

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

Connecting Communities  
THROUGH ASSISTIVE TECHNOLOGY

# ANNUAL REPORT

2019 - 2020

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



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Connecting Communities  
THROUGH ASSISTIVE TECHNOLOGY



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## OUR PURPOSE

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

## HIGHLIGHTS 2019-2020



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.



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

## CONNECTING PEOPLE AND COMMUNITIES

**1284 NEW LIKES**

LifeTec's **FACEBOOK** page has **1489 new Followers** and reached up to **145.9K PEOPLE** throughout Australia.

LifeTec's YouTube channel has recorded over **18.8k** new unique views of LifeTec videos.



**151 SUBSCRIBERS**  
LifeTec's website had **27 000 Visitors**, **88 000 Pageviews** and **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 2019 – 2020 FY period the Business & Marketing (BAM) team took advantage of the increased referrals to further extend the functionality of Microsoft Dynamics 365 as better known internally as (Apollo) and SharePoint as part of our migration to Office 365 online. This was very well received by staff as it meant they could access consumer files and theirs remotely with ease.

➔ Due to Covid this year, several events were cancelled or held online which affected our engagement with consumers. LifeTec attended 5 disability specific events with a total of 8K visitors approaching our stall. Our new website recorded over 88.1K pageviews, whereas our social media page Facebook had over 1400 followers with a reach of over 145.9K, our YouTube channel recorded over 10.8K views, 65.4K impressions and 25 new subscribers. We successfully launched 2 Facebook campaigns a

brand awareness to ensure LifeTec is known to our target audience and a lead generation campaign to ensure continued referrals, 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.

➔ The BAM team worked hard to review the marketing and communication plan using newly released NDIS data to better inform strategies for 2020 – 2021. Training was then provided to staff to ensure they understand how marketing fits in the wider strategic agenda. This year we began sending out monthly digital newsletters to our consumers and stakeholders to add value and keep them informed on disability and ageing. Next year we will be investing in a Digital Marketing & Communication Officer to assist in increasing LifeTec's online presence and connecting with our consumers closely on our digital platforms. The role will involve working with all staff to create engaging content and bringing consumer stories to life, stay tuned!



**“ Live Successfully  
With your Assistive  
Technology”**



# CLINICAL SERVICES



### Newmarket Centre Changes

Over the past 4 years LifeTec Australia has undergone a redesign of our service model in response to changes occurring across the Disability and Aged Care sectors. A decision was made to downsize the Newmarket display centre to reflect these changes. Work began on the build in October 2019 to create a smaller footprint that would better represent the needs of our consumers and staff. We remained on site during the deconstruction and rebuild phase and officially welcomed all staff to our new office in January 2020. There is no longer a display centre at Newmarket, however our staff actively support consumers with their Assistive technology needs with the following options:

**Enquiry Line:** Our assistive technology officers can assist consumers on how to source assistive technology themselves from relevant suppliers.

**Website:** Links to resources and information on assistive technology can be found through our website

- ➔ National equipment data base
- ➔ Great gadget videos
- ➔ Fact sheets.

**Appointment:** Schedule a private consultation with one of our health professionals who can help consumers to find the right assistive technology solution, utilising our consumer informed pathway **IMAGINE SEEK CHOOSE LIVE.**

- ➔ Contact us on 1300 543 383
- ➔ Email us at [mail@lifetec.org.au](mailto:mail@lifetec.org.au)
- ➔ Or visit [lifetec.org.au](http://lifetec.org.au)



### NDIS Quality and Safeguarding Commission Registration

LifeTec commenced preparations for undertaking registration with the NDIS Quality and Safeguarding Commission in January 2019 and undertook a 3-day audit process in November 2019. There was significant preparation, review of service models and engagement with consumers to inform our application for registration.



LifeTec's **IMAGINE SEEK CHOOSE LIVE** consumer pathway provided the platform for our ability to deliver on our strategic vision of enabling consumers to live their potential. Pleasingly, LifeTec achieved a successful outcome, with the auditors noting strong alignment between what we say we do, what our staff deliver and how consumers experience our services.

# CLINICAL SERVICES

## Response to COVID 19 - situation

In February 2020, LifeTec began preparing for impact of the COVID 19 pandemic. Our primary responsibility was to ensure the safety and wellbeing of our staff and consumers. Following advice from the Department of Health and the Chief Medical Officer we decided to close our service centres and move all our staff to work from home. From March to June, we proactively managed staff testing for COVID and can report that we had no cases of COVID infection and we were able to retain all staff during this period.

## What we did

- ➔ Established a Business Continuity Plan to directly prepare for and manage safe service delivery to all our consumers during the pandemic
- ➔ Communicated with staff, consumers and contractors regarding risk management protocols such as health screening, use of PPE and health notifications
- ➔ Closed both centres and moved all staff to working from home
- ➔ Purchased extra phones, that linked to our call centre number to ensure continuity of service for consumers
- ➔ Continued to provide services in person by implementing COVID safe measures
- ➔ Provided recommendations for AAC devices to consumers under special Covid measures introduced by Government; utilised teleconsultations where appropriate and

## What we noticed

- ➔ Consumers were initially nervous but, once we explained our protocol to keep everyone safe, they continued to access our services
- ➔ Increased demand for all our services
- ➔ Increased use of our virtual resources such as website, fact sheets, NED, great gadget videos, dementia resources and increased phone enquiries
- ➔ Increased demand of technology to enable older Australians to stay in touch, funded by the relaxed (Commonwealth Home Support Programme) CHSP funds
- ➔ Increased enquiries from consumers now home isolating and looking for AT to enable them to undertake home activities safely and independently

