

ANNUAL REPORT 2019



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.



The Honourable Margaret Beazley AO QC, Governor of New South Wales and her husband, Mr Dennis Wilson

The Honourable Margaret Beazley AO QC, Governor of New South Wales and her husband, Mr Dennis Wilson are now the new Joint Patrons of TAD.

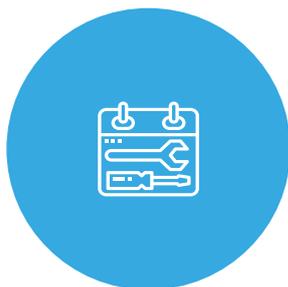
Her Excellency the Honourable Margaret Beazley AO QC is the 39th Governor of New South Wales. Prior to her appointment as Governor, Her Excellency worked in law for 43 years, during which time she served as an influential role model for women in law.

She recently awarded TAD Volunteer, Bob Joseph OAM, the Order Australia Medal for his tireless service in helping the community.

TAD would like to thank our former Governor of New South Wales, The Hon. General David Hurley AC, DSC and his wife, Mrs Linda Hurley, for their dedication to duty and service to the people of NSW. We are grateful for their kindness and generous support as our Joint Patrons of TAD over the last 5 years and we are looking forward to working with our new Joint Patrons.

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 a 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 a disability.

Personalised items TAD has designed and built include a telescope transport and positioning system, a programmable infrared remote controller and mobile ventilator stands to help people with a disability live more independently and achieve their goals.



Freedom Wheels

Custom built, personalised Freedom Wheels bikes enable people living with a disability to be able to ride a bike for the first time in their lives. Many of the 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 person's individual height, weight and therapeutic needs.

Everyone 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



Matthew Kayrooz
Chairman



Dr Anthony Lowe
Chief Executive Officer

2018 - 19 was another year of progress for TAD as we continue to build on the capabilities of our core volunteer base and embrace new technologies such as micro-controllers and 3D printers, which are rapidly providing additional solutions for people living with a disability. The leveraging of new technologies is aligned to TAD's ongoing commitment to changing lives through clever ideas driven by our team of staff and volunteers.

In December 2018 we were very fortunate to be the beneficiary of a bequest which has enabled us to accelerate our plans to transform and grow TAD over the next five years. We are currently in the process of refreshing and modernising our workshops with:

- A new Freedom Wheels bike workshop, which provides capacity to build bikes for up to 960 kids and adults a year,
- A refreshed sewing room, and
- New wood and metal workshops. The new wood workshop includes a CNC router which will enable us to modernise our manufacturing of the redesigned Adaptable Solutions. We have also upgraded our 3D printing capability with a printer that will enable volunteers from our regional groups to upload files and print components remotely.

2018-19

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.

Over the year TAD undertook a number of initiatives in partnership with universities. In June, UNSW Graduate Student Association held a very successful 48-hour Pro-Rathon with students from the School of Mechanical and Manufacturing Engineering among the participants. The winning team presented a community financing concept for Freedom Wheels. Then in July, a group of students from The University of Sydney undertook a four-week intensive project looking at how to engage a new generation of technology-skilled volunteers. The experience was positive for both the universities and TAD and generated practical and actionable ideas that we will move forward to implement.

In July we undertook a refresh of the Freedom Wheels logo and website with the aim of reflecting the broadened age range of our customers. Over the past few years we have successfully trialled bike and trike options for teens and adults which has meant that customers are no longer aging out of Freedom Wheels. Along with the new logo and website featuring our expanded range we introduced a new tagline "everyone deserves the chance to ride a bike".

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 partnered with organisations including Canterbury Bankstown Council, Blacktown Council and SydWest Multicultural Services to assist culturally and linguistically diverse people living with a disability. This year we put particular focus on building stronger links with the Arabic and Assyrian communities in Western Sydney and look forward to continuing to work with these communities to improve access to assistive technology.

We are pleased to report that TAD remains in a strong position financially, which is enabling us to successfully navigate ongoing challenges of the NDIS, 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, strong reputation and a bright future.

A special thank you 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



3D Printer and CNC Router

We have recently upgraded TAD's Northmead workshop by adding a new 3D printer and CNC router. The CNC router will enable us to modernise the manufacturing process of our Adaptable Solutions and the 3D printer upgrade will enable volunteers from our regional groups to upload files and print commercial-quality components remotely in our workshop.



