



**Independent
Living Centre
Tasmania**

2024 - 2025 ANNUAL REPORT

Independent Living Centre (Tas) Inc



CONTENTS

CONTENTS	2
Strategic Direction.....	3
Our Premises	4
Chairperson's Report	5
Business Manager's Report	6
Allied Health Report	8
Infographic	9
Financial Report.....	10
Acknowledgement's & Thank You.....	12
Contact Us	12

Our People

Board members

Name	Position	Dates acted
Carol Scholes-Robertson	Chair	Since 2016
Steve Henty	Deputy Chair	Since 2021
Justine Brooks	Secretary	Since 2021 – Resigned Jan 25
David Cawthorn	Board member	Since 2018
Cath Crispin	Board member	Since 2024

Our Vision & Purpose

To be a leading Tasmanian allied health and support provider to the health, aged and disability sectors.

We support people and communities to engage in meaningful and purposeful lives.

Allied Health
Services



Information
Service &
Mobile
Outreach



NDIS Plan
Management



Equipment
Prescriptions
and Home
Modifications



Consultations



Our Premises



Launceston Office – Suite 7 Level 1, 7 High Street, East Launceston.



Southern Office – 337 Argyle Street, North Hobart

Chairperson's Report



Carol Scholes-Robertson
ILCT Chair

FY2025 was a year of significant transition for ILCT. In August 2024, we were pleased to welcome Trent Allen to the newly appointed role of Business Manager. Trent's experience and leadership bring valuable strength to ILCT's operational capacity as we continue to build a sustainable and resilient organisation.

In November 2024, ILCT completed its relocation from the Eskleigh premises in Perth to our new permanent offices at 7 High Street, East Launceston. This move represents an exciting new chapter for ILCT, providing the space and environment to support future expansion and innovation. On behalf of the Board, I extend our sincere appreciation to Eskleigh Foundation Inc. for their generosity, accommodation, and ongoing support during our time at their offices.

In December, Kate made the decision to step back from her managerial role to return to clinical practice. We extend our heartfelt thanks to Kate for her many years of dedication, professionalism, and commitment to ILCT and to the wide community of clients we serve. Her leadership has been integral to our success and reputation.

Throughout the year, the Board devoted considerable time to reflecting on and refining ILCT's strategic direction. Together with key staff, we participated in a series of facilitated strategic planning sessions led by Josh Luttrell of Double Busy. These sessions strengthened the Board's connection with staff and reaffirmed our shared commitment to ILCT's purpose, values, and long-term vision.

On behalf of the Board, I would like to acknowledge and thank Kate for her leadership of the ILCT team during the first half of the year, and to recognise the dedication of all staff who continue to uphold our person-centred approach to service delivery. We also welcome and thank Trent, our new Business Manager for his leadership during this period, as he leads ILCT into the next phase of growth and development.

I would also like to thank my fellow Board members for their exceptional commitment and support during a year of considerable change. As volunteers, their time, expertise, and steady guidance have been invaluable.

Finally, ILCT's success is made possible through the collaboration and support of our many partners and stakeholders. We are grateful for your continued trust and cooperation. A special acknowledgment goes to Koda Capital, appointed this year to manage our investment portfolio, whose professional advice and partnership have been greatly appreciated.

A handwritten signature in black ink, reading 'Carol Scholes-Robertson'. The signature is fluid and cursive, with a large initial 'C'.

Carol Scholes-Robertson, Chairperson
B.Bus, CAANZ, GAICD

Business Manager's Report



Trent Allen
Business Manager

During the year, ILCT relocated to new offices at 7 High Street, East Launceston. The premises are co-located within an emerging hub of community support and health-related businesses. The new space provides significant opportunities for growth and flexibility, enabling ILCT to expand staff numbers and offer a range of flexible employment options.

Importantly, the premises now allow for on-site consultations with clients—something that is already occurring regularly. This initiative benefits clients who are able to travel by reducing staff travel time and associated costs within their plans.

Senior staff and the Board participated in a series of facilitated strategic planning sessions during the year. These sessions, held in Launceston over two single-day events, produced a clear and concise two-year strategic framework. Our strategy focuses on four key areas: People, Service Model, Efficiency, and Value.

Key objectives within these focus areas include:

- Implementing innovative strategies to attract international applicants and increase service delivery capacity.
- Introducing a supervision model that provides practice leadership, coaching, and mentoring.
- Exploring and developing partnerships with other specialist service providers to expand referral pathways.
- Investing in core operational systems to streamline and automate processes, providing greater transparency of operational performance.

Recruitment remained extremely challenging throughout the year. Overall staff numbers decreased, primarily due to interstate relocations and transitions to private practice. Considerable time and effort have been invested in recruitment, and ILCT is now beginning to see positive outcomes from that work.