## What helped us

- ➔ Registering for the Job Keeper payment
- ➔ Flexibility in the use of our CHSP grant funding to meet the increased demand for home maintenance services
- ➔ Successfully applied for the adhoc COVID – 19 grant funding to deliver Home modifications to 24 consumers
- ➔ Timely and evidence informed resources from both Department of Social Services (DSS) and Department of Health (DoH) regarding hygiene practices, use of PPE, community safety measures etc



# CLINICAL SERVICES

## Assistive Technology

The LifeTec assistive technology (AT) team has been very busy though the year helping individuals and co-designing AT solutions with them to ensure they can positively engage in their lives. Through the year the AT team also supported 6 final year occupational therapy (OT) students undertaking their student placement projects in:

1. Alternate Access
2. New and Emerging Smart Technology
3. Practice in Remote Indigenous Communities and
4. Helping them to gain a solid understanding of the AT co-design process with individuals

It was important to highlight the benefits of a person centred and organised approach to AT prescription services as undertaken in LifeTec's Imagine Seek Choose Live.

Listen to what some of the consumers had to say about their experience.

*"Thank you so much for your detailed response. I am genuinely really enjoying working with you and the other OT's at LifeTec, as your attention to details assists us*

*greatly in delivering the best possible outcome for the participant.*

*- Support Coordinator*

*"Hi LifeTec, I'm a blunt and to the point person and you have been totally amazing to me! You listen to what I have to say and if I don't understand it or, if I'm being my usual stubborn self, you word things in such a way that I 'get it' and I will agree with you. Honestly, I didn't know that an OT could be that way....so.... again.... you are amazing!!! Thank you again, for everything you are doing for me.... You have no idea, how much I appreciate it... this is something I believe you were born to do as you are just so good at it!!*

*- Consumer*

*Thank you so much for all the support you have given me. You have always displayed the utmost care and sensitive consideration towards everything I have said and to my needs. I am so fortunate to have you support me with my endeavours with the NDIS. I can't express enough my gratitude for both your competent understanding of my needs and the compassion and good humour you both have always given me. Thank you for always listening.*

*- Consumer*

In **2019-2020** LifeTec Occupational therapists assisted over **225 consumers** to find the AT solution right for them.



# CLINICAL SERVICES

## Complex Home Modifications

At LifeTec, we have a team of OT's who deliver the Complex Home Modification (CHM) service. This is an emerging and very exciting new area of practice as part of NDIS's strategy of enabling solutions for participants.

The team is led by Katie Grice who has completed her Home Modifications training and is also a qualified Access Consultant. We have developed an Induction program for our OT's and have established a clinical supervision program to compliment the Home Modifications training our OT's have done and enables developing clinicians to commence work under supervision.

To further support our clinical practice in this area, we also recognise the importance of builders in co-designing solutions for participants and have developed a "builder onboarding program" that assists builders to understand

how to work in this industry. We have found the shared learning has resulted in increased capability across our team, leading to successful outcomes for participants.

This is what some of our satisfied consumers had to say:

*"Thank you from the bottom of my heart, truly you have been massive support in everything. Since speaking to you on Monday, everything you have done I could not have asked for more. You are great at what you do".*

-Consumer

*Thank you so much for your detailed response. I am genuinely really enjoying working with you and the other OT's at LifeTec, as your attention to details assists us greatly in delivering the best possible outcome for the participant.*

- Job Coordinator



In **2019-2020**, our team of Occupational Therapists received **148 referrals** from across **Queensland**.

# CLINICAL SERVICES



## Augmentative and Alternative Communication Services

The AAC service continued to grow this year, and our team of Speech Pathologists achieved remarkable success in enabling consumers with complex communication needs to acquire augmentative and assistive communication solutions. LifeTec and AGOSCI were also invited to present a series of 3 webinars for Speech Pathology Australia to educate Speech Pathologists on best practice in AAC prescription for NDIS participants. This was well received and the experience our Speech Pathologist have in this area of work helped inform the presentations.

At LifeTec we understand the significant impact the ability to communicate can make in peoples' lives. Some of the compliments the team have received include:

*"We just wanted to send you a quick email to let you know how our son is going with his device... Which is amazing!... We have been having great success and I am just so proud of him! He is making multiple food selections for breakfast, lunch and snacks. He is using it for activities during therapy, his day program and basically anything at home. He is actively using word finder almost on his own. If there is something he can't find he will ask me to spell it out for him (if he doesn't know how to spell it... he has started sounding out words and orchestrated the starting of spelling words on his own) and he types into word finder to find it and if there is no pathway in the tablet he*

*spells it in the keyboard and makes it speak the word. He is spelling his name almost independently and he is using the calculator as well... he is just so amazing!!! Thank you so much for your help and support, it has had such a huge impact in his life and mine. Thank you again so much!*

-Consumer

*"Your demo of the current suite of equipment available and readiness to listen and acknowledge the areas my daughter has experienced difficulties with her current equipment was very much appreciated by her. As you can well imagine, the opportunity that you have offered for her to regain some independence and control was a definite morale booster."*

-Consumer

*"I just wanted to share a very exciting development for our complex behaviour client. He's currently got a trial device and this week his DVD player was broken, and he pressed the symbol DVD to let staff know and then he waited for 3 days calmly for them to be able to replace it. Previously, the TV remote was not working or other tech issues have resulted in serious behaviour – things being smashed and throwing things at staff – this time he was calm and happy and waiting until it was fixed, he just didn't want his staff to forget!!!"*

-Consumer

In **2019-2020** LifeTec Speech Pathologists assisted over **90 consumers** to communicate using appropriate **AAC solutions**.

