

ANNUAL REPORT 2018



CLEVER IDEAS
CHANGING LIVES

Purpose

We change the lives of people living with a disability by providing personalised technology, equipment and services.

Mantra

Clever Ideas – Changing Lives.

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Introduction

Since 1975 TAD volunteers have created over 30,000 solutions to change the lives of people living with a disability. Whether that be to use an iPad, ride a bike, or to bathe your child independently – TAD’s talented volunteers have been there, using their skills and partnering with their community to make these goals a reality.

Every project our volunteers complete is possible thanks to those who provide the funding base for our vital work to continue. To our volunteers and supporters – thank you for all you do.



Official opening of the TAD Assistive Technology Centre.

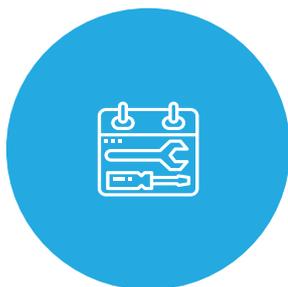
Dr Anthony Lowe, TAD Chief Executive Officer and The Hon Ray Williams MP.

“These skilled volunteers take practical initiatives, develop and deliver them and that’s making such a difference to the lives of people with disability. It’s giving people with disability greater independence, greater inclusion and improving the health of their lives.”

- The Hon Ray Williams MP, Member for Castle Hill, Minister for Multiculturalism and Minister for Disability Services.

About TAD

TAD has three services to help change the lives of people living with disability.



Unique Solutions

TAD volunteers and therapists work with people living with disability to design and build custom assistive technology, or modify existing equipment, to help improve their quality of life or achieve a specific goal.

TAD is dedicated to providing unique solutions that improve the wellbeing, lifelong learning, daily living and community participation of people living with disability.

Personalised items include custom desks for wheelchair users, robotic dog treat dispensers, pram attachments to help people with disability to care for their child and much more to enable people to live more independently and achieve their goals.



Freedom Wheels

Custom built, personalised Freedom Wheels bikes enable children with disabilities to ride a bike for the first time in their lives. Many of these children cannot walk independently, but they can ride given the correct supports.

Freedom Wheels bikes are prescribed by our therapists and are specially built to meet each child's individual height, weight and therapeutic needs.

Every child deserves the chance to ride a bike.



Adaptable Solutions

This range of products is designed to promote independence. Adaptable Solutions include supportive seating, step and rails and mobility assistance.

Many of our products are designed for children and are adjustable so they grow along with the child.

Products include:

- Green Safe walker
- Joystick controlled ride on car
- Adjustable chair and table
- Side support chair and table
- Step and rail
- Standing frame
- Mobility walker
- Rolling stool
- Sit to stand ladder

The Year Past



A handwritten signature in black ink that reads "Matthew Kayrooz".

Matthew Kayrooz
Chairman



A handwritten signature in black ink that reads "Anthony Lowe".

Dr Anthony Lowe
Chief Executive Officer

We are pleased to present our first report as Chairman and Chief Executive Officer, respectively. 2017-18 was another year of progress for TAD as we encounter a period of unprecedented change and uncertainty in the disability sector with the introduction of the NDIS across Australia. What is certain is TAD's ongoing commitment to changing lives through clever ideas driven by our team of staff and volunteers.

On 12 June we achieved a major milestone when the Minister for Disability Services and Multiculturalism, The Honourable Ray Williams MP, officially opened our new Assistive Technology Centre at Northmead in the presence of clients, volunteers, partners and referrers. The Centre has an assessment space and riding track for Freedom Wheels bikes, and a showroom for Adaptable Solutions. It provides an improved customer experience and showcases TAD's range of

affordable solutions to help people living with a disability achieve their goals.

During the year we continued to work on the redesign of our Freedom Wheels bikes and four of the most commonly requested Adaptable Solutions. The new designs, which will be launched in early 2019, will bring a fresh, modern look to TAD's most popular solutions. By the end of 2018 all our Adaptable Solutions will be available through TAD's online store.

