

A young boy with short brown hair, wearing a blue t-shirt and blue shorts, is riding a red bicycle. He is smiling and waving his right hand. The bicycle has a red frame and black handlebars. In the background, there is a white car parked in front of a building with large glass windows. A green bush is in the foreground.

TADWA

Providing Solutions
for Independence

ANNUAL REPORT

2015-2016

*Cover page: Toby Gill with his Freedom Wheels bike
All photos were taken in a safe, enclosed carpark away from traffic
and under supervision so helmets were not used.*

PURPOSE

Enriching lives through solutions for
independence

VISION

The relevance of our products and services delights our
customers and ensures our sustainability and growth

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A WORD FROM OUR PATRON



Since 1984 hundreds of Western Australian's have benefited from TADWA's services.

In the process these services have been appreciated and recognised, not just by those who have received these services, but also by the Awards received by TADWA in recognition of this outstanding service.

Like all of us, throughout the years TADWA has faced many challenges including learning how to adapt to the new NDIS/My Way initiatives.

The team at TADWA is meeting this latest challenge with a continuing commitment to ensuring that its services for people with a disability improves the quality and enjoyment of their lives.

Congratulations to all at TADWA on another great year of service excellence.

Kind regards,

Barry MacKinnon

CHAIRPERSON'S REPORT



With significant change affecting the disability and aged care sectors, as well as the not-for-profit environment in general, it is often worthwhile to reflect upon the values which provide one's foundation. For TADWA, the values of Teamwork, Loyalty, Commitment, Accountability, Excellence, Innovation, Professionalism, Respect create a very solid grounding upon which to steer through challenging times.

Based on these values, the dedicated commitment of TADWA Staff and Board members has seen another year of achievements.

Of particular note during 2015/16 were several Strategic Planning sessions, which brought together Board members and the TADWA Senior Management Team to set a pathway for TADWA into the future. This collaboration was an important approach to setting a shared strategy.

The TADWA team worked hard to expand its influence and awareness by continuing to engage with State and Federal Members in order to raise the profile of TADWA and to provide them with a personalised insight into the unique work we do. During 2015/16 TADWA Senior Team and Board Members hosted the Hon Christian Porter MP, Kate Doust MLC, hosting them in a tour of the Bassendean facilities and discussing some of the key challenges and opportunities facing the disability care sector.

During the year, TADWA continued to win community service awards and receive grants, which indicates that the broader community and the private sector hold TADWA in strong regard. The launch of our new website enables us to reach more clients and build further awareness.

Our efforts to expand services in the regions were formalised when the Hon John Castrilli MLA officially opened the South West TADWA Building in Bunbury in October 2015, marking TADWA's expanded efforts in the south-west of the state. We are already hearing positive stories of the impact of this regional presence and I congratulate the team on their work 'down south'.

It is testament to TADWA's reputation that members of the community stay connected and committed to us over many years. In appreciation of his many years of service to TADWA, in June 2016 Norrie Copeland was presented with a life membership to honour his contributions over 15 years. In a ceremony, Norrie was given a plaque and his name recorded on our special Life Members Honour Board, donated by Bresland Consultants.

On that note, I would very much like to extend my appreciation to Barry MacKinnon for his continued commitment in his 23rd year as patron of TADWA. Barry's long-term loyalty to TADWA is beyond measure.

I would also like to acknowledge Priya Cooper's efforts as a TADWA Board member since 2010 and as Chair for the past two years. Priya provided a high level of enthusiasm, commitment and leadership as a senior member of the TADWA Board and her contributions have helped guide TADWA into the future.

Thank you to the skilled and energetic members of our Board. With a diverse range of experiences behind them, the TADWA Board is highly devoted to providing leadership and collective guidance and I sincerely thank you all for your commitment.

Finally, an organisation is nothing without its team. The CEO Bob Whitaker, the senior management and staff of TADWA continue to work hard to provide the highest levels of service for the community. In turn, their efforts are very well complemented with an amazing team of dedicated volunteers. On behalf of the Board of TADWA, I thank you all for your passion and energy and look forward to another successful year in 2016/17.

Dominique Mecoy

CEO'S REPORT



The Year in Review

The financial year 2015/16 was both a challenging and productive year for TADWA, with most of the challenges emanating from the need to prepare for the significant reforms occurring currently and those planned for the future in the disability and aged care sectors. Also exploring and recognizing the opportunities the changes will present to TADWA.

The organisation's major operational focuses included the provision of HACC services consisting of Allied Health, Home Modification and Assistive Technology services. The organisation attained well above its HACC services targets. The networking by senior staff with other aged care and disability service providers and individuals, also presentations and presences at events were major contributing factors towards increasing fee-for-service activities over the financial year.

Further details of services provided are outlined below.

For the financial year 2015/16 a total of 315 fee-for-service projects were provided and included:

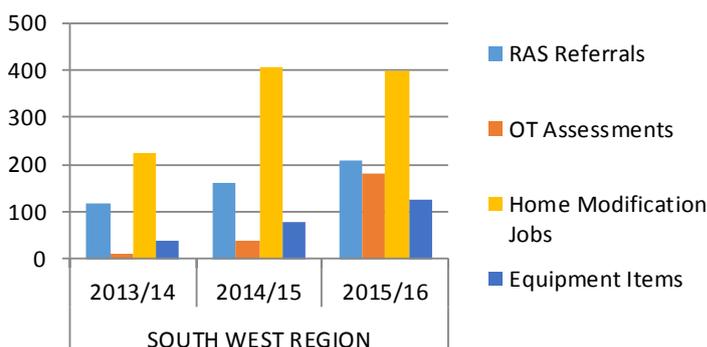
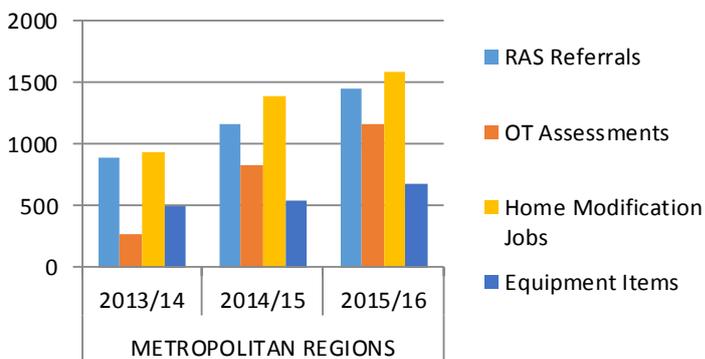
- 'Freedom Wheels' project. This project custom builds specially modified bicycles for children and adults with disabilities. TADWA seeks ongoing sponsorship for this project
- Innovative Alliance with WA Disabled Sports Association. Research and development of equipment and devices for people with disabilities to participate in a variety of indoor and outdoor sporting activities Range of occupational therapy, home modification and assistive technology services to aged care and disability service providers also individual older people and people with a disability
- NDIS Participants in the Hills Trial Site
- Recycling computer parts and equipment – sales from recovered scrap metals

