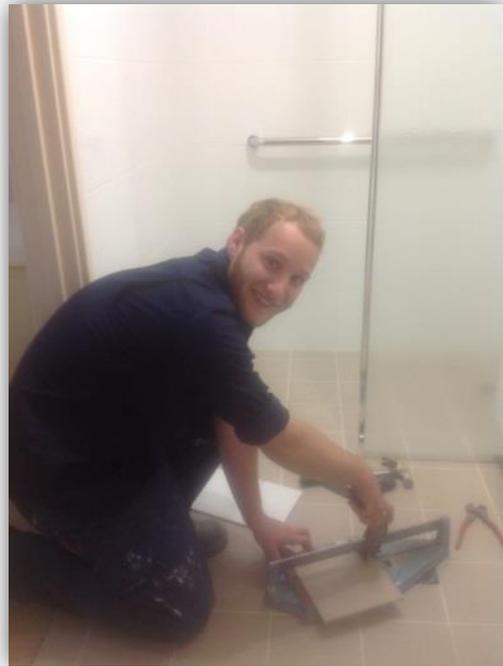


ANNUAL REPORT 2014

Technology Assisting Disability WA



TADWA's Apprentices - Investing In Our Future



TADWA's Purpose

To improve the quality and enjoyment of life for people with disabilities, the frail-aged and those caring for them through the application of technology and the skills of volunteers and staff

TADWA's Values

Teamwork, Loyalty, Commitment,
Accountability, Excellence, Innovation,
Professionalism, Respect

TADWA's Drivers

Customer Confidence and Satisfaction
Volunteers and Staff Commitment
Growth
Financial Viability

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A word from our Patron, Barry MacKinnon

TADWA has had another great year of achievement in providing support and assistance to people with disabilities.

This has been achieved by the wonderful staff and volunteers at TADWA whose dedicated work delivers so much joy to so many.

The further growth of TADWA into the south west will ensure that even more people will benefit from TADWA's work.

Congratulations again to all at TADWA for a job well done.



Chairpersons Report

Well my first year as Chairperson of TADWA has been fantastic. I must first say thank you to Norrie Copeland for his time as Chair. Norrie was integral in forming subcommittees on the Board that have really created more participation from all Board members in the key areas for the organization. I have appreciated his leadership and mentoring toward me taking on the role. Also my special thank you to John Sutherland, Deputy Chair, who is always there assisting me and the Board members with his wealth of knowledge and experience.



This year we completed our Strategic Directions 2014-2018 document which is guiding TADWA to move forward in a positive direction to embrace the changing environment with the roll out of the NDIS. As Norrie stated in his report last year, TADWA has kept the NDIS in the forefront of our strategic thinking at the same time as understanding that we have an ever increasing ageing population that can benefit from all that we have to offer. We have seen growth in CAE and CS as we enhance the services we offer.

This year has also seen us continue expansion into the South West with the start of our building in Bunbury in partnership with Community Home Care. This is a very exciting move for TADWA. We have also continued our Freedom Wheels program providing opportunities for people with varying disabilities to have the freedom of bike riding. The joy I see in the faces of those who previously thought it may be impossible for them to ride a bike is why we do what we do. We are now looking at extending our bike program to regional areas consistent with our new Strategic Directions.

The Beach Trekker has always been one of the innovative products that TADWA is proud to call its own and this year saw us provide a number of Local Government Authorities with one for their beaches which will be in use this summer. As a Board we see this as the start of looking at how we can make innovations such as this more widely available.

The credit for the ongoing success of TADWA lies with the CEO, Bob Whitaker, senior management and staff of TADWA, who this year have really teamed together to rise to meet the challenges and opportunities presented to them. On behalf of the Board of TADWA, I thank them for all their effort. Thank you also to the volunteers who form an essential part of the workings of TADWA.

We have a very dedicated Board at TADWA, this year we have had some Board members leave us and we have gained some great 'new blood'. Welcome and I look forward to working with you moving TADWA into the future. I feel very confident that the Board, supported by the management, staff and volunteers will do this successfully.

Finally, I would like to send a thank you to Barry MacKinnon our patron for always being there to provide advice and guidance and for your support of TADWA's purpose.

Priya Cooper
Board Chair

Chief Executive Officer's Report



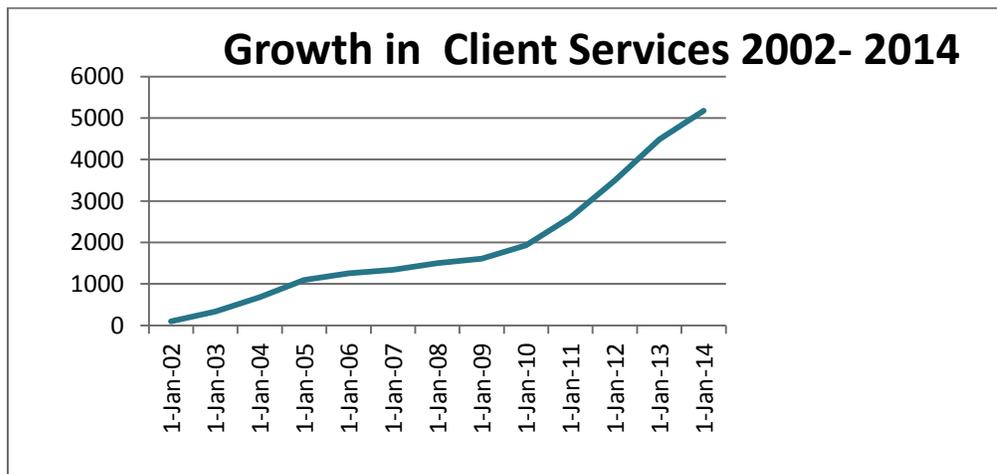
The Year in Review

Once again the financial year 2013-2014 was a very busy and successful year for TADWA. These achievements were made possible by the commitment and superb efforts of our volunteers, staff and Board. Sincere thanks must go to all for their excellent work and support throughout the past financial year. It is due to their professionalism, skills and contributions of time that we are able to maintain minimal cost and high quality services to people with disabilities, older people and their carers. The organization attained well above its number of HACC services and client targets.

For the financial year 2013-2014, income derived from Non HACC activities and services represented approximately 15% of total income earned. The Non HACC services included:

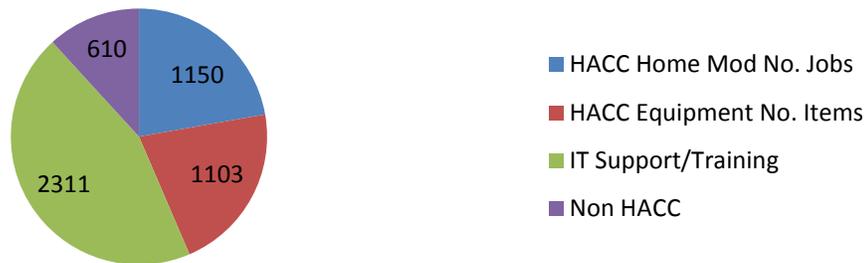
- 'Freedom Wheels' project. This project custom builds specially modified bicycles for children and adults with disabilities. TADWA seeks ongoing sponsorship for this project
- Disability Services Commission contract for the provision of technical support (service, maintenance, repair, customisation and fabrication) and customised postural seating used by people with disabilities in Metropolitan and Regional areas
- Recycling computer parts and equipment – sales from recovered scrap metals
- Range of services to disability service providers and individuals.

During the year TADWA provided some 5,174 services to clients. The chart below shows the growth in client services over the past twelve years and an increase of 15% from 2012-2013.



The below chart shows the number of services provided within each service type.

No. Client Services 2013-14



Notes: There are significant variations in the time required to provide the different service types, i.e. Home Modification Job may take numerous hours, and IT Support/Training services could be as short as thirty minutes. Non HACC services include bikes/trikes, DSC Clinics, Equipment Refurbishment, one-off jobs for individuals and organisations etc.

Over the year the Board, volunteers and staff were involved with strategic planning workshops to develop TADWA's Strategic Directions 2014-2018. Outlined below are TADWA's Drivers that were developed as part of the strategic plan.