# CLINICAL SERVICES



## Commonwealth Home Support Programme (CHSP)

### ➔ Maintenance services

During the second half of this year, LifeTec experienced a considerable increase in referrals, delivering 1241 jobs to our CHSP Home Maintenance service as older Australians went into lockdown. We implemented a COVID safe response that enabled our Maintenance Officer Chris Beckett and external contractors to continue to deliver services and our consumers were very appreciative of the opportunity to have work done around their home at this time.

*"Chris always does a great job and is very pleasant to deal with. Very Happy".*

-Consumer

### ➔ Minor Home Modifications

The CHSP Minor Modifications program saw an increase in demand with 521 referrals during the lockdown period with consumers requesting jobs such as installation of handheld showers, installation of grab rails around the house and small ramps to overcome steps and access issues.

*"Very satisfied. Tradesman carefully explained how the handheld shower would work Job well done. Will certainly be a great help to my daily activities Very happy. Makes mum's life a bit easier. I am very happy it has enhanced my quality of life. Would recommend to friends and family.*

*"Thanks for making my life easier".*

-Consumer

### ➔ Major Home Modifications

During this period, the CHSP Major Home Modifications program delivered 34 successful major modifications including 9 remodelled bathrooms, 22 stair lifts, 1 water lift and 2 other home modifications to improve accessibility. Our Occupational Therapists undertook 41 assessments and provided information to consumers on options for modifications and assistive technology to meet their needs.

*"I am just writing to say thank you once again. The stair climber is a huge success for Mum. (She feels like she has more freedom). We appreciate everything that was done to put it in place".*

-Consumer

### ➔ Covid 19 Emergency Support funding

In April 2020, LifeTec submitted an Ad Hoc Proposal for COVID 19 Emergency Support for one-off (non-recurrent) funding and were successful in securing further funding to fast track Major home modifications for 25 extra consumers.

*"The modifications have made a wonderful difference to my life with safe access to a sunny wind-free back yard".*

-Consumer

# CLINICAL SERVICES

## Short Term Restorative Care (STRC)

### What is STRC?

The STRC Programme is an early intervention programme which aims to reverse and or slow 'functional decline' in older people and improve wellbeing through the delivery of a time-limited (up to 56 paid days), intensive, goal-oriented, multidisciplinary and coordinated range of services designed for, and approved by the care recipient. STRC services can be delivered in the home, the community, an aged care home, or a combination thereof.

LifeTec partners with the BallyCara organisation in Brisbane to provide assistive technology services as part of a multidisciplinary team that assists older Australians to live a full a life as possible and age in place in their own home.

*"Thank you for your prompt attention to my situation. The stuff that you have suggested to use instead of what I have been doing seems to be a great idea. It was a great meeting yesterday, and I thoroughly enjoyed the manner in which you presented all the options of assistance that were available to me."*

-Consumer

*"I would like to thank you for going above and beyond to reach a positive outcome with all items purchased to create a safer environment within our home for Mum. You made a difference because you showed such care and kindness whilst sharing your knowledge of things that would make life easier for Mum. Also, your patience and understanding in all times I changed my mind on what to choose. All the best with your future clients who will be fully satisfied. Just as we were. - A BIG THANK YOU"*

-Consumer

*"I just wanted to let you know I got a message on my phone yesterday to say she is so happy with the recliner chair, it's so comfortable and she fits it perfectly. She said it's the best night watching TV she's ever had And she was very grateful to you for helping her with this and all the other recommendations you have made"*

-STRC Coordinator RN



# CASSANDRA'S STORY



*between my kitchen and lounge, and I have a ramp in my front yard so I can leave home when I like, independently.*

*"I was also funded for a power assist wheelchair, which means I can get out of bed every morning and go about my day, go to Uni, to the gym and just live my life.*

*Cassandra said she's also grateful for her vehicle modifications. "I can drive my car again!" she said. "I can go shopping when I want to and go see my friends without someone driving me.*

*"My family is over the moon with the support I've received from the NDIS because now I'm 99 per cent independent in my own home and I can do most things myself.*

*"I'm mostly back to how I was pre-disability, and it's nice to know it has made their lives and mine much easier given I'm no longer reliant on them 24/7," she said.*

Don't let disability, injury, disease or age stop you from doing the things you love. At LifeTec our friendly health professionals take the time to hear your needs, goals, requirements and supports you right through the whole process.

For more consumer stories visit our website [lifetec.org.au](http://lifetec.org.au) or contact us to discuss your specific needs.

## **Brisbane's Cassandra Grey says having access to the NDIS has been "absolutely life changing".**

At 21, Cassandra, now 23, said her disability came about from a pull to her back muscle on Christmas Eve, 2017. "On Boxing Day, I went to emergency. To relieve my pain, they gave me IV medication and my nervous system had a damaging reaction to it," she said.

Left with a neurological disorder, Cassandra said prior to the NDIS, she was completely reliant on her family and the hospital system because her home wasn't wheelchair accessible. "I had only bought my house six months prior, and there I was totally reliant on people to do everything for me. "My house was double-storey, the ground floor was split level and it had a steep driveway. It wasn't safe to live there. I kept falling and injuring myself, so I had to move out" she said.

*"I was referred to LifeTec, who specialise in assistive technology (AT) and they came and did an assessment of my house and the AT I needed and provided a report to the NDIS. "Katie (from LifeTec) was amazing throughout the process. It was a big task given the house has a small footprint, had complex access but, now I have a fully accessible bedroom and wet room bathroom in what was my garage.*

*"I've also got a stairlift so I can manage the split levels*



# INNOVATION & RESEARCH

## Home Modifications Professional Development Training Program Research



Central to LifeTec's strategic plan is to continue to develop innovative methods of service delivery to increase client and stakeholder outcomes. As such LifeTec engages in collaborations with key stakeholders to conduct research into how various aspects of AT service provision can be enhanced.

