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Acknowledgements

- **TADWA PATRON** Mr. Barry MacKinnon
- TADWA Volunteers active during the Year 2009-2010
- TADWA Staff
- WA Department of Health for *Home and Community Care* funding
- Disability Service Commission contracts for technical support of equipment, customised postural seating and refurbishment & reissue of paediatric equipment project
- Microsoft Australia for provision of low cost software licenses
- WA Department of Education and Training for the *First/Second Click* Project funding
- WA Government Agencies for being the major donors of computing equipment
- Volunteering WA & Volunteer Resource Centre Network for assisting with the recruitment of volunteers
- Mrs. V. Davis for her continuing support by way of significant monetary donations
- All individual donors of monetary, equipment or in-kind support to TADWA



Chairman's Report

This year has seen TADWA further consolidate its position in the Perth metropolitan area and more recently at our new regional office in Bunbury as the leading service provider for the provision of customised aids & equipment and home modifications for people with disabilities, the frail aged and carers in these communities. We have formed new relationships with the Disability Service Commission (DSC) and others to refurbish equipment used by our target groups which helps to go a long way in reducing costs and also provides a quicker response to request for this equipment.

As mentioned above our new regional office in Bunbury which was opened by the Minister for Local Government Mr John Castrilli earlier this year is performing well, thus enabling those clients living there as well as the surrounding districts such as Margaret River, Busselton and Albany to receive quicker and more proactive response to their service needs.

We have for the past few months have been negotiating with the Town of Bassendean for a full rates exemption and this is still ongoing at present. and hopefully we will be successful in our endeavours.

A new mezzanine floor has been completed in our area enabling new work areas to be commissioned plus additional sorely needed storage space this will give us greater flexibility for our hard working staff and volunteers with their work demands.

The review and revision of our Governance Profile and Business Plan is nearly completed by the Chartered Accountants RSM Bird Cameron and this will further enhance the service delivery model of TADWA in the coming years.

Next year will see further demands on our services as we expand into other geographical areas but I have great faith in the above mentioned factors that TADWA can continue to meet these new challenges in a professional and proactive manner.

I wish to thank all the members of TADWA from the volunteers to staff and especially the rest of the TADWA Board members for their support and help during what has been a busy and challenging year.

Robert Davis
Board Chairman

The Year in Review - CEO

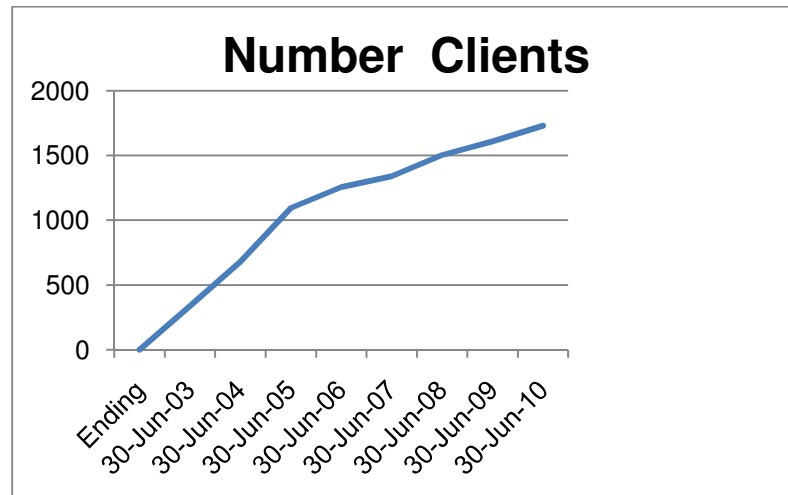
Over the year 2009/2010, included in TADWA's major operational focuses were on the provision of HACC services and generating Non HACC income to subsidise services. The two aspects were successfully achieved and further details of each are described below.

