



TADQ

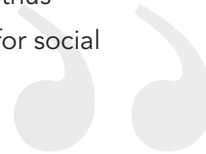
2017

A year in
REVIEW

Annual
REPORT



As a Physiotherapist working in the disability sector, I have worked with Freedom Wheels on many occasions to source modified bikes for my clients. Freedom Wheels have consistently provided a prompt and friendly approach. When approaching Freedom Wheels with more challenging projects, I have been impressed with their enthusiasm, ability to rise to a challenge and provision of innovative and creative options. Their work enables individuals with a range of disabilities the opportunity to partake in cycling, thus providing valuable opportunities for social inclusion and independence.



Julia Fisher
PHYSIOTHERAPIST
Montrose Therapy and Respite Services



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Our Mission

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



About TADQ

As you know, we are all made completely differently, we have different genes, different likes and dislikes, different hair, skin colour and different abilities. All completely unique and this is exactly why TADQ exists and has for over 35 years.... we don't do standard.

We take the time to listen to what you want, what you need, what makes you excited, what makes you frustrated. After all, you know you better than anyone. Your goal could be wanting to eat independently, ride a bike or perhaps move around your home with ease and safety. The equipment our staff and volunteers create is made with love and an absolute desire to expand your realm of possibilities.

Whatever your dream is, we can help it become a reality – the only limit is your imagination.

How can we help you?

The services we offer are all as individual and unique as you:

Custom Solutions

Here we use out of the box thinking to create items and modifications that bring you confidence and independence.

controlAble

We can provide state of the art concepts to allow modifications to gaming controllers.

Freedom Wheels

Designing and building customised bikes perfect for your every need.

TAD Equip

Bringing you preloved mobility equipment at a fraction of the cost.

TAD Assist

Helping with minor modifications in the home, creating positive change.



Parallel bars for treadmill



Self opening scissors

Our Team

In order for TADQ to continue to provide excellent service, we are supported by a fantastic team of volunteers and staff. This team provides support to each other in many ways but always come together to ensure our clients receive good quality items to help them achieve their goals.

The truth is, we would not and could not exist without support from volunteers and for this we thank you with all our hearts.

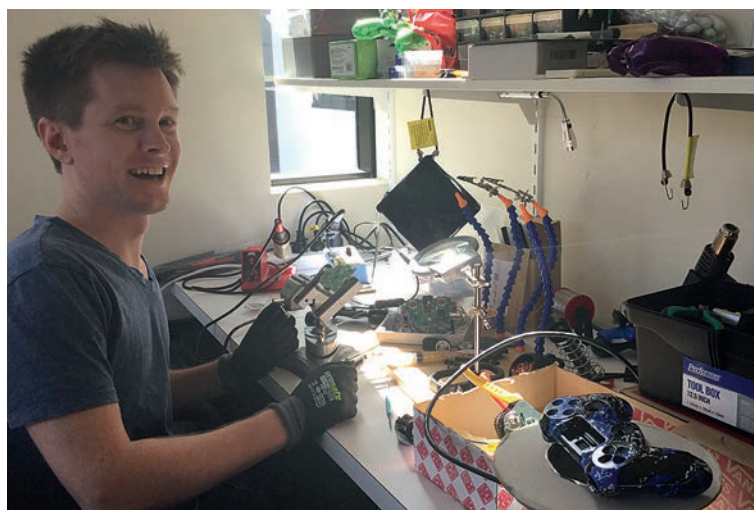


Alan Rodda and Michael Denton

Management Committee

We have fantastic support from our highly skilled management committee:

Management Committee
 Michael Denton, President
 Lloyd Warner, Vice President
 Julie-Anne Mee, Treasurer
 Maurice Evans, Committee Member
 Alan Rodda, Committee Member
 Daniel Spargo, Committee Member
 David Richards, Committee Member



Daniel Spargo

Volunteers

We have over 50 volunteers in Queensland with some as far north as Cairns and as far south as the NSW border. They bring with them skills such as CAD design, electronics engineering, mechanical engineering, woodworking, metalwork and so much more.

Staff

A small passionate team of ten staff members who are based out of the Brisbane office and the Gold Coast. We bring with us a wide variety of skills with one common goal – to make TADQ the best possible organisation it can be.



