
TADWA

**Providing Solutions
for Independence**

ANNUAL REPORT 2011-2012



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*Front Cover Photo: TADWA Help Desk
Pictured: Eddy, Jonathon, Mathew and Brett*

Acknowledgements

- ◆ TADWA PATRON Mr. Barry MacKinnon
- ◆ TADWA Members
- ◆ TADWA Board of Management
- ◆ TADWA Volunteers active during the Year 2011-2012
- ◆ TADWA Staff
- ◆ WA Department of Health for *Home and Community Care* funding
- ◆ Disability Service Commission contracts for technical support of equipment, customized postural seating and refurbishment & reissue of pediatric equipment project
- ◆ Freehills for their generous support in providing legal advice and representation
- ◆ Microsoft Australia for provision of low cost software licenses
- ◆ WA Department of Education and Training for the *First/Second Click* Project funding
- ◆ WA Government Agencies for being the major donors of computing equipment
- ◆ Volunteering WA & Volunteer Resource Centre Network for assisting with the recruitment of volunteers
- ◆ All individual donors of monetary, equipment or in-kind support to TADWA



Bayswater and Noranda
Community Bank® branches



Chairperson's Report

Before sitting down to write this report I re-read last year's report, in which the then Chairman, Bob Davis, remarked that the previous year had been one of 'great growth and expansion of TADWA's services'. Well the demand for TADWA's services has continued to grow and diversify during the past year and the groundwork initiated in restructuring our Board, management and operational structures has proven to be invaluable.

In addition, the advent of the National Disability Insurance Scheme (NDIS) has thrown up another significant challenge in that it has the potential to completely change the way in which disability support services are funded in Australia. The process of introducing the NDIS nationally is already underway, with each state setting up a special committee to oversee its introduction on a state by state basis. But the process is just beginning and there is some way to go before a clear model for its implementation will emerge. TADWA's Board and management team are well aware of the importance of becoming involved, in a proactive manner, with the introduction of the NDIS and are already taking steps to ensure that TADWA is fully involved in the process.

Fortunately, the recent re-organisation of the Board structure, with the introduction of functionally based sub-committees, has allowed the Board to address the potential issues arising from the NDIS, as well as other new initiatives, in a focused manner and so identify the risks and opportunities arising from changes as they occur. At the same time as restructuring the Board, the links between the Board and the senior management team have been strengthened by the appointment of two new management positions.

Another big plus for TADWA in negotiating the complexities of the NDIS is the involvement of our Patron, Mr. Barry McKinnon, whose knowledge of State and National politics and the way they work, has rendered his advice invaluable. The journey to a fully functional NDIS is only starting but I feel that TADWA is well prepared for the trip.

However, significant as the NDIS might be, the main game is still to provide support to the disability and frail-aged communities in WA, and TADWA has continued to exceed expectations in this area. This is, of course, due to the tireless efforts of TADWA's management and staff, who seem to believe that records are only made to be broken. On behalf of myself and the Board I thank you one and all.

A quick look at the acknowledgements at the beginning of this document makes it clear that TADWA has a growing network of support in achieving their goals and objectives. Likewise I have a strong network of support and inspiration in the persons of my fellow Board members and the senior management team. Together we have made it through a difficult year and I feel confident that we have the capacity to acquit ourselves well in the face of whatever may arise.

Norrie Copeland
Board Chair

CEO's Report

The Year in Review

For the financial year 2011/2012, TADWA's major operational focus included the provision of HACC services and generating Non HACC income by providing our services to other disability service providers or individuals within TADWA's target groups not eligible for HACC services. The two aspects were successfully achieved and further details of each are described below.

The WA Department of Health increased annual HACC Recurrent Funding by \$462,615, representing a non-recurrent funding increase of 26%. The increase in funding enabled additional resources to be injected into HACC Home Modification, Provision of Goods and Equipment services and Computer 'Help Desk'/ Support and Training thus enabling TADWA to increase the volume of services to its target groups. HACC Non Recurrent Funding of \$37,381 was provided for the purchase of a new vehicle for CAE equipped with a tool kit.

The increase of HACC Recurrent Growth funding enabled significant progress to be made towards the establishment of TADWA's Corporate Services. This included the appointment of Tracy Pearce to the position of Corporate Services Manager. In the relatively short time in the position from her appointment, Tracy has already taken effective steps toward establishing the new section. Further details about this are included in the Corporate Services section of this annual report. The funding increase also enabled additional CAE technicians and two CAE apprentice technicians to be employed.

