving Digital Participation for Young People with a Physical Disability



In 2018/19, the Cybersparks project was created in partnership with Queensland University of Technology's Digital Media Research Centre (DMRC), the State Library of Queensland, Montrose and Technology for Ageing and Disability (TADQ), Queensland. Cybersparks was based on a 'social living labs' co-design approach developed by the DMRC to assist community organisations to work with participants to undertake digital activities in meaningful ways, aligned to their interests and passions.

Through early conversations with young people in the program, we learnt that they wanted to know more about a range of digital creative activities, including digital photography, gaming, blogging, design work, music creation and mixing, and video production. This led to a series of hands-on workshops at The Edge, State Library of Queensland to learn about social media, sound production and mixing, photography and 3D images, 3D printing, video production and blogging.

The Cybersparks pilot demonstrated that young people with a disability have a strong desire to engage with digital culture, and that it is possible to overcome barriers to participation through a combination of access to assistive technology, and well-planned digital skills training. The full report can be viewed [here](#).

## DACS - Living a Smart Life - Enabling wellness for people with Dementia

In 2017, LifeTec was awarded funding through the Dementia and Aged Care Services Fund to create free resources for the aged and dementia care sector. According to Dementia Australia, nearly 1 in 10 people over the age of 65 have dementia. That is over 400,000 people living with dementia in Australia. This number is

expected to rise to 589,000 by 2028 and further rise to over 1 million people by 2058.

During this financial year, LifeTec Australia has been hard at work creating new and innovative ways for people to learn about smart assistive technologies and the various ways that technology can support people living with dementia. The range of resources include videos, Fact Sheets, on line learning modules and an e-booklet, all of which can be accessed on our website- <https://lifetec.org.au/dementia-and-smart-technology/>.

Topics include apps for smart devices, location tracking devices, smart homes, health and wellness technologies.

This information can help build awareness about how everyday technologies can be used, and to encourage people with dementia and their families to explore and benefit from new technologies as they need them.



In 2018 – 2019 LifeTec engaged in numerous research projects that focused on improving AT service provision and the awareness, uptake and effective use of AT. These projects included:

- ➔ Further exploration and research into the "Choose" phase of the Imagine Seek Choose Live LifeTec Consumer Pathway.
- ➔ Further analysis of level 2 and 3 AT. This research built on the work that the Australian Catholic University had undertaken previously and involved a deeper analysis of the data and scope of the research project.
- ➔ Partnering with the Australian Catholic University to research the roles and support needs of non-clinical staff for AT services in Australia.
- ➔ Partnering with an AT Technician in researching the development and promotion of devices that take automatic cues from the environment to prompt next steps/tasks.

# BUILDING COMMUNITY CAPABILITY



## Sector Engagement:

Throughout 2018 - 19 LifeTec staff regularly attended several key networks to develop key relationships with service providers and stakeholders to inform them of the services LifeTec provides and how we value add to their service delivery. LifeTec's involvement in these networks assisted in building an increased understanding of what AT means to their consumers.

## Learning and Development:

During the 2018 – 2019 financial year LifeTec provided over 20 face to face learning and development services. Over 800 people participated in these services. These services included conference and event presentations such as AATC (The Australian Rehabilitation and Assistive Technology Association (ARATA) Conference 2018, Poster Presentation at the International Society for Augmentative and Alternative Communication Conference, The 2018 Indigenous NDIS (National Disability Insurance Scheme) Conference and the 2019 ATSA Independent Living Expo. LifeTec health professionals also provided numerous professional development workshops, guest lectures and display tours.

## Consumer Reference Group

The LifeTec Consumer Reference Committee grew out of our consumer consultation processes and was established to enable people with lived experience of using Assistive Technology the opportunity to inform and promote the value and importance of AT for community, social and economic participation.

During 2018 -2019 the committee welcomed new members and worked on several key initiatives including:

- ➔ Identifying the challenges, barriers and issues in relation to acquiring a successful AT solution from a lived experience as AT users.
- ➔ Informing the development of LifeTec's AT Consumer Pathway and Service Offerings
- ➔ Contributing consumer insight to LifeTec's Learning and Development Strategy
- ➔ Raising awareness of successful AT acquisition, by linking with consumer networks and key events throughout Queensland.



***“ Keep doing the  
things you love!”***





# CLINICAL SERVICES

## CHSP Funded Major/Minor Home Modifications and Maintenance

The CHSP is an entry-level home support program that helps older people to live independently in their homes and communities. The program aims to:

- ➔ Help people live as independently as possible;
- ➔ Focus on working with them, rather than doing things for them; and
- ➔ Give a small amount of help to a large number of people.