2017-18

Building on the capabilities of our core volunteer base, TAD continues to embrace new technologies such as micro-controllers and 3D printing which are rapidly providing additional solutions for people living with a disability. We formed an Emerging Technologies Special Interest Group to bring together our growing number of volunteers who are interested and experienced in using these technologies. The group will act as a referral point for requests for technology-enabled Unique Solutions and actively promote the use of new technologies across TAD's volunteer groups, especially our regional groups. TAD's aim continues to be looking for clever ideas that change lives through fostering collaboration between our volunteers on projects, and sharing solutions, methods and ideas, including training volunteers on new technologies.

As a community organisation TAD engages with all Australians living with a disability irrespective of age, gender, cultural background and sexual orientation. During the year TAD joined a newly-formed disability forum group led by Blacktown Council which includes a number of organisations working with culturally and linguistically diverse people with a disability. We were also fortunate to be one of the beneficiaries of the Saaya Touching Lives Bollywood concert, the organisers of which have kindly committed to open doors to the local Indian disability community. We also attended Aboriginal and Torres Strait Islander events including a conference focused on building the Aboriginal Disability Service.

2017-18 was also a time of change for TAD's funding. We continued to build our NDIS fee-for-service income, especially income from Freedom Wheels bikes, and to grow donations from individuals and from trusts and foundations. At 30 June 2018 our NSW Government funding came to an end as we fully transitioned to the NDIS along with all other providers in NSW. TAD is fortunate to remain in a strong position financially, which will enable us to successfully navigate the transition, achieve the optimal balance of fee-for-service and fundraising income moving forward and remain true to our aim of changing lives with clever ideas.

Our life-changing work would not be possible without our many skilled volunteers who design and build TAD's solutions. Thank you for your efforts, not only in the past year, but over the past 40+ years. Your efforts have contributed to a vibrant and sustainable TAD with a proud heritage and a bright future.

A special thank you to long-term volunteers Grant Cockburn, Malcolm Lye, Bill Phippen OAM and Mike Rollins who retired during the year. Their commitment to TAD over many years has been an inspiration. A big thanks also to all our supporters, Board and staff. Together we continue to be focused on changing the lives of people living with a disability by providing personalised technology, equipment and services.

We will always be proud of our mantra – clever ideas, changing lives.

Strategic Achievements



Emerging Technologies Special Interest Group

To continue to develop our volunteering model and harness new technologies we have created a new volunteer group which meet out of hours and work remotely to solve our client's challenges using technologies including 3D printing, microprocessors and more. Harnessing emerging technologies will bring different approaches and better outcomes for our clients while also providing opportunities to a new generation of volunteers to work with our existing volunteers.



Freedom Wheels

Recumbent trikes, Body Cycles trikes and custom 27" bikes have been added to our range to support teenagers and adults to continue or pursue their love of cycling.



New accessories range and web shop

To continue to provide a full service to our Freedom Wheels families and look to expand our revenue base, we've introduced a range of bike accessories including helmets, spokey dokes, water bottles and more. This means customers can purchase at the time of their Freedom Wheels assessment or online at their leisure.



Lusio Rehab Partnership

LusioMATE is a gaming platform and wearable controller that motivates clients (players) to do rehabilitative movements prescribed by Clinicians by playing games. We are proud to be partnering with Lusio Rehab to bring this technology to more people to make daily rehab movements fun and engaging.



New South Wales Disability Services Standards

In March 2018 the TAD Quality Management System and service provision passed a third party verification audit against the New South Wales Disability Service Standards with flying colours. This positions us well to continue to meet or exceed the standards set as we move to the new federal model under the NDIS Quality and Safeguards Commission.

TAD moved into 2017 -2018 to the second year of our strategic plan which focusses on positive outcomes for clients, building efficiencies and growth in the new NDIS environment. We continue to strive for improved services, better access for clients and a leaner service model utilising new technologies.



