

ANNUAL REPORT

2017



Purpose

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

Mantra

Clever Ideas – Changing Lives.

Contents

- 02** Introduction
- 03** About TAD
- 04** The Year Past
- 06** Strategic Achievements
- 08** How Do We Measure Success?
- 10** Highlights
- 11** Strategic Priorities
- 12** Project of the Year
- 14** Our Team
- 16** Our Supporters
- 18** NDIS
- 20** Financial Report

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.



Our Patrons

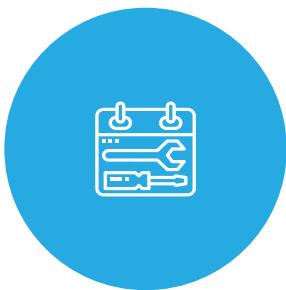
His Excellency General The Honourable David Hurley AC DSC (Ret'd), Governor of New South Wales and Mrs Linda Hurley.

"TAD is one of those niche organisations that engages Australian technical ability and technology to create innovative solutions to improve the lives and freedom of those who have a disability or illness and who need assistance."

- His Excellency General The Honourable David Hurley AC DSC (Ret'd), Governor of New South Wales.

About TAD

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



Unique Solutions

TAD volunteers and therapists work with people living with a disability to design and build custom equipment, 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 include phone and tablet mounts, devices to help put on prosthetics, custom cots for parents to reach their baby more easily and much more to enable people with disabilities 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 are designed for children to promote independence. Adaptable Solutions include supportive seating, step and rails and mobility assistance.

Many of these designs are adjustable so they grow along with the child.

Products include:

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



Monica Vardabasso

Monica Vardabasso
Chairman



A handwritten signature in black ink, appearing to read "Danny Kapustin".

Danny Kapustin
Chief Executive Officer

As the 2016-17 financial year is now ended we are pleased to report that we had some exceptional results. Thank you to the Board, our wonderful volunteers, staff and supporters for your involvement in making it such a successful year.

We have continued to put our clients first and our team has been focused on delivering a high-quality customer experience. The results have been very pleasing with our Net Promoter Scores, used to measure the loyalty of our clients, increasing from last year and showing that over 80% of clients and referrers scored TAD a nine or 10 out of 10. In addition, 82% of respondents reported that their TAD project had improved their quality of life 'very much' or 'significantly'.

This is a heartening confirmation that we are achieving our purpose of changing the lives of people living with a disability.

TAD has continued to evolve in the new NDIS world and meet the challenges and opportunities this significant reform brings.

We were pleased that the NSW Government acknowledged TAD's important and niche place as a disability services provider. This was highlighted when then-Minister for

2016-17

Disabilities, Mr John Ajaka, accompanied by Mr Mark Taylor MP, Member for Seven Hills, announced our successful Transition Assistance Program funding and also extension of state funding to the end of the 2018 financial year. This extension is important due to the impact that the slow roll-out of the NDIS has had on us.

We were pleased to finish well ahead of budget and continue our improved financial performance. This has been an excellent result and we drew down \$100k less from the TAD Foundation than we had projected, which is the sustainable figure we are aiming for.

Our focus has been on raising awareness of our Freedom Wheels service. Not only does every child deserve a chance to ride a bike, this service is scalable and will help us achieve our goal of financial sustainability. A sales team was formed to strengthen our community awareness and build relationships with referrers. As a result, our Freedom Wheels income finished \$96k ahead of the previous financial year and we almost doubled the number of bikes we provided.

In our last report, we introduced some of the strategic projects that will make it possible for us to achieve our goals. These included a refresh of the Adaptable Solutions and Freedom Wheels designs,

the introduction of new software systems to capture better data, and creation of a new showroom and therapeutic assessment space at Northmead. We are pleased to report these projects are well underway and we look forward to unveiling the results soon.

In line with our customer focus we have launched fresh marketing materials and two new websites: tad.org.au and freedomwheels.org.au. These have been designed to improve our reach and accessibility. Our new websites have online forms making it easy for customers to access our products and services.

At the end of 2017, with a tinge of sadness, we will both be stepping down from our leadership roles with TAD – although Monica will remain on the Board – and look forward to seeing TAD continue to grow under a new CEO and Chairman.

We would like to thank the volunteers, supporters, Board and staff for their efforts not only in the year past but over the years we have been involved with TAD. Through the collective efforts of hard working, generous and inventive individuals, TAD continues to change the lives of people living with a disability by providing practical, personalised equipment technology and services and we will always be proud of that.