In 2018-2019 LifeTec was funded under the Commonwealth Home Support Program (CHSP) to assist eligible seniors with home maintenance and home modifications living in the Northern Queensland region. Examples of activities undertaken include, modifying bathrooms, installing stair lifts, adding grab rails or ramps, and replacing lightbulbs fixing taps and repairing locks on doors and windows.

In 2018-2019 the team delivered

- ➔ 35 major Modifications
- ➔ 513 Minor Modifications
- ➔ 1,100 Maintenance Services



## Assistive Technology Services

Assistive Technology (AT) is an umbrella term for any piece of equipment, software program or system that provides practical solutions to everyday life activities. We understand the need for people to live their potential regardless of their limitations. At LifeTec, we know that assistive technology can improve, increase and maintain the functional capabilities of people with complex needs.

Our team of Occupational therapists work with people of all ages and abilities to achieve their goals and aspirations and the IMAGINE SEEK CHOOSE LIVE Pathway provides the basis for co-designing these solutions with our consumers.

Goals achieved include independence and safety in everyday activities inside the home, mobility options in the community, connecting socially, exploring hobbies and interests, staying healthy, recreational pursuits, finding or keeping work opportunities and safely getting out and about using modified vehicles.

Our OTs were able to support consumers with specific needs such as vision loss or who required complex solutions to integrate several systems such as driving a Power wheelchair, accessing a voice output device and controlling their home environment to find AT solutions that worked.



In **2018-2019** LifeTec Occupational therapists assisted over **750 consumers** to find the AT solution right for them.

# CLINICAL SERVICES

## Short Term Restorative Care

LifeTec forms part of a consortium led by Ballycara to deliver Assistive Technology services as part of the STRC program in both the Caboolture and Logan River Valley Aged Care Provider regions. See video [here](#)

The STRC Program is an intensive early intervention program which aims to restore function in older people and improve wellbeing through the delivery of a time-limited (up to 56 paid days), goal-oriented, multidisciplinary and coordinated range of services designed for, and

approved by the care recipient.

A consumer-centred approach has been found to be an important factor in effective delivery of AT services and the STRC program is designed with the older person's well-being and sensibilities at the forefront. Our OT's work closely with each person in the program using the LifeTec IMAGINE SEEK CHOOSE LIVE Pathway to explore and trial technology that is best suited to their personal requirements, what they want to do and the environments or situations where the AT is to be used.



In **2018-2019** our team of 3 Occupational Therapists provided services to **104 consumers** in the **STRC** program.

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## Augmentative and Alternative Communication Services

We all value the ability to communicate as a fundamental right. Communication enables autonomy, identity, independence and participation. People who experience complex communication needs (CCN) benefit from the use of Augmentative and Alternative Communication (AAC) solutions to meet their communication needs and enhance life experiences.

Our Speech pathologists work with individuals and their communication partners to ensure meaningful outcomes that are sustainable. They have had great success at securing communication solutions for participants of the NDIS with over 85% approval rate on applications. They attribute this success to the strong codesign focus derived from LifeTec's IMAGINE SEEK CHOOSE LIVE pathway, good relationships with suppliers of AAC products and intimate knowledge and understanding of the NDIS. This has been acknowledged by Speech Pathology Australia and AGOSCI approaching LifeTec to provide information and education

to other speech pathologists in this space.

The team also participated in research exploring the role of LifeTec's IMAGINE SEEK CHOOSE LIVE pathway in AAC prescription which was presented as a poster at the 2018 ISAAC international conference on the Gold Coast.



In **2018-2019** LifeTec Speech Pathologists assisted over **173 consumers** to communicate using appropriate **AAC solutions**.



# NATASHA'S STORY



## **Making Life Goals Possible Through Augmentative & Alternative Communication (AAC)**

After noticing changes in her body and speech clarity, Townsville local Natasha was in her 20's when she was diagnosed with an extremely rare and progressive condition that affects the brain, spinal cord and nervous system, known as Leukodystrophy.

Not about to let her condition impact her independence, Natasha sought the professional help of a speech pathologist and was consequently referred to LifeTec to participate in their Imagine Seek Choose Live pathway to determine the best solutions for her specific needs.

LifeTec Services Manager Helen Bates-Wilson said the local LifeTec team had been with Natasha every step of the way on her journey to finding the right assistive technology (AT) to give her the level of independence she desired.

*"Natasha worked with our speech pathologists to learn more about communication technology options, as well as helping her to seek NDIS funding for the equipment she needed,"* Helen explained.