In 2019-2020 LifeTec forged a collaboration with Griffith University and The Hopkins Centre For Research Rehabilitation and Resilience to develop research that provided for the enhancement of the development of the Home Modifications Professional Training program.

### AT users and Social Media Research Project

People who use assistive technologies can feel isolated with exploring options, seeking information, deciding on the best option and learning to use and manage their technology. Social media provides a forum for AT users to create an online community, share information, exchange experiences and provide support to each other. Throughout 2019-2020 LifeTec partnered with University of Queensland's School of Nursing, Midwifery and Social Work Honours Program to conduct research that examined the nature of AT user engagement with LifeTec's Facebook and YouTube posts and aimed at improving the awareness, uptake and effective use of AT by people with disabilities. The project examined the nature of AT user engagement with social media, Facebook and YouTube. The data that the project provided was then used by LifeTec to improve consumer engagement and communication with AT users using LifeTec's social media platforms.

## Learning and Development

LifeTec's commitment to providing quality learning and development opportunities continued during 2019 – 2020. Throughout the year LifeTec provided over 20 unique face to face learning and development services. These services included workshops for health professionals, care workers, students, service providers and consumers. The workshops that LifeTec staff provided ranged from Community Manual Handling, Fundamentals of Assistive Technology, Hoisting, AT for Medication Management and numerous other topics.

Over 700 participants attended LifeTec's face to face learning and development services despite the significant impact that COVID 19 had on our ability to provide face to face learning and development services in the later stages of the 2019-20 financial year. We look forward to providing continued quality face to face learning and development services now that COVID 19 restrictions are easing.

During 2019 - 20 LifeTec further developed an online Learning Management System (LMS). When fully operational the LMS will offer a diverse range of online learning modules that will meet the learning needs of health professionals, service providers and consumers.



# BUILDING COMMUNITY CAPABILITY

## Connecting people



## Social Impact Measurement

The changing funding landscape created by consumer directed care reforms has meant that it is increasingly important for organisations to understand the impact that they provide to their consumers, including social impact. By understanding the social impact that LifeTec provides to consumers we can ensure that our service is of the best quality that it can be.

To better understand the impact LifeTec's service creates we have commenced the development of a Social Impact Framework. For LifeTec to be an outcome-led organisation we need to understand the impact LifeTec's Imagine Seek Choose Live Consumer Pathway provides. Through the development of LifeTec's Theory of Change document we were able to better understand the chain of outcomes that the Imagine Seek Choose Live Pathway provides for consumers. This was further reinforced by consulting with LifeTec's Consumer Reference Committee to seek their input as people with a lived experience of acquiring and experienced AT users. In the second half of 2020 the Theory of Change Document will be used to guide the development of a Social Impact Measurement Toolkit, including surveys and interviews that will enable us to gather data on the impact of the Imagine Seek Choose Live Pathway.

### LifeTec Consumer Reference Committee

The Reference Committee provides an opportunity for people with valuable lived experience, as people who have

lived, worked and played with AT, to have an important role in promoting the successful use of AT for community, social and economic participation. The aim is to contribute to continuous improvement activities, resource development and inform the delivery and development of assistive technology services.

One of the challenges that the Consumer Reference Committee had previously identified was the lack of good consumer stories that highlight the lived experience of people successfully acquiring and using AT. To assist in addressing this challenge the LifeTec Consumer Reference Committee was successful in securing funding from the Brisbane City Council's Access and Inclusion Fund to develop 5 consumer video stories.

Approaches are necessary to build capacity around awareness, knowledge and uptake of quality assistive technologies to enable people to equitably access the community. The LifeTec Consumer Reference Committee's video story project targets the need for developing consumers video stories that raise awareness of the broadness of assistive technology and identifies how assistive technology increases individual capacity to best use and benefit from assistive technologies to remain living at homes and access the community of Brisbane.

Filming of the videos was delayed due to COVID 19 restrictions; however, it is anticipated that the videos will be available in early 2021.

# CHAIRMAN / CEO REPORT

We are proud to report 2020 was another successful year in which LifeTec grew its services, improved its sustainability, and assisted more people to fulfil their aspirations.

This year presented a range of emerging expectations from consumers which led many providers, including LifeTec, to remodel their services to better meet peoples' wants and needs. One significant trend which continues to grow is consumers' preference to receive services at their place of residence rather than at LifeTec's premises.

Although our preparation to provide services remotely commenced a few years ago, our response was fast tracked in 2020 to provide more services at peoples' homes and place of residence. This saw our health professionals allocated to different geographical areas close to their own homes which further improved our mobility and responsiveness to client needs. As a result, many LifeTec consumers now enjoy the added benefit of clinical consultations, including the trialing of assistive technology equipment, at a place of their convenience.

This increase in services delivered remotely also resulted in a reduction in floor space and the abolishment of our assistive technology equipment display in our Brisbane centre. Importantly, there was no major disruption to our services including LifeTec's information and clinical services. Our Information Service has assisted people for almost 40 years to obtain expert information and advice and on assistive technology via our information line, assistive technology fact sheets, the National Equipment Database and education and training programs. Our experienced and friendly health professionals were also able to continue clinical services to assist people choose the most suitable assistive technology by applying our evidence-based pathway - Imagine Seek Choose Live.

