



# A Year in Review

ANNUAL REPORT 2018



INSPIRE · INNOVATE · CREATE

# Joy Through Innovation



## OUR PURPOSE

Creating innovative solutions providing confidence, joy and comfort.

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## ABOUT US

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TADQ is a Queensland wide, profit for-purpose organisation that designs, creates and builds customised assistive technology solutions for children and adults. We have been creating and modifying equipment for over 30 years and understand how challenging life can be when you have different abilities.

Our pool of staff and volunteers enable us to deliver a professional and innovative service by providing a plethora of skills from occupational therapy, electronics, engineering, marketing, CAD designing, welding, carpentry and much, much more.

Our purpose-built building in Brisbane houses a workshop and collaborative space to support our staff and volunteers. Having a volunteer run workshop in Bundaberg also enables us to reach families living in the Wide Bay Region and our 40 volunteers can assist meeting clients' needs up and down the region, as far north and Cairns and as far south as the New South Wales border.

*“TADQ offers the opportunity for people who have fantastically creative minds and skills to set about designing unique solutions to support people to achieve their goals and dreams.”*



# OUR TEAM

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To help us navigate the challenging year, we are extremely proud to have had a diverse team of innovative, dedicated and highly motivated people who share a genuine belief in themselves and others and aren't afraid to think big.

## MANAGEMENT BOARD

We are extremely grateful to have the continued and consistent support from our Management Board, many of whom have spent endless hours dedicated to ensuring we remain a sustainable organisation.

- Michael Denton, President
- Lloyd Warner, Vice President
- Julie-Anne Mee, Secretary/Treasurer
- Maurice Evans, Committee Member
- Alan Rodda, Committee Member
- David Richards, Committee Member
- Sonya Melbourne, Committee Member



## VOLUNTEERS

With endless energy and enthusiasm, each program we provide is supported by a team of high calibre volunteers. This year, we welcomed delivery drivers to help us ensure each item is delivered quickly and professionally as well as many trade skilled volunteers to create and design custom-made items.



## STUDENTS

During the year we embraced the opportunity to host students from local universities offering programs for our electronics and occupational therapy specialist areas. Their contribution to the organisation has been invaluable and will be shared with staff and clients for years to come.



## STAFF

A growing team of passionate individuals all working together to strive for more and continuously improve designs, builds, materials and service delivery. Using the latest technology and innovation this team will forge us forward into an exciting new year.



## PRESIDENT'S REPORT annual report 2018

As we rush towards 2019, it is that time of year when we reflect on the past and plan for the future, whatever that future might hold for us. It also marks the end of the second year of my term as President and for most of the current Board. Our first year heralded a period of significant change for the organisation, as a newly invigorated TADQ team worked hard to embrace a new direction based on a redefining of our initial reason for being. 2018 built on that change in direction and consolidated the advances made in managerial and financial responsibilities and the subsequent performance successes in the delivery of a much-increased number of projects to a more diverse range of clients.

While we have collectively achieved a lot in the past two years, there is still much to do especially in regard to ensuring that the organisation is best positioned for the challenges that inevitably arise, and that we all share a common, agreed vision. To achieve this, we need to clearly articulate our shared purpose, values and culture and ensuing priorities and strategies to deliver on

our vision. This Strategic Planning process has begun and involves representatives of the Board, management, staff and volunteers. As we progress through the process, there will continue to be a collaborative approach to ensure the outcome is a truly shared vision, and one that is embraced and delivered upon by all.

As you consider our 2018 Annual Report and Annual Financial Statements you will see that the organisation continues to deliver against key performance indicators. But we don't just want to meet performance marks, we want to exceed all expectations, both internal and external. It is therefore important that everyone has the opportunity to bring forward new and innovative ideas, both regarding what we currently do and what we could be doing. I continue to encourage everyone to bring forth their ideas on how we can collectively improve the services we provide to our clients.

As another year draws to a close, on behalf of the Board I would like to take this opportunity to thank all our members for their tremendous

support throughout 2018 and look forward to working together in 2019 as we take on the challenges which seem to arise with each passing year.