*"Our occupational therapist Katie also worked closely with Natasha, her family, and a building consultant to find bathroom modification solutions to allow her to maintain safety and independence in her own home. Once the home modifications were complete, a review was conducted to ensure it's working effectively for Natasha's needs now and well into the future."*

*"We form a partnership with consumers and co-design solutions to give them complete control and autonomy,"* Helen said.

*"We believe everyone has the right to live a meaningful active and independent life with respect and dignity."*

Connecting people to the lives they want to lead; that's what the LifeTec team do best.

# CLINICAL SERVICES

## Complex Home Modifications

LifeTec's Home Modification Services aspires to co designing home modifications that meet consumers identified needs for independent and safe living. This is a complex process and requires the coordination of many stakeholders to ensure the outcome achieved is successful.

Our Occupational therapists work closely with consumers, builders, AT suppliers and funding bodies to ensure the redesign of a person's home is functional, safe and achievable. We provide support to people of all ages who experience a range of different needs and levels of ability and LifeTec Occupational Therapists have extensive experience and specialist training in this area of practice.



The LifeTec IMAGINE SEEK CHOOSE LIVE Pathway informs every step of the process and the post constructions reviews provide opportunity to evaluate the outcome.



In **2018-2019**, our team of 11 Occupational Therapists received **395 referrals** from across **Queensland and Northern NSW**.

# JAYSON & LEIGHAM'S STORY



## Home Modifications Changing Lives For Better

When mum of six, Kristine Bauman, needed expert help reconfiguring her home to cater for the needs of her two sons with disability, LifeTec stepped in to lend a hand, overseeing a major modification under the NDIS.

Jayson, 18, and his brother Leigham, 14, both have a rare form of leukodystrophy which affects the brain, nervous system and spinal cord.

Both boys use tilt-in-space wheelchairs and customised hospital beds and as such were unable to use the standard bedrooms and bathrooms in the house.

LifeTec occupational therapists made recommendations to turn the existing patio into a bathroom and convert the carport into a bedroom for Jayson and Leigham, with ramp access connecting the carport to the patio and the house.

While Kristine and her family self-funded the carport conversion into a bedroom, the bathroom modification was approved under the NDIS.

*"LifeTec was fantastic, they were very knowledgeable in what they were doing and made suggestions that worked well for our family. This has made a massive difference to our lives. It is not easy having two boys in wheelchairs in a house, but the modifications have made it so much easier for us as a family,"* said Kristine.

As for Jayson and Leigham, according to the Kristine they love the changes.

*"They're wheeling up and down the ramp on their own. They are now able to access the inside and outside of the house. People don't realise how much room that takes up, just to keep the loved one in your house with you. Having these modifications has changed everything for us,"* Said Kristine.

Katie Grice, LifeTec's home modification co-ordinator, said, "Ensuring everyone has a safe and suitable home environment to live as independently as possible, is paramount to LifeTec.

*"LifeTec specialises in prescription of home modifications and assistive technologies. When working with families like Kristine's, we think of the person or people, their environment and the things that they do in their home or community,"* said Katie-Anne.

Established in in Townsville in 2008, LifeTec is a leader in the disability sector applying assistive technology (A.T.) and accessibility solutions to the lives of people with disability and seniors.

A.T. is any product, device or system that provides practical solutions for everyday life.

*"Our aim is to enable people of all abilities to live to their full potential,"* said Katie.

*"A.T. helps millions of people to learn, work, socialise, achieve independence and simply get more out of life".*



# OUR CONSUMERS



## Social Impact

Consumer Directed Care has created a greater need for organisations to measure performance and impact. Organisations need to clearly define their outcomes, measure and report the impact these have in creating change for the individual and at the societal level. LifeTec understands this and in 2018 -19 we commenced researching different methods of Social Impact Measurement and provided staff with training in understanding methods of how to effectively measure social impact and develop a Theory of Change. The Theory of Change document outlines what LifeTec's IMAGINE SEEK CHOOSE LIVE Consumer Pathway intends to achieve and how. The Theory of Change document explains how the consumer pathway is understood to contribute to a chain of results that produce intended changes or outcomes. The LifeTec Theory of Change and social impact measurement will provide a better understanding of the "Why" and how the service works – outcomes created and what is important to consumer

## Satisfaction Survey

As part of LifeTec's ongoing commitment to providing services that are relevant and high-quality for our consumers, we created and implemented a satisfaction survey which captures consumer satisfaction with LifeTec's services and informs improvement by giving consumers a chance to give us feedback about their experience.