Expanded the Adaptable Solutions range

As part of our ongoing commitment to innovation, we are looking for opportunities to develop Unique Solutions projects into Adaptable Solutions. Two recent examples of this are the Joy Stick Controlled Ride on Car and Green Safe Walker. These products were initially individual custom solutions however it was clear that they have a broader appeal and can be of help to many more people with a disability. We aim to continually review and develop our Adaptable Solutions range through the innovative designs developed by our volunteers.



Assistive Technology Centre launched

The Assistive Technology Centre was formally opened by the Hon Ray Williams MP, Minister for Disability Services. The centre provides a space for therapy assessments, a training space and product showroom for people to come and try some of TAD's volunteer-built equipment solutions for people with disability. It also has a dedicated riding track which is a safe, child-friendly space dedicated to seeing children with a disability take their first independent lap on a custom bike.



Freedom Wheels redesign

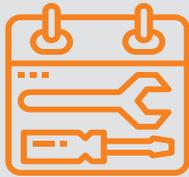
We have been working with volunteers and industry partners to refresh the Freedom Wheels design to update the product look, increasing the user choice, reducing the weight and improving manufacture. We now have a preliminary refreshed design with the components currently being prototyped for assembly and trial.



Adaptable Solutions redesign

Through the work of volunteers we have developed prototypes for our mobility walker, step and rail and adjustable table and chair. These have or are being trialled with organisations including the Children's Hospital Westmead and Sydney Children's Hospital, Randwick.

How Do We Measure Success?



8

144

Unique
Solutions

100

Freedom
Wheels

67

Adaptable
Solutions

"Everything was exceptional, the kindness, the service, the assessment, delivery and follow up. Nothing was a problem. Truly lovely people to deal with, thank you so much!"

- Jennifer – Freedom Wheels.

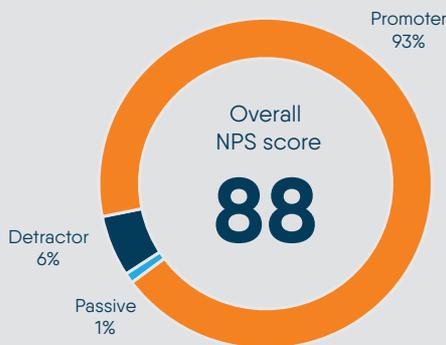
"Such a wonderful service - high quality work for equipment my clients couldn't otherwise afford, and sometimes for equipment that doesn't otherwise exist. Friendly volunteers producing high quality work."

- Fiona, Therapist – Unique Solutions.

The NPS is a way to determine how likely someone is to recommend a product or service to another person thereby indicating their level of loyalty and likelihood of 'telling a friend' about TAD. The survey participant is asked to rate the likelihood of recommending TAD from 1-10, 10 being the highest likelihood, these results are then used to calculate the NPS. The maximum score achievable is 100 and the lowest score -100.

