

ANNUAL REPORT 2013

Technology
Assisting
Disability WA

TADWA
Providing Solutions
for Independence



TADWA's Purpose

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

TADWA's Values

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

TADWA's Drivers

Customer Satisfaction
Volunteers & Staff Satisfaction
Growth
Financial Viability

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A word from our Patron, Barry MacKinnon

Since 1984 the people at TADWA have been actively working on projects that assist people with disabilities. This magnificent work has enriched the lives of hundreds of Western Australians. The people are now able to live a much more fulfilling life thanks to TADWA.

Congratulations to all involved at TADWA on the great service that you continue to deliver to people with disabilities.



Chairpersons Report

When writing the Chairman's Report for the 2012 Annual General Meeting, I indicated that I believed that the National Disability Insurance Scheme (NDIS), as it was then called, would have a significant impact on the future operations of every organisation involved in the disability arena in Australia. I also suggested that its roll-out would take several years and throw up many challenges for those involved.



Well the implementation is progressing steadily and some interesting initiatives have emerged in the last few months, such as changing its name to Disability Care Australia and, more recently, changing it back to NDIS-so watch this space! Of more significance to TADWA was WA signing up to the scheme as a full participant.

The TADWA Board is more convinced than ever that this is the single largest challenge that TADWA faces in the immediate future and is formulating strategies designed to ensure that TADWA is more than competitive in what, we think, will be a client driven marketplace with competition from the private, as well as not-for-profit, sectors .

In deciding what TADWA's strategic focus should be the Board has concentrated on what it considers to be TADWA's strengths and unique capabilities. Consequently, the following areas have been identified.

Integrated Services – The Smart House

With its proven combination of expertise in problem solving in the aids and equipment area and its provision of computing and telecommunication services, TADWA is ideally placed to explore the potential of the 'Smart House' concept wherein the occupant has the ability to manage the functionality of the house via electronic means such as voice recognition or by communicating using a remote device such as an iPhone or iPad. Work is already underway in this area and visitors to our headquarters can view a demonstration of some of the things being developed.

Providing Access to Innovative Solutions

Throughout its life TADWA has developed some very innovative solutions to some of the difficulties encountered by people with disability. Not least among these was the **Beach Trekker**, which has been in continuous demand since it first appeared. Unfortunately, the jobbing nature of TADWA's operation has made it impossible to meet demand and the Board is determined to find a way to make innovations, such as the Beach Trekker, more accessible to the wider community.

Forging Partnerships

With the advent of the new funding model (Whatever it ends up being called) it is clear that our clients will have greater discretionary spending power than before and will be seeking solutions

tailored to their specific needs. In this situation it seems sensible to form alliances with other complementary service providers so that we can provide our clients with a service strategy rather than a product.

In particular, the development of partnerships and alliances in the regional areas of WA ties in with the issues of accessibility for our clients. TADWA already has a presence in Bunbury and is currently working on expanding this presence and has longer term plans to open other regional services.

These longer term strategies, however, do not take precedence over the day-to-day operations of TADWA and, as can be seen from the CEO's report, they have continued to grow both in the number of services offered and in the level of demand for these services.

The credit for the continuing success of TADWA as a provider of solutions for the disability community lies with the management and staff of TADWA, who seem able to rise to whatever challenge is put in front of them. On behalf of the Board of TADWA, I thank them for their efforts but, at the same time, warn them that I believe we have a very challenging few years ahead of us in handling the changes demanded by the implications of the new funding model.

Just to add interest to the next couple of years, the board itself is going through some changes. In keeping with our succession planning policy, I am retiring as Chairman and our Deputy Chairman of the last two years, Priya Cooper, is nominating as my successor. During the last year we have had one resignation from the Board and a couple of members whose term has expired have signaled that they don't intend to re-nominate.

However, we have been aware of this situation for some time and already we have several very capable candidates ready and able to fill the vacancies. TADWA, in common with most organisations involved with people with disabilities, is going through a period of dramatic change to its operational environment and it is essential that the Board, management and staff remain focused on our purpose.

I feel confident that the new Board, supported by the management and staff, are equal to the task of taking TADWA forward to meet these new challenges successfully.

Finally, I would like to thank the members, staff and Board of TADWA for affording me the privilege of being your Chair over the last two years and our patron, Barry McKinnon, for the wise counsel he has provided over so many years.

Norrie Copeland
Board Chair

Chief Executive Officer's Report



The Year in Review

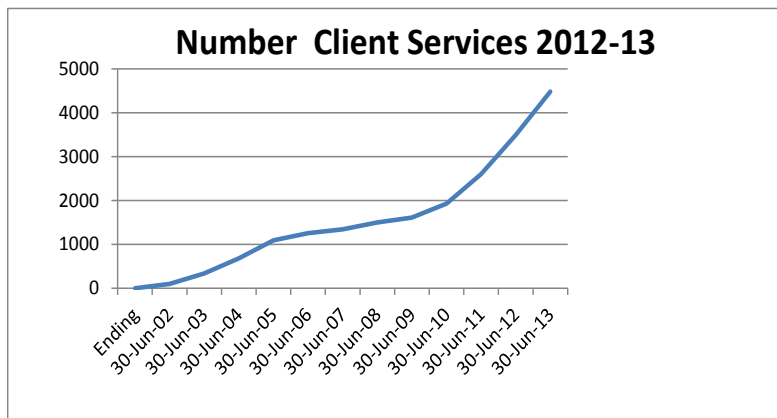
For the financial year 2012/2013, TADWA's major operational focus included the delivery of Home and Community Care (HACC) services and generating Non HACC income by providing our services to other disability service providers or individuals within TADWA's target groups not eligible for HACC services. The two aspects were successfully achieved and further details of each are described below.