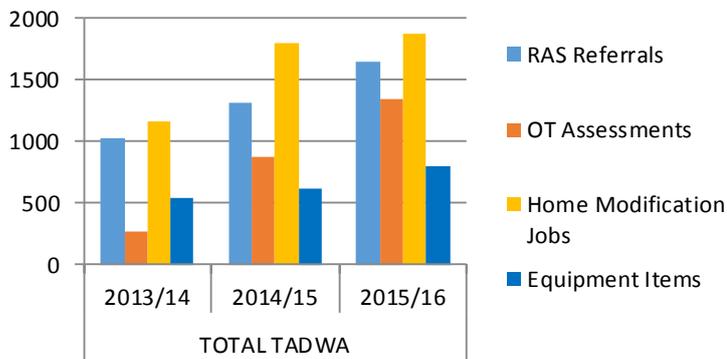
The appointment of additional allied health staff further enhanced the clinical governance features of TADWA's service delivery of home modifications and assistive technology. The service delivery model

includes OT's and technicians working together to assess clients' needs and developing customised solutions to provide optimum independence.

The total number of HACC clients provided with services during 2015/16 was 1759, an increase of some 5.3%. The 315 fee-for-service projects included a total of 356 individual clients bringing the total number of clients provided with TADWA services over the year to 2,115.

The following charts show details relating to the HACC program; number of RAS (Regional Assessment Service) referrals, OT assessments, home modification jobs completed and number of equipment items provided.





The above Total TADWA chart shows service increases from 2013/14 to 2015/16 in:

Regional Assessment Services Referrals	38%
Occupational Therapy Assessments	77%
Home Modification Jobs	41%
Equipment Items	26%

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 their work during the year and ensuring we received a satisfactory financial audit report for 2015-2016. Acknowledgements also to the Board's 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 2014-2016.

- Ongoing Strategic Planning throughout the year by Board and Staff
- TADWA's new South West building located in Bunbury opened for business in July 2015 and officially opened on 6 October 2015 by John Castrilli MLC, Member for Bunbury, Brendan Kelly, Deputy Mayor City of Bunbury, Paula Gevers A/Director, WA Subacute Community and Aged Care Directorate
- External HACC quality review found that TADWA is meeting the outcomes of the Community Care Common Standards and actively pursues and demonstrates continuous improvement in all aspects of service management and delivery
- Surpassed 2014-2015 HACC Service Targets
- Fee-For-Service activities increased
- TADWA announced the Winner in the 2016 Western Australian Community Services

Excellence Awards: Large Organisation. TADWA was recognised for 'making a positive difference to individuals, families or communities through its collaborative, innovative and creative programs and services'

- TADWA announced as the winner of the 'Best Not for Profit Organisation' in the CEBA (Central Eastern Business Association) 2015 Business Awards
- TADWA winner of the Belmont Small Business Award 2015 for Outstanding Customer Service
- Politicians and key stakeholders invited to visit our premises to raise awareness of the appropriateness of TADWA's services to NDIS and NDS/My Way programs and ensure TADWA's services are known to participants in the programs. Politicians visiting TADWA included: Christian Porter, Minister for Social Services; Dave Grills, MLC Member for Mining and Pastoral Region Esperance; Kate Doust, MLC, Member for South Metropolitan Region
- MOU's established with Therapy Focus, Rise Network and Carers WA
- Discussions commenced with several aged care and disability service providers aimed at establishing collaborative services to enhance outcomes for clients
- New TADWA Website developed and launched
- Secured sole WA distribution agreements with two Eastern States suppliers of assistive technology equipment
- Secured Lotterywest grant to carry out a joint project with Carers WA to develop a model which utilises existing smart assistive technology and personal support services to enhance the caring role
- Freedom Wheels sponsorships received from Bendigo Community Bank Bayswater and Noranda Branch
- Design of the TADWA Beach Trekker v3 prototype registered at the Australian Patent and Designs Office (IP Australia)

These achievements were made possible by the commitment and efforts of our volunteers, staff and board. Thanks and acknowledgements go to all for their 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.

LOOKING AHEAD

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

- Focusing on addressing the Key Strategies outlined in TADWA's "Strategic Directions 2016 – 2019"
- Ensuring increasing fee-for-service activities remain a high priority
- Seeking HACC Recurrent growth funding to resource additional organisational 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
- Maintain efforts to register TADWA as a service provider with WA NDIS (formerly NDIS My Way). Note: TADWA is a registered service provider with NDIS
- 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
- Progressing further development and use of the Unit Costings spreadsheets
- 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, government agencies and corporate sector
- Continuing to invite politicians and key stakeholders to visit our premises at Bassendean and Bunbury to raise awareness of the appropriateness of TADWA's services to provide services to participants in NDIS, WA NDIS and Aged Care programs. Also ensure TADWA's services are known to participants in those programs
- 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

Bob Whitaker

Chief Executive Officer



DANNY'S STORY

Danny is a musician and proudly displays guitars and instruments in his home. He attended the Sydney Conservatory and played with many bands throughout his life. He sits in his customised chair from TADWA and says "It's a good chair to sit in and play music, kind of worked out that way".

Danny has Chronic Obstructive Pulmonary Disease, osteoporosis and emphysema which makes his daily routine and activities challenging to complete. The doctor gave him a letter that he required a chair for his daily living needs so Danny searched on the Internet for a local provider in his area that could provide him with a chair. When he came across TADWA and saw they did 'technology assisting' he thought, "yes that is what I need," says Danny.

He called TADWA and a few days later, Verity, an Occupational Therapist called him and set up a time to complete an assessment at his place. "Verity clearly enjoys doing what she does...she knows her stuff," Danny says of his Occupational Therapist at TADWA. Danny says his experience with other places, he has had to ring around to find what he needed, but with Verity she knew what his needs were for a chair and what suited him.

Danny is now waiting on a mobility scooter to help him further with moving around on his own. This time he called Verity directly to organise what he needed. A few days later Verity called and told Danny they would go to Daily Living and she had set up a time for him to test some mobility scooters. "I told her what I needed and she did the work" says Danny.

He was impressed with how quickly Verity had set everything up for him and says she thought of everything including adding a shade to the scooter so he can use it when it is raining. "She doesn't shoot to the top of the tree, she shoots for the stars," says Danny.

"If there were more organisations like TADWA and more people like Verity people would be getting what they need. "I'll never ring another OT but Verity. I have no need to go elsewhere".