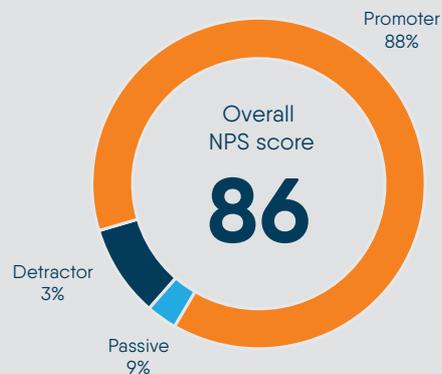
TAD Customers

93% of clients gave TAD a score of 9 or 10



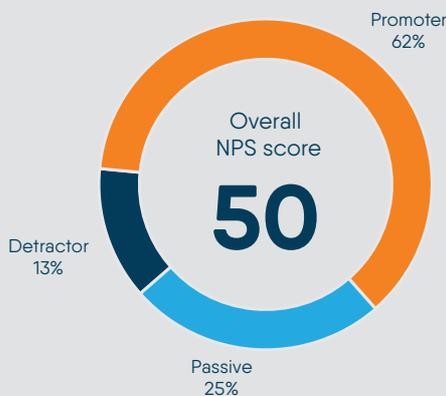
TAD Referrers

88% of referrers gave TAD a score of 9 or 10



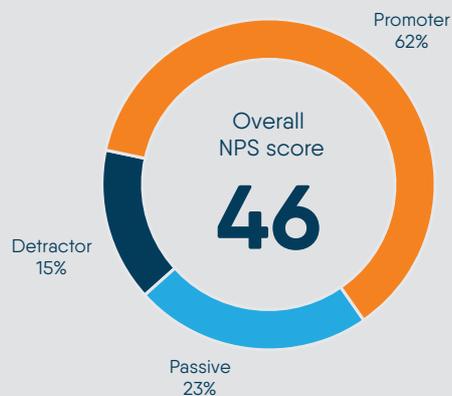
TAD Volunteers

62% of volunteers gave TAD a score of 9 or 10



TAD Staff

62% of staff gave TAD a score of 9 or 10



Highlights

The Governor-General, His Excellency General the Honourable Sir Peter Cosgrove AK MC (Retd) and Her Excellency Lady Cosgrove extended an invitation to TAD volunteers and clients to celebrate New Year's Eve and watch the fireworks from Admiralty House.



TAD Hunter Coordinator, Geoff Winsley and Sheila Winsley enjoy the New Year's fireworks at Admiralty House.

"It was so good to see her riding [her Freedom Wheels bike] with her sisters, I was in tears. Now her life will change! Natasha will be able to join in! This will help her to bond with her sisters and feel included, especially with dad."

- Ljubica, Natasha's mum.

Our customers are happier than ever

97%



of clients and referrers reported an improvement to their quality of life. 78% reported that their TAD solution had improved their quality of life 'very much' or 'significantly'.

Finished ahead of budget by \$54,000



Strategic Priorities

1

Grow number of NDIS clients

We will achieve this via continuing to strengthen relationships with therapists and support organisations to promote referrals and grow our customer base.

2

Freedom Wheels design refresh

Finalising the design refresh to provide a more aesthetically pleasing, functional bike that can be delivered quicker with more colour choice.

3

Adaptable Solutions

Finalise the new pick and pack delivery system, web shop and updated designs to deliver these affordable pieces more easily, quickly and improve aesthetics and functional design. Look to continue to add Unique Solutions with greater appeal to the broader community to the range.

4

New technologies

Partner with universities and corporates in addition to growing our Emerging Technologies Special Interest Group to better utilise and grow our capability to harness new technologies to deliver better Unique Solutions to our clients.

5

Build cycling partnerships

Continue to partner with Bicycle NSW, Fairfax, the Sydney Cycle Club, Inverell and Grafton Cycling Clubs and develop new relationships to build on cycling fundraising to support those Freedom Wheels clients who cannot access NDIS funding.

6

Better engage with CALD and ATSI communities

Expand our service delivery and marketing models to increase engagement within Culturally and Linguistically Diverse and Aboriginal and Torres Strait Islander communities.

Project of the Year

Robotic Dog Treat Dispenser

Project volunteer: John Clayton, TAD Peninsula Group

TAD volunteer John Clayton has come up with a clever solution to help people with limited body movement give food rewards to their assistance dogs. The treat dispenser was voted the Project of the Year by volunteers at the annual TAD Volunteer Conference.

Assistance dogs can help people with disabilities by performing useful tasks but the dogs need ongoing training and reward for a job well done. Of course, food is generally the best reward. These dogs help people with all types of disabilities and sometimes the person doesn't have the mobility or dexterity to offer a treat from their hand.

Working with Assistance Dogs Australia John has come up with a clever solution. He has designed a button operated treat dispenser that can be used even by people with very limited movement. The dispenser can be fitted to any wheelchair without tools and the activation button placed on an armrest, headrest or blow switch.

In designing this project John drew upon his knowledge of engineering, stainless steel welding, machining, lathe and milling, electronics, robotics and 3D printing. He also enlisted the help of a few fellow volunteers. The treat dispenser is simple and effective. *"Doing the project has provided me with many hours of enjoyment and satisfaction,"* says John.

