

A year in review...

2014



ANNUAL REPORT

TADQ

TADQ.ORG.AU





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Our Mission

Provide state-wide services to improve knowledge of and access to technical solutions for individuals with a disability, of all ages, their carers and service providers, to assist in maintaining independence in their community.

Our Values

Respect

Appreciate the values, abilities, experiences and contributions from others.

Integrity

Act in a sincere and ethical manner.

Innovation

Provide creative solutions and services to best meet the needs of clients.

Transparency

Provide access to public information that fully and honestly reflects our policies, practices and financials

Collaboration

Committed to working co-operatively and building partnerships



About Us

TADQ is a not-for-profit organization that provides technical support to people with disabilities and the frail aged. By custom designing, modifying and manufacturing equipment not readily available, TADQ can provide solutions to the seemingly unsolvable problems.

The Project Team works closely with our volunteers, drawing on their skills, to ensure adherence to strict safety procedures and guidelines. TADQ volunteers provide a resource pool of design, engineering and paramedical expertise, plus many other professional and technical skills.

TADQ completes hundreds of projects throughout Queensland each year, all at a minimal cost to our clients. Projects are limited by only two factors, the requirements of our clients and the ingenuity of our volunteers. They can range from simple modifications to more complex adaptive technology. Either way, each project offers a creative solution to an everyday problem and makes a world of difference to our clients, allowing them to both live independently and improve their quality of life.

President's Report

This year has been one of growth and establishing a vision of the near future for TADQ. Growth has been influenced by requests and expectations from our clients and our TADQ volunteer community.

Our TADQ community sees clearly that individuals with a disability or frail aged, and their carers want:

- solutions to maximize the individual's performance in self-care, learning and fun.
- solutions to be "design savvy", so they are easy to implement into their life.
- solutions that look great and are affordable.

These savvy designs have been developed over the years by TADQ. This year we have collated these excellent resources, to ensure that design information is not lost and can be readily shared to others. We now have excellent special equipment resources to share with health and education professionals, who will most likely not know of these special designs. By sharing this information, we will increase the chances of others with a similar need, being able to access our specially designed equipment.

Are we still providing a useful service, after more than 30 yrs, to people with a disability or frail aged?

Our TADQ service is still a valuable service in Queensland, as commercial disability equipment although increasingly available and with variable design features, may still not be quite right or may be just too expensive. This year we continued to provide amazing solutions to individuals and their carers. Read about some of the projects that really made a difference, in this report.

Do volunteers still play an important role in Queensland TAD?

Yes. TADQ has volunteers with office skills and volunteers with amazing technical and problem solving skills. 100% of the assistive devices were modified or constructed by volunteers. Our workshop supervisor (staff) worked on 15% of the devices, with the assistance of our workshop volunteer. Our volunteers' efforts enabled TADQ to provide low cost, highly innovative items to Queenslanders in need.

Will access to the perfect piece of equipment change, with the introduction of the National Disability Insurance Scheme (NDIS) in Queensland in 2016?

The answer to this question is currently a guess because there is not enough feedback yet from service providers within the small trial sites where NDIS has rolled out. More importantly it is not known how much money will be available to individuals. My guess is:

Yes. There will be more money available to the individual to purchase services and equipment that will help them achieve their chosen goals.

Yes. Companies who supply disability equipment will be marketing directly and indirectly to the individuals within NDIS (Under 65yrs and meet the criteria of NDIS).

No. There will still be individuals who will not be able to use equipment commercially available.

Maybe. Some individuals will still not have access to the amount of money required to meet their total needs per year.

So what is TADQ doing in anticipation of the introduction of NDIS in 2016?

All organizations like ours who receive Government funds have been advised that our funding model will change. The main change being that there will be an expectation that organizations will need to increase income from the individual (NDIS funded) and will receive less directly from government sources.

This one change goes against what I believe is the most typical reason why our TADQ volunteer, volunteers their time and skills- which is to help someone in need, by providing a service and item at the cheapest cost. So the future NDIS changes begs the question for TADQ- if the reason for helping is not to help an individual with a low cost item, then what will be the reason for volunteering?