"I have no need to go elsewhere."

OCCUPATIONAL THERAPY

The 2015-2016 financial year has been particularly busy for Occupational Therapy within TADWA.

We have started a Fee for Service option for clients who can either self-fund or access our services through their Home Care Packages. Whilst this work is focused on providing choice for older people who are in receipt of Home care packages, we are also tailoring our Occupational Therapy services in response to referrals for people with disabilities who are participants in the National Disability Insurance Scheme (NDIS) Perth Hills trial site.

We continue to experience a growth in demand for services in the Home and Community Care program. All our referrals have an Occupational Therapy assessment which has a functional and environmental component in service delivery. We are pleased that we are offering not only services and products that people can use in their home, but also be able to provide advice, resources and connect people into other services as appropriate.

We have been busy also connecting with stakeholders, professional interest groups, Universities and presenting at conferences and expos to increase our awareness of what Occupational Therapy has to offer within TADWA.

OPERATIONS

2015 – 2016 has been a busy year for the Operations team with many changes.

Formerly the Customised Aids and Equipment department, the Operations department now has a new Chief Operations Officer. John Duigan has recently been promoted to this position and is taking on the new role both for the Metro and South West Offices.

As an important part of our growth at TADWA, we are looking to recruit more employees within the Operations team in the South West and Metro office. In the South West, it will allow us to do small bathroom modifications by having more staff join the Bunbury offices. We are also looking to recruit more staff and apprentices for the Bassendean Operations team to ensure faster turnaround times and customer satisfaction.

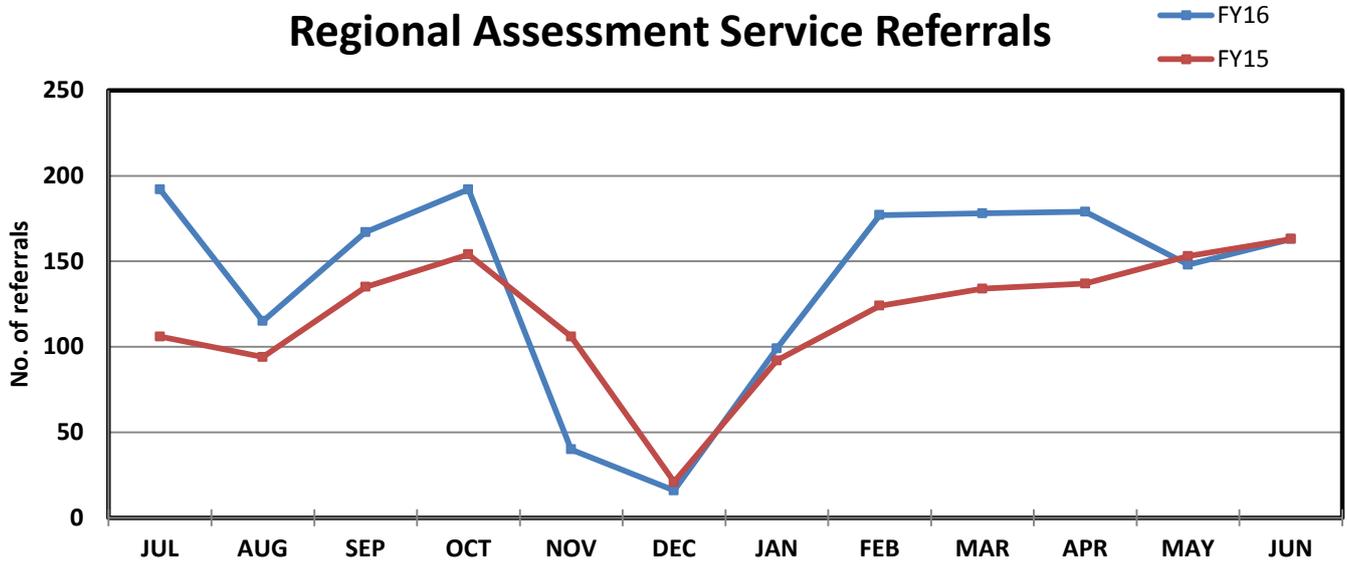
In the year ahead, TADWA will be announcing exciting new projects allowing us to grow our services and to make them more accessible to our clients. The CarePort and Inclusive Living products are just some of the exciting services TADWA will be providing in the coming year. These services will provide immediate solutions for accessible showering and toileting to clients. These are now featured in our brand new showroom which is anticipated to be completed in August this year.

We will continue to grow and connect and build relationships with stakeholders, organisations, TAFE's and universities and to promote TADWA at every opportunity. We will be attending conferences, expos and community events throughout the year to answer questions and provide information about how TADWA can provide solutions for independence for our clients, community and other organisations.

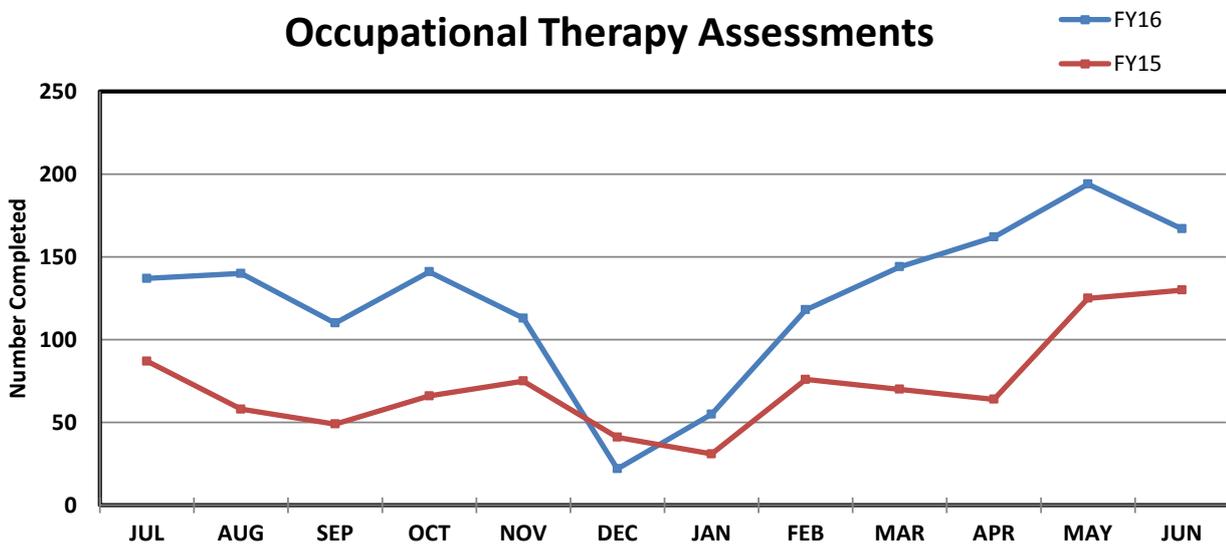
The Operations team is confident with all the changes and new and exciting products and services we will continue to provide a high level of service to our clients.