The external HACC service quality review of TADWA's compliance with the Community Care Common Standards, determined that eighteen of eighteen 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 '*client service*' and its continuous improvement practices are very effective.

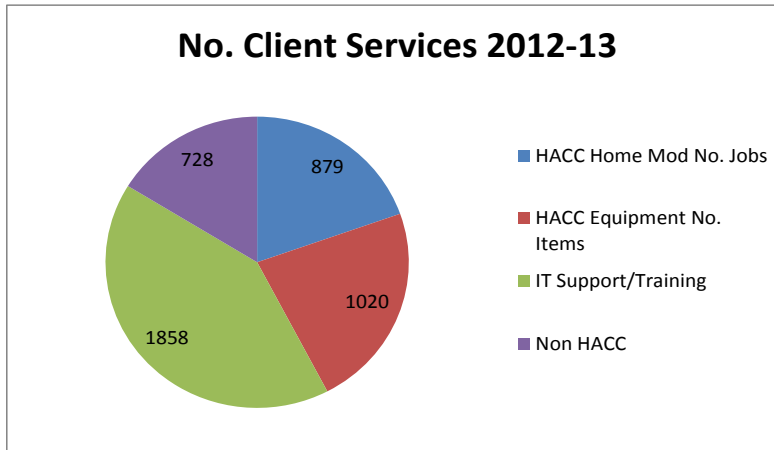
For the financial year 2012/2013, income derived from Non HACC activities and services represented approximately 25% of total income earned. The Non HACC services included: -

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

During the year TADWA provided some 4,485 services to clients. The chart below shows the growth in client services over the past eleven years and an increase of 28% from 2011/2012.



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



Notes: There are significant variations in the time required to provide the different service types, i.e. Home Modification Job could take 5 days, IT Support/Training services could be as short as 60 minutes. Non HACC services include bikes/trikes, DSC Clinics, Equipment Refurbishment, on-off jobs for individuals and organisations etc.

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 and 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 information included in this Annual Report show that TADWA is financially viable and finished the financial year with a surplus. Acknowledgements to our finance staff for their fine work during the year and ensuring we received a satisfactory financial audit report for 2012-2013. Acknowledgements also to the Board Audit and Risk Committee for the part it played in TADWA's financial monitoring and reporting processes
- The significant 28% growth in services over 2012 – 2013 was made possible by the excellent leadership of the respective managers of Customised Aids and Equipment, Computer Services and Corporate Services, with all sections very well supported by their respective teams of dedicated staff and volunteers. The contribution and efforts by TADWA's South West Coordinator and volunteers towards expanding services in the region are acknowledged.
- Graeme Dargie left TADWA at the end of June 2013, sincere thanks and appreciation to Graeme for all his commitment and work done over his years as Computer Services

Manager. Graeme played a significant role in the development of TADWA during its early years. Our new CS Manager, Brian Feige joined TADWA mid-June 2013.

Operational Achievements 2012 – 2013

- HACC Quality Review of TADWA's Service Delivery determined that eighteen of eighteen expected outcomes of the Community Care Common Standards were rated as being met
- Surpassed 2012-2013 HACC Service Targets
- Secured HACC Non-Recurrent Funding of \$134,584.00 to purchase vehicles and develop new organisation database
- Minister for Mental Health; Disability Services presented Lotterywest grant of \$263,927 to purchase tools/equipment and IT equipment (see photo page 8)
- Grants secured from Bendigo Bank, the Honda Foundation and Poker for Charity Association for sponsorship of our Freedom Wheels Bikes program
- Significant progress made in the research and development of TADWA's Adaptive Technology Project. CAE staff and volunteers are acknowledged for all their efforts in achieving the progress made to date
- Corporate Services Manager made significant progress towards the further development of TADWA's Corporate Services Department
- TADWA registered as a charity with the newly established Australian Charities and Not-for-profits Commission (ACNC)
- Instigated a number of strategies to raise TADWA's profile and highlight our services (particularly Computer Services), including hosting visits and tours of our premises for staff from the CRCC's and RAS's. A number of politicians also visited our premises
- Production of a new TADWA video completed in June 2013
- In preparation for the implementation of the NDIS and My Way programs and ensure TADWA's services were known to participants in the programs, we commenced establishing relationships with key stakeholders, i.e. DSC My Way Principal Project Manager and Principal Project Officer and DSC Local Area Coordinators were invited to visit TADWA's premises.
- TADWA's Freedom Wheels program selected by Lotterywest as one of its selected organisations for its promotional media campaign to celebrate its 80th Anniversary

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 in the Metropolitan and South West Regions
- Continuance of strategies to ensure sufficient Customised Aids and Equipment skilled technicians are available to facilitate increase of service delivery, including the employment and training of apprentice technicians. This includes in-house training to multi-skill technicians, particularly in customised postural seating

- 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
- Focus on efforts to progress adaptive technology equipment and devices to be accepted as 'mainstream' and readily available to people with disabilities, the aged and their carers, i.e. securing a significant grant from Lotterywest to progress this aim
- 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 and 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 and funding partnerships towards resourcing of Non HACC service provision
- Further increasing our links, networking and strategic alliances with other agencies within the disability and frail-aged sectors, government agencies and corporate sector

Bob Whitaker
Chief Executive Officer



Helen Morton (Minister for Mental Health, Disability Services), Bob Whitaker, Teresa Smith, (Grants Manager, Lotterywest)

Corporate Services Report

Continuous Improvement

TADWA participated in the Community Care Common Standards Quality Review with a positive outcome and feedback from Communitywest assessors. TADWA is committed to a continuous improvement process, which includes reviewing each of our policies and procedures bi-annually, quarterly surveys of our clients, and monthly review of improvement issues and Occupational Safety and Health (OSH) as a standard agenda item at fortnightly Senior Management Team meetings.