Freedom Wheels Brand Logo & Web Refresh

To continue our development, we launched a brand refresh for Freedom Wheels nationwide. The new Freedom Wheels logo has a more mature appearance that will broaden our reach to adults and children living with a disability. The web refresh has been designed in response to our consumer engagement results, with more features of our bike range, more diversity and useful information for bookings.



University Partnerships

We have recently undertaken a number of projects in partnership with universities. We partnered with the UNSW Graduate Student Association, including students from the School of Mechanical and Manufacturing Engineering, to hold a successful 48-hour Pro-Rathon. We also partnered with The University of Sydney where a group of students undertook a four-week intensive project, looking for strategies on how to engage a new generation of technology-skilled volunteers. Both projects were a success and generated practical ideas that we will implement going forward.



CALD Communities

Throughout the year, we have partnered with organisations including Canterbury Bankstown Council, Blacktown Council and SydWest Multicultural Services to assist people living with a disability who have a culturally and linguistically diverse background. We continue to work on this project, ensuring we are building more connections with other communities, including the Arabic and Assyrian communities in Western Sydney.

TAD moved into 2018 – 2019 to the third year of our strategic plan which focuses on building efficiencies, growth and positive outcomes in the NDIS environment. We continue to work towards improving services, providing better access for clients and a leaner service model utilising new technologies.



TAD Australia

On March 2019, we hosted our TAD Australia annual meeting where we had CEOs and senior staff from all TAD/Solve organisations come together to discuss key topics. We had the opportunity to discuss the best practices around custom assistive technology, future collaborations with adaptable solutions, NDIS and our Freedom Wheels brand refresh. Many opportunities and goals have been established to increase collaboration with all states.



Adaptable Solutions Redesign

In partnership with industrial design consultancy Design Momentum, we have developed prototypes for our Mobility Walker, Step and Rail and Adjustable Table and Chair. These prototypes ensure our Adaptable Solutions product refresh will enhance the product designs, providing an easy to build functionality for our volunteers.



Freedom Wheels Redesign

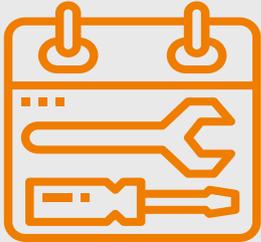
We have been working with volunteers and Design Momentum to refresh the Freedom Wheels design to update the product look, increase user choice, reduce the weight and improve the speed and ease of manufacture. We now have a preliminary refreshed design with the components currently being prototyped for assembly and trial.



Consumer Engagement

A focus group was held with existing TAD customers to gain feedback on a variety of service ideas and the proposed updated Freedom Wheels and TAD Australia websites. We enjoyed a lively discussion with fantastic feedback to shape our future directions. Thank you to all who attended.

How Do We Measure Success?



119

**Unique
Solutions**

171

**Freedom
Wheels**

114

**Adaptable
Solutions**

“The staff and volunteers at TAD were exceptional and I thank them very much for their hard work to solve the problem I have been trying to solve for years!”

- Unique Solutions Client.

“Freedom Wheels is something you’ll never regret because it changes your child’s life. Seeing your child feel excited and confident is amazing.”

- Arienne – Freedom Wheels.

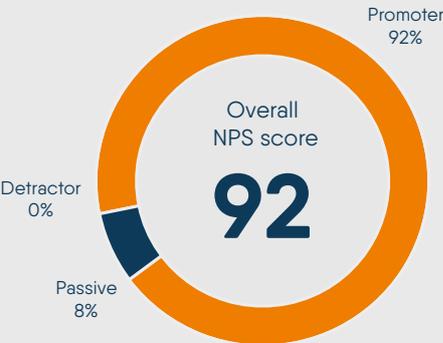
“TAD has been amazing. Nothing is ever too much to ask for. They’re so helpful and dedicated to helping your child achieve their dreams.”

- Ashlea – 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.

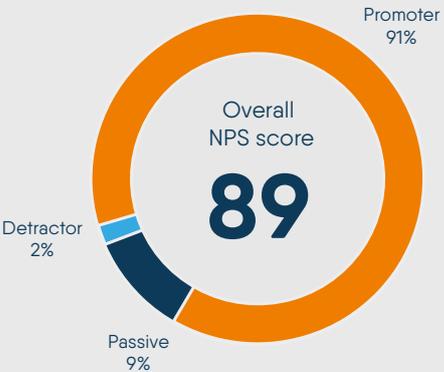
TAD Customers

92% of clients gave TAD a score of 9 or 10.