Much time and effort was dedicated to reviewing and enhancing organisational policies, practices and procedures necessary to maintain a high quality of service delivery, also continuing compliance with the HACC National Service Standards, including the HACC *Wellness Approach*. The WA Department of Health increased annual HACC Recurrent Funding by \$600,140, representing an increase of some 77%. The increase in funding enabled the appointments of an occupational therapist, technicians (including trainee technician), administration assistant and a coordinator for the South West Branch. The intensive recruitment campaign was very successful in attracting appropriately skilled and experienced staff. A total of \$240,456 HACC Non Recurrent Funding was provided for the purchase and fit-out of a mobile workshop, van for the South West Branch, construction of mezzanine floor and associated modifications to gain additional office space and technician work areas.

TADWA's HACC service targets for 2009 – 2010 were achieved. Income derived from Non HACC activities and services represented approximately 25% of total income earned. The Non HACC services included, the 'Freedom Wheels' project sponsored by Amway. The sponsorship enabled TADWA to custom build numerous bicycles for children with disabilities; contracts with the Disability Services Commission for the provision of technical support (service, maintenance, repair, customisation & fabrication) and customised postural seating used by people with disabilities in Metropolitan and Regional areas; DSC funded refurbishment & reissue of paediatric equipment project; Department of Training 'First/Second Click' computer training funding; income from recycling computer parts & equipment and a range of services to disability service providers and individuals.

During the year TADWA provided some 1,800 services to clients, involving the contribution of around 28,000 volunteer hours. The chart

below shows the growth of 513% in client services over the past eight years.



These attainments were made possible by the commitment and magnificent efforts of our volunteers, staff and board. Sincere thanks must go to all for their excellent work and support throughout the past financial year. Our volunteers are truly the “life blood” of TADWA and it is due to the professionalism, skills and contributions of time of the volunteers and staff that we are able to maintain minimal cost services to people with disabilities, the frail-aged and their carers.

TADWA’s drivers of *customer satisfaction, volunteers & staff satisfaction, financial viability and growth* were effective as evidenced by the following factors: -

- Feedback obtained from quarterly customer satisfaction surveys and numerous positive verbal and written comments of praise from customers and their carers showed a high rate of satisfaction with our services.
- Satisfaction surveys and anecdotal feedback from volunteers and staff indicated that they enjoyed a high rate of satisfaction from their work at TADWA.
- The Financial Statements included in this Annual Report show that TADWA is financially viable and finished the financial year with a surplus. Acknowledgements to our finance staff for their fine work during the year and ensuring we received a satisfactory financial audit report for 2009-2010.



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- The statistics included in the sections from 'Customised Aids and Equipment' and 'Computer Services' of this report demonstrates the growth and diversity of services to customers achieved over this period by both operational areas. These achievements were made possible by the excellent leadership of the respective teams of John Otago (CAE), Terri Cross (Administration) and Graeme Dargie (CS) all very well supported by their teams of dedicated staff and volunteers.

TADWA Branch in Bunbury

Enable South West, a not-for-profit disability services provider offered TADWA the use of a room and brick garage at its premises located at 42 Forrest Avenue, Bunbury. Some costs were involved to renovate and fit out the area in order to meet TADWA's requirements. HACC Non-Recurrent funds met these costs. The Bunbury Bunnings' Store sponsored some of the materials and labour costs towards the refurbishment.

On 23 April this year our South West branch was launched in Bunbury and officially opened by Bunbury MLA John Castrilli. The branch will enable TADWA to expand and enhance its services to the South West Region. Establishing the branch has been a culmination of work over the past four years by TADWA staff and volunteers and cooperation from Enable SW for letting us share their premises and generous support from Bunnings Bunbury and several other local businesses. In March TADWA appointed Astrid Kerr as South West Coordinator, who in a relatively short period of time needs to be commended for her work to date in increasing TADWA's HACC services in the region. The Customised Aids and Equipment mobile workshop has already proved to be of major benefit in enhancing our HACC service delivery in the South West Region.