Drivers

TADWA's drivers of *Customer Confidence and Satisfaction, Volunteers and Staff Commitment, Growth and Financial Viability* were effective as evidenced by the following factors:

- Feedback obtained from quarterly customer satisfaction surveys and numerous positive verbal and written anecdotal feedback 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 information 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 2013-2014. Acknowledgements also to the Board Audit and Risk Committee for the part if played in TADWA's financial monitoring and reporting processes
- The significant 15% growth in services over 2013-2014 was made possible by the excellent leadership of the respective managers of Customised Aids and Equipment, Computer Services and Corporate Services, with all sections very well supported by their respective teams of dedicated staff and volunteers. The contribution and efforts by TADWA's South West Coordinator, staff and volunteers towards expanding services in the region are acknowledged.

Operational Achievements 2013 – 2014

- Surpassed 2013-2014 HACC Service Targets
- Secured significant HACC Recurrent Growth Funding to support the expansion of services to meet increasing demand in home modification and Non-recurrent Funding towards construction of the new South West building in Bunbury and to purchase new vehicles. The recurrent funds have enabled TADWA to recruit additional qualified and experienced staff; including three additional OT's bringing the total to four. Two more apprentices were recruited bringing the total number of apprentices employed by TADWA to three
- Engaged a consultant to review and update the organisation's operational procedures, senior staff position descriptions, Key Performance Indicators and developed individual development plans for each position
- TADWA new Database launched
- Large Lotterywest grant approved towards construction of the new South West building in Bunbury. The cheque was presented by the Minister for Disability Services, Helen Morton
- Lotterywest grant secured to install solar panels on the Bassendean building
- Friends of TADWA, Neville and Carol Knight, held a fundraising event in Newman on 20th July to support TADWA and the Royal Flying Doctor Service. They visited TADWA in early August and presented a cheque for \$9,450 which BHP Billiton matched, dollar for dollar, through its Matched Giving Program. This has enabled TADWA to establish a Freedom Wheels program in the North West of the State
- Significant progress made in the research and development of TADWA's Adaptive Technology Project. CAE/CS staff and volunteers are acknowledged for all their efforts in achieving the progress make to date
- TADWA selected as the winner of the 2013 Work Safety Awards WA for Category 1: Best Workplace Safety and Health Management System (A) Private Sector. A trophy and framed certificate was presented by Minister for Commerce, Michael Mischin
- Freedom Wheels sponsorships received from a range of sources including the RAC and the Bayswater and Noranda branches of the Bendigo Bank
- TADWA in collaboration with Rocky Bay submitted an application to Lotterywest for an "Adaptive Technology" project
- Staff attending regular NDIS Hills Pilot Networking and Information sessions



Minister for Disability Services, Hon Helen Morton, presents TADWA CEO Bob Whitaker with Lotterywest grant cheque for the construction of TADWA's Stage 2 of the South West Wellness Centre in Bunbury



Minister for Commerce, Hon Mike Mischin, presents TADWA CEO Bob Whitaker with the winner's trophy in the 2013 Work Safety Awards WA for Category 1: Best Workplace Safety and Health Management System (A) Private Sector

- Instigated a number of strategies to raise TADWA's profile and highlight our services (particularly Computer Services), including hosting visits and tours of our premises for staff from the CRCC's and RAS's. A number of politicians also visited our premises in preparation for the implementation of the NDIS and My Way programs and ensure TADWA's services are known to participants in the programs, continued to establish relationships with key stakeholders
- TADWA's Freedom Wheels program selected by Lotterywest for its promotional media campaign to celebrate its 80th Anniversary
- TADWA has become a member of the Master Builders Association of WA, the first not-for-profit organization to do so. Our membership entitles us to access a number of their services including training, technical advice and safety advice

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 organizational infrastructure so that our services can be expanded towards meeting the need for TADWA's services in the Metropolitan and South West Regions
- Continuance of strategies to ensure sufficient Customised Aids and Equipment skilled technicians are available to facilitate increase of service delivery, including the employment and training of apprentice technicians. This includes in-house training to multi-skill technicians, particularly in customized postural seating
- Focus on efforts to progress adaptive technology equipment and devices to be accepted as 'mainstream' and readily available to people with disabilities, older people and their carers
- 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 HACC service provision
- Further increasing our links, networking and strategic alliances with other agencies within the disability and older people sectors, government agencies and corporate sector

Bob Whitaker
Chief Executive Officer

Corporate Services Report

Client Services

From the greeting by our receptionist when clients walk into the foyer, to the administration staff taking phone calls, Client Services are the first people with whom TADWA clients come into contact when they visit or phone our organisation.



We take great pride in providing the very best service to our clients. To that end we participated in customer service training that had been specifically designed by a consultant for TADWA's unique situation as a service provider.

From that training, we have consolidated our practices across the organization; we developed and agreed to a set of values and standards that guide us in providing our services; and we agree to hold one another to these standards.

OSH

In November 2013 TADWA was announced the winner in Category 1: Best Workplace Safety and Health management System (Private Sector) in the 2013 WA Work Safety Awards. TADWA's high commitment to its OSH values outshone a significant number of applications from large global mining, engineering and construction businesses. A thrilled TADWA CEO Bob Whitaker received the award from Hon. Michael Mischin, Attorney General and Minister for Commerce.

TADWA is proud of its workplace safety culture and we continue practicing a well-established, proactive and sustained approach to OSH.

Strategic Planning

This year all our staff and volunteers had the opportunity to contribute to TADWA's 5 year Strategic Review by completing an online Strategic survey. The results were collated and presented at the strategic planning day held in February. The feedback received from TADWA staff and volunteers in the survey directly informs TADWA's Strategic Directions 2014-2018.

Our strategic planners have been mindful of the changes that are occurring in the Aged Care and Disability area. Of particular current importance are TADWA's growth in the South West, the inclusion of clients in the Hills project region for the National Disability Insurance Scheme (NDIS), and the NDIS My Way project in the lower South West. In the longer term, we will need to plan for the general rollout of the NDIS across WA and for changes through the national My Aged Care scheme. These changes will have an enduring effect on the way we approach and plan for providing our services.

Grants and funding partnerships

This year we have strengthened our ongoing relationship with the Variety Club. Through this collaborative partnership many families have been able to access TADWA's customized Freedom Wheels bicycles, tricycles and computers for their children.

Our Freedom Wheels program was also boosted by funding provided by grants from the RAC, the Bayswater and Noranda branches of the Bendigo Bank, and through the BHP Matched Giving Program by BHP staff who held a fundraising evening in Newman in July.

TADWA appreciates all the support and assistance provided, and we look forward to future beneficial collaborations and ongoing relationships with our funding partners.

Marketing and Promotions

The appointment of a part time Communications Officer has created new opportunities and a fresh approach to updating our promotional material, our website presence and to create and maintain an active Facebook page.

The quarterly TADWA newsletter is distributed widely to members and stakeholders with the dual aims of raising TADWA's profile in the aged care and disability community and assisting to spread information from that community to as many people as possible.

We have also developed a comprehensive Communications Strategy which governs all communications processes, whether print, social or other media made both within and outside of TADWA.

HR

The year started with the appointment of new Computer Services Manager Brian Feige. It ended with the retirement after 10 years at TADWA of HR Officer Terri Cross, whose contribution to TADWA was celebrated with a well-attended morning tea and presentation of a plaque commemorating her years of service to the organization.

In May as part of International Volunteers Week, TADWA again presented commemorative plaques in recognition of 3, 5, 10 and 15 year contributions by our dedicated and skilled volunteers, whose names are listed later in the Annual Report.

Particular thanks go to Corporate Services volunteers John, Polina, Victoria, Julie and Csaba for their cheerful presence and high quality performance of their duties in our department. But from all at TADWA, grateful thanks go to all who have volunteered at TADWA this year.

Continuous improvement

TADWA has a whole hearted commitment to continually review our operations with a single aim of making the standards of services we provide ever better. One important facet of this process

is the surveying of our clients about our performance and seeking their input as to how we can improve.