Each of us with our own role within TADQ, see and know the value of our own particular service. This coming year our priority will be identifying and clarifying feelings, beliefs, expectations and the role and value of TADQ volunteers. It is vital that our volunteers and members are fully involved in this process. TADQ post 2016, will require a strong shared vision of the value of TADQ in our community, to ensure best decisions in the next years ahead.

We look forward to engaging with you so that any changes for 2016 will be anticipated, shared, sustainable and successful.

Denise Stewart (President) and the Management Committee (Dianne Scott, Ron Carr, Carolina Pennisi, Paul Crum)



Our People

Paid Staff

General Manager	Racheal Mayer
Occupational Therapist	Camilla Batchelor
Development Officer	Tanya Cuffe
Administration & Project Officer	Elizabeth Steer
Workshop Supervisor	Grant Paviour
Contract Bookkeeper	Kerry Hargreaves

Management Committee

President	Denise Stewart
Secretary	Carolina Gutierrez
Treasurer	Dianne Scott
Board Member	Ron Carr



General Manager's Report

At TADQ we believe in respecting the rights of clients to make choices empowering them to have independence and control over their own lives and support them to achieve their goals. We recognise that there are barriers that stand in the way of people achieving their goals and we are resourceful in our efforts to work with people to overcome them. Ultimately we measure our success on the support we provide to maximise opportunity for choice, inclusion and achievement.

As we continue to navigate through the transition of reforms to both the Aged Care and Disability Sectors we remain firmly committed to the purpose and vision of the organisation.

However, to remain relevant and sustainable in this rapidly changing environment our ability to adapt is critical.

We must embrace the new and think of what might be and need to be innovative and entrepreneurial in developing new services and fine-tuning those we have already in an increasingly competitive market.

We must also continue to strive towards building our capacity to thrive in the new person centred consumer driven market.

A 'whole of organisation' collaborative approach is required if we are to continue to fulfil our vision and effectively work through the challenges and priorities the changes in the sector bring.

The year in review.

TADQ has remained focussed on improving service delivery, revitalising our brand, strengthening our links with local communities and reviewing our financial sustainability strategies. A recent review into the organisations governance capacity and impending audit, serve to reaffirm our commitment to continuous quality improvement and capacity building.

Service Delivery

The emphasis for the year has been on systematically reviewing policies, procedures and processes with a continuing focus on service improvement.

Our aim is to make it as easy as possible for existing and potential clients to access our services. This includes various new forms, resources and an updated website which will be more user-friendly, engaging and informative.

Projects

The 2013/14 year saw finalised 297 projects equating in the creation/ modification of 337 aids and processed 284 new project applications.

The Grocery Winch project was finalised, with a range of supporting resources including information and assessment forms, instruction and training manuals.

An equipment loan programme is under development and expected to be launched in October 2014.

TADQ will continue to engage in research initiatives to identify and development opportunities based on areas of identified unmet needs, with several projects already in progress.

Project Follow Up And Feedback

Feedback remains an important tool in understanding the effect TADQ's equipment has had and how it has impacted on people's lives and possible improvements to our services. There has been an increase in feedback received over the past year, with a notable improvement in client satisfaction across all areas. We are currently reviewing and updating our feedback processes in order to capture a broader depth of information.

Staff

While we farewelled Lee McKaskill and Bridget Eley, we welcomed Kerry Hargreaves and Elizabeth Steer to TADQ. Both bring a great wealth of knowledge and experience to their respective roles and have fit seamlessly into the team. The Development Officer role, remains a vital role to the organisation and been extended until the 30th June 2015. The occupational therapist hours have also been reviewed and extended to facilitate much needed project and resource development. The workshop supervisor continues to provide valuable support to the project team and volunteers.

Client Feedback

Sylvie & Flynn

When I was approached by TADQ, I was a new mum with a small toddler wondering how on earth I was going to keep him under control once he got mobile. It is hard enough doing that in general, let alone when you are in a wheelchair.