### ➔ Consumer Groups

When completing the survey, consumers were asked to provide us with information about themselves and what they want to achieve. This information is important for LifeTec, as it helps us to understand who accesses our service and how we can better target information to be suitable for these different cohorts of people.

### ➔ Satisfaction with LifeTec

Consumers were asked about their satisfaction with the service received at LifeTec. The survey provided options for people to select to rate their satisfaction. These options included very satisfied, satisfied, neither satisfied or dissatisfied, somewhat dissatisfied and very dissatisfied. The most common response to this question was answered with "very satisfied", with over 71% of consumers selecting this option. The second most common response was "satisfied" with over 19% of consumers selecting this option.

### ➔ How well did LifeTec's Services meet your needs?

For LifeTec to understand how well its services are meeting the needs of its consumers, we included this question in the satisfaction survey. LifeTec performed extremely well, with 100% of respondents informing us that our services met their needs (either extremely well, very well or somewhat well).



## In Conclusion

The results of the survey show that consumers of our service are extremely satisfied and are receiving a service that is better than they expected. LifeTec provides staff with extensive training and support, and this is evident in the way that consumers have responded to this survey. It is positive to see that everyone who has responded to this survey, is likely to return to LifeTec to engage in further services in the future.

## Consumer Feedback

*"This service was initiated by my husband's care facility; I do wish they had called you in so much earlier and saved us thousands of dollars!"*

*"Very professional consultation, great suggestions to cater for my needs associated with Multiple Sclerosis"*

*"Receptionist was very helpful - sensible and recognised our needs better than we anticipated our needs. Thank you so much"*



# CHAIRMAN / CEO REPORT

The 2018-19 year saw a resurgence in sector activity including a welcome increase in the rollout of NDIS participants. This improvement translated into a larger base of people seeking services from specialised providers such as LifeTec. This increase provided an opportunity for LifeTec to further invest in its transformation to better meet peoples' changing expectations under consumer directed care.

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As a consumer driven organisation, LifeTec continued to explore the social impact of its services and delivery models to better understand why and how they impact on people and society. We also worked closely with the LifeTec Consumer Reference Committee to ensure everything we do contributes to a positive consumer journey. This committee is made up of people with lived experience in using assistive technology and has been instrumental in providing LifeTec with good insights and understanding of consumer expectations and how to meet them. As a result of this exploration we developed a theory of change which utilises the proven LifeTec consumer pathway Imagine Seek Choose Live to assist people to achieve their aspirations. It also identified tweaks to strengthen our mobile and responsive service delivery model to better deliver services at a time and place convenient to consumers.

LifeTec clearly understands that consumer directed care creates more competitive market forces, and this makes consumer satisfaction critical to an organisation's future. To measure LifeTec's effectiveness in meeting consumer wants we implemented a consumer satisfaction survey. We are pleased to report the survey results demonstrate our transformation process has not only met, but in many cases exceeded consumers' wants and needs. Over 90% of respondents confirmed they are either very satisfied or satisfied with the service they received from LifeTec and 100% of respondents stating LifeTec met their needs.



Our team also pursued innovative initiatives this year including developing the Cybersparks project. LifeTec, in partnership with the Queensland University of Technology, the State Library of Queensland, Montrose and Technology for Ageing and Disability Queensland, developed the Cybersparks project to enable young people with a disability to undertake digital activities that align with their interests and improve their social participation. Several exciting workshops were held this year at the State Library including video and sound production, photography, and 3D printing.

LifeTec has a demonstrated history of valuing its team. Therefore we are pleased to report high levels of staff engagement and positive culture have continued throughout difficult times in the past year. To ensure the wellness of the LifeTec team we practice the Just Right Challenge to make sure our people are not exposed to excessive workload levels or responsibilities outside their capability. In addition, management has continued using our successful capability framework to provide effective clinical and peer supervision and professional development activities for our team.

LifeTec's investment in its workforce has enabled it to build a good balance of capability and engagement in our team. Our staff development combined with our evidence informed Imagine Seek Choose Live consumer pathway resulted in a very high approval rate of NDIS applications this year compared to sector experience. LifeTec's Alternative and Augmentative Communication services experienced an approval rate of over 85% of first round NDIS applications. Of course the real success behind this figure is that more participants obtain correct communication solutions sooner which enables their aspirations sooner. We are pleased this investment in our team has helped to further improve LifeTec's value proposition to consumers.

