



INSPIRE · INNOVATE · CREATE

TADQ is a Queensland based registered charity which operates on a profit for purpose model that has been designing, creating, and building customised assistive technology solutions for adults and children for 39 years. Increasingly, we are providing subsidised commercial solutions to eligible Queenslanders as well as a growing Home Modifications service currently covering the north and south of Brisbane and the Gold Coast.

OUR PURPOSE:

Creating innovative solutions providing confidence, joy and comfort.

President's Report 2020

Greetings to all our wonderful supporters (in the very many capacities),

Wow, what a year 2019-2020 has been. The 'new normal' continues with a very dim light in the future leading us back to a world where we thought we were quite comfortable. As change has been the one constant in our continuing to exist and operate, we might not want to go all the way back to where we were, but the future will continue to change and shape for us all. In his Chair's report last year, Michael Denton, told of the 'return to roots' structure that TADQ was forced to adopt to remain solvent.

The changes in the staffing meant that we had a very lean organisation, and the restructure impact took us through to the Christmas closure including the voluntary departure of our remaining Occupational Therapist (OT). I am pleased to say that we were able to secure the services of an excellent volunteer OT to assist over the second half of 2019-20 and the small band of Board members 'stepped up to the plate' to help the remaining staff develop the conceptual plan into a plan of action for 2020.

In January, the Board worked on a vision for 2020, engaging several volunteers in various capacities to help TADQ meet the 2020 objectives, outputs and commitments and plan for sustainability in 2021. Of course, the COVID-19 disaster struck TADQ early with our bookkeeper being stranded in China after Chinese New Year (and now does not look likely to return to us at all). As everyone knows, complete shutdown ensued, and the rest they say is history.

However bleak we thought the shut-down was going to be, it has not been history for TADQ. Quite the contrary: the great products that TADQ provides are testament to the ability of the organisation to survive the shutdown. Since reopening, TADQ has met and in most cases exceeded the expectations of our clients and our funders. I am extraordinarily proud of the professionalism and positivity of the Board, the staff and the volunteers of TADQ in dealing with the challenges of the shutdown and then the continued service to clients, their carers and their families .

One of the strategies to remind everyone that we are here and listening, is our increased use of social media – so please, if you are able, interact with TADQ on the social media platforms and tell your friends. We are trying to highlight the

great things about TADQ with our clients and our staff and volunteers.

For the first time in a long time, I am pleased to report a very healthy surplus of revenue over expenses. TADQ is in a good position to take us into the 2020-21 year but unless we find alternative ways to interface with the funding agencies and technology of MyAgedCare and potential NDIS clients, our operation will have to continue to change. Our challenge in the next year is to look for the sustainability options for our future.

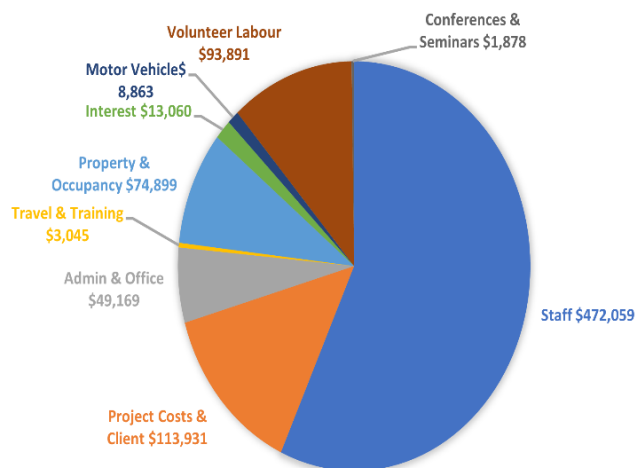
I would like to thank our Board of Lloyd Warner (Vice-President & Secretary) and Committee Members of Alan Rodda, Maurice Evans and Wendy Milgate who have worked tirelessly throughout the year to help guide TADQ. A big thank you to our CEO, Maureen O'Brien-Stone, supported by the great staff and volunteers. There is a stoic faith in this organisation, and I am proud of the great works which emanate from within.

All the best for 20-21.

Julie-Anne Mee

President & Treasurer TADQ

EXPENDITURE



This indicates the biggest cost of running TADQ in 2019-20 is the cost of labour and associated items at approx. 65%. The costs of materials for activities is 16% with the remaining costs of Property, Occupancy & Administration operations at 18%

CEO's report 2019- 2020

This year has seen many challenges and we are operating in a totally different environment. When we thought we had weathered the most change that could be thrust upon us along came a pandemic.

