

Annual Report 2015



TADWA's Purpose

To improve the quality and enjoyment of life for people with disabilities, older people 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

For over 30 years TADWA has been providing services to 'improve the quality of life for people with disabilities, older people and those caring for them through the application of technology and the skills of volunteers and staff'.

This service which has been welcomed by hundreds of Western Australians, their families, carers and friends was also recognized by TADWA being named as the winner of the 2014 National Disability Award in the category of "Improving Personal and Community Support". Recognition that was well earned and well deserved.

The award was the result of the efforts of a great team of hard working dedicated people at TADWA.

One such person who retires from TADWA this year and who deserves recognition for his commitment to TADWA is Norrie Copeland. For over 15 years Norrie has provided great service to TADWA in his roles as a volunteer, Board Member and Board Chairman. The TADWA team has benefited greatly from Norrie's leadership and guidance.

As can be seen in this report the year has been another of great progress at a time of challenging change.

Congratulations to all involved at TADWA. You have lived up to your motto in spades; TLC: Teamwork, Loyalty, and Commitment

Front cover photo: Senator Mitch Fifield, Assistant Minister for Social Services, presents the winner's trophy to Bob Whitaker, TADWA CEO and Priya Cooper, TADWA Chairperson at the 2014 National Disability Awards



Chairpersons Report

This year we have seen TADWA continue to lead the way in service provision for people with disabilities, older people and their carers.

We have embraced TADWA's Strategic Directions 2014-2018 using its key strategies to continue to evolve and enhance our services to meet the needs of the community in a constantly changing environment.

A huge thank you is extended to Norrie Copeland for his time on the TADWA Board. Norrie has been integral to TADWA becoming the successful organization that it is today, providing advice and developing strategies to nurture the growth of the organization from its humble beginnings as a volunteer based agency. We will miss you Norrie and we appreciate the service, guidance and dedication you have given TADWA over the last 15 years. A special thank you is also extended to John Sutherland, Deputy Chairperson, who is always there to assist me and the Board members with his wealth of knowledge and experience.



This year we saw the construction and opening of our new building in Bunbury in partnership with Community Home Care (Bunbury). Our thanks are extended to the WA Department of Health (HACC) and Lotterywest for providing the funding that enabled us to realize this long held goal. The purpose built office and workshop will enable us to extend the range and quantity of our services to the communities in the South West region. This is a milestone achievement for TADWA and I commend the efforts of the CEO, Bob Whitaker, the South West Building Committee and our project managers, Veens Design Group. Knowing that TADWA started in a backyard shed over 30 years ago and now has multiple premises delivering exemplary services across WA, it is mind blowing!

We have seen continued growth of service provision in the Customised Aids and Equipment Services, Occupational Therapy Services and Computer Services as we enhance our service delivery model.

The TADWA Freedom Wheels program continues to grow. The joy I see in the faces of those who previously thought it was impossible for them to ride a bike is why we do what we do. We have extended the program regionally so that more people have the opportunity to experience the freedom and fun of bike riding.

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 Trekkers to a number of Local Government Authorities for use at their beaches this summer. As a Board we see this engagement as an opportunity to examine how we can ensure innovations such as this become more widely available to the public. A third prototype of the Beach Trekker is currently in development with upgrades that will improve manufacture costs and the handling of this unique wheelchair.

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 and staff 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 *"to improve the quality and enjoyment of life for people with disabilities, older people and those caring for them through the application of technology and the skills of volunteers and staff"*.

Priya Cooper
Board Chair



'Ground breaking' ceremony 10th December 2014



Official handover 2nd July 2015



TADWA South West branch 'open for business' 13th July 2015

Chief Executive Officer's Report

The Year in Review

The financial year 2014/2015 was a busy and productive year for TADWA. The organisation's major operational focuses included the provision of Home and Community Care (HACC) services and providing services to other aged care/disability service providers or individuals within TADWA's target groups. The organization attained well above its number of HACC services and client targets and increased the range of Non-HACC services.



These achievements were made possible by the commitment and superb efforts of our volunteers, staff and Board. Sincere thanks and appreciation must go to all for their excellent work and support throughout the past financial year. It is due to them that we are able to maintain minimal cost and high quality services to people with disabilities, older people and their carers.

Further details of services provided are outlined below.

For the financial year 2014/2015 Non-HACC services included:

- 'Freedom Wheels' program. This program custom builds specially modified bicycles for children and adults with disabilities. TADWA seeks ongoing sponsorship for this program.
- Innovative Alliance with WA Disabled Sports Association (WADSA). Research and development of equipment and devices for people with disabilities to participate in a variety of indoor and outdoor sporting and recreational activities.
- Range of services to disability service providers and individuals
- NDIS Participants in the Perth Hills Trial site
- Recycling computer parts and equipment – sales from recovered scrap metals

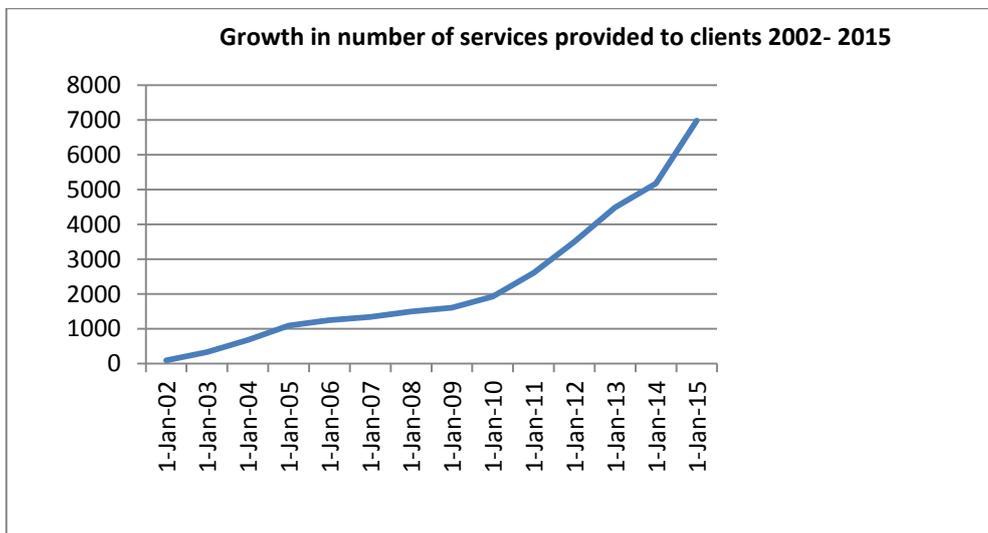
Following a WA HACC Program funded project that focused on formulating recommendations to enhance and further develop a sustainable service delivery model for WA HACC clients accessing Home Modification and Assistive Technology services across the State: TADWA's annual HACC recurrent funding was increased significantly enabling the appointment of additional staff, including an Occupational Therapy Services Manager, additional Occupational Therapists and technicians. The appointment of additional allied health staff strengthened the clinical governance features of TADWA's service delivery of home modifications and assistive technology. More detailed information can be found in the report provided by the Occupational Therapy Services Manager, Camille Wakefield, on page 12 about how this holistic approach to service delivery is carried out between allied health and technical staff.