Client Services

Early in the year we appointed the new TADWA receptionist. This is an extremely important position at TADWA: for most clients, our receptionist is the first point of contact with our organization. We have also gained the services of a volunteer receptionist who assists TADWA one day per week. Together they create a welcoming and professional first impression of our organization.

In August TADWA's first ICT officer was appointed to specifically address our organization's internal IT requirements. The aim of this appointment is to enable TADWA to deliver its services with increased efficiency to our clients.

At the end of June 2013, TADWA Corporate Services department was formalized as recommended by the RSM Bird Cameron report *Capacity Building with TADWA*, which was commissioned by the Health Department in 2010. Corporate Services now comprises Client Services, Reception, Human Resources and Finance staff and volunteers.

OSH

OSH is an integral component of TADWA's continuous improvement and is included as a standard item at each Senior Management Team meeting. Each department has an elected Fire Warden, and TADWA also has a Chief Fire Warden, with wardens undertaking recognized training for their position. Together the Fire Wardens organize relevant staff and volunteer training and conduct fire evacuation drills. As part of TADWA's continuous improvement process, the wardens also conduct random walk-throughs of the premises with a report on their findings submitted to Senior Management for action. The Fire Wardens make a significant contribution to TADWA's OSH policies and procedures.

During the year, the entire Customised Aids and Equipment department took part in first aid training. This was a huge contribution to TADWA's OSH commitment.

TADWA's proactive and sustained approach to OSH was rewarded in November when CGU Insurance conducted an examination of the TADWA premises, including looking at the workshops and auditing OSH policies and procedures. The CGU report highly recommended our organization: the reviewer referred to TADWA as a model for not for profit organisations.

Strategic Planning

During the year the Senior Management Team conducted a 5 year strategic workforce review. It is intended that this review will inform future funding applications, the upcoming whole of TADWA strategic review, and for the future staffing and development of both our Bassendean and Bunbury locations.

Grants

TADWA received a significant grant for tools, furniture and IT equipment from Lotterywest, with Minister Helen Morton attending a reception to officially hand TADWA the cheque in January. This grant has greatly increased our workshop capacity to manufacture customized equipment on-site, to boost the capacity of our Bunbury workshop, equip our administrative staff with office chairs and increase the capacity of our telephone system.

Marketing and Promotions

The quarterly TADWA newsletter is distributed widely to members and stakeholders with an aim of raising TADWA's profile in the aged care and disability community. In addition TADWA has put in place Communications and Social Media policies as we embark on our plan to raise a higher profile and to be widely recognized as a leading quality service provider within the aged care and disability communities.

In November we appointed a part time Marketing and Promotions Assistant. One of the Marketing Assistant's tasks is to create ongoing TADWA communication with referral agencies such as Commonwealth Respite Carelink Centres, Regional Assessment Services and DSC Local Area Coordinators, and this year TADWA began to hold open days inviting these agencies to visit TADWA with the aim of increasing their knowledge about the diverse services we offer.

HR

The year has seen 8 staff leave TADWA, with 8 new employees commencing. Included in those staff leaving TADWA was our long serving Computer Services Manager, Graeme Dargie. We have also welcomed 11 new volunteers who are contributing their expertise to every department in TADWA.

Volunteers are the life blood of our organization and their contribution is valued by everyone at TADWA. In May as part of International Volunteers Week, TADWA presented commemorative plaques in recognition of 3, 5, 10 and 15 year contributions by our dedicated and skilled volunteers. Their names are listed later in this Annual Report.

Our grateful thanks go to all who have volunteered at TADWA this year.

Tracy Pearce
Corporate Services Manager

Computer Services Report

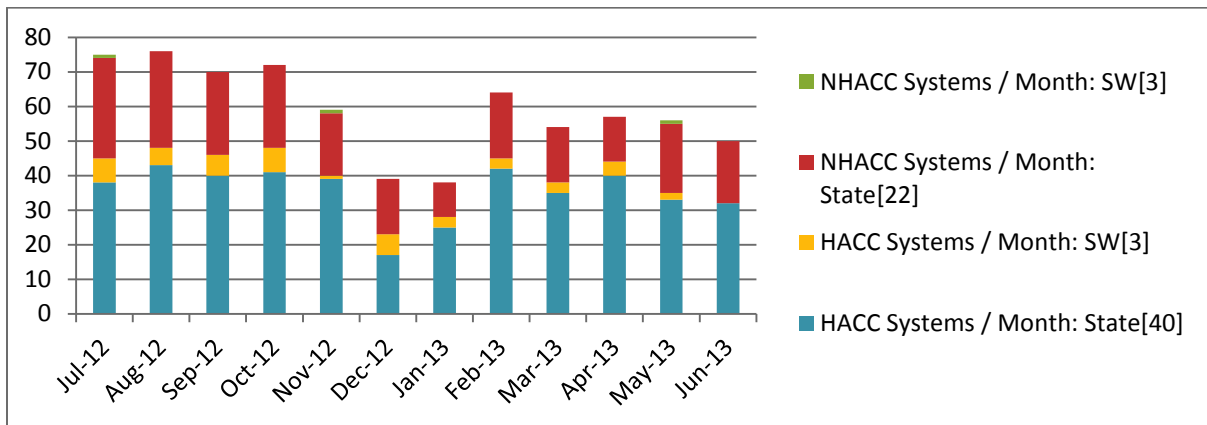


Executive Summary

Having only been in the role for the last 2 weeks of the financial year, I can only make comment based on statistics, however these show that TADWA Computer Services has to lift its retention rate significantly or increase its new customer base by over 80%. Therefore my focus in this report will be on future strategy rather than what was. That being said I have leveraged statistics for FY13 to formulate the FY14 strategy. A key factor in this will be 2 New Targets, 60% client retention and 50% new client contracts.