Kate Hoad – Occupational Therapist, Richard and Audrey Streek – Volunteers, Opal Halliday – Marketing & Development Officer

Presidents REPORT

For those who like to reflect on the past, you will note that my 2016 report was largely focused on the outcomes of the strategies and actions implemented by the Management Committee and Executive that saw the fundamentals of TADQ restored, with clear and accountable communications at all levels, and an unwavering commitment to a collaborative path to meeting the challenges that confront the organisation.

In effect, 2016 was a year of consolidation upon which 2017 would provide the basis upon which we could, with a high degree of confidence, plan for the future growth and development of TAD not only across Queensland but also as a strong, innovative and dependable force nationally.

I will leave it to our General Manager, Maureen to report on the outstanding outcomes of 2017 against all our performance indicators. My focus and that of the current Management Committee is, and should be in the future.

At the 2017 Annual General Meeting, members will be requested to consider and vote on the introduction of a Constitution in lieu of the Standard Model Rules which were not actually specific to TADQ. While at first glance these changes may look cosmetic, they run far deeper and are focused on not only updating the organisation's compliance with contemporary good corporate governance practice but most importantly on establishing a structure that empowers the executive and staff to get on with the job. They also ensure that the Management Committee is focused on developing, communicating and implementing a strategic plan that provides the TADQ team at all its levels with a clear understanding of the ethics and culture that underpins what we stand for. In addition, the plan should clearly outline for all how these fundamentals will be carried forward to meet the known and unknown challenges that not only confront TADQ but all not-for-profit organisations operating in an environment governed by the Aged Care reforms and NDIS and strong competition for government and corporate support.

The changes to the organisation's constitution are in no way an abrogation of the Management Committee's fundamental role to oversee the good governance and management of the organisations. In essence, it



strengthens that responsibility while placing a greater onus on the Management Committee/Board to provide strong and clear leadership to the organisation at all its levels to secure its future for all stakeholders, but most importantly our clients.

I commented earlier about TAD being a force nationally. To date, TAD in its various State iterations has acted, to a large degree, independently of each other and without a collaborative and unified direction. If we are to effectively confront challenges such as the NDIS and remain a viable contributor to meeting the needs of the aging and people with a disability, we must work collaboratively and effectively with our interstate counterparts to become an effective voice for our clients at a national level. That must and will be a priority for TADQ in 2018.



Staff and volunteers enjoying lunch after 2016 AGM

many ways and Maureen has not only done a fantastic job but has been an enormous support to me and all the Management Committee.

Once again our staff have been fantastic and we thank them sincerely for everything they do, much of which goes unnoticed or at least un-recognised. Without them, there would be no TADQ.

Equally, we thank our volunteers and acknowledge their unbelievable commitment and contribution to the team. On behalf of the Management Committee and the hundreds of clients whose lives have been positively changed by their work, we thank you.

Finally, I would like to personally acknowledge and thank my fellow Management Committee members. When I first started in corporate life, a life-long mentor advised me that the essence of success was to surround yourself with great people who make you look good. I have been fortunate as President of TADQ, to be surrounded by the most competent, capable and diverse group of professionals and I sincerely thank them for their input, counsel and support. It is greatly appreciated.



I would like to thank all members of TADQ for their fantastic support in 2017 and respectfully request your continued support for what I am sure will be a challenging but equally rewarding 2018.

On behalf of the Management, I would like to acknowledge and thank Maureen O'Brien-Stone for her outstanding contribution to TADQ throughout 2017. It has been a demanding year in so

2017 is all but over and 2018 awaits with all its challenges and rewards. I hope you join me in welcoming the New Year and all it brings and working as one to positively change the lives of so many people.

I commend our 2017 Annual Report to you wish everyone the best 2018.