Each month we survey those Computer Services clients whose annual support agreement is about to expire and each quarter we also conduct a random survey of one hundred Customised Aids and Equipment clients for whom we have provided services in that time.

All results are collated and sent to Senior Management for review and also submitted to TADWA Board meetings. In this way TADWA strives to respond to client feedback and improved the services we provide.

Tracy Pearce
Corporate Services Manager



Satellite view of Solar Panel installation at Bassendean premises

Computer Services Report



Executive Summary

Having been in the role for the full 12 months of the financial year, I am happy to report the following:

HACC Client Retention is at 40% up from 27% in FY13

Non-HACC Retention is at 27% up from 18% in FY13

Active Service Agreements is at 618 up from 540 in FY13

Achieved 13% growth in FY14 vs 10% Target set at end of FY13

Strategies implemented during FY14

- **New** Kaspersky Pure 3.0 Anti-Virus software added to all Service Agreements
- **New** free training program with all Service Agreements
- **New** system deployment process based on Microsoft deployment strategy (this allows rapid deployment of stable systems regardless of hardware)
- **New** site based Service Agreements (this allows organisations and individuals who want more than four systems at the same premises to have a more cost effective agreement)
- **New** strategic partnerships formed with:
 - Leader (supplier of Kaspersky anti-virus software)
 - Quantum (supplier of Visibility software)
 - Spectronics (supplier of specialized learning software)
 - Variety Club (TADWA has been appointed the supplier of Windows Systems to grant recipients)
- Q3 growth funding was approved leading to increase in staff
- Refocus of service offering, reducing high overhead ad-hoc services like one off sales and focusing on better core services i.e. fully inclusive Service Agreements

Service Agreements

HACC client renewals is 115 (23.52%)

Non-HACC client renewals is 30 (6.13%)

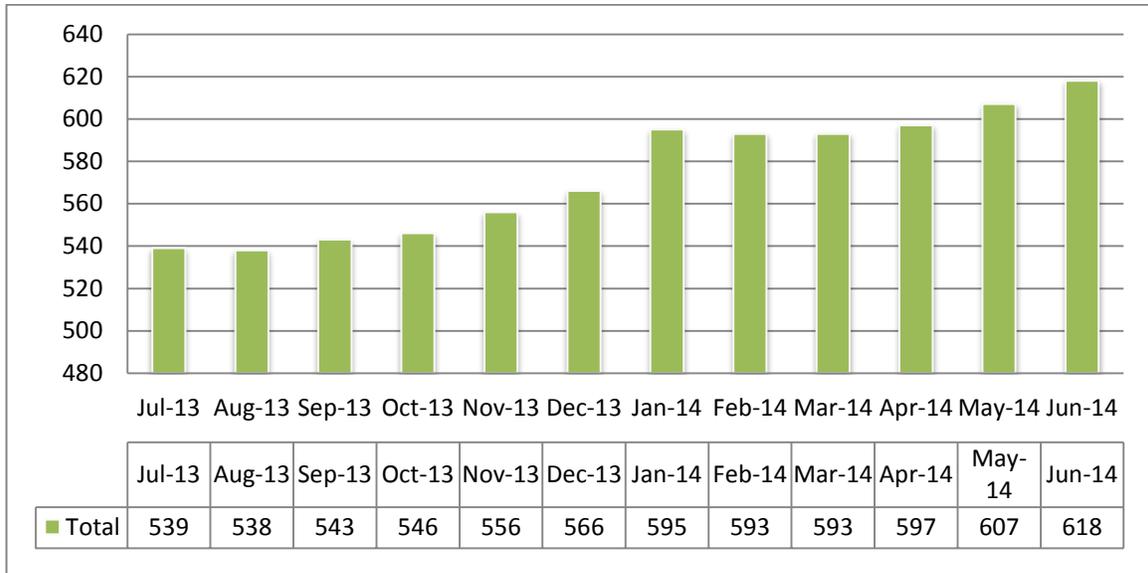
HACC New systems is 225 (46.01%)

Non-HACC New Systems is 119 (24.34%)

Total number of Service Agreements activated within the year is 489 and adding in those who signed two year Support Agreements in 2012 our overall number rises to 618 for FY14.

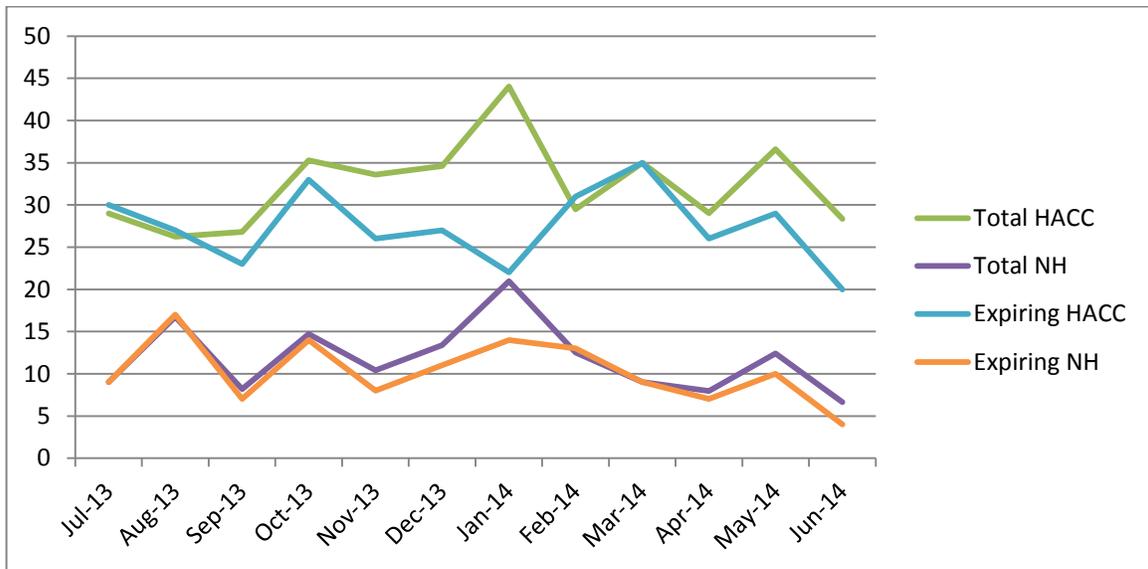
Overall average was approximately 40 Service Agreements per month.

Support Agreements by Month



Comparison of signed Service Agreements vs expiring

As you can see from the following graph, overall HACC Service Agreements in particular have shown significant improvement while Non-HACC client numbers have stayed pretty even with a small amount of growth.

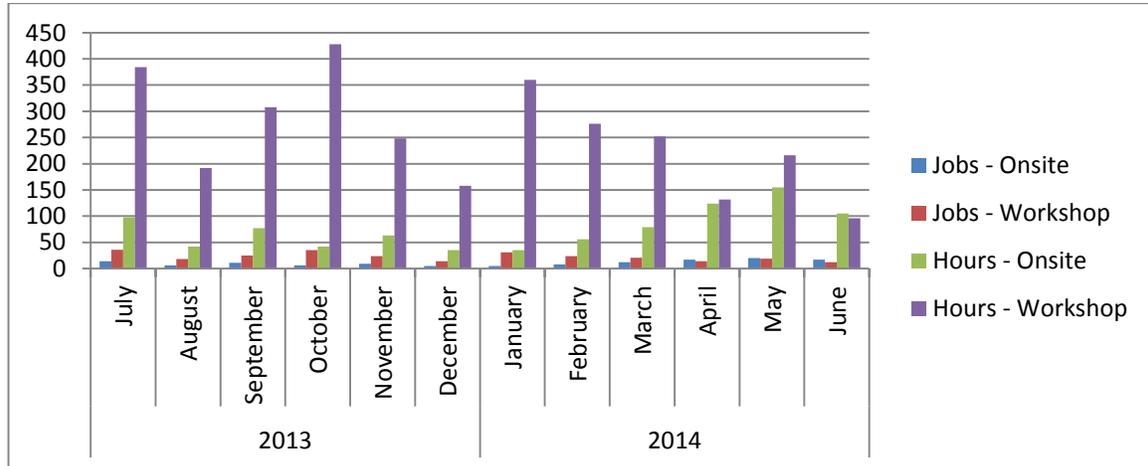


The bigger picture is that of retention, if you take that into account, while our changes over the last 12 months have been effective, there is still quite a bit of room for improvement. Over the next 12 months there will be an increased focus on retention, our target is 60% across the board. To achieve this we will have to improve the market awareness of our value add service, while reducing our turnaround time on follow-up. We have already requested additional

funding for output deliverables; this covers our training and Helpdesk which have been the main two areas of concern.