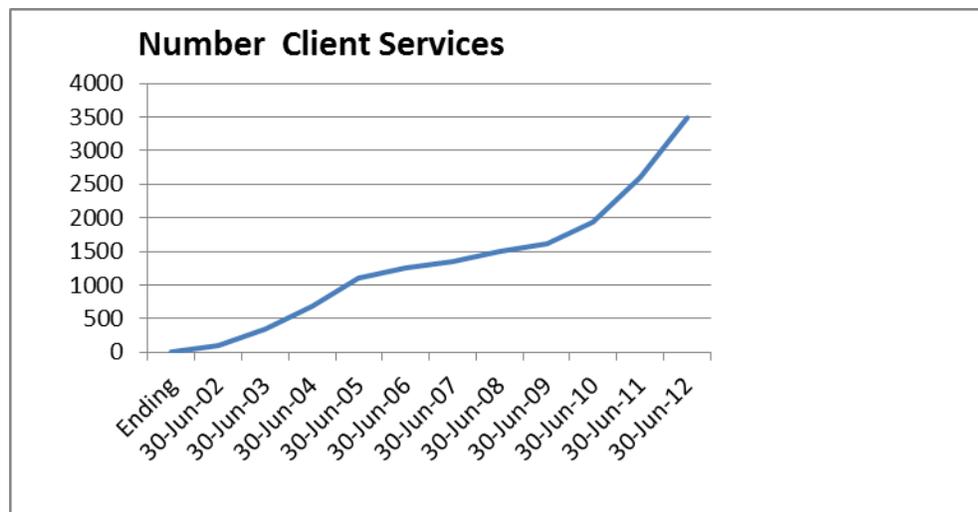
The May 2012 external HACC service quality review of TADWA's compliance with the Community Care Common Standards, determined that eighteen of 18 expected outcomes of the standards were rated as being met. This was an excellent result for TADWA as the quality standards are high and the requirements to meet the expected outcomes are quite rigorous. The ongoing efforts of the Board, staff and volunteers in attaining compliance against all eighteen expected outcomes need to be acknowledged. The review findings demonstrate that TADWA's focus on '*customer service*' and its continuous improvement practices are very effective.

TADWA is currently leasing office and workshop facilities in Bunbury. It is considered that these premises will be sufficient in the short term for TADWA to increase its HACC services to the South West region and accommodate the anticipated demand for services instigated by the implementation of the New Assessment Framework in the region. An opportunity for securing permanent, larger premises in Bunbury is being progressed by TADWA in collaboration with Bunbury Community Home Care and the Independent Living Centre towards construction of the building. Dialogue has commenced with HACC and Lotterywest for funds towards construction of the proposed 'South West Wellness Centre'. The land for the new building has been provided by the City of Bunbury. A land lease agreement is currently being developed between the City and the three organisations who will be joint occupants of the proposed new building. It is anticipated that the land lease agreement will be signed off prior to the end of 2012.

For the financial year 2011/2012, income derived from Non HACC activities and services represented approximately 25% of total income earned. The Non HACC services included:

- 'Freedom Wheels' project. This project custom builds specially modified bicycles for children with disabilities. TADWA is currently seeking sponsorship for this project
- Disability Services Commission contract for the provision of technical support (service, maintenance, repair, customisation & fabrication) and customised postural seating used by people with disabilities in Metropolitan and Regional areas
- DSC funded refurbishment & reissue of pediatric equipment project
- Department of Training 'First/Second Click' computer training funding
- Recycling computer parts & equipment – sales from recovered scrap metals
- Range of services to disability service providers and individuals.

During the year TADWA provided some 3,490 services to clients, involving the contribution of around 27,000 volunteer hours. The chart below shows the growth of 938% in client services over the past ten years and an increase of 34% from 2010/2011.



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

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

- Feedback obtained from quarterly customer satisfaction surveys and numerous positive verbal and written anecdotal feedback from customers and their carers showed a high rate of satisfaction with our services
- Satisfaction surveys and anecdotal feedback from volunteers and staff indicated that they enjoyed a high rate of satisfaction from their work at TADWA
- The Financial Statements included in this Annual Report show that TADWA is financially viable and finished the financial year with a surplus. Acknowledgements to Anh Vo, Linda Davey and DeYun He for their fine work during the year and ensuring we received a satisfactory financial audit report for 2011-2012. Acknowledgements also to the Board Audit and Risk Committee for the part it played in TADWA's financial monitoring and reporting processes
- The statistics included in the sections from 'Customised Aids and Equipment' and 'Computer Services' of this report demonstrates the growth and diversity of services to customers achieved over this period by both operational areas. These achievements were made possible by the excellent leadership of the respective teams of John Otago (CAE) and Graeme Dargie (CS) both very well supported by their respective teams of dedicated staff and volunteers. The contribution and efforts by Astrid Kerr, TADWA's South West Coordinator, towards increasing services in the region are acknowledged.