Strategic Achievements



130 New Bikes

130 Freedom Wheels bikes delivered – double the number of kids getting their own bike from the previous year.



New marketing materials

The company undertook a brand refresh which included the delivery of updated style guides, logos and printed marketing tools such as brochures, stickers and fact sheets. Strong branding will help lift TAD's visibility in the marketplace.



Two new websites launched

We launched two new websites tad.org.au and freedomwheels.org.au. These sites have been built with easy read features and online forms for greater client accessibility. There is also a new searchable data base of Unique Solutions to provide ideas and demonstrate the broad range of our volunteer inventions.



Design refresh

Design refreshes have begun for both Freedom Wheels and the Adaptable Solutions range. The refresh will look at improvements to manufacturing, aesthetics and functionality.

TAD moved into the 2016-2017 financial year with a 12-month strategic plan that focused on building efficiencies and growth in the new NDIS environment. Ambitious projects were undertaken and successful outcomes achieved.

Renovations completed



Building works at the TAD Office in Northmead Sydney have been completed, making space for a new product showroom, dedicated assessment space and special Freedom Wheels riding track.

Vehicle upgrade



TAD successfully secured funding to upgrade our small fleet of vehicles. This included the addition of a new transit van allowing our therapists to easily conduct offsite assessments and for equipment to be delivered to customers by our wonderful volunteer couriers.

Volunteer space



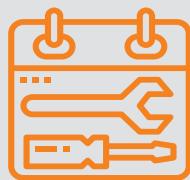
TAD's Hunter Group have partnered with the local Men's Shed giving volunteers a new space in which to come together and work.

New software platform



SharePoint, a new digital information sharing system was implemented. TAD also began transitioning to Salesforce a new customer relationship management system. These technologies will improve productivity and allow us to better track our performance, and be more efficient when delivering services to customers.

How Do We Measure Success?



191

**Unique
Solutions**

*New system of
counting means
no comparison
is available

130

**Freedom
Wheels**

91% ↑
increase from 2016

112

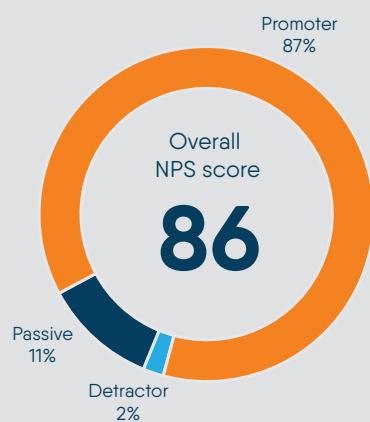
**Adaptable
Solutions**

13% ↑
increase from 2016

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 maximum score achievable is 100 and the lowest score -100.

