



Tadwa

Technology for Ageing & Disability



Annual Report 2023/24



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TADWA acknowledges the Traditional Owners of country throughout Australia and recognises their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.

About TADWA

TADWA (Technology for Ageing & Disability) has proudly served the Western Australian community as a not-for-profit, charitable organisation for 40 years. Our mission is to deliver innovative solutions that help seniors maintain their independence and wellbeing as they age, while also empowering people living with disabilities to live safer, better quality, and more independent lives.

Our journey began when a group of Telecom engineers recognised the challenges faced by people with disabilities in using rotary dial telephones. Driven by a desire to help others, they applied their technical skills to develop better solutions. What started as a small group of volunteers has now evolved into a vibrant and dedicated team of 91 staff and 12 volunteers who share a passion for improving the lives of the people we serve.

As both a My Aged Care provider and a registered NDIS provider, TADWA is committed to delivering tailored, innovative solutions that promote independence, safety, and social inclusion.

We believe that technology is more than just electronics; it is a catalyst for innovation across all our services.

What we do

At TADWA, we start by asking each customer a fundamental question: What's important to you? This helps us develop personalised solutions, including home modifications, customised equipment, technology support, chronic pain management, and recreational and mobility aids.

Our Therapy Services encompass expert assessments and advice from AHPRA-registered Occupational Therapists for both seniors and people living with disabilities. They collaborate with skilled technicians—such as plumbers, electricians, and engineers—to implement effective solutions tailored to enhance safety and independence.



8,169 jobs completed in 2023/24



Our Technology and Computer Services make technology accessible and manageable for seniors while assisting people with disabilities to integrate it into their daily lives.

For Home Modifications, we specialise in bathroom and home modifications that enhance accessibility and safety, enabling people to live comfortably in their homes for longer. We also provide custom installations like handrails and ramps to ensure safe and supportive living environments.

Our Recreational and Mobility Services include advanced vehicle modifications for safe travel and customised bikes and trikes that promote an active lifestyle.

At TADWA, we are dedicated to creating meaningful solutions when existing options fall short, working closely with individuals, families, and caregivers throughout the entire process.

Chairperson Report



I am deeply honoured to step into the role of Board Chair for TADWA and am excited to be able to contribute to its ongoing success and growth.

TADWA has a 40-year history of making a profound impact in our community. It is through the team's remarkable dedication and passion for delivering services to those who are aged and people living with disabilities, which is truly awe-inspiring, as their work significantly enhances the quality of life for vulnerable people.

As Board Chair, I would like to thank the previous Chair, Michael Carroll, for his exceptional leadership and would like to recognise the contribution of our former CEO, Steve Pretzel who led the organisation from March 2017 to June 2024. I would also like to acknowledge the contribution of two past Board Members, Lisa Williams and James Giblin who helped guide TADWA with their expertise and dedication.



"TADWA has a 40-year history of making a profound impact in our community."

Before I reflect over the past year, I would firstly like to welcome our new CEO, Gill Walker, who brings a wealth of experience and a fresh perspective for TADWA. Gill's leadership and passion will further drive TADWA's growth in the years ahead. I would also like to welcome to the Board, two new members, Lina Barbato and Correne Bartlett. Our Board now boasts a robust mix of skills and experience which will strengthen TADWA's governance and strategic direction and inject new ideas. This will position TADWA well for the future as we tackle challenges and seize opportunities.

Looking at the 2023/24 year, I am pleased to report that TADWA achieved strong revenue growth, which is a testament to the hard work and commitment of the team. This financial success enables us to further invest in our services and expand our impact, improving the lives of even more people.

I am pleased to be able to present this 2023/24 Annual Report which reflects the hard work and dedication of a team committed to TADWA's cause.

Bernadine Tucker
Chairperson

CEO Report



I am immensely proud to present to you the TADWA Annual Report for 2023/24.