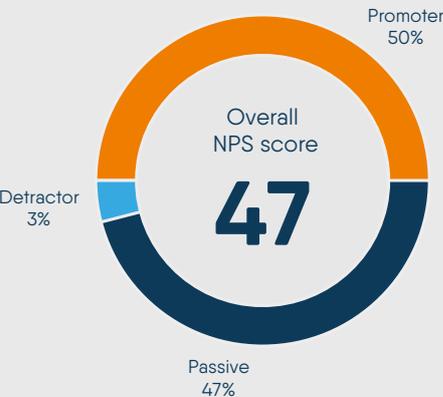
TAD Referrers

91% of referrers gave TAD a score of 9 or 10.



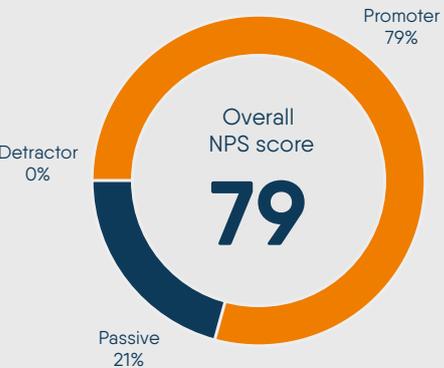
TAD Volunteers

50% of volunteers gave TAD a score of 9 or 10.



TAD Staff

79% of staff gave TAD a score of 9 or 10.



Highlights

TAD Volunteer, George Tillett who was awarded The Centre of Volunteering's Senior Volunteer of the year award in 2018, was featured on The Today Show, where they presented his Joystick Controlled Ride on Car. This car became TAD's Project of the Year in 2018.



TAD Volunteer, George Tillett presented his Joystick Controlled Ride on Car on The Today Show.

"Having TAD come to us to make custom equipment that will fulfil Maddison's occupational therapy and physiotherapy goals is amazing. You're dealing with friendly people who want to find solutions for your child."

- Sally, Maddison's mum.

Our customers are happier than ever

99% 

of clients and referrers reported that their TAD project had improved their quality of life. 81% reported that their TAD solution had improved their quality of life 'very much' or 'significantly'.

Saaya Touching Lives Inc & ATSA donated \$10,000 to help children with a disability receive a bike.



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

Finalising 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

Continue to 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, Sydney Cycling 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

Joystick Controlled Ride on Car Project Volunteer: George Tillett, TAD North West Group

TAD Volunteer George Tillett has electronically modified cars for young children with a disability. He has created many cars, including one for a little boy, also named George.

Two-year-old George lives with a unique neuromuscular condition which means he has weakness in his muscles and difficulty self-mobilising. Little George was using a walker to move around the house but unfortunately could not use it on the grass outside and he craved more freedom.

Standard children's cars, "often take off quickly and come to an abrupt stop which creates a jerking motion and is a bit harsh on the kids", said Big George. To avoid this harsh movement, Big George installed custom electronics, controlled by a joystick and an Arduino computer chip to the car. With this instalment, Big George wrote his own program in C++ coding to ensure the car starts, stops and manoeuvres safely.

His design has adjustable speed ranges which can be easily set by adult supervisors and can also take off slowly without it being harsh on the child. The steering controls have been moved from the steering wheel to the joystick so children who have limited hand movement now have access to steer the car.

Occupational Therapist Helena Young from the Westmead Children's Hospital said, "the car provides my young clients with



TAD CEO, Dr Anthony Lowe presenting the 2018 Project of the Year award to volunteer, George Tillett.

independent mobility and fun. The children learn how to use a joystick control, this is helpful for future independence in using a powered wheelchair. George has taken the initiative to source inexpensive but effective technical solutions to make the electric cars usable for young children with physical disabilities."

Since the creation, the Joystick Controlled Ride on Car has also been included in TAD's range of Adaptable Solutions.



George Tillett pictured with the first few Joystick Controlled Ride on Cars.



George's modifications ensure the car starts, stops and manoeuvres safely for the child.



The Joystick Controlled Ride on Car has since been included in TAD's range of Adaptable Solutions.



Our Team

TAD employs 14 full-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
- Alan Roberts**, Illawarra
- John Salter**, Macarthur
- Chris Scott**, Manning Great Lakes
- Colin Hunter**, North West
- Les Daniels**, Peninsula
- John Brumby**, Port Macquarie
- Robert Bunton**, Southern



We welcomed our Volunteer Coordinators from across the state to join us for our bi-annual Volunteer Coordinator's meeting at our Assistive Technology Centre in Northmead.