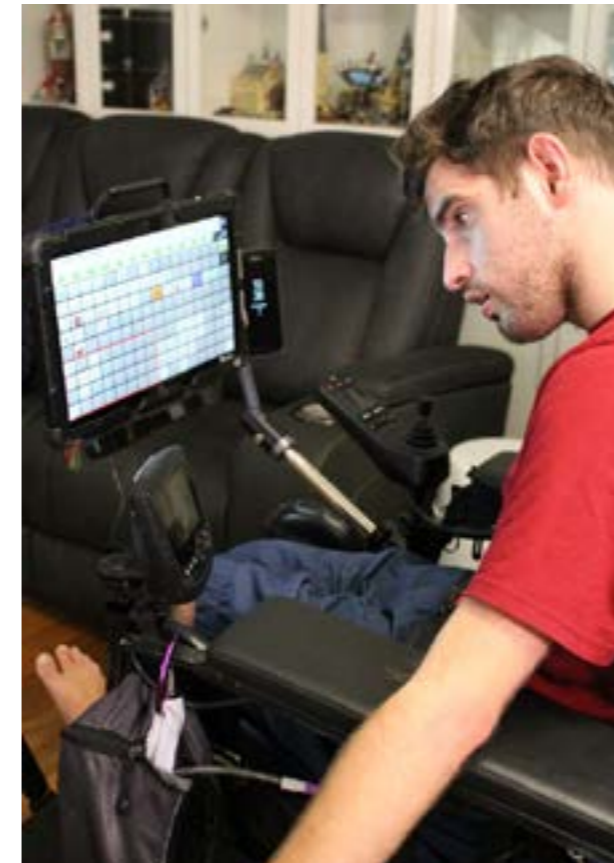
In the second half of the 2020 financial year COVID-19 arrived and forced unprecedented change on a global scale. Like everyone else, LifeTec experienced many challenges and uncertainties associated with the pandemic. Without doubt our first and foremost priority was to ensure the safety and wellbeing of our consumers and staff. To do this LifeTec created a Business Continuity Management Plan which included COVID Safe protocols to ensure continuity of essential services in a manner safe to everyone. As a result, we closed the LifeTec centres in Brisbane and Townsville and transitioned entirely to our remote service delivery model including teleconsultations for our consumers and telecommuting for our team. Throughout this process our staff were supported to establish safe work practices in their homes including ergonomic assessments to their personal workspaces.

There were some interesting findings that emerged in the early stages of the pandemic. We found most consumers were initially nervous about cross infection which saw

many of them postpone their LifeTec services. However, as consumers became more aware of our COVID Safe protocols they were more comfortable to engage our services which resulted in a significant increase in service uptake. Another contributing factor to growing demand was more people seeking assistive technology solutions to make their daily activities easier and safer while isolated in their homes.



We are pleased and grateful to our government funding partners for recognising new consumer expectations and supporting LifeTec to help address these. One example was the Department of Social Services' willingness to vary LifeTec's service contract which allowed us to allocate additional resources to meet a surge in demand for home maintenance services. Another example was the acceptance of LifeTec's submission for one off COVID-19 Emergency Support funding by the Commonwealth Home Support Program to deliver additional home modification services. This funding led to the provision of additional life changing major home modifications for consumers that would otherwise have gone on a wait list.

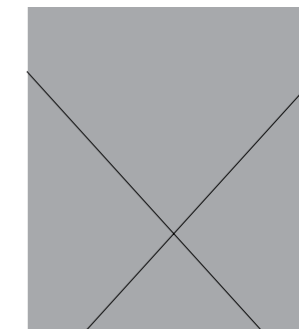


The introduction of the NDIS Quality and Safeguards Commission saw LifeTec undergo extensive preparation to meet its registration requirements. This included a significant review of our service processes to ensure systems not only met the operational requirements of the Commission, but also met safety and social requirements. This review process was informed by LifeTec's Consumer Reference Committee and resulted in our Imagine Seek Choose Live consumer pathway being a dominant feature in the Commission's audit process. We are pleased to report the Commission's audit in November 2019 was an overwhelming success with auditors noting strong alignment between LifeTec's promise to consumers and their positive outcomes and experience.

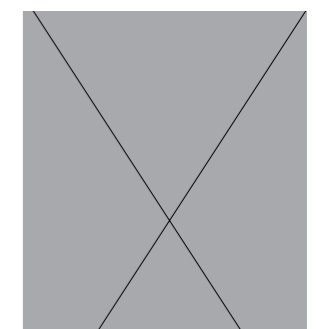
LifeTec's investment in its financial framework delivered good results once again this year. Careful management and monitoring of key financial systems and metrics enabled LifeTec to maintain a healthy positive cash flow throughout the year and deliver an increased surplus compared to the previous year. This position provides LifeTec the opportunity to continue to develop and invest in additional and improved services to improve peoples' lives.

In a year of relentless COVID 19 challenges, there is no doubt LifeTec's success was due to the commitment, adaptability, and resilience of our entire team. We extend our sincere gratitude to our capable board who are always willing to share their wisdom and experience, with special thanks to our Deputy Chairman Greg Moroney, and independent Chair of our Finance, Audit and Risk Committee, John Feddema. Our thanks also to the executive leadership team led by Charlie, Karin and James for their good judgement and pragmatic approach even when faced with a myriad of obstacles and competing priorities. Of course, a huge thank you to the entire LifeTec staff whose professionalism and genuine dedication continue to pave the way for our success today and into the future. Finally, thank you to our government funding partners, the Department of Social Services and the Department of Communities, Disability Services and Seniors for their continued support.

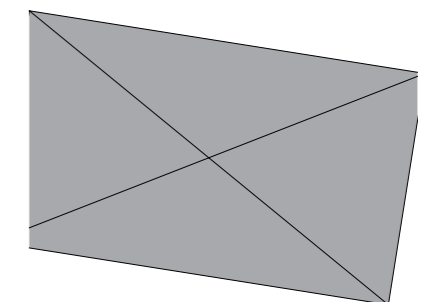
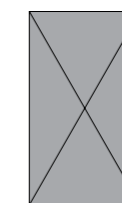
We look forward to an exciting 2021.