Strategic Achievements 2009 – 2010

- HACC Quality Review in March 2010 of TADWA's Service Delivery determined that the organisation is meeting all the requirements of the HACC National Service Standards
- Secured growth in HACC Recurrent Funding



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- Secured HACCC Non-Recurrent Funding for purchase and fit-out of a mobile workshop, van for the South West Branch, construction of mezzanine floor and associated modifications to gain additional office space and technician work areas
- HACCC to resource RSM Bird Cameron to assist TADWA to develop a 10 Year Business Plan
- TADWA South West Branch commenced operations with full-time Coordinator appointed
- Offered opportunity to secure larger and permanent premises in Bunbury in partnership with Bunbury Home Care and the Independent Living Centre
- Storage Shed Erected & Completed
- Continuity of 'preferred provider' status from the WA Government 's *Common Use Arrangement* regarding procurement by TADWA of government agencies' ICT equipment
- Green House & Energy Audit of TADWA Building - Provided with grant from WACOSS to replace high energy lights with high efficiency lights
- TADWA Aust National Conference to held at TADWA 9th & 10th November 2009
- Visit to TADWA by Dr. Ron Chalmers, Director General, WA Disabilities Service Commission to review the organisation's facilities and resources

Operational Achievements 2009 – 2010

- All sections of TADWA worked as an effective team towards achieving our 'Purpose'
- Surpassed 2009-2010 HACCC Service Targets

- Successful recruitment campaign in attracting appropriately skilled and experienced staff
- 2009/10 Staff Performance Reviews & Development Plans Completed
- Secured further funding from WA Dept of Education & Training 'First Click'/Second Click grants for client computer training
- Amway's 'One by One' "Freedom Wheels" Project - Commendation from Amway for the volume of bicycles provided by TADWA to children with disabilities over 2009/10
- Increased our links and networking with other agencies within the disability and frail aged sectors
- Enhanced the quality of services to customers

Looking Ahead

TADWA needs to continue to build on the progress and achievements made to date by: -

- seeking HACC Recurrent growth funding to resource additional organisational infrastructure so that our services can be expanded towards reducing the 'Wait List' and meeting need for services
- formulating strategies to ensure sufficient Customised Aids and Equipment skilled technicians are available to facilitate increase of service delivery, including the employment and training of trainee technicians
- consolidate TADWA's partnership with the Disability Service Commission in the maintenance of its clients' equipment and customised postural seating
- strengthen TADWA's role in the Disability Service Commission funded 'Refurbish/Reissue of CAEP Equipment' project by negotiating annual revenue targets. This will enable TADWA to plan and allocate the required level of technician resources



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- progress securing larger and permanent premises for the South West Branch in order to meet the demand for TADWA's services in the South West Region
- paying heed that it is projected that full capacity of services will be reached in 2012 at Bassendean premises, investigations need to commence towards securing premises South of the River (Perth Metropolitan)
- investigate feasibility of establishing TADWA Branch in Geraldton to service the Mid West Region
- undertaking business development and promotion aimed at strengthening our financial position by continuing to increase non-government funded operating income, i.e. business plans for the *Beach Trekker, Refurbishment/Reissue of Equipment* and other innovative products
- promoting and raising awareness of TADWA's purpose and services by means of a strong emphasis on community and stakeholder education
- seeking corporate sponsorships/funding partnerships towards resourcing of Non HACCC service provision
- further increasing our links, networking & strategic alliances with other agencies within the disability and frail-aged sectors, government agencies and corporate sector

Bob Whitaker
Chief Executive Officer

Customised Aids and Equipment

While writing the 2008/09 report I can remember thinking that this year would be a year of consolidation, a year to catch our breath after the hectic time of building and moving into the new centre at Bassendean. How wrong I was, 2009/2010 has been a year of hard work so to each and every one of you at CAE, I say thank you.

Major renovations are almost complete, and we have now increased work and storage areas which will enable us to increase our work load. Who thought of that?

TADWA now employs its own occupational therapist which has improved the quality of our assessments to such an extent we (Joe Bignall OT and myself) are presenting at the first HACC conference 'Embracing Change in Community Care' in December at the Burswood Entertainment Complex. Our presentation is called 'A love story', just to get some interest. It is about how mutual respect and having common goals can develop into something beautiful - the marriage of TADWA technicians and TADWA occupational therapists and the outcomes than can and are being achieved.