Home and Community Care Program Report

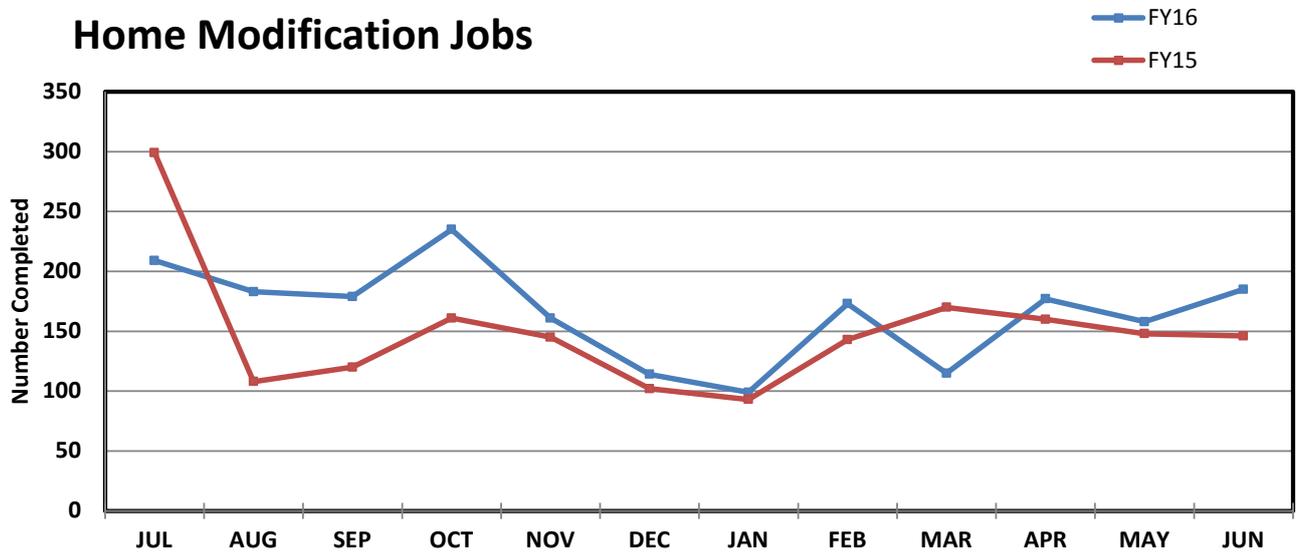
Regional Assessment Service Referrals



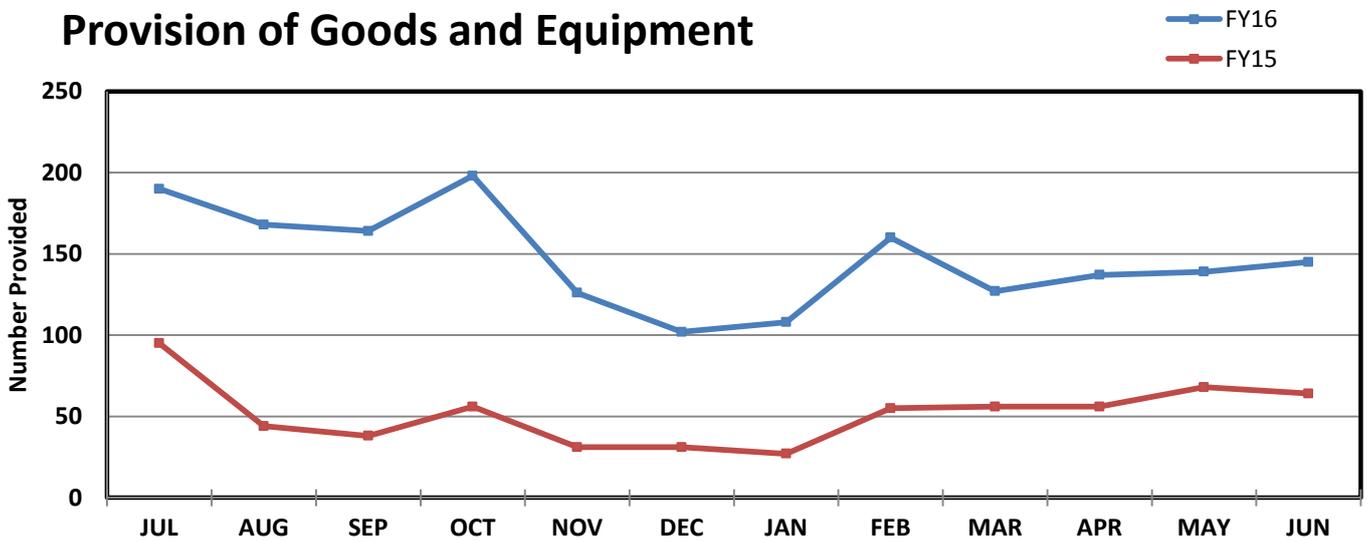
Occupational Therapy Assessments



Home Modification Jobs



Provision of Goods and Equipment



PAT'S STORY

“Why do you have a disability, people would look at him and wonder,” says Pat’s wife Linda. Before settling in WA with his wife, Pat was in the United States Navy. He was diagnosed with Multiple Sclerosis and only in his early 50s many people often could not see the situation Pat was facing. “Just because you are young doesn’t mean you can’t be disabled” says Linda.

During the last year, Pat has been hospitalised on several occasions and he required therapy on a regular basis. In order for him to be able to leave the hospital and return home, he would require his bathroom and home to be modified. TADWA was recommended to Pat and Linda by a friend who knew the services TADWA provided were what Pat needed.

Pat likes to be independent and it was important for him to be able to manoeuvre himself in his wheelchair on his own and in his bathroom. TADWA was able to assess his bathroom access needs and provide him with the independence to move freely by himself from his bed to the bathroom. Pat and Linda are both thankful that he does not have to go into residential care.

“This has made it all simpler for the both of us,” says Pat. Before, Pat’s bathroom was not very accessible for him but with the new modifications Pat has been able to return home. “It has made an amazing difference to my everyday life, with the ramps and bathrooms installed. It has enabled me to come home”.

“It has enabled me to come home.”





TOBY'S STORY

Everyone should have the opportunity to learn to ride a bike and is a skill that should not be taken for granted. For Toby learning to ride a bike has been life changing.

At 9 years old, Toby was diagnosed with autism and this affects his balance and core strength. Toby's mum, Tamara, first encouraged Toby to ride a standard bike but because of his condition this seemed impossible.