Prior to TADQ coming along my son (Flynn) would stay on my lap for short periods of time and then he would want to explore. I wanted something that would both keep him safe and allow him to explore his world.

Together with an OT and Technical Volunteer we came up with a solution after much trial and error. A seat was designed to attach to the front of my wheelchair. We had to ensure that we accommodated for Flynn's growth as well as making sure that the chair did not overbalance with the weight at the front.

Now that this has been achieved I can take Flynn out knowing that he is safe and secure. It has given me the freedom to take him out independently, something that I have longed for.

TADQ have given me a freedom that I never thought I would have and it has allowed me to be a better mother and parent.

"TADQ have given me a freedom that I never thought I would have and it has allowed me to be a better mother and parent."





Freedom Wheels

Freedom Wheels modifies standard pushbikes to the individual needs of the child. With the help of a highly skilled and innovative team of therapists, engineers and TADQ volunteers, children with disabilities can now enjoy a new kind of independence.

Review of 2013/14

This year TADQ has undertaken an extensive targeted marketing campaign including mail outs to Disability services, Physiotherapists and Occupational Therapists as well as featured in many expos and community events throughout

the year. A Freedom Wheels planning day was held, with many interested volunteers attending. Throughout the year 8 Assessments were conducted, resulting in 4 bikes.

We welcome the recent addition of volunteer Grant Elliot to the team.

The last few months have been spent improving and streamlining the Freedom Wheels processes from bookings through to clinics. It is anticipated these changes will result in more assessments in the coming year.

Grocery Winch Project

Client Feedback

The task was easier, the pain was reduced and the feeling of safety was increased.

Future direction

The team at TADQ have developed and standardised information and processes regarding the grocery winches for clients, therapists and volunteers.

It is necessary to provide information and training to volunteers so they are able to conduct site feasibility assessments in conjunction with a local occupational therapist as well as assemble and install the pre-fabricated grocery winch.

Although the grocery winch has been developed initially with the needs of the frail aged in mind, there is also an opportunity to market this aid to younger clients with a physical disability who are living in high set accommodation to increase independence. Promoting and marketing the grocery winch is the next step in the grocery winch project now that all documentation is nearing completion.

Swivel Cutlery Project

Project:

Fabricate a prototype swivel spoon and fork. Three sets of cutlery were fabricated with one being provided to a client with spinal injury for use and the other two sets are available at the office for trial.

Client need:

Clients with quadriplegia spinal injury (primarily at levels C4-C6) were the key client group being considered in the development of this aid. Having a spoon bowl and fork tines that can swivel 360 degrees allows the cutlery to self-level and become parallel with the client's mouth and floor which reduces the chance of the food falling from the cutlery and being eaten successfully.



Equipment Loan Program

TADQ has been working on an exciting new project over the last few months - the Equipment Loan Programme.

TADQ experiences a high level of referrals for pre-school and school age children with a physical disability. These children often require several items of equipment to be able to access their home and educational environments.

As a consequence, a set of commonly requested and standard design items for children to be used in the school environment was developed. These will be available to schools on loan basis.

The program will allow TADQ to increase its regional presence as the equipment can then be made to order in Brisbane and freighted regionally.

The programme is due to commence in October 2014

Volunteers

TADQ recruits volunteers from a diverse range of skill sets: including various technical volunteers, through to office volunteers with skills in administration, policy and procedure writing as well as research and development.

Volunteers continue to be an essential factor in providing in supporting our work and the lives of clients and their families, with an estimated 6,211 volunteer hours donated in the past year. Their ongoing dedication to the organisation is inspirational.

Some of our wonderful volunteers are featured in the following pages.

IAN HOUSTON

After almost 7 years of continuous service and hundreds of projects later we farewell Technical volunteer Ian Houston who has supported TADQ, creating and modify projects for Narbethong Special School.

We thank Ian for his contribution and we would like to wish him and his family well in their future endeavours.

