

Real people, real listening

'We work to enable the dreams of others'



POSS ABLE



IDEAS
ANNUAL REPORT
2015 - 2016

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"IDEAS acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present."



YOUR SAY ...always welcome

*“I have been very involved in helping people with a disability for many years now and I cannot thank IDEAS enough for the contribution they have made in my life and the lives of so many others in the disability community.” - **B. McCormack***

*“My experience has been so valuable that I happily share the information with others, particularly older, frail community members who may not have the skills to seek out this information for themselves, (many in my area are not computer literate, or do not have access to computers). I have been made aware of, and attended workshops in my area, informed of coming events and made aware of new mobility aids, and gained valuable information about suitable accommodation when travelling. Secondly, the newsletter provides a reliable source that people trust, where the information is specialised and independent, with no agenda other than providing education and awareness of services and products to those who need it.” - **Lyn Smith***

*“IDEAS guides those of us with disability as our focus through the labyrinth of disability services offering the facilities and information we need, as opposed to what is thought by others that we need.” - **Pamela Hampson***



ABOUT IDEAS

Our Organisation - who we are

IDEAS – Information on Disability & Education Awareness Services.

Our Vision - what we seek

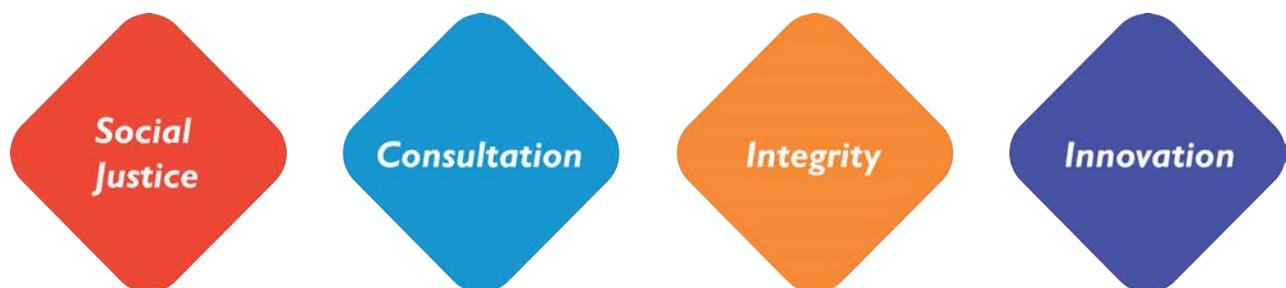
A world where people with disability live full, independent lives of their own choosing.

Our Mission - what we do

To provide high quality accessible and relevant information and community awareness services about disability in partnership with people with disability and their supporters.

Our Values - what we believe in

We believe the following are intrinsic to IDEAS and everything we do:



Our Purpose - how we do it

We work to support all people with disability, their families, carers and other supporters to self-advocate and to make informed decisions. As disability knowledge brokers, we do this by providing a range of information services and products. Using our specialist expertise, we source information and then filter, interpret and disseminate it on request, through a variety of methods for the benefit of our service users.



BOARD MEMBERS



Melinda Paterson

Chairperson

Melinda has been a Community Development Officer since 1998, utilising her skills in research, policy analysis, journalism & public relations through her Bachelor of Arts (Communications). She also has a physical disability and uses a wheelchair. Joined Board November 2013.



Bob Gilholme

Vice Chair

Bob has an extensive background in business administration and father of an adult son with disability. Bob has served on the IDEAS Board since 2004.



Chris Dumas

Treasurer

Chris is a partner at Bentleys Newcastle (accountants) and CRAG Auditing Services. He has a Bachelor of Business, became a CPA in 1998 and FCPA in 2001. Also a fellow of the Tax Institute. Joined Board in November 2013.



Teresa McMullen

Secretary

Teresa is an Occupational Therapist with over 25 years experience. Teresa has been on the Board of IDEAS since 2008.



Jackie Campisi

Board Member

Jackie joined the Board of DIRC in 1998 and has been on the Board of IDEAS since the merger. Jacki is a Social Worker who currently works for the City of Sydney.



Dave Reid

Board Member

Dave has years of management experience and father of a young adult with Duchene Muscular Dystrophy. Joined Board November 2012.



BOARD & STAFF MEMBERS



James Grainda
Board Member

James has a stroke related Aphasia, is a retired school teacher and is supportive of the role of IDEAS in the community. James wants to contribute by educating the community about disability. Joined Board November 2012.



Wendy Bowles
Board Member

Wendy Bowles is an Associate Professor in Social Work & Human Services in the School of Humanities & Social Sciences at Charles Sturt University. Wendy is a previous member who wants to renew relationships with our service. Joined Board November 2013.



Martin Heng
Board Member

Martin has an acquired spinal cord injury and uses a wheelchair for mobility. Martin has over 20 years working as a travel editor in the field of accessible travel and has a background in communications and publishing. Joined Board in May 2016.



CHAIRPERSON'S REPORT



With over 20 years of experience in the disability and aged care sectors, Melinda currently works as Sector Support and Development Officer in the Sutherland Shire and is also an appointed member of the NSW Disability Justice Advisory Council and the advisory committee of My Choice Matters: NSW Consumer Development Fund. She is a person with disability and has served on the IDEAS Board for 3 years.

If you are a new member of IDEAS or a staff member who is reading the IDEAS Annual Report for the first time, welcome to a great team! Please feel free to ask questions, either at the AGM, in staff meetings or via the website (www.ideas.org.au). If you are a person with lived experience of disability or a carer, you may be interested in joining our Consumer Advisory Group, which aims to add to the voice of people with disabilities in IDEAS beyond the Board members (Martin Heng, myself and Jim Grainda).

IDEAS is a wonderful organisation, and it is with pride and joy that I offer my first report as Chair of the Board.

I'd like to start by acknowledging the dedicated and hardworking team of staff, management and the Board. It has been a tough year for all, both professionally and privately. Several members of the IDEAS team have experienced serious illness and loss of loved ones during the past twelve months, and the absences of these friends and colleagues have been deeply felt by everyone. I am mindful that this Annual General Meeting also sees the departure from the Board of the magnificent Bob Gilholme, after nine years (or fifteen including his time with the previous version of IDEAS). As Chair from 2007 to 2014, Bob has achieved a uniquely settled and focused Board, where meetings had exactly the right mix of serious discussion and light-hearted banter, leading to well-informed and responsible decision making. Bob makes everyone feel welcome, respected and valued. He will be greatly missed (and should expect occasional calls from me seeking advice).

