

A year in review...

2015



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

Welcome to the 2014-15 TADQ Annual General Meeting report. I thank the volunteers, members and our employees for their continued support for the provision of our unique services. Our services have provided Queenslanders of all ages with a disability or frail aged to help increase the ease and safety of participation in the day to day tasks, which we know impacts greatly on quality of life for both our client and in many cases their support team.

State and Commonwealth funding for TADQ community services has enabled us to provide these services in 2014-15. Our funding agreement with these bodies concluded on the 30th June this year and both agencies renewed their funding for the next 2 and 3 years respectively. This funding mechanism has external review processes, which we completed this year including a 3 yearly audit against service delivery standards (State) and a review of Strategic Plan outcomes.

This year has been the first year for our new volunteer Treasurer, Anne-Marie Norris, and for a new auditor. We welcomed the return of Maureen O'Brien-Stone to replace our former manager Racheal Mayer. Many of our experienced and skilled volunteers have continued their valuable services. Also new volunteers found TADQ and by receiving our support, found that volunteering for TADQ can be a valuable way to use their skills and time in retirement or when studying or working. This support for our volunteers is vital and has mandatory requirements for our organization. Thank you to our staff in providing this support and for our volunteers who have participated in information and induction training sessions.

Besides individual service delivery for customized assistive devices, this year we have had people working in teams to develop items that may potentially assist many people. We have developed wide ranging and beneficial projects that have the potential to make a significant difference in people's lives. In some cases the devices were relatively simple and have been made in batches, enabling us to make any personalized adjustments and reduce the time taken to supply the item. The two main sources of these items have been from:

- A catalogue of Frequently Requested Items - used in an educational settings, recreation and in the home.
- The TADQ Innovations Team – a team made up of workshop staff, therapist and tech volunteers who meet to combine their wealth of knowledge and skills in their different spheres to develop solutions for some more technically challenging requests.

In this report you will see selected individual examples of the work TADQ has performed this year covered comprehensively in the Occupational Therapist' Report and more generally in picture form throughout the report.

This year has been very busy for the TADQ Management Committee. We have prepared for and engaged in an audit against the Human Services Quality Standards which are to meet the requirements of the Queensland Government Department of Communities. We have appointed a new General Manager and engaged an external consultant to undertake an extensive review of TADQ Policies and Procedures.

The 2015-2016 Management Committee will further this work to ensure that TADQ complies with the various State and Commonwealth Standards as well as Best Practice and is well positioned into the future.

Denise Stewart (President)

Management Committee members: Anne-Marie Norris (Treasurer), Carolina Pennisi (Secretary), Dianne Scott (Former Treasurer), Ron Carr and Paul Crum (resigned March 2015).





Our People

Paid Staff

General Manager

Maureen O'Brien-Stone

Occupational Therapists

Camilla Batchelor

Joanne DiLizio

Development Officer

Tanya Cuffe

Administration & Project Officer

Elizabeth Steer

Workshop Supervisor

Grant Paviour

Contract Bookkeeper

Vacant

Management Committee

President

Denise Stewart

Secretary

Carolina Pennisi

Treasurer

Anne-Maree Norris

Board Member

Ron Carr

Dianne Scott



General Manager's Report

What a fantastic organisation TADQ is. What a privilege it is to return after 3 1/2 years to work with this skilled and talented group of staff and volunteers whose commitment to improving the life of others is an inspiration. Thank you to each and every one of you for that effort and commitment.

I would also like to thank Racheal Mayer for the work that she put into TADQ and her unwavering belief in the rights of our clients and their right to achieve their goals. We will continue to work towards that right.

Much of the 2015 year is being covered elsewhere in this report by those who have actually been part of TADQ during this period. I will therefore outline what we are looking forward to in the coming year as it is the future that will impact on our clients and their families. It is the future that people are looking to us to support them through and it is the future that will establish TADQ as a reliable and resourceful support organisation, dedicated to ensuring that we meet the needs of individuals into the future.

NDIS

It has been great news that the State Government under Premier Palaszczuk has committed \$1.9m to test the NDIS roll out process with 600 people in a rural and regional area in Queensland which is still to be announced.

This is likely to be the most groundbreaking change to the way we do business and support our clients. There is still a great deal of uncertainty and a lot of information to obtain as to how the whole NDIS initiative will work for service providers. TADQ is such a unique service, in fact only 1 of 3 worldwide, that fitting into the NDIS mould will be a major challenge but one that we

will master. For us it will change the way in which we do our business with government funders because it will be the clients who make the choices and have the goals and options that they develop. It will then be up to TADQ to position itself in the marketplace to be the “go to organisation” that will provide the solution to that particular client’s request.