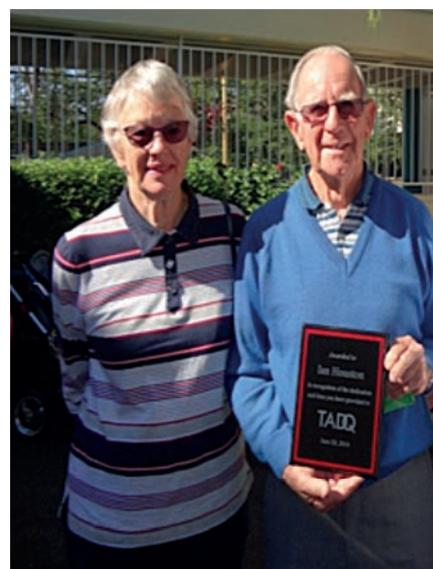
DAWN PATTERSON

Dawn joined TADQ in 2012

My first project with TADQ was a young man in a wheelchair. With a customized design idea from his Dad, I constructed a large foam filled vinyl support cushion to sit on his lap and allow him to support his arm and elbow so he could eat, read and write with independence. He is such a bright lively young man and I really enjoyed the interaction with him and his family. To top it off the finished items were really functional for him and that's a great feeling.

What do you enjoy most about volunteering?

"The projects that I do are often very challenging and this to me is extremely stimulating. I really enjoy the interaction with the wide variety of people and being able to make their life a little bit easier."



RAY BIGGS

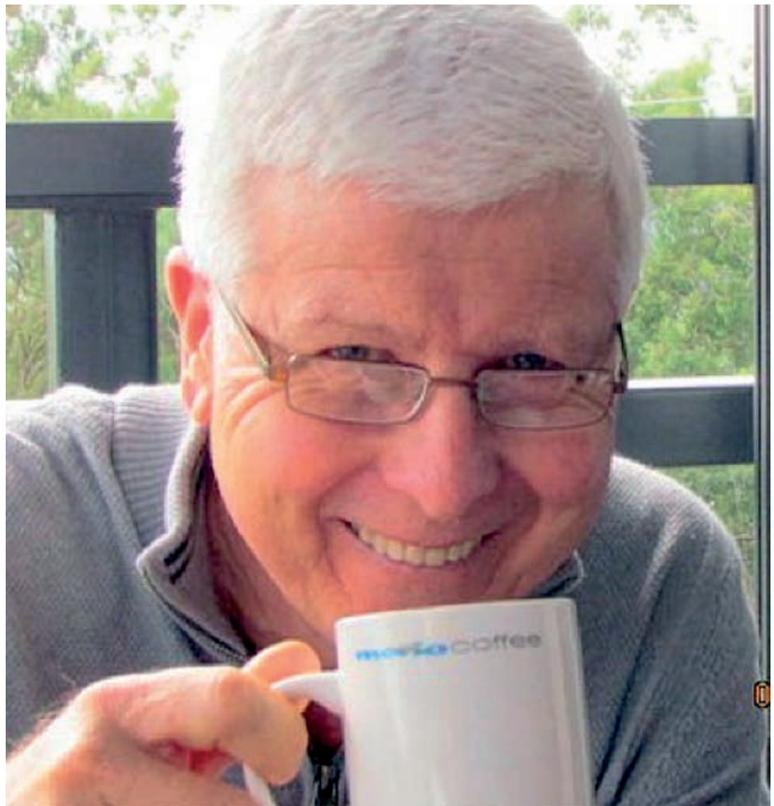
What do you enjoy most about volunteering?

“I like the autonomy and challenge of being able to take a project from concept to completion and to feel the satisfaction that I am helping someone”

Ray Biggs joined TADQ in 2002 and has been a technical volunteer for more than 10 years.

Most memorable project:

There have been many memorable projects. Most of them in isolation seem relatively simple and insignificant although very important to our clients. If I had to single out one project it would be 13/166, a specially designed box for transporting e-motion wheels for one of our Para Olympians, Bradley Mark (photos on file). These high-tech electronic wheels for Bradley’s wheel-chair were extremely expensive, something in the order of \$11,000 each, and damage in transit especially during his overseas flights was of real concern. The brief required the box to be compact, strong, light weight



and sized suitable for overseas travel. According to recent feedback the box has passed all tests with flying colours. I understand the box may now be slightly battered, but the wheels are in good condition. Bradley is now able to continue competing for medals for Australia without the worry of damage occurring to his wheels and has a very interesting tale to tell regarding his first overseas trip with the box.