Workshop

Month	Jobs Onsite	Workshop Jobs	Hours Onsite	Workshop Hours	Total Jobs	Total Hours
2013	51	152	357	1718	203	2075
July	14	36	98	384	50	482
August	6	18	42	192	24	234
September	11	25	77	308	36	385
October	6	35	42	428	41	470
November	9	24	63	248	33	311
December	5	14	35	158	19	193
2014	79	121	554	1332	200	1886
January	5	31	35	360	36	395
February	8	24	56	276	32	332
March	12	21	79	252	33	331
April	17	14	124	132	31	256
May	20	19	155	216	39	371
June	17	12	105	96	29	201
Grand Total	130	273	911	3050	403	3961



During FY13-14 TADWA Workshop performed 403 repairs. Of these 130 were performed on the client site and 273 in the TADWA workshop located in Bassendean. Total hours spent 3961 making the average for repairs 9.8 hours. This is due to the complex nature of the problems as these usually require part replacements and complete rebuild of the systems and can also include pickup and delivery.

There were two significant strategies implemented during this period:

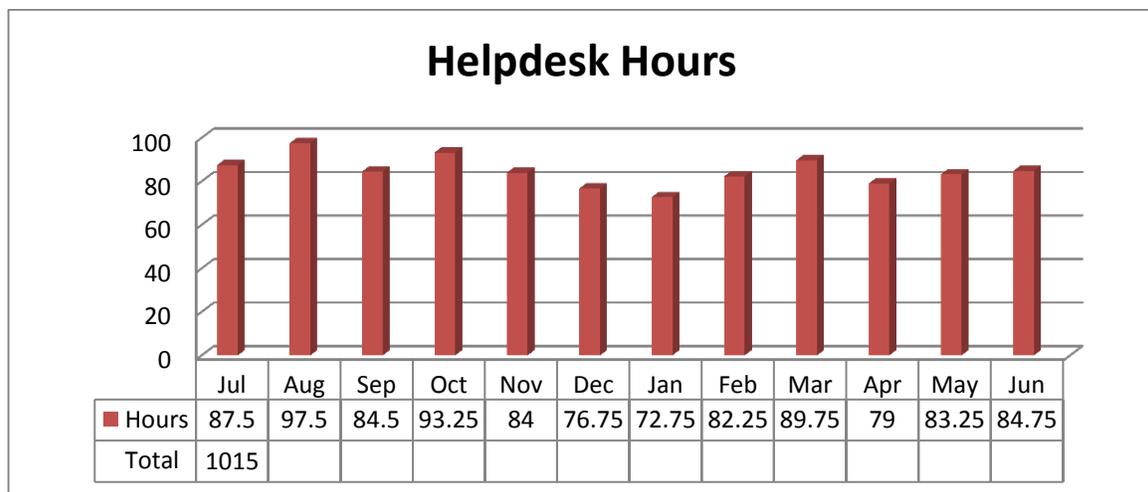
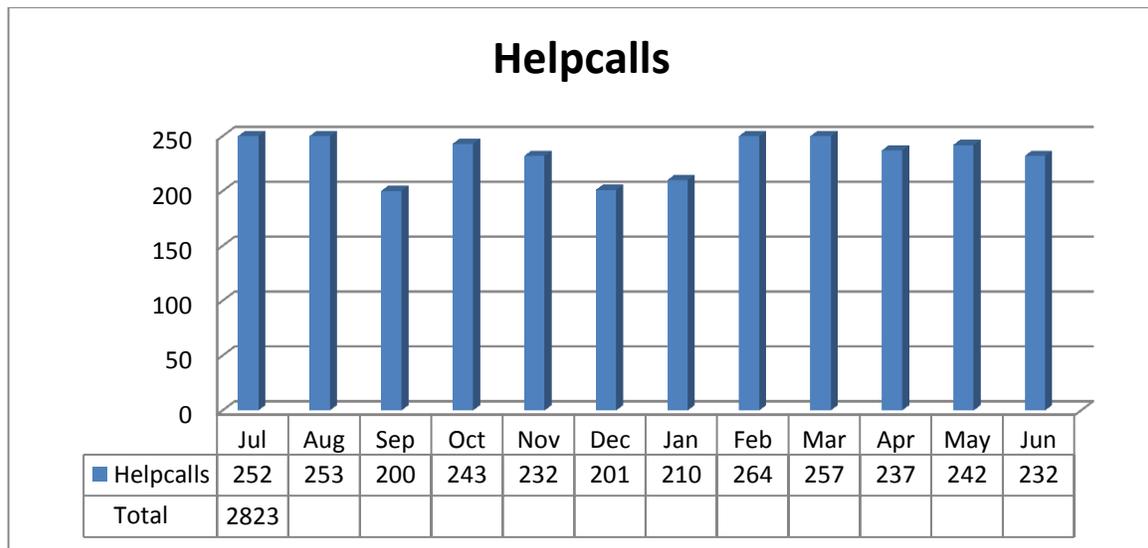
1. November 2013 introduction of TADWA Standard Operating Environment (SOE), this utilized the latest available deployment tools and best practices to deliver standardized

and stable systems regardless of hardware platform. In addition it implemented self-healing technologies which greatly reduced the number of systems that had to be returned for repair.

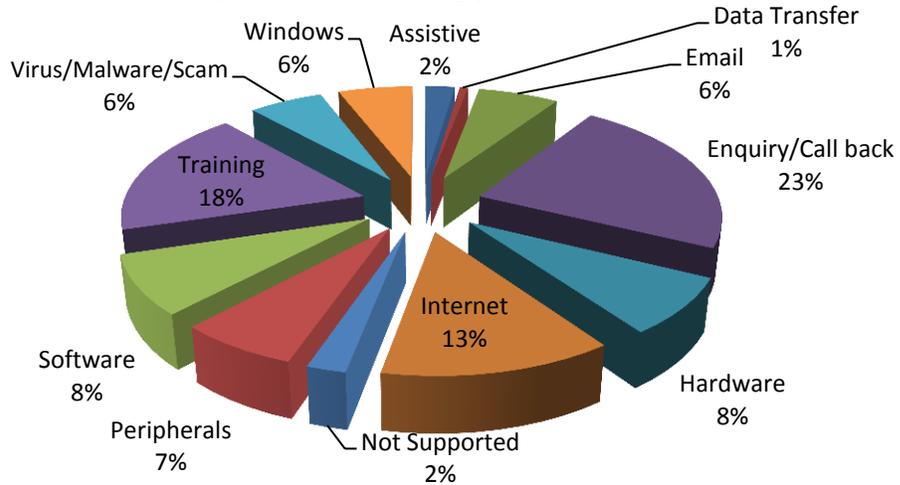
2. May 2014 saw the inclusion and deployment of Kaspersky Pure 3.0 Anti-Virus software as standard on all systems; this significantly reduced the number of systems requiring return to workshop for removal of virus.

Helpdesk

Additional funding was approved in March 2013 which allowed us to increase the hours of Helpdesk and Mobile Tech staff. This in turn had a significant impact in improving call back response time.