The total number of unique HACC clients provided with services during 2014/15 was 1,671. This figure consists of 1,036 home modification clients and 635 assistive technology clients, representing increases from the previous year of 93% and 6% respectively. Information regarding the number of home modification jobs completed and number of items of equipment provided can be found in the report provided by the Customised Aids and Equipment Manager, John Otago, on page 18. See page 20 for details of the number of Computer Services clients and

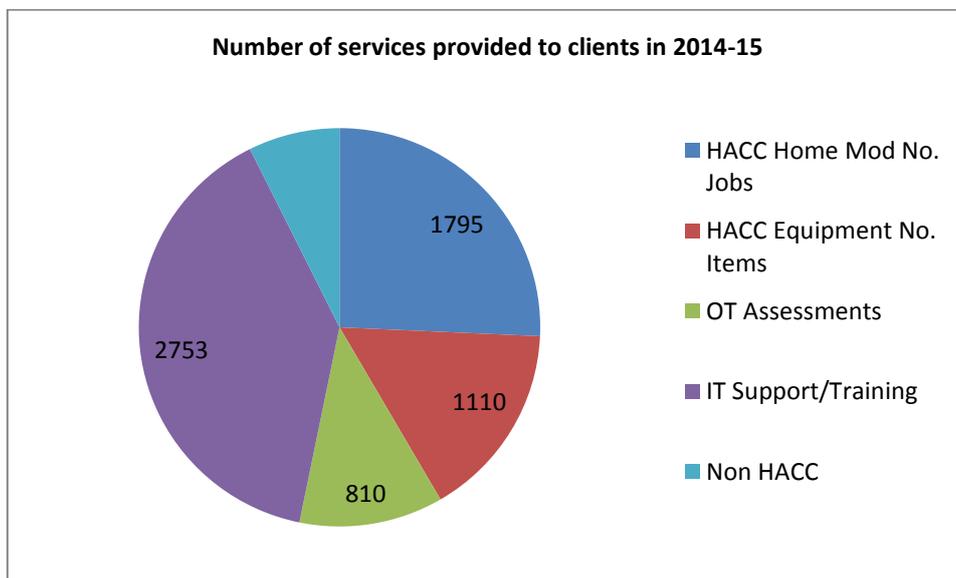
information about the number of computer training participants can be found in the report on page 21 provided by the Computer Services Manager, Brian Feige.

The number of remunerated staff increased from 41 in 2013/14 to 57 in 2014/15. This represents an increase of 39%. The staff involved with the recruitment, selection, appointment and induction of 16 new staff over a relatively short period of time is to be commended for their work and efforts involved in these processes. The skills and competence demonstrated by new staff in carrying out their work is clear evidence that the time and effort put into the appointment of staff is well and truly substantiated.

During the year 2014/15 TADWA provided some 6,982 services to clients. The chart below shows the growth in client services over the past thirteen years and an increase of 35% from 2013/2014.



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



Note: 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, sporting and recreational equipment for WADSA, equipment refurbishment, one-off jobs for individuals and organisations etc.

Over the 2014/15 year the Board, volunteers and staff were involved with strategic planning workshops to develop TADWA's Strategic Directions 2014-2018. The document includes TADWA's *Purpose, Values, Drivers and Key Strategies*.

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
- Anecdotal feedback from volunteers and staff indicated that they enjoyed a high level of satisfaction from their work at TADWA. Also the annual net staff turnover of 4.92% is a strong indicator of staff satisfaction and commitment to the organization.
- The significant 35% growth in services over 2014/2015 was made possible by the excellent leadership of the respective managers of Customised Aids and Equipment, Occupational Therapy, Computer Services and Corporate Services. With all sections very well supported by their respective teams of dedicated staff and volunteers.
- The financial information included in this Annual Report show that TADWA is financially viable and finished the financial year with an operating surplus. Acknowledgements to our finance staff for the fine work during the year and ensuring we received a satisfactory financial audit report for 2014/2015. Acknowledgements also to the Board Audit and Risk Committee for the part it played in TADWA's financial monitoring and reporting processes.

Outlined below are actions and achievements that have been implemented to progress addressing TADWA's key strategies that were developed as part of the Strategic Directions 2014-2018.

Operational Achievements 2014 – 2015

- TADWA announced the Winner in the **National Disability Awards category of 'Improving Personal and Community Support'**. TADWA was recognized for '*making an outstanding contribution in providing and/or improving personal and community support for people with disability, to assist independent living and to actively engage in their communities*'.
- TADWA announced as the winner of the '**Best Environmentally Sustainable Business**' in the CEBA (Central Eastern Business Association) 2014 Small Business Awards
- ICT and telephone business systems upgraded

- New Database developed and operational. Improving the enhancement of recording, monitoring and reporting of statistical data
- Financial Consultant completed unit costs project for TADWA's services, including enhanced templates for budgeting and reporting
- 76% increase in annual HACC recurrent funding to support the expansion of services to meet increasing demand in home modification
- The recurrent funding increase enabled TADWA to recruit additional qualified and experienced staff; including additional OT's, technicians and two more apprentices were recruited bringing the total number of apprentices employed by TADWA to three
- Surpassed 2014/2015 HACC Service Targets
- Services provided by TADWA in the South West increased by 69% over 2014/15
- Construction of TADWA's South West building completed on time and on budget. Thanks to the Department of Health (WA HACC) and Lotterywest for providing funding for this new purpose built office and workshop in Bunbury. The building will assist TADWA to meet the growing need for services in the South West region
- South West Operations Manager appointed
- Secured NDIS Service Provider Registration (does not include the NDIS/MyWay program registration)
- Politicians and key stakeholders invited to visit our premises to raise awareness of the appropriateness of TADWA's services to NDIS and NDIS/MyWay programs and ensure TADWA's services are known to participants in the programs
- Freedom Wheels sponsorships received from a range of sources including the Bayswater and Noranda branches of the Bendigo Bank, Thrive Support Group, BHP Billiton Matched Giving Program and Nev & Carol Knight
- Freedom Wheels Northwest pilot project commenced
- Application filed for provisional patent and registered design of the TADWA Beach Trekker V3 prototype at the Australian Patent and Designs Office (IP Australia)

Looking Ahead

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

- Continuing to seek HACC Recurrent growth funding to resource additional organizational infrastructure so that services can be expanded towards meeting the need for TADWA's services in the Metropolitan, South West Region and the piloting of alternative service delivery models in other regions of WA
- Progressing further use of the Unit Costings spreadsheets that have been developed (quarterly reports)
- Focusing on efforts to progress smart assistive technology equipment and devices to be accepted as 'mainstream' and readily available to people with disabilities, older people and their carers
- Continuing to stay fully informed and up-to-date with any changes to consumer directed funding in the Aged Care sector
- Continuing to stay fully informed and up-to-date with any changes to the NDIS
- Continuing to develop alliances with 'like' organisations and further increasing our links, networking and strategic alliances with other agencies within the disability and older people sectors, carer organisations, government agencies and corporate sector

- Continuing to invite politicians and key stakeholders to visit our premises to raise awareness of the appropriateness of TADWA's services to NDIS and NDIS/MyWay programs and ensure TADWA's services are known to participants in the programs
- Increasing our efforts to register TADWA as a service provider in the NDIS/MyWay program
- 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
- Implementing the proposed TADWA Associate Membership initiative

Before closing my segment for TADWA's 2014/15 year annual report, I would like to acknowledge Norrie Copeland's retirement from the Board after 15 years of invaluable service as a volunteer and Board member, including tenure as Board Chair. Norrie's contribution to our organization has been a significant factor of TADWA's exponential growth and successful development. On a personal level, I sincerely thank him for his wise counsel and support he has given me over the years in my role as CEO.