Strategic Achievements 2011 – 2012

- TADWA Strategic Directions 2010 – 2014 reviewed and updated via Board, staff & volunteer input
- HACC Quality Review of TADWA's Service Delivery determined that eighteen of 18 expected outcomes of the Community Care Common Standards were rated as being met
- Secured growth in HACC Recurrent Funding
- Secured HACC Non-Recurrent Funding

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- The appointment of the Corporate Services Manager enabled significant progress to be made towards the establishment of TADWA's Corporate Services, including moving TADWA Reception, Human Resources and internal IT support into the Corporate Services department
 - Thanks to the pro bono services provided by Freehills Lawyers, TADWA's application to the State Administrative Tribunal seeking exemption from annual council rate charges was successful. The time and effort given by Partners Steven Penglis and Dan Dragovic and Solicitor Jane Ballard from Freehills are acknowledged
 - Significant progress made towards securing larger and permanent premises in Bunbury in partnership with Bunbury Community Home Care and the Independent Living Centre
 - In October 2011 when the CHOGM (Commonwealth Heads of Government Meeting) was held in Perth, TADWA was one of the community organisations selected and successfully hosted a visit by CHOGM representatives
 - Continuity of 'preferred provider' status from the WA Government's *Common Use Arrangement* regarding procurement by TADWA of government agencies' ICT equipment

Operational Achievements 2011 – 2012

- All sections of TADWA worked as an effective team towards achieving our 'Purpose' *To improve the quality and enjoyment of life for people with disabilities, the frail-aged and those caring for them through the application of technology and the skills of volunteers and staff.*
- Surpassed 2011-2012 HACC Service Targets
- Successful recruitment campaign in attracting appropriately skilled and experienced staff
- Increased our links and networking with other agencies within the disability and frail aged sectors
- Enhanced the quality of services to customers

Looking Ahead

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

- seeking HACC Recurrent growth funding to resource additional organisational infrastructure so that our services can be expanded towards meeting the need for TADWA's services

- formulating strategies to ensure sufficient Customised Aids and Equipment skilled technicians are available to facilitate increase of service delivery, including the employment and training of apprentice technicians
- consolidate TADWA's partnership with the Disability Service Commission in the maintenance of its clients' equipment and customised postural seating
- strengthen TADWA's role in the Disability Service Commission funded 'Refurbish/Reissue of CAEP Equipment' project
- continue to progress securing larger and permanent premises for the South West Branch in order to meet the demand for TADWA's services in the South West Region of the State
- paying heed that it is projected that full capacity of services will be reached in the near future at Bassendean premises, investigations need to commence towards securing premises South of the River (Perth Metropolitan). Premises in this location will also make TADWA's services more accessible to its target groups
- undertaking business development and promotion aimed at strengthening our financial position by continuing to increase non-government funded operating income, i.e. business plans for the *Beach Trekker*, *Refurbishment/Reissue of Equipment* and other innovative products
- promoting and raising awareness of TADWA's purpose and services by means of a strong emphasis on community and stakeholder education
- seeking corporate sponsorships/funding partnerships towards resourcing of Non HACC service provision
- further increasing our links, networking & strategic alliances with other agencies within the disability and frail-aged sectors, government agencies and corporate sector

Bob Whitaker
Chief Executive Officer

CHOGM delegates visit TADWA

*Pictured: CHOGM Delegates,
 TADWA Board members and staff*



Computer Services Report

Overall

In the beginning of financial year 2011/12, TADWA Computer Services experienced a major restructure - which took place in July 2011. While the restructure has brought us benefits such as more defined job descriptions and improved line of communication, I believe we are still going through the stage of accepting changes, and this might have caused some difficulties in meeting customer expectations and monthly targets. Significant staff turnover also contributed to delays. However, as we came to the end of financial year we did start to see and experience some positive and progressive changes that the restructure has brought about, e.g. reduced workshop build and repair time frame.