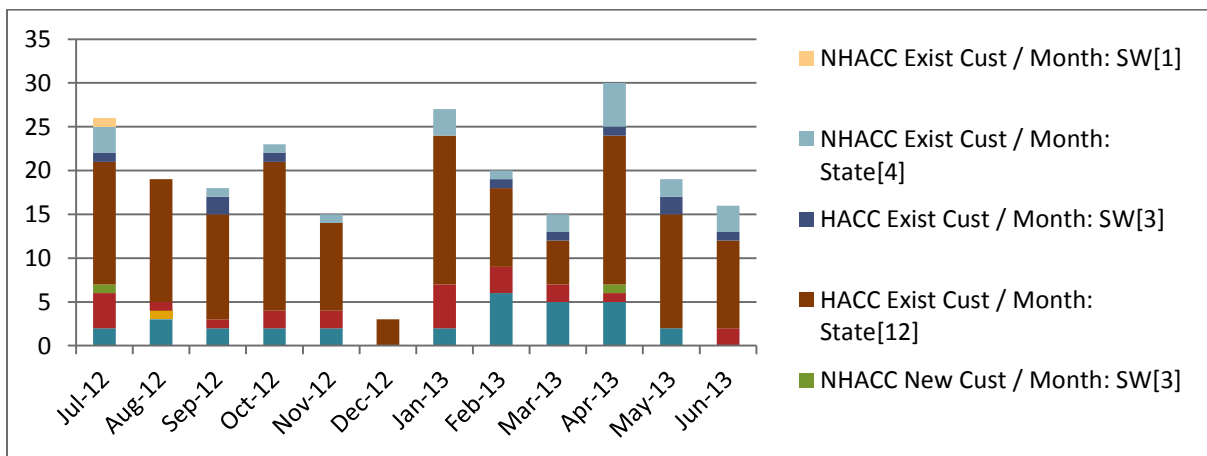
CS Targets - Support Contract

Note: The following graph represent MDS reporting targets and includes repairs, [n] is internal target, SW represents the southwest region, State is Metro and all other regions.



Overall average was approximately 50 jobs (builds or repairs) per month.

Breakdown of Systems only



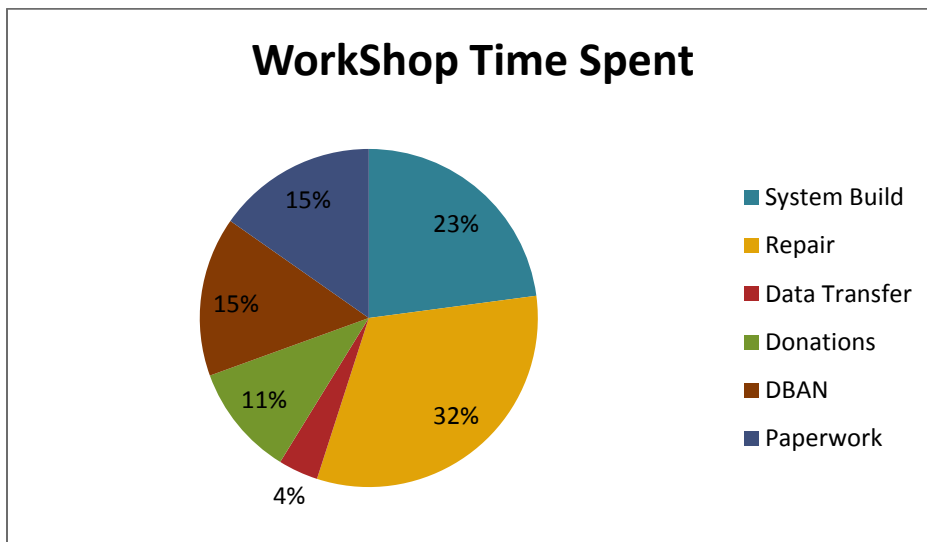
Total service agreements worked on in FY13 was 231, as of end of June 2013 622 service agreements remained active.

HACC Customer Retention 27% for the State
HACC Customer retention 21% for the SW
NHACC Customer retention 18% for the State
NHACC Customer retention 0% for the SW

As of June 30 2013 there were 622 total active service agreements. Service agreements are signed with clients either when receiving a system from TADWA or when they bring their own system to TADWA for ongoing support. A service agreement can be 1 or 2 years in length and includes:

- Unlimited access to business hours helpdesk (5 days 9am-4:30pm)
- Free Workshop labour on all repairs and upgrades (includes Anti-Virus removal)
- 3 Onsite Visits per service agreement
- Warranty repair/replace on TADWA supplied equipment