Bob Whitaker
Chief Executive Officer



**2014 National Disability Awards – Winner –
TADWA, accepted by CEO, Bob Whitaker**

Corporate Services Report

The Value to Australia of the Not for Profit Industry

A report presented by Susan Pascoe, Chair of the Australian Charities and Not-for-Profit Commission (ACNC), at Third Sector Conference in Melbourne, March 29 2015, stated:

- Not For Profits contribute \$100 billion annually to the Australian economy
- The industry employs 919,000 people or 8% of total Australian workforce
- Compare this with agriculture/forestry/fishing which employs 500,000 people and is estimated to contribute \$75 billion annually to the Australian economy

Ms Pascoe's report highlights that we work in an important, substantial industry that is changing and growing as it responds to meet identified needs in the community.

The Corporate Services Team

Our Corporate Services team vision is: "To fulfil the needs of TADWA clients by taking pride in our work and providing exceptional service to our clients through teamwork, with friendliness, professionalism and integrity".

The team is committed to continuously improving the services we provide and the way we provide them. They regularly review processes followed, assess their good and lesser points, and work out how we can improve them. Many Corporate Services staff are also undertaking further studies to enhance their skills and contribute their newly acquired skills to TADWA's development.

I am confident this team will contribute significantly to TADWA's future success as it grows and changes:

- Our friendly and efficient Client Services team attends to clients' service needs and supports the Computer Services team to provide timely and efficient computer services.
- Our Receptionist is the first person to greet clients when they contact TADWA either by phone or in person at our offices in Bassendean. She epitomizes our team vision.
- The Finance team work conscientiously to maintain TADWA finances, assist clients and staff when they are needed, and provide financial support and advice to Senior Management.
- Our HR Officer has introduced new levels of professionalism into recruitment, human resources support and analysis as we grow.
- Our Communications Officer has worked diligently to increase TADWA's profile and has introduced a new consistent quality to our promotional and information materials.
- A new addition to the team, TADWA ICT Officer, has brought knowledgeable support and a level of quiet calm to meet TADWA's growing internal ICT demands.

Special acknowledgement must be made of our wonderful volunteers: Victoria who provides support in reception; Csaba who provides very welcome clerical and administrative support to client services, Julie who has given her time to present a view of the world from her client perspective and contributes this view in our quarterly newsletter; and John who has been an integral part of TADWA for so many years, with his capacity to help out wherever he is required.

The changing landscape at TADWA – an HR snapshot

The following statistics make for interesting consideration:

- In 2013/2014, TADWA employed a total 41 staff and had 41 volunteers.
- As at June 30 2015, we have 57 staff and 34 volunteers.
- A total of 16 new staff were recruited during the 2014/2015 period, comprising full-time, part-time and contract positions.
- In 2014/2015, just under half of TADWA's workforce has spent less than 2 years with the organization, and 44 percent of all employees at TADWA are now Generation Y (born between 1980 and 1995).
- The Senior Management Team consists of baby boomer aged staff, while the Senior Staff Team is comprised of Generation X and Y staff.
- Turnover of staff at TADWA is low, at 4.9% in the 2014/2015 year.

These statistics reflect a generational shift within the organization and a gradual shift away from volunteer staffing, with a high rate of staff retention well above industry standards. They underline that with this growth and generational change, a concerted and consistent effort will be required to preserve those cultural values that have been strongly identified in surveys as an important part of why people enjoy working at TADWA, and why they choose to stay.

Managing the tension between preserving the old and embracing the new as we grow and our workforce composition changes is an ongoing challenge TADWA will face in coming years. I am confident the staff and volunteers in Corporate Services are well placed to meet this challenge.

Tracy Pearce
Corporate Services Manager



The Corporate Services Team

Occupational Therapy Services Report

It is my pleasure to report on the Occupational Therapy (OT) Services in this year's annual report. In the past, the provision of Occupational Therapy services was a small part of the Customised Aids and Equipment Service.

The Occupational Therapy team provides assessment and recommendations to our client's and their carers designed to increase the client's independence and safety in their home and community environments.

Last year a service development project was completed by the Independent Living Centre (ILC) (supported by the West Australian Home and Community Care Program (WA HACC) that focused on improving and further developing a sustainable service delivery model for WA HACC clients accessing Home Modifications and Assistive Technology (HM & AT). This focus on wellness and independence has seen a marked increase in referrals to TADWA for Home Modification and Assistive Technology services.

The key project objectives included:

- 1. Build on the WA Assessment Framework and identify approaches to facilitate a streamlined client pathway, improve communication between key stakeholders and reduce duplication of assessment*
- 2. Map current pathways for Home Modifications and Assistive Technology currently used by Regional Assessment Service (RAS) Assessors including Community Aids and Equipment Program (CAEP) current practices.*
- 3. Develop a model providing clinical governance and identify strategies to support TADWA in referral management and service delivery*
- 4. Develop guidelines that support the consistent application and practices in the sector for HACC referrals and service delivery.*

Following completion of the Home Modifications and Assistive Technology Project we have been busy implementing the recommendations for our metropolitan and South West operations. This has included the appointment of an Occupational Therapy Manager and the appointment of two additional Occupational Therapists – one for the South West region based in our branch in Bunbury and one metropolitan based, located at Bassendean head office. The OT visits the client following referral to TADWA and using a holistic approach, the OT assesses their needs to ensure their safety and independence in their home. Working closely alongside our technicians we are able to problem solve and implement solutions that achieve the best possible outcome.

There has been a steep learning curve and many changes experienced for the OT Service over the last five months. This has included developing a clinical governance framework and procedures to guide best practice so that this can be applied to aspects of the TADWA work.

We are trialing a newly created Assessment format providing feedback to how this applies within the service delivery model and how best the OT's can be efficient and effective with the use of technology and drawing applications. The three areas of bathroom modifications is an area of growth whereby consistent practice and information will be made available for clients requiring this service.

Another area of growth has been considering how our OT Services can add value to all of TADWA's areas of business. We are now involved in the Freedom Wheel program assessments and where relevant have been involved in NDIA referrals providing assessment and or prescription for equipment.

The possibilities and potential for OT Services to continue to add value to the excellent services offered at TADWA in the next financial year is very exciting. Working in partnership and embedded within the CAE service delivery model, the OT Service is providing a greater understanding about how OT Services can support and meet the need of TADWA clients, carers and the community.

