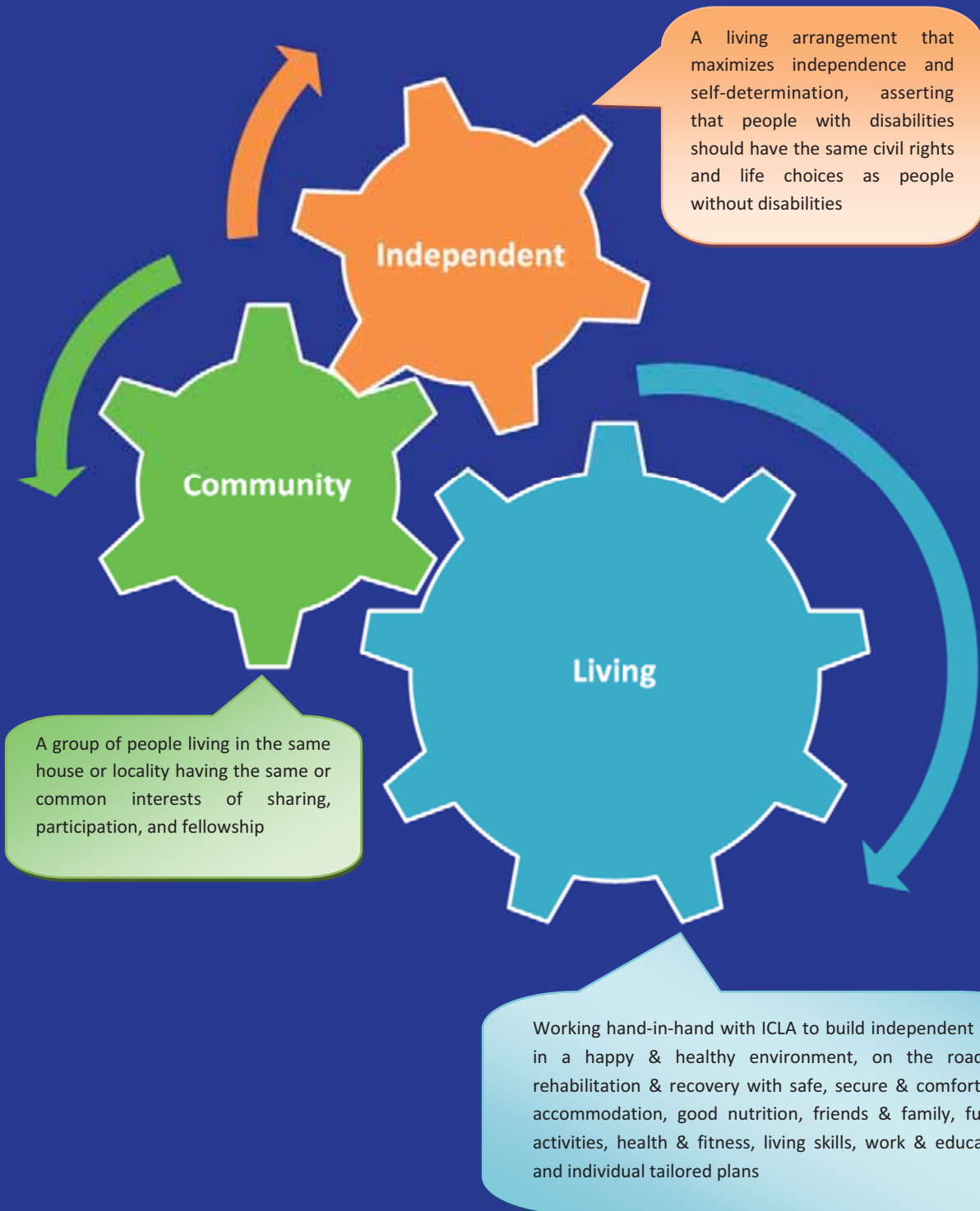




# Independent Community Living Australia Annual Report 2010





# 01

## ICLA PARTICULARS

Independent Community Living Australia ((ICLA) is an incorporated charity registered with the Australian Taxation Office as a Deductible Gift Recipient.

REGISTERED OFFICE	Suite 76, Level 7 8-24 Kippax Street, Surry Hills NSW 2010
CONTACT DETAILS	Suite 76, Level 7, 8-24 Kippax Street, Surry Hills NSW 2010  PO Box K305 Haymarket NSW 1240  Telephone: (02) 9281 3338 Fax: (02) 9281 3339 Email: <a href="mailto:info@icla.org.au">info@icla.org.au</a> Website: <a href="http://www.icla.org.au">www.icla.org.au</a>
ACN	146 618 733
DIRECTORS	Marea Laszok (Chair) Nigel Harvey (Deputy Chair) Thomas Bombotas (Treasurer) Delwyn Everard Nick Coles Alan Hough (Secretary)
COMPANY SECRETARY	Alan Hough
AUDITOR	Hymans Feitelberg
LEGAL ADVISOR	DLA Phillips Fox

# 02

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# 03

## ABOUT US

### ONE Voice ONE Vision

We succeed only when we meet and exceed the expectations of our clients and stakeholders. We endeavour to set and deliver the highest standards of service, value, integrity and fairness.

We celebrate the diversity of people, ideas and cultures. We respect and enrich the communities we serve.

We feel a sense of responsibility to lead by examples of best practice, creativity, enthusiasm and loyalty to our clients.

#### Our Mission

To support people with mental disabilities by providing accommodation, support and professional services for their wellbeing, rehabilitation and recovery facilitating their active participation in the community and inclusion in ICLA's operations.

#### What we Do

ICLA manages a number of residential services, providing long-term, secure and affordable accommodation and support services for over 70 adult clients who have psychiatric and other disabilities.

Our main services are:

- Long term secure and affordable accommodation
- Provision of specialised support services tailored to each client's requirements and flexible programs to assist clients in their day to day living and involvement in the community
- Promoting acceptance, interaction and participation of clients within their wider community
- Rehabilitation and recovery services including a wide range of activities to promote healthy living, educational, cultural and social opportunities and work options

- Transitional support to private accommodation
- Continuous review and research of methods to find new improvements for the benefit of our clients

#### Our Function

ICLA supports people with mental and intellectual disabilities by providing accommodation, support services and rehabilitation to live a valued life in the community.

#### Mental Health Promotion

ICLA incorporates holistic approach to mental health and focuses on issues not only from a medical determinant but also from a physical and social aspect to ensure not only a healthy mind but also a healthy body. To this end, activity programs, smoking cessation programs, social inclusion including supportive relationships and involvement in the community are seen as important aspects in mental health promotion.

We also promote freedom from discrimination and violence, valuing of diversity, physical security and self determination and control of one's life as well as access to economic resources.

# 04

## ABOUT US

### Our History

ICLA was first established in 1984 to aid a group of boarding house residents in Bondi who were facing eviction.

"Rotorua" was a privately operated boarding house for more than ten years, providing secure, supported accommodation for up to 29 people with psychiatric disabilities. When the property was put up for sale, the residents again faced the insecure tenancy and lack of support experienced by many others with psychiatric disabilities.

A group of community health workers, students, family members and others from the community worked to form ICLA, and were able to negotiate with the NSW Department of Housing to secure appropriate alternative accommodation.

Since that time, funding has been obtained from ADHC and NSW Health to accommodate and support additional clients.

### Our Aims

#### "WORKING Together"

At ICLA we work together with our clients to ensure that each person can reach their full potential and are empowered to build independent lives in a happy & healthy environment.

#### Our aims are to:

- Provide long term secure and affordable accommodation
- Provide specialised support services tailored to each client's requirements and flexible programs to assist clients in their day to day living and involvement in the community
- Promote acceptance, interaction and participation of clients within their wider community
- Assist clients to reach their full potential
- Empower people to build independent lives
- Continue to enhance our service levels and quality of care
- Foster sustainable connections with our clients' cultures, communities and families
- Provide our staff with a happy, healthy and rewarding environment
- Continually enhance our services for the benefit of our clients and staff
- Ensure the growth and viability of the organisation
- To grow and develop in response to community needs

# 05

## ABOUT US

### Our Principles and their application

In accordance with the NSW Disability Services Act (1993), people with a disability have the same basic human rights as other members of Australian society, irrespective of the nature, origin, type or degree of disability. The principles and application ICLA applies are as follows:

- The right to respect and dignity
- The right to live in and be part of the community
- The right to realise their individual capacities for physical, social, emotional and Intellectual development
- The same right to access services to support a reasonable quality of life
- The right to choose their own lifestyle and to have access to information
- The right to participate in decisions which affect their lives
- The right to receive services in a manner which results in the least restriction of rights and opportunities
- The right to pursue any grievance without fear of recrimination
- The right to protection from neglect, abuse and exploitation

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- Promote positive outcomes for all stakeholders
- Promote the norms and patterns of everyday life as far as is practicable
- Meet the individual needs and goals of the client
- Meet any needs of the client who experience an additional disadvantage as a result of their gender or ethnicity
- Promote community acceptance and inclusion of people with disabilities
- Maximise participation of the client in community life
- Ensure no single organisation providing services exercises control over all aspects of the client's life
- Ensure accountability to all stakeholders
- Provide age-appropriate & valued lifestyles through goal-directed service provision
- Promote participation of the client in the process of making decisions that affect their lives
- Preserve the family relationships of the client
- Be sensitive to the cultural and linguistic background of the client
- Facilitate the lodging of grievances by or on behalf of the client without fear of reprisal, and the resolution of those grievances
- Facilitate participation of the client in the planning & operation of services which they receive together with consultation on major changes
- Respect the rights of the client to privacy and confidentiality

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# 06

## OUR RESIDENTS

ICLA supports clients who experience a variety of psychiatric disabilities including developmental delay, personality disorders, mood disorders, depression, acquired brain injury and schizophrenia. We currently provide services to over 70 clients ranging in age from their late teens to their 80s.