It is a first for TADQ to compete in a marketplace alongside of mainstream commercial suppliers of equipment, however it will always be the case that it is only TAD nationally and TADQ that continues to provide the uniquely customised design especially developed around the specific needs of our clients. That is our significant competitive edge and we must ensure that we maintain that. It is a two edged sword that we are now operating in an environment where we are placed alongside commercial suppliers. Firstly this will require us to sharpen our operation and perform in a commercially driven market where we seek to ensure our clients receive the best possible solution. Secondly however, TADQ needs to ensure that we remain “front of mind ” for our clients and their carers if and when the commercial alternative does not, as it has not in the past, provide the best possible alternative, be ready and capable of providing the services.

As we move towards the 1 July 2016 Queensland implementation our necessary undertakings can be mapped as follows:

- Building our awareness of the NDIS and its tiered elements.
- Understanding of our current level of capacity and developing effective strategies to enhance our capacity.
- Developing and utilising our capacity building resources to increase our readiness to develop supports under the NDIS
- Determination of our pricing strategy within the Queensland context.
- Identifying and responding to the challenges in supporting clients in Queensland including specific rural, remote and very remote initiatives.
- Completion of provider registration in Queensland

According to the NDIS Scheme Actuary, within Australia’s population of people with a disability there are approximately:

- 2.5 million under the age of 65 years
- 900,000 of the 2.5 million report that they need assistance with activities of daily living at least weekly.
- 410,000 of this 900,000 are likely to access the NDIS as participants

Of the 800,000 carers identified by the Productivity Commission, approximately :

- 394,000 are carers for people under 65 years of age
- 350,000 of these 394,000 carers are supporting a person under the age of 65 years with either a severe or profound core activity limitation.

Older Australians

With the focus widely on the implementation of NDIS, TADQ is very aware that there are many Queenslanders who at 65 years or greater fall outside of the catchment of the NDIS programme. It is these Queenslanders and their carers who are also often aged who we need to focus on and develop current and accessible solutions to assist them to maintain their independence. During 2016 and beyond, TADQ will be working to increase its reach and service to these clients who often fly under the radar.

With many of us living longer through medical intervention but often with the same physical degeneration and a desire for independent living, we need to provide supports that enable safe and appropriate assistive devices to perform daily living functions.

As part of broader changes to aged care that will offer frail, older people and their carers more choice, easier access and better care, the Australian Government launched the Commonwealth Home Support Programme on 1 July 2015.

The Commonwealth Home Support Programme builds on the strengths of home support programmes which came before it and from 1 July 2015 consolidates four programmes including The Commonwealth Home and Community Care (HACC) Program to create a streamlined source of support for frail, older people living in the community and their carers. Formerly all of TADQ's clients over 65 years have fallen under this program therefore for our clients, the aim is for this to be a seamless transition. There will however be inevitable changes with the focus being to move towards consumer - directed care. TADQ prides itself on a long history of achieving individually and uniquely consumer focussed solutions to the needs of our clients.

During 2016 we will endeavour to reach many more isolated clients in rural and remote regions of Australia as well as a concerted effort to reach those indigenous and culturally disadvantaged individuals that for a variety of reasons often fall through the cracks of mainstream service provision.

Funding certainty

I am pleased to report that we finished the June reporting period with good news on 3 separate fronts. TADQ relies heavily upon government funding from two sources.

Our over 65 years funding comes from the Department of Social Services under the Commonwealth Home Support Program (CHSP). We received notification that the funding for the 2016-2018 period is confirmed.

Funding of our under 65 years program is from the Queensland Government Department of Communities, Community Care Program. This funding has been confirmed until June 2017 with two x 1 year options. This time frame is built around the implementation of the NDIS.

Both of these confirmations enable us to plan and develop programs that are responsive to the needs of our clients in both groups and in keeping with the separate funding guidelines of these programs.

TADQ Workshop

We have come to depend heavily on the TADQ workshop which has met and exceeded our expectations in terms of its value in our overall service delivery. Changing approaches to volunteering and the availability of volunteers from different sources including our very capable and enthusiastic students, have meant that we have needed to expand our workshop facilities. We have now separated the Freedom Wheels workshop into a room of its own separate to our main machinery workshop.