Camille Wakefield
Occupational Therapy Services Manager



Occupational Therapy Services Team

Customised Aids and Equipment Report

*"I just want to congratulate you and TADWA on the tremendous work carried out by Scottish John, Lindsay and apprentice John who were so professional and very skilled workmen. The job was carried out at all times with the thought of Michael and his disabilities and what he needed in the bathroom. **The guys also spoke and acknowledged Michael at all times with respect and in a friendly way (which I am so impressed by).** The work you do is so important and has allowed Michael to confidently live on his own and comfortably and confidently shower. (It is also a great relief for my sister and I to know he can do it safely. John, we are so grateful for what has been done for us)".*

Hello and welcome to this years Customised Aids and Equipment (CAE) annual report, every year is an exciting year in CAE and this one has proved to be no exception. I have opened with an expression of thanks from one of our clients and though we receive plenty of unsolicited compliments it has occurred to me that there is a strong theme in the majority of them and that is the culture of respect and dignity that the women and men in CAE display towards not only the client but to their family and their home environment.

*"Many thanks for sending Jim today to fix my ramp. **He is such a lovely kind young man**".*

Jim is **sixty!** again proving the point that everything is relative, but the work that they perform and the attitude that they display needs to be highlighted above and beyond the quality of their workmanship. To go into a person's home and quite commonly in distressing circumstances, is not the bread and butter for tradespeople as many of you will have experienced in your own dealings, yet between themselves they have developed an ethos of compassion and tolerance, they are clean and tidy, they are accommodating (within reason) and responsive to the individual's needs. They may be modifying a bathroom, installing an access ramp or fitting a grab rail but they will still change a light bulb for the client or pick up a litre of milk when they are down the shops getting their lunch.

*"Thank you Melissa and TADWA yesterday – for sending the boys out, **what nice, tidy, polite boys... they did a great job and I am very happy.***

As CAE has grown so have the CAE administration team's workload, coupled with increasing complexity of the planning and co-ordination we have also needed to incorporate the scheduling of the Occupational Therapists into our administration procedures. I can confidently say that the admin team has achieved the integration with the minimum of fuss or disruption to our day to day operations.

*"Did an excellent job. **Friendly, nice to know**".*

*"Thank you very much! I think TADWA is wonderful. **Fantastic staff!**"*

South West - Bunbury

The building has been completed and up and running with the official opening scheduled for the 6th October 2015. In line with our strategic plan and HACC recommendations we have restructured and a South West Operational Manager appointed. This is an exciting time as the demographics and the recognized need for TADWA services in the regional and remote areas of

WA offer us the potential for growth and expansion. To achieve this end it will be necessary to develop a slightly different service delivery model than the one we employ in the metropolitan area but with change comes opportunity.

In a way it is reminiscent of TADWA's move from the Pyrtton site to our present building 7 years ago, so we all look forward to the developments and to celebrate the achievements.

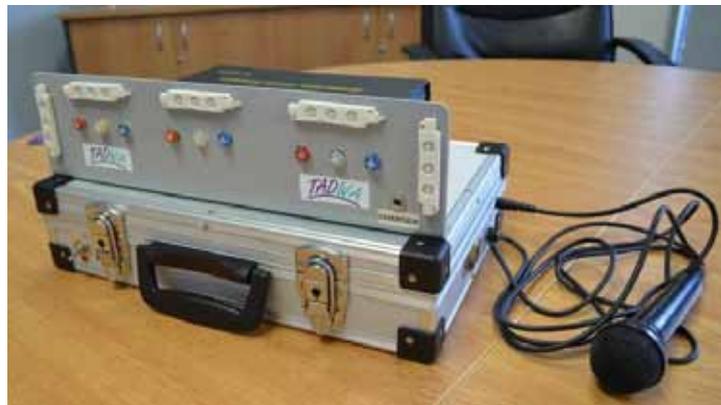
Research & Development

A joint venture between the West Australian Disabled Sports Association (WADSA) and TADWA designs and constructs custom recreational items that will enhance a person's sensory and tactile experience, in other words, have fun. We continually develop a range of products each year.



Kal and Mary modelling the aqua flinger, the slope score and the switch operated flinger

How can we see sound and why would we want to? For people who have hearing difficulties and live in rural properties to know when a car is approaching, the dog is barking outside or if there are emergency vehicles in the vicinity this portable device may be of assistance.



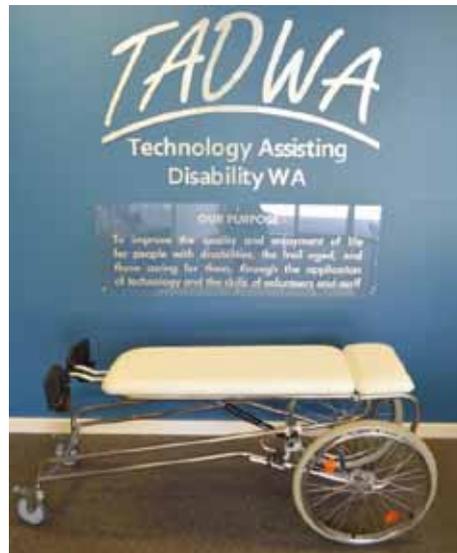
See the Sound device

People with dementia need to be able to complete tasks with as few steps as possible. This radio is able to be tuned in to the station of choice and at the preferred volume, the cover is secured and the day to day use simply requires pressing the large on/off button.



Modified radio

We received a request from a hospital to re-design a self-propelled prone trolley with accessible brakes. The old ones look like they come from the First World War rehab hospitals.



**Self-propelled prone trolley
with accessible brakes**

Percutaneous endoscopic gastrostomy (PEG) feeding refers to a procedure in which a feeding tube is placed into a person's stomach to allow food to be fed directly through. This particularly assists people who have difficulty swallowing.

TADWA was approached by a hospital to design and construct a syringe holder to assist people who receive nutrition via PEG to design a multi-adjustable syringe holder which can be operated by one hand to feed, refill and release. This was designed with a specific patient in mind who was paralysed on one side of their body. The holder can clamp on to any table so that a person can operate the syringe independently with one hand.