I also want to thank Diana for pursuing me for several years before I joined the Board. She works to the highest standards possible as IDEAS'



Executive, and inspires us all to do the same. Diana seems to never stop; she is constantly looking for the next challenge, the new partnership, yet another project! I have learned a great deal from her and from my fellow Board members, each of whom brings valuable skills, good humour and the tenacity needed to steer IDEAS through the uncertain times ahead.

For those of us who experience the daily pain and frustration of finding that supports are inadequate for people with disability to live their best lives, it is exciting that the National Disability Insurance Scheme (NDIS) is finally here. However, like any change, it is also quite scary, especially as the transition is occurring over two years and when it starts for people depends on where they live and what funded services they have been accessing (see our Sept/Oct 2016 newsletter for details). Consequently, over the past twelve months, our helpline staff have provided much-needed comfort and essential information to individuals and their families who have called IDEAS in distress and confusion, including those redirected from My Aged Care (which only talks to people over 65). For the regions not yet included in the NDIS rollout, the Direct Payment Agreement Infoline helped people considering individualised funding from ADHC (from August 2016) and we were sub-contracted by the NSW Physical Disability Council to provide Support Planning to a few targeted individuals.

30 June, 2018 has become D-Day for organisations like IDEAS that receive so-called 'block funding' from the NSW Government, as we have been advised that all ongoing disability contracts will cease on that date. It is unclear where IDEAS will sit in the new NDIS world. Therefore the Board has focused this year on the need to diversify funding and revenue sources in order to continue providing people with disability and their families with expert and objective information, advocacy and education services. This included a two day strategic workshop in Canberra with consultants from Squareweave in December 2015, attended by myself and Board members Dave Reid and Martin Heng, and several market testing projects. Dialog helped with some great website improvements and support at considerably reduced cost to us, for which we are very grateful. DataDiction continued their support of the complex IDEAS information databases. We also contracted Fifty Acres and Media Stable to assist with stakeholder engagement involving government and media, which included a television advertising campaign for the South Eastern part of NSW. Ashurst provide amazing pro bono assistance with legal matters, including an update of the IDEAS Constitution.

I thank those advisors and the IDEAS personnel who have done this on top of their usual work, and encourage everyone to read our Strategic



Plan for further details. Secretary of the Board, Teresa McMullen, and members Jackie Campisi and Wendy Bowles, have played vital roles in asking all the right questions and formulating the substance of our strategic directions. Individual Board members also represented IDEAS at NSW Disability Network Forum, consultations on the NDS, National Disability Advocacy and Aged Care Advocacy Program reviews and attended several conferences. We also contributed to written submissions, reviewed policy and procedures, and participated in the annual Quality Assurance process.

Our staff also did an amazing job preparing for our annual Quality Assurance Annual Surveillance of both the National Disability Services Standards and ISO9001:2008 in May. We first went through the Third Party Verification last year, to meet NSW Disability Standards and our ongoing funding agreement with NSW Department of Family and Community Services (FACS). IDEAS has a commitment to quality improvement in every aspect of operations, including an annual review of Board performance and skills of members (in August) and an organisation review (in October); team leaders Jenelle, Michelle, Angela and Helen have done project management training, in addition to two day training for all staff in February at Tumut. Somehow, amid all this, Diana organised the move into new offices in Tumut (in June) and prepared to employ several additional staff, including two at the FACS One Service Centre in Wollongong (from March 2016). She also submitted various work plans and accountability reports to our government funders, including the Commonwealth Home Support Programme, which replaced HACC in November 2015.

As well as IDEAS' core business of quality, independent information, we deliver advocacy services via a brokerage model in several regions of NSW. Other exciting projects this year have included the launch in April of the Accessible Vehicle Project, incorporating a kit and DVD about vehicle modifications, with voiceover by Andrew Daddo (who MC'd our PossABLE Expo in Penrith in July 2015). IDEAS enjoyed partnerships with the Festivalists, sponsoring the Access All Areas/Young at Heart Film Festival for Seniors Week, we assisted SurfLifeSaving NSW with their disability inclusion program and Family Planning NSW with their sexuality workshops.

In addition to some very welcome one-off funds to improve and expand our knowledge and communication technologies, we have commenced a two year Info Hub project for FACS to meet the increased need for information by people with disability and their families during the NDIS rollout. Our business, e-Bility, continued to attract advertising sales in accessible



vehicles, real estate and other disability equipment.

2015-16 has been a year of challenges and fabulous achievements. IDEAS continues to strive to meet its vision of a world where people with disability live full, independent lives of their own choosing, through the hard work and dedication of an amazing group of people at locations in Tumut, Newcastle, Wollongong and our unofficial Boardroom at the Vibe hotel in Sydney. As you will see in their reports in the following pages, under the leadership of Diana and the Board, including Treasurer Chris Dumas, we have together supported and enabled IDEAS – Information on Disability Education and Awareness Services to remain financially stable and look with confidence towards the future.

Thank you,



Melinda Paterson
Chairperson



TREASURER'S REPORT



Chris is a partner at Bentleys Newcastle (accountants) and CRAG Auditing Services. He has a Bachelor of Business, became a CPA in 1998 and FCPA in 2001. Also a fellow of the tax institute. Joined Board in November 2013.

2016 was an expansionary year for IDEAS with the operational staff working hard to obtain and secure current and future funding in a very tight funding environment. Enough praise cannot be shed on Diana and her team for securing this funding which ultimately has secured the medium term future of IDEAS. This success in securing the funding has enabled IDEAS to undertake a revamp of its organisational structure, expending, engaging and hiring many of the components that will drive the enhanced service delivery to our clients in the 2016/17 financial year and beyond.

The total turnover for the year is up 2.5% (against a 2015 financial year that had one off income items that were not replicated in this financial year). The net loss of \$68,175 whilst down on the prior year profit of \$25,029, is affected considerably by the restructure, incurral of one off expenses and some changes in the accounting for some items. Structurally the consolidation of IDEAS at its Tumut base will significantly lower the future rental expenses of our organisation and reduce staffing costs.

In a year where the short to medium term future of our funding base has been secured (with the receipt of \$1,500,000 prior to the commencement of the 2017 financial year), IDEAS obtained an extension to its NSW Government funding, negotiated further towards future Federal funding and started to explore private sector support for our future operations. Diana and her team have worked long hours through these funding negotiations and into the restructure undertaking considerable volumes of strategic and operational work. Diana as always ran an efficient administration team and the work of Michelle in preparing all things financial was excellent.

All of our accounting is prepared on MYOB, reviewed monthly against prior year figures and our budget (and the budget is updated during the course of the year to reflect changes in our operations).