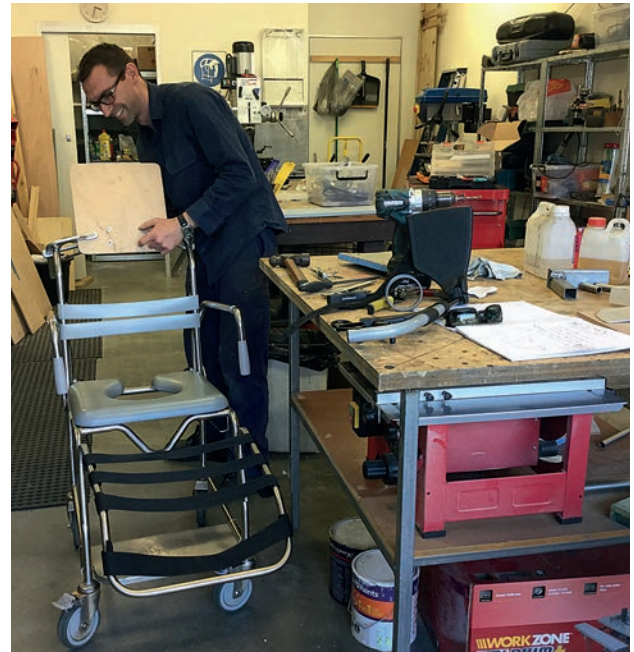
Michael Denton
PRESIDENT

General Managers REPORT

This is the year where we have refocused upon the core role of TADQ and at the same time moved beyond the historical interpretation of that role. The world is changing and the expectations of the people we serve are also changing. No longer is the basic, somewhat agricultural solution acceptable. Our clients are seeking solutions that are functional in their application, meet their needs and are also aesthetically pleasing. Certainly, as we increasingly compete in a commercial environment, these requirements are more commonplace.

The operational environment has continued to be challenging and not always in the best interests of our clients. Considerable evidence of the ongoing frustrations clients experience with aged care reforms and particularly in the My Aged Care space indicates that there is still much work to be done to meet their needs.

The beginning of the roll out of the NDIS during the year has also indicated that for TADs around Australia, this will be a whole new world with the first challenge being to educate the planners about the role TADs play in their clients lives and the importance of recognizing the need for inclusion of assistive technology in plans formulated. Based on the experience of other states this has proved to be a challenge.



Workshop Supervisor Cameron hard at work

I am delighted to report an outstanding increase in the number and variety of projects for the 2016-2017 year. The most stunning of these has been in the over 65 years of age projects requested. Moving forward from a dismal figure of 39 in the 2015-2016 to 211 in 2016-2017 is an amazing turnaround and to the credit of both employed staff and volunteers.

Similarly, our under 65 years (of age) requests have increased despite evidence that people are waiting for the roll out of NDIS in their area. For the reporting year, we have received a total of 229 requests up from 175 in the previous year. Within that



Our meet and greet at Caloundra Arts Centre



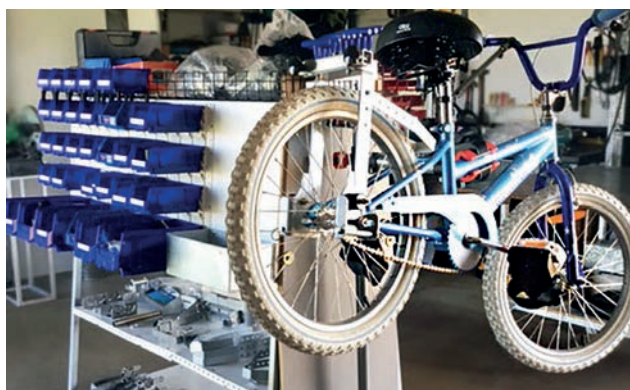
Maureen O'Brien-Stone, Coralee O'Rourke Minister, Leanne Linard MP, Mark Hauge, Alan Crawford

number is an increase in Freedom Wheels bikes requested from 23 in 2015-2016 to 37 in 2016-2017.

None of these results could be achieved without the dedication of our volunteers and staff and without the resources to enable our output to meet the requirements of our clients.

At the beginning of this year, we undertook an extensive review and up-tooling of our on-site workshop to provide the expertise that fills some gaps in our volunteer ranks. I would like to thank Alan Crawford for undertaking this role when he had been contentedly volunteering for some years and thought that his days of employment and its associated lack of freedom were over.

All of our volunteers are amazing people who give exceptional commitment and skill to make dreams possible. Two people I



would like to especially thank are Steve Jones who drives from Blackbutt each week to complete a day in the TADQ office as well as increasingly representing TADQ in the South Burnett region and Daniel Spargo who is here at TADQ full time each week to make controlAble possible. The work to develop this project and to provide customised controllers to people who would otherwise not be able to participate in gaming is so specialised and without Daniel's commitment, would not be possible.

This year we have re commenced quantifying and reporting the dollar value of the volunteer labour contribution of our volunteer members. This year that figure is \$137,748 representing 3,302 hours and can be found at Note 10 of the TADQ Financial Statements. This is a valuable measure of the worth of an organisation and as such has been recognised by soon being included in the Australian Accounting Standards and will therefore become a routine reporting item.