Meanwhile, last year HACC introduced the WA Assessment Framework which was to standardise the eligibility and assessment of potential HACC customers, improving their access and pathways to HACC services. Unfortunately in the first 6 months of this process it was identified that has significantly reduced the number of referrals of HACC customers to TADWA Computer Services.

As Manager I would like to thank the volunteers and staff of the Computer Services department for an excellent and dedicated effort to improve the quality and efficiency of services for our customers. Many thanks to Gareth, Fredy and Akmal - who left us to pursue other employment, for their many years of service, they will be fondly remembered.

Computer Services Workshop

- Continued to ensure we had sufficient staff (11 full & part time staff) and volunteers (20) to effectively run the Workshop five days a week
- We continued to improve our customer service strategy and through the Customer Feedback/ Complaints Policy and regular Customer Satisfaction surveying managed to better respond to our customer's needs.
- Constantly reviewed our quality of customer ready systems, we have been able to upgrade the platform of our standard desktop / tower system to Core2Duo with 2G RAM and Core2Duo 1G RAM Laptops. Wherever customers needed high performance laptops, we sourced wholesale prices on new laptops, and were able to supply brand new laptops (Corei5 4G RAM) for under \$800 (eligibility conditions applied).
- Our partnership with the WA Government through the 'Community Reuse' Program continued to allow us to maintain a good level of quality donated equipment. We sincerely thank all the agencies who regularly supplied us with donated systems.
- We also received and wish to sincerely thank our private sector and individual computer equipment donors, as these also greatly increased during this financial year.
- We have continued to enjoy the benefits of being part of the Community Microsoft Registered Refurbisher (MRR) program (Microsoft Agreement software licenses) and this has resulted in our ability to pass on Windows7 Operating Systems at minimal cost to our customers. We also had access to Microsoft Office 2007.

-
- Our help desk continued to operate for 5 days a week (responding to over 3000 customer instances for support) and was instrumental in reducing the number of times clients had to be without their computer for a minor operational issue. We also performed some 250 onsite repairs over the year, which reduced the number of customers systems we did not have to return to the workshop for repair. Using LogMeIn software continued to improve our ability to show customers how to fix problems for themselves.
 - Thanks to our partnership with Challenger TAFE we have worked with and provided a training ground for young ICT students, particularly focused on helpdesk work experience.

Computer Services Administration

- We continued to support volunteers by offering them a FREE standard computer package when they had been with us for at least 3 months.
- We increased our customer base nearly every month. Our range of services continued to be popular and this included the facility to provide a support service agreement (pending a technical assessment) on their own computer.

Generic Computer Services Operations

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

LAN Systems Administration

- We continued to support the LAN system which included facilitating access for up to 40 users at any one time.

TADWA Website

- We continued to improve and update this website. The website continued to showcase projects.

Community Re-Use Project

- The Community Reuse Project which aims to divert e-waste away from landfill by achieving a 97% recycling rate of unused ICT equipment by forming community partnerships and promoting social enterprise. We processed over 3 tonnes per month of E-waste through various community recycling partners during the last financial year.

Volunteer Contribution

Computer Services continues to rely heavily on the efforts, commitment and dedication of volunteers. We entered into a number of collaborations with key training institutions (including

West Coast TAFE, Australian Computer Society Foundation – Scholarship program, and other Job Network Employment agencies) to provide a steady supply of volunteers with relevant technical experience for refurbishing and recycling volunteers.

I would also like to thank a very effective partnership with the ACS (Australian Computer Society) Foundation, in particular Carolyn Toleman, and the various Volunteer Resource Centres which have always got us in mind for when they have volunteers interested in gaining computer experience.

Donations of ICT by TADWA

We also would like to thank the Lions Club City of Perth (Host) Inc, who continued their partnership with us to refurbish over 500 systems to help out overseas and local individuals who were financially disadvantaged get access to computer systems.

We also partnered with HD Solutions to contribute two container loads of low end computer equipment to Sri Lanka, in particular to assist school children.

Pastor Jacobs from International Life Church also received over 200 desktop / tower systems, and some 30 laptops for work with under privileged children in Central Africa.

Graeme Dargie
Computer Services Manager



CS Workshop

Pictured: Lois, Jonathan and Mathew

Corporate Services Report

In 2010 the Department of Health funded a report by RSM Bird Cameron titled *Capacity Building within TADWA*. The Department recognized that while TADWA had undergone significant growth in the number of clients it provided with services, the vast majority of any new revenue it had obtained was spent on front line delivery of those services.