Having joined the organisation towards the end of this fiscal year, I have been deeply impressed by the unwavering commitment of our talented team, the outstanding support of our Board members and our shared dedication to excellence. I would like to extend my personal and heartfelt thanks to Steve Pretzel, TADWA's previous CEO, for his seven years of dedicated service. His leadership has laid a strong foundation for our continued success.

I'm pleased to report that in March 2024 TADWA was scored as Fully Compliant following an Aged Care Quality and Standards Audit. Conducted on a random basis by the Aged Care Quality and Safety Commission, these audits play a vital role in ensuring the provision of quality of care and services as measured against the eight Aged Care Quality Standards. This is great news for TADWA and reflects positively not only on our policies and processes, but also our commitment to continuous improvement.

Our new Executive Leadership Team, along with a new CEO, brings together a diverse array of skills, fostering a collaborative approach that enhances the services we provide to our customers. All our business units have performed exceptionally well this year. The following pages highlight some of the significant strides we have made as an organisation, paving the way for sustained growth and prosperity in the years to come.

As an organisation heavily influenced by government policy, we have adeptly adapted to changes in policy and funding while maintaining our pursuit of excellence. We remain steadfast in our objectives of helping older people and individuals with disabilities to live independent, fulfilling lives.



"We remain steadfast in our objectives of helping older people and individuals with disabilities to live independent, fulfilling lives."

The TADWA team continues to work with passion and dedication. It is a privilege to work alongside such committed staff members. Together, we will continue to advance our mission to make a positive impact on the lives of all those we assist.

Thank you for your ongoing support and belief in our organisation.

Dr Gill Walker
CEO



Therapy Services



3,308 Occupational Therapy assessments

972 clients received assistive technology products



The journey each of our customers take with TADWA starts with our Occupational Therapists who provide an initial assessment. From that starting point we then provide the right assistive technology, home modifications and advice to support their independence and safety in the home and community.

This year we have continued to support customers living in the community via Commonwealth Home Support Programme (CHSP) and home care packages in the metropolitan and south west regions, as well as assisting NDIS participants with support to fund various home modifications and equipment they require.

Our team increased this year, including extra staffing in the NDIS area with qualified Complex Home Modification Occupational Therapists. We continue to have a specialist Building Construction Practitioner on the team and have also expanded into including Supported Independent Living (SIL). In 2025 we will expand further and offer the services of a Specialist Disability Accommodation (SDA) assessor to work with developers and families for the NDIS enrolment of new buildings.

We prioritise investing in our Occupational Therapy team to maintain the skills and up-to-date knowledge they need to provide the best advice and support to our customers.



838 Alert devices provided to clients

"Discovering what's important to people is what our Occupational Therapists do best."

Highlights from this year include:

- Broadening our reach by travelling into new regional areas including Geraldton, Esperance, Katanning and Albany,
- Upskilling staff in the Aged Care sector to provide comprehensive assessments and recommendations,
- Formal training completed for three additional NDIS Complex Home Modifications Occupational Therapists,
- Successful completion and registration of an SDA Assessor,
- Increased capacity for Building Construction Practitioner services, and
- Continuous hosting of Occupational Therapy students from Curtin University and Edith Cowan University.



Jane's story

Jane was referred to TADWA through her NDIS service coordinator as her degenerative condition began to affect both her mobility and speech. Kimberley, a Certified Complex Home Modifications Occupational Therapist specialist, assessed Jane's home and her future needs. Collaborating with Neil, our Design Consultancy and Project Management specialist, they planned and implemented some complex home modifications.

These included widening doorways, installing sliding pocket doors and fully remodelling the bathroom. The entire project was completed within six weeks, with a temporary bathroom provided to minimise disruption.

Jane appreciated the consistent communication and updates throughout the process. "I really value how they kept me informed every step of the way," she said. With her home now fully modified, Jane feels reassured, knowing it will accommodate her needs as her condition progresses.