TAD Staff, Veronica and Julie attending One Community Disability Services Networking event where they met and connected with other organisations, promoting awareness about TAD and Freedom Wheels.



The Port Macquarie and Manning Great Lakes Groups held a TAD Regional Group meeting joined by Volunteer Manager, Evan Kallipolitis, to discuss projects that could help locals living with a disability.



Milestone Awards

5 YEARS

Colin Burgess
Colin Hunter
Davy Lee
Dick Adams
John Bower
John Clayton
Michael Dobbie
Simon Edwards

10 YEARS

John Salter
Rolf Edler

15 YEARS

Bob Cook
Chris Scott
Colin McIntyre
Geoff Winsley

20 YEARS

Keith McKay
Paul Ereaut

25 YEARS

Marco Colli



Our Board

Matthew Kayrooz BSc

Head of CTP, Personal Injury Insurance, Suncorp
Member of Finance & Risk Committee, Chairman

Andrew Every BComm, CA

Management Consultant
Member of Finance & Risk Committee, Deputy Chairman

Marianne Hammerton BA (HONS), MA, MIPAA

Public Service Executive (Retired), Consultant
Director

Sarah Hilt BEcon & SocSc

Manager Customer Solutions, Workers Insurance, Suncorp
Director

Camilla Love GAICD, FFIN MBA (Exec), BA, BCom, Dip Fin Advising, M Applied Finance, Dip Company Directors

Managing Director, elinvest Australia
Chair of Investment Committee, Director

David McQueen MBA (Exec)

Group Head of Strategy & Business Performance, Mortgage Distribution, Westpac
Director

Sarah Olsen, B Information & Communication Technology

Global Advisory – HR Transformation Driver, PwC
Member of People and Culture Committee, Director

Gail Tang-Demetriou BSc Studies, MSW, MAASW

Social Worker, Policy Analyst, Teacher
Director

Rod Weir FCA

Chief Financial Officer, Pooled Energy Pty Ltd
Chair of Finance & Risk Committee, Director

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

National Manager, Westpac Davidson Institute
Chair of People and Culture Committee, 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

Anita Mckenzie
Chain Reaction Challenge
Foundation
Glomento Pty Ltd
Gregory Patrick & Marie Dolores
Farrell Foundation
James Fitzpatrick
Massachusetts Financial Services
Mostyn Family Foundation
Reserve Bank of Australia &
Reserve Bank Benevolent Fund
Saaya Touching Lives Inc
The George Lewin Foundation
Todd Family Foundation
William Chapman

Key Supporters

Alan Stone
Cycle Station
David Ojerholm
Deutsche Bank
Future Super
Geoff Plaisted
Henri Aram OAM
Hills Community Medical
Equipment Pool
Jonathan Cranley
Lions Club of Castle Hill
Lynne Kilgour
Mark Godlewski
Maxiwealth
Monica Vardabasso
Paul Rosine
Reg Hespe
Richard Seton
Robert Mostyn
Roderick Everitt
Rotary Club of Carlingford
Rotary Club of Sutherland Inc
Sara Leong
Sarah Entwistle
Sebastian Dlugosz
Sydney Cycling Club
Timothy Eastwood
TOMRA Collection Pty Ltd
Vanessa Kingston

Club Grants

Bathurst RSL Club Limited
Burwood RSL Club
Cessnock Leagues Club
City of Bankstown RSL
Community Club
Dubbo RSL Club
Engadine Bowling Club
Glenbrook Panthers
Healthy Kids Foundation
Hornsby RSL Club Ltd
Ingleburn RSL Club
Kingswood Sports Club
Lithgow & District Workmen's
Club Ltd
Magpies Waitara
North Ryde RSL Community Club
Ltd
Orange Ex-Services Club Ltd
Panthers Bathurst
South Sydney Junior Rugby
League Club Ltd
Wallsend Diggers Club
West Pennant Hills
Wyong Rugby League Club



Terry Vickers, TAD North West Volunteer assisting with the remodelling of the workshop.



Ed Dockrill represented Freedom Wheels in this year's Bathurst Cycling Classic, Bathurst2Blaney event where he cycled 110km.



Natasha and her family participated in 2018's Spring Cycle where they rode 10km. Pictured: Natasha, dad Josh and twin sister, Natalia.



TAD hosted the TAD Australia annual meeting, inviting all TAD CEOs and senior staff where they discussed best practices around custom Assistive Technology, future projects, NDIS and Freedom Wheels.