RSM Bird Cameron were funded to review TADWA's existing and proposed structures with the objective of restructuring TADWA's business operations, to ensure it was better placed to grow at a sustainable rate whilst still delivering its high quality services.

The Report found TADWA had reached a size where future growth would be dependent upon the organization being structured to ensure functions were undertaken in the most efficient and effective manner, by:

- Eliminating duplication,
- Introducing efficiencies,
- Improving levels of specialization, and
- Putting in place management and governance structures to oversee the coordination, planning and management of TADWA business as a whole.

The Report recommended that a new Customer Service section was created at TADWA, to:

- Allow Computer Services and Customised Aids and Equipment to focus on servicing its clients,
- Increase the amount of time for the CEO to perform his primary strategic and governance roles, and
- Overall, enable TADWA's management to best gauge the pressures within the organization and identify trends that will influence future growth of the organisation.

The first action of the transition brought TADWA Reception and Human Resources into a Corporate Services department, and my appointment as Manager. In September a new part time position providing internal ICT services to TADWA staff commenced.

The next stage of transition is dependent upon TADWA receiving funding for the development and installation of a new database. Once this is established it is envisaged that many of the administrative functions that currently lie within individual departments will move across to Corporate Services.

The Report recommended that TADWA senior management plan when changes were going to occur, and match the timing of changes with suitable training and communication to staff and clients on what impact the changes are likely to have on them.

The transition to a Corporate Services department and other resultant changes in other areas of TADWA could potentially be very difficult for staff who were very happy with the existing structure, and who might resent both the change itself and the agents of that change. Instead it has proved pleasurable, thanks to their support, enthusiasm and preparedness to keep communicating.

Particular credit goes to HR Officer Terri Cross, who has borne the lion's share of change to date. Receptionist Irene Maher, a new staff member, has stepped into the new department (and to TADWA itself) seamlessly. On the OSH front, we have a team of new Fire Wardens who have undertaken training and embraced their additional responsibilities with great enthusiasm and ability.

The dynamic of change at TADWA has been very positive indeed. Thank you must especially go to the TADWA Senior Management Team: CEO Bob Whitaker, CAE Manager John Otago and CS Manager Graeme Dargie, for their constant support and the highly valued advice they have provided during the transition.

Tracy Pearce
Corporate Services Manager



The Corporate Services Team

Pictured: Terri, Mathew, Tracy and Irene

Customised Aids & Equipment Report

Hello and welcome to the 2011/2012 Customised Aids and Equipment annual report. My thanks and appreciation goes to all the volunteers and staff in CAE who on a personal level this year, have contended with the death of a workmate, the retirement of a valued workmate due to ill health and the funerals of loved ones, so in this regard it was not a good year.

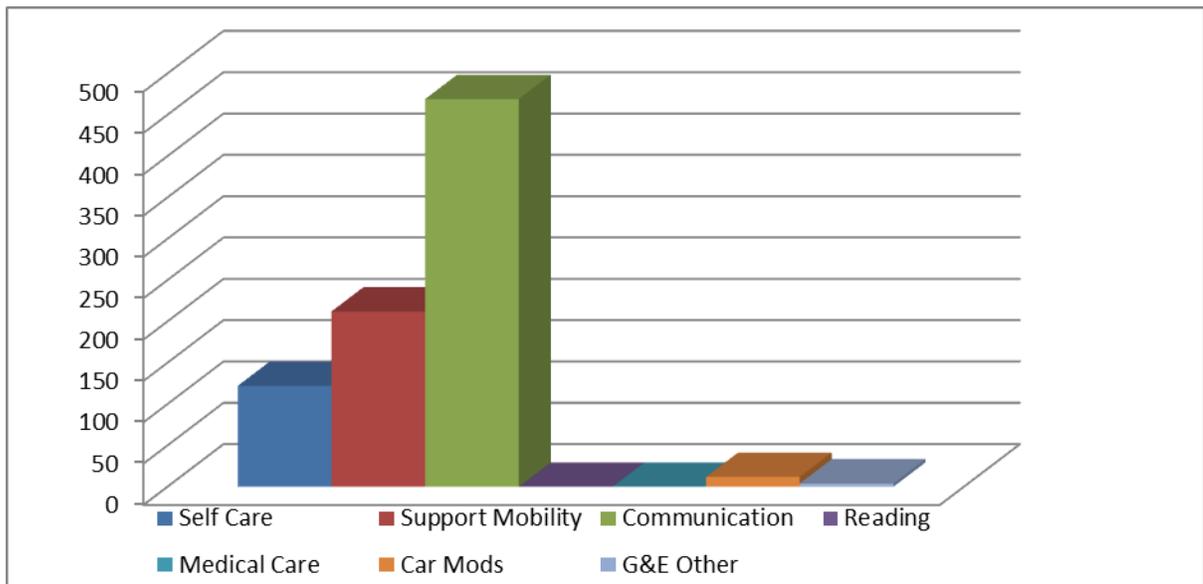
Home and Community Care (HACC)