Another critical area which LifeTec has invested heavily in is our financial management. This year saw the appointment of our new Executive Finance Manager, Charlie Manchadi. Charlie wasted no time in establishing a robust financial management system to better meet the demands and challenges associated with the shift to payments in arrears under consumer directed care. As a result, LifeTec has implemented a myriad of contemporary financial procedures and systems to identify financial trends and risks. Undoubtedly one of the most significant benefits has been the ability to gather and analyse data and transform this into actionable financial insights. This





has improved LifeTec's financial position including our cash flow and profitability, understanding and managing costs of services, and debtor management. To further improve LifeTec's financial capability and ensure key decisions align with our financial strategies, all financial systems and performance are transparent across the entire board and executive team.



Over the next twelve months we expect further stabilisation of the sector and NDIS which will present more favourable conditions for consumers, providers, and funders. Consequently, LifeTec is already planning to implement additional initiatives to better meet emerging expectations from our consumers, staff, and Government partners. Some of these include diversification and growth of our suite of services, create a contemporary client referral management system, increase digital services and functions, and undertake staff engagement and capability surveys to optimise LifeTec's team capability, engagement, and culture.

LifeTec has made a remarkable recovery in 2019 from the challenges presented last year. This was only possible

because of the collective commitment and passion our team shares for improving other peoples' lives. The entire LifeTec team ranging from front office, administration, coordinators and officers, management, executive, and board demonstrated an admirable level of dedication that continued relentlessly throughout the year. We express our genuine gratitude to the entire team for this remarkable effort. In particular we thank Greg Moroney our Deputy Chairman, and Richard Barber Chair of the Finance, Audit and Risk Committee for their guidance and diligence under trying circumstances. Special thanks also to John Feddema our financial consultant for contributing to our financial management by sharing his tremendous acumen and experience in his own time. Our appreciation also goes to the executive team led by Charlie, Karin and James who have continued to do a great job keeping LifeTec moving forward. Finally, we thank the Department of Communities, Disability Services and Seniors, and the Department of Social Services for their continued financial support of LifeTec.

Emerging positive signs from the sector and the NDIS in 2019 have renewed LifeTec's optimism and commitment to continue to extend our life changing services to more people. We are excited about next year's prospects and look forward to translating these into improved outcomes for consumers.



**David Edwards**  
Chairman  
LifeTec Australia



**James Barrientos**  
Chief Executive Officer  
LifeTec Australia

# OUR PEOPLE

## Brisbane team

Our Brisbane team grew during 2018-2019 in response to the increasing number of people seeking to engage with LifeTec to facilitate their AT Journey. The team travelled West to Goondiwindi, North to Rockhampton, south to Ballina and everywhere in between to deliver AT and Home Modification services to people. Successful outcomes occurred as a result of collaboration and supporting each other however their competitive side emerged when it came to wheelchair rugby as they learned how challenging the aptly named “murder ball” can be.



## Townsville team

During 2018-2019, our team of 13 staff successfully delivered assistive technology services and Home Modification solutions to consumers who were able to access either NDIS or CHSP funding schemes. The team are passionate about living in Townsville and despite setbacks such as the Townsville floods, were able to positively support people locally and across the Northern areas of Queensland.



1 July 2018 to 30 June 2019

## Board of Directors (Office Bearers)

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**Mr David Edwards**  
Chairman



**Mr Greg Moroney**  
Deputy Chairman

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### Directors

David Edwards  
Greg Moroney  
Richard Barber  
Jan-Maree McGregor  
Elizabeth Hughes  
Jason Cameron  
Angela Bissell  
James Briscoe (appointed  
25/06/2019)  
Gary Linton (appointed 27/03/2019)  
James Renolds (resigned 27/03/2019)

### Executive Management Team

James Barrientos  
Chief Executive Officer  
  
Karin Schuhmann  
Executive Services Manager  
  
Charlie Manchadi  
Executive Finance Manager

### Management Team

Helen Bates-Wilson  
Services Manager  
Jenny Velkovic  
Finance and Administration Manager  
Scott Green  
CASE Manager