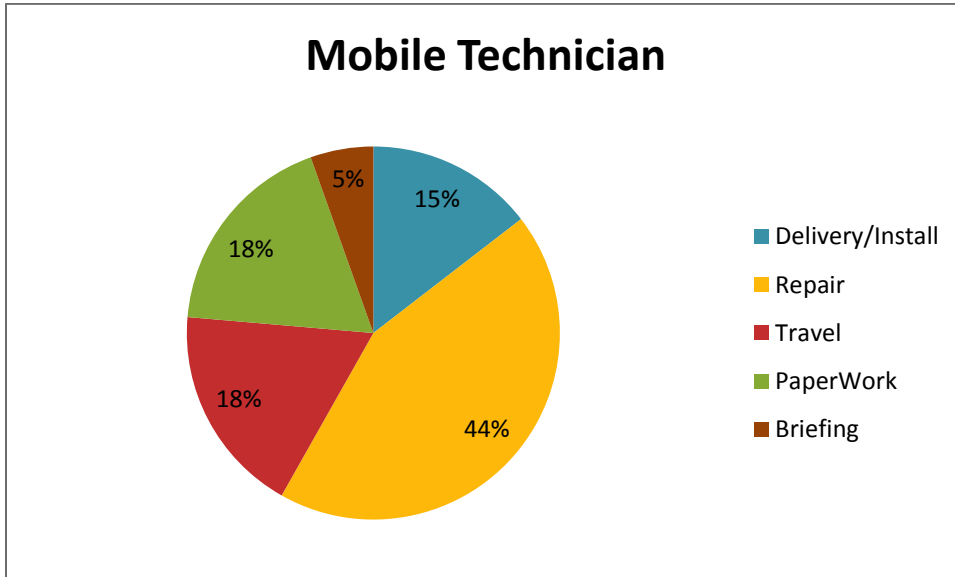
Workshop



Workshop reported 231 Service agreements worked on in FY13, 157 new computer system builds and 479 Repairs, average of 3 builds and 10 repairs per week.

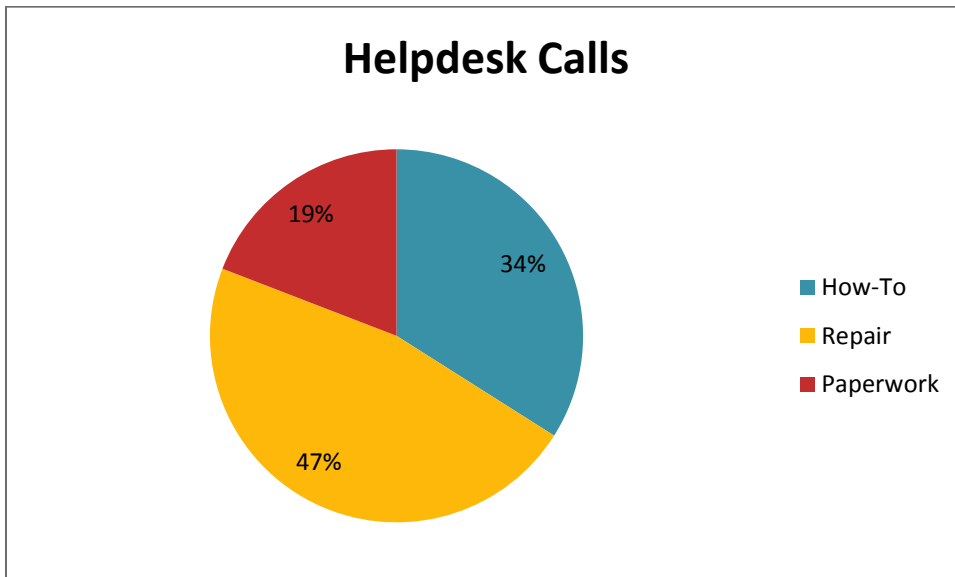
To reduce the number of repairs new computer builds are being developed and will be deployed using the latest in technology including “Windows Automated Installation Kit”. These new builds will include all updates and available drivers for devices; in addition they will include system health check applications and ability to restore/self-heal. They will also include greater focus on Anti-Virus, with “Microsoft Security Essentials” included by default.

Mobile Tech



FY13 shows an average of 8 onsite visits per week. The vast majority of Mobile tech collections/onsite work was again repairs. A lot of time is spent waiting for client to gather details and a new process will be introduced in FY14 to gather and record client specific details before going to site. This coupled with new more reliable builds and helpdesk acting as a first fix, should allow for focus on customer care rather than system repair.

Helpdesk



Helpdesk performed 2169 support calls in FY13, an average of 9 calls per day. Close analysis of the data shows Helpdesk spends a lot of time on repairs. Implementation of more stable system builds and self-healing should allow reduction in overall time spent on repairs. This in turn will allow Helpdesk to act as an effective first fix for problems, which should reduce return to workshop rates, and allow more time spent on How-To activities (customer care).