The first full year under the new Assessment Framework and the Regional Assessment Service (RAS) has seen both benefits and challenges to TADWA and especially CAE.

- CAE had an increase of 30% on projects completed for HACC clients, which equates to 546 individual clients who received CAE services this financial year.

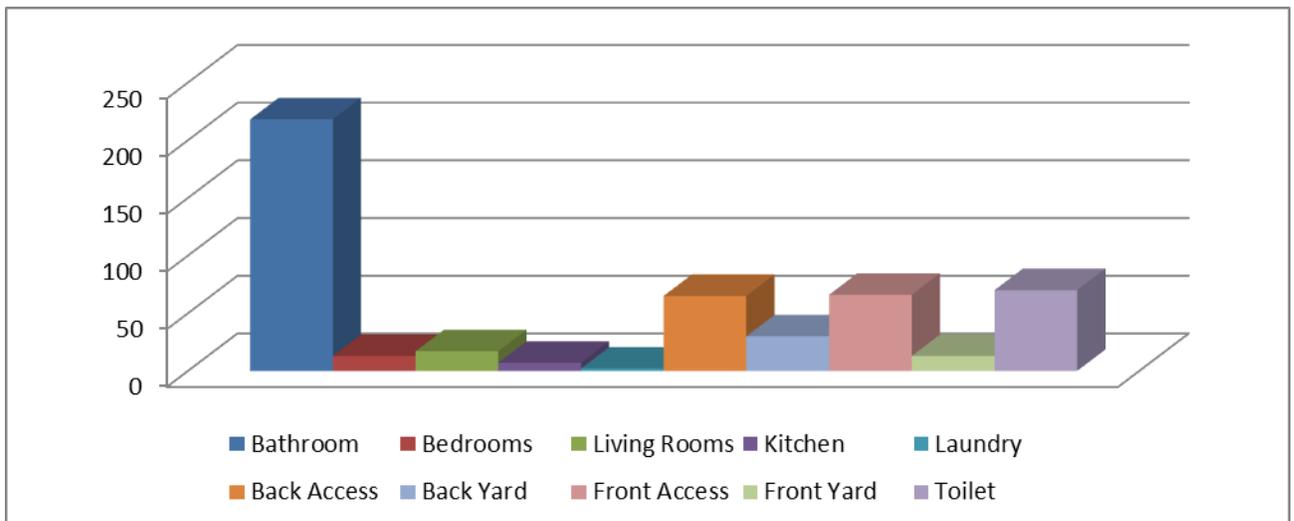
◊Provision of Goods & Equipment

The following chart shows the breakdown of services (not clients) under Provision of Goods & Equipment for the 2011/2012 financial year. Communication includes Computer Services. CAE's main area is Support/Mobility which consists of wheelchairs, electric beds etc. Self care is mainly the provision of items such as shower chairs and hand held shower kits.

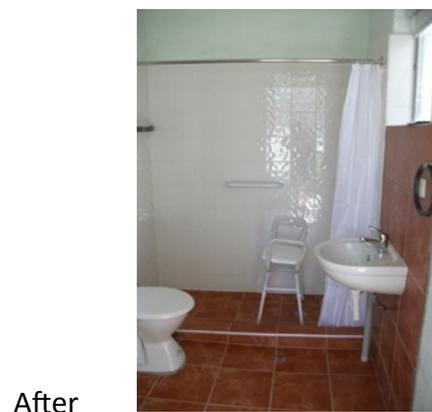
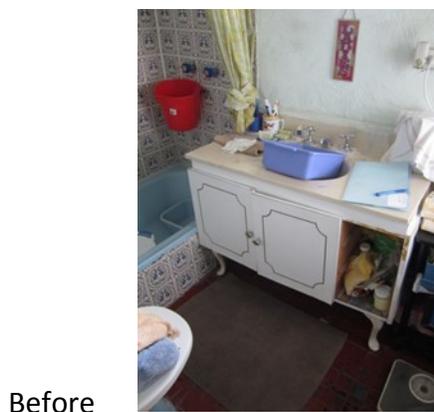


◇Home Modifications

The following chart shows the breakdown of services (not clients) under Home Modifications for the 2011/2012 financial year. The main area for request for assistance is in the bathroom, this can consist from simply installing grab rails right through to stripping out baths and making an accessible shower. The other main service in home modification is providing ramps and/or hand rails at front and/or back accesses.