Networking

TADQ has been actively promoting the organisation and our services at various expos, community groups, events, and conferences in the interest of improving our public profile.

The outcome of this has been stronger links with the local community, as well as closer associations with schools, universities, health services, other organisations and sector networks, and will continue to be a focus throughout the coming year.

This year TADQ partnered with the Volunteer Services Metropolitan network providing sector support to deliver several free volunteer training sessions.

QUT Real World Placement Program

The Real World Placement Program (RWPP) is an initiative of QUT and is dedicated to developing meaningful industry and volunteering partnerships.

TADQ has taken the opportunity to partner with QUT in supporting several volunteer placements to date.

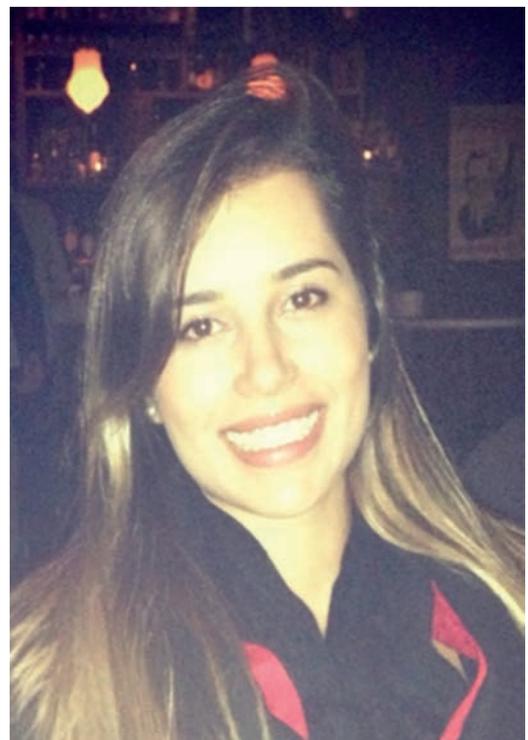
TADQ will continue to support this initiative into the future.

RWPP Volunteer - Thalita Ribeiro Paraguassú

As I was studying Industrial Engineering at QUT (Queensland University of Technology), I decided to look for an opportunity to practice the knowledge I earned from the University. I got the chance to volunteer at TADQ, it was such a privilege for me to work with the TADQ team.

Under the loving guidance of Tanya and the workshop supervisor, I had the opportunity to apply the 5S methodology (system to reduce waste and optimize productivity through maintaining an orderly workplace and using visual cues to achieve more consistent operational results).

Volunteering at TADQ was a great way to gain valuable experience and it was extremely rewarding. I would highly recommend it to anyone interested.