Training

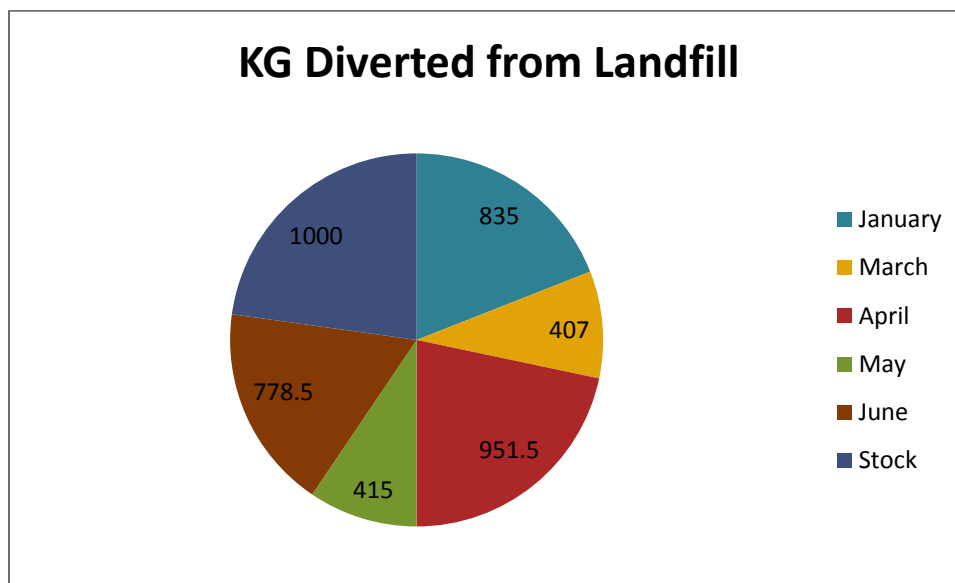
Data for FY13 Shows 35 participants took part in 109 training sessions: this is an average of 3 training sessions per participant. TADWA Computer Services has recognised for some time there is a greater need for training however funds have been limited for this service. In FY14 a complete overhaul will be undertaken to improve both the quality and availability of training to clients. This will include:

- New Training Material
- New Trainers (Volunteer)
- New Courses
- New Schedule and pricing

In addition a request for additional funding has been submitted under the HACC program.

Recycling

Note: reporting data has only been available since January 2013.



TADWA Computer Services is proud to boast its 0% landfill policy. New reporting data as of Jan 2013 allows us to accurately report FY results going forward. FY13 results 4.38 tonnes diverted from landfill, with 19.76T Carbon Offset.

Strategy - Looking forward FY14

Having a clear framework for services is critical; therefore TADWA Computer Services has adopted the Information Technology Infrastructure Library (ITIL) framework. This is the recognised IT industry standard for framework and services.

In addition leveraging leading edge quality process methodology is critical when developing a future direction strategy for TADWA Computer Services. To that end **Six Sigma DMAIC** has been adopted by TADWA Computer Services. Originally adopted by General Electric in the mid 90's Six Sigma DMAIC led to a 4000% rise in company value and is now used extensively by two-thirds of the globe's Fortune 500 companies.

Based on statistics gathered, the focus of FY14 will be:

- Improved System reliability and continuity
- Value add (additional services & packages to the existing contracts)
- New Support packages, Helpdesk only, site support, special needs
- Training, improve the client's understanding of the technology and how to use it better.
- **New Target 60% client retention rate** – more client follow-up and improved services/package options
- **Net Target 50% New systems**, this allows for 10% growth, more effective marketing, Brand recognition, more choice.

TADWA Computer services are confident the new FY14 targets are achievable, and that it is capable of undertaking necessary actions to make this happen.

Brian Feige
Computer Services Manager



Brian, Bob & Dion

Customised Aids and Equipment Report

Hello and welcome to the 2012/2013 Customised Aids and Equipment annual report. My thanks and appreciation goes to all the staff and volunteers in CAE who as they do every year contribute to the success and productivity of TADWA and to the benefit of the Western Australian community.

TADWA was the recipient of a large Lotterywest grant for workshop equipment which has enabled us to outfit our three workshops in Bassendean, Morley and Bunbury.

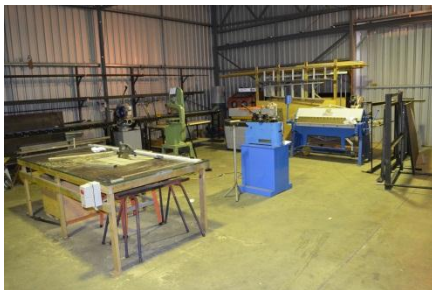


Freedom Wheels continues to be a popular and heart-warming program as we diversify into providing an increasing variety of bikes and trikes to the joy of all. *Check out our Freedom Wheels Lotterywest TV commercial on YouTube: [TADWA](#)*

TADWA appreciates and acknowledges the support from VarietyWA, Bendigo Bank, Honda Foundation, and Poker for Charity Association.



The Bunbury workshop has had its first year under the HACC Regional Assessment Framework and I am pleased to report that TADWA's first regional centre now has a fully equipped workshop.



CAE is continuing to expand and grow and develop a team of highly skilled technicians that will allow us to continue to expand our range of services in the future to best assist our clients.

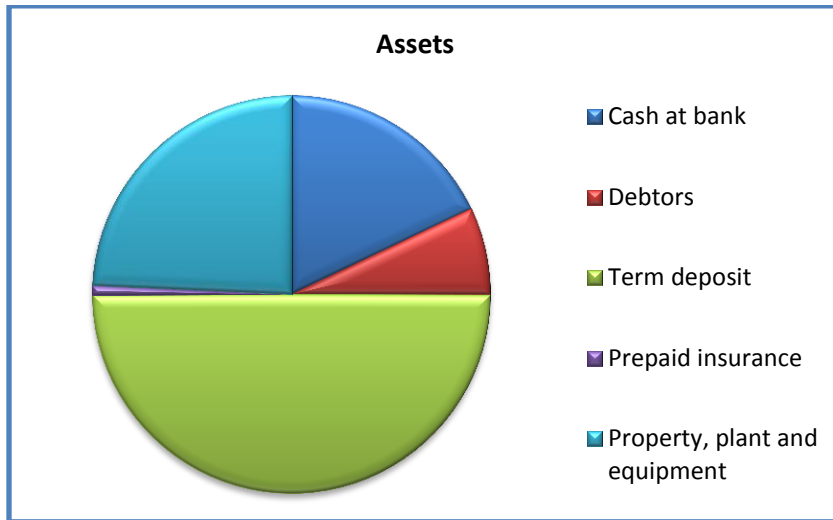
CAE's goal is to be the first point of call for anyone requiring assistance with customised equipment and home modifications.