No organisation can continue to perform successfully without an amazing team and great leadership and we certainly have that in spades at TADQ. I especially want to acknowledge and thank Maureen for her outstanding efforts throughout 2018 and for the professional manner which she has continued to achieve fantastic outcomes across a range of challenges. I would also like to thank her for the great support she has shown to me and the Board throughout the year.

None of what we do would be possible without our fantastic team who continually go above and beyond to deliver outstanding results. Please know that your efforts have not gone unnoticed and we all sincerely thank you. Without you there would be no TADQ.

Equally we thank our volunteers and acknowledge their unbelievable and unselfish commitment and contribution to the team. On behalf of the Board

and the hundreds of clients whose lives have been positively changed by their work, we thank you.

Finally, I want to personally acknowledge and thank my fellow Board members for their support of me and for their outstanding contribution to the overall success of TADQ. I, and indeed the organisation is fortunate to have the most competent, capable and diverse group of professionals. I sincerely thank them for their input, counsel and support. It is greatly appreciated.

There is no doubt that 2019 will bring its share of unique challenges as well as rewards. The Board and I look forward to working together with the entire TADQ team to continue to enrich the lives of the people we serve. I commend our 2018 Annual Report to you and wish everyone the very best for 2019.

Michael Denton

President





## CEO REPORT annual report 2018

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This year has been an exciting though challenging year for TADQ on many counts.

We have seen growth in the types of work that we undertake, an increase in the volunteer support received from non-traditional sources and a developing public awareness of TADQ particularly through social media.

All of this is being achieved in a very uncertain environment where both the organisation and our clients are having to navigate a new way of accessing support through My Aged Care and NDIS.

We are excited to have received philanthropic support for two years to further develop controlAble program that enables young people who wish to participate in gaming to have the modified controllers that suit their needs. Without the support received from the Viertel Foundation, we would not have been able to bring this to the level it is so far, or prepare the project for further venture funding into the future.

We have also been very grateful to receive a grant from the Gambling Community Benefit Fund which enabled us to purchase a 3D Printer. This was originally intended to be used in the controlAble program however since having this equipment in house, many more custom solutions projects have benefitted by the design diversity that this brings to our products.

TADQ as all other state and territory organisations

are members of an umbrella organisation TAD Australia which received an Information Linkages & Capacity Building National Readiness Grant to be implemented over the 2018-2019 period.

The focus of this Project is the development of a national, multi-regional approach to specialist and expert delivery of advice and information regarding assistive technology and has four key deliverables:

- Development of consistent national best-practice procedures and protocols.
- Involvement of people living with disability throughout the process to ensure information is relevant and accessible.
- Development of national website /database that delivers relevant, accurate and consistent information.
- Development of state-based information delivery channels that deliver information consistent with the national website / database.

TADQ is delighted to be specifically contributing to two key projects within the first deliverable. These are the Assistive Technology (AT) and Freedom Wheels.

These projects underpin a key commitment by all members to develop a consistent transparent service that builds on the strengths of sharing resources and enhances capacity to maintain best



practice models of delivery for all TAD services.

In 2018, TADQ continued undertaking minor home modifications in the Gold Coast and Logan region. We are continuously improving ways to provide a service offering skilled, professional, quality and client focused outcomes.

During the year we have been supported by several students from local Universities to assist in the development of a number of projects. One of these is a range of products that will be readily available to our clients. As many of these items are not complex, the inclusion of an item such as a one-handed walker is an example of the sophisticated level of design capability within TADQ enabling such an inclusion in an easy to order range.

Having the support of these students provides TADQ with opportunities to enhance our service provision in ways that our existing financial resources don't allow.

2018 has been a year of consolidation and growth. We have focused on team culture and communication at all levels whilst improving the diversity and skills of our team. Recent staff participation in our Strategic Planning process demonstrated a real commitment by all staff to the process and identification of a model of service that continues to provide the best possible outcomes for our clients.

There will be changes to the way we work over the next few years and of course, they bring many challenges. As government drives streamlined single entry point services that are promoted as providing an efficient holistic approach tailored to

client's needs both clients and service providers are finding new ways to adroitly adapt to new ways of working.