We have well-established case management processes to ensure that services are person-centred and promote opportunities for people to achieve their goals and maximise independence. Individual care and action plans are developed for each person, focusing on a holistic approach to enhance their well-being

We encourage a 'Stronger Together' mentality. Staff will support a good 'flatmate' interaction, social visits from friends and family and encourage clients to draw from each other's strengths rather than from each other's weaknesses. Staff also encourage joint activities and outings by the clients.

Quality control and safety are an important factor in our overall service delivery and great attention is paid to ensure clients lead secure and comfortable lives.

Great emphasis continues on ensuring we maintain, action and review individual Client Support Plans to provide measurable outcomes for the benefit of all our clients.

ICLA has appointed a Culturally and Linguistically Diverse (CALD) Coordinator to engage with both our CALD clients and relevant local CALD communities as well as being responsible for the implementation of all CALD policies and objectives.

In addition, we aim to ensure that all people with a disability obtain the same rights as other people in the community by advocating with and for them. ICLA will ensure that all our clients are provided with the opportunity and the necessary support to participate as fully as possible in decision making and in the way ICLA

operates.

ICLA understands the importance that good food and exercise play in the wellbeing of people. To this end, we have engaged the services of a nutritionist to ensure that we receive the best advice concerning the nutrition and diet of each client.

Our shared homes are structured as an integrated, extended family setting and all efforts are made to ensure that residents take responsibility for their home, participate in its day to day running and make their own decisions.

Staff focus on rehabilitation, medical wellbeing and promoting independence in life skills. As residents feel more independent they are able to transition from high support to medium support and low support facilities and eventually move to independent housing where possible.

Clients are included into as many areas of ICLA's operations as possible. And a Client Satisfaction Survey is completed each year to give us a better understanding of our clients. Regular house conferences give clients the opportunity to bring up any suggestions and air any dissatisfaction and disagreements.

Staff will ensure that all clients have a sense of achievement through their progress and activities. We consider that self worth is a very important component to recovery, independence and life in general. Another important issue is self confidence. This too is promoted through a sense of achievement in accomplishments, no matter how large or small as well as planning for future progress.

# 07

## OUR RESIDENTS



At ICLA, we encourage our clients in all their endeavours and are proud to have accomplished artists, musicians and poets amongst our residents.

### Client Empowerment

ICLA promotes client choice not only in their own lifestyles but also in ICLA's services and provides for client inclusion into as many areas of ICLA's operations as possible:

- Client participation in the formulation of ICLA's Strategic Plan and Operating Plan
- Clients are actively involved in the compilation of needs, requirements, action plans, reviews and updates in their individual Client Support & Action Plan
- Clients are actively involved in arranging a wide range of activities
- Clients have a formal Complaints Policy and all new and outstanding complaints are reviewed at each board meeting
- ICLA has a Client Advocacy Policy & notices are placed in all residences showing access
- A client booklet is distributed annually with updated client policies
- A Client Satisfaction Survey is performed annually

# 08

## OUR RESIDENTS

### Our Goals for Residents

1	Empowerment	<ul style="list-style-type: none"> <li>■ To maximise clients' life satisfaction</li> <li>■ To maximise clients' linkage with community activities and resources</li> <li>■ Provide safe, affordable and physically comfortable homes</li> <li>■ Enhance each client's autonomy</li> <li>■ Provide long-term housing tenure</li> <li>■ Maximise self care and living skills via Client Support Plans</li> <li>■ Maximise client participation in decision making concerning their homes and lives</li> <li>■ Ensure that in-house programs are relevant to naturally occurring activities</li> <li>■ Promote acceptance, interaction and participation of clients within their wider community</li> <li>■ Regularly evaluate our services to ensure accountability to residents and the community</li> </ul>
2	Independence	
3	Security and Safety	
4	Fulfillment	
5	Self Worth and Dignity	
6	Rehabilitation and Recovery	

### Other Services

- All clients are able to attend a variety of day programs such as Buckingham House, Aftercare and Community Art Centres.
- Many of our medium and low support clients attend libraries, council events and social activities. Some work and others attend sheltered workshops.
- CALD Community Services are provided where required.
- Nutritionists from Community Health Centres visit residences to provide advice on appropriate healthy cooking, to assist with medical conditions . In addition, an external nutritionist has been engaged.
- Psychiatrists & psychologists visit residences to assist clients and help with ongoing medical support.
- Nurses and Case workers attend to monitor and support clients as necessary.
- Hospital clinics are accessed by all clients for medical requirements, e.g. diabetic clinic, liver clinic, podiatry clinic, drug & alcohol services, pharmacies.
- Sponsorships are given by beauticians, masseuses, and for items such as groceries, furniture and white goods.
- Advocacy support internally & from a number of services.
- Office of the Public Guardian for further protective support.

# 09

## OUR RESIDENTS

### Active Minds / Active Bodies

At ICLA we believe that fitness, sports, learning and other activities are an integral part of our holistic treatment. ICLA provides a structured focus for all client activities and has a Client Activities Coordinator to ensure that we provide balanced activities across a wide spectrum. Activities are decided by clients and staff and clients are encouraged to focus more on “well-being” activities. Activities are structured into the following

groups and Team Managers are provided with the approved budget to organize and carry out these activities:

- Sport & recreational
- Social
- Arts and crafts
- Group activities
- Health & fitness
- Educational



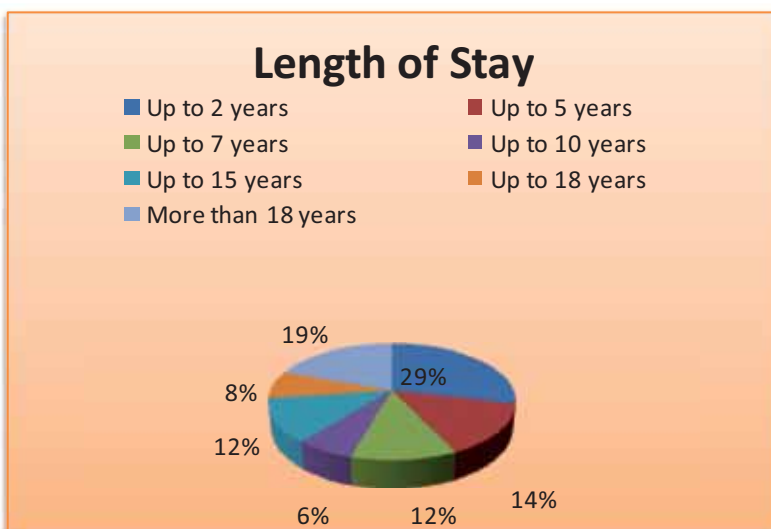
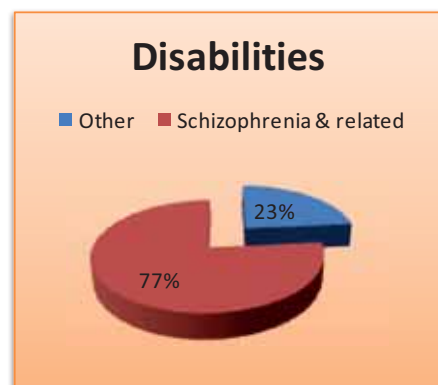
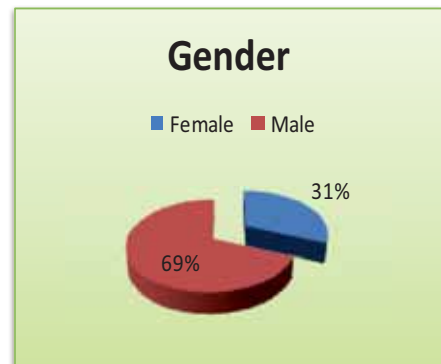
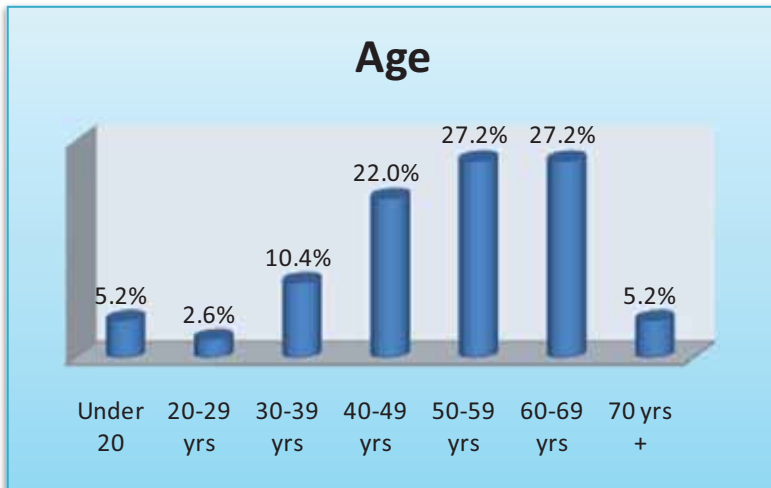
Photos from activities & outings include:

- Beach walk to see the Art Sculptures
- Ten Pin Bowling
- Art Groups
- Belvoir Theatre
- Blue Mountains Trip
- Yum Cha lunch
- Library Group
- Manicure & Pedicure Group
- Reptile Park
- Stitch & Scone Group
- Gym
- Dolphin Cruise at Port Stevens
- Zoo

# 10

## OUR RESIDENTS

### Resident Statistics



# 11

## OUR RESIDENTS

### Client Satisfaction Survey

This Client Satisfaction Survey 2010 was conducted in July 2010 by an external psychologist. The survey comprised 29 items designed to assess client satisfaction across a number of key areas, these areas represent a holistic view of client satisfaction and address relationships, health, employment and education, residence, community involvement, financial management, staff support, and involvement in ICLA. The survey was presented in questionnaire form, and in order to standardise conditions all surveys were conducted by a single interviewer and each client was interviewed in their own residence. Clients were asked to rate each item on a satisfaction scale. Each item also included an open response section to record any additional comments or problems that clients wished to note. The survey concluded with an additional open response section where clients could comment on any issue or problem concerning ICLA that they wished to be included in the survey. All responses were transcribed by the interviewer.

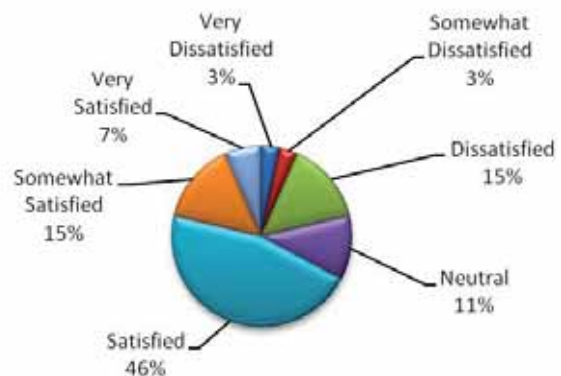
All clients were invited to participate in the survey and were encouraged to do so on a voluntary basis.

A selection of survey items is shown below together with a selection of open responses.

As this survey was conducted by an independent person, the clients may have been more open and forthcoming than in previous surveys which were conducted by ICLA personnel. ICLA appreciates this feedback as it gives us a fuller understanding of our clients. We will utilise the survey to make changes and improvements to our service.

#### How satisfied are you with the amount of contact that you have with your family?

- I haven't see my family in about five years. I wish that I saw them more.
- I have very little contact.
- I don't mind seeing them fortnightly.
- I speak to my father and my mother on the phone about twice a week.
- I talk to them on the telephone and get parcels.



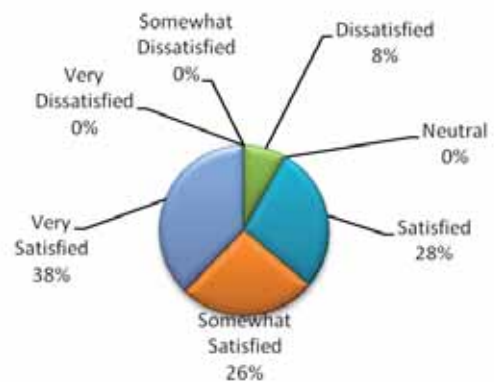
# 12

## OUR RESIDENTS

### Client Satisfaction Survey

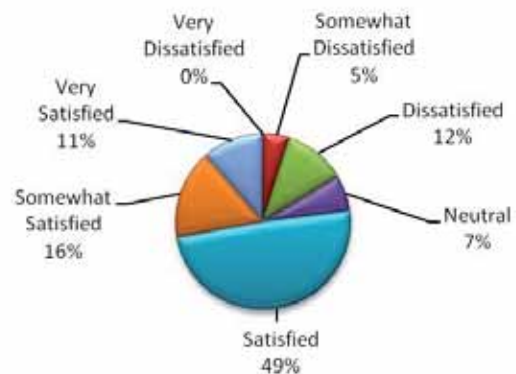
#### How satisfied are that ICLA is a happy place to live?

- Not really, I try to be with nature. This is rough element misunderstanding nature. This is a ruffian area, not for a gentleman.
- I like to keep to myself most of the time, it's not too lonely but there's not too much company.
- I do, they've helped me turn my life around.
- Yeah, otherwise I would be in hospital or jail by now.
- I've been here 10 years, if I didn't like it I'd be gone by now.



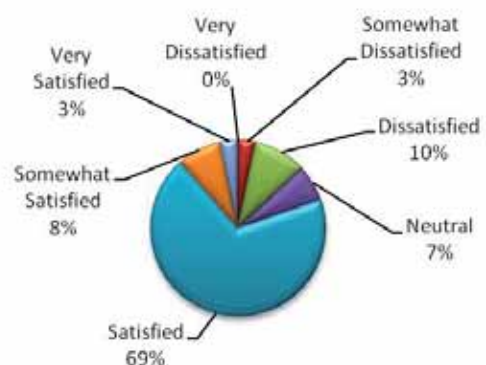
#### How satisfied are you that you that you are reaching your health goals?

- I'm not satisfied yet because I'm overweight.
- I'd like to have my own flat, buy a flat.
- I'm trying to increase my knowledge.
- It's taken a long time with the cigarettes. My whole goal is to give it up, I'm living like a priest.
- I see my psychiatrist about once a month, he gave me a good report last time.



#### How satisfied are you that you have enough involvement with ICLA matters and its policies & procedures?

- I'd like more.
- Yes, you voice your opinion in house meetings.
- I understand them thoroughly, I've read them twice. They're written clearly and concisely for me.
- I've made some but small suggestions. They've always been welcomed but not necessarily accepted.
- We're invited to attend all meetings and given access.



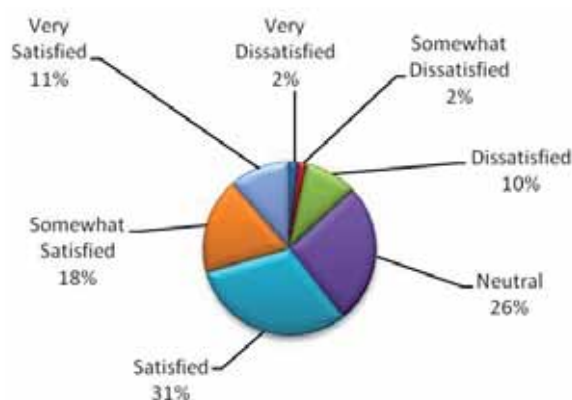
# 13

## OUR RESIDENTS

### Client Satisfaction Survey

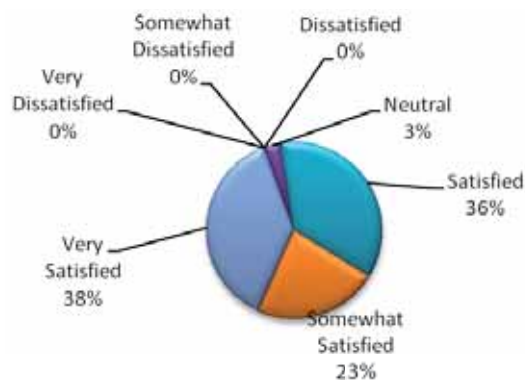
#### How satisfied are you that you are achieving the personal goals in your Client Support Plan?

- I can't do much at the moment because I've got a health complaint. I can't say I'm meeting my goals at present.
- I've just started a new one.
- Last time we had a support plan and I asked for different things, they've helped me out.
- Probably half way there, but not fully there yet.
- I wasn't many years ago, but now my life's turned around.