David Edwards  
Chairman  
LifeTec Australia



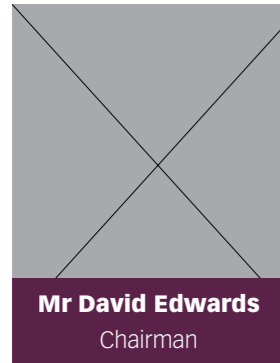
James Barrientos  
Chief Executive Officer  
LifeTec Australia



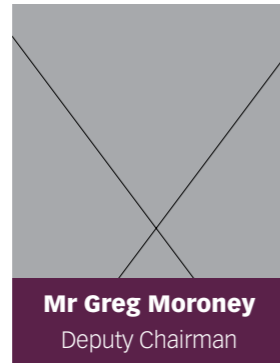
# OUR PEOPLE

1 July 2019 to 30 June 2020

## Board of Directors (Office Bearers)



**Mr David Edwards**  
Chairman



**Mr Greg Moroney**  
Deputy Chairman

### Directors

David Edwards  
Greg Moroney  
Richard Barber  
Jan-Maree McGregor  
Elizabeth Hughes  
Jason Cameron  
James Briscoe  
Gary Linton  
Charles Gregory (appointed  
22/10/2019)

### Executive Management Team

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

### Management Team

Craig Blackman  
Services Manager  
Jenny Velkovic  
Finance and Administration Manager  
Scott Green  
CASE Manager  
Wol Thiik  
Marketing Manager

### Coordinators

Chris Sweeney  
Services Coordinator  
Genine Camilli  
CHSP Home Modifications  
Coordinator

Petr Kovar  
Learning and Development  
Coordinator

Katie-Anne Grice  
CHM Coordinator

### Health Professionals

Alana Skinner  
Occupational Therapist

Alisha Herbst  
Occupational Therapist

Brooke Jorgenson  
Occupational Therapist

Bryan Mak  
Speech Pathologist

Eva Sykes  
Occupational Therapist

Hannah Smit  
Occupational Therapist

Jasmin Murphy  
Occupational Therapist

Jennifer Poppe  
Occupational Therapist

Kathryn Martin  
Occupational Therapist

Kati Bulgarelli  
Occupational Therapist

Matthew Goyne  
Occupational Therapist

Melissa Farley  
Occupational Therapist

Michelle Swinburn  
Speech Pathologist

Samuel Boey  
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

Katherine Shield  
Assistive Technology Officer

Kelly Nolan  
Finance Officer

Lindsay Nott  
Assistive Technology Officer

Louise Charity  
NDIS Officer

# 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 2020

	Notes	2020	2019
<b>INCOME</b>			
Recurrent Funding		\$3,631,844	\$3,841,290
LifeTec Generated Funds		\$1,587,489	\$1,659,429
Other Revenue		\$195,999	-
<b>Total Income</b>	<b>1.a</b>	<b>\$5,415,332</b>	<b>\$5,500,719</b>
<b>EXPENSES</b>			
Administration & Marketing		\$451,928	\$439,337
Depreciation & Minor Capital	1.b	\$805,837	\$195,315
Overheads & Program Services		\$242,778	\$737,113
Program Services		\$674,486	\$483,827
Staffing Costs		\$2,907,023	\$3,378,032
<b>Total Expenses</b>		<b>\$5,082,052</b>	<b>\$5,233,624</b>
<b>Net Surplus for the year</b>		<b>\$333,280</b>	<b>\$267,095</b>
Other Comprehensive Income		-	-
<b>Net Surplus transferred to equity</b>		<b>\$333,280</b>	<b>\$267,095</b>

# STATEMENT OF FINANCIAL POSITION

As at 30 June 2020

	Notes	2020	2019
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash, Deposits and floats		\$1,623,818	\$1,099,779
Accounts receivable	1.c	\$100,395	\$43,839
Other debtors and prepayments		\$5,862	\$8,667
<b>Total Current Assets</b>		<b>\$1,730,075</b>	<b>\$1,152,284</b>
<b>NON-CURRENT ASSETS</b>			
Plant and Equipment, and Vehicles	2	\$1,300,334	\$1,566,922
Right-of-use Asset	3	\$201,073	-
Intangible assets	4	\$35,420	-
Total non-current assets		\$1,536,827	\$1,566,922
<b>Total Assets</b>		<b>\$3,266,902</b>	<b>\$2,719,206</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Accounts Payable	1.c	\$221,878	\$78,173
Employee and Payroll Liabilities	1.d	\$136,606	\$200,649
GST		\$87,007	\$259,632
Grants Unexpended	5	\$431,943	\$565,833
Finance borrowings	6	\$17,460	-
Provision for annual leave	1.d	\$287,375	\$210,562
Lease Liabilities	7	\$140,956	-
<b>Total Current Liabilities</b>		<b>\$1,323,226</b>	<b>\$1,314,848</b>
<b>NON CURRENT LIABILITIES</b>			
Finance borrowings	6	\$17,455	-
Lease Liabilities	7	\$55,043	-
Provision for Long Service Leave	1.d	\$194,472	\$160,932
		\$266,970	\$160,932
<b>Total Liabilities</b>		<b>\$1,590,196</b>	<b>\$1,475,780</b>
<b>NET ASSETS</b>		<b>\$1,676,706</b>	<b>\$1,243,426</b>
<b>EQUITY</b>			
Opening Balance		\$1,143,426	\$876,332
Net surplus/(deficit)		\$333,280	\$267,094
Surplus Retained	8	\$200,000	\$100,000
<b>Total Equity</b>		<b>\$ 1,676,706</b>	<b>\$1,243,426</b>