Multi-adjustable syringe holder

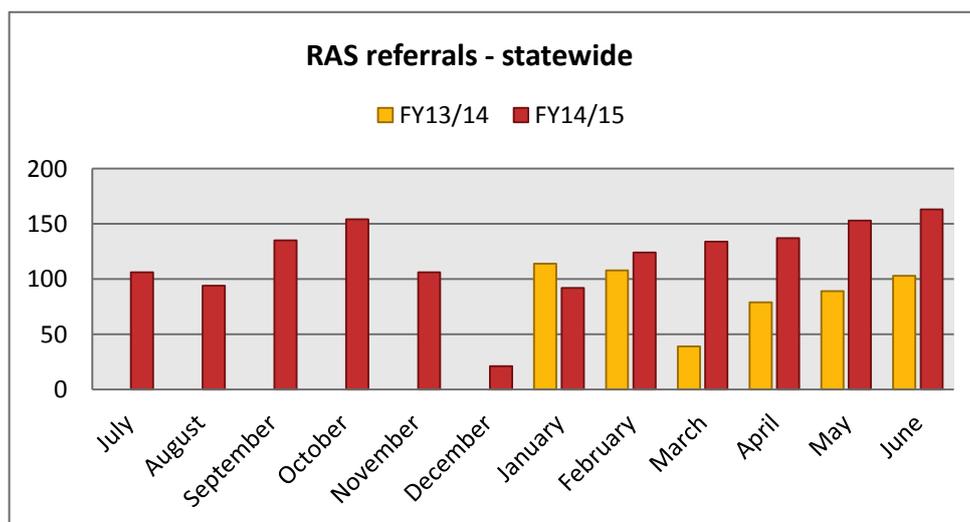
Freedom Wheels program: due to demand TADWA is now developing stabilisers for 26 inch bikes to include into our range of Freedom Wheels bikes; the kids are getting bigger.



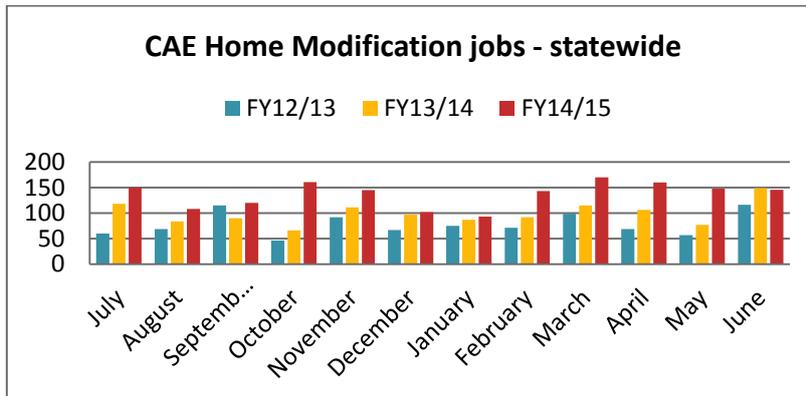
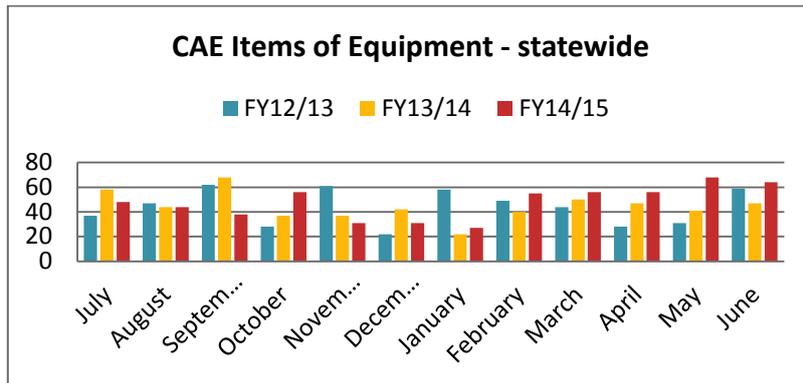
Beach Trekker V3: a brief update, the patent has been registered and the prototype wheel has been contracted and the new wheelchair frame is under development. *(Sorry due to patent restrictions no photographs).*

Analysis

Just to show it is not all fun and games I have included a couple of charts that reflect the CAE HACC growth in our service delivery of Provision of Goods and Equipment and Home Modifications.



Regional Assessment Service referrals have consistently increased and this is of course reflected in the increase in our service delivery as outlined:



To conclude, the past has been good but the future is better and what will be of interest for CAE in the future is the development of the NDIS and My Way trials and the types and numbers of services supplied by CAE, the continued integration of allied health into CAE's service delivery model and the prescription of smart assistive technology, the South West under a new structure and new building and the exciting prospects for research and development.

John Otago
CAE Manager



The CAE Team

Computer Services Report

Thanks to the efforts of our skilled and dedicated team of Workshop and Mobile Technicians, Help Desk and Recycling staff and volunteers, combined with excellent teamwork with Client Services staff, Computer Services has seen a significant increase in the standard of computing equipment TADWA provides and the numbers of our clients who renewed their service agreements this year.

- HACC Client Retention is at 59% up from 40% in the previous year
- Non-HACC Retention is at 54% up from 27%
- Overall Customer Retention rate of 56%

We achieved 2% growth this year. While this is well below the 20% target set last year, it is important to note that the overall computer retail market has experienced a negative 2.6% growth over the last 5 years.

(Source: <http://www.ibisworld.com.au/industry/default.aspx?indid=1836>)

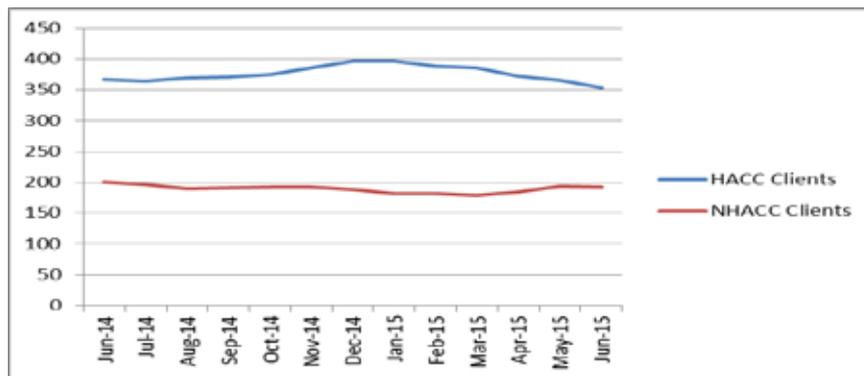
Significant strategies implemented during F2014/2015

- Kaspersky Pure 3.0 Anti-Virus software was added to all service agreements implemented from May 2014. Kaspersky is a world standard antivirus system and its inclusion will improve the quality of systems provided, decrease need for workshop repairs and greatly improve the standard of support we provide our clients as it is rolled out - by May 2015 all new support agreements will include this as a standard item.
- Focus on retaining clients whose support agreements are about to expire, to renew their annual support agreements.
- The new Database will enable more detailed reporting and analysis of our services so we can continue to improve delivery of computer services to our clients.
- Growth of Site Support Agreements – this is a new initiative, which allows individual clients who have multiple computer equipment, or not for profit organisations who require good quality computer equipment, to be provided and supported by TADWA at a reasonable cost. We plan to further develop this aspect of Computer Services in future years.
- Cost reduction initiatives continue so that we can deliver best value for money services to our clients.

Overall we averaged approximately 44 Service Agreements per month, up by 4 per month on the previous year which is a pleasing result.

Comparison of signed service agreements vs expiring

As you can see from the following graph overall HACC clients have dropped off slightly while Non-HACC client numbers have stayed consistent.



However, the bigger picture is our retention rates. Changes implemented over the last 12 months have been effective, with HACC retention at 59% just 1% shy of our target, and way above the market average of 24%.