We are audited at the end of every financial year and thank Steven Walker for his services in doing this.

The loss of \$68,175 is \$93,200 behind last years results but I note is affected by some timing issues on the delivery of the expo early in the financial year in Penrith, the immediate write off of \$44,264 in assets and significant computer expenses (up \$31,000 on a year to year comparative basis). I note that the uptake in the accounts of \$67,050 in leave provisions this year has also significantly affected the Profit from ordinary activities.

Our net Equity position remains solid at \$290,673. I note the composition of our Balance Sheet has changed in the 2016 year with current assets rising by \$934,000 (Cash from the ADHC grant has boosted this) with a reduction in current liabilities to \$390,881 (Down \$612,000). This significant increase in liquidity will enable IDEAS to deliver its programs effectively in the 2017 financial year. The recording of the \$1,500,000 grant for future operations as a non-current liability acknowledges our obligation to deliver these programs into the future.

On a personal note I congratulate Diana and Michelle on their maintenance of the accounts function. The board is supportive to all involved and remains focussed on IDEAS objectives and the work of the staff and friends of IDEAS.

Looking forward, our organisation has secured funding for the next two financial years and has reason to believe we will continue as a going concern advocating for and disseminating information to our clientele into the future. I commend all of those involved in securing those commitments to funding.

This is a good result considering the restructure that took place during the year coupled with the uncertainty in the first half of the financial year surrounding our future funding. The nature of the funding environment, the competition in our industry and our integrity and independence standards which define our organisation (who we are) mandate that we do not make large profits and the management and the Board will continue to maintain their fiscal discipline to ensure that we spend in delivering our programs the money we are entrusted to expend by our funding bodies.

As Treasurer I support the outstanding work of our EO and her staff and was proud of the boards continued support and look forward to another fruitful and positive year next year.



Chris Dumas
Treasurer



EXECUTIVE OFFICER'S REPORT



Diana was appointed Executive Officer in 2011 having joined IDEAS in 1997 as Manager of the regional service. Diana has a background in Nursing and Hospitality.

The year 2015/2016, has again been one of complex challenges to deal with and opportunities to capitalise.

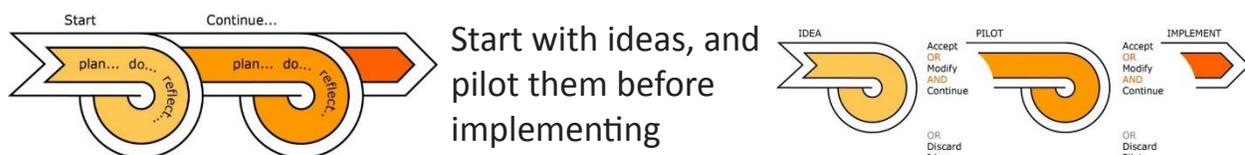
This year has seen an enormous time of change for people with disability of all ages and the core of any work we do is to assist people with disability to make informed decisions. This drives our work on a daily basis. Four touchstones guided the year's work and saw us succeed in a number of areas:

1. Income generation and diversification

We developed, tested and ran activities on a fee for service basis including community engagement activities in partnership with NSW Government and the NDIA (PossABLE Penrith and NDIS Community Forums); Development of materials for Surf Life Saving NSW Inclusion Practises and "Get into Gear", a collaborative project with FACS NSW which aimed to improve and disseminate information about accessible private transport.

2. Sustainability

This work is ongoing and takes a leaf from the NDIA mantra of "learn build, learn build" by using our own review cycle of Plan > Do > Reflect:



IDEAS developed a range of projects to pilot and market test, providing us with important information that ensures informed decision making by our Board when required. This work continues into 2016-2017 and will be ongoing support for best quality service and product development.



3. Profile

We've worked hard over the year to ensure our profile resonates and that we are known for the work we do. Our "Influencing" project has assisted us to focus this work. In all that we do, our team represents our values, are aware of what our goals are and know who they are there to assist.

4. Service quality improvement and development

We consulted internally and externally and redefined the values we operate under and further refined our strategic objectives. This work provided the framework to develop our 2016-2018 Strategic Plan - Entering The Brave New World.

Our continuous improvement processes again lead to improvements in our suite of products and services. We use feedback and input from external and internal stakeholders to ensure that we develop relevant and appropriate improvements.

This year saw us maintain our accreditation for ISO9001:2008 (Quality Management Systems) Standard and the National Disability Service Standards.

We continued to engage with and monitor new systems and program policies and the impact it has on people with disability. This is demonstrated through the change in enquiries we receive both online and our phone line.

The Tumut based team provide the core operations of the Disability Infoline, Advocacy Brokerage intake, Website and Database content and maintenance as well as support services of Marketing, Communications and Administration. Our remote team grew with the addition of two staff based in Wollongong late in the year.

At the close of the year we were advised of additional funding from ADHC for 2016-2018 for a project, the "IDEAS Info-Hub resource project", to support provision of information about the NDIS to people across NSW. We are grateful to ADHC for this injection of funds and look forward to the opportunities this project will provide and deliver to people with disability in NSW.

I congratulate each member of the IDEAS team for their work during the year. Another year of high levels of engagement across a range of regions and activities. The team has met the challenge at every point. Each member has delivered work that has contributed to the overall success of the organisation. I thank each member of them for their continuing passion and commitment to people with disability and IDEAS.

I would also like to thank Board members for their many voluntary hours deliberating over the governance and strategic direction. Thank you to Melinda for the additional support given to me in her role as Chairperson. Finally, sincere thanks to Bob for his dedication to IDEAS over many years as an executive member of the Board. At the end of one path is always the beginning of another. We will miss Bob's contribution.



Diana Palmer
Executive Officer



Our Heroes, Y

You, our epic customers motivate us every day...
In 2016 you've shared these comments:



"IDEAS became the only resource I could use when my grandson was diagnosed with a rare lifelong condition in 1989. The information they gave me was invaluable at that time and it allowed me to find ways forward to help him."



"The up to date news makes living and coping with my disability a little bit easier."



"IDEAS newsletter has helped me care, educate and pass on to others in the community and those others helping to care for our son."



"They are always happy to help and if they don't know the answer they will find out for us."



"I love the newsletter with information items on tourism and equipment for all disabilities."



s, Your Stories



“They cover all disabilities.”



“Over much of the 25 years that we have been fostering children with disabilities we have found IDEAS to be reliable source of information. The staff have been able to track down information on a wide variety of matters. Given the time demands involved in looking after children with disability.... IDEAS has been able to provide information which would have taken hours of time that was much better spent on providing real hands on care for the children we nurture.”