My thanks again to all the volunteers and staff who make TADWA what it is.

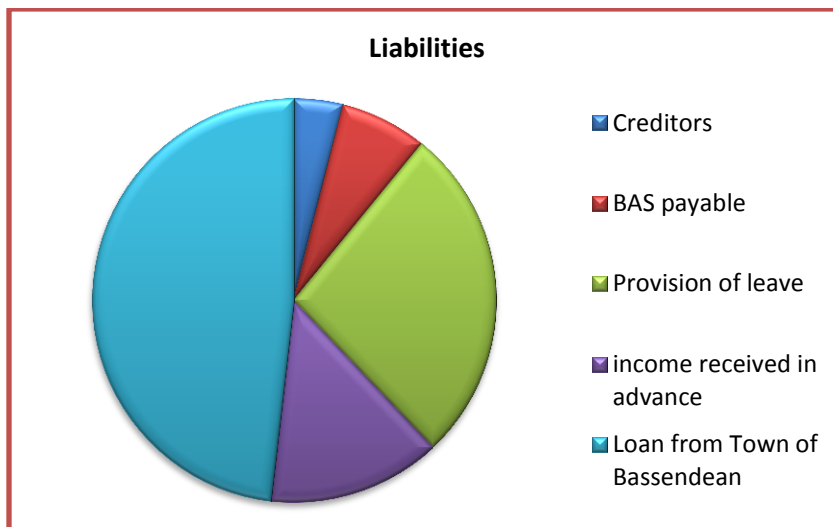
John Otago
CAE Manager

Finance Report

Financial Position as at 30 June 2013

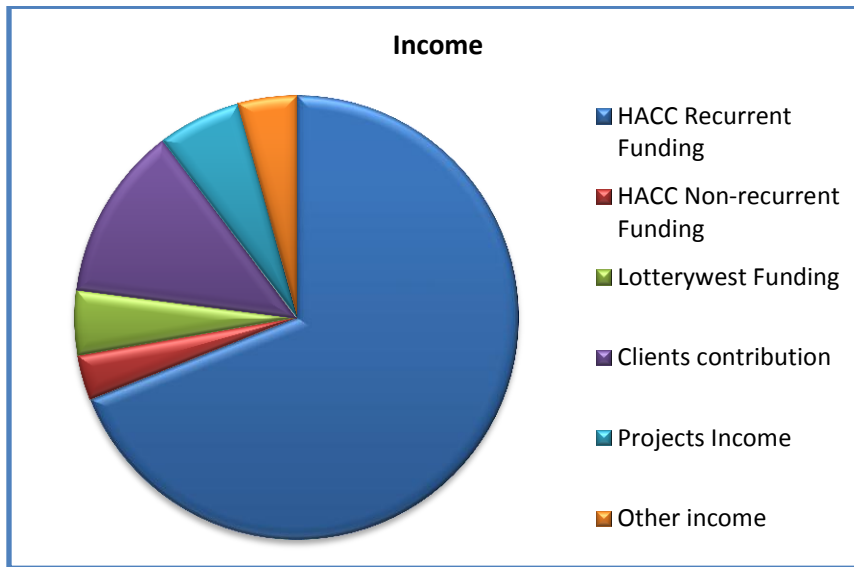


	2013	2012
Cash at bank	\$ 335,736	\$ 311,180
Debtors	\$ 132,215	\$ 61,426
Term deposit	\$ 932,874	\$ 893,296
Prepaid insurance	\$ 13,974	\$ 9,939
Property, plant and equipment	\$ 454,234	\$ 311,558
Total	\$ 1,869,033	\$ 1,587,399

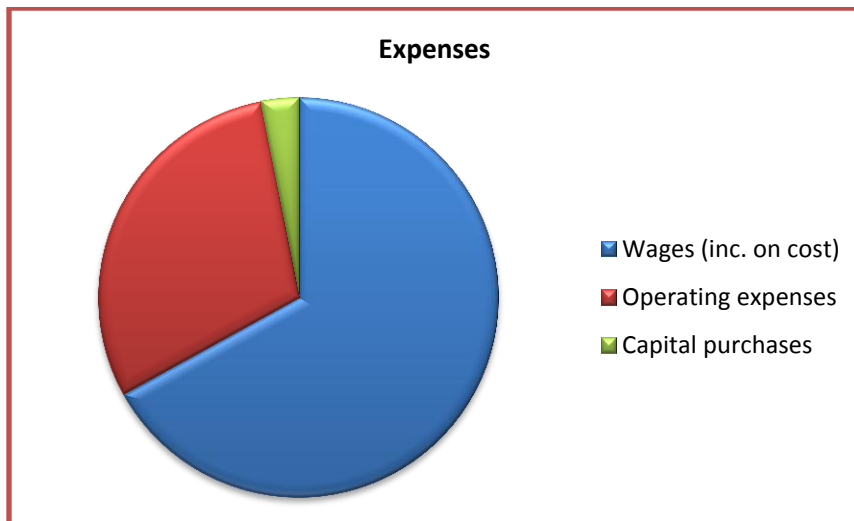


	2013	2012
Creditors	\$ 24,329	\$ 23,896
BAS payable	\$ 43,219	\$ 42,796
Provision of leave	\$ 168,276	\$ 138,317
income received in advance	\$ 86,210	\$ 61,704
Loan from Town of Bassendean	\$ 299,192	\$ 310,496
Total	\$ 621,226	\$ 577,209