- CAE was forced to close off from accepting new referrals for 5 months this year to be able to manage the inundation of referrals from the RAS's.
- CAE developed a specialised bathroom team by employing both a plumber and tiler to focus specifically on bathroom modifications, this has enabled us to expand the size and scope of jobs that we can carry out to benefit our clients.



You can read about this project in the Spring edition of the TADWA Newsletter

- CAE occupational therapist who conducts assessments requested by the RAS for clients who have more extensive needs provides a more holistic approach to the wellness direction of HACC and TADWA. In the last year the OT conducted 147 HACC on site assessments in addition to the many assessments carried out at TADWA premises.

CAEP Refurbishment Centre:

TADWA has continued to maintain the CAEP Refurbishment Centre contract that commenced in April 2010. In the last year we refurbished on request 61 projects for the CRC, a 63% decrease to the previous year. The initial backlog of equipment has now been cleared and the refurbishment team with a sigh of relief now have a steady and constant flow of work rather than an avalanche.

Freedom Wheels:

The provision of bikes and trikes has continued to be a popular service for CAE; it never fails to produce smiles and tears of pride and joy, providing 59 bikes in the last year to both young and older clients.

Amway is no longer providing sponsorship for Freedom Wheels Bikes and we have had to obtain sponsorship ourselves.

The Noranda/Bayswater Bendigo Bank has agreed to fund a trial program where the local branches fund a bike for a child with a disability and who comes from the branch's catchment area or a client's or staff member's sibling.

Variety – *Giving the children the freedom to move* - also have agreed to support our freedoms wheels program under their Variety Freedom Program which provides funding for mobility equipment for individual children like wheelchairs, walking frames and customised tricycles so that children under 18 can get out and about.



Innovation Alliance:

This year the Innovation Alliance was introduced, mainly working closely with the Western Australia Disabled Sports Association at this stage to develop technologies which will enable people with disabilities to participate in an activity of their choosing. A successful grant submission was submitted to Lotterywest to initially cover 4 projects. One of which is illustrated below.

Constant Flow Mobile Bulk Hot Water System

Developed to enable groups/individuals to take part in all bush or remote experiences with the knowledge that their personal hygiene and safe food preparation/clean up can be undertaken in an efficient manner. It is gas powered and mobile whilst delivering a constant hot water flow.



DSC Country Equipment Clinics:

This year we conducted 17 Country equipment clinics under our DSC contract to Bunbury, Albany, Derby, Northam, Katanning, Kalgoorlie, Merredin, Narrogin and Broome. We have commenced taking an apprentice on some of these clinic trips to provide opportunities to increase and broaden their skills.

The Future:

The major step taken by CAE has been the employment of two young apprentices (Welding 1st class) and hopefully many more to come.

This initiative has been implemented with planning for the future in mind. TADWA recognises the lack of trained technicians in this field and is aiming to resolve this by employing young

technicians and providing in-house skills training to them in addition to the TAFE accredited training. We believe our forward planning will benefit and sustain the viability of TADWA services into the future.

The rapid increase from HACC's Assessment Framework and RAS caused an impact on CAE's non-HACC services. A major focus for 2012-2013 is to increase our non-HACC work whilst maintaining, and realistically increasing HACC services. This has already been set in motion with discussions and meetings being arranged with CAEP providers, DSC and other organisations to look at what fee for service TADWA can provide, including our home modifications services.

I attended the National Home Modifications Conference in Sydney where the National Disability Insurance Scheme was discussed and debated.

The discussions on how each state managed their home modification services, how they were funded and the level of service provided was both interesting and informative.

With forward planning I believe that TADWA will be the service provider of choice in the future as we continue to expand and develop our team and capabilities of service that we are able to provide. This will involve many changes and challenges along the way; however I am confident that both TADWA and the CAE team are up to the challenge.