“IDEAS newsletters informed me of the NDIS stages and its progress with NDIS clients.”



“I find that IDEAS keeps me up-to date with events and equipment aids that might be useful to me or people I know.”

“We cherish you, and thank you all for support as telephone callers, live chat talkers, texters and smiling faces we greet in our community engagements throughout the state.”

Thank you!



Accessing Independent Information

Supports you to make choices for a good life wherever you live.

In 2015/2016

986 725



people

connected with IDEAS



6 546

Calls answered



770 263

Website



172

SMS recieved



54

Livechat calls



5 815

In person



172 105

Social media



18 302

Newsletters



13 468

E-news



Our most common enquiries:



1 Support Services



2 Home Maintenance & Modifications



3 Community Development



4 Advocacy, Law & Rights



5 Transport



6 Finance & Income



CHOICE



for yourself



know what you are entitled to



make your own decisions



Individual Support

Disability Information Phone Line

The Information Team at IDEAS has continued to strive for best practice delivering accurate and independent information to our enquirers. Our team were very active in our customer service training and have taken to positive continuous feedback and practices to enhance productive engagements with our phone and live chat enquiries.

IDEAS Info Team are assisting with enquiries around the NDIS roll-out, through our information, advocacy and getting ready pre-planning enquiries.

More than ever, no single call is the same... Calls answered throughout the year have been complex and diverse. In past years there were many calls around similar issues. IDEAS sees that the **individualisation** of support wants and needs, coupled with the specific needs of place, especially in rural and regional areas has meant that our response skill in sourcing correct information is even more **customised, rich, and challenging**.

2 866

Total Enquiries



95%

Phone



5%

Other

Top 3 clients:

- 1 Person with Disability - 36%
- 2 Carers - 20%
- 3 Family Member - 11%

Background:

- 80% English
- 16% Culturally and Linguistically Diverse
- 4% Aboriginal & Torres Strait Islander



Disability Advocacy Brokerage (DABS)

The brokerage intake continues to assist people needing to access an advocate across our funded areas. People are now starting to look for advocacy with the roll out of the NDIS and predicts a significant increase in requests for advocacy support in the next year.

Top 6 advocacy issues:



1 Independent Living and Accommodation



2 Guardianship



3 Discrimination



4 Education



5 Legal

ndis 6 NDIS Support



Respondents found the information they received from IDEAS was relevant & current, and would use our service again.

“They are always happy to help and if they don’t know the answer they will find out for us.” - IDEAS Service User



Getting to Know You

In 2015-16 IDEAS attended and hosted 54 community events and expos.



people

In 2015/16

5 815

connected with people through events

PossABLE IDEAS Expo - Penrith



3 100
people

1
events

IDEAS planned a PossABLE IDEAS Expo, on the 24th - 25th July at the Penrith Panthers Exhibition Marquee.

IDEAS hosted NDIS Events



557
people

16
events

IDEAS hosted 16 NDIS community forum events during the early stages of the roll out. These events were held in the Nepean and Blue Mountains region.

Events Attended



2 138
people

37
events

IDEAS attended 37 events across the country which include conferences, forums, expos and shows.





Community Engagement Wrap Up

Angela Van den Berg

Community Engagement Team Leader

The rollout of the NDIS brings an increasing need for information for people with disability, their families and carers as well as communities. In 2015 – 2016 there has been an interesting paradox in New South Wales with a decrease in the number of community & sector events to support this need. There are more electronic resources than ever, but seemingly less support in accessing, understanding and tailoring them to individual needs.

IDEAS is committed to connecting with people in their communities. We have been doing that since 1984. Our ways and wares too have changed but not the through line of verified, independent data available freely to any enquirer. We are currently mapping gaps in NSW communities and will use this information to engage with isolated groups, develop resources, invent projects & collaborations and increase our service availability to those who want and need it.



Consultancy

IDEAS has a corporate services practice to progress inclusion in business, tourism and community settings. This is an important strategic step in diversifying revenue sources for the organisation. Surf Lifesaving NSW was an early adopter of this professional service. IDEAS developed guidelines and volunteer training documentation for their inclusive Nippers program.



Representation & Policy Engagement

Policy Submissions:

**April
2016**

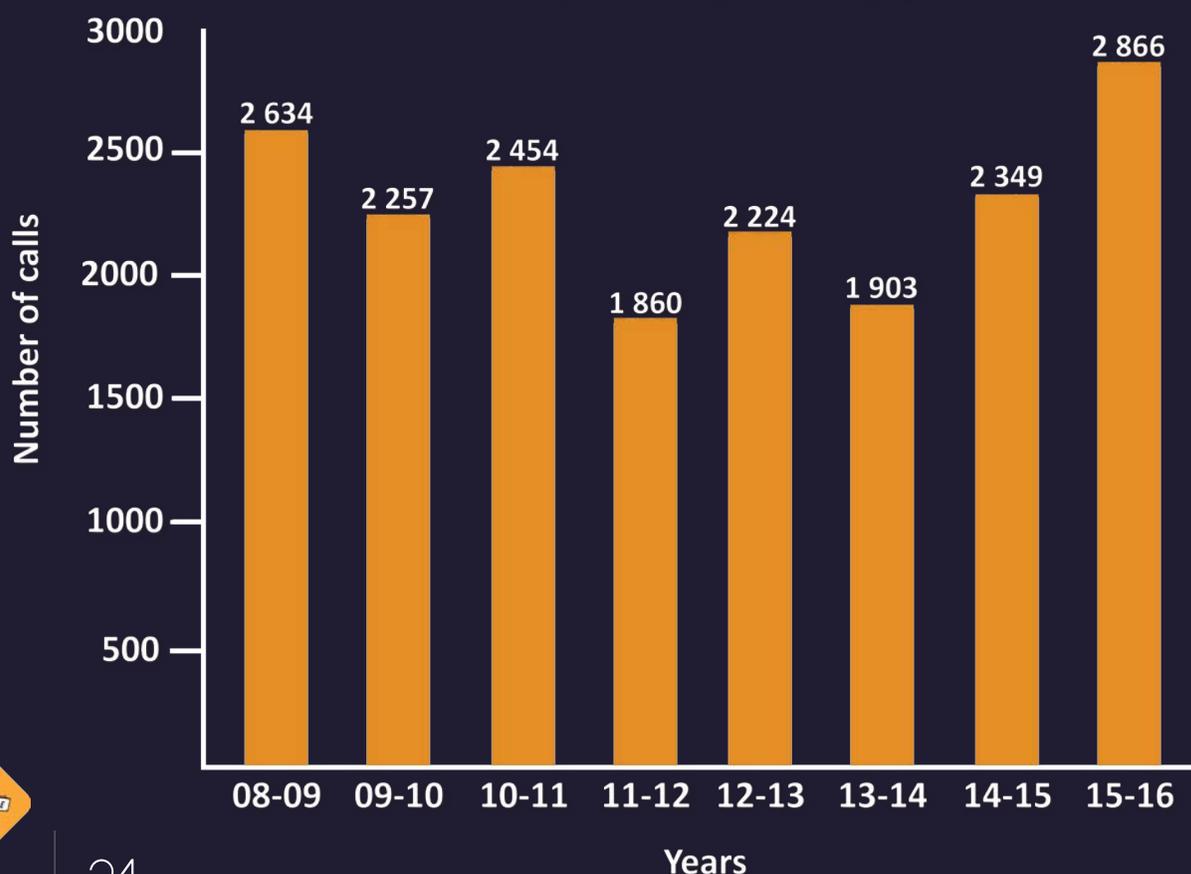
IDEAS EASY ENGLISH submission Information Linkages and Capacity Building Commissioning Framework