The final design is a small PVC barrel with a 3D printed internal auger arrangement. The barrel is rotated by a small 3-volt robotics motor. The device is housed in a plastic box with a ball-jointed swivel G-clamp for



Alberto Alvarez-Campos, National Programs Manager, Assistance Dogs Australia and TAD Volunteer John Clayton (Peninsula Group) at a meeting to demonstrate John's dog treat dispenser.

attachment to any wheelchair.

John first trialed plunger and wheel delivery systems but found that stainless steel tubes either had jamming problems, could not be effectively sealed or required large drive motors and batteries to due to their weight. John says he encountered a few engineering and design challenges with this project. But through collaboration with other TAD volunteers, these were overcome.

Assistance Dogs Australia will now be testing the treat dispenser and if successful they may suggest the design be more widely adopted.



The dispenser fits different wheelchair types.



The unit can be button, head switch or breath operated.



The button version installs the button on the armrest of the wheelchair and the treat falls into a small tray, adjusted to the right height for the dog, without being in the way for general movement of the wheelchair.



Our Team

TAD employs eleven full-time and two part-time staff members who have been working to deliver our strategic objectives.

At TAD over 100 volunteers dedicate their time, skills and energy to produce life-changing solutions. Our volunteers are our core workforce and many have spent decades changing the lives of our customers.

Together the staff and volunteers have achieved our strategic milestones and gained positive results for our customers. We will continue to build upon these with our collective efforts focused on creating a sustainable future for TAD to continue our important work.

Volunteer Coordinators

- Peter Davis**, Central Coast
- Dick Smith**, Central West
- Geoff Winsley**, Hunter
- Colin McIntyre**, Illawarra
- John Salter**, Macarthur
- Chris Scott**, Manning Great Lakes
- Colin Hunter**, North West
- Les Daniels**, Peninsula
- Paul Ereaut**, Penrith
- John Brumby**, Port Macquarie
- Robert Bunton**, Southern



The 30m mural designed by artist Vincent de Gouw took a huge joint effort from volunteer groups from GIO Insurance, Suncorp, St George Bank, Commonwealth Bank Wentworthville Branch and Office Works.



Milestone Awards

5 YEARS

David Low

Bill van Woudenberg

Geoff Bishop

Bob Joseph

Bill Lyon

Ian Hanlon

George Tillett

Marianne Hammerton

10 YEARS

Colin Davis

Allen Pidgeon

Roman Szych

Bernard Doherty

20 YEARS

Robert Wittrien



Our Board

Matthew Kayrooz BSc

Head of Accident & Trauma, Personal Injury Portfolio & Products, Insurance, Suncorp
Member of Finance & Risk Committee
Chairman

Andrew Every B.Comm, CA

Management Consultant
Member of Finance & Risk Committee
Deputy Chairman

Marianne Hammerton BA (HONS), MA, MIPAA

Public Service Executive (Retired), Consultant
Director

Camilla Love GAICD, F.FIN. MBA (Exec), B.A, B.Com, Dip Fin Advising, M. Applied Finance, Dip. Company Directors

Managing Director, elvest Australia
Chair of Investment Committee
Director

Bill Phippen OAM BSc, BE, FIE Aust.

Manager, Railway Resource Centre, Australian Railway Historical Society
Director (resigned on 30 November 2017)

Sujeet Rana MBA (Exec), Bachelor of Computer Science and Technology, MAICD

General Manager Customer Technology, Woolworths Group
Director (resigned on 30 November 2017)

Gail Tang-Demetriou BSc Studies, MSW, MAASW

Social Worker, Policy Analyst, Teacher
Director

Monica Vardabasso BA (Communications), Dip Law, Master of Business, FPRIA

Head of Customer and Stakeholder Relations at TAFE NSW
Director

Rod Weir FCA

Chief Financial Officer, Pooled Energy Pty Ltd
Company Secretary (to 24 April 2018)
Chair of Finance & Risk Committee
Director

Lali Wiratunga Qualified British Solicitor (non-practising), LLB Hons, MBA (Exec)

National Manager, Westpac Davidson Institute
Director

Our Supporters

Thank you to the wonderful trusts, foundations, organisations and individuals who supported our work this year and into the next. Thanks to your support TAD completed a variety of projects to support people living with disabilities achieve their goals and live more independently.