CAE regional services in the South West have developed to such an extent we have already outgrown our accommodation which was opened only six months ago. The lack of services to most regional areas is a major concern to TADWA and the provision of CAE services to regional and remote areas of Western Australia will require some innovative service delivery models and thanks to the crew in the South West we are now seeing the effectiveness of our service delivery.

To give you a brief insight into the type of services customised aids and equipment provide I have broken down our services into eight areas:

1) Home modifications – the title says it all, we usually do non-structural modifications to a person's home, generally ramps and rails, bathroom and toilet modifications. The modifications are designed to allow a person to remain in their home rather than be admitted to nursing home care or hospital due to an unsafe environment.

- 2) Provision of Goods and Equipment – again these are aids and equipment that enable a person to maintain a degree of independence with the necessary daily living tasks. They are broken down into seven categories; Self-care aids, Support and mobility aids, Communication aids, Aids for reading, Medical care aids, Car modifications and other goods/equipment which is always a handy category. The aids and equipment are always custom prescribed, usually with some custom modification and depending on the persons circumstances can be new or refurbished equipment.
- 3) Bikes and Trikes – if you ever want to see grown men and women cry, and I am just speaking about the TADWA techs, then watch a young child ride a bike for the very first time. The Freedom Wheels project with Amway sponsorship is also providing affordable and suitable options.
- 4) The TADWA Beach Trekker and our all terrain wheelchairs – The Trekker is still the perennial favourite and now looks like it is heading overseas to the United Arab Emirates.
- 5) Postural Care and pressure management – TADWA is now providing technical expertise to the Disability Services Commission for the supply of custom made and customised postural support equipment as well as technical support to the regional areas of Western Australia which does mean a lot of travel for some of the technicians. A growing area of concern is the lack of pressure care management especially to the frail age living in the community and is a cause for hospitalisation and premature admission to nursing homes.
- 6) Switch adaption and recreation – As always our partnership with the Western Australian Disabled Sports Association and other related organisations is essential in allowing their members participate in sporting and recreational activities. We also provide switch adaption for toys and communication aids.
- 7) CAEP Refurbishment Centre – Set up by funding from the DSC, TADWA refurbishes paediatric equipment i.e.: wheelchairs and commodes, allowing the Community Aids and Equipment Program access to low cost equipment.
- 8) New Innovations – Research and development is always exciting and each year throws up some unexpected challenges. In conjunction with



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the Independent Living Centre we modified and switch adapted aids that allow people to participate in sexual activities. With Philip Deschamp we are developing leg bag options that are more functional and secure than commercial options and have used mobile phone technology to provide low cost options for people with hearing or sight difficulties (vibrating function) to know if someone is at the door or as a call alarm.

None of this work is possible without the continuing support of the technicians and administration volunteers and staff. Their selfless dedication to TADWA's ideals and the workloads they take on without any consideration to remuneration makes TADWA what it is, the best.

John Otago
Customised Aids & Equipment - Manager

Computer Services

Overall

The financial year 2009/10 was a period of consolidation for computer services as it experienced a number of revisions, staffing changes and procedural improvements. As Manager I would like to thank the volunteers and staff of the computer services department for an excellent and dedicated effort to improve the quality and efficiency of services for our customers. Joyce who retired after over 4 years of service will be fondly remembered by customers, staff and volunteers alike.

Computer Services Workshop

- Continued to ensure we had sufficient staff (15 full & part time staff) and volunteers (35) to effectively run the Workshop five days a week – including help desk services.
- We continued to improve our customer service strategy and through the Customer Feedback/Complaints Policy and regular Customer Satisfaction surveying managed to better respond to our customer's needs.
- Constantly reviewed our quality of customer ready systems, we were able to increase the minimum standard desktop / tower system raise to PD with 1G RAM and to PIV 1.5G+ Laptops. Wherever customers needed high performance laptops, we sourced wholesale prices on new laptops, and were able to supply brand new laptops (PIV 2G) for under \$700 (eligibility conditions applied).
- Our partnership with the WA Government through the 'Community Reuse' Program continued to allow us to maintain a good level of quality donated equipment.
- We have continued to enjoy the benefits of being part of the Community Microsoft Registered Refurbisher (MRR) program (Microsoft Agreement software licenses) and this has resulted in our ability to pass on Windows XP Operating Systems at minimal cost to our customers. We also had access to Windows XP SP4 and Microsoft Office 2007. We even started to supply systems that supported Microsoft Window 7 (new systems only).
- Our help desk continued to operate for 5 days a week (responding to over 2500 customer instances for support) and was instrumental