IDEAS submission Information Linkages and Capacity Building Commissioning Framework

**June
2016**

IDEAS Submission to NDAP Review. (National Disability Advocacy Plan Review)

History of enquires by phone



Representation Activities:

IDEAS has in the last year met with every federal representative on the Joint Standing Committee for the NDIS in the Australian Federal Parliament in Canberra. We were scheduled to appear before the committee prior to parliament being prorogued prior to the 2016 election.

IDEAS has a system in place for meeting with Federal representatives from both major parties, minor parties and crossbenchers.

Personal relationship building is an asset we will continue.

Our message has been to ask for support for a national Toll FREE disability specialist phone and digital service to deliver accurate and independent information to people with disability and their supporters wherever they live. We have also communicated that we are at the service of elected representatives in serving their constituents.

How people find out about IDEAS:



1

Word of mouth



2

Service Provider



3

My Aged Care



4

Repeat Caller



5

White Pages



Communications & Social Media

The IDEAS Newsletter is a trusted source of information that is published in house and then distributed to over 3,000 households. The printing process happens in store and is managed by staff and volunteers, along with a digital copy that is emailed and an audio copy which is recorded by 2rph radio station.



18 302



newsletter copies distributed

Print	Email	Audio
13 010	5 100	192

IDEAS has 3036 newsletter subscribers.

Social Media

418 new  Like
in 2015/16 = total of
1 672 = 33% 

Our posts and
content reached over

172 105 

Our social media post reach increased by:

244% This year



Website

	Page Views	770 263
	Visits	104 695
	Repeat Users	20 997
	Website Visitors	79 805

The IDEAS website had:
58 808 new visitors

IDEAS Database Records Viewed

Over half a **million** IDEAS owned records were viewed last year.

 **553 420** 

IDEAS owned database records are not only displayed on our website but also other local government and NGO's community websites. IDEAS staff verify the integrity of each record on an annual basis.



Database & Knowledge Management

The Data and Knowledge Management Team is responsible for collecting and collating the resources that IDEAS houses for people to access. IDEAS is proud of the integrity, currency and accuracy of our collection. We verify each record manually at least once per year.



16 982

records owned by IDEAS



Total Updates

6 030

Full updates

9 357

3 327

Minor updates



New Records

166

Lincs records

400

234

Website records



Time Spent Updating

800 hrs

Full updates

166 hrs

Minor updates

1 130 hrs

164 hrs

Website records



Records Maintained

Website resources:



168 Books



368 Videos



407 Fact Sheets



226 Events



6 Podcasts



353 Other Resources

Databases records:



5 031 Lincs Service and Supports



607 Lincs Equipment Supplies



660 Accessible Travel



9 572 IDEAS Library



Corporate Support

The corporate support team has grown during the 15/16 year. The skill sets added to our team include:

- extra administration resources
- policy and procedures specialist
- systems and risk management specialist
- project management and planning

These resources form part of the on-going strategy which involves all staff in continuous quality improvement, and quality assurance documentation against the National Disability Standards and ISO 9001:2008 for up-dated surveillance audits as they arise. Nine staff members have undertaken formal training in project design and management.



Customer Service - Quality Assurance

IDEAS team members participated in high level customer service training and communication skills enhancement. This included:

- knowledge transfer and participative learning for attitude in the workplace
- active listening skills
- de-escalating stress for customers
- problem solving
- tools for continuous feedback within teams and across the organisation
- succinct communication styles were practised to improve productivity while maintaining our values of respectful listening.



e-Bility Classifieds Website



You can sell or buy:



And much more...

IDEAS has owned the accessible classified website e-Bility.com for more than a year. The site has boomed in the past 12 months. Customers have used the site to sell their equipment, vehicles and properties. They reported great success and satisfaction. We have many repeat clients. The IDEAS team aspire for e-Bility to be the biggest accessible classifieds website in Australia.

e-Bility stats

-  **187** Commercial Ads
-  **266** Private Ads
-  **89** Modifications

Time spent running e-Bility website:

975 hours



GET INTO GEAR

The IDEAS team completed a FACS Inclusive Unit Trip Planning Project. We created a multimedia kit which included; a video, an online directory, direct mail campaign, systemic mainstream advocacy and a set of facts sheets about, accessible vehicle modifications, correct language and social inclusion.



Video Link:

www.youtube.com/watch?v=GZNPp11GPK

We all love driving, right?

We all love driving, right?

There have been barriers to people living with disabilities getting into gear.

Research completed by Prof Simon Darcy and Tom Eley in 2014 directly showed emphatic evidence that there is a strong link between access as an independent driver using a modified vehicle to **participation in higher education.**

Further, the data goes on to identify access to a private accessible vehicle is a **significant indicator to be employed and working full time.**

Beyond employment independent driving delivers the following benefits for people with disabilities: including freedom to go anywhere at any time, independence, socialising, access to leisure, control over your own life and making your citizen contributions to society.

There are approximately 5670 people in NSW ready to rise and drive.

Now there is a **live one stop shop directly at IDEAS**, the expert independent information service in the State.