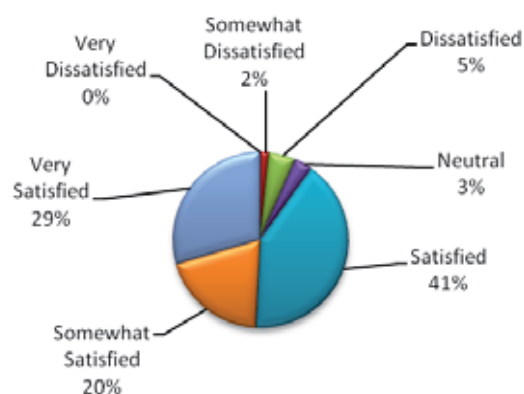
#### How satisfied are you that ICLA staff are approachable and supportive?

- I've had run-ins with them, but other times they're ok.
- Some are not, some are.
- Usually most staff are fairly easy going and have good support to a problem that may arise.
- Yeah they are, all of them.
- I'm very happy with ICLA all over, the place I live and the people who work here.



#### How satisfied are you that ICLA staff can assist with your problems or complaints?

- Not really, but that isn't because of the staff, it's about ICLA.
- I very rarely complain, I don't believe in complaining.
- Probably the current staff, but probably when [fellow resident] or my mum goes, that's the time to ask me.
- Yeah and they give you advice.
- They're one of the best staff ever.





# 15

## OUR RESIDENCES

The shared/group homes are structured as an integrated, extended family setting and all efforts are undertaken to ensure residents take responsibility for their home, participate in its day to day running and make decisions that affect their lives; hence the staff attempt to be as non-imposing as possible.

We continue to upgrade all residences in terms of maintenance, new improvements and gardens as well as ensuring high standards of cleanliness, comfort and safety. In addition, we have appointed a Services Coordinator to assist the Service Manager to ensure that these activities are planned, coordinated and carried out in a timely manner.

We believe that the standards and safety of our homes is paramount to our clients leading a safe, secure and comfortable lifestyle and is important to their rehabilitation and recovery process.

We ensure that:

- Houses are maintained at a high standard – this includes repairs, maintenance and replacement of furniture, fittings and that houses contain adequate disability fittings where required
- Houses are properly cleaned on a regular basis and annual pest inspections are carried out
- All aspects of Occupational Health & Safety are maintained and fire and smoke alarms are checked on a regular basis to ensure functionality, first aid

kits are available, all staff have first aid training and regular fire drills are undertaken

- An extensive risk management assessment of each facility is carried out on a regular basis
- All pets are adequately cared for and all council regulations are complied with
- All house notices and safety notices are up-to-date and regularly reviewed

We have also upgraded external living areas where possible to allow for a healthy extension to indoor living and made these attractive and environmentally friendly.

Dietary requirements of clients are reviewed regularly basis and we ensure there is an adequate supply of food items that are as fresh and healthy as possible. Where meals are arranged for clients, we recognise the importance of proper cooking standards and well balanced meals. Where clients cater for their own meals, we encourage clients to prepare well balanced meals and, where necessary, cooking classes are arranged.

ICLA recognises the importance of family and friends and they are encouraged to visit and interact with the client as much as possible.



A visiting group from Saudi Arabia shared a BBQ lunch with our staff and clients promoting acceptance and cultural diversity.



# 16

## OUR STAFF

### Staff Committees



ICLA's OHS Committee & Client Risk Management Committee

### Occupational Health and Safety Committee

ICLA's OHS Committee has a wide range of responsibilities including planning, training, review and oversight as well as development and maintenance of best services practices in this very important area.

The ICLA OHS Committee provides a forum for the joint consultation on health and safety and to assist the organisation in providing a safer and healthier workplace. This is achieved by advising the organisation on the development and implementation of its overall OHS Policies and Plans and monitoring facilities and areas to ensure goals are being met.

This year the committee has focussed on development of new policies & review of existing policies as well as the oversight, recommendations and review of reports and registers.

### Client Risk Management Committee

The Client Risk Committee assists staff to manage risks that may arise while providing support to clients whatever the situation or location so that adverse effects on lifestyle, health, safety and wellbeing are minimised.

The Client Risk Committee undertakes the following:

- Identification and assessment of risks to clients, staff and others
- Development and review of client risk management strategies and plans
- Development and review of procedures relating to all medical and non-medical issues
- Monitoring and review of Client Risk Profiles and Client Risk Management Plans
- Formal assessment and management of risk as required to support clients in a manner that fulfils the organisation's responsibilities under duty of care
- Review of Client Risk Register at each meeting

Membership of these Committees is voluntary. Many improvements, new policies and reviews have been carried out by both committees. We thank the Committees for their time, energy and efforts.

# 17

## OUR STAFF

### Staff Services

We continue to improve our staff services and continue to introduce specialised levels within the staff structure to provide better services and also to ensure staff motivation, career paths, succession planning and provision cover for times when critical staff are absent.

Our structure includes a CALD Coordinator, a Services Coordinator, a Client Activities Coordinator and a Staff Trainer & Coordinator .

ICLA has continued the high level of staff training with a structured forward approach to all training. All staff receive in-house training on a weekly basis on new and reviewed policies, procedures and forms.

We remain committed to ensuring that we have high quality staff, suitably trained, focused, motivated and happy and safe in their environment.

The emphasis on greater staff communication and staff input into the organisation's planning activities continues with regular meetings taking place.

ICLA staff have extensive skills in assisting people with personal and medical care, managing medications, improving health, improving communication, assisting clients in learning new skills (such as cooking, budgeting), accessing and developing friendships in the community, maintaining positive relationships with family, participating in work and a wide range of activities including sports and recreational, group, health and fitness, social and arts and crafts.



Multi-cultural training



ICLA in-house training



Diabetes management training



GIRT training



Senior first aid training

# 18

## OUR STAFF

ICLA uses its Workforce Development Policy to manage, support and lead staff by providing:

- Induction training for new staff
- Regular internal and external training opportunities
- Performance management processes
- Line supervision and staff mentoring
- Group Staff Supervision and Reflective Practice meetings

We are continually growing and changing, so motivating our employees is an ongoing process. Establishing a culture of achievement ensures our staff aspire to achieve the best results possible and creates a work environment that provides each staff member with an opportunity to achieve their goals together with providing a happy, healthy and safe workplace.



Some of our staff



Our Head Office Team



Our Management Team



Fay Giallusi, Our Chief Executive

We believe that all staff should be a part of the ICLA story and our goal is to develop an efficient and innovative workforce where all staff enjoy working for ICLA. Establishing a culture of involvement and achievement will ensure a positive and rewarding staff culture.

ICLA thanks all the staff and support teams for their continued hard and demanding work and their support for our clients and the organisation.

# 19

## OUR VOLUNTEERS

ICLA thanks all the volunteers who have worked in our houses and gardens.

In particular, ICLA acknowledges and thanks United Way for their support in arranging volunteer assistance for ICLA and for their donations of paint supplies.

Great improvements and upgrades continue to be made to the houses, both internally and externally. Gardens and outside areas have also been enhanced. This has made a great deal of difference to the quality of life of our residents. We couldn't have done it without you!



# 20

## CHAIR'S REPORT



### ONE Voice ONE Vision

" We continue to strive for excellence working hand-in-hand with our clients to achieve measurable outcomes for all our stakeholders".

I am pleased to present this Annual Report for the year 2009-2010.

Over the last few years we set ourselves a goal that we would continually strive to enhance our services to be the best that we could be and as a result ensure that we fulfilled our goals and objectives to our clients, staff and stakeholders.

Although we are a relatively small organisation, we have implemented the highest standards and best practices across all areas and as a result have a solid base and framework which should serve us well in the future.

All major goals and objectives in Our Strategic and Operating Plan for this last year have been achieved.

We have focussed on two very important areas and placed an increased emphasis on client care, management and outcomes as well as corporate governance and monitoring of performance.

We are now a public company limited by guarantee and we consider this change an important step towards our future aspirations.

For the first time, we have completed a full and comprehensive Marketing and Promotions plan and are pursuing external funding for related projects which are important to us. We understand the challenges of attempting to compete for the 'corporate dollar', however we consider that the service areas we will pursue are very important and not adequately covered in the sector.

ICLA has been awarded a new accommodation support service by ADHC. We are excited by this new challenge and will strive, as always, for best outcomes.

We recognise and value the contribution and dedication of our staff and are devoted to providing employees with the best possible environment for working at ICLA.

We work in cooperation with many external agencies, community service providers and government bodies and recognise the important role they play in ensuring that ICLA provides the best possible services to our clients.

I'd like to thank our Board of Management for their diligence, oversight, governance and support to the organisation.

We have continued to receive funding support from Ageing, Disability and Home Care, Department of Human Services NSW and from Department of Health NSW and thank them for their support. And a big thank you to our volunteers for their generous support.

Most importantly, we work in cooperation with the people for whom we provide services. I'd like to thank all our clients for supporting the organisation and we will continue to work together for their well being and independence.

ICLA is ready to enter a new development phase where, although we know there are always improvements to be made, new developments to learn about and new skills to acquire, we are confident that we have a sound infrastructure, good governance, good people and a passion to continue to help our clients to be the best they can be.