(Source:http://www.bain.com/offices/australia/en_us/publications/articles/the-powerful-economics-of-customer-loyalty-in-Australia-au.aspx)

Our most impressive achievement is Non-HACC retention at 54% which is unheard of in the industry. This retention rate comes down to customer satisfaction and clients recognizing value for money of the services we provide. While we are continually working to improve our services, it is a significant milestone and our team who has worked so diligently in conjunction with the Client Services team, should be very proud of its achievements this year.

Workshop

This year the Computer Services Workshop performed 453 repairs of which 150 were performed at clients' homes and 303 in the TADWA Bassendean Workshop. A total 5430.2 hours were spent on repairs, an average of 12 hours per repair. This high hourly rate is due to the complex nature of the problems: these usually require part replacements and complete rebuild of the systems and can include pickup and delivery.

It is strongly recommended that more focus be placed on reduction in repair times, which has significantly increased since last financial year (from 8-12h). The implementation of standardized toolsets, better QA practices including training of Workshop staff and volunteers, and overhaul of workshop equipment would have a significant positive impact. With these changes, repair times over the next 12 months should reduce by up to 50%



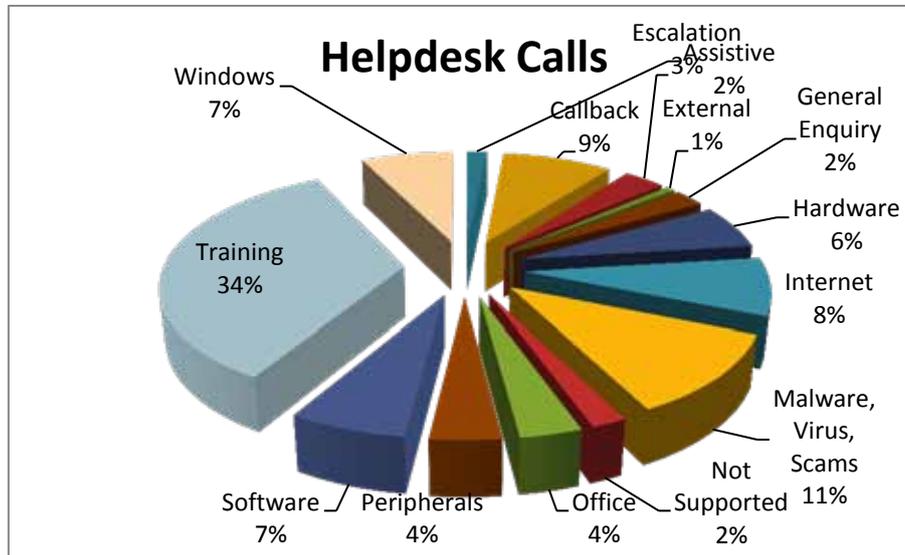
TADWA Workshop Staff



TADWA Mobile Technicians

Help Desk

TADWA's Help Desk took 2027 calls for the full year taking an average of 21.5 minutes per call. This is a slight reduction against the previous year's calls however average call duration remains the same.



The major call types are:

1. Training- these are 'how to' calls. On average these calls take 20 minutes.
2. Malware, Virus, Scams – these calls are related to virus infections and a growing increase in phone scams. These calls take an average 25 minutes.
3. Internet – these calls relate to clients having issues with internet access or web site access. Most of these calls are related to issues with the client's Internet Service Provider, and take on average 24 minutes.
4. Call back – these calls result from help desk staff not being available on first call or the client not having enough time to resolve issue on first contact. On average call backs take 15 minutes to complete.

A reduction in staff allocation in the help desk due to maternity leave has increased the number of call back related calls. Despite this, the team is to be commended for the quality of service they provide to our clients. We regularly receive client feedback thanking the help desk staff for their skilled and compassionate approach to solving problems over the phone.



TADWA Help Desk staff

Training

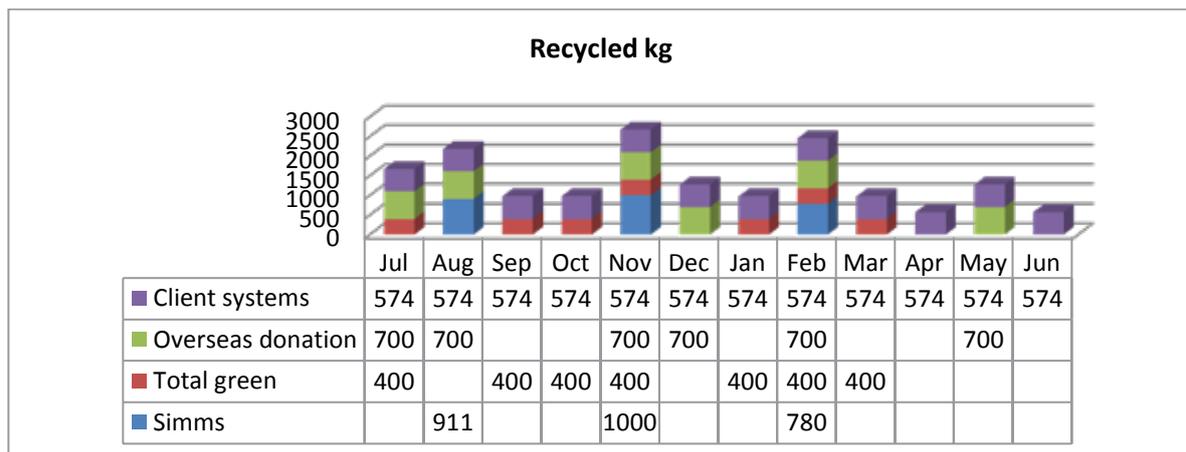
During the 2014/2015 period there were 121 participants in Classroom training across six course groupings with 231 total hours of training provided.

Rather than conducting training satisfaction surveys during this period, questionnaires were sent to the entire client base seeking feedback on Training requirements, which assisted in re-formulating new classes. Going forward, new surveys are being constructed to suit the new course directions.

TADWA now offers an eight week training package covering all courses both basic and advanced. This was implemented on the initiative of our senior team leaders after their review of client feedback in March 2015 and the net result is a significant increase in course uptake.

Unfortunately our fantastic volunteer trainer, Barry, has resigned. We extend our thanks for the time and considerable expertise he has given to TADWA this year – including his band volunteering to play at our annual Christmas luncheon! It has been decided to take the opportunity to update and refresh the Training room while we attempt to engage new volunteer trainers. It is anticipated that the room will be completed and classes running again in September 2015.

Recycling



TADWA Computer Services is proud of its environmental credentials and our 0% landfill policy.