I would like to thank the staff who are such a committed and dedicated group of people who individually demonstrate that they are here because of a genuine desire to make a difference to the lives of others. Thank you to Opal Halliday who has embraced the role of Operations Manager and is adept at streamlining our processes in keeping with the ever-changing environment.

This organisation has always been centered on the contribution of volunteer time by skilled professional and trade qualified individuals who give their time and skill to improve the lives of others. While sourcing those people is increasingly harder for a whole range of social and demographic reasons, we continue to be in awe of our volunteers and I genuinely say to you, Thank you.

Finally, this year I have continued to appreciate the contribution of the Board of Management who provide a diversified range of skills and expertise but also support and encourage me constantly. Thank you for your guidance and insight.

To our clients, referrers and the wider TADQ community, my sincere thanks and best wishes for 2019 as we continue to do our best to serve you.

Maureen O'Brien-Stone  
Chief Executive Officer



# VOLUNTEERS

Without the ingenuity, skill and dedication of a team of volunteers across Queensland, TADQ simply could not exist. Our volunteers living up and down the state provide a range of skills from woodwork, metalwork, upholstery, marketing to designing. Whether they are supporting our customised solutions program, Freedom Wheels bikes or controlAble – everyone plays their part in making this organisation the best it can be.

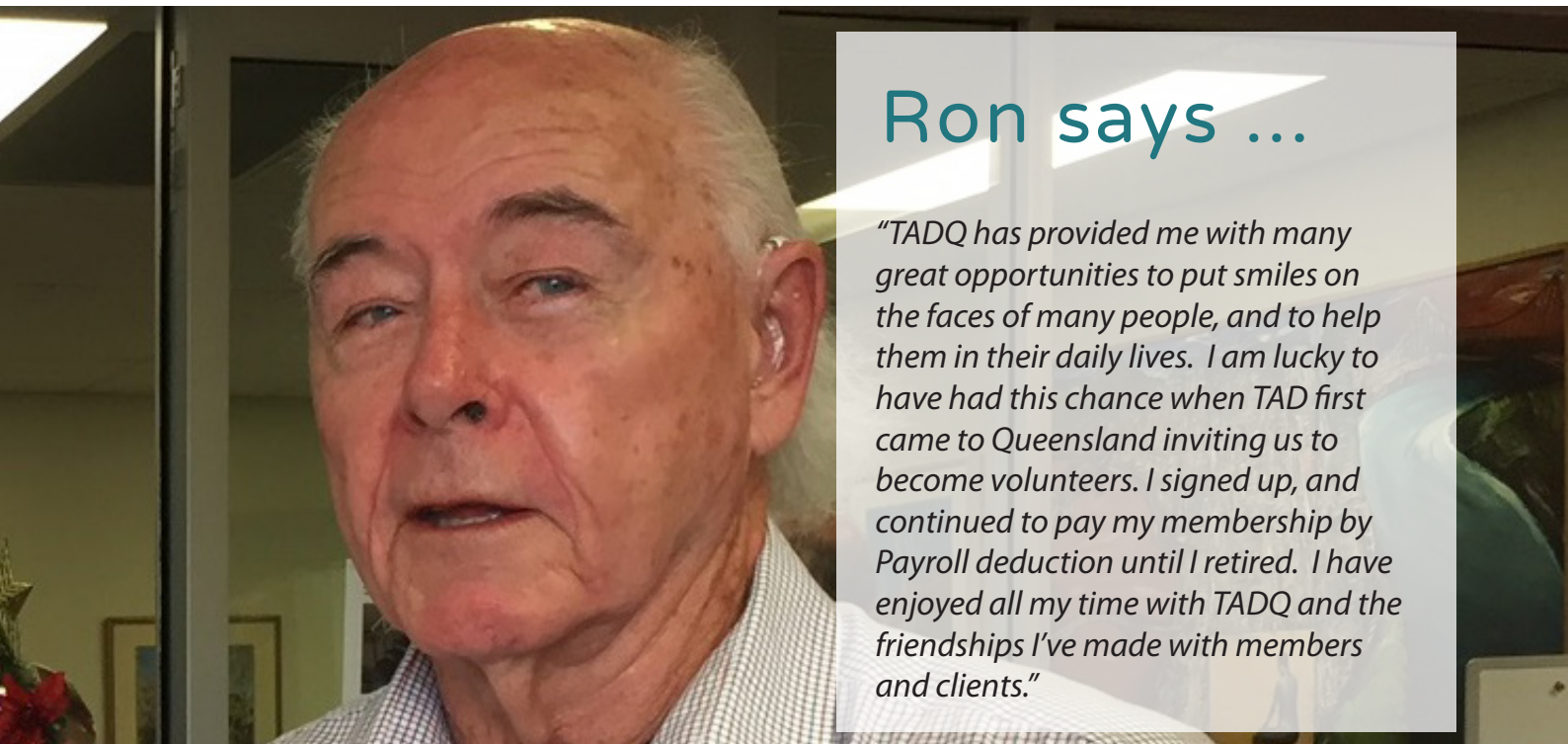
## RON'S STORY

Back in 1981 Ron Carr worked as a telephone technician for Telecom Australia in Brisbane. One day while at work, they had a visit from a gentleman called George Winston. George had recently formed a charity called TAD in New South Wales and was looking for members to join a team in Queensland. With Ron's skills in metal and wood work and some spare time outside his children and netball coaching, he thought he could help. Ron's first project was for a little 7 year old boy called Mark whose family loved camping and bush walking. Due to his condition, Spina Bifida, young Mark found walking long distances a challenge and so often his parents would carry him on family trips. However as Mark got older and heavier, this became a challenge so the family reached out to the now newly formed TADQ. Ron and another volunteer sprung into action and designed and created the perfect

rickshaw wheelchair so the family could pull him along with ease.