Bathroom (before)



(after)



Home Modifications



2,195 home modifications projects completed



70 consultations on building projects



Janice's story

Some years after Janice's husband died she decided it was time to downsize and prepare for the future. She found a home she loved, but there was one major problem – the ensuite bathroom layout. "It was just unsafe from my point of view."

TADWA modified the bathroom for her. "The end result was more than I expected and better than I had in my head."

"I don't think I want any further modifications, however as time goes on, I might find something that I need, and I'll go straight back to TADWA for that. I was so impressed with their approach and their work."

"Imagine a home that could adapt to your changing needs."

Our Home Modifications team enables people to be able to stay living independently and safely in their own home by providing a wide range of modifications. These vary from simple but effective solutions such as perfectly placed grab rails, non-slip tiles and modified steps, to complete bathroom or kitchen renovations. We can also specify, install and support the latest in-home automation and wellness monitoring.

Our team includes tilers, installers, carpenters, hard scrapers, estimators, service coordinators, builders and supervisors, all of whom bring an impressive range of skills and knowledge to assist with home modifications.

This year we gained several new specialist team members including a bathroom estimator, installer, storeman and registered builder, allowing us to continue to keep up with the demand for home modifications.



Kellee's story

Kellee, who is legally blind, was introduced to TADWA through a NDIS referral for complex home modifications. Tanya assessed Kellee's needs and collaborated with Neil our Design Consultancy and Project Management specialist. Together, they created a plan to modify her bathroom and toilet area, as well as installing ramps and rails to help her maintain her independence. They even designed a way for her to easily roll her laundry basket outside to hang her washing.

Kellee is deeply appreciative of the care and detail that Tanya and Neil put into the modifications. "TADWA has made a huge difference in my life. I can't thank them enough," she said. Kellee often shares her experience with friends, encouraging others to learn more about TADWA's valuable work.

Highlights from this year include:

- Submitting a successful application for a building contractor registration to enable us to carry out even more types of home modifications,
- Increasing our efficiency by bringing the fabrication team to Bassendean so we are all under one roof,
- Introducing a new fleet of branded vans to increase our profile and ensure a professional image,
- Streamlining our store to enable a speedy turnaround of jobs being processed and sent out the door, and
- Undertaking a range of offsite visits to service providers to promote what TADWA does and how we can be of service to people with disability and those who are aged.



Bathroom (before)



(after)



Recreation and Mobility



437
total jobs

297 hoist
servicing or repairs
undertaken

19 harness,
anchor point or
restraints fitted



32 driving
aids installed



45 bikes
modified



30 trikes
modified



Participation in the My Active Life regional demonstration days has been gathering momentum with \$100,000 to date in sales of specialised equipment. More importantly, customers like Mitchell Yates have the personalised equipment they need to enjoy the freedom and independence of their own trike.

Our Recreation and Mobility team provide custom solutions to enable people to get out and about and engage with the community. Whether it's remaining independent to do their shopping and get to appointments or being able to continue to engage in a treasured recreational activity, being mobile can have a profoundly positive effect on quality of life.

Our Vehicle Mobility service provides modifications for almost every type of vehicle with the latest and safest electronic and mechanical accessories and enhancements. These include vehicle wheelchair hoists, lifts and platforms, as well as full wheelchair bus conversions, scooter lifts, assisted driver controls and passenger restraints.

This year we held seven Bike and Trike Trial Days at Bunbury, Margaret River, Busselton, Connolly, Mandurah, Hilton and Mundaring. These very popular events provide allied health professionals, their participants, local groups, schools and local government Disability Inclusion Officers the chance to trial our range of modified bikes and trikes. From these days 16 bikes and trikes were sold.



"Providing the freedom to explore and experience the joy of being out and about."

Highlights from this year include:

- Relaunching our Silver Wheels range with an event in June,
- Adding 4 new bikes and trikes to our range,
- Providing a trike funded by a Home Care Package – a first for us,
- Providing 40 quotes for bikes and trikes,
- Attending a conference in Adelaide to discuss our wins and learnings of the My Active Life project, and
- Providing a broad range of driving aids including hand controls, pedal conversions, steps and rails.