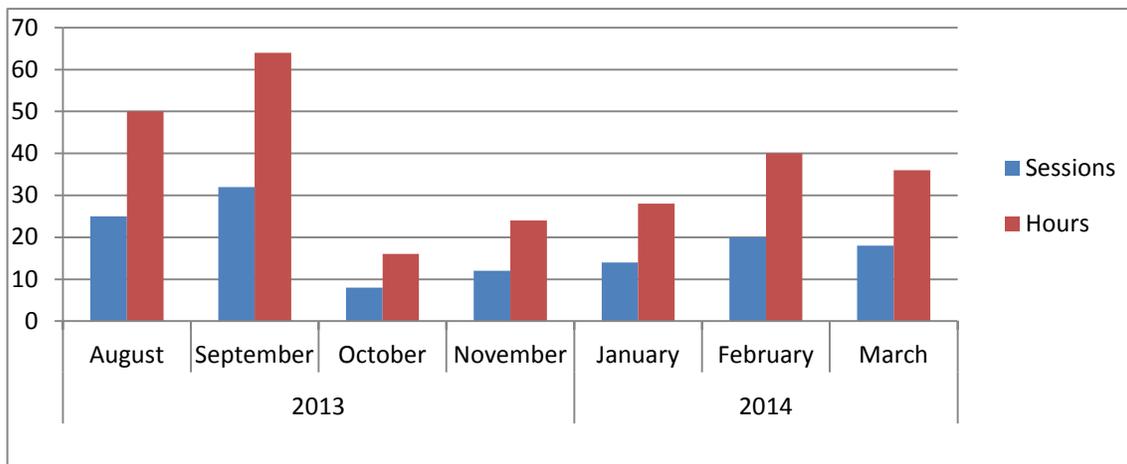
Helpdesk Call Types



Call Type	Calls	Hours
Assisive	66	24
Data Transfer	19	8.5
Email	180	72.25
Enquiry/Call back	646	215.25
Hardware	222	73
Internet	365	140.25
Not Supported	62	20
Peripherals	191	70
Software	233	88.5
Training	508	182
Virus/Malware/Scam	165	61.5
Windows	166	60
Grand Total	2823	1015.25

Call Type	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total Type
Assisive	18	12	7	9	4	5		8	1	1	1		66
Data Transfer	5	1	6	1	1		5						19
Email	22	33	16	34	26	23	26						180
Enquiry/Call back	48	47	37	72	75	80	58	57	64	37	41	30	646
Hardware	19	23	11	13	10	10	10	18	16	26	30	36	222
Internet	56	44	35	33	40	26	32	26	17	21	20	15	365
Not Supported	3	4	1	3	2	3	1	16	10	7	4	8	62
Peripherals	20	24	14	12	21	13	17	14	19	11	16	10	191
Software	16	14	20	15	15	13	13	36	32	35	11	13	233
Training	10	16	21	21	17	11	15	54	72	87	92	92	508
Virus/Malware/Scam	14	20	14	14	12	11	17	19	10	5	12	17	165
Windows	21	15	18	16	9	6	16	16	16	7	15	11	166
Total Calls	252	253	200	243	232	201	210	264	257	237	242	232	2823

Training



Month	Sessions	Hours
2013	77	154
August	25	50
September	32	64
October	8	16
November	12	24
2014	52	104
January	14	28
February	20	40
March	18	36
Grand Total	129	258

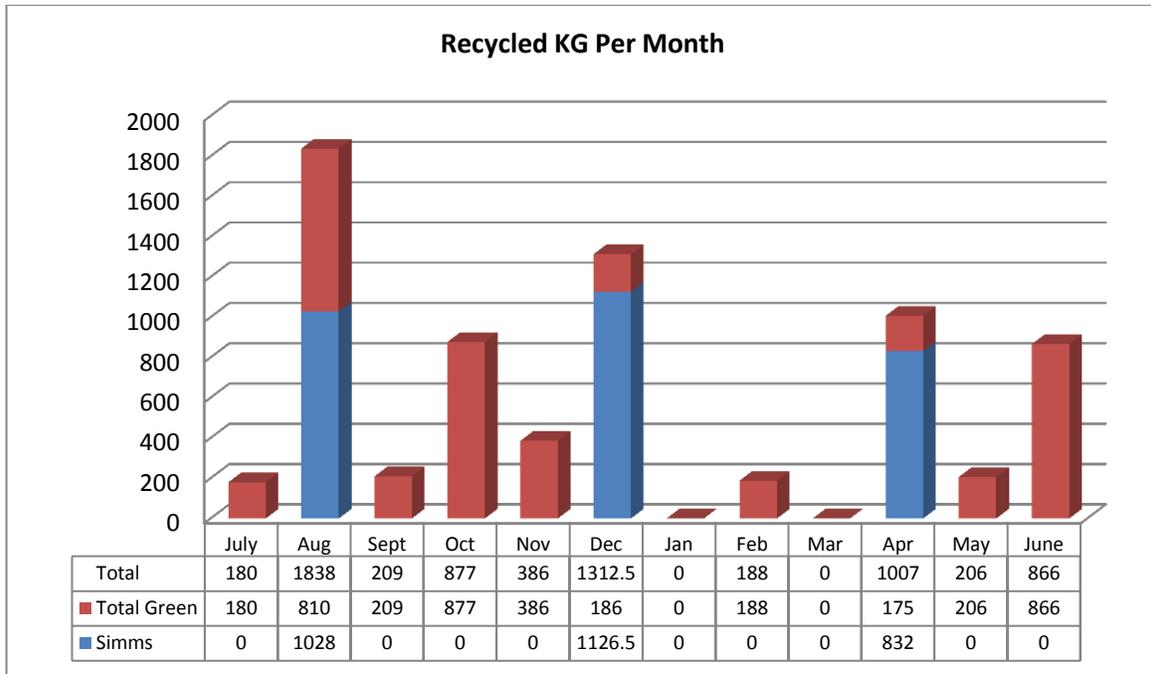
During the FY13-14 period there were 27 participants in classroom training across 129 sessions with 256 total hours of training provided.

Due to a shortage of volunteer labour within the first four months of the period, paid staff were utilized to provide training, however, after that point a new volunteer came on board. Training materials were replaced with new more visually orientated subject matter. Classes were also revamped into eight separate two hour units, the first three of which focused entirely on the computer, Windows 7 and Internet literacy. Prior to that all training had focused on an eight two hour per week course utilizing the First and Second Click manuals supplied via the Department of Education and Training.

Unfortunately due to lack of funding and resource availability TADWA decided to stop in home training during this period, however, we added free classroom based training to all support packages.

No training satisfaction surveys were completed during this period due to the changeover in format. Instead questionnaires were sent to the entire customer base seeking feedback on training requirements, which assisted in formulating the new classes. Going forward, new surveys are being developed to suit the new course directions.

Recycling



TADWA Computer Services is proud to boast its 0% landfill policy. Our partnerships with Sims Metals and Total Green Recycling have prevented 7069.5kg of e-waste from being deposited in landfill. In addition to this, TADWA has supplied 320 refurbished systems to clients which accounts for approximately 4800kg. We have also donated a further 2000kg of equipment to overseas schools.

Brian Feige
Computer Services Manager

Customised Aids and Equipment Report

Hello and welcome to the Customised Aids and Equipment Annual Report. The year has again demonstrated what a vital service we provide to the community and the community's demand for our services.



All annual reports are designed to look at the past year but standing on the road looking back also gives us the opportunity to look ahead and determine if we are travelling in the right direction for the future.

To this end we have continued to develop a strong CAE team in Bassendean and in Bunbury, in line with our strategic directions we currently have three apprentices on board. They will not only qualify in their designated trade but due to the strong training ethic within CAE they are developing diversified skills required to be a TADWA technician, we are continuing this approach into the future.

Bunbury's workshop now has two part time technicians to assist with our service delivery in the South West. We are now no longer relying solely on volunteers to assist our South West Coordinator and with the construction of the new Bunbury building it is envisaged and has been planned for with our HACC funding submissions that the provision of services both technical and allied health will also continue to grow.

Innovation or research and development has taken a bit of the backseat over the last year due to our need to expand and develop existing services: however, back or front seat, we are still on the same journey. CAE is in the process of designing our prototype Version 3 Beach Trekker as detailed in the Operational Business Plan TADWA Beach Trekker V3. The aim of the redesign is to develop a lighter and more versatile frame that will allow the two frame sizes to be used in the sand and sea, as a bush trekker or for lawn bowls. It is an exciting but challenging innovation.