# STATEMENT OF CHANGES IN EQUITY

For the year ended 30 June 2020

<b>Balance 1 July 2018</b>	<b>\$876,331</b>
Surplus for the year	<b>\$267,095</b>
Surplus Transfer to LifeTec Projects	\$100,000
<b>Balance 30 June 2019</b>	<b>\$1,243,426</b>
Surplus for the Year	\$333,280
Surplus Transfer to LifeTec Projects	\$100,000
<b>Balance 30 June 2020</b>	<b>\$1,676,706</b>

# STATEMENT OF CASH FLOWS

For the year ended 30 June 2020

	Note	2020 Inflows/ (Outflows)	2019 Inflows/ (Outflows)
<b>Cash Flows From Operating Activities</b>			
Receipts – Recurrent Funding		\$3,541,493	\$4,419,893
Other Income		\$2,151,320	\$1,973,201
Payments to suppliers, employees and others		(\$4,461,798)	(\$5,474,945)
		\$1,231,015	\$918,149
Interest Received		\$5,382	\$10,948
Interest on leases		(\$7,243)	-
<b>Net cash (outflow)/inflow from operating activities</b>	9	<b>\$1,229,154</b>	<b>\$929,097</b>
<b>Cash Flows From Investing Activities</b>			
Payments for purchase of property and equipment		(\$700,971)	(\$199,275)
Net cash outflow from investing activities		(\$700,971)	(\$199,275)
<b>Cash flow from financing activities</b>			
Proceeds from borrowings		\$52,373	-
Repayment of borrowings		(\$17,460)	-
Lease Liabilities		\$195,999	-
Repayment of lease liabilities		(\$235,056)	-
Net cash inflow/(outflow) from financial activities		(\$4,144)	-
Net increase in cash held		\$524,039	\$729,822
Cash at the beginning of the year		\$1,099,779	\$369,957
<b>Cash at the end of the year</b>		<b>\$1,623,818</b>	<b>\$1,099,779</b>

# NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2020

## 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 Revenue Recognition

The company has applied AASB 15: Revenue from Contracts with Customers and AASB 1058: Income for Not-for-Profit Entities.

### Operating Grants and Sponsorship

When the company receives operating grant revenue and sponsorship it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance with AASB 15.

When both these conditions are satisfied, the company - identifies each performance obligation relating to the grant - recognises a contract liability for its obligations under the agreement - recognises revenue as it satisfies its performance obligations.

### Capital Grants

When the company receives a capital grant, it recognises a liability for the excess of the initial carrying amount of the financial asset received over any related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer) recognised under other Australian Accounting Standards.

The company recognises income in profit or loss when or as the company satisfies its obligations

under the terms of the grant.  
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 in accordance with relevant performance obligations. 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 of 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.

# NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2020

### 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.

### 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 and revised Accounting Standards that are effective for these financial statements

A number of new and revised standards became effective for the first time to annual periods beginning on or after 1 July 2019. Information on the more significant standards is presented below.

**AASB 15: Revenue from Contracts with Customers**  
AASB 15 requires revenue to be recognised when

control of a promised good or service is passed to the customer at an amount which reflects the expected

Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer
2. Identify the performance obligations
3. Determine the transaction price
4. Allocate the transaction price
5. Recognise revenueFull impact not yet assessed

The timing of the payment for rendering services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of LifeTec have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations. There is no transactional impact.

#### AASB 1058: Income for Not-for-Profit Entities

**Leases**AASB 1058 supersedes AASB 1004: Contributions. The timing of income recognition depends on whether a NFP transaction gives rise to a liability or other performance obligation (a promise to transfer a good or service), or a contribution by a third party, related to an asset received by an entity.

#### AASB 16: Leases

LifeTec has adopted AASB 16 from 1 July 2019. The Standard replaces AASB 117 'Leases' and for lessees eliminates the classifications of operating leases and finance leases. Except for short-term leases and leases of low-value assets, right-of-use assets and corresponding lease liabilities are recognised in the statement of financial position. Straight-line operating lease expense recognition is replaced with an amortisation charge for the right-of-use assets (included in operating costs) and an interest expense on the recognised lease liabilities (included in finance costs). In the earlier periods of the lease, the expenses associated with the lease under AASB 16 will be higher when compared to lease expenses under AASB 117. For classification within the statement of cash flows, the interest portion is disclosed in operating activities and the principal portion of the lease payments are separately disclosed in financing activities. For lessor accounting, this transition does not substantially change how a lessor accounts for leases.

# NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2020

## Impact of adoption

AASB 16 was adopted using the modified retrospective approach and as such the comparatives have not been restated. The impact of adoption on opening retained surplus as at 1 July 2019 was \$nil.

## AASB 16: Leases (cont'd)

### Right-of-use assets

A right-of-use asset is recognised at the commencement date of a lease. The right-of-use asset is measured at cost, which comprises the initial amount of lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and except where included in the cost of inventories, an estimate of costs expected to be incurred for dismantling and removing the underlying asset and restoring the site or asset.

### Lease liabilities

A lease liability is recognised at the commencement date of a lease. The lease liability is initially recognised at the present value of the lease payments to be made over the term of the lease, discounted using the interest rate implicit in the lease or, if that rate

cannot be readily determined, LifeTec's incremental borrowing rate. Lease payments comprise of fixed payments less any lease incentives receivable, variable lease payments that depend on an index or a rate, amounts expected to be paid under residual value guarantees, exercise price of a purchase option when the exercise of the option is reasonably certain to occur, and any anticipated termination penalties. The variable lease payments that do not depend on an index or a rate are expensed in the period in which they are incurred.