in reducing the number of times clients had to be without their computer for a minor operational issue. We also performed some 200 onsite repairs over the year, which reduced the number of customers systems we did not have to return to the workshop for repair. Using LogMeIn software continued to improve our ability to show customers how to fix problems for themselves.

Computer Services Administration

- Despite some key personnel changes through the financial year this section managed to stay on top of the significant paperwork involved in assessment of customer needs and eligibility, establishing and maintaining service contracts, providing customer clarification on payment issues and ensuring scheduling of workshop and dispatch activities.
- We continued to support volunteers by offering them a FREE standard computer package when they had been with us for at least 3 months.
- We increased our customer base nearly every month. Our range of services continued to be popular and this included the facility to provide a support service agreement (pending a technical assessment) on their own computer.

Generic Computer Services Operations

- We managed to achieve a surplus within the CS Income and Expenditure Budget for the financial year that was only a couple of hundred dollars under budget and managed to meet specific CS Service Targets.
- Participating in the overall TADWA OS&H committee we were able to ensure compliance and maintenance of OS&H requirements.
- We also undertook developments and improvements to the TADWA Database to ensure that HACCC & non HACCC service hours data is accurately recorded.

LAN Systems Administration

- We continued to support the LAN system which included facilitating access for up to 35 users at any one time. We

commenced upgrading the server once we relocated to the new building and are slowly moving over to Windows 2008 Server.

TADWA Website

- We continued to improve and update this website; with a grant from DSC we are improving the accessibility of the website for people with disabilities. This upgrade is due to be completed early in the next financial year, and should see the ability of our customers to order / purchase stock online. The website continued to showcase projects and the progress of our new building project.

Community Re-Use Project Proposed

Towards the end of the financial year we started developing The Community Reuse Project which aims to divert e-waste away from landfill by achieving a 97% recycling rate of unused ICT equipment by forming community partnerships and promoting social enterprise. This should result in all partner agencies achieving and sharing efficiencies that will benefit their respective staff/volunteers and members of their target communities. We have applied for a variety of funding grants to kick start this initiative.

Through this project TADWA aims to facilitate the establishment and viable operation of a community-based methodology whose core objectives include such matters as:

- “overcoming the digital divide through refurbishment and reuse of ICT and the avoidance of disposal via landfill”;
- use proprietary software (via MRR status) to continue and extend the operating life of ICT to avoid the widely accepted notion of hardware 'obsolescence', that is, extend the 'end-life';
- when reuse is not possible, we will disassemble and use recyclers to reclaim the materials;
- providing low cost ICT alternatives for WA business, charities and financially disadvantaged individuals;
- create employment and training opportunities for marginalised people;

- value adding to the reuse / recycling process, either by generating greater reuse or improving quality of reclamation by quality controlled disassembly of ICT.

We have regularly achieved volumes of over 3 tonne of e-waste recycling a month.

Volunteer Contribution

Computer Services continues to rely heavily on the efforts, commitment and dedication of volunteers. We entered into a number of collaborations with key training institutions (including West Coast TAFE, Australian Computer Society Foundation – Scholarship program, and other Job Network Employment agencies) to provide a steady supply of volunteers with relevant technical experience for refurbishing and recycling volunteers.

Donations of ICT

We received great support from a select group of public sector agencies, private companies and even individual donations. Through local government notices and community awareness we were able to divert a significant amount of ewaste from landfill.

We also would like to thank the Lions Club City of Perth (Host) Inc, who continued their partnership with us to refurbish over 600 systems to help out overseas and local individuals who were financially disadvantaged get access to computer systems.

Graeme Dargie
Computer Services – Manager