Brad Fortune, Workshop Supervisor, with the components of the Beach Trekker V3 prototype

Assistive/adaptive technology is now firmly entrenched in our skill set. The employment of a specialized technician has certainly allowed us to develop these technologies not only in "Smart Homes" but as part of our everyday assessments for both HACC and Non-HACC clients. To continue the analogy of looking back to look forward we have recognized that to achieve this we will need professional development for our therapists to include and identify assistive technologies in their clinical reasoning.

Following on, the complexity and diversity of our home modification services and the professional advice and reasoning for goods and equipment is encouraging as it demonstrates that we have a professional skill base that has elevated CAE's services to a "complete package", that sweet combination of clinical reasoning and technical skills. The provision of goods and equipment and home modifications, the inclusion of assistive technologies all housed under the one roof is one of the **major recommendations** from the national 2014 Home Modifications and

Maintenance Review conducted by KPMG for the introduction of the My Aged Care reforms. (A short summary of the review follows this report, a more detailed review of the recommendations and TADWA's current position is available upon request for those who are interested).

The Freedom Wheels keep turning and turning and the Freedom Swings keep swinging and swinging.



Scott and dad, Brad, enjoying a bike ride on their customized side by side Freedom Wheels bike



Melissa flying on her new Freedom Swing

With the kind sponsorship from the Knight family, the people of Hedland and the BHP Billiton Matched Giving Program, we received a total of \$18,900.00 for the Freedom Wheels project. It was easily agreed that the funding should benefit the people in the Pilbara and to this end we have provide four fully equipped assessment bikes to the region as detailed in the Operational Business Plan BHP Freedom Wheels. Looking ahead our overall aim is to develop a business model that can be realized in all the regional centres of Western Australia.

This report is of course only a brief snapshot for the past year and all made possible by the contributions of the women and men whether in a voluntary or professional capacity. In general terms CAE has increased the HACC service delivery by 29% in home modification jobs and 18% for the provision of goods and equipment from the previous financial year.

So my sincere appreciation to you all and let's do it again next year.

To return to the analogy of looking back to see our future direction, not only are we on the right road, we are the beacon for all to follow.

John Otago
CAE Manager

TADWA's Comments on the KPMG report on the "National Review of Home Modification and Home Maintenance service types under the Commonwealth HACC Program" (16 May 2014)

There has been a great deal of publicity and effort around the introduction of the National Disability Insurance Scheme (NDIS) and what it means to our sector and the opportunities it offers TADWA as it expands the range of services. What is less published but of immense importance to TADWA is the introduction of the National Aged Care Reforms.

The Commonwealth *Living Longer Living Better* aged care reforms were announced in April 2012. These reforms aim to change the way in which aged care services are provided to older Australians, in order to provide a better, fairer and more nationally consistent aged care system. As part of the reforms, the Commonwealth Home Support Program will be introduced in July 2015, replacing HACC. It is noted that Western Australia has not yet signed on. As part of the transition of the Commonwealth HACC Program into the Commonwealth Home Support Program, KPMG conducted an Australia wide review of home modification and home maintenance services types with the final report released on the 16th May 2014.

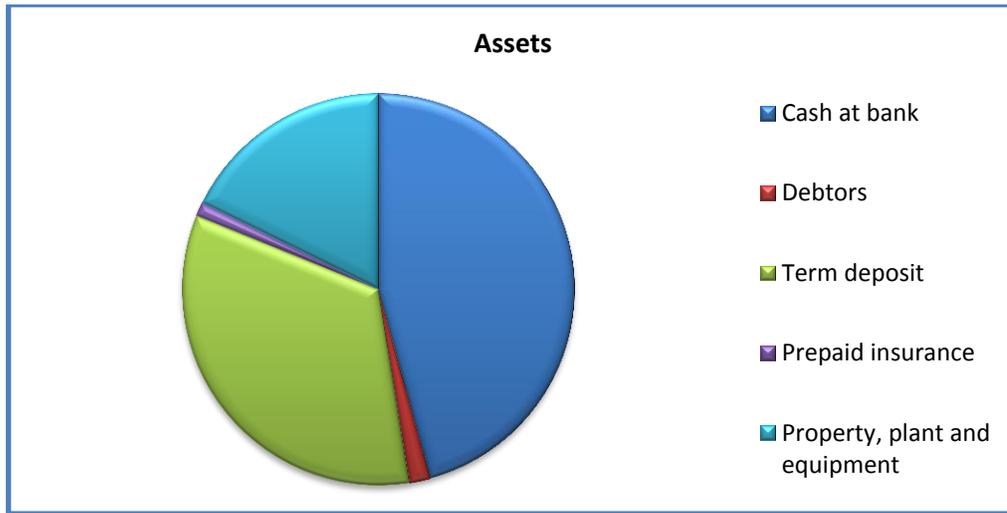
It should also be noted that TADWA is presently involved in a Home Modification and Assistive Technology Review undertaken by HACC WA.

A review of the KPMG report on the *"National Review of Home Modification and Home Maintenance service types under the Commonwealth HACC Program"* showed that the Western Australia HACC Program and TADWA have already addressed and continue to address many of the key issues and challenges outlined in the report regarding the provision of home modification services. The KPMG report actually refers to this factor in several references throughout the report. Therefore it is evident that if and when Western Australia joins the Commonwealth Home Support Program, the State and TADWA will be well placed to comply with its requirements regarding the delivery and reporting of data of home modifications and the provision of equipment services. With these services being from a holistic consumer and family view and with good interface between the home modification and the provision of goods and equipment also the ability to modify equipment and incorporate adaptive technology.

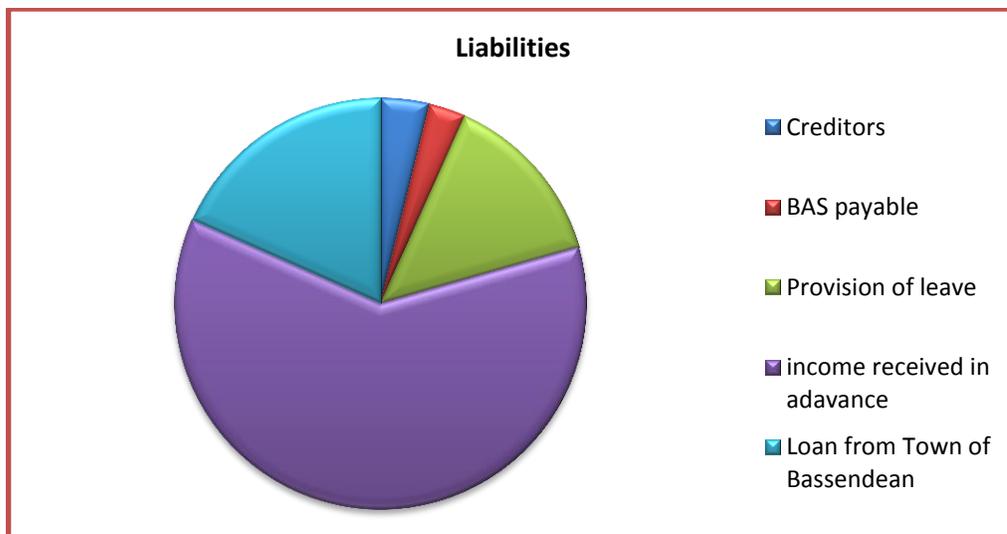
The WA HACC Program needs to be acknowledged for its foresight some years ago in recognizing TADWA's potential and providing the funding support to enable the organization to become the State's leading HACC service provider of home modification and assistive technology services.