The Honourable Margaret Beazley AO QC, Governor of New South Wales awarded TAD Volunteer, Bob Joseph OAM, the Order of Australia Medal for his tireless service in helping the community.



TAD Staff and Volunteers come together for the 2018 Annual Volunteer Conference where they discussed projects and celebrated the outstanding work of TAD's dedicated volunteers.

Determined Kim

Kim is a bright, determined woman who has a passion for sport and competition.

She has competed in powerlifting, long jump and discus throw at the Paralympics in previous years. When Kim is not competing or training, she is studying at TAFE obtaining her certificate in Allied Health Assistance (Nutrition and Dietetics), reading her favourite books or catching up on her favourite TV shows.

Kim is living with Cerebral Palsy which affects her ability to walk or stand unassisted. Being very active, Kim has played wheelchair rugby, race running, and ambulant discus throw but due to an injury in her leg in 2013, she could no longer play at her fullest potential.

Kim wanted to still be a part of the action and began to take interest in seated throwing events. Being familiar with TAD and their services, Kim contacted us to see if we could create something for her to participate in these sporting events. From her enquiry, she came into contact with TAD Volunteer, Rob Blackadder, who had a background in creating sporting frames for Paralympians.

Kim was super impressed with Rob's assistance from start to finish.

"I'm very fond of Rob. The overall experience we had was smooth and easy going. With his help, I was able to improve my technique," said Kim. On the day of delivery, Rob had brought the sporting frame to the Homebush grounds where Kim was training.

"I was surprised to see Rob deliver it. I was thrilled and excited to see the frame," said Kim.

Since the delivery of the sporting frame, Kim is now training with it twice a week, where she participates in discus throw, shotput and javelin events again. She hopes to participate in 2022 Birmingham World Games.

Kim was pleased with the overall experience she got from TAD and volunteer, Rob.

"TAD is made up of very experienced and talented people. Rob and the team at TAD have great knowledge and are skilled in what they do."



Sporting Frame created by TAD Volunteer, Rob Blackadder.



“TAD is made up of very experienced and talented people. Rob and the team at TAD have great knowledge and are skilled in what they do.”

- Kim Neuenkirchen

Financial Report

The audited consolidated financial report for the year ended 30 June 2019 forms a separate report. These are intended to provide an overview of the financial report and not intended to replace or modify the content of the separate audited consolidated financial report.

Overall, we finished ahead of budget for the year and prior year and remain in a strong financial position. Most notable was that we received a significant unrestricted bequest, grew our fee for service income stream 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 2019

	2019 \$	2018 \$
Revenue and other income		
Fee for service revenue	382,682	240,228
Grants and donations	5,238,826	1,238,567
Other income	9,616	17,698
Total income	5,631,124	1,496,493
Less expenses		
Materials and consumables used	318,610	162,260
Depreciation and amortisation	52,237	53,780
Employee benefits	1,074,198	895,462
Repairs and maintenance	18,098	15,657
Advertising	35,833	25,982
Consultancy and professional	99,719	64,207
Administration	158,304	115,121
Donation to TAD Foundation	2,900,00	-
Other expenses	134,303	105,466
Total expenses	4,791,302	1,437,935
SURPLUS/DEFICIT	839,822	58,558

Note: During the year TAD received an unrestricted bequest of \$4.2 million which is included in income. \$2.9 million was donated to the TAD Foundation to provide future financial support to TAD and is included as an expense. Of the remainder the Board allocated \$735,000 to accelerate delivery of its five-year strategic planning objectives. Approximately \$718,000 of the designated expense was unspent as at 30 June 2019.

2018-19

Balance sheet as at 30 June 2019

	2019 \$	2018 \$
Current assets		
Cash and cash equivalents	1,375,236	581,749
Receivables	49,253	28,634
Inventories	52,555	80,467
Investment-Term deposit	57,044	55,764
Other assets	17,087	19,396
Total current assets	1,551,175	766,010
Non-current assets		
Intangible assets	114,696	105,927
Property, plant and equipment	211,720	190,232
Total non-current assets	326,416	296,159
TOTAL ASSETS	1,877,591	1,062,169
Current liabilities		
Payables	122,508	83,306
Provisions	69,050	60,858
Other liabilities	265,707	340,322
Total current liabilities	457,265	484,486
Non-current liabilities		
Provisions	6,087	3,266
Total non-current liabilities	6,087	3,266
TOTAL LIABILITIES	463,352	487,752
NET ASSETS	1,414,239	574,417



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CHANGING LIVES

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