In June we were successful in our application for a Grant from the Gambling Community Benefit Fund to replace some very outdated equipment and extend the existing workshop to almost double its original size. We are grateful for the continued support of the GCBF , a program that has been very good to TADQ over many years and like in this instance has allowed us to undertake valuable enhancements to our service delivery.

The machinery workshop and the Freedom Wheels workshop both enable us to provide local production which in some ways compensates for the lack of regional volunteers that has occurred over recent years. With the intervention of a regional therapist and the team approach in Brisbane , this sometimes less than ideal situation nonetheless meets the needs of our regions but we recognise that more needs to be done.

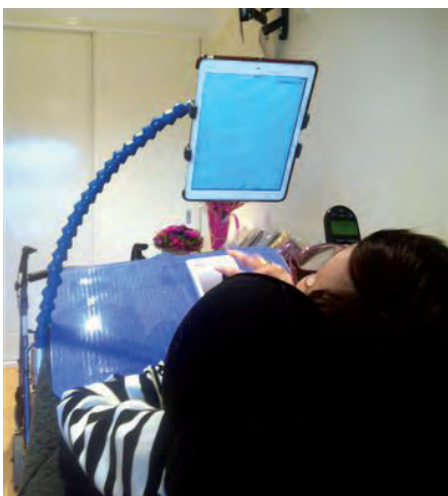
Regional Development

As previously mentioned, we will be undertaking a concerted and strategic approach to developing a solid extensive service delivery through a number of regions in 2016. the exact model of this will be finalised through Strategic Planning to be undertaken for the period 2016 - 2018.

Regular updates of these endeavours will be published in TADQ Bulletins and on our website.

I look forward with great anticipation to a year of positive outcomes for our clients and a rewarding and satisfying year for our volunteers and staff.

Maureen O'Brien-Stone
General Manager



iPad mount for wheel chair



Swtich adapted toys



Client Feedback

Dear Alan, Camilla, Grant and TADQ,

Thankyou so much for our beautifully made steps and platforms. Our students can now independently access their work on the whiteboards and wash their hands at the sink. Whatever class these kids are in this year, next year and the year after these great pieces of equipment will enable their access and participation!

Best Wishes

Western Suburbs Special School





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 2014/15

The team had a significant increase in applications for Freedom Wheels bikes during this period. The new process of utilising Occupational Therapists and Physiotherapists within the schools and community organisation has had a positive effect on the capacity to provide the service. Freedom Wheels continues to feature in many expos and community events.

Cricket Game (from the OT's desk)

A major achievement this year has been the completion of a modified Cricket Game which was requested by the Muscular Dystrophy Association. (MDA). The goal of the modified cricket game was to enable young people to participate in a cricket match and would be suitable for clients using both manual and power wheelchairs.

Luckily for us the design work had already been completed by Solve Disability Solutions, our sister organisation in Victoria who graciously sent us their plans. After a meeting with the TADQ team and the Sport and Recreation Officer from MDA, the only tweak to the plans requested was to include the option to use tennis ball in the bowling machine. Apparently the Queenslanders like to play a faster, more competitive game than their Victorian counterparts!

What we made:

- A bowling machine that consists of a channel which allows the ball to be bowled by the client. This was achieved by providing a remote switch activated by the client which controls the release of the ball.
- A batting machine that consists of a bat mounted to a tripod which allows the bat to be swung by the client. This was achieved by providing a remote switch activated by the client which controls the release of the bat.

The delivery and demonstration of the cricket game at MDA earlier this year was a highlight for the team.

This could not have been achieved without a wonderful team providing both the electronic and mechanical know how to make these plans come to life. A very big thank you to Dennis Cheshire, Alan Crawford, Graham Dowding, Shaun Han, Scott Hyungwoo Ho, Stephen Jones, Daniel Spargo, and Noel Wong. Thanks also to Solve Disability Solutions who shared their plans and time with the team.



Innovations Team

Since September 2014, the Innovations Team has met 8 times at the TADQ office in Banyo to discuss interesting and challenging problems that have yet to be solved!