"Toby's balance was unstable so a bike was recommended for him to assist him with his balance. That's when I first became aware of TADWA through the Local Area Coordinator. She told me about TADWA and gave me a phone number so I got in contact with them" says Tamara.

To make getting a bike possible for Toby, his mum applied for a community grant from Bendigo Bank to cover for the funds of having a customised bike designed by TADWA. Once Tamara received the news they were successful she arranged an appointment and met with Occupational Therapist Manager, Camille Wakefield, and Operations Workshop Technician, Alan Hill.

Alan went through with Tamara what the best solution and customisation that Toby needed for his bike. But Tamara was worried and had many questions running through her mind. Her biggest concern was how was it going to be possible to fit the bike in the car? "I was worried and feeling unsure of how I could fit this bike into the car. I didn't think it was going to be possible but Alan was full of faith and they made me feel like it was possible," says Tamara.

TADWA began working on Toby's customised red bike and 6 weeks later it was ready. "Alan showed me how to use the bike and to dismantle it and put it in my car". Toby started his program with his physiotherapist which included a bike riding schedule. This would help to prepare him and to build up his confidence. After 6 months, Toby is now riding all by himself Tamara says, "the first few times he was riding by himself we were shellshocked he could do it and were screaming in delight that he was doing it."

Toby is proud, he likes to tell everyone about his bike riding. "Toby has told everyone at school he even tells perfect strangers "Do you know I can ride a bike?" He just thinks about it constantly" says his mum.

"He loves it when his brother rides with him, that is a huge milestone" says Tamara. Once the stabilisers came off Tamara says Toby looked like everyone else riding a bike. "Best thing that ever happened to us".

"Best thing that ever happened to us."

HUMAN RESOURCES

The 2015-2016 financial year has seen significant change across the organisation.

The Human Resources function has invested in two major projects this year.

The first, the restructure of organisational resources, was undertaken with Section Leaders with the aim of creating the ground work to support business functions in delivering a more efficient, cost effective service to our Clients. This work has seen a number of highly skilled internal talent take on new Leadership and Specialist Professional roles within the organisation.

The internal movement of staff reflects our commitment of ensuring TADWA's cultural values are preserved into the future. Phase two of this work will see investments in further training and development of our people and the formalisation of well-considered communication practices and tools, ensuring TADWA is able to achieve business objectives into the future.

The second major project was the implementation of a Staff and Volunteer Survey which provided useful information from our people about what they perceive as our strengths and where opportunities for improvement lay. This information has been invaluable in strategically planning Human Resources goals and objectives into the new financial year. Ultimately, the information gathered through such surveys will enable TADWA to build more effective Employee Relations Strategies to retain our unique culture, and build valuable internal support structures.

JASMYN'S TESTIMONIAL

The most frustrating thing about being blind for me is that I am so dependent on other people in my everyday life. The computers supplied by TADWA give me back my independence by allowing me to do many things I could not before.

For example it has enriched my life as I can download books, movies and TV (the latter two mediums being audio descriptive) and therefore I can learn about the world around me and listen to my favourite authors; all without needing assistance from anyone else.

I can now use technology to work for me without assistance, however this was not the case initially. TADWA introduced and showed me around the world of technology. Without TADWA Computer Services I believe that I would be less confident with computers and thus less independent.

I hereby acknowledge the invaluable help I have received from TADWA from time to time when my limited knowledge of the computer world was insufficient to handle a problem I encountered.

Further TADWA has also helped me with other assistive devices such as my Kindle and ID Mate. The ID Mate allows me to read barcodes without another person's help, so long as the item is in the database of course. This means that I can open my pantry and tell the difference between a can of spaghetti and a can of peas, thus greatly increasing my independence. Long may the TADWA Helpdesk remain as I could not handle the vicissitudes of technology alone.



**“It has
enriched
my life.”**

STAN'S STORY

Stan is no stranger to volunteering experiences having volunteered with other organisations in the past. "I couldn't get a job as everyone would ask 'How old are you?' 'You are an amputee' and push you away." So a series of events led him to dedicating his time to the world of computers.

Stan liked to take long walks but he was left with many aches and pains and could not walk as much as he used to. So he needed to find another way to keep active and that is how he found TADWA services.

Stan first arrived at TADWA with hopes of getting a customised bike so he could continue having an active lifestyle. It was through this initial relationship that he discovered the Computer Services department.

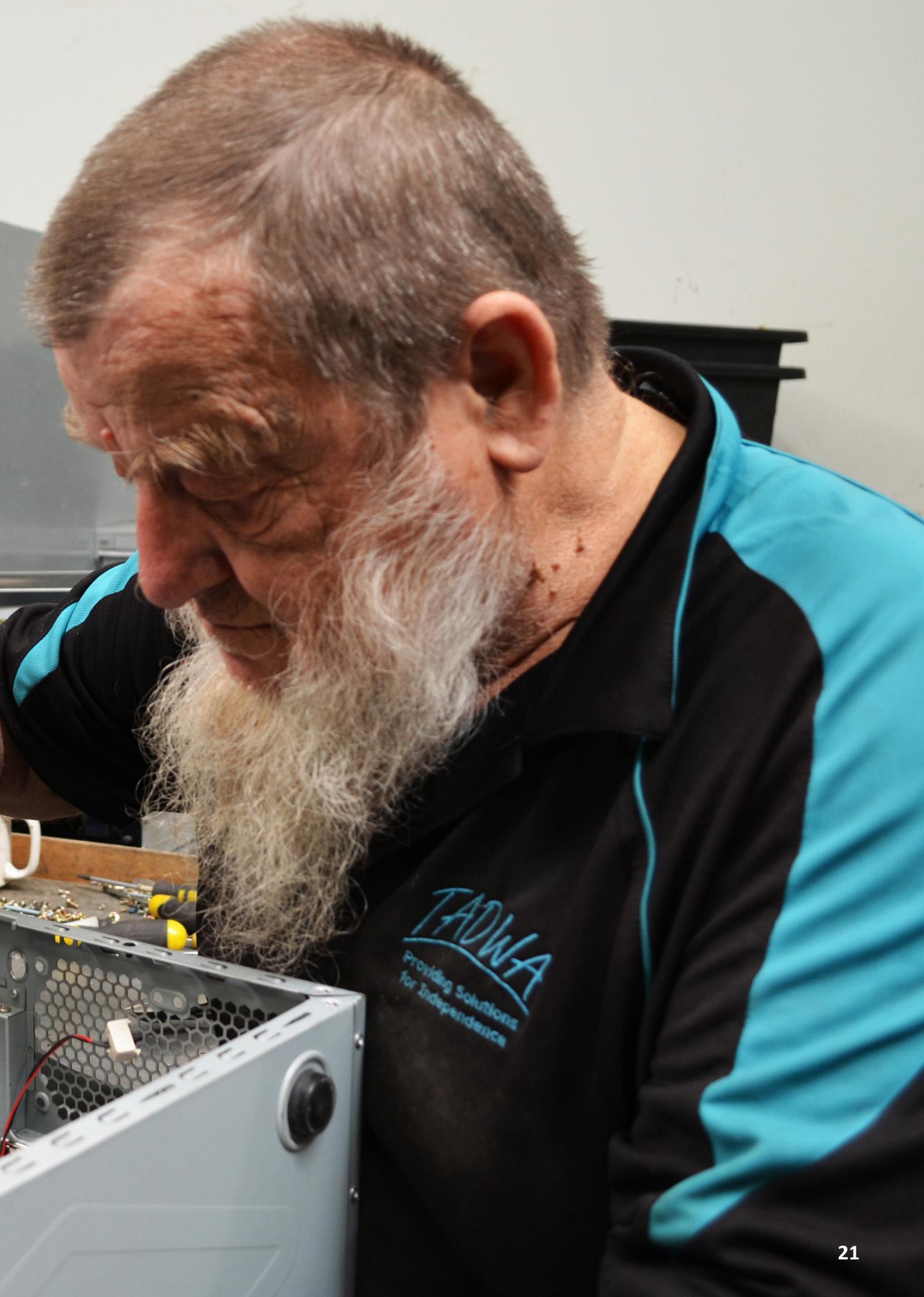
He wanted to learn to use computers so he signed up for courses run by Computer Services. While waiting for a bus after one of his classes, in front of the TADWA offices, he was having a conversation with a reception staff member from TADWA and she asked Stan if he knew anyone who would be interested in volunteering in Computer Services to pull apart computers. He has been volunteering with TADWA ever since.