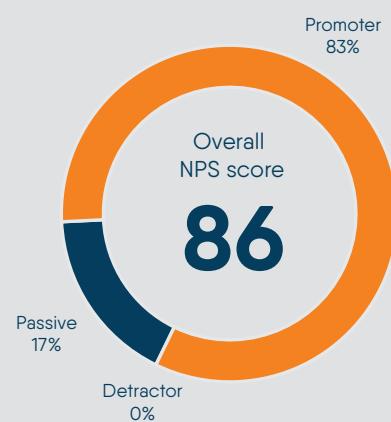
TAD Customers

87% of clients gave TAD a score of 9 or 10



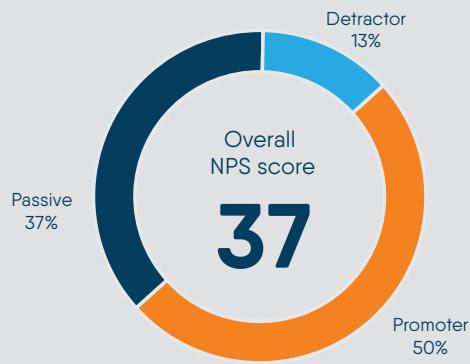
TAD Referrers

86% of referrers gave TAD a score of 9 or 10



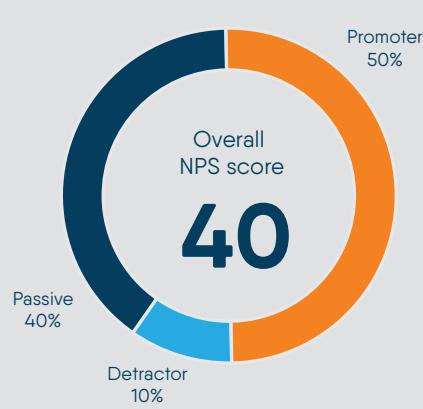
Volunteer Engagement

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



Staff Engagement

50% of staff gave TAD a score of 9 or 10



Highlights

Grew our Customer NPS from

67 → 86

Grew our Referrer NPS from

73 → 86

"It is difficult at times to find people that are willing or able to create one off items that are not commercially available. These items can make a huge difference in peoples lives and due to the consultation process are more suited to the needs of the consumer."

- Kevin Spencer, TAD customer

Our customers are happier than ever

82%



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

Finished ahead of budget by \$35,000



Strategic Priorities

1

Grow number of NDIS clients

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

2

Freedom Wheels and Adaptable Solutions design refresh

The design refresh will be completed refining the aesthetics of these products, improving manufacturing processes and most importantly minimising customer wait time.

3

Launch Freedom Wheels Assessment Centre

The centre will provide a new fun assessment and customer experience in a family friendly environment.

4

Improve Efficiency

We are implementing systems to streamline all our activities from improved equipment designs for faster production to the introduction of more powerful customer relationship management tools such as Salesforce and online application forms.

5

Pilot New Opportunities

We are exploring opportunities to extend the range of products and services we currently offer. This includes items such as recumbent bikes and cycling accessories to complement our current services and provide a more comprehensive customer experience.

Project of the Year

Silicone Liner Applicator

Project Volunteer: Mike Smith, TAD Port Macquarie Group

TAD Port Macquarie Group were requested to assist a customer with congenital absence of bilateral lower limbs and left arm. The customer had received two lower limb prostheses to assist in his stance and gait. However, he was unable to fit the silicone liner one-handed onto the left side, and required assistance to do so.

A brief explanation of a liner: For people who have had an amputation of a limb or have limb discrepancy and use a prosthetic limb, the connection between the stump of the limb and the socket of the prosthesis is a very precise fitting. A silicone liner is rolled firmly onto the stump, and the stump is then inserted into the prosthesis. The liner provides a soft interface between the stump and the prosthetic moulding, and has a spigot which locates and locks into the base of the moulding. It is very important that the liner is fitted evenly and without air-pockets, which cause hot-spots and blistering on the skin.

TAD volunteer Mike Smith accepted the task of constructing the unit. Ever vigilant for potentially adaptable items which could be used as a base, he noticed a cake tin having a quick release catch on the side and a removable base. The 200 mm diameter was ideal and the catch, when released, would allow the base to expand and reduce the pressure of the fingers on the liner after full insertion and allow the applicator to be removed without pulling the liner back off the limb. The 'fingers' required firm flexibility and sail batten was used for this purpose. Each finger was topped with a short section of well-smoothed aluminium tubing, facilitating

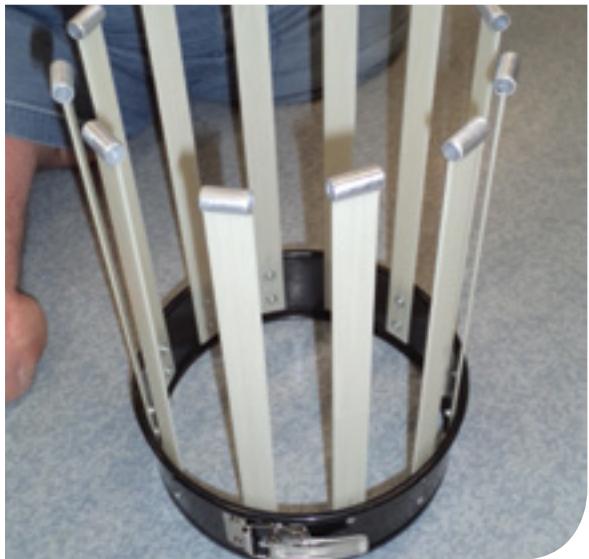


Project Volunteer:

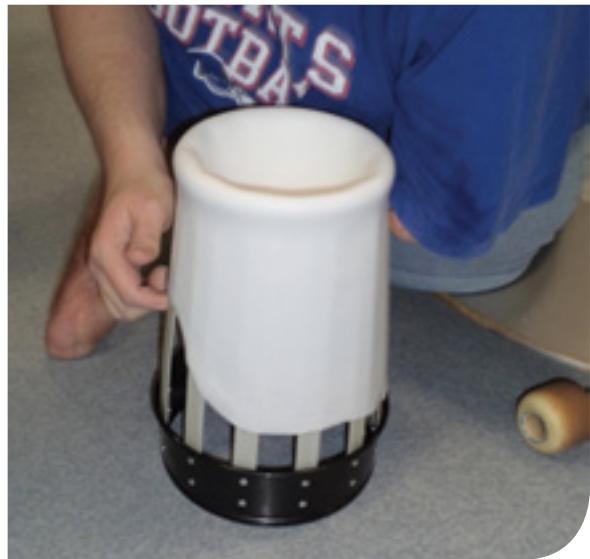
John Brumby TAD Port Macquarie presents Project of the Year Award to Mike Smith.

safe passage of the liner around the finger and onto the limb. These were fixed with silicone into position.

To everyone's delight, the device was successful on the first attempt. The sudden eruption of elation, amazement and appreciation in the Port Macquarie Base Hospital Physiotherapy Department was unforgettable. It was a good day to be a TAD volunteer. Well done Mike!



Silicone liner applicator.



Silicone liner folded down over applicator.



Lowering leg into liner and applicator.



With liner applied and ready to complete attachment of prosthesis.

Our Team

TAD employs ten full-time and three 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

Ken Kirwood, Illawarra

John Salter, Macarthur

Chris Scott, Manning Great Lakes

Colin Hunter, North West

Les Daniels, Peninsula

Paul Ereat, Penrith

John Brumby, Port Macquarie

Robert Bunton, Southern

NSW Volunteer of the Year Awards:



Geoff Milton named Volunteer of the Year and Senior Volunteer of the Year for North-Western Sydney. Pictured with Danny Kapustin, TAD CEO.



John Brumby named Senior Volunteer of the Year for Port Macquarie. Pictured with wife and fellow TAD volunteer Mayo Brumby.



Milestone Awards

5 YEARS

Bill Thornley
Tom Yelland

10 YEARS

Geoffrey Milton
John Brumby
Mayo Brumby
Peter Bennett
Peter Lowensohn

15 YEARS

Bruce Hattersley
Fred Thomson
Ken Kirkwood
Mike Rollins

20 YEARS

Geoffrey Key
Ken Hickson
Richard Smith

25 YEARS

William Todd



Our Board

Monica Vardabasso BA (Communications), DipLaw, MBus, FPRIA

PMO Lead, Future Transport, Transport for NSW
Chairman

Gail Tang Demetriou BScc Studies, MSW, MAASW

Social Worker, Policy Analyst, Teacher
Deputy Chairman

Rod Weir FCA

Chief Financial Officer, Pooled Energy Pty Ltd
Company Secretary

Andrew Every BComm, CA

Director Media Commercial and Strategy, Telstra
Director

Marianne Hammerton BA(Hons), MA, MIPAA

Public Service Executive (Retired), Consultant
Director

Matthew Kayrooz BSc

Head of Accident & Trauma, Personal Injury Portfolio &
Products, Insurance, Suncorp
Director

William Phippen OAM, BSc, BE, FIEAust

Manager, Railway Resource Centre, Australian Railway
Historical Society, NSW Division
Director

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

Senior Manager, Institutional Business, Perennial Value
Management
Director

Sujeet Rana MBA (Exec), BCompSc, MAICD

General Manager Customer Technology, Woolworths
Group
Director

Lali Wiratunga LLB Hons, MBA (Exec)

National Manager, Davidson Institute, Westpac
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 Baxter Charitable Foundation
John T Reid Charitable Trusts
NSW Government through the Stronger Communities Fund
Aged and Community Services NSW & ACT
The Raymond E Purves Foundation Limited
St George Foundation
Garland Hawthorn Brahe
H.V. McKay Charitable Trust
Chain Reaction Challenge Foundation
Gregory Patrick & Marie Dolores Farrell Foundation
The James N Kirby Foundation Ltd