In conclusion the CAE team would like to acknowledge the support from Bob Whitaker in his role as CEO, Tracy Pearce and Michelle Smith who have assisted with promotion, marketing and development of CAE's special projects. Computer Services who willingly come to our aid every time something goes wrong with the computers or lends us a vehicle when all of ours are booked out and of course the girls from Finance who always pay us on time.

Ten years ago I was the CAE coordinator at TADWA with a core group of volunteers, some are still with us today and today.....



*Some of the "model" team at CAE
Pictured: Joe, Mike, Jim & Brad*

CAE Team (Perth)

John Otago	<i>Manager</i>
Brad Fortune	<i>Workshop Supervisor</i>
Mike Francis	<i>Senior Workshop Technician</i>
John Duigan	<i>Senior Workshop Technician</i>
Glen Slater	<i>Workshop Technician</i>
Paul Bradshaw	<i>Workshop Technician</i>
Todd Blakeman	<i>Regional Technician</i>
Jim Dellas	<i>Workshop Technician</i>
Mary Ryan	<i>Workshop Technician</i>
Rory McCoy	<i>Workshop Technician</i>
Jack Ots	<i>Workshop Technician</i>
Joe Davey	<i>Workshop Technician</i>
Mathew Harvey	<i>Workshop Technician</i>
Dylan Barton-Collins	<i>Apprentice Workshop Technician</i>
Paul Otago	<i>Apprentice Workshop Technician</i>
Catherine McMaster	<i>Occupational Therapist</i>
Michelle Smith	<i>Operations Coordinator</i>
Rebecca Vaiimene	<i>Administration Assistant</i>
Melissa Stankovic	<i>Administration Assistant</i>
Bob Bracey	<i>Volunteer</i>
Bob Moyle	<i>Volunteer</i>
Brian Farrell	<i>Volunteer</i>
John Smith	<i>Volunteer</i>
Earl Willis	<i>Volunteer</i>
George Harwood	<i>Volunteer</i>
Don Briggs	<i>Volunteer</i>
Fred Hargraves	<i>Volunteer</i>
John Longkeek	<i>Volunteer</i>
Kerry Kuper	<i>Volunteer</i>
Susan Clarke	<i>Volunteer</i>

John Otago
Customised Aids and Equipment Manager

South West Region – Bunbury Office

The South West Regional Office would firstly like to thank all the dedicated volunteers who have provided invaluable support in providing services to the South West Regional office in CAE, CS, administration and cleaning. During 2011 to 2012 we have had 10 volunteers but unfortunately this number is now down to 5 due mainly to volunteers gaining full time work and one because of health reasons.

The new Assessment Framework and the Regional Assessment Service (RAS) has been in place since July, 2012 and this has been a smooth transition to the new referral system. We have formed good working relationships with all assessors and the coordinator of this service. John Otago, Graeme Dargie and I have facilitated meetings with the assessment team outlining TADWA range of services.

TADWA staff attends numerous Expos in the region promoting our services and will continue to be involved in these in the future.

CAE – Home and Community Care

This financial year Bunbury has provided services to 96 individual clients, providing 82 items of goods and equipment and 57 home modification jobs. In total they completed 139 projects and provided 34 instances of advice.

The region's projects are completed by volunteer assistance and Todd Blakeman (Perth Technician) visiting on a fortnightly basis. We are now servicing clients in Bridgetown, Donnybrook, Capel, Busselton and the Greater Bunbury Region. I would like to thank Todd for his commitment and expertise in servicing clients and providing invaluable training to the volunteers to enhance their skills in providing our services. We have recently received a new pipe bender which will certainly assist with the provision of providing rails for clients.

Computer Services

At this stage new computer requests and the more complicated computer repairs are still done in Perth. Technicians visit fortnightly and either repair computers in the Bunbury office or onsite if possible. This has lessened the wait time for clients and I am now able to give them a time for their next visit. Client's response has been very positive with these changes. I would like to thank Graeme Dargie and his team for the invaluable support that he and his team provide to the SW clients and the technical support that they provide to the Bunbury office.

Bunbury Team

Astrid Kerr	<i>South West Coordinator</i>
Kevin Prosser	<i>Volunteer</i>
George Chalmers	<i>Volunteer</i>
Lee Spilsbury	<i>Volunteer</i>
Ziva Peterka	<i>Volunteer</i>
Michelle McCourt	<i>Volunteer</i>

Astrid Kerr
South West Coordinator

Mobile workshop servicing clients in the South West



Regional technician at work in the mobile workshop

Pictured: Todd