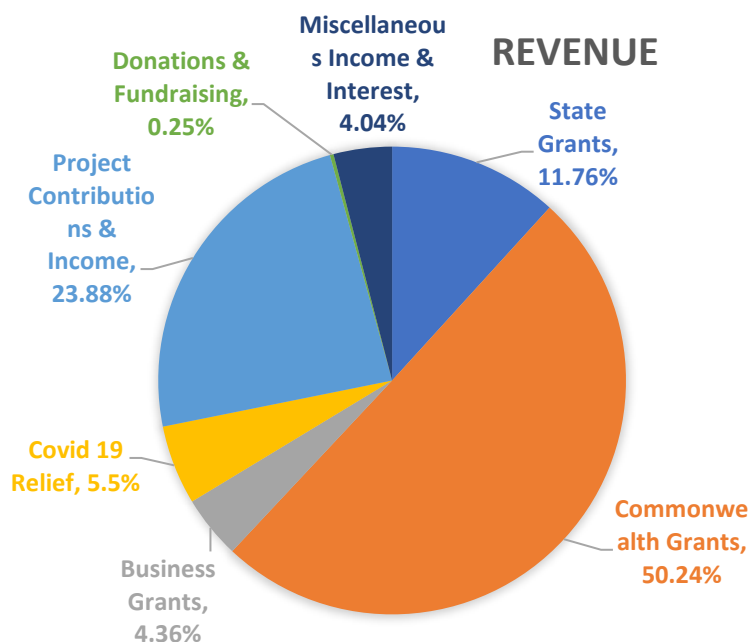
The unexpected announcement by the Minister for Aged Care and Senior Australians, Richard Colbeck that Commonwealth Home Support Programme service providers would supply personal alarm equipment created unprecedented demand concurrently when lockdowns and home isolation for our staff and volunteers was implemented.

Services such as assessments, Freedom Wheels bike provision and Home Modifications were suspended as the community came to terms with the risks and concerns regarding the spread of the COVID virus. Even at the time of writing this report, life is still very challenging for some.

We have been delighted to receive the support of the Motorama Foundation which is providing funding to clients who are refused NDIS funds to provide a bike. In these instances, this funding is enabling the young people to still achieve their dream of riding a bicycle which is the foundation that Freedom Wheels was established on.

As a continuation of the strategy implemented following the restructuring of TADQ, we have been fortunate to receive strong support from volunteers who have joined us either in an administrative capacity or with other skills that have been instrumental in responding to increasing demand.

2019-20 financial Results:



This indicates that approx. 66.4% of TADQ revenue is generated through grants from the Commonwealth, the State & philanthropic grant-makers with about 23.9% organisationally generated (via projects and other sales); and approx. 4.2% generated through the existence of the business such as rental of the building space, interest (the pittance it is currently) and membership. This year is an exceptional time with the remaining 5.5% being received from COVID-19 support like all businesses in Australia.

The necessary changes to our service model have seen us partner with commercial enterprises for specialist services. This has been a very positive endeavour for TADQ with a better outcome for our clients.

This year has been a testament to the calibre of both the staff and volunteers on the TADQ team that we have been able to deal with the challenges as they have occurred.

We are going forward into a year that is bringing the biggest financial challenge that TADQ has faced in decades. The highlighting of funding in aged care services has seen us come under intense scrutiny with an unprecedented focus on quantity of delivered items. We continually try to balance this with ethical and relevant services that meet the needs of our clients. At the time of writing, we are only funded until June 30, 2021, a year less than we were expecting. Beyond that is dependent upon us reaching output targets in our goods and equipment service.

We are working hard to maintain this funding which not only enables us to operate, but to provide a subsidy to clients. Without the support of the Commonwealth Home Support Program, as the only My Aged Care registered supplier of Goods and Equipment throughout Queensland, this subsidy will not be available to our clients.

The second service that we provide to this client group, through CHSP and Home Care Packages as well as privately funded clients, is Home Modifications. This service provides minor modifications such as ramps and grab rails together with major alterations to our clients' homes such as kitchen and bathroom modifications that enable people to remain safely in their own home and communities. We are meeting and exceeding the targets for this service and with the addition of some builders we can expand our capacity to provide this service. We remain hampered by the lack of cohesion in the My Aged Care referral system but are seeking to implement mechanisms to improve the responsiveness to these requests.

Our NDIS clients are gradually increasing however there remains a level of inconsistency in the equipment that is approved, and we continue to navigate our way through this new business model. The biggest negative impact has been the loss of our ability to provide a subsidised service to NDIS age eligible clients who for whatever reason do not receive a plan.

I would like to thank our staff and volunteers who have diligently worked with us to rebuild and strengthen the organisation. Finally, to our Board of Management who have steadfastly supported us all throughout the year, I cannot thank you enough. The personal support and practical assistance you have provided me has made a lot possible that otherwise might not have been.

Maureen O'Brien-Stone
Chief Executive Officer

Lillee's Bicycle



*Lillee's smile says more about TADQ's
Freedom Wheels Program than any
Words could*



www.tadq.org.au

Innovation in Action



Lily's Hippocampe beach Wheelchair – an example of involvement by TADQ in a client's project as we are continuing to work with Lily to accommodate her needs.



Change Table



Board to hold jars & Bottles



Stairs to Hand Basin



Single Hand Rail Toilet Step



Re-hung door and new stairs provide safety



Height Adjustable table



Wheelchair Trailer

*TADQ One Handed Walker
This device is an evolving however we acknowledge the original concept design is from TADACT*

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