Karlee's story

Karlee first met with our recreation and mobility team at a Have a Go Day in Bunbury where she was looking for something to help her be healthy, fit and active. She trialled the different types of bikes that we had on offer, to work out which one would suit her and was very excited with the trike because it provided the balance support she was looking for. Karlee now gets out and about on her trike every day.



Technology and Computer Support



1,160 total jobs



180 people provided with devices/support



910 laptops

940 desktop computers

190 mobile phones

538 Medi Alert pendants

351 Medi Alert watches



Our Technology and Computer Support team specialise in helping older people and those with disability learn how to use technology

As a Microsoft Registered Refurbisher, we prepare and test donated computers which can then be purchased by those who are looking for a low-cost alternative.

We also offer Medi Alert Pendants and Watches for those living alone, people with Dementia or those who are at risk of falling. These provide much peace of mind for the wearers as well as their families and care-givers.

Our team provides assistance and advice via our help desk and in-person, including training on using technology, getting connected to the internet, virus repairs and support with cyber security and scams.



400 calls to our Helpdesk



80 requests for in-person support

"We are technology experts who care."

Over the last year we have worked with over 180 organisations to find new homes for their used technology devices. This also includes recycling their equipment that is obsolete or unrepairable to ensure that they don't end up in landfill.

Highlights from this year include:

- Hosting three work experience students,
- Providing volunteering opportunities to nine people via our Community Reuse and Recycling project. Our volunteers include people with disability, retirees and other adults, and
- Relocating our backend warehouse.



Eileen's story

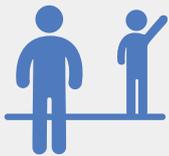
Eileen was referred to us for home supports through the Commonwealth Home Support Program (CHSP). Following her assessment by Blake, one of our Occupational Therapists, several modifications to improve Eileen's safety were recommended, including safety handrails in her living room and bathroom and a Mobile Medical Alert Pendant.

Having experienced a few falls in the past, Eileen and her family now feel reassured knowing that help is just a phone alert away with the new device in place.

Eileen is very pleased with the support she's received from TADWA, and especially appreciative of the time and care taken to understand her individual needs. "They're a good bunch," said Eileen. Noting how overwhelming the process of accessing Aged Care services can be, Eileen also appreciates her Client Care Coordinator, Camille, who is always available to answer her questions with patience and understanding.



South West Operations



1,718 jobs completed



238 items of equipment and assistive technology provided



33 bathroom projects

573 home modifications

872 Occupational Therapy assessments

Our South West operations continues to add value to the lives of people with disability in the region and beyond. This year we were pleased to welcome three new staff members to our team who brought specialist skills in welding, fabricating and installing.

Some highlights from the year include:

- Designing and building four rise and fall wheelchair accessible desks students at La Grange remote school in the Bidyadanga Community, located near to Broome, and
- Refreshing the interior and exterior of our workshop with a new paint job and amended colour scheme.



"Our South West operations continues to add value to the lives of people with disability in the region and beyond."

Our People

Our Board



Bernadine Tucker
Chairperson

Bernadine specialises in identifying gaps and opportunities in governance to deliver better organisational outcomes. She has successfully managed several government enquiries and brings an understanding of how to work within complex regulatory environments.



Tom Monks
Vice Chairperson

Tom is Principal at Tom & Co Legal – a law firm practising in the areas of family, migration and commercial laws. The practice focus is to provide quality and culturally appropriate legal services to the CaLD communities.



Michael Carroll

Michael is a public sector manager who has worked with the WA Public Sector for 17 years. He has a passion for learning and for assisting others to use technology to learn, and is the father of a child with Autism.



Terry Meyers

As a registered builder Terry has supervised the construction of over 30,000 homes. Currently the Group Building Manager for JWH Group, Terry has responsibility for overseeing all aspects of building, including construction, estimating, scheduling and materials procurement.