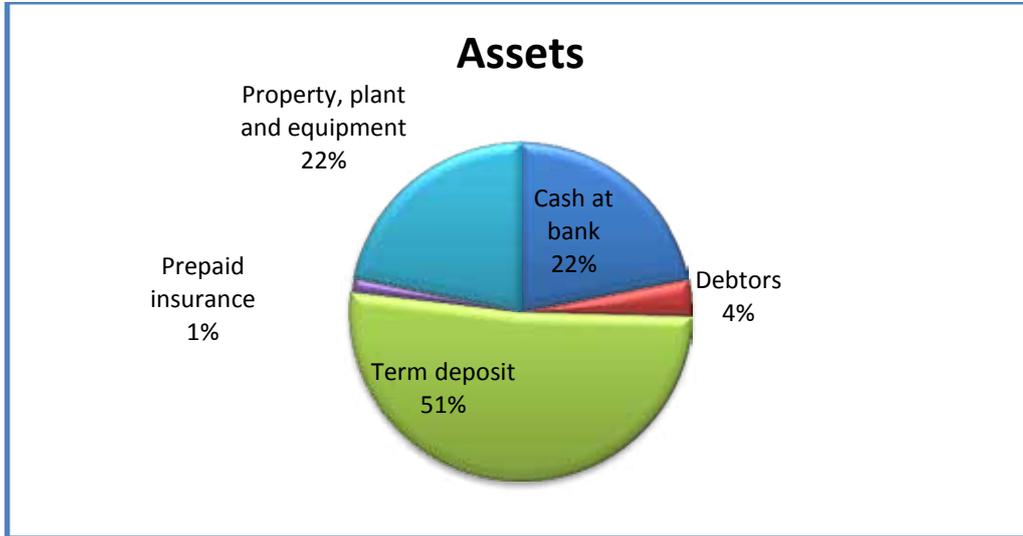
Our partnerships with Sims Metals and Total Green Recycling have prevented 16579Kg of e-waste from being deposited in land fill this year.

A big thank you must go to Phil and his team of recycling volunteers, who achieved these remarkable recycling goals.

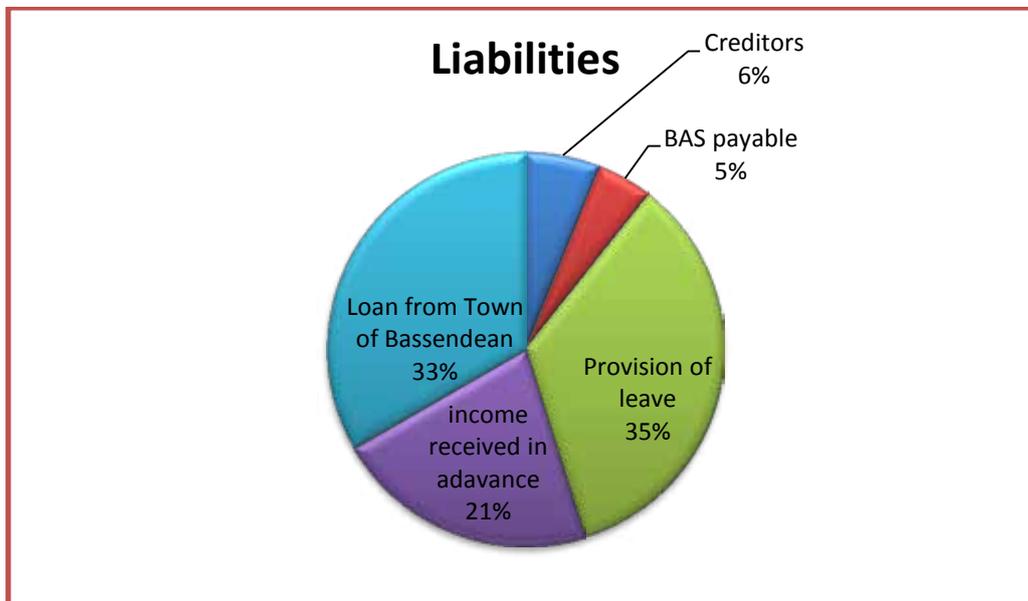
Brian Feige
Computer Services Manager

Finance Report

Financial Position as at 30 June 2015

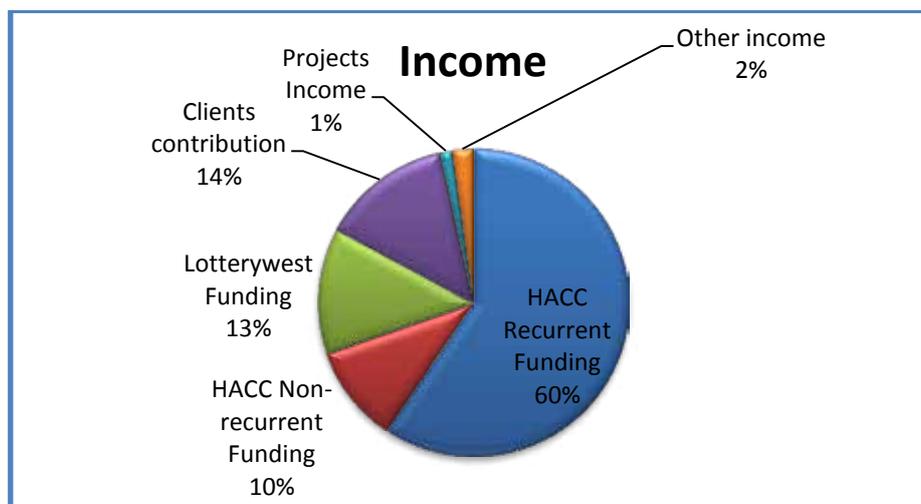


	2015	2014
Cash at bank	\$ 680,153	\$ 1,433,108
Debtors	\$ 108,880	\$ 53,299
Term deposit	\$ 1,598,937	\$ 1,054,643
Prepaid insurance	\$ 41,667	\$ 35,994
Property, plant and equipment	\$ 675,966	\$ 555,065
Total	\$ 3,105,603	\$ 3,132,109



	2015	2014
Creditors	\$ 48,048	\$ 58,869
BAS payable	\$ 36,013	\$ 45,494
Provision of leave	\$ 272,922	\$ 218,174
Income received in advance	\$ 169,999	\$ 956,896
Loan from Town of Bassendean	\$ 263,973	\$ 287,118
Total	\$ 790,955	\$ 1,566,551

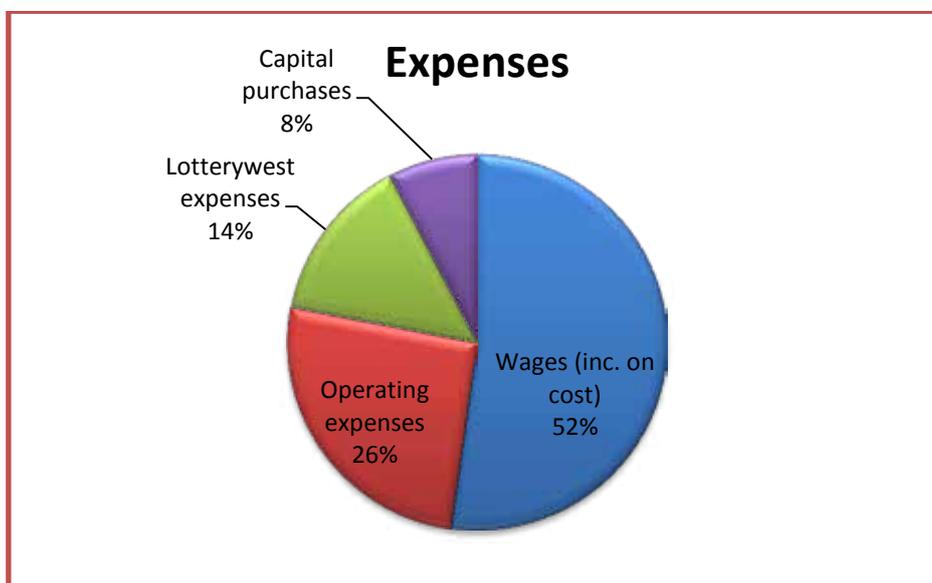
Financial Performance for the Year Ended 30 June 2015