You can find:

Fact sheets

Vehicle traders who specialise in modified vehicles

Occupational Therapist Driver Assessors

Car Sales Sites

Specialist Driving Instructors for people with disabilities

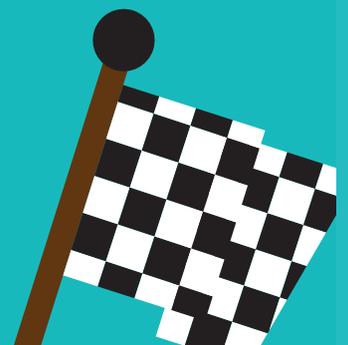
Videos about drivers who use modified vehicles for work and pleasure

Accessible vehicle hire

Useful links

www.ideas.org.au/category/front/accessible-private-transport

Let's get into gear!



Information on Disability
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Financial Statements

IDEAS - Information on Disability Education and Awareness Services Inc

Committee's Report For the year ended 30 June 2016

Your committee members submit the financial accounts of IDEAS - Information on Disability Education and Awareness Services Inc for the financial year ended 30 June 2016.

Committee Members

The names of committee members at the date of this report are:

Robert Gilholme
Jim Grainda
Jackie Campisi
Martin Heng

Teresa McMullen
Wendy Bowles
Bruce Mumford

Chris Dumas
Melinda Paterson
Dave Reid

Principal Activities

The principal activities of the association during the financial year were: Providing a range of high quality information, education and awareness services and products for people with disability, older people, their families, carers, other supporters and the general community.

Significant Changes

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

Operating Result

The surplus from ordinary activities amounted to:

Year ended 30 June 2016	Year ended 30 June 2015
\$ (68,175)	\$ 25,029

Signed in accordance with a resolution of the Members of the Committee on :

Melinda Paterson: _____

Chris Dumas: _____



IDEAS - Information on Disability Education and Awareness Services Inc

Statement of Profit or Loss and Comprehensive Income
For the year ended 30 June 2016

	Notes	2016 \$	2015 \$
Revenue	2	<u>1,734,926</u>	<u>1,693,455</u>
Rent		31,751	85,375
Motor Vehicle		8,565	7,693
Wages & Salary		832,296	705,614
Superannuation		80,396	66,720
Advertising & Promotion		111,438	81,536
Consulting Fees		62,429	111,639
Client Support Services		31,900	50,894
Travel & Accommodation		59,057	72,553
Expo Expenses		162,032	217,989
Other expenses from ordinary activities		423,237	<u>268,413</u>
		<u>1,803,101</u>	<u>1,668,426</u>
Net surplus /(deficiency) from ordinary activities		<u>(68,175)</u>	<u>25,029</u>
Total comprehensive income attributable to members of the entity		<u>(68,175)</u>	<u>25,029</u>

Statement of Changes in Equity
For the year ended 30 June 2016

	Notes	2016 \$	Retained Surplus 2015 \$
Opening Equity		358,848	333,819
Adjustment to Opening Retained surplus		-	-
Net surplus for the year		<u>(68,175)</u>	<u>25,029</u>
Closing Equity		<u>290,673</u>	<u>358,848</u>

The accompanying notes form part of these financial statements



IDEAS - Information on Disability Education and Awareness Services Inc

Statement of Financial Position
as at 30 June 2016

	Notes	2016 \$	2015 \$
Current Assets			
Cash on hand	4	2,100,325	1,193,080
Accounts receivable and other debtors	5	30,318	1,906
Other current assets	6	11,575	13,294
Total Current Assets		<u>2,142,218</u>	<u>1,208,280</u>
Non-Current Assets			
Property, plant and equipment	7	76,225	83,751
Intangibles	8	14,712	26,712
Total Non-Current Assets		<u>90,937</u>	<u>110,463</u>
TOTAL ASSETS		<u>2,233,155</u>	<u>1,318,743</u>
Current Liabilities			
Account payables and other payables	9	41,589	198,295
Employee benefits	10	166,074	93,214
Other current liabilities	11	183,218	610,975
Total Current Liabilities		<u>390,881</u>	<u>902,484</u>
Non-Current Liabilities			
Employee provisions	10	51,601	57,411
Other current liabilities	11	1,500,000	-
Total Non-Current Liabilities		<u>1,551,601</u>	<u>57,411</u>
TOTAL LIABILITIES		<u>1,942,482</u>	<u>959,895</u>
NET ASSETS		<u>290,673</u>	<u>358,848</u>
Equity			
Retained surplus		290,673	358,848
TOTAL EQUITY		<u>290,673</u>	<u>358,848</u>

The accompanying notes form part of these financial statements



IDEAS - Information on Disability Education and Awareness Services Inc

Statement of Cash Flows
For the year ended 30 June 2016

	Notes	2016 \$	2015 \$
Cash Flow From Operating Activities			
Receipts from members, customers, funding bodies		2,768,019	1,956,383
Payments to suppliers and employees		(1,864,569)	(1,238,967)
Interest received		18,840	11,291
Net cash provided by (used in) operating activities	12	<u>922,290</u>	<u>728,707</u>
Cash Flow From Investing Activities			
Proceeds from sale of plant and equipment		17,272	-
Payments for assets		(32,317)	(30,000)
Net Cash provided by / used in investing activities		(15,045)	(30,000)
Net increase (decrease) in cash held		907,245	698,709
Cash at the beginning of the year		<u>1,193,080</u>	<u>494,371</u>
Cash at the end of the year	4	<u>,2,100,325</u>	<u>1,193,080</u>

The accompanying notes form part of these financial statements



IDEAS - Information on Disability Education and Awareness Services Inc

Notes to the Financial Statements For the year ended 30 June 2016

1. Statement of Significant Accounting Policies

Basis of Preparation

The financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards, Australian Accounting Interpretations and the *Associations Act*. The association is a not for profit entity for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in a financial report containing relevant and reliable information about transactions, events and conditions to which they apply. Compliance with Australian Accounting Standards ensures that the financial statements and notes also comply with International Financial Reporting Standards. Material accounting policies adopted in the preparation of this financial report are presented below and have been consistently applied unless otherwise stated.

The financial statements except for the cash flow information have been prepared on an accruals basis and are based on historical costs, modified, where applicable by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented have been rounded to the nearest dollar.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report:

Accounting Policies

(a) Property, Plant and Equipment

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

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

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from the 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 been discounted to their present values in determining recoverable amounts.

The cost of fixed assets constructed within the association includes the cost of materials, direct labour, borrowing costs and an appropriate proportion of fixed and variable overheads.

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the association and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the income statement during the financial period in which they are incurred.

Depreciation

The depreciation amount of all fixed assets including buildings and capitalised lease assets, is depreciated on a straight-line basis over the asset's useful life commencing from the time the asset is held and ready for use. Leasehold improvements are depreciated over the shorter life of either the unexpired period of the lease or the estimated useful lives of the improvements.