Lina Barbato
(commenced June 2024)

Lina brings over 30 years' experience and a proven track record in various Director, Business and CFO roles in public sector and commercial environments, providing strategic leadership and negotiation, driving organisational reforms and enabling ICT and HR innovation.



Lisa Williams (to July 2024)

Lisa is a marketing and communications specialist with expertise in strategic planning, brand management and development, social media, website development and management, project management, direct marketing and stakeholder engagement.



Correne Bartlett
(commenced April 2024)

Correne has worked for many years as an Occupational Therapist and in health leadership roles in the public and private sector, predominantly in mental health. She is passionate about fair and equitable access to quality health and disability services.



James Giblin (to April 2024)

James is the Head of IT Portfolio Delivery at Synergy, with over 20 years of business experience, principally in the field of sustainable energy. He is currently completing a Doctorate in Business Administration at Curtin University.



John Sutherland
(to November 2023)

As a past Councillor at the Town of Bassendean, John worked tirelessly to support his local community. His knowledge, practical advice and community commitment have been extremely useful in helping us to develop into the organisation we are today.

Executive Team



Dr Gill Walker
Chief Executive Officer

Gill has over 20 years' experience at a senior level in public, private and not-for-profit healthcare organisations. She has a background in Nursing, holds a Masters in Public Health and a Professional Doctorate in Health and Social Sciences.



Jayson Hitchens
**General Manager,
Operations Perth
and South West**

Jayson has 26 years' experience in the Disability and Aged Care sectors, including teaching and service coordination and as a Local Area Coordinator.



Tanya Payne
**General Manager,
Finance**

Tanya is a qualified CPA with experience across a vast array of commercial and charitable industries. She leads a team of finance, ICT, fleet and facilities specialists, all of who are committed to supporting TADWA to achieve its mission.



Tanya Carstein
**General Manager,
Therapy & Consultancy
Services**

Tanya is a qualified Occupational Therapist with over 14 years' experience and a strong commitment to working towards improving people's lives. She has predominantly worked with adult clients assisting with their equipment and home modifications needs.



Talita Radin
**General Manager,
Customer Experience**

Talita has spent over 25 years in marketing and business development roles for organisations predominantly in the healthcare sector. She is committed to improving processes to enhance the customer experience and streamline workflows.