Finance Report

Financial Position as at 30 June 2014

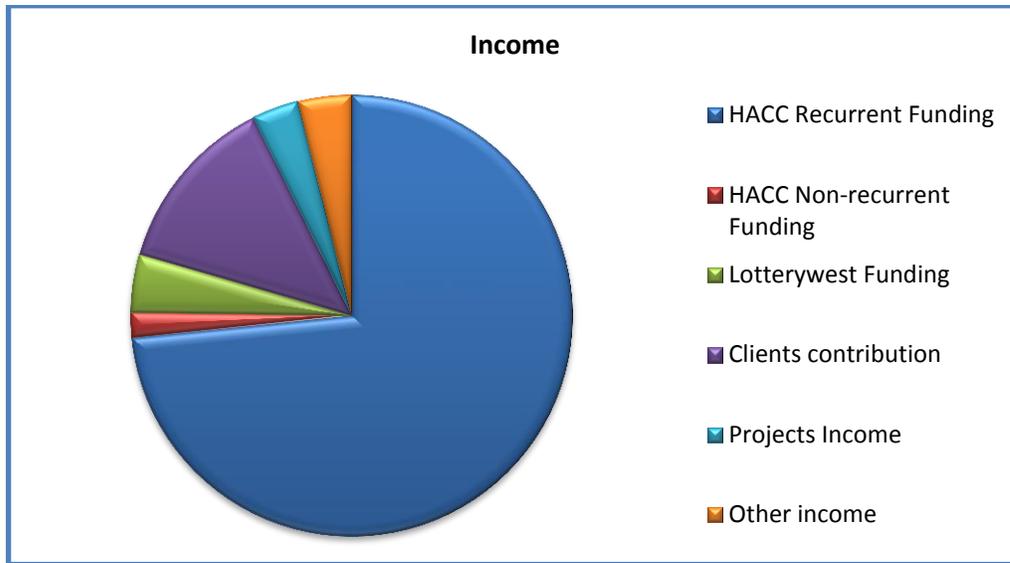


	2014	2013
Cash at bank	\$ 1,433,108	\$ 335,736
Debtors	\$ 53,299	\$ 132,215
Term deposit	\$ 1,054,643	\$ 932,874
Prepaid insurance	\$ 35,994	\$ 13,974
Property, plant and equipment	\$ 555,065	\$ 454,234
Total	\$ 3,132,109	\$ 1,869,033



	2014	2013
Creditors	\$ 58,869	\$ 24,606
BAS payable	\$ 45,494	\$ 42,942
Provision of leave	\$ 218,174	\$ 168,276
income received in advance	\$ 956,896	\$ 86,210
Loan from Town of Bassendean	\$ 287,118	\$ 299,192
Total	\$ 1,566,551	\$ 621,226

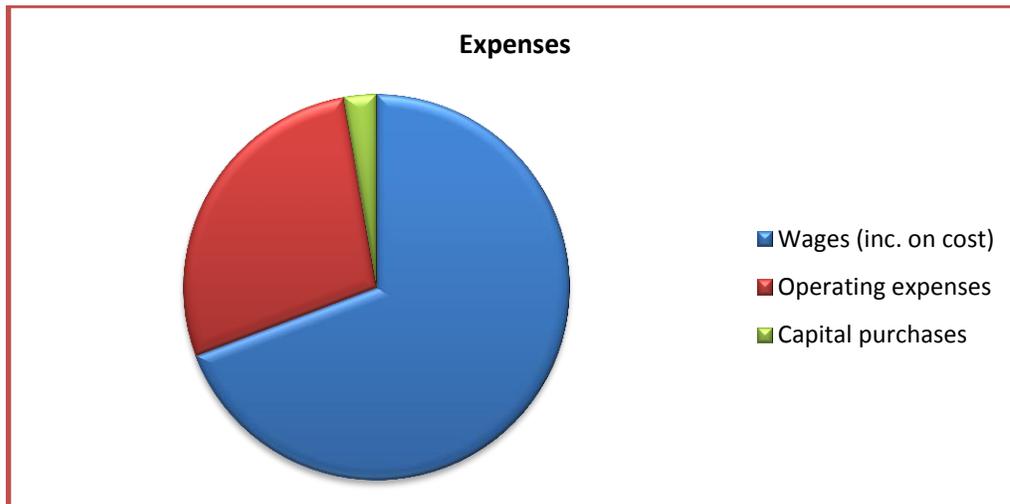
Financial Performance for the Year Ended 30 June 2014



<u>Income</u>	<u>2014</u>	<u>2013</u>
HACC Recurrent Funding	\$ 2,591,053	\$ 2,358,131
HACC Non-recurrent Funding	\$ 63,683	\$ 111,871
Lotterywest Funding	\$ 150,775	\$ 162,948
Clients contribution	\$ 464,506	\$ 433,185
Projects Income	\$ 121,358	\$ 207,089
Other income	\$ 138,250	\$ 144,941
Total	\$ 3,529,625	\$ 3,418,165

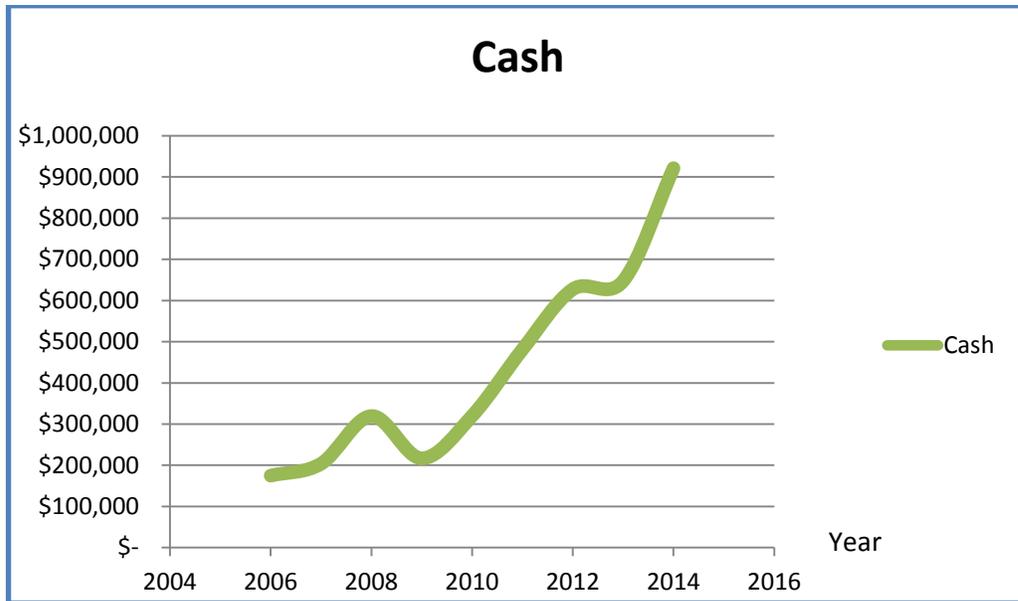
Notes:

Projects Income are from: Freedom Wheels, DSC clinics, Refurbished, IAWA, TADWA Home, Community Re-use



<u>Expenses</u>	<u>2014</u>	<u>2013</u>
Wages (inc. on cost)	\$ 2,224,057	\$ 2,129,773
Operating expenses	\$ 900,688	\$ 954,306
Capital purchases	\$ 87,130	\$ 96,469
Total	\$ 3,211,875	\$ 3,180,548

Whole Organisation Investments and Cash



<u>Year</u>	<u>Cash</u>
2006	\$ 174,869
2007	\$ 203,746
2008	\$ 319,482
2009	\$ 216,833
2010	\$ 319,825
2011	\$ 481,224
2012	\$ 627,267
2013	\$ 647,384
2014	\$ 921,199

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**INDEPENDENT AUDIT REPORT
TO THE MEMBERS OF TECHNOLOGY ASSISTING DISABILITY WA INC** www.moorestephens.com.au

Report on the Financial Statements

We have audited the attached special purpose financial statements of the Technology Assisting Disability WA Inc for the year ended 30 June 2014.

Management Responsibility for the Financial Statements

The Management Committee is responsible for the preparation and presentation of the financial statements and the information contained therein. The financial statements do not comply with the requirements of all accounting standards. The management committee have determined that the financial statements are appropriate to meet the needs of its members.