Lease liabilities are measured at amortised cost using the effective interest method. The carrying amounts are remeasured if there is a change in the following:

- \* Future lease payments arising from a change in an index or a rate used
- \* Residual guarantee
- \* Lease term
- \* Certainty of a purchase option and termination penalties

When a lease liability is remeasured, an adjustment is made to the corresponding right-of-use asset, or to profit or loss if the carrying amount of the right-of-use asset is fully written down.

	2020	2019
Equipment at cost	\$2,509,463	\$2,327,489
Less: Accumulated Depreciation	\$952,105	\$735,813
Less: Impairment	\$257,024	\$24,754
	<b>\$1,300,334</b>	<b>\$1,566,922</b>

Equipment is depreciated on a Diminishing Value Basis at rates of 10-33% per annum.

## Note 3: Right-of-use Assets: Office Space

	2020	2019
At 1 July 2019	\$514,962	-
Depreciation	\$264,865	-
Reduction due to variable payment	\$49,023	-
At 30 June 2020	\$201,073	-

## Note 4: Intangible Assets: Software

	2020	2019
At cost	\$53,060	-
Amortisation	\$17,640	-
At 30 June 2020	\$35,420	-

# NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2020

## Note 5: 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 6: Finance Borrowings

### 6.1) Current

	2020	2019
At 1 July 2019	-	-
Purchase of CRM	\$26,191	-
Payments	(\$8,731)	-
At 30 June 2020	\$17,460	-

### 6.2) Non-current

	2020	2019
At 1 July 2019	-	-
Purchase of CRM	\$26,183	-
Payments	(\$8,728)	-
At 30 June 2020	\$17,455	-

## Note 7: Lease Liabilities

### 7.1) Current

	2020	2019
At 1 July 2019	\$345,256	-
Interest expense	\$5,209	-
Reduction due to variable payment	(\$35,256)	-
Lease payments	(\$174,253)	-
At 30 June 2020	\$140,956	-

### 7.2) Non-current

# NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2020

	2020	2019
At 1 July 2019	\$134,822	-
Interest expense	\$2,034	-
Reduction due to variable payment	(\$13,767)	-
Lease payment	(\$68,046)	-
At 30 June 2020	\$55,043	-

## Note 8: Surplus Funds Retained

Surplus funds separately retained in equity at 30 June 2020 including allocations from previous years total \$200,000 (2019 -\$100,000).

These funds are to cover the following:

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

## Note 9: Reconciliation of Excess of Income over Expenditure

	2020	2019
Excess of expenditure over income	\$333,283	\$267,096
Depreciation and amortisation	\$731,067	\$193,838
Transfer -Project Funds	\$100,000	\$100,000
<b>Change in operating assets and liabilities:</b>		
Decrease/(increase) in receivables	(\$53,751)	\$8,412
Increase/(decrease) in payables	\$143,705	(\$130,575)
Increase/(decrease) in other operating liabilities	(\$370,557)	\$515,715
Increase/(decrease) in other provisions	\$110,352	(\$25,389)
Increase/(decrease) in lease liabilities	\$235,055	-
Net cash inflow from operating activities	<b>\$1,229,154</b>	<b>\$929,097</b>

## Note 10: Lease Commitments

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	\$60,633
Payable after 1 year	\$62,483

### Equipment and Vehicles

# NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2020

Payable within 1 year	\$46,378
Payable after 1 year	-

The company is also committed to a 10 year commercial lease on its premises in Townsville and is in its tenth 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	\$111,189
Payable after 1 year	\$60,000

## Note 11: Contingent Liabilities

There are no contingent liabilities at 30 June 2020 (2019 - Nil).

## Note 12: Events After Balance Sheet Date

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

## Note 13: COVID-19 Pandemic

Judgement has been exercised in considering the impacts that the Coronavirus (COVID-19) pandemic has had, or may have, on the organisation based on known information. This consideration extends to the nature of services offered, organisation's clients and the geographic region in which the organisation operates. There does not currently appear to be either any significant impact upon the financial statements or any significant uncertainties with respect to events or conditions which may impact the organisation unfavourably as at the reporting date or subsequently as a result of the Coronavirus (COVID-19) pandemic. The organisation has received support from the Federal Government via its Stimulus Package and Jobkeeper subsidy.

## Note 14: Company Details

The registered office of the company is:  
LifeTec Australia Limited  
Level 1, Reading Centre  
Cnr Newmarket & Enoggera Roads  
Newmarket QLD 4051

## Note 15: 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 21 to 30, comply with Australian Accounting Standards and give a true and fair view of the financial position of LifeTec Australia Limited as at 30 June 2020 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

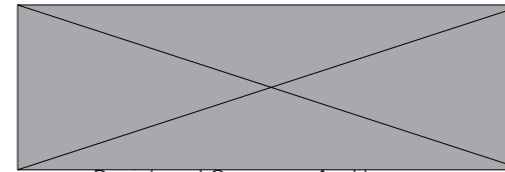
Dated: 13/10/20

# 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 2020 there have been no contraventions of any applicable code of professional conduct in relation to the audit.



Registered Company Auditor  
MORRIS & BATZLOFF  
Chartered Accountants  
141 Logan Road, Woolloongabba

Dated: 14/10/2020

# 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 2020, 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 2020 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-for-profits 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)

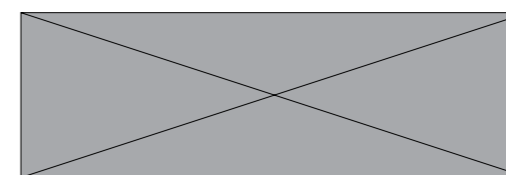
### Auditor's Responsibilities for the Audit of the Financial Report

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: 14/10/2020



**LifeTec**<sup>®</sup>  
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)
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