Finance Report

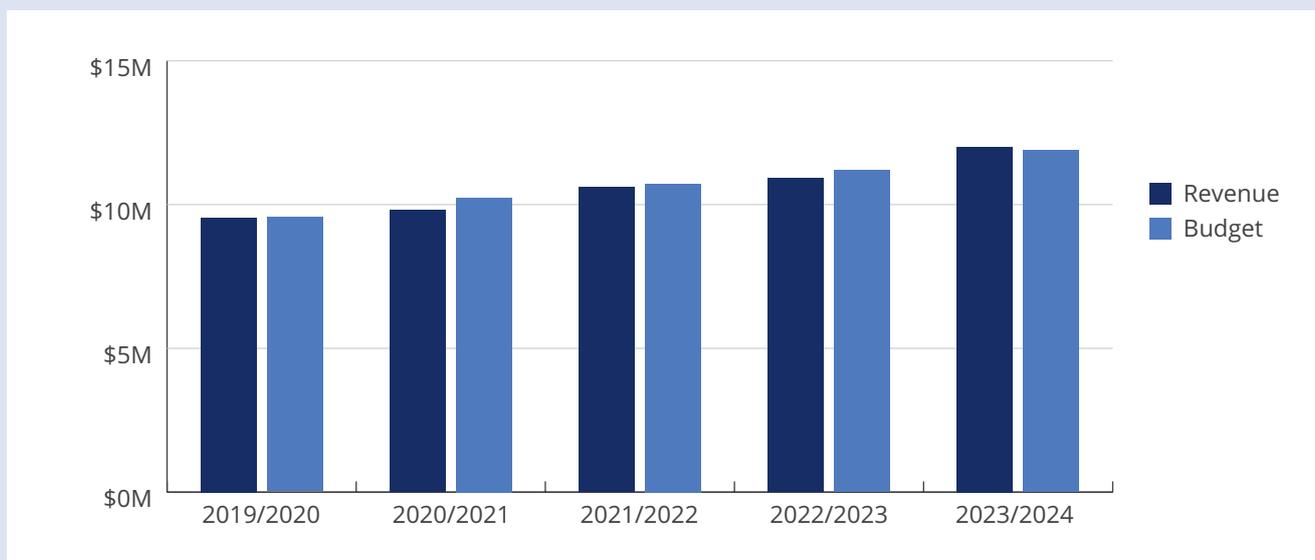
Year ending 30th June 2024

This report provides an overview of the financial performance of Technology for Ageing and Disability WA Inc (TADWA) for the financial year ending 30th June 2024.

Despite the challenges posed during the year we achieved significant milestones in financial sustainability and program delivery, enabling us to uphold our commitment to provide high quality, dignified solutions that support independent living and allow people to do what is important to them and live life their way.

Total revenue for the year reached \$12.25 million, reflecting a 10% increase from the previous year. Revenue generated through Home Care Packages (HCP), the National Disability Insurance Scheme (NDIS), and commercial agreements grew by 26%, surpassing budget expectations. This growth underscores the expanding reach and impact of our services within the community.

Five Year Revenue Trends



TADWA's strategic infrastructure investments over previous years have positioned us well, resulting in a surplus of \$360,275. With a stable workforce, this outcome reflects the dedication and hard work of our teams, whose efforts continue to transform lives in our community.

Strong fiscal management has further boosted our operating cash flow and strengthened our reserves, enabling us to strategically plan for the future and adapt to recent changes in funding for both Active Ageing and Disability Services.

The full Financial Statements for the year ended 30 June 2024 are available on the Australian Charities and Not-for-profits Commission (ACNC) website: <https://www.acnc.gov.au/charity/charities>



From our Clients

"I meet a lot of wheelchair users who do not have scripted wheelchairs which leads to an uncomfortable ride and restricted mobility that could cause medical issues. I recommend anyone that requires the use of a wheelchair to seek out an occupational therapist for advice and guidance." – *Wayne*

"My children were gifted with a Surface Pro to use for school as I'm a struggling single mum who has had to rebuild my life after spending five months in a women's refuge. We are so extremely grateful and humbled by this amazing gift."

"I am so lucky to be one of the people to receive a Surface Pro and it is so cool. I take it to school and use it at the group home. I keep it safe and look after it well. Thank you so much."

"Thank you so much for the laptop. It has allowed me to return to study and find a part-time job. Before I was catching a train and bus to go to the library but now, I can take it with me to school."

From our Volunteers

"I'm all about giving back to the community and doing something that will help someone else. The volunteers at TADWA get together once a month for a luncheon and the camaraderie is great." – *Alan*

"Volunteering is meaningful and it's better than gawking away at a TV at home. I like a challenge and TADWA provides me with that." – *Dave*

"Volunteering at TADWA gives me something to learn and something to do. I've volunteered for 3-4 years and I like that I'm giving back to the community." – *Tony*

"I love being part of the community and doing my bit with like minded people. It stops me from being bored. It's good to keep your mind active." – *Ed*



TADWA

Technology for Ageing & Disability



Perth – Head Office

371 Collier Road
Bassendean WA 6054
PO Box 266
Bassendean WA 6934
Phone (08) 9379 7400
Email enquiries@tadwa.org.au

Bunbury – South West Office

3 Parade Road
South Bunbury WA 6230
PO Box 6214
South Bunbury WA 6230
Phone 1300 663 243
Email bunbury@tadwa.org.au

www.tadwa.org.au