I commend the Annual Report to you as an accurate reflection of our position and intentions.

**Marea Laszok**

# 21

## BOARD OF MANAGEMENT REPORT



From left to right: Tom Bombotas, Nick Coles, Delwyn Everard, Nigel Harvey, Alan Hough, Marea Laszok

The directors and officers of ICLA during the year and until the date of this report are:

		Date appointed to board	Date resigned
Marea Laszok	Chairperson	30 November 2005	
Nigel Harvey	Deputy Chairperson	30 November 2005	
Thomas Bombotas	Director & Treasurer	27 April 2009	
Delwyn Everard	Director	5 December 2007	
Nick Coles	Director	30 November 2001	
Alan Hough	Director & Secretary	27 April 2009	
Steve Bailey	Director	27 April 2009	14 April 2010

### DIRECTORS' MEETINGS

	Number eligible to attend	Attended
Marea Laszok	6	5
Nigel Harvey	6	5
Thomas Bombotas	6	6
Delwyn Everard	6	4
Nick Coles	6	4
Alan Hough	6	6
Steve Bailey	5	2

# 22

## BOARD OF MANAGEMENT REPORT

### HIGHLIGHTS

- Governance & Nominations Committee established
- Development of Marketing & Promotions Plan
- Incorporation of ICLA as a company limited by guarantee together with new constitution
- Achievement of major goals in ICLA's Strategic and Operating Plan
- Continued upgrades in policies, procedures, protocols and risk management
- New service in south west Sydney

# 23

## BOARD OF MANAGEMENT REPORT

### Overview

We recognise the importance of moving forward as an organisation and changing to accommodate the needs of our clients, our stakeholders and the community.

To this end, we have focussed on future direction to ensure that we are in a strong position to take advantage of all opportunities presented as well as being prepared for any changes that may take place in this sector.

### Strategic Directions

ICLA's Strategic Plan in 2008 planned the future development of ICLA over the next two years underpinned by:

- Improvement of Client Services
- Continuous quality improvement of the organisation
- Growth of the organisation within the service parameters currently operating
- Research in regard to related services to ascertain viability of expansion into new areas
- Growth of the organisation to ensure future viability
- Diversification of current funding avenues to enable growth activities and decrease reliance on current funders

The Strategic Plan for 2010-11 encompasses all the areas shown above. In addition, further strategic directions for this period are as follows:

- Registration and acceptance as a Housing Provider
- Proposal to change the structure within the low support service that ICLA offers
- Staffing reconfigurations and staff salary reviews
- High emphasis on marketing and fundraising

- Prioritise applications for new service tenders and grants
- Seek new directors on a skill based criteria in selected outstanding areas
- Ensure corporate governance best practices
- Explore possible merger and strategic alliance opportunities

### Client Services

We continue to improve our delivery of services and in particular our measurement of outcomes. To achieve this, a number of new policies and protocols have been introduced.

We have placed an increased emphasis on our Client Satisfaction surveys to ensure that we fully understand the needs of our clients and action any areas of issue.

To ensure the complete safety and security of our clients, we upgraded our Risk Management Plans and Checklists to ensure coverage, completion and action. These are reviewed by the Client Risk Management Committee which provides extensive oversight. In addition, areas such as Medication Management have been upgraded.

ICLA promotes client empowerment and we continue to provide a high level of client inclusion into as many areas of ICLA's operations as possible and are seeking to extend this involvement by considering the appointment of a client advocate to our board. We also understand the importance of carer, family and friends involvement in the lives of our clients and encourage this as much as possible.

ICLA's Service Manager ensures quality control in our homes with responsibility for all house services, amenities and other related issues and is assisted by the Service Coordinator to further ensure that there is a firm focus

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## BOARD OF MANAGEMENT REPORT

### Client Services (continued)

and commitment to maintain and improve all aspects within our homes and their surroundings.

Each year we provide a 'Welcome to ICLA' handbook to all clients, written in plain English which details our services, policies and procedures.

### Staff Services

In addition to consolidating the many improvements that were made to staff services over the past few years, ICLA has focussed on staff quality and ensuring that all staff receive optimum training and job satisfaction.

#### Training

In addition to specialised training courses, ICLA conducts in-house staff training weekly to ensure that continuous training is carried out during the year on all new policies, procedures and protocols as well as refreshment training on existing policies. This training is received by all staff.

The organisation knows that training plays an important part in staff satisfaction as well as enhancing the provision of client services. Each staff member has input in determining their own training needs.

### Staff Structure and Composition

Over the past year we introduced specialised job functions in many areas. We believe that the introduction of these specialised functions has resulted in added focus in many areas of client services and support to ensure that the organisation continues to strive for best practices across all client service areas.

The introduction of more specialised job functions has also provided staff with more benefits and allows us to provide staff with greater opportunities and career advancements.

### Staff Retention and Stability

This still remains an area of focus in ICLA and we recognise that supervision, support and positive acknowledgement are important to all staff in this sector.

Over the last year we implemented a new Workforce Development Policy together with improved Staff Supervision and Reflective Practices. We understand the stress and burnout that can occur in this sector and provide active support to staff at all levels.

### Organisational Infrastructure

We continue the review of all ICLA organisational infrastructure to ensure the organisation is operating at maximum efficiency. Regular reviews are carried out in terms of the following:

- Rostering & staff systems
- Servers, computers and software
- Policies, procedures and protocols
- Website and intranet
- Promotional and presentational material
- Financial management
- Risk management
- Safety issues

### Occupational Health & Safety

ICLA is committed to maintaining the highest standards of Occupational Health and Safety.

To ensure best practices, the Occupational Health and Safety (OHS) Committee works hand-in-hand with the Occupational Health and Safety Coordinator.

The OHS Committee meets regularly and the agenda includes a review of the Incident & Accident Register,

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## BOARD OF MANAGEMENT REPORT

oversight of all OHS related policies, ensuring all staff are trained in policies and procedures as well as a regular Risk assessment of all facilities.

### Client Risk Management

The Client Risk Management Committee has provided a focus for this important area to assist staff in manage risks that may arise as well as providing oversight and management of policies and procedures.

This committee together with the OHS Committee both consist of voluntary members and ICLA extends its thanks to both committees.

### Volunteers

We are enormously grateful to all our volunteers for their work in the past year on our residences. We simply would not have been able to undertake all these improvements on our own. Most importantly, it has improved and enhanced the lives of all our residents.

### Marketing & Promotion

ICLA established a Marketing Committee to prepare a comprehensive plan to raise funds from external sources. Reports and papers have been completed and our ActiveAid brochure has also been completed with other brochures underway. All accounting, administrative and legal issues have been addressed.

Whilst we understand that competing in this area is difficult, we have established a solid foundation to move forward and hope to be reporting positive outcomes in the future.

### Community Development

ICLA has an increasing focus on developing the organisation's relationships with the general community, CALD communities and clients' participation in local communities. We have also strengthened our links with local government and community agencies and have taken a proactive approach as regards networking, attending conferences and functions, presenting at various venues such as Rotary Clubs and identifying possible synergies with other organisations in the sector.

### New ADHC Contract

We were successful in winning the tender for an ADHC contract for the Service Delivery Collocated Accommodation Support Model and look forward to providing support services for our new clients.

### Change of ICLA Status

ICLA has changed from an association to a public company limited by guarantee and our name has now changed from Independent Living Association Inc. to Independent Living Association Australia Limited.

This was carried out with the assistance of ICLA's legal advisors and the Governance and Nominations Committee who also reviewed and changed ICLA's Constitution. Resolutions for changes were approved at the 2009 Annual General Meeting.

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## BOARD OF MANAGEMENT REPORT

### Other Items

#### Review of Operations

A review of the operations of the organisation during the financial year and the results of those operations found that during the year, the organisation continued to engage in its principal activity, the results of which are disclosed in the attached financial reports.

#### Principal Activity

The principal activity of the organisation during the year was to provide accommodation and care to people with psychiatric disabilities.

No significant changes in the nature of these activities occurred during the year.

#### Significant Changes in State of Affairs

No significant changes in the state of affairs of the organisation occurred during the year.

#### After Balance Date Events

No matters of circumstance have arisen since the end of the financial year which significantly affected or may significantly affect the operations or the state of affairs of the organisation in future financial years.

#### Directors' Benefits

Since the end of the previous financial year, no director of ICLA has received or become entitled to receive any benefit by reason of a contract or otherwise made by ICLA with the directors or with a company associated with a director.