Financial Performance for the Year Ended 30 June 2013

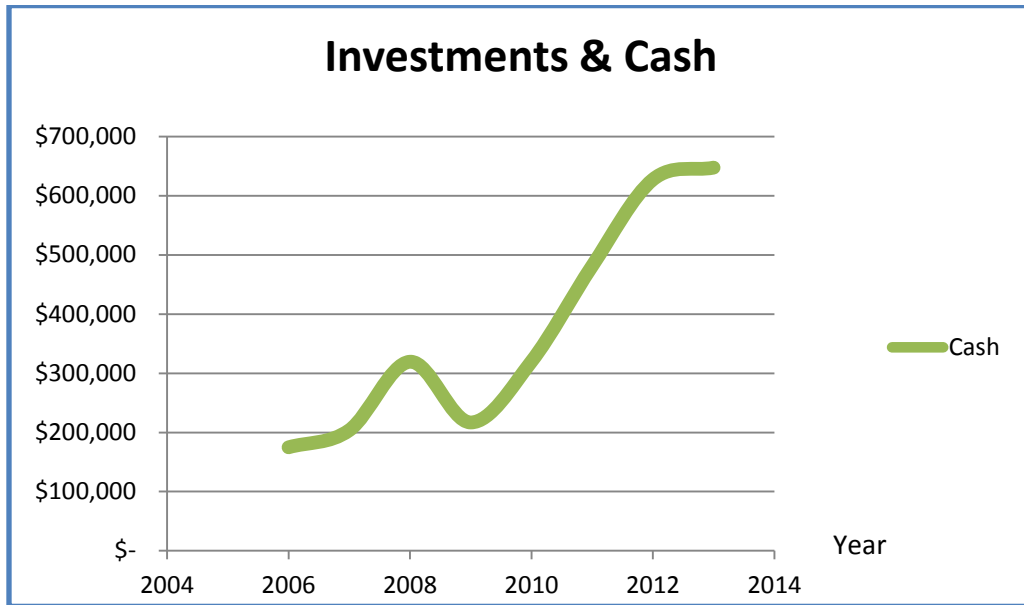


	2013	2012
HACC Recurrent Funding	\$ 2,358,131	\$ 2,036,126
HACC Non-recurrent Funding	\$ 111,871	\$ 97,922
Lotterywest Funding	\$ 162,948	\$ -
Clients contribution	\$ 433,185	\$ 393,333
Projects Income	\$ 207,089	\$ 208,338
Other income	\$ 144,941	\$ 142,688
Total	\$ 3,418,165	\$ 2,878,407



Expenses	2013	2012
Wages (inc. on cost)	\$ 2,129,773	\$ 1,895,754
Operating expenses	\$ 954,306	\$ 801,629
Capital purchases	\$ 96,469	\$ 11,510
Total	\$ 3,180,548	\$ 2,708,893

Whole Organisation Investments and Cash



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

Acknowledgements

- TADWA Patron Mr Barry MacKinnon
- TADWA Members
- TADWA Board of Management
- TADWA Volunteers active during the Year 2012-13
- TADWA Staff
- WA Department of Health for *Home and Community Care* funding
- Disability Service Commission contracts for technical support of equipment, customized postural seating and refurbishment & reissue of pediatric equipment project
- Herbert Smith Freehills for their generous support in providing legal advice and representation
- Lotterywest for their ongoing support
- Microsoft Australia for provision of low cost software licenses
- Sponsors of TADWA Freedom Wheels: Bayswater and Noranda Community Bank branches Bendigo Bank, The Honda Foundation, Poker for Charity Association
- WA Government Agencies for being the major donors of computer equipment
- Volunteering WA & Volunteer Resource Centre Network for assisting with the recruitment of volunteers
- All individual donors of monetary, equipment or in-kind support to TADWA



HERBERT
SMITH
FREEHILLS

Bayswater and Noranda
Community Bank® branches



GOVERNMENT OF
WESTERN AUSTRALIA

Microsoft®
REGISTERED

Refurbisher



INSURANCE ADVISERNET
AUSTRALIA PTY LIMITED

AUSTRALIAN FINANCIAL SERVICES LICENCE NUMBER: 240549
ABN 81 072 343 643
www.insuranceadviser.net



The Honda Foundation

Volunteer Length of Service Awards

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

3 Years

Jean Lock
John Sutherland
Bosko Petkovski
Keith Lindsay
Phil Durrant
Glen Evans
Chris Robertson

10 Years

George Harwood
Bob Moyle
Don Briggs
Norrie Copeland

5 Years

Kerry Kuper
Bob Turnor
Jack Ots
Mojgan Hosseini
Peter Neuteboom
Bob Bracey
Jim Haldane
Fred Stuart
John Lengkeek
Susan Clark
Cameron Johnson-Cooper

15 Years

John Otago
John Searle





Technology Assisting Disability WA Inc

ABN: 20 241 430 211

Phone: (08) 9379 7400

Fax : (08) 9379 7498

Postal Address: PO Box 266 Bassendean WA 6934

Office Address: 371 Collier Road Bassendean WA 6054

Email: enquiries@tadwa.org.au

Website: www.tadwa.org.au