### Coordinators

Chris Sweeney  
Services Coordinator  
  
Jessica Moll  
SLP Coordinator  
  
Katie-Anne Grice  
CHM Coordinator

Wol Thiik  
Marketing Coordinator

### Health Professionals

Alisha Herbst  
Occupational Therapist  
  
Brooke Jorgenson  
Occupational Therapist  
  
Chanelle O'Reilly  
Occupational Therapist  
  
Eva Sykes  
Occupational Therapist  
  
Jennifer Poppe  
Occupational Therapist  
  
Kate Daniel  
Occupational Therapist  
  
kathryn Martin  
Occupational Therapist  
  
Kati Bulgarelli  
Occupational Therapist  
  
Kimberley Montgomery  
Occupational Therapist  
  
Matthew Goyne  
Occupational Therapist  
  
Michelle Swinburn  
Speech Pathologist  
  
Michelle Yee  
Speech Pathologist  
  
Peta Booth  
Speech Pathologist  
  
Rion Gomura  
Occupational Therapist  
  
Samuel Boey  
Speech Pathologist

Sandra Stewart  
Speech Pathologist

Stephanie Baldwin  
Occupational Therapist

### Officers

Antione Ermessent  
Assistive Technology Officer  
  
Barbara McCulloch  
Assistive Technology Officer  
  
Caitlin Nothard  
Intake Officer  
  
Chris Beckett  
Home Maintenance Officer  
  
Genine Camilli  
Home Modifications Officer  
  
Jayden Moore  
Marketing Officer  
  
Kelly Nolan  
Finance Officer  
  
Lindsay Nott  
Assistive Technology Officer  
  
Louise Charity  
NDIS Officer  
  
Zoe Du Cann  
Project Officer

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### Building our Capable Workforce

LifeTec's recognises and values our people as our greatest resource and we have a strong commitment to developing and maintaining a capable and responsive workforce that delivers high quality services for our consumers. This is supported by our Capability Framework that centres on the Just Right Challenge. We know that when our staff are operating in their Just Right Challenge zone, their Work Life Balance is stable, and they are performing at their best. We support our staff to identify factors that contribute to this balance through yearly Performance and Planning Reviews, monthly supervision, peer supervision and a structured plan around professional development to support capability in new areas of practice.

A yearly HP Capability Survey is also undertaken which provides further evidence to LifeTec's understanding of workforce capabilities in the delivery of Assistive Technology services. The structured survey gathers data on knowledge, skill and experience of our Health Professionals across 5 domains including Consumer Groups, Working with People, Clinical Practice Frameworks, Learning and Development and knowledge of Assistive Technology

A total of 19 responses were received from the 2018-2019 survey. Individual staff member responses were used to inform PPR's, whilst the collated data was used to determine gaps in knowledge, skills and experience that may impact on LifeTec's ability to deliver services. Recruitment strategies and Professional Development opportunities identified included the need to provide Home Modifications training to our OTs and recruit Speech Pathologists with a passion for AAC.

In 2018-2019, **95% of our staff had current PPRs and 26 staff attended Professional development** events ranging from accredited Home Mods training, Complex seating prescription, Switch Access training, AAC training and device upskilling, Business Growth workshops, Connecting up events and conferences including Dementia International, Australian Vehicle Conversions, ATSA, AATC and the Disability Support Workers conference.



# FINANCIAL STATEMENTS

LifeTec Australia Limited. ABN # 59 611 787 878



# STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the year ended 30 June 2019

	Note	2019	2018
<b>INCOME</b>			
Recurrent Funding		\$3,841,290	\$4,477,698
LifeTec Generated Funds		\$1,659,429	\$1,153,058
<b>Total Income</b>	<b>1.a</b>	<b>\$5,500,719</b>	<b>\$5,630,756</b>
<b>EXPENSES</b>			
Administration & Marketing		\$439,337	\$ 542,408
Depreciation & Minor Capital	1.b	\$195,315	\$145,709
Overheads & Program Services		\$737,113	\$996,895
Program Services		\$483,827	\$671,222
Staffing Costs		\$3,378,032	\$3,631,314
<b>Total Expenses</b>		<b>\$5,233,624</b>	<b>\$5,987,548</b>
<b>Net Surplus/(Deficit) for the year</b>		<b>\$267,095</b>	<b>(\$356,792)</b>
Other Comprehensive Income		-	-
<b>Net Surplus/(Deficit) transferred to equity</b>		<b>\$267,095</b>	<b>(\$356,792)</b>



# STATEMENT OF FINANCIAL POSITION

as at 30 June 2019

	Notes	2019	2018
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash, Deposits and floats		\$1,099,779	\$369,956
Accounts receivable	1.c & 2	\$43,839	\$55,665
Other debtors and prepayments		\$8,667	\$5,253
<b>Total Current Assets</b>		<b>\$1,152,285</b>	<b>\$430,874</b>
<b>NON-CURRENT ASSETS</b>			
Plant and Equipment and Vehicles	3	\$1,566,922	\$1,561,486
<b>Total Assets</b>		<b>\$2,719,207</b>	<b>\$1,992,360</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Accounts Payable	1.c	\$78,174	\$208,749
Employee and Payroll Liabilities	1.d	\$200,649	\$160,398
GST		\$259,632	\$122,343
Grants Unexpended	4	\$565,833	\$227,655
Provision for annual leave	1.d	\$210,562	\$228,902
<b>Total Current Liabilities</b>		<b>\$1,314,849</b>	<b>\$948,047</b>
<b>NON CURRENT LIABILITIES</b>			
Provision for Long Service Leave	1.d	\$160,932	\$167,981
<b>Total Liabilities</b>		<b>\$1,475,780</b>	<b>\$1,116,028</b>
<b>NET ASSETS</b>		<b>\$1,243,427</b>	<b>\$876,332</b>
<b>EQUITY</b>			
Opening Balance		\$876,332	\$1,233,124
Net surplus/(deficit)		\$267,095	(\$356,792)
Surplus Retained	6	\$100,000	-
<b>Total Equity</b>		<b>\$1,243,427</b>	<b>\$876,332</b>