Ron continued to volunteer at TADQ within only one small break over the next 37 years. At the age of 78 and living with his wife Faye in Caloundra, they both recall seeing many happy smiles and feeling so many special hugs from the families they have supported. Ron has made the tough decision to retire from TADQ but will always remain a life member and a loyal friend. When asking Ron why did he stay for so long his reply was "I got out of it, as much as I put in".

We would like to take this opportunity to say the warmest thanks Ron on behalf of all the staff and volunteers at TADQ for his support and ingenious ideas and of course, for all the families that he has helped over the last 37 years.



## Ron says ...

*"TADQ has provided me with many great opportunities to put smiles on the faces of many people, and to help them in their daily lives. I am lucky to have had this chance when TAD first came to Queensland inviting us to become volunteers. I signed up, and continued to pay my membership by Payroll deduction until I retired. I have enjoyed all my time with TADQ and the friendships I've made with members and clients."*



## Mum says ...

*"Her wonderful new table gives her lots of working space and she absolutely loves sitting up in bed with her craft and toys and school work all accessible to her. Maya's overbed table is perfect for her hospital style bed and having locking wheels is also fabulous. We are so grateful to TADQ for making this for her."*

## CUSTOMISED ASSISTIVE TECHNOLOGY for children

Raising or working with children is all about giving them every opportunity to thrive, understanding their unique personalities, needs and passions and providing the right tools to support them to be the best person they can possibly be.

Having great assistive technology solutions can support your goal in raising an awesome child. Equipment around the home and out and about brings independence, joy and confidence to both caregiver and child.

### MAYA'S STORY

Maya is an adorable 13 year who loves every type of craft you can think of from origami, playdough, colouring and writing and who most of all loves playing with her cousins. Maya has severe medical conditions and that means she needs to spend a lot of time resting in her bed.

When resting, she was unable to continue doing the things she loved. Mum had looked in stores and online for a table to fit over Maya's hospital bed that would allow her to continue her crafts and homework, but nothing was quite right, so she came to us to see if we could help.

Mum and Maya knew exactly what they wanted, it had to be a certain height to give her enough

room to wiggle her knees, could be moved easily when not required and to have an edge all the way round to stop any pens or craft items from falling off.