Platinum Partner

GIO Insurance



Major Supporters

The Walter and Eliza Hall Charitable Foundation
The Baxter Charitable Foundation
IOOF Foundation
Cecilia Kilkeary Foundation Ltd
The Fairbridge Foundation
Lord Mayor's Charitable Foundation - Eldon & Anne Foote Trust Donor Advised Grant
Massachusetts Financial Services
Aged Persons Welfare Foundation
Mazda Foundation
H V McKay Charitable Trust
Gregory Patrick & Marie Dolores Farrell Foundation

Key Supporters

Sydney Cycling Club
Coca Cola Australia Foundation
Terrigal Trotters
Mostyn Family Foundation
Blacktown Workers Soccer Football Club
Sidney Myer Fund
The James N Kirby Foundation Ltd
Commonwealth Bank
Newcastle Coal Infrastructure Group
Reserve Bank of Australia
Reserve Bank Benevolent Fund
Aurizon Community Giving Fund
Zig Zag Foundation
The George Lewin Foundation
Henri W Aram
Golden Stave Foundation
Anita S McKenzie
Central Coast Council
Robert Mostyn
Keith Taylor
Woolworths Ltd.
Andrew Every
John Maclean Foundation
The Lions Club of Wollongong
The Australian Genies Variety
Lions Club of Castle Hill
John Stokes
Deutsche Bank
The RA Gale Foundation
David Pearce

Monica Vardabasso
Tony Ingold
Hazel Kirby
Port Macquarie Rowing Club
Desmond J Sherlock
Lions Club of Baulkham Hills
Geoff Lillico
Valerie Chick
Holroyd Art and Craft
Lisa M Carroll
Lynne A Kilgour
John Fernon
Joy Balkind OAM
Craig Flatt
Donald O White
David Barnes

Club Grants

Avalon Beach RSL Club Limited
Bathurst RSL Club Limited
Campbelltown Catholic Club
Cardiff RSL
City Diggers
Doyalson Wyee RSL Club
Miranda RSL
Nepean Rowing Club
Panthers Bathurst
Rules Club Wagga Wagga
Shoalhaven Ex-Servicemens Club
Wallsend Diggers Club
Woonona Bulli RSL



TAD commissioned an art piece called 'Freedom Wheels' for our office reception from Daniel Collati who, due to cerebral palsy affecting his hands, paints using a custom head pointer brush set made by TAD volunteers.



Peter Howe, Chairman of the Lions District 01N2 and the Hon. Ray Williams MP, Minister for Disability Services surprise Josie-Ellen with her Freedom Wheels bike at the launch of the TAD Assistive Technology Centre. The Lions District generously funded Josie-Ellen's bike.



Mitch rode 16km in his 6th Spring Cycle on his custom TAD trike and reached 6,000kms on the many Freedom Wheels bikes he's had over the years. Pictured: Sarah, Mitch, Felix, Andy and Scott Olsen at the Spring Cycle festival finish.



TAD Volunteer Alan Stone with Celeste and John and TAD Volunteer MC and driver, Bob Joseph. Celeste shared the story of the custom step and rail Alan built for her daughter April at the TAD Volunteer Conference.



Judy Kirby, Steve Thomas and Pauline Yates work hard cooking up the BBQ to support the Port Macquarie Rowing Club fundraising efforts to support the TAD Port Macquarie Group.



The Sydney Cycle Club held their Ride 4 a Reason ride again this year which raised close to \$30,000 to support Freedom Wheels for children who cannot access NDIS funding. Thank you to all club members for this life-changing effort!

Tribute to Bill Phippen OAM

“I believe in the general level of human goodness. So many people I meet are committed to something worthwhile in the world.”

- Bill Phippen OAM.