# STATEMENT OF CHANGES IN EQUITY

For the year ended 30 June 2019

<b>Balance 1 July 2017</b>	<b>\$1,333,124</b>
Deficit for the year	(\$356,792)
Surplus Transfer to LifeTec Projects	(\$100,000)
<b>Balance 30 June 2018</b>	<b>\$876,332</b>
Surplus for the Year	\$267,095
Surplus Transfer to LifeTec Projects	\$100,000
<b>Balance 30 June 2019</b>	<b>\$1,243,427</b>

# STATEMENT OF CASH FLOWS

For the year ended 30 June 2019

	Note	2019 Inflows/ (Outflows)	2018 Inflows/ (Outflows)
<b>Cash Flows From Operating Activities</b>			
Receipts – Recurrent Funding		\$4,419,893	\$4,911,886
Other Income		\$1,973,201	\$1,261,748
Payments to suppliers, employees and others		(\$5,474,945)	(\$5,855,917)
		\$918,150	\$317,717
Interest Received		\$10,948	\$8,122
Interest Paid		-	(\$483)
<b>Net cash (outflow)/inflow from operating activities</b>	9	<b>\$929,098</b>	<b>\$325,356</b>
<b>Cash Flows From Investing Activities</b>			
Payments for purchase of property and equipment		(\$199,275)	(\$363,462)
Net cash outflow from investing activities		(\$199,275)	(\$363,462)
Net increase/(decrease) in cash held		\$729,823	(\$38,106)
Cash at the beginning of the period		\$369,956	\$408,062
<b>Cash at the end of the period</b>		<b>\$1,099,779</b>	<b>\$369,956</b>



# NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2019

## 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 Australian Charities and Not-for-profits Commission Act 2012. 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 Australian Charities and Not-for-profits Commission Act 2012 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 obtains control of the Grant and it is probable that the economic benefits gained from the Grant will flow to 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 date.

### (c) Financial Assets & Liabilities

The company recognises all receivables and payables with an invoice date on or before 30 June, at their GST inclusive value. Trade receivables are initially measured at the transaction price if the trade receivables do not contain a significant financing component.

### (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 profit or loss.

# NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2019

## 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

The directors evaluate estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

### 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.

As indicated in note 1(b) the company reviews the useful life of plant and equipment on an annual basis.

## 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 confirms that the current funding will continue to June 2022.

## j) New Australian Accounting Standards

### Adoption of New Australian Accounting Standard Requirements

No accounting standard has been adopted earlier than the application date stated in the standards. A summary of applicable standards is outlined below:-

Standard	Reporting period commencing
AASB 16 Leases	
Full impact not yet assessed	01.01.2019
AASB 1058 Income of Not for Profit Entities	
Full impact not yet assessed	01.01.2019

## Note 2: Accounts Receivable

	2019	2018
Trade receivables	\$43,839	\$76,493
Provision for impairment	-	(\$20,828)
	<b>\$43,839</b>	<b>\$55,665</b>

## Note 3: Plant and Equipment and Vehicles

	2019	2018
Equipment - at cost	\$2,327,489	\$2,128,214
Less Accumulated Depreciation	\$735,813	\$566,728
Less: Impairment	\$24,754	-
	<b>\$1,566,922</b>	<b>\$1,561,486</b>

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

## Note 4: 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 5: Lease Commitments

5.1 The company is paying its Brisbane premises lease on a month to month basis. 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	\$93,960
Payable after 1 year	\$133,920

#### Equipment and Vehicles

Payable within 1 year	\$49,272
Payable after 1 year	-

5.2 The company is also committed to a 10 year commercial lease on its premises in Townsville and is in its ninth 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	\$208,653
Payable after 1 year	\$196,380

5.3 Lease payments have been charged as expenses in the periods in which they have been incurred.

# NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2019

## Note 6: Surplus Funds Retained

Surplus funds separately retained in equity at 30 June 2019 including allocations from previous years total \$100,000 (2018 - \$Nil).