Over this period of time, I have had the pleasure of being part of an amazing think tank of members with a wide range of backgrounds including engineering, sewing, mechanics, telecommunications, drafting, accountancy, management, business, boiler making, fitting and turning and design. The team has considered solutions for the following problems experienced by people with a disability and/or the frail aged including:

- How to assist a client with a physical disability to comfortably travel the world with a custom designed portable and collapsible shower commode chair
- How to assist a client with a physical disability to throw a ball to her dog
- How to assist a frail aged client to lift a four wheeled walker into the back of a vehicle



This last project has been the one to which the team has devoted the most time and energy. This has included consultation with LifeTec to determine the need for this equipment. As there is nothing commercially available at present, the team saw the opportunity for this equipment to be designed and manufactured for a large number of clients who are frail aged, who have a physical disability or have a carer who needs physical assistance to lift a walker into the boot of a car. An enormous thanks to Alan Crawford who has worked with the ideas of the team to develop a couple of iterations including:

- A device to be mounted externally to the boot of a vehicle with modified bike rack straps using gas struts to lift the walker off the ground. This prototype is under review at present.
- A device to be mounted inside the boot of the vehicle with an electric actuator that lifts the walker up to the height of the boot to enable the client to then slide the walker in and out. This prototype is due to be trialled with a client in the coming months.



A very big thank you to our Innovations Team members over this past year: Lu Aquili, Ray Biggs, Ron Carr, Dennis Cheshire, Alan Crawford, Uel Dickson, Graham Dowding, Maurice Evans, Hans Hogerheyde, Bob Organ, Dawn Patterson, Jorgen Pederson, Alan Rodda, John Sharp, Daniel Spargo and Alan Watson.

We look forward to the teams achievements over the coming years.

Camilla Batchelor
Occupational Therapist



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 and supporting our work and the lives of clients and their families, with an estimated 6,150 volunteer hours donated in the past year. Their ongoing dedication to the organisation is inspirational.

Some of our wonderful volunteers are featured below.

ALAN RODDA

Alan Rodda joined TADQ over 10 years ago and in that time, completed over 100 projects. He has always been a highly respected member of the extended TADQ staff and volunteer team, and while Alan's circumstances have changed recently, giving him less time for projects, he has continued his support of the organization and members. We invited Alan to join as at an innovations team meeting / morning tea so we could congratulate Alan on his work in supporting the clients and members of the TADQ community.



RICHARD STREEK

Hi, my name Richard and I have been volunteering at TADQ for nine months. I work with a team of four guys and we make aids for children with disabilities and for the aged. It has been really great to be able to help the community in this way. I am a boilermaker by trade but had been out of my trade for thirty five years. To be able to renew my skills and use my many other abilities for such a worthwhile cause has given me great satisfaction. I had been unemployed for over twelve months and to be able to volunteer has made me feel useful again.



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 continued its partnership with the Volunteer Services Metropolitan network providing sector support to deliver several free volunteer training sessions.

2014/2015 Financial Summary

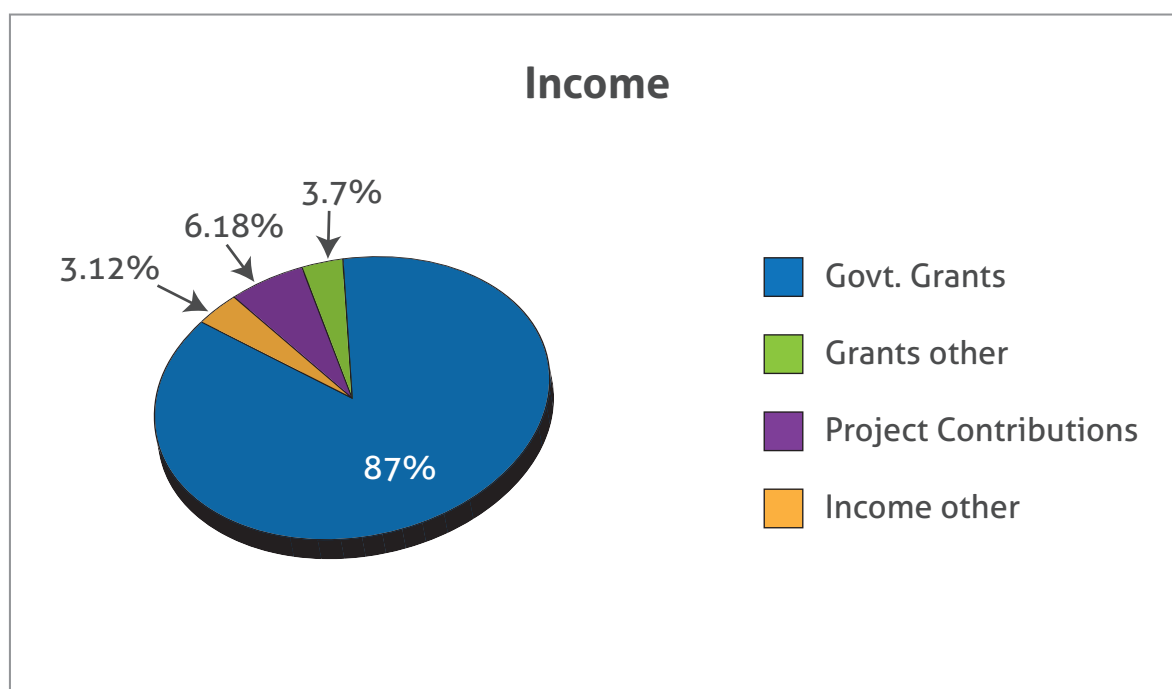
TADQ's main source of funding is derived from recurrent grants from The Department of Communities, Child Safety and Disability Services (\$123,865) and the Department of Social Services (\$332,862) equating to 87% of the total income for the 2014/2015 financial year. We thank both Departments for their 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 3 years is now ensured.