Our staff and volunteer designed and built a table that captured all the important elements requested, even attaching lockable wheels for ease of movement.

Maya will now be able to engage in educational and recreational activities from the comfort of her bed. We hope this will make those long days of being too unwell to get out of bed, just a little bit better!

# CUSTOM SOLUTIONS for adults

Assistive technology is technology used by people to help them to perform functions that might otherwise be difficult or near impossible but essentially exists to enhance people's lives and to create opportunities that might not otherwise be realised. Perhaps you are a wheelchair user hooked on travelling, a new parent trying to find easy and safer ways to care for your new bundle of joy, a retiree wanting to start that new craft or hobby that you have promised yourself for years or simply someone wanting to stay independent and safe around your home.

We are here to listen and help!

## MARLENA'S STORY

Twenty-seven year old Marlena was super keen to get out and about on her new recumbent bike and cruise the foreshore of her hometown, the Gold Coast. However, due to Marlena's cerebral palsy she experiences fluctuating muscle tone which meant the bike she purchased does not offer a backrest and seat that offers the safety and support she requires.

When searching for the right bike, Marlena tried many but found they were just too heavy or too high for transfer. The recumbent bike mostly suited her needs, but still was not quite right.

Loaded up with a performance car seat, she

arrived at our offices to see how we could help. The old seat was removed and the new seat added and angled at 90 degrees with some improvements to the base to assist comfort. The pedal options were shortened to allow more efficiency and the steering disconnected and handlebars locked.

With a change of backrest and some modified foot cups, this recumbent bike now offers improved postural support and pedal control and the lowered seat position also makes transfers much easier.

Marlena is now all ready to cruise the coast.



## Marlena says ...

*"After searching a long time for an appropriate bike, I found a recumbent one that would work, however the seat wasn't quite right so we purchased a car seat that offered better hip support. Now I can easily cycle 8 to 10kms with ease."*



## Michael says ...

*"It will make walking from the house and visiting neighbours so much easier and safer and help with my balance, thank you to all the TADQ technicians, great work."*

## CUSTOM SOLUTIONS for seniors

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As the need for assistive technology to support people to stay in their homes increases, unfortunately the range of items available does not. We all have a different set of abilities, goals and interests. Many aides prescribed either do not fit or do not work properly and often sit in the spare room untouched, or people adapt their ways to fit the equipment. Our role is to ensure the equipment works for you to get the absolute best outcome.

### MICHAEL'S STORY

Michael came to us with a challenge that was significantly affecting his lifestyle. Michael had cerebral ischemia (a stroke) which resulted in limited movement in his left arm. He was using a walking stick to aid his mobility around the home and while out and about.

The challenge with using a walking stick was it was causing instability and a fear of falling, which often meant Michael would stay home.

What he desperately wanted was the ability to move around independently with ease and safety having the option to rest when he is fatigued. Michael had tried commercially available walkers but he was unable to safely hold and steer the walker using only his right arm. There were no

other options for Michael.

Luckily, Michael found TADQ and we were trialling a new one-handed walker system that had been developed by our sister organisation TADACT. In collaboration with our team in Brisbane a volunteer set to work to make one for Michael. The day we delivered it to Michael, he was able to walk out into the garden and sit and listen to the birds, something he had been greatly missing.

A commercially available walker was adapted with a bar running between the existing handles that could be swung out of the way when Michael needs to rest. The cross bar was fitted with a simple locking mechanism and brake which could be easily used with one hand. Perfect!

# FREEDOM WHEELS

Freedom Wheels is an exciting program that offers a personalised, custom-built bike. Each bike is tailored to the child's height and weight, as well as physical, sensory and cognitive abilities. We can provide custom supports to help children with disabilities to gain confidence and feel the freedom of riding a bike.

## MAX'S STORY

Max is a 4 year old boy with a love of adventure and one of the rarest conditions in the world, Congenital Myasthenic Syndrome which affects his balance and means his muscles fatigue very quickly, particularly in his legs.