During the year, we successfully sponsored an Occupational Therapist from South Africa, bringing over 14 years of professional experience to our team.

ILCT continued to deliver services across our key areas of Allied Health, Information Services (via our information line and online platforms), and Mobile Outreach Services. While Plan Management remains a relatively small income stream, client numbers grew by approximately 50% during the year—a positive indicator of our expanding reach and reputation.

Over the next 12 months, ILCT will focus on refining our recruitment model, deepening staff engagement, and exploring new employment opportunities. We will also pursue significant back-of-house efficiencies aimed at improving service delivery and achieving meaningful productivity gains.

I would like to thank the Board for their ongoing support, encouragement, and commitment to ILCT's mission. I look forward to reporting again next year on our continued progress and achievements.

Allied Health Report



Carolyn Farrar
Senior Occupational Therapist and Team Leader

ILCT continues to deliver high-quality services across the Disability, Aged Care, MAIB and Private sectors, supporting individuals to maximise their independence and enhance daily living outcomes. Our operations are guided by a strong commitment to accessibility, professionalism, and community impact.

Our Allied Health Services provide assessment, therapy, and tailored recommendations on a fee-for-service basis. ILCT's multidisciplinary team includes Occupational Therapists, a Physiotherapist, a Speech Pathologist, and an Allied Health Assistant. Our professionals are highly regarded for their expertise, compassion, and commitment to achieving meaningful outcomes for clients.

ILCT provides a state-wide information and advisory service focused on assistive technology and techniques that enable individuals to reach their potential, maintain independence, and improve functional and occupational performance. This service is proudly supported through funding from both the Tasmanian Department of Health and the Australian Government Department of Health and Aged Care, under the Home and Community Care (HACC) and Commonwealth Home Support Program (CHSP). We are grateful for this continued support, which ensures ongoing service delivery into 2025–2026.

ILCT also offers NDIS Plan Management services, providing financial administration support that empowers participants to manage their funding effectively and build their capacity for independent decision-making.

ILCT continues to hold an exceptional reputation within the Tasmanian community, underpinned by the dedication and professionalism of our clinicians and support staff. The demand for our services remains high, reflecting both the quality of our work and the trust placed in us by clients and stakeholders.

We extend our sincere thanks to our clients for choosing ILCT as their service provider — it is a privilege to play a role in their lives and support their goals.

We also acknowledge and thank our suppliers, community organisations, and partner services across Tasmania for their ongoing collaboration and support. Together, we continue to achieve the best possible outcomes for all Tasmanians.



Independent
Living Centre
Tasmania

ANNUAL REPORT- INFOGRAPHIC

2024 - 2025

Allied Health
Referrals : 731



Information Service
346 service requests



Travel & Outreach
834 hours



Staff Combined Hours
3,805
Productivity 64%



Mobile Outreach
24 Events across Tasmania
from Smithton to
Queenstown, Bruny Island and
King Island