#### Other Disclosures

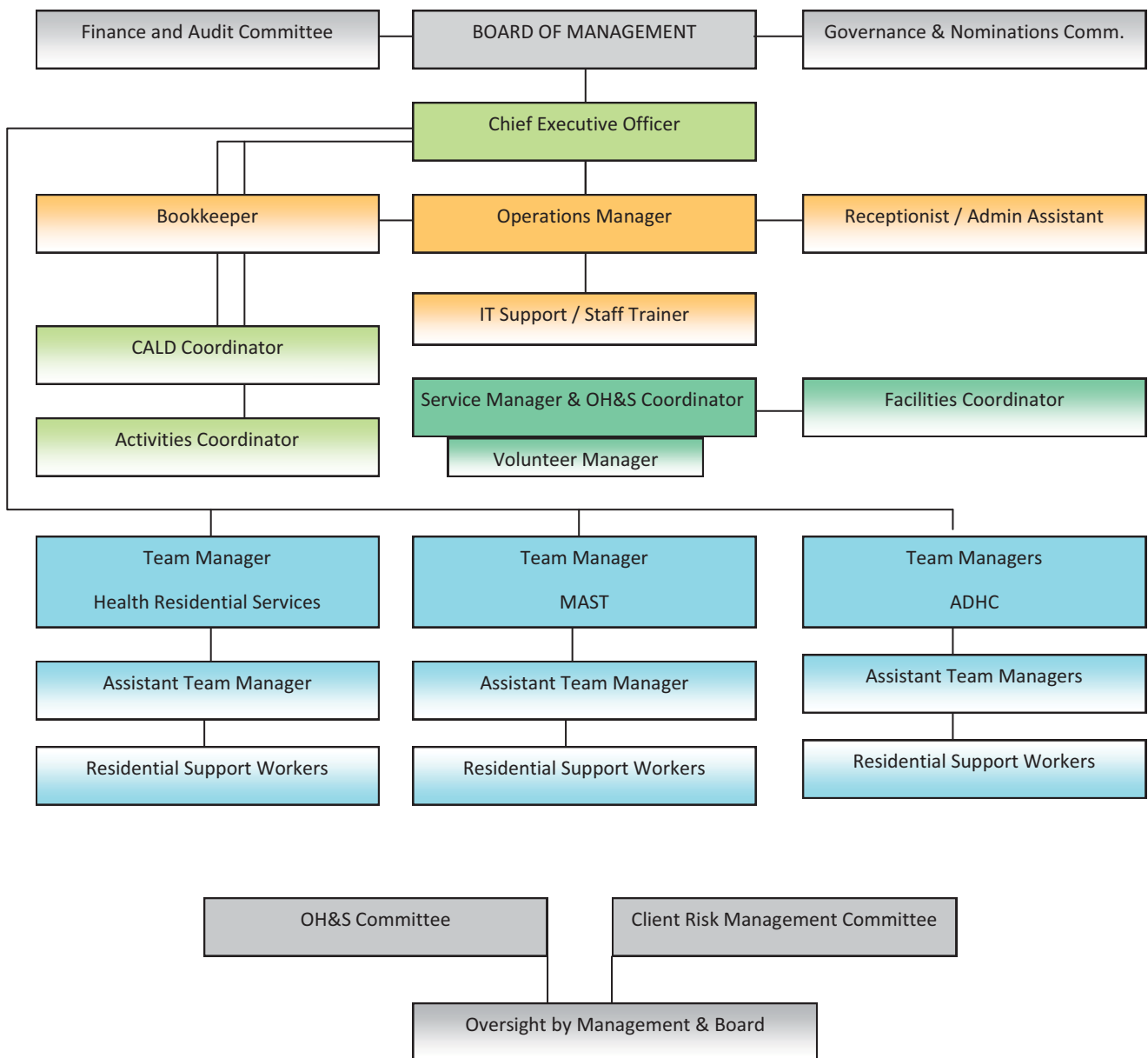
No dividends were paid or declared since the start of the financial year.

### Auditors' Independence Declaration

The Auditors' independence Declaration for the year ended 30 June 2010 has been received and can be found on pages 42 and 43 of the Financial Report.

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## ORGANISATIONAL STRUCTURE



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## CORPORATE GOVERNANCE

ICLA is committed to the highest standards of Corporate Governance reflecting our belief that good governance adds to the performance of the organisation, provide an oversight across all our operations and ensures that we fulfill our obligations to all stakeholders and the community at large.

A summary outline of our corporate governance principles and direction is as follows:

### Board Charter

ICLA has adopted a formal Board Charter that sets up the principles for the operation of the Board of Management of ICLA and clarifies the roles and responsibilities of :

- The Board
- Chairperson
- Directors
- Treasurer
- Board Secretary
- Chief Executive Officer
- Committees

In addition, ICLA has a formal Code of Conduct for Board Members. This Code expresses the values that are most relevant to the role and duties of Directors. At the same time, it is based on the same set of values that are expressed in the ICLA Code of Conduct that applies to all ICLA staff.

### The Board

The Board has three broad duties to the organisation in its care:

- A duty to ensure that the purpose of the organisation is pursued as a matter of priority
- A duty to act based on the best interests of the organisation and the wider community it serves, not the narrow interests of an individual or stakeholder group

- A duty to be diligent in fulfilling its responsibility to ensure the organisation complies with relevant legislation, is prudent with its finances and acts with integrity towards staff and those it serves.

The role of the Board is to govern, not manage, the organisation. To that end, the Board develops and monitors policy in four broad areas namely:

- What the organisation exists to achieve (Ends or Purpose Policies).
- The boundaries of acceptable behaviour for management (Limitations Policies).
- What the relationship should be between the Board and the CEO and how that will be managed and monitored (Board / Staff Policies).
- How the Board will function (Governance Policies).

### Board Structure

ICLA's Board comprises up to nine members, all of whom are Non-Executive Directors. All directors are required to act in the best interests of the company in accordance with its mission and values and without conflict of interest.

Board members are to have an appropriate mix of professional and life experience to deliver value to ICLA. The members will be drawn from a range of skills, occupations and experience so that together they can provide a rounded oversight of the business of the organisation.

### Review of Board Performance

The Board routinely reviews its composition and annually evaluates its collective and individual director's performance and development needs.

A Corporate Governance Checklist will be completed on an annual basis and each Board member will be asked to undertake a self evaluation of their performance on the Board each year.

### Board Committees

To fulfil its duties, the Board may decide to establish Committees for specific purposes including overview of certain functions and responsibilities. These Committees may be ongoing or for a specific timeframe.

All Board Committees must have formal Terms of Reference and report back to the Board. The composition of the membership, including the chairman of each of the Committees is determined by the Board.

Currently, ICLA has two Board Committees, the Finance and Audit Committee (FAC) and the Governance and Nominations Committee.

The role of these committees is to assist the Board in discharging specific responsibilities and to monitor the decisions and actions of management in achieving ICLA's aspirations to be a viable and sustainable organisation.

These committees undertake specific responsibilities and often take a hands-on approach to achieve specific outcomes.

### Finance and Audit Committee (FAC)

The role of the Finance and Audit Committee is to assist ICLA and the board to meet its oversight responsibilities in relation to ICLA's financial reporting, internal control structure, risk management procedures and the internal & external audit function.

In summary, FAC's role is as follows:

- Identification of all potential risk exposures
- Examination of possible solutions/remedies
- Selection of the most appropriate solution/remedy
- Implementation of the selected solution/remedy
- Monitoring of the solution to ensure effectiveness

### Governance and Nominations Committee

The Governance and Nominations Committee is a mechanism for the oversight of the Board Charter and Constitution and assists in the evaluation and development of policies and procedures concerning Board conduct and direction. It advises the Board on the content and operation of the Board Charter, Constitution, and corporate governance policies and procedures, and monitors these areas to ensure the objectives therein are being met.

The responsibilities and authority of the Committee also include establishing the criteria for the selection of nominees for directors and the processes for identifying and evaluating nominees for directors to serve on the Board.

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## FINANCE REPORT



I am pleased to provide my Finance report as Treasurer of the ICLA for the year ended 30 June 2010.

The operating result for the 2009/10 year was a surplus of \$32,442. Whilst we saw an overall increase of 2% in our overheads in 2010, we also saw an increase in our revenue due to an increase in our service fees and rent in line with industry standards.

### Summary of Key Figures

1. 35% increase in resident service fees
2. 5% increase in Government Funding
3. 10% increase in resident rents
4. 80% Increase in Workers' Compensation premium
5. 7% Increase in wages

Overall, our overheads remained steady and consistent to the 2009 year. We did have an abnormal Workers' Compensation premium increase which is not expected to repeat in the 2010 year. We have also implemented pay increases for all staff in line with award increases and the CPI and to continue to be competitive in the employment market.

### Tenders and Grants

We were successful in winning the tender for an ADHC contract being for the Service Delivery Collocated

Accommodation Support Model. ADHC will provide one-off funding of establishment costs and on-going funding of the service.

We did not receive any grants for the 2010 year.

### The Year Ahead

The ICLA focus for 2011 is to continue seeking new sources of revenue by tendering for new projects which are not only in line with our existing service offerings but also projects which create opportunities for us to offer new services in much-needed areas.