IDEAS - Information on Disability Education and Awareness Services Inc

Notes to the Financial Statements For the year ended 30 June 2016

1. Statement of Significant Accounting Policies continued...

The depreciation rates for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Leasehold improvements	20%
Leased plant and equipment	20%
Office equipment	20%

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

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

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the income statement. When revalued assets are sold, amounts included in the revaluation relating to that asset are transferred to retained earnings.

(b) Intangibles Other than Goodwill

Trademarks and website domain name registrations are recognised at cost of acquisition. They have a finite life and are carried at cost less any accumulated amortisation and any impairment losses. They are amortised from acquisition to their renewal date ranging from 4-7 years.

(c) Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. These cashflows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cashflows.

(d) Cash on Hand

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

(e) Revenue and Other Income

Non-reciprocal grant revenue is recognized in profit and loss when the association obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the association and the amount of the grant can be measured reliably.

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

When grant revenue is received whereby the association incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognized in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognized as income on receipt.

The association receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognized at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognized in the statement of profit and loss and other comprehensive income.



IDEAS - Information on Disability Education and Awareness Services Inc

Notes to the Financial Statements For the year ended 30 June 2016

1. Statement of Significant Accounting Policies continued...

(e) Revenue and Other Income (continued)

Revenue from the sale of goods is recognised at the point of delivery as this corresponds to the transfer of significant risks and rewards of ownership of the goods and the cessation of all involvement in those goods.

Interest revenue is recognised using the effective interest rate method, which, for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Revenue from the provision of membership subscriptions is recognised on a straight-line basis over the financial year.

Donations and bequests are recognized as revenue when received.

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

(f) Accounts Payable and Other Payables

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(g) Impairment of Assets

At the end of each reporting period, the association assesses whether there is any indication that an asset may be impaired. The assessment will consider both external and internal sources of information. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of that asset, being the higher of the asset's fair value less costs to sell and its value-in-use, to the asset's carrying amount, any excess of the asset's carrying amount over its recoverable amount is immediately recognised in profit or loss.

Where the future economic benefits of the asset are not primarily dependent upon the asset's ability to generate net cash inflows and when the entity would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

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

Where an impairment loss on a revalued asset is identified, this is recognized against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that class of asset.

(h) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the 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.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST components of investing and financing activities, which are disclosed as operating cash flows.

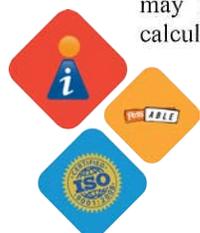
(i) Comparative Figures

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

(j) Key Estimates

Impairment

The association assesses impairment at each reporting date by evaluation of conditions and events specific to the group that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.



IDEAS - Information on Disability Education and Awareness Services Inc

Notes to the Financial Statements
For the year ended 30 June 2016

	2016	2015
	\$	\$
2. Revenue		
Operating Activities:		
Interest revenue	18,840	11,291
Funding	1,650,964	1,490,656
Subscriptions – Newsletter	1,614	5,568
Rental Income	-	17,347
Donations	250	20,546
Expo Site Income	-	97,385
Sponsorship	-	29,091
Other Income	<u>63,258</u>	<u>21,571</u>
Total Revenue	<u>1,734,926</u>	<u>1,693,455</u>
4. Cash Assets		
Cash at bank	2,100,275	1,192,780
Cash on hand	<u>50</u>	<u>300</u>
	<u>2,100,325</u>	<u>1,193,080</u>
5. Accounts Receivables		
Current		
Trade debtors	<u>30,318</u>	<u>1,906</u>



IDEAS - Information on Disability Education and Awareness Services Inc

Notes to the Financial Statements
For the year ended 30 June 2016

	2016	2015
	\$	\$
6. Other Current Assets		
Rental bond	<u>11,575</u>	<u>13,294</u>
7. Property, Plant and Equipment		
Plant and equipment:		
- At cost	240,521	240,522
- Less: Accumulated amortisation	<u>(191,306)</u>	<u>(180,983)</u>
	<u>49,215</u>	<u>59,539</u>
Motor vehicles:		
- At cost	32,318	42,275
- Less: Accumulated depreciation	<u>(5,308)</u>	<u>(18,063)</u>
	<u>27,010</u>	<u>24,212</u>
	<u>76,225</u>	<u>83,751</u>

Movements in carrying amounts

Movement in carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Plant and Equipment	Motor Vehicles	Total
	\$	\$	\$
Balance at 1 July 2014	75,533	32,283	107,816
Additions	-	-	-
Disposals	-	-	-
Depreciation expense	<u>(15,995)</u>	<u>(8,071)</u>	<u>(24,066)</u>
Balance at 30 June 2015	59,538	24,212	83,750
Additions	-	32,318	32,318
Disposals	-	(17,273)	(17,273)
Loss on disposal	-	(4,799)	(4,799)
Depreciation expense	<u>(10,323)</u>	<u>(7,448)</u>	<u>(17,771)</u>
Carrying amount at 30 June 2016	<u>49,215</u>	<u>27,010</u>	<u>76,225</u>



IDEAS - Information on Disability Education and Awareness Services Inc

Notes to the Financial Statements
For the year ended 30 June 2016

	2016	2015
	\$	\$
8. Intangible Assets		
Trademarks and website domain names:		
- At cost	30,000	30,000
- Less Amortisation	<u>(15,288)</u>	<u>(3,288)</u>
	<u>14,712</u>	<u>26,712</u>
9. Accounts Payable		
Unsecured:		
- Trade creditors, ATO and Super	<u>41,589</u>	<u>198,295</u>
10. Employee Benefits		
Current		
Provision for annual leave	132,034	81,612
Provision for long service leave	34,040	11,602
	<u>166,074</u>	<u>93,214</u>
Non Current		
Provision for long service leave	<u>51,601</u>	<u>57,411</u>
11. Other Liabilities		
Current		
ADHC		
Information Grant	83,218	210,675
FACS Private Vehicle		37,300
ADHC one off	100,000	
NBM NDIS Transition Projects	<u> </u>	<u>363,000</u>
	<u>183,218</u>	<u>610,975</u>
Non-Current		
ADHC		
ADHC (2year)	1,500,000	