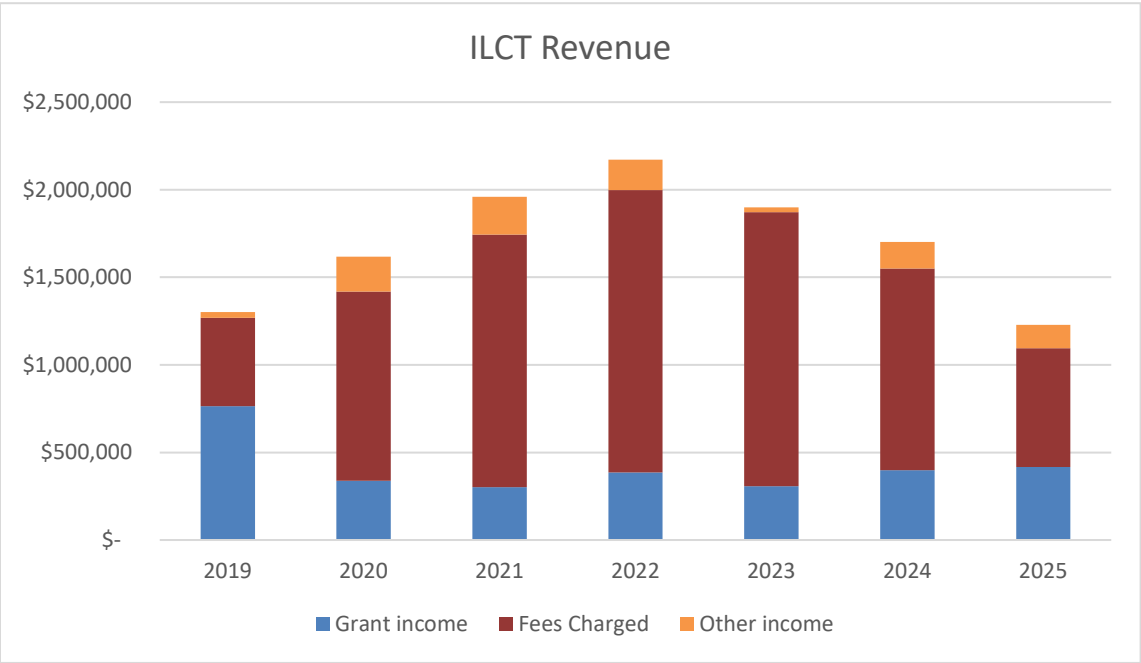


Easier Everyday

Financial Report

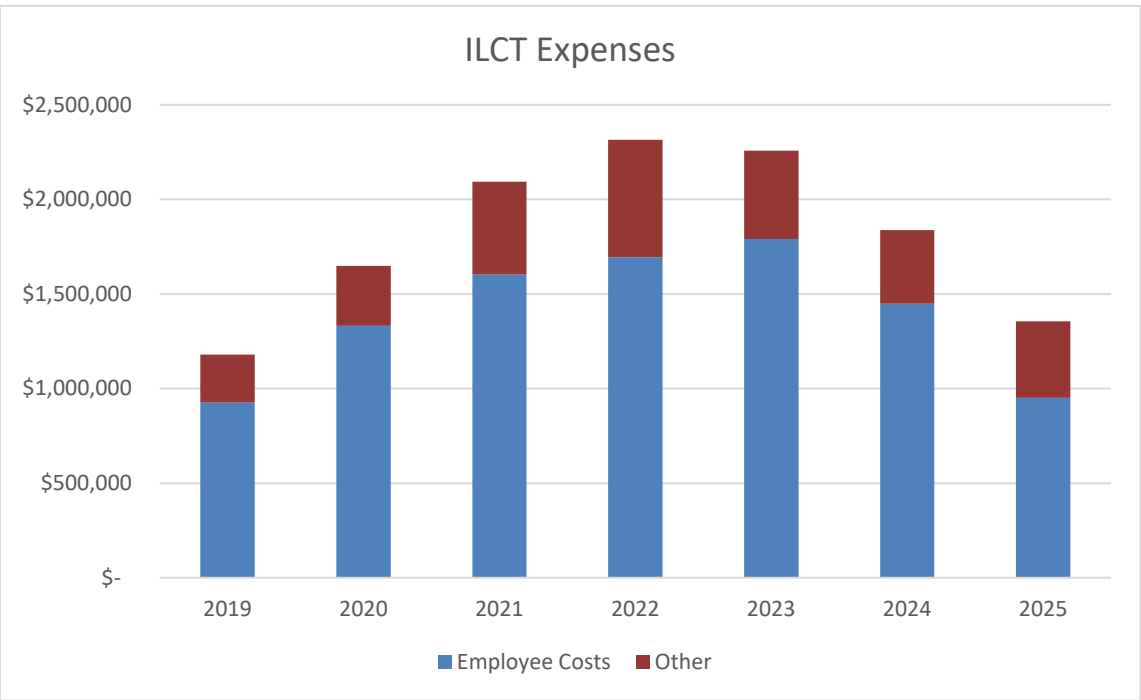
For the financial year ended 30 June 2025, ILCT recorded an operating loss of \$128,409, compared with a loss of \$55,563 in the previous year. This modest increase reflects the continuing challenges associated with staff shortages and their impact on revenue generation.