	2015	2014
HACC Recurrent Funding	\$ 3,896,403	\$ 2,591,053
HACC Non-recurrent Funding	\$ 669,799	\$ 63,683
Lotterywest Funding	\$ 869,704	\$ 150,775
Clients contribution	\$ 892,737	\$ 464,506
Projects Income	\$ 84,754	\$ 121,358
Other income	\$ 141,945	\$ 138,250
Total	\$ 6,555,342	\$ 3,529,625

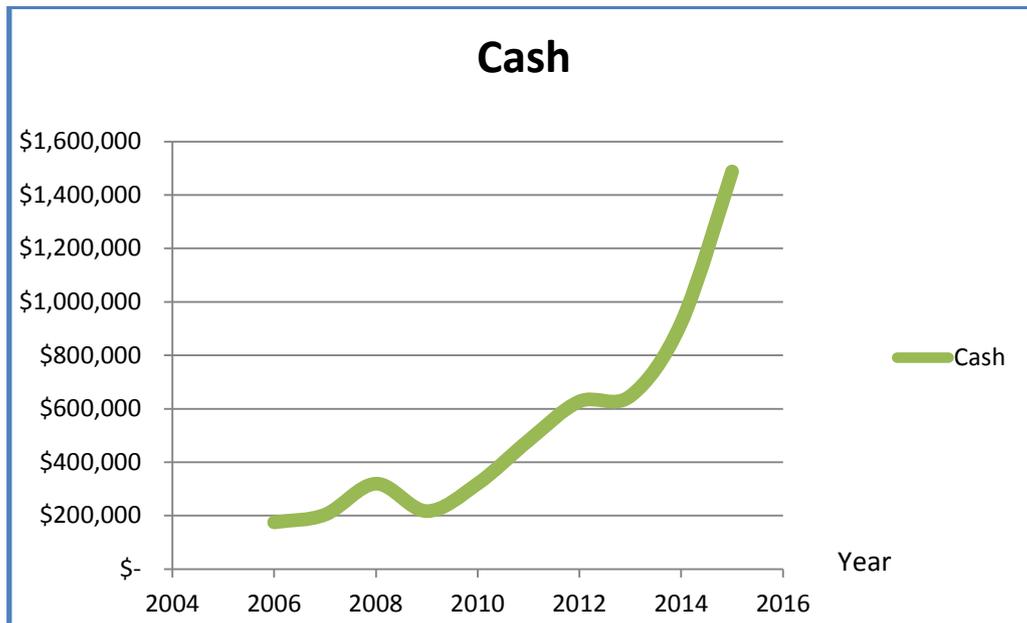
Notes:

Projects Income are from: Freedom wheels, IAWA, TADWA Home, Community Re-use pro



Expenses	2015	2014
Wages (inc. on cost)	\$ 3,031,986	\$ 2,224,057
Operating expenses	\$ 1,499,517	\$ 783,021
Lotterywest expenses	\$ 830,669	\$ 117,667
Capital purchases	\$ 444,082	\$ 87,130
Total	\$ 5,806,254	\$ 3,211,875

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
2015	\$ 1,488,135

MOORE STEPHENS

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INDEPENDENT AUDIT REPORT TO THE MEMBERS OF TECHNOLOGY ASSISTING DISABILITY WA INC

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 2015.

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. Note 1 of the financial report is appropriate to meet the requirements on the *Australian Charities and Not-for-profits Commission*. 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

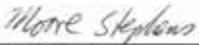
We have conducted an independent audit of the financial statements in order to express an opinion on them to the Members of the Association. The management committee have determined that the financial statements contain appropriate disclosures to meet the needs of members. We express no opinion as to 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 2014 to 30 June 2015 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 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*, the financial position of Technology Assisting Disability WA Inc at 30 June 2015 and its financial performance for the year then ended.


Moore Stephens
Chartered Accountants
PERTH WA


Neil Pace
Partner
Registered Company Auditor

Dated this 29 day of September 2015.

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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 30/6/2015 ; and

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

On behalf of the Board

A handwritten signature in black ink, appearing to read 'Lara Borden', written over a horizontal line.

Office Bearer Signature

Office Bearer Name *Lara Borden*

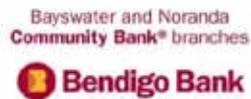
Position *Chair, Audit + Risk Committee*

Date *14/9/2015*

Location *Bassacdean*

Acknowledgements

- TADWA Patron Mr. Barry MacKinnon
- TADWA Members
- TADWA Board of Management
- TADWA Volunteers active during the Year 2014-2015
- TADWA Staff
- WA Department of Health for *Home and Community Care* funding
- 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, Thrive Support Group for Carers
- WA Government Agencies for being the major donors of computer equipment
- Volunteering WA for assisting with the recruitment of volunteers
- All individual donors of monetary, equipment or in-kind support to TADWA



HERBERT
SMITH
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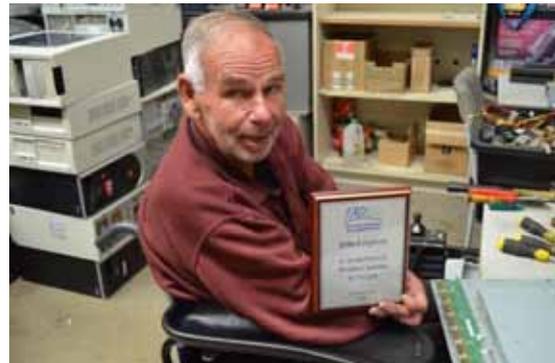
Volunteer Length of Service Awards

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

10 YEARS



Susan Clark



John Lengkeek

15 YEARS



Norrie Copeland

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 identified 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; Establish unit costing matrix for all TADWA services</i> 2.2 Increase HACC and non-HACC income by 5% <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 including NDIS and MyWay NDIS</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>Monitor and evaluate the Continuous Improvement Plan; Meet the requirements of the Community West external review</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>



New TADWA South West Office

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Phone: 1300 663 243

Email: bunbury@tadwa.org.au

TADWA

**Providing Solutions
for Independence**

TADWA (Technology Assisting Disability WA Inc)

ABN: 20 241 430 211

Phone: (08) 9379 7400 | Fax: (08) 9379 7498

Postal Address: PO Box 266 Bassendean WA 6934

Office Address: 371 Collier Road Bassendean WA 6054

Email: enquiries@tadwa.org.au