These funds are to cover the following:

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

## Note 7: Contingent Liabilities

There are no contingent liabilities at 30 June 2019 (2018 - Nil).

## Note 8: Events After the Balance Sheet Date

The leasehold improvements for the Brisbane premises will see a large amount of write down for the fitout due to office relocation. The estimated amount of impairment is about \$55,000.

## Note 9: Reconciliation of Excess of Income over Expenditure to Net Cash Inflow from Operating Activities

	2019	2018
Excess of income over expenditure	\$267,096	(\$356,792)
Depreciation and amortisation	\$193,838	\$142,562
Transfer - Project Funds	\$100,000	(\$100,000)
Change in operating assets and liabilities:		
Decrease/(increase) in receivables	\$8,412	\$166,032
Increase/(decrease) in payables	(\$130,575)	\$124,243
Increase/(decrease) in other operating liabilities	\$515,717	\$257,058
Increase/(decrease) in other provisions	(\$25,389)	\$92,252
<b>Net cash inflow from operating activities</b>	<b>\$929,098</b>	<b>\$325,356</b>

## Note 10: Company Details

The registered office of the company is:

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

## Note 11: Members' Guarantee

The company is incorporated under the Corporations Act 2001 and is a company limited by Guarantee. If the company is wound up the constitution states that each member is required to contribute a maximum of \$5 towards the outstanding obligation of the entity.



# DIRECTORS' DECLARATION

**The directors of the registered entity declare that, in the directors' opinion:**

1. The financial statements and notes, as set out on pages 19 to 25, comply with Australian Accounting Standards and give a true and fair view of the financial position of LifeTec Australia Limited as at 30 June 2019 and of its performance for the year ended on that date.
2. This declaration is signed in accordance with subs 60.15(2) of the Australian Charities and Not-for-Profits Commission Regulation 2013.
3. There are reasonable grounds to believe that LifeTec Australia Limited is able to pay all of its debts, as and when they become due and payable.



**David Edwards**

Chairman

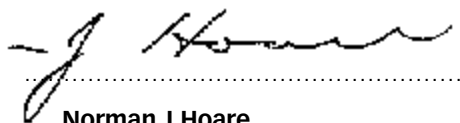
Dated this 29th day of November 2019

# 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 2019 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  
141 Logan Road, Woolloongabba

Dated this 29th day of November 2019

# INDEPENDENT AUDITOR'S REPORT

To the Members of LifeTec Australia Limited

## Report on the Audit of the Financial Report

### Opinion

We have audited the financial report of LifeTec Australia Limited, which comprises the balance sheet as at 30 June 2019, and the statement of profit or loss, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of LifeTec Australia Limited is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2019 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Not-for-profit Commission Regulations 2013.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the company in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the Australian Charities and Not-forprofits Commission Act 2012, which has been given to the directors of the company, would be in the same terms if given to the directors as at the time of this auditor's report.

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

### Emphasis of Matter -Basis of Accounting

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. Our opinion is not modified in respect of this matter.

### Responsibilities of Directors 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-profits 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.

In preparing the financial report, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.



# INDEPENDENT AUDITOR'S REPORT

To the Members of LifeTec Australia Limited

## Report on the Audit of the Financial Report (cont'd)

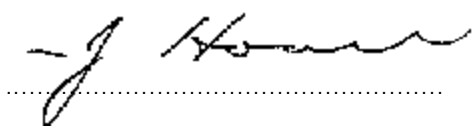
### Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- ➔ Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- ➔ Obtain an understanding of internal control relevant to the audit 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 company's internal control.
- ➔ Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- ➔ Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- ➔ Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



**Norman J Hoare**

Registered Company Auditor

MORRIS & BATZLOFF

Chartered Accountants

141 Logan Road, Woolloongabba

Dated this 29th day of November 2019



LifeTec®  
Live your Potential

Connecting Communities  
THROUGH ASSISTIVE TECHNOLOGY



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.

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### LifeTec centres

#### BRISBANE

Level One,  
Reading Newmarket  
Cnr Newmarket &  
Enoggera Roads  
PO Box 3241,  
Newmarket Qld 4051  
**P:** 07 3552 9000

#### TOWNSVILLE

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

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### Contact details

- ➔ [www.lifetec.org.au](http://www.lifetec.org.au)
- ➔ **1300 LIFETEC** (1300 543 383)
- ➔ [mail@lifetec.org.au](mailto:mail@lifetec.org.au)



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Acknowledgement of funding



Australian Government  
Department of Social Services