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 13%, 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.



Value Of Volunteer Labour

Based on Volunteering Queensland current Fact Sheets the value of TADQ labour currently and projected is as follows:

The current wage rate used to work out the value of volunteering is \$28.99.

Based upon the very conservative estimate of volunteer labour in 2014-2015 of 6000 hours and a rate that in no way reflects the true value of the skills and experience of TADQ Technical Volunteers, using the current rate of \$28.99 equates to \$173,940 of donated labour.

In 2016 that rate is projected to be valued at \$34.89 and allowing for the same number of hours would equate to \$209,340

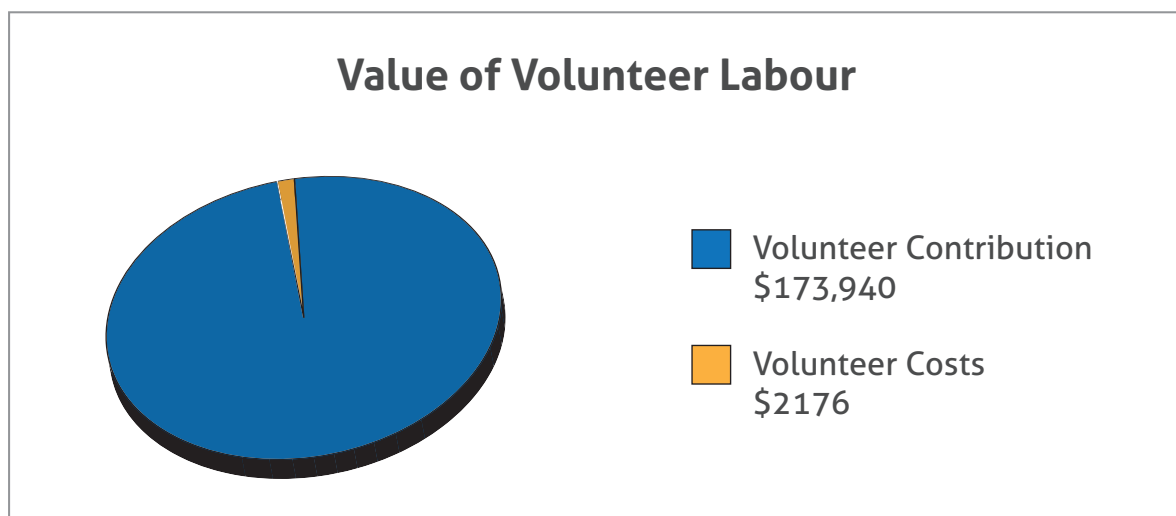
Leaving aside the skill and knowledge, in purely financial terms this figure is a demonstration of the worth of TADQ volunteer contribution and the direct benefit to the community.

Why put a dollar value on volunteering

The calculation of the economic value of volunteering in Queensland is important because it can:

- emphasise to government and policy makers that voluntary work makes a significant contribution to the Queensland community
- encourage Queensland people to become volunteers by demonstrating the economic benefits of volunteering, and
- inform the media and the community about the value of volunteer time to the Queensland economy.

Source: The economic value of volunteering in Queensland
Updated report - May 2008
A report commissioned by the Department of Communities



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

The Gambling Community Benefit Fund

DONATIONS & IN KIND SUPPORT

Telstra

The United Apostolic Volunteers Foundation

Bunnings

Sizzler

Palm Lakes Eaglby

Redcliffe Cycles



Solutions for Living
tadq.org.au



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