2013/2014 Financial Summary

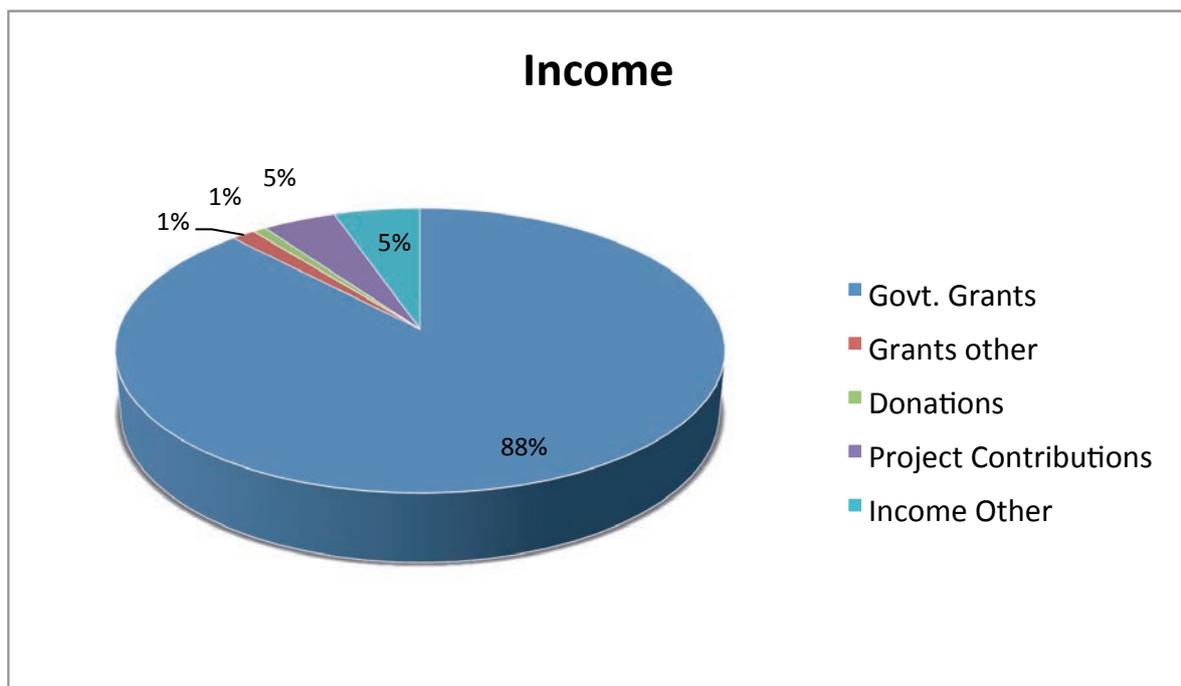
TADQ's main source of funding is derived from recurrent grants from The Department of Communities, Child Safety and Disability Services (\$116,216) and the Department of Social Services (\$327,189) equating to 88 % of the total income for the 2013/2014 financial year. We thank both Departments for their ongoing support, without which we would be unable to continue providing our services.

As we transition through changes to both the aged and disability sectors, the future of this funding is unknown with existing agreements due to expire on the 30th June 2015.

TADQ also received donations from private individuals and corporate donors including recurring donations from Telstra's OUR Payroll Giving and Telstra's and Sensis' donor matching Program, all of which are greatly appreciated.

The funds generated from funds other than Government grants equate to only 12%, with project contributions and other income, contributing 5 % each, while donations made up only 1%.

In order to remain viable into the future TADQ will need to invest in further developing opportunities for alternative funding streams such as grants, partnership opportunities, corporate giving and individual donations.



Our Thanks

Special acknowledgement must go to the wonderful support we receive from our many stakeholders - from our dedicated volunteers to individual donors, community partners, organisational supporters and those who have provided professional services in kind. I would also like to thank all staff for their continued commitment to our core values and to delivering on our purpose of enhancing the lives of people with a disability.

VOLUNTEERS

Thank you to all our volunteers who donated their time and energy to help us support.

INDIVIDUAL DONATIONS

Thank you to everyone who made a financial donation.

GRANTS

The Department of Health and Aging

Department of Communities, Child Safety and Disability Services

DONATIONS & IN KIND SUPPORT

Telstra

The United Apostolic Volunteers Foundation

Tripart

Daisy Chains Scrap Books

Caloundra Arts Centre Association

Aries The Sheep Skin Specialist

Mitchell's Quality Foods

Aerolyte World Transit

Smartline Machinery



Looking forward

2014/2015 will be another challenging year for the organisation as it continues to through the transition of reforms to both the Aged Care and Disability Sectors.

The National Disability Service (NDS) has developed a Sector Readiness Initiative

Identifying a number of key aspects organisations should review in preparation for the coming reforms:

1. Strategic Capability
2. Governance
3. Client and Market Focus
4. Financial Sustainability
5. Workforce Planning & Development
6. Quality Management and Improvement
7. Information and Process Management

This will serve as a guide for further organisational development, to identify and gaps and increase our ability to adapt to the impending changes.

Solutions for Living
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