Max finds it difficult to do many of the things other children take for granted, such as running, playing on the playground and riding a bike. Due to Max's condition, he would not have the strength in his legs to pedal a normal bike nor have the balance to sit correctly on the seat and keep his feet on the pedals and so inevitably this would be another play time activity he would have to sit out.

The family heard about the Freedom Wheels bikes through their therapist and wanted to see if this could give Max the opportunity they never

thought possible. During the assessment with Max we were all nervous to see how he would go riding his very first bike. Our nerves were soon turned to joy when Max took to it like a duck to water. The stabilisers offered him extra balance support and the foot cups help guide his feet, before we knew it we were all running to try and keep up.

A delivery by Santa's elf ensured Max woke up to a fantastic surprise on Christmas morning and now he can join in with his friends. Max absolutely loves to go really fast, but most importantly, he feels included and part of the family enjoying a day out. This is what Freedom Wheels is all about, finding a way for family and friends to all enjoy the fun of bike riding.



*"It was very emotional, as a mother. To see your child miss out on anything breaks your heart and there will always be challenges ahead for Max, but to be provided with equipment that can help him lead as normal life as possible is wonderful. We had tears watching his little face beam with delight. I have tears now just thinking about it. As a family and on behalf of Max we couldn't thank TADQ enough!"*



## Ethan says ...

*"It feels so great to be able to get back into gaming and talk and play with all my old friends that I used to before the accident."*

control **A**ble



## CONTROLLABLE

ControlAble is a fantastic new program that offers the opportunities for people who are unable to navigate a standard controller, to have full control and be able to access and play video games. Using the latest technology and experienced staff, we are able to assess and custom-build a system that works for you. Whether that is adapting a standard controller for hand control or extracting buttons for use by other areas of the body such as chin, knees or toes. Each controller is designed to get your best gaming performance.

### ETHAN'S STORY

Ethan Hasset lived in Mackay with family and enjoyed doing all the things many 19 year old do, going out with friends, having fun and playing his Xbox. When he not socialising, he worked with his dad at their local hospital doing maintenance jobs but only until his plumbing apprenticeship started.

One day, while out enjoying time with friends on his quad bike, Ethan lost control of the bike, crashing into a storm water drain. Ethan was taken to hospital where it was discovered he had suffered a C4 complete spinal cord injury.

The effect of this accident was life changing for Ethan and subsequently meant being transferred to the rehabilitation unit at the Princess Alexandra Hospital in Brisbane where he spent most of his time. To help eliminate some boredom, Ethan

wanted to start playing his Xbox again but found that due to the accident he found navigating the controller difficult and was often limited to games he could actually play. On seeing his frustration, the therapist at the hospital contacted us to see if we could help.

After looking at Ethan's abilities and working around what he can do, rather than what he can't. Our Electronics Engineer Dan was able to build and completely new controller with softer, easier to access buttons and sticks as well as relocating buttons to other areas of the controller. Now Ethan has full access to all the controls he needs and is super excited to play all the latest games that he never thought he would be able to play again.



## Client says ...

*"I just wanted to thank you for your patience and support in getting this organised for my Mother. The process was very complicated. Thanks to Anton for an excellent job, he was so helpful, explaining the options and very professional in his work and manner."*

## TAD ASSIST MINOR HOME MODIFICATIONS

supporting people to live safely

Many times, having minor modifications to your home and surroundings can mean the difference of living independently and assisted living. We often cope with our environment without realizing that many minor modifications around the home can make such a difference.

The modifications and pieces of assistive technology that TADQ can assist with, often support people to live safely and independently allowing easier movement around the home and out and about.

## TAD EQUIP SECOND HAND EQUIPMENT

providing affordable solutions

At TADQ, we understand that having the correct equipment can support you to remain safe in your own home, improve your quality of life and increase independence. We also understand that sometimes equipment can be costly and often not purchased or the incorrect item is purchased.

The TAD Equip program provides a range of good quality second hand equipment specifically suited to your needs by our Occupational Therapy team and depending on location, can be delivered and fitted in your home.