He started volunteering two days a week and last year he began working three days a week after another volunteer had some health problems. He says, "I enjoy working with anyone and it is a personal choice of mine to volunteer I wouldn't do it if I didn't like it".

Stan says, about pulling computers apart, "this is the end of the world for computers". He began learning slowly with a lot of trial and error and says he enjoys working with the team and he gets along with everyone. "Volunteering with TADWA helps me to keep busy during the week, it's a great help coming here."

He has gained new skills and to have the opportunity to use his hands and be more fit by volunteering with the Computer Services department. Stan says, "it's a dirty job sometimes but it's enjoyable."

"It's a great help coming here."



TADWA
Providing Solutions
for Independence

SOUTH WEST

TADWA South West has a large geographical area to cover, consisting of Mandurah to Augusta, out to Collie and Donnybrook, as well as Bridgetown, Manjimup and Pemberton, and everything in between.

The TADWA Bunbury office consists of a team of six and is headed by Operations Manager Jayson Hitchens. The Bunbury office will continue to expand it's team over the next year to ensure we can provide faster turnarounds for our clients.

During the last 12 months the South West team has increased community awareness of TADWA and what it can offer, as well as broadening our services to make them relevant and responsive to the needs of regional people. We have steadily increased the number of referrals from HACC, along with developing working relationships with like-minded organisations such as Silver Chain, Bethanie Care, MS Society and Community Home Care.

In the last 12 months, TADWA South West has formed a significant connection with the Allied Health Professionals in the area; our technicians have created with innovative solutions, and have been able to deliver manufactured items that have previously been unavailable. It has been an exciting 12 months and we have an exciting year ahead of us as we continue to expand and provide our services to the South West region.

SHELLEY'S STORY

Shelley has a great attitude to life. She lost her leg in motor vehicle accident years ago and has been coming to TADWA over time to help her with her daily living needs.

Shelley first came to TADWA a few years ago for a customised bike. However, she was diagnosed with Parkinson's disease and had to cancel her bike. But because of this initial communication Shelley came back to TADWA in Bunbury for some home modifications.



“There is wonderful communication between the technicians and clients with TADWA” says Shelley who over the last year has had several home modifications made to her home.

She needed to have ramps installed at the back and front doors as well as needing a handrail and two stainless steel grab rails in the shower. “It has made my life” says Shelley who after not having any access ramps and rails has now gained her independence and is able to move around on her own.

Shelley has not had the same easy experience in the past with other service providers and was so happy with the results she has recommended TADWA to her mum. “I would recommend TADWA to others I was really pleased with the communication” says Shelley.

**“It has
made my
life.”**

CORPORATE SERVICES

As a result of our organisation restructure Corporate Services has undergone significant changes during the year, and now includes: Finance, Administration, Asset Management, Marketing, Computer Services and IT.

Each of these service centres provide valuable support to both our internal and external clients to assist in the smooth and efficient operation of TADWA. During the year we introduced steps which will improve our efficiency and service delivery, and this process will continue through the next year and beyond.

With significant funding changes mooted by the Federal and State Governments we have worked to identify and initiate the steps necessary to be relevant and sustainable into the future.

Finance

Providing ongoing assistance to our external and internal clients our Finance team has supported our clients and organisation in handling all matters financial, preparing budgets and managing cash flows.

In particular, this year the Finance team:

- Introduced changes into its reporting to budget holders, the Senior Management Team and Board to provide more timely and relevant information on which to base decisions
- identified an ERP software package to upgrade our reporting capacity even further in the year ahead

Administration

The Administration teams provide scheduling and documentation support to the Operations team and also reception duties. These functions are the front-end of customer relations in the office and deal with all issues raised by clients.

Changes have been introduced during the year to meet increasing demands and improve efficiency, and this will continue going into the new year as we prepare for operating in a competitive market.

Asset Management

With the restructure of TADWA the Asset Management function now encompasses both maintenance of fixed assets and stock control, bringing together the control of these vital responsibilities into a single function.

This change has resulted in significant improvements in control and reporting, which will be further developed over the next year.

Marketing

We are committed to providing a high quality of services and ensuring that we promote these services and the significant work that TADWA provides to the community in WA. This last year saw the completion of the brand new TADWA website. The website provides a friendly user experience and is now mobile friendly to ensure we are reaching all users. We continue to make significant changes to the website by adding new features to ensure we provide easy and accessible information to users.

The annual report for 2015-2016 was another major project for marketing at TADWA. This year's report features client stories from throughout the year and the valuable feedback they have provided on the services provided by TADWA.

In what is a challenging and changing time within the disability and aged care sectors, TADWA looks toward an exciting year of projects and initiatives in marketing. The implementation of a strategic marketing plan that will focus on a sophisticated approach to engage with key target audiences to ensure TADWA properly communicates its message to the community. Through marketing activities planned for the next year, TADWA will aim to ensure that our services are accessible and available to people of all backgrounds and ages in the community.