### Finance and Audit Committee (FAC)

The members of the FAC are:

- Thomas Bombotas (Chair)
- Marea Laszok
- Nigel Harvey

Meetings of the FAC are held regularly and the CEO, Operations Manager and other directors are invited to attend.

The main focus of FAC in the 2010 year was:

- Oversight of annual budget preparation and approval prior to board approval

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## FINANCE REPORT

- Regular review of budget variances
- Regular review of acquittal accounts
- Oversight & review of client service fees
- Review adequacy of insurance cover
- Oversight & review of compliance with funders' conditions
- Preparation, oversight, review and action of Risk Management Policies, Risk Registers and Risk Assessments
- Preparation of FAC Checklist

### Financial Statements

The financial statements of Independent Community Living Association are presented on the following pages. These are statements compiled by ICLA's independent auditor and are not subject to any qualifications.

**Thomas Bombotas**

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## INCOME AND EXPENDITURE STATEMENT

FOR THE YEAR ENDED 30 JUNE 2010

THE ACCOMPANYING NOTES FORM PART OF THESE FINANCIAL STATEMENTS

<b>INCOME</b>	<b>2010 \$</b>	<b>2009 \$</b>
Resident service fees	364,190.73	269,150.71
Donations	1,245.09	3,670.00
Government funding & grants	1,905,879.00	1,842,183.67
Expense reimbursement	-	2,641.68
Resident rents & utility fees	514,418.92	466,943.64
Membership & subscriptions	77.27	132.26
Dividends	38.28	34.32
Interest received	19,150.69	30,730.07
<b>TOTAL INCOME</b>	<b><u>2,804,999.98</u></b>	<b><u>2,615,486.35</u></b>

<b>EXPENSES</b>		
Advertising & promotion	5,342.00	4613.50
Audit fees	3,600.00	3,500.00
Bank fees & other charges	2,160.38	3,910.84
Client activities	21,024.15	27,012.21
Contractors	1,983.02	55,186.77
Household furniture & equipment	10,889.03	38,379.31
Insurance—liability & property	14,645.91	13,245.45
Insurance—workers' compensation	153,899.97	85,531.31
Motor vehicles expenses & travel	64,474.18	77,084.21
Office expenses	64,072.49	63,942.39
Grant expenses	-	30,000.00
Groceries & supplies	155,859.77	165,369.70
Residential rents & outgoings	214,590.20	210,177.26
Residential repairs & maintenance	18,425.63	28,101.41
Salaries & other remunerations	1,819,471.15	1,700,738.50

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## INCOME AND EXPENDITURE STATEMENT

FOR THE YEAR ENDED 30 JUNE 2010

THE ACCOMPANYING NOTES FORM PART OF THESE FINANCIAL STATEMENTS

<b>EXPENSES</b>	<b>2010 \$</b>	<b>2009 \$</b>
Software & equipment expenses	14,872.66	12,981.79
Staff training & resources	28,117.25	13,590.60
Subscriptions & memberships	3,227.36	4,445.55
Superannuation	145,001.18	134,965.98
Telephone, mobile, pager expenses	30,901.32	31,679.78
Travel & fares expenses	-	2,617.61
<b>TOTAL EXPENSES</b>	<b><u>2,772,557.65</u></b>	<b><u>2,707,074.17</u></b>
Surplus (deficit) from ordinary activities	<b><u>32,442.33</u></b>	<b><u>(91,587.82)</u></b>
Surplus (deficit) attributable to the association	<b><u>32,442.33</u></b>	<b><u>(91,587.82)</u></b>
Total changes in equity of the association	<b><u>32,442.33</u></b>	<b><u>(91,587.82)</u></b>
Opening accumulated surplus	304,895.98	396,483.80
Net surplus (deficit) attributable to the association	32,442.33	(91,587.82)
Closing accumulated surplus	<b><u>337,338.31</u></b>	<b><u>304,895.98</u></b>

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## BALANCE SHEET

AS AT 30 JUNE 2010

THE ACCOMPANYING NOTES FORM PART OF THESE FINANCIAL STATEMENTS

<b>CURRENT ASSETS</b>	<b>Note</b>	<b>2010 \$</b>	<b>2009 \$</b>
Cash	2	461,696.71	387,048.38
Other	3	27,666.15	11,215.99
<b>Total Current Assets</b>		<b><u>489,362.86</u></b>	<b><u>398,264.37</u></b>
<b>NON-CURRENT ASSETS</b>			
Property, Plant & Equipment	4	28,594.89	65,522.68
<b>Total Non-Current Assets</b>		<b><u>28,594.89</u></b>	<b><u>65,522.68</u></b>
<b>Total Assets</b>		<b><u>517,957.75</u></b>	<b><u>463,787.05</u></b>
<b>CURRENT LIABILITIES</b>			
Payables	5	36,190.07	28,164.97
Current tax liabilities	6	20,142.33	18,259.42
Provisions	7	124,287.04	112,466.68
<b>Total current liabilities</b>		<b><u>180,619.44</u></b>	<b><u>158,891.07</u></b>
<b>Total liabilities</b>		<b><u>180,619.44</u></b>	<b><u>158,891.07</u></b>
<b>Net Assets</b>		<b><u>337,338.31</u></b>	<b><u>304,895.98</u></b>
<b>EQUITY</b>			
Accumulated Surplus		<u>337,338.31</u>	<u>304,895.98</u>
<b>Total Members' Funds</b>		<b><u>337,338.31</u></b>	<b><u>304,895.98</u></b>

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## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2010

THE ACCOMPANYING NOTES FORM PART OF THESE FINANCIAL STATEMENTS

<b>CASH FLOW FROM OPERATING ACTIVITIES</b>	<b>2010 \$</b>	<b>2009 \$</b>
Receipts from government and clients	2,769,212.00	2,588,045.10
Payments to suppliers and employees	(2,713,714.36)	(2,690,115.70)
Interest received	19,150.69	30,730.07
Net cash provided by (used in) operating activities (note 2)	<b><u>74,648.33</u></b>	<b><u>(71,340.53)</u></b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>		
Acquisition of motor vehicle	-	(34,545.45)
Net cash provided by (used in) investing activities (note 2)	<u>-</u>	<u>(34,545.45)</u>
Net (decrease) increase in cash held	74,648.33	(105,885.98)
Cash at the beginning of the financial year	<u>393,778.38</u>	<u>499,664.36</u>
Cash at the end of the financial year	<b><u>468,426.71</u></b>	<b><u>393,778.38</u></b>

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## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2010

THE ACCOMPANYING NOTES FORM PART OF THESE FINANCIAL STATEMENTS

### NOTE 1: RECONCILIATION OF CASH

2010 \$

2009 \$

For the purposes of the statement of cash flows, cash includes cash on hand and in banks and investments in money market instruments.

Cash at the end of the year as shown in the statement of cash flows is reconciled to the related items in the Balance Sheet as follows:

Cheque account	40,336.32	52,157.12
Appeals account	1,688.55	1,193.07
Client fund account	630.31	678.10
Westpac Debitcard	(140.13)	1,970.05
Term deposits	416,259.89	331,050.04
Cash on hand	2,921.77	-
Short term deposits (see Note 3: Other Assets)	6,730.00	6,730.00
	<b><u>468,426.71</u></b>	<b><u>393,778.38</u></b>

### NOTE 2: RECONCILIATION OF NET CASH PROVIDED BY/ USED IN OPERATING ACTIVITIES TO OPERATING SURPLUS/ (DEFICIT)

Operating (deficit) surplus	32,442.33	(91,587.82)
Add-back: Depreciation of property, plant & equipment	36,927.79	49,647.85

#### Changes in assets and liabilities:

Decrease (increase) in prepayments and sundry debtors	(16,450.16)	3,288.53
(Increase) decrease in payables	8,025.10	20,664.89
(Increase) decrease in tax liabilities	1,882.91	2,398.77
Decrease (increase) in provisions	11,820.36	(55,752.75)
Net cash (used in) provided by operating activities	<b><u>74,648.33</u></b>	<b><u>(71,340.53)</u></b>

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## NOTES TO FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2010

### **Note 1: Statement of Significant Accounting Policies**

The financial report is a general purpose financial report that has been prepared in accordance with Accounting Standards, Urgent Issues Group Consensus Views and other authoritative pronouncements of the Australian Accounting Standards Board and the requirements of the Associations Incorporations Act NSW.

The financial report covers INDEPENDENT COMMUNITY LIVING ASSOCIATION INC. as an individual entity. INDEPENDENT COMMUNITY LIVING ASSOCIATION INC. is an association incorporated in NSW under the Associations Incorporations Act 1984.

The financial report of INDEPENDENT COMMUNITY LIVING ASSOCIATION INC. complies with all Australian equivalents to International Financial Reporting Standards (IFRS) in their entirety.

The following is a summary of the material accounting policies adopted by the economic entity in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

#### **(A) Basis of Preparation**

INDEPENDENT COMMUNITY LIVING ASSOCIATION INC. has prepared financial statements in accordance with the Australian equivalents to International Financial Reporting Standards (IFRS) from the 1 July 2005.