Auditor's Responsibility

We have conducted an independent audit of the financial statements in order to express an opinion on them to the Members of the Association. The management committee have determined that the financial statements contain appropriate disclosures to meet the needs of members. We express no opinion as to whether the disclosures are sufficient to meet the needs of members.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial statements are free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with applicable Accounting Standards and Statutory requirements in Australia so as to present a view of the Association which is consistent with our understanding of its financial position and the results of its operations.

The audit opinion expressed in this report has been formed on the above basis.

Audit opinion

In our opinion, the attached financial statements of Technology Assisting Disability WA Inc for the period 1 July 2013 to 30 June 2014 comprising the Summary of Financial Performance, Statement of Financial Performance and Statement of Financial Position are based on proper accounts and present fairly, in accordance with the accounting policies described in Note 1 of the financial statements, the financial position of Technology Assisting Disability WA Inc at 30 June 2014 and its financial performance for the year then ended.


Moore Stephens
Chartered Accountants
PERTH WA


Neil Pace
Partner
Registered Company Auditor

Dated this 17th day of September 2014.

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Perth WA 6000

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**AUDITOR'S CERTIFICATION
WHOLE-OF-ORGANISATION**

In my opinion, the attached financial statements of Technology Assisting Disability WA Inc for the period 1 July 2013 to 30 June 2014 comprising the Statement of Financial Performance (including the HACC Statement of Financial Performance) and Statement of Financial Position and the Notes to the Financial Statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards in Australia, the financial position of Technology Assisting Disability WA Inc at 30 June 2014 and its financial performance for the year then ended.

AUDITOR

Signature:

Neil Pace

Full Name:

Neil Fenton Pace

Name of Organisation:

Moore Stephens

Membership:

ICA & Registered Company Auditor

Date:

17 September



TADWA
Home and Community Care Program
STATEMENT BY BOARD

In the opinion of the Board:

(a) the attached special purpose financial report gives a true and fair view of the Home and Community Care Program's financial performance for the year ended 30/6/2014 ; and

(b) we have complied with the terms and conditions of the Service Agreement.

On behalf of the Board

Office Bearer Signature

A handwritten signature in blue ink, appearing to read 'Eric John Sutherland', written over a horizontal line.

Office Bearer Name

ERIC JOHN SUTHERLAND.

Position

DIRECTOR CHAIRPERSON

Date

4/ SEPT / 2014

Location

BASSENDRAH

STRATEGIC DIRECTIONS 2014-2018

Our Key Strategies

1. Relevant and responsive services	1.1 Increase range, quality and timeliness of services provided to clients <i>Increase service delivery to five new target groups (Range); Compliant with Community Care Common Standards Quality Review (Quality); Compliance with predetermined quality time frames as recorded in service delivery procedural flowcharts (Timeliness)</i> 1.2 Regularly assess clients' needs and wants <i>Maintenance of Continuous Improvement Survey; Quarterly surveys by CAE; Ongoing monthly surveys by CS</i>
2. Financial stability and viability	2.1 Achieve the financial goals of the organization <i>Have three months operating costs in cash reserves in advance; Have the equivalent amount of depreciated HACC and non-HACC asset replacement \$'s in cash reserves for the following year</i> 2.2 Increase donations and income from all existing sources <i>Annual financial report shows income growth from previous year</i> 2.3 Diversify income base by looking at new opportunities <i>Financial report shows growth in non-HACC revenue from previous year</i>
3. Effective and efficient agency	3.1 Ensure skilled, stable and committed Board, Staff and Volunteers <i>Effective recruitment and selection procedures are in place and high retention rate of personnel</i> 3.2 Ensure services provided in the most effective and efficient way <i>Independent consultant review completed; Compliance with 2010 RSM Bird Cameron report recommendations</i> 3.3 High level of Volunteer and Staff engagement <i>Staff and Volunteer engagement surveys indicate that 90% of Staff and Volunteers are loyal and care about the organization and are working towards bringing about organization success</i> 3.4 Prepare for growth of client numbers/demand in services <i>See 1.1, 2.2, 2.3, 3.2; Completion of TADWA succession plan</i>
4. Effective communication and increased profile	4.1 Recognised as a leader and expert in our field by other service providers, funding bodies, corporate sector and the community <i>Number of invitations to attend/present at sector events/conferences</i> 4.2 Develop alliances with other compatible organisations <i>See 1.1, 2.2, 2.3 above</i> 4.3 Leverage the role of supporters and partners to TADWA <i>See 2.2, 2.3 above</i> 4.4 Increase the membership of TADWA <i>Membership categories show increase in numbers</i> 4.5 Social media and maximizing opportunities through emerging technologies <i>Responses to targeted Facebook programs/offers; Number of 'likes'</i>
5. Manage regionalisation of services	5.1 Complete premises in South West <i>By 2016 the building will be operational</i> 5.2 Develop regional strategies to implement growth across WA <i>Number of services and clients outside metro area has increased.</i>

Acknowledgements

- TADWA Patron Mr Barry MacKinnon
- TADWA Members
- TADWA Board of Management
- TADWA Volunteers active during the Year 2013-14
- TADWA Staff
- WA Department of Health for *Home and Community Care* funding
- Disability Service Commission contracts for technical support of equipment, customized postural seating and refurbishment & reissue of pediatric equipment project
- Herbert Smith Freehills for their generous support in providing legal advice and representation
- Lotterywest for their ongoing support
- Microsoft Australia for provision of low cost software licenses
- Sponsors of TADWA Freedom Wheels: Bayswater and Noranda Community Bank branches of Bendigo Bank, RAC Community Partnerships, Nev & Carol Knight/BHP Matched Giving Program
- WA Government Agencies for being the major donors of computer equipment
- Volunteering WA & Volunteer Resource Centre Network for assisting with the recruitment of volunteers
- All individual donors of monetary, equipment or in-kind support to TADWA



HERBERT
SMITH
FREEHILLS



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AUSTRALIA PTY LIMITED**

AUSTRALIAN FINANCIAL SERVICES LICENCE NUMBER: 240549
ABN 81 072 343 643

www.insuranceadviser.net

Proudly supported by



For the better

Achievements for 2013-2014

- ❖ Lotterywest and Department of Health (Home and Community Care) provide funds for the construction of Stage 2 of the South West Wellness Centre (TADWA)
- ❖ Lotterywest provides a funding grant enabling the installation of a 36kW Solar Photovoltaic System at the Bassendean premises, resulting in significant cost savings and reductions in carbon emissions
- ❖ Lotterywest TV Commercial featuring TADWA's Freedom Wheels program goes to air from July 2013
- ❖ Friends of TADWA, Nev and Carol Knight, held a fundraising event for the TADWA Freedom Wheels program in Newman, WA. As part of the BHP Matched Giving Program, BHP matched dollar for dollar the funds the Knights raised at this event. A total of \$18900 was donated to the program
- ❖ TADWA wins the 2013 Work Safety Awards WA in Category 1: Best Workplace Safety and Health Management System (A) Private Sector and qualifies as a Finalist in the 9th Annual Safe Work Australia Awards
- ❖ TADWA becomes a member of the Master Builders WA (MBAWA) the first not-for-profit organization to do so
- ❖ RAC sponsors TADWA Freedom Wheels through the Community Partnership program, providing four individually customized bikes for four children in the south west region of Western Australia
- ❖ The Bayswater and Noranda Community Bank branches of the Bendigo Bank provide funding to the TADWA Freedom Wheels program, enabling the supply of two individually customized trikes to two young men with disabilities
- ❖ TADWA's Strategic Directions 2014-2018 completed

Volunteer Length of Service Awards

Our volunteers are a treasured asset to TADWA; we thank them for their specialized skills, knowledge and their contribution to our efforts.

3 YEARS

John Smith

John Dyke

Derek Edenburgh



John Smith

5 YEARS

Phil Durrant

Keith Lindsay

Glen Evans



Phil Durrant



Keith Lindsay



TADWA

**Providing Solutions
for Independence**

Technology Assisting Disability WA Inc

ABN: 20 241 430 211

Phone: (08) 9379 7400

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