Computer Services

After 14 years of providing computer and in-home services to the community, the Computer Services area saw some significant changes this year.

Owing to the ongoing financial unsustainability of the service, the Board was forced to make the decision to withdraw our computer services. Other possible alternatives to support this service were sought with an outside consultant but we were unable to find a financial sustainable model. We advised our clients of this significant change which will take place over the next year as existing contracts are honoured. We wish to thank our clients and friends for all their years of continued support and for the confidence placed in us.

As a result of this change, we have regrettably had to release some of our very valued staff in this area. Thank you for the skills and dedication of staff and volunteers who have provided years of valuable service to our clients.

TADWA will continue to provide help desk services support to our clients and our staff will be available to assist you in solving problems over the phone.

It has been a busy last 12 months for the Computer Services team and started the year with 536 active service agreements and gradually numbers increased to over 570 in the first half of the financial year. Over the financial year, a number of TADWA Computer Services' clients have provided valuable feedback on the services we provided including how it helped them on a day to day basis. **We are proud of the difference our services have made to people's lives over the years.**

STRATEGIC DIRECTIONS 2016-2019

OUR KEY STRATEGIES

1. Customer Experience

- 1.1 Know our customers
- 1.2 Understand our processes
- 1.3 Listen to our customers

We will deliver an exceptional customer experience by putting the customer first in everything we do.

2. Product Portfolio

- 2.1 Understand the needs of our customers
- 2.2 Have the right products and services
- 2.3 Know what is, and what is coming

We will develop and deliver a portfolio of products and services that best meets the needs of our customers in enriching their lives.

3. Brand Positioning

- 3.1 Determine the brand
- 3.2 Connect with the Community
- 3.3 Sell the story

We will build our brand and reputation so that people can confidently make us their first choice.

4. Organisational Capability

- 4.1 Better Business systems
- 4.2 Right Leadership
- 4.3 Fast to Market

We will have the right people, skills, systems and culture to deliver our strategy.

5. Financial Sustainability

- 5.1 Informed cost / pricing decisions
- 5.2 Know our competitors
- 5.3 Diversified Revenue Streams
- 5.4 Growing our future

We will prudently manage our financial position by applying the cost and value of our products and services to our decisions.

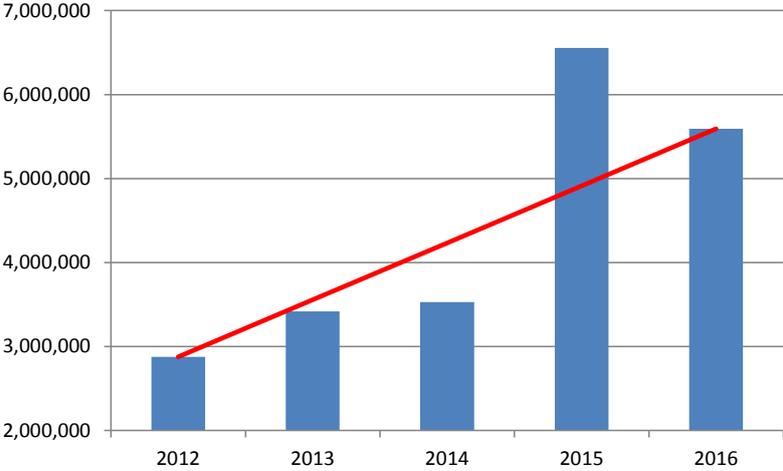
6. Strategic Partnerships

- 6.1 Partnering for success

We must develop strategic partnerships to leverage knowledge, skills, resources and opportunities required to enhance our customers' experiences

FINANCIALS

Income

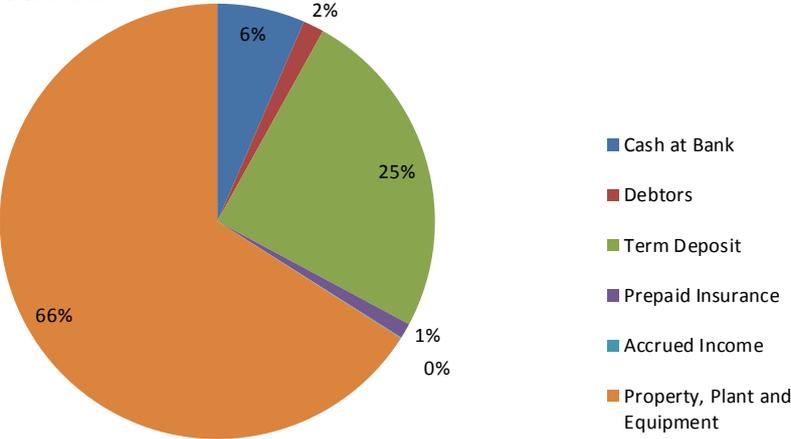


The upward trend in income shows the growth of the business. The decrease from FY15 to FY16 relates to the Lotterywest grant received in the prior year.

Growth in Income

2012	2,878,407
2013	3,418,165
2014	3,529,625
2015	6,555,342
2016	5,591,954

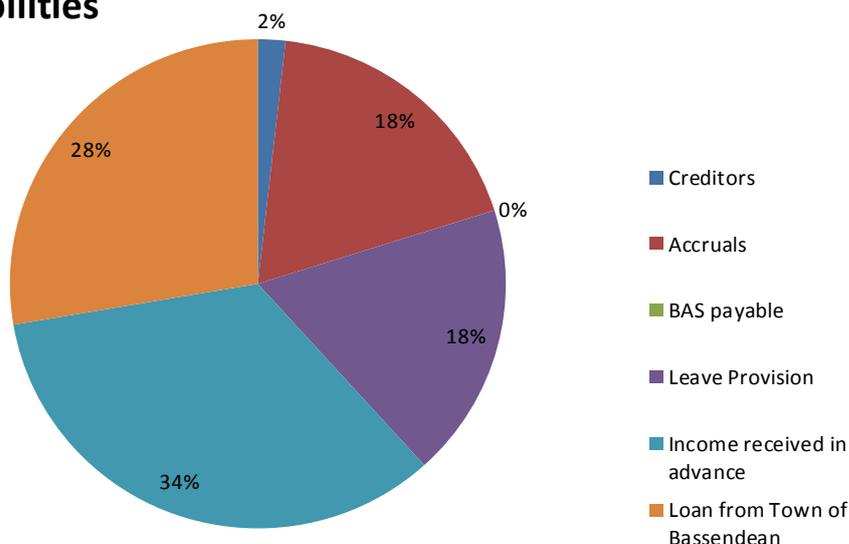
Assets



The increase in assets relates to the recognition of our Bunbury and Bassendean properties in our accounts.