# ORGANISATIONAL SNAPSHOT



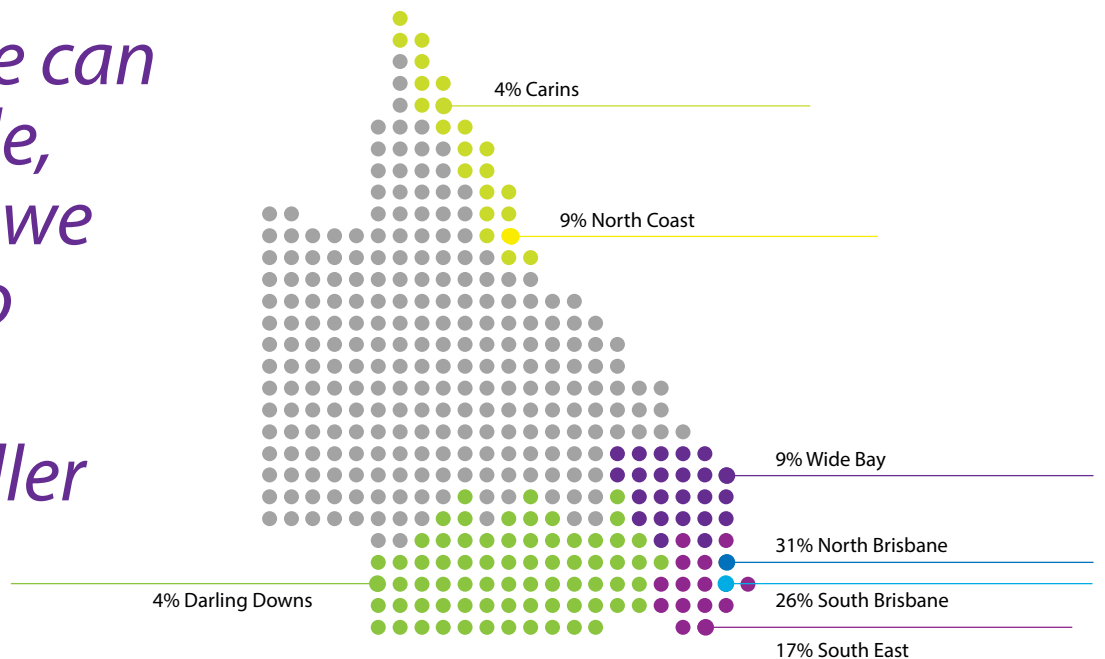
Staff

OUR PEOPLE

Volunteers

*“Alone we can do so little, together we can do so much”.*

*Helen Keller*



# KEY ACHIEVEMENTS

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## The Honda Foundation

Support from The Honda Foundation for sponsorship of a Honda Jazz.



Tikkun Olam Makers

## TOM Global

Participation in a TOM global event of 72 hours makeathon hosted by Community Lifestyle Support Services in Bundaberg.



## Change of Name

The constitutional change of our name to Technology for Ageing and Disability Queensland which better reflects our services.



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## Re-brand

The beginning of a re-brand that better supports our clients and volunteers to navigate the NDIS and My Aged Care changes.



## Freedom Wheels

A 91% increase in children receiving Freedom Wheels bikes and the addition of extra staff to support the program.



## Success with controlAble

Received philanthropic support for two years to further develop the controlAble program, enabling full time employment of an Electronics Engineer.



## 3D Printing

After receiving a grant from the Gambling Community Benefit Fund we were able to purchase a 3D printer to help support our programs.

# LOOKING FORWARD



## Streamline Processes

To allow for changes within the disability and ageing landscape, we will strive to ensure our processes are streamlined and communicated to all.



## Information, Linkages and Capacity Building

With the implementation of a national TAD Australia project, we are committed to developing national awareness and developing best practices.



## Recreational Equipment

2018 will see a focus on recreational equipment for all ages, investigating options and opportunities to ensure exercise and fun is accessible for all.



## An Easy to Order Range

The development and marketing of a range of custom items that will be unique to TADQ but easy to order with shorter wait times.

# GRANTS, DONATIONS AND IN KIND SUPPORT





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