I would like to acknowledge and thank all staff and volunteers whose work and genuine commitment has resulted in a huge improvement in morale which is indicated in turn by the wonderful turnaround in our organisation. Of course, we have a long way to go, but I am confident that we are on the right path with the right people. My final and heartfelt thanks go to the Management Committee without whose support and guidance my job would not be possible. I look forward with optimism to the coming year.

Maureen O'Brien-Stone
GENERAL MANAGER

Volunteers VOLUNTEERS

Rob Selletto TECHNICAL VOLUNTEER

Rob began volunteering with TADQ in 2016 after hearing about the organisation from an Occupational Therapist who was assisting him after he became unable to continue in his role, as an Advanced Care Paramedic with Queensland Ambulance Service due to health issues.

Rob has a wide range of skills from woodwork to electronics and is also part of our 'Innovations Team' which consists of a group of individuals coming together to brain storm challenging projects. As part of the innovations team Rob introduced the possibilities and opportunities that 3D printing can offer our clients, especially when it comes to producing one off parts that can't be produced with other methods, or designing prototypes at a fraction of the cost and time they would have previously taken to manufacture.



Rob says . . .

"I feel this was a blessing in disguise, as I love working with my hands as well as being involved in projects that require me to think outside the box, I am using skills that I have learnt through an extremely varied work history as well as many hobbies and interests.

The greatest benefit for me however, is knowing that the effort that I and all the staff and volunteers put in, makes a difference to someone's quality of life. I really enjoy being part of a great team that has so many skills and values."



A child's block trolley completed by Rob



A 3D printed cover to help with pressing the button on a personal alarm completed by Rob

Volunteers VOLUNTEERS

David Richards

TECHNICAL VOLUNTEER AND MANAGEMENT COMMITTEE MEMBER

After leaving his part time job, and when David is not driving his teenage children around, he volunteers at TADQ to offer solutions for people who have a disability to help lead an independent and active life. David has Osteogenesis Imperfecta, commonly known as brittle bone disease but he doesn't let this stop him.

David's most recent project was not only designing but creating foot guard rails for children and young adults with a disability to be able to play Powerchair football in the Queensland Powerchair Football Association. This consisted of a protective steel frame that was added to the chair allowing them to participate in the sport. One of the young clients receiving this guard use to take part in mainstream soccer but due to his condition is unable to participate anymore. This modification made it possible for him to be part of this sport once again, enjoying the social interactions of feeling part of a team.

David says...

" I have enjoyed contributing to TADQ and the opportunities it has presented me. I, myself use a wheelchair and over the years have made modifications to my world to make it easier, thus knowing and understanding the benefits of personalised modifications. Working with TADQ has combined two of my greatest passions, my love for building and helping others. I look forward to the many possibilities of working on new projects with TADQ knowing they are making someone else's life a little easier."



A footplate designed and created by David to help the client keep his feet from slipping off



Activity boxes made by David to help children learn sequencing and matching of numbers, patterns and colours

Custom Solutions SOLUTIONS

Meet Jack . . .

Jack's mum came to us very frustrated, Jack was keen to play for Queensland Powerchair Football but did not have the correct equipment and until he could, he would have to sit on the sidelines. With a bit of ingenuity we were able to create a football standard footguard that clipped on and off his chair.

“Jack's condition is deteriorating and as his physical abilities declined he really missed being part of a sporting team. We were so excited when we discovered wheelchair football! Unfortunately we were looked in to it further we discovered that Jack needed specialist equipment that wasn't available for his wheelchair. TADQ stepped up and through a massive feat of engineering, problem solving and trial and error created a custom piece of equipment that meant Jack could once again play with his mates. The staff at TADQ were so patient and persistent! They made sure that the equipment was not only functional but easy to fit and use. Jack was consulted throughout the entire project and always treated with the upmost respect. A huge thank you to everyone involved in this project that let's Jack play sport just like other kids. ”

Deb Bailey, Jack's mum



Jack getting fitted up for his new foot guard



Custom Solutions

Meet Frankie . . .

“Our son Frankie is 4 years old and sustained a severe brain injury from a seizure over 2 years ago. He is unable to sit up independently and requires assistance with all care. We approached TADQ 12 months ago about adapting a standard Thule bike trailer which could also be converted to a stroller so that we could include Frankie in outdoor family activities and a planned trip to New Zealand.

The TADQ team worked at short notice with FECS physiotherapist to assess the different options and the viability of using a standard Thule trailer by meeting us at the bike shop.

We really appreciated the attention we were given and found the staff and volunteers to be wonderfully resourceful.