The accounting policies set out below have been consistently applied to all years presented. The entities have however elected to adopt exemptions available under AASB 1 relating to AASB 132: Financial Instruments: Disclosures and Presentation, and AASB 139: Financial Instruments: Recognition and Measurement. Refer the Notes for further details.

##### *Reporting Basis and Conventions*

The financial report has been prepared on an accruals basis and is based on historical costs modified by the revaluation of selected non-current assets, and financial assets and financial liabilities for which the fair value basis of accounting has been applied.

#### **(B) Accounting Policies**

##### **Income Tax**

The association is exempt from the payment of income tax and therefore no income tax provision is required.

##### **Property, Plant and Equipment**

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment losses.

## NOTES TO FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2010

**a) Plant and Equipment**

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

The carrying amount of plant and equipment is reviewed annually to ensure it is not in excess of the recoverable amount of those assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining the recoverable amounts.

**a) Depreciation**

The depreciable amount of all fixed assets is depreciated on a straight line basis over their useful lives to INDEPENDENT COMMUNITY LIVING ASSOCIATION INC. commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable asset are:

<b>Class of Asset</b>	<b>Depreciation Rate %</b>
<b>Furniture &amp; fittings</b>	<b>30</b>
<b>Office equipment</b>	<b>30—40</b>
<b>Motor vehicles</b>	<b>22.5</b>

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

An assets carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

All depreciable assets with a cost of less than \$5,000 are written off in the Income and Expenditure Statement in the year of acquisition.

Gains and losses on disposal are determined by comparing proceeds with the carrying amount. These gains or losses are included in the Income and Expenditure Statement.

**Impairment of Assets**

At each reporting date, the Board of Management review the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the assets fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the Income and Expenditure Statement.

Where it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs.

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## NOTES TO FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2010

### Employee Benefits

Provision is made for the liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year have been measured at the amount expected to be paid when the liability is settled, plus related on-costs.

### Provisions

Provisions are recognised when INDEPENDENT COMMUNITY LIVING ASSOCIATION INC. has a legal or constructive obligation, as a result of past events, for which it is probable that the outflow of economic benefit will result and that the outflow can be measured reliably.

### Cash and Cash Equivalents

Cash and Cash Equivalents includes cash on hand, deposits held at call with banks or financial institutions, other short term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within short term borrowings in current liabilities on the balance sheet.

### Revenue

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Dividend revenue is recognised when the dividend is received.

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

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

### Goods and Services Tax (GST)

Revenue, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

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## NOTES TO FINANCIAL STATEMENTS

AS AT 30TH JUNE 2010

<b>NOTE 2: CASH ASSETS</b>	<b>2010 \$</b>	<b>2009\$</b>
<b>Bank Accounts:</b>		
- Cheque account	40,336.32	52,157.12
- Appeals account	1,688.55	1,193.07
- Client fund account	630.31	678.10
- Westpac Debitcard	(140.13)	1,970.05
- Term deposits	416,259.89	331,050.04
<b>Other cash items:</b>		
- Cash on hand	2,921.77	-
	<b><u>461,696.71</u></b>	<b><u>387,048.38</u></b>
<b>NOTE 3: OTHER ASSETS</b>		
<b>Current</b>		
Short term deposits	6,730.00	6,730.00
Prepayments	936.36	1,122.82
Sundry debtors	19,999.79	3,363.17
	<b><u>27,666.15</u></b>	<b><u>11,215.99</u></b>
<b>NOTE 4: PROPERTY, PLANT &amp; EQUIPMENT</b>		
<b>Office Equipment:</b>		
- At cost	24,576.54	24,576.54
- Less: Accumulated depreciation	(24,576.54)	(22,089.51)
	<u>-</u>	<b><u>2,487.03</u></b>
<b>Motor vehicles:</b>		
- At cost	221,968.19	221,968.19
- Less: Accumulated depreciation	(193,373.30)	(158,932.54)
	<u>28,594.89</u>	<u>63,035.65</u>
	<b><u>28,594.89</u></b>	<b><u>65,522.68</u></b>

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## NOTES TO FINANCIAL STATEMENTS

AS AT 30TH JUNE 2010

<b>NOTE 5 : PAYABLES</b>	<b>2010 \$</b>	<b>2009 \$</b>
<b>Unsecured:</b>		
- Sundry creditors & accruals	<u>33,254.97</u>	<u>20,566.56</u>
<b>Secured:</b>		
- Residents funds	<u>2,935.10</u>	<u>7,598.41</u>
	<b><u>36,190.07</u></b>	<b><u>28,164.97</u></b>

### **NOTE 6 : TAX LIABILITIES**

<b>Current</b>		
GST payable (refund)	126.33	(5,380.58)
PAYG withheld from salaries and wages	20,016.00	23,640.00
	<b><u>20,142.33</u></b>	<b><u>18,259.42</u></b>

### **NOTE 7: PROVISIONS**

<b>Current</b>		
Employee Entitlements*	111,700.44	97,066.68
Provision for unearned grants	12,586.60	15,400.00
	<b><u>124,287.04</u></b>	<b><u>112,466.68</u></b>

#### **\* Provision for Employee Entitlements**

A provision has been recognized for employee entitlements relating to annual and long service leave for employees

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## INDEPENDENT AUDIT REPORT

### INDEPENDENT COMMUNITY LIVING ASSOCIATION INC. Independent Audit Report to the Members

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#### Scope

We have audited the financial statements of INDEPENDENT COMMUNITY LIVING ASSOCIATION INC., being the Statement by Members of Board of Management, Income and Expenditure Statement, Balance Sheet, Statement of Cash Flows and Notes to Financial Statements for the financial year ended 30 June 2010, as contained on pages 3 to 13 of this report. The Board of Management is responsible for the financial report. We have conducted an independent audit of the financial report in order to express an opinion on it to the members.


Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements so as to present a view which is consistent with our understanding of the association's financial position and performance as represented by the results of its operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.

#### Audit opinion

In our opinion, the financial report presents fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements the financial position of INDEPENDENT COMMUNITY LIVING ASSOCIATION INC. as at 30 June 2010, and the results of its operations and its cash flows for the year then ended.

Signed on 26 August, 2010:



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**GRYMANS FEITELBERG**  
Grant V Feitelberg, Chartered Accountant  
Level 2, 79-85 Oxford Street, Bondi Junction NSW 2022

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## INDEPENDENT AUDIT REPORT

### INDEPENDENT COMMUNITY LIVING ASSOCIATION INC.

#### Disclaimer

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The additional financial data presented in the following schedules is in accordance with the books and records of INDEPENDENT COMMUNITY LIVING ASSOCIATION INC. for the year ended 30 June 2010. It will be appreciated that our statutory audit did not cover all details of the additional financial data. Accordingly we do not express an opinion on such financial data and no warranty of accuracy or reliability is given. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than our client) in regards to such data, including any errors or omissions therein however caused.



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**HYMANS FEITELBERG**

Grant V Feitelberg, Chartered Accountant

26 August, 2010

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## ACKNOWLEDGEMENTS

### **ICLA values the relationships we have developed and appreciates their generous contributions to our work.**

We acknowledge funding for ICLA's activities from the Ageing, Disability and Home Care, Department of Human Services NSW and from Department of Health NSW and thank them for their support.

In addition, we also acknowledge and thank the Mental Health Coordinating Council, the Mental Health and Drug and Alcohol Office, Ethnic Child Care, Family & Community Services Co-operative and NSW Department of Corrective Services for their assistance and support.

ICLA also acknowledges and thanks our housing providers, Bridge Housing, South West Inner Sydney Housing Co-operative, St George Community Housing and Housing NSW.

We thank John Cole from Advanced CD & Print Pty Limited, for his print management.

We acknowledge and thank the team at DLA Phillips Fox for their assistance and support throughout the year.

Our thanks also to all our volunteers and in particular, United Way.

We also thank and acknowledge families and carers .

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## SHOW YOUR SUPPORT

ICLA needs public support to continue to develop our important work. Please show your support by making a donation.

### How to Make a Donation

By cheque payable to Independent Community Living Association Inc. Appeals Account

or

Deposits can be made directly into our Appeals Account at any Westpac branch or by direct funds transfer into our account.

Please email [admin@icla.org.au](mailto:admin@icla.org.au), telephone or mail details of your donation to ICLA head office if you require a receipt. For privacy and security purposes, all information abides strictly to the Privacy Act.

Our donation form is also available in the ICLA Brochure.

### Our Banking Details

Account Name : Independent Community Living Association Appeals Account

Bank : Westpac Bank

BSB : 032 255

Account No : 115 965

### Online Donations

You can support our 'Mending Minds' appeal at [ourcommunity.com.au](http://ourcommunity.com.au). Our Community has a secure online donations service for credit card payments.