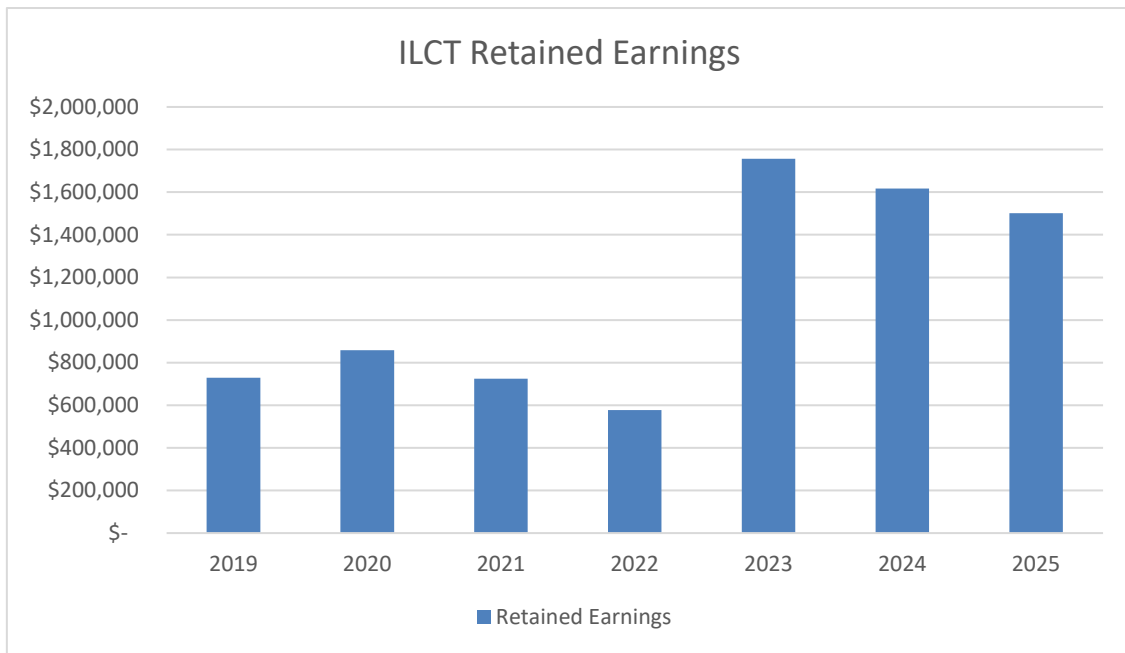
While referrals from the NDIS remain strong, the organisation’s capacity to fully capitalise on this demand has been constrained by limited workforce availability



In line with the reduction in income, direct employee expenses also declined, reflecting the decrease in overall staffing numbers during the year. Despite these changes, ILCT continued to prioritise service continuity and quality of care within available resources.

Encouragingly, operating expenses have reached their lowest levels in more than five years, demonstrating the organisation’s continued focus on prudent financial management and cost efficiency





ILCT’s retained earnings continued the expected downward trend in FY2025, reflecting the ongoing impact of operating losses sustained during the year. This outcome aligns with prior forecasts and is largely attributable to the organisation’s strategic decision to maintain service capacity and invest in key areas of growth despite short-term financial pressures

Looking ahead, the outlook for FY2026 is positive. The organisation remains focused on implementing its four key strategic initiatives, with particular emphasis on strengthening recruitment and workforce development to enhance service delivery and revenue generation. Efforts are also underway to streamline operations, reduce overhead costs, and improve efficiency across all service areas.

Encouragingly, progress is already being made. A new full-time Occupational Therapist has joined our Northern office, and agreements are in place for additional staff to commence in our Southern office in early 2026. These appointments mark important steps toward rebuilding capacity and ensuring that ILCT continues to meet community needs effectively.

As recruitment and operational initiatives take effect, ILCT is well positioned to return to a more sustainable financial trajectory while continuing to deliver high-quality services across Tasmania.

Acknowledgement's & Thank You

Grants and funding

ILCT continues to receive funding from both the Tasmanian Government (HACC) and the Australian Government (CHSP) to assist with the operation of our Information Service via the call centre, Information sheets and Mobile Outreach services. We are entirely grateful for receipt of this funding.

Volunteers

We particularly thank our volunteer Board for their continued dedication. They play an instrumental role in overseeing the strategic direction and governance of our organisation.

Members

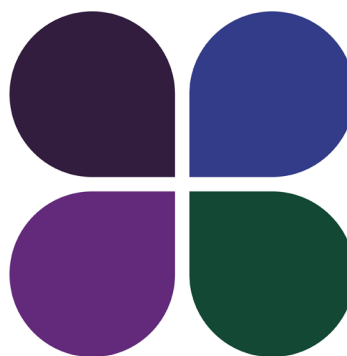
We would like to thank the current ILCT membership base who continue to show support for our organisation.

Partnerships and collaborations with other organisations

ILCT works collaboratively with many organisations and groups and you are all important to us. We value the professional working relationship that we have with various organisations and this helps us to service the Tasmanian community and achieve positive outcomes for clients where possible.

We also wish to acknowledge the partnership with MAIB, Motor Neuron Tas, Tasmanian Aboriginal Centre, Migrant Resource Centre, Prompt Care and Huon Regional Care just to name a few. We appreciate your ongoing support of ILCT.

**Independent
Living Centre
Tasmania**



Contact Us

Launceston Office:
Suite 7, 7 High Street
East Launceston
Tas 7250
Ph: +61 3 6335 9200

Hobart Office:
337 Argyle Street
North Hobart
Tas 7000
Ph: +61 3 6240 6999

www.ilct.com.au

info@ilct.com.au