IDEAS - Information on Disability Education and Awareness Services Inc

Notes to the Financial Statements
For the year ended 30 June 2016

	2016	2015
	\$	\$
12. Reconciliation of Net Cash Provided by / used in Operating Activities to Net Profit		
Operating profit / (loss)	(68,175)	25,029
Depreciation and amortisation	29,771	27,353
(Profit) / Loss on sale of property, plant & equipment	4,800	-
Changes in assets and liabilities net of effects of purchases and disposals of controlled entities:	(15,045)	
(Increase) decrease in trade and other receivables	(21,228)	38,907
Increase (decrease) in trade creditors and accruals	(163,089)	106,472
Increase (decrease) in other current liabilities	1,073,161	519,476
Increase (decrease) in employee entitlements	<u>67,050</u>	<u>11,472</u>
Net cash provided by (used in) operating activities	<u>907,245</u>	<u>728,709</u>



IDEAS - Information on Disability Education and Awareness Services Inc

**Statement by Members of the Committee
For the year ended 30 June 2016**

The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Committee the Income Statement, Statement of Income and Expenditure, Statement of Cashflows and Notes to the Financial Statements:

1. Presents fairly the financial position of IDEAS – Information on Disability Education and Awareness Services Inc as at 30 June 2016 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Melinda Paterson
Chairperson



Chris Dumas
Treasurer



IDEAS - Information on Disability Education and Awareness Services Inc

Independent Auditor's report to the Members

Auditor's opinion

Report on the Financial Report

I have audited the accompanying financial report of IDEAS – Information on Disability Education and Awareness Services Inc which comprises the balance sheet as at 30 June 2016 and the income statement, statement of recognised income and expenditure and of cashflows statement for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I have conducted an audit in accordance with Australian Accounting Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

In conducting my audit, I have complied with the independence requirements of Australian professional ethical pronouncements.

In my opinion:

The financial report of IDEAS – Information on Disability Education and Awareness Services Inc is in accordance with the Associations Incorporation Act including:

- i. Giving a true and fair view of the Association's financial position as at 30 June 2016 and of its performance and its cash flows for the year ended on that date; and
- ii. Complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act.

Steven Walker

Steven Walker

WalkerBDS

Dated this 22nd day of November 2016



IDEAS - Information on Disability Education and Awareness Services Inc

Disclaimer

Disclaimer:

The additional financial data presented with this report being the income and expenditure statement is in accordance with the books and records of IDEAS – Information on Disability Education and Awareness Services Inc which have been subjected to the audit procedures applied in my statutory audit of the Association for the year ended 30 June 2016. It will be appreciated that my statutory audit did not cover all details of additional financial data. Accordingly, I do not express an opinion on such financial data and no warranty of accuracy or reliability is given.

In accordance with my Firm's policy, I advise that neither the Firm nor any member or employee of the Firm undertakes responsibility arising in any way whatsoever to any person (other than the Association) in respect of such data, including any errors or omissions therein, arising through negligence or otherwise however caused.



Steven R Walker, Chartered Accountant

WalkerBDS

Accountants

Dated this 22nd day of November 2016



IDEAS - Information on Disability Education and Awareness Services Inc

Detailed Income and Expenditure Statement
For the year ended 30 June 2016

	2016	2015
	\$	\$
Income		
Funding	1,650,964	1,490,656
Interest received	18,840	11,291
Subscriptions - Newsletter	1,614	5,568
Other income	63,258	21,571
Rental income	-	17,347
Donations	250	20,546
Expo site income	-	97,385
Sponsorship	-	29,091
Total income	<u>1,734,926</u>	<u>1,693,455</u>
Expenses		
Accountancy	26,791	9,615
Advertising and promotion	111,438	81,536
Amortisation – Intangibles	12,000	3,288
Asset purchases	44,264	1,780
Bank fees and charges	929	680
Business Planning	3,624	7,242
Cleaning/rubbish removal	2,004	5,374
Client support services	31,900	50,894
Computer expenses	69,792	38,586
Consultants fees	62,429	111,639
Depreciation - plant	17,771	24,065
Equipment Hire / Lease	38,442	33,294
Expo expenses	162,032	217,989
Emp't support & supervision costs	563	545
Fees & charges	1,139	918
Health & safety	632	632
Insurance	17,926	32,056
Leave Provisions (employees)	67,050	11,472
Library expenses	-	254
Loss on sale of asset	4,800	-
Meeting Expenses	3,166	3,637
Motor vehicle	8,565	7,693
Postage	17,876	14,678
Printing & stationery	20,985	18,151



IDEAS - Information on Disability Education and Awareness Services Inc

Detailed Income and Expenditure Statement
For the year ended 30 June 2016

	2016	2015
	\$	\$
Expenses (continued..)		
Recruitment expenses	947	1,091
Rent on land & buildings	31,751	85,375
Repairs, maintenance & replacements	7,591	6,081
Security	-	-
Staff amenities	241	1,978
Staff training & development	23,655	13,657
Subscriptions	5,550	4,380
Sundry expenses	1,687	1,511
Superannuation	80,396	66,720
Telephone & other communications	26,853	23,281
Travel, accommodation & conferences	59,056	72,553
Wages	832,296	705,614
Utilities	6,960	9,736
Volunteer costs	-	431
Total expenses	<u>1,803,101</u>	<u>1,668,426</u>
Profit from ordinary activities	<u>(68,175)</u>	<u>25,029</u>



Our Supporters

Partnerships:

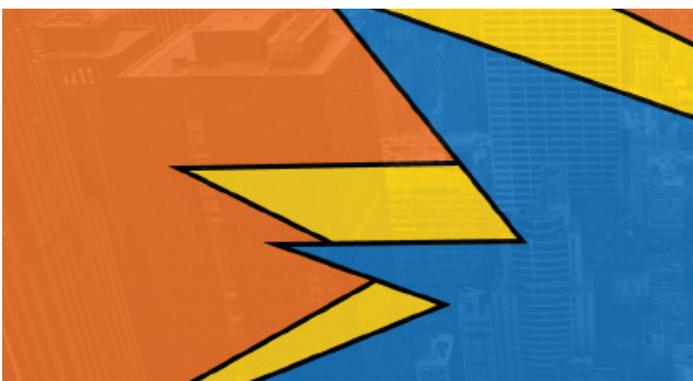


Sponsors and Supporters:



We gratefully acknowledge the funding received from NSW Department of Family and Community Services and the Commonwealth Government Department of Health.





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THE WHICH AND THE
WHO OF THE NDIS AND
WHAT IT MEANS
FOR YOU**



‘We work to enable the dreams of others’



53 Merivale St
TUMUT NSW 2720
T: (02) 6947 33 77
F: (02) 6947 3723
E: ideas@ideas.org.au

Information on Disability Education Awareness Services