42 years

It is hard to fit the details of 42 years of dedicated service into a short article in an Annual Report. The impact Bill Phippen OAM made during his time as a TAD Director, President and volunteer could barely be captured in a book.

TAD's founder, George Winston AM unexpectedly nominated Bill to the management committee at TAD's first AGM in March 1976, and Bill served on it continuously until November 2017, including a term as President from 1997-2013. In addition to leading the strategic direction of TAD, with the crown being the TAD House project, Bill continuously worked doing what the heart and soul of TAD is: inventing clever assistive technology pieces to change the lives of people with disability.

The idea and work carried out by Bill and those early TAD volunteers was as innovative as it was life-changing: linking engineers with people who had goals but with no suitable assistive technology to achieve them. The solutions Bill invented, all while leading the growth of the TAD

volunteer base, meant everyone from a child, to a parent, to a grandparent had the opportunity to access clever, innovative solutions to live their best, and most independent, life.

To honour the immeasurable contribution Bill has made to TAD our Chairman, Matt Kayrooz, presented Bill with the inaugural Bill Phippen Award at a celebration in front of Bill's family, friends and TAD Board members, volunteers and staff, past and present. This award will be presented to those who follow in Bill's footsteps: individuals who make a significant contribution to the lives of people living with disability. While it will be hard to top what Bill has achieved, his legacy will be celebrated by those who, like Bill, give their time, skills and dedication to change lives.

On behalf of the Board, clients, volunteers and staff of TAD we wish Bill all the best for the future endeavours in his many roles and simply say – **thank you.**



Bill and a TAD client with a custom communication stand.



Bill recognised in the media for receiving his Order of Australia medal



Bill and his family at his farewell party.



Bill presented with the inaugural Bill Phippen Award by TAD Chairman, Matt Kayrooz.



TAD Founder, George Winston AM, presents 30 years of service awards to Tom Marish and Bill.



Alexandra Meldrum, President of the Sydney Division of Engineers Australia with Bill Phippen at Parliament House where Bill was appointed as a Fellow of the Institution of Engineers Australia in recognition of his volunteer work at TAD. Photo by Jon Lee, Engineers Australia.

Financial Report

Overall we finished ahead of budget for the year and on-par with the previous year and remain in a strong financial position as the NSW state funding discontinues and the NDIS scheme matures. Most notable was that we grew our grant and donation income and improved our net asset position overall compared to the previous year showing a path to improved sustainability.

Income statement for the year ended 30 June 2018

	2018 \$	2017 \$
Revenue and other income		
Fee for service revenue	240,228	246,887
Grants and donations	1,238,567	1,130,751
Other income	17,698	1,839
Total income	1,496,493	1,379,477
Less expenses		
Materials and consumables used	162,260	163,294
Depreciation and amortisation	53,780	42,072
Employee benefits	895,462	810,019
Repairs and maintenance	15,657	19,108
Advertising	25,982	46,467
Consultancy and professional	64,207	56,234
Administration	115,121	124,698
Other expenses	105,466	80,188
Total expenses	1,437,935	1,342,080
SURPLUS/DEFICIT	58,558	37,397

2017-18

Balance sheet as at 30 June 2018

	2018 \$	2017 \$
Current assets		
Cash and cash equivalents	581,749	503,118
Receivables	28,634	42,144
Inventories	80,467	85,035
Investment-Term deposit	55,764	54,215
Other assets	19,396	19,443
Total current assets	766,010	703,955
Non-current assets		
Intangible assets	105,927	67,647
Property, plant and equipment	190,232	153,743
Total non-current assets	296,159	221,390
TOTAL ASSETS	1,062,169	925,345
Current liabilities		
Payables	83,306	70,005
Provisions	60,858	36,869
Other liabilities	340,322	282,496
Total current liabilities	484,486	389,370
Non-current liabilities		
Provisions	3,266	20,116
Total non-current liabilities	3,266	20,116
TOTAL LIABILITIES	487,752	409,486
NET ASSETS	574,417	515,859



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CHANGING LIVES

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