Having a rapidly growing child with complex needs means we are constantly assessing, modifying and applying for funding for new equipment and we really appreciated the problem solving and creative approach of TADQ staff. Being able to get the equipment in time for our holiday and to avoid having to purchase a special needs trailer at much greater cost was brilliant.

We still use the trailer to take Frankie for bike rides by the river every week, which we all love. Because of the success of our New Zealand trip and the fact that he is rapidly outgrowing his trailer and car seat, we decided to take one last overseas family holiday to Canada - which included bike rides in his trailer and was also a big success.

Thank you again TADQ you do a wonderful job.”



Freedom Wheels

Freedom Wheels had an exciting start of the year with a relaunch of a new brand. This new logo and design is exactly what these bikes are all about – fun and colour and we just love it.

The bikes and process remains unchanged and we are still able to provide a bike completely customised for you. Stabiliser wheels to help balance, handlebars that suit your needs, postural supports to help with that little extra safety and options to help keep feet on pedals. We are always striving to find new options and ideas to help make riding a bike as fun as it can be.



Our volunteer Grant putting together the final touches on a bike

Meet Owen . . .



Owen in the park riding his new bike

“Owen has cerebral palsy and found it difficult to keep his balance on a standard bike. All he needed was a little support to help with this. Love that smile Owen!

“Owen’s wheels are totally awesome. We’re looking forward to the weather heating up so we can enjoy riding a little more again.

We will definitely be calling when an upgrade is needed.”

Sarah Leonard,
Owen’s Mum



Jackson taking his new bike for a spin

controlAble



Controllable is one of our most exciting and innovative programs launched to date. It requires patience, passion, brilliant thinking and most of all fun. This program takes us out of the realm of reality and shows us what is really possible. Gaming is often a means of escapism, where gender, ability, colour and race are invisible, you can be exactly who you want to be.

In today's world, gaming is a part of life. It brings joy, excitement, skill, social interactions even career opportunities. The only obstacle for many children and young adults with a physical disability, who are excited by the opportunity to play video games, is the inability to physically hold and/or navigate the controller unit.

Samuel Thorne has recently received a controller from us. Samuel was a 9 year old boy who loved sports, reading and playing video games. One day he woke to find he had been struck down by a rare neurological condition, transverse myelitis which meant he can no longer walk and has no movement in his arms. Two years on, his world is extremely different but one thing remains the same – Samuel's sense of fun and humour. As he did have some movement in his right foot, Dad set up his controller so he could use it to continue playing games with the co-pilot facility.

Samuel's Physiotherapist from The Lady Cilento Children's Hospital was extremely keen to get him playing independently and contacted us to see if we could help. Whilst still in the trial phase, we have been able to place buttons on other areas of his body such as his head, knees and left foot. This has now given Samuel full control of the game he loves, the only downside is he has no-one else to blame when he crashes!



Here you can see a small yellow button placed just along his jawbone



Samuel has complete control with the help of the orange button placed on his left knee

Here's what Samuel tells us . . .

"Opal and Daniel listened to what I could already do with my Xbox One controller. They looked at different points on my body that I could move to place different buttons. Daniel built a special controller using the information about me and my body. He is currently rebuilding part of the main controller to make it easier again for me to use on my own. Having a modified controller will give me more independence by being able to play on my own and not rely on telling someone else what to do when using co-pilot. I am very thankful for the support they are giving me."



The joystick was removed from the controller and placed near his left foot for ease

TADAssist

In early 2017, we found that we were continually getting requests from My Aged Care for minor home modifications particularly in the Gold Coast region. We investigated this in detail and as there was such a demand TAD Assist was born. Our staff and volunteers work tirelessly to keep up with demand in fitting grab rails in toilets and showers etc and also make customised ramps, steps and other minor home modifications.

“You guys are doing an awesome job. By far the most professional home mod service I have used. ”

Occupational Therapist,
Allied Health - Ozcare



TADEquip

We regularly get people and organisations calling us to donate items that they no longer have a use for, often some brand new. We have found ourselves not wanting to say no as we know there are people who desperately need them but cannot afford the cost of new equipment.

Hence, TAD Equip has grown into a service which allows us to collect items locally, check them over and get them ready to re-sell. Our Occupational Therapists are then able to offer these items with a free assessment in their home to make sure they are a perfect fit.