	2016	2015
Cash at Bank	463,500	680,153
Debtors	111,184	108,880
Term Deposit	1,762,521	1,598,937
Prepaid Insurance	80,165	41,667
Accrued Income	4,207	
Property, Plant and Equipment	4,696,252	675,966
	7,117,829	3,105,603

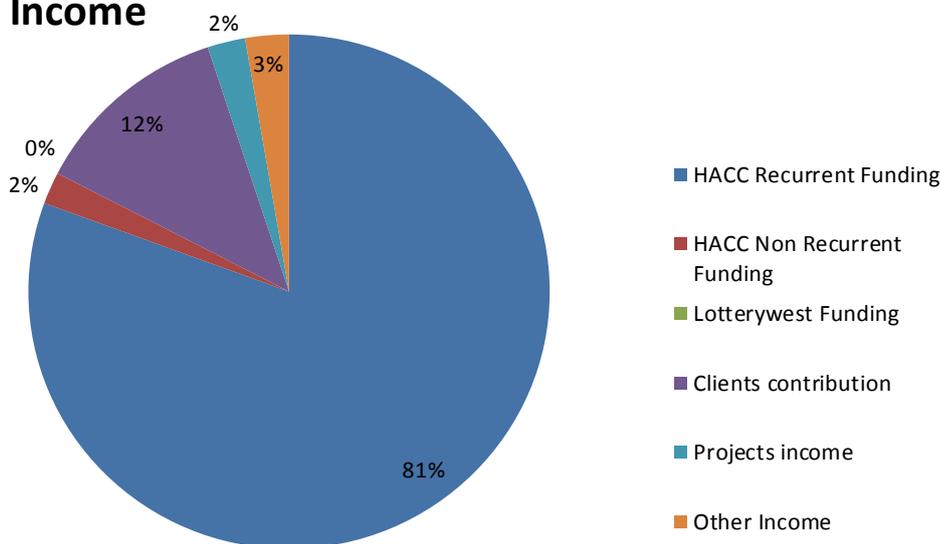
Liabilities



The increase in liabilities results from the increase in accrued expenses and income received in advance.

	2016	2015
Creditors	17,081	48,048
Accruals	175,008	
BAS payable	49	36,013
Leave Provision	173,047	272,922
Income received in advance	324,538	169,999
Loan from Town of Bassendean	263,973	263,973
	953,696	790,955

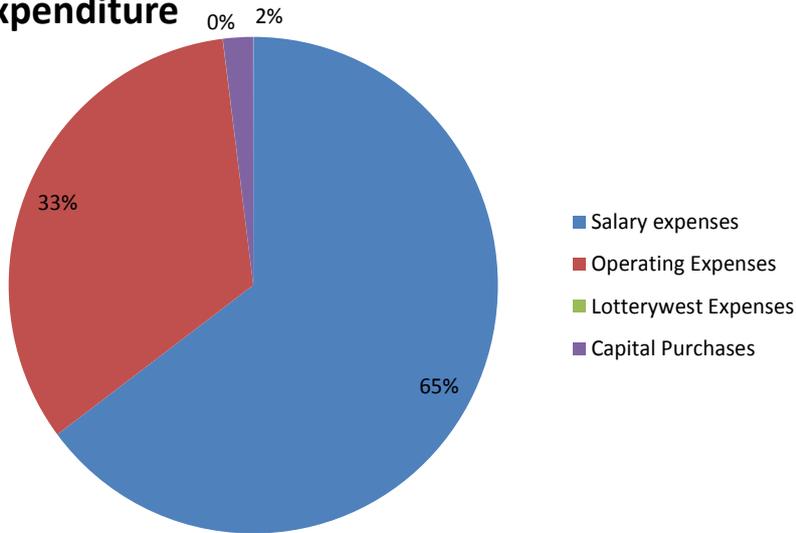
Income



The decrease in income from FY15 to FY16 relates to the Lotterywest grant received in the prior year.

	2016	2015
HACC Recurrent Funding	4,506,536	3,896,403
HACC Non Recurrent Funding	112,743	669,799
Lotterywest Funding	0	869,704
Clients contribution	690,472	892,737
Projects income	130,963	84,754
Other Income	151,240	141,945
	5,591,954	6,555,342

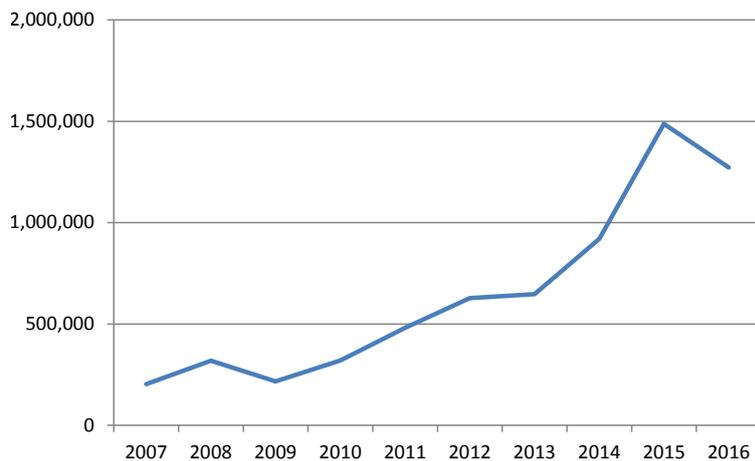
Expenditure



Although salary expenses increase for the year there was a drop in operating expenditure and capital purchases.

	2016	2015
Salary expenses	3,550,556	3,031,986
Operating expenses	1,823,100	1,499,517
Lotterywest expenses	730	830,669
Capital Purchases	109,155	444,082
	5,483,541	5,806,254

Net Cash



The net position has decreased slightly due to the increase in accrued expenses and income received in advance.

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
2016	1,272,325

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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 2016.

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 2015 to 30 June 2016 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 2016 and its financial performance for the year then ended.



Moore Stephens
Chartered Accountants
PERTH WA



Neil Pace
Partner
Registered Company Auditor

Dated this 2/ day of September 2016.

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 30/6/2016 ; and

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

On behalf of the Board



Office Bearer Signature

Office Bearer Name *Lara Bordancin*
Position *Board Member, Chair of Adult + Risk Committee*
Date *13th September 2016*
Location *Breoland Insurance Group*

ACKNOWLEDGMENTS

TADWA Patron Mr. Barry MacKinnon

TADWA Members

TADWA Board of Management

TADWA Volunteers active during the Year 2015-2016

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



THRIVE SUPPORT GROUP FOR CARERS



YOU ARE NOT ALONE



Bayswater and Noranda
Community Bank® branches