A big thanks to Think Mobility Virginia for their kind and regular donations to TADQ Equip

2016/2017 FIGURES

FREEDOM
WHEELS BIKES

26

SENIORS
SOLUTIONS

211

VOLUNTEER
HOURS

3302

CHILDREN
AND ADULTS
SOLUTIONS

166

Helping people to realise what is possible



Creation of a scooter lifter

“I wish to thank you for your efforts on behalf of my mother in building her scooter lift.

The solution you provided has increased the time whereby she can live independently and has improved her standard of living as she can take herself shopping, rather than having to have assistance to lift her scooter in and out of her car.

Your professionalism and caring attitude to my mother was much appreciated. As well as the convenience you have provided, the cost was much lower than existing commercial solutions which had previously precluded her from obtaining one of these devices.”

Thankyou for an AMAZING YEAR

Our most heartfelt thank you to our donors and supporters who help us make our vision and mission come to life. Whether you are a client, part of our team, a therapist or organisation we thank you from the bottom of our hearts.

Your support has helped us to grow, improve, listen, walk alongside and most importantly make a difference to the lives of so many people in Queensland.

We hope you have enjoyed this snapshot of the year and look forward to an amazing and innovative year next year.



Thank you to The Honda Foundation for the sponsored Honda Jazz

GRANTS

- The Department of Health and Ageing
- Department of Communities, Child Safety and Disability Services
- The Gambling Community Benefit Fund



myagedcare



REGISTERED
NDIS
PROVIDER



QUEENSLAND
GOVERNMENT

Department of Communities, Child
Safety and Disability Services

DONATIONS & IN KIND SUPPORT

Thank you to the following for their donations and in kind support for this year, we really do appreciate it.



The Honda Foundation



Community
Lifestyle
Support



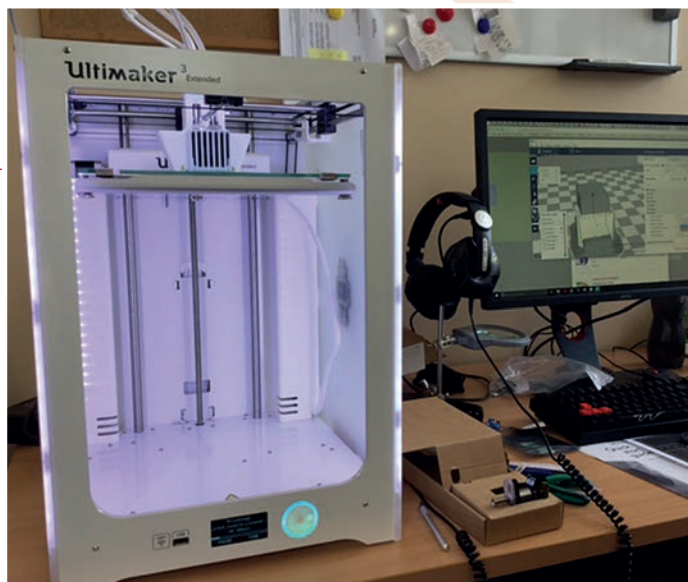
Lady Cilento
Children's
Hospital+

CLAYTON UTZ

Looking FORWARD

The coming year is going to be full of change for TADQ and the disability community, it brings with it excitement but also trepidation. At TADQ we are ready and looking forward to moving in an innovative direction.

In order to help us stay true to our values and mission, our focus will encompass these 5 key initiatives.



Looking forward to new innovations with our 3D printer

CULTURE

CREATE A STRONG CULTURE, BRANDING AND MESSAGE

We will be spending some time making sure that our brand reflects why we do what we do and how we do it. This will incorporate a stronger digital presence with engaging and relevant content. We strive to be experts in our field with the client experience at the forefront of our minds.

GROW

GROW TO CREATE FINANCIAL SUSTAINABILITY

With a challenging year of change coming with NDIS, we endeavour to learn and build opportunities and relationships to support each other.

PEOPLE

SUPPORT, RECOGNISE AND EMPOWER OUR PEOPLE

We will continue to listen to the needs of our people whilst building meaningful relationships with support networks. Always remaining authentic and transparent.

STREAMLINE

DEVELOP AND IMPROVE RESOURCE EFFICIENCIES, QUALITY AND PRODUCTIVITY

Processes, needs and requirements are a constant change in the world we live in today. We embrace this challenge to continually evolve and improve ensuring we are always the best we can be.

INNOVATE

BE A LEADER FOR INNOVATION AND CREATIVITY

Creative thinking is what we do best, we commit to be a leader in this field, to collaborate, share and learn.



TADQ

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