Key Supporters

Reserve Bank of Australia
Reserve Bank Benevolent Fund
Newcastle Coal Infrastructure Group
Henri W Aram
Australian Communities Foundation
Mostyn Family Foundation
Todd Family Foundation
Vicky Todd
Deutsche Bank
Suncorp Group
Inger Rice Foundation
Robert Mostyn
David Pearce
Lynne A Kilgour
David Barnes
Healthy Kids Foundation
Lions Club of Castle Hill
Lisa M Carroll
Valerie Chick
Sydney Cycling Club
Donald O White
Fiona Archer
Port Macquarie Rowing Club

Club Grants

Bathurst RSL Club Limited
Beresfield Bowling Club Co-Op Limited
Hornsby RSL Club Ltd
Panthers Bathurst
Rooty Hill RSL Club
Rules Club Wagga Wagga
Shoalhaven Ex-Servicemens Club
Wallsend Diggers Club

Bequests

The estate of the late Donald Mann



Front: Jason Lachance, Paralympian and TAD customer spoke at 2016 volunteer conference about his modified change table and cot designed and built by Jim Barrett, TAD volunteer (left) with baby Luke and Christie Lachance (right).



GIO4TAD 2016 City2Surf team at Hyde Park event start line. Each year our Platinum Partner GIO Insurance takes on Heartbreak Hill to give kids the chance to ride a bike.



Member for Hornsby Matt Kean MP rode with Matty in the Spring Cycle to support kids with disabilities.



Front: Alexander being presented with his new Freedom Wheels bike thanks to the support of the Sydney Baseball Lions Club (back) Alex pictured with mum, Erica (left).



TAD volunteers Robert Shelberg, Tom Yelland, Fred Thomson, Davy Lee, Bob Cook and Colin Hunter at the 2016 Volunteer Christmas Party.



TAD volunteers Bob Cook, Colin Hunter and Greame Russell at the 2016 Volunteer Conference.

National Disability Insurance Scheme

What is the NDIS?

The National Disability Insurance Scheme (NDIS) provides individualised funding for people with disabilities and means people can manage their own support needs to achieve their goals. It is a Commonwealth initiative which replaces the existing state based funding models and is implemented by the National Disability Insurance Agency (NDIA). This means that TAD is losing its Family and Community Services (FACS), state-based funding which needs to be replaced by the federal NDIS funding.

TAD is an NDIS-registered service provider and has been delivering equipment under the NDIS since the launch of the trial site in the Hunter region in 2013.

How does the NDIS impact TAD?

To respond to the new environment TAD has become more outward facing and created a Community Awareness Officer role which has significantly broadened our reach to new customers. Our pricing has been reviewed and changed to replace the state funding which will cease in 2018 with NDIS funding. For those customers who do not have NDIS funding, we will continue to subsidise the cost thanks to our wonderful supporters and grant funders.

The new awareness and structure will secure our sustainability in the future and mean more people who need our personalised assistive technology to achieve their goals will have access.

Matty didn't let Spina Bifida stop him from achieving his dream of riding over the Harbour Bridge for other kids with disabilities at the 2016 Spring Cycle.

"I liked the Spring Cycle because we went really fast and my favourite part of the ride was the Harbour Bridge because we were really high."

– Matthew Daly



Financial Report

Overall we finished ahead of budget for the year and on-par for the previous year if you exclude the one-off bequests that we received in 2015-16. Most notable was that we grew our fee for service income (primarily through Freedom Wheels) 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 2017

Revenue and other income	2017 \$	2016 \$
Fee for service revenue	246,887	191,662
Grants and donations	1,130,751	1,326,307
Other income	1,839	18,558
	1,379,477	1,536,527
<hr/>		
Less: expenses		
Materials and consumables used	163,294	167,255
Depreciation and amortisation expense	42,072	34,418
Employee benefits expense	810,019	779,388
Repairs and maintenance expense	19,108	13,282
Advertising expense	46,467	21,950
Office expenses	124,698	136,188
Consultancy and professional expenses	56,234	126,217
Other expenses	80,188	93,439
	1,342,080	1,372,137
SURPLUS / DEFICIT	37,397	164,390

2016-17

Balance sheet as at 30 June 2017

	2017 \$	2016 \$
Current assets		
Cash and cash equivalents	557,333	627,640
Receivables	42,144	26,889
Inventories	85,035	78,066
Other assets	19,443	16,436
Total current assets	703,955	749,031
Non-current assets		
Intangible assets	67,647	48,000
Property, plant and equipment	153,743	121,604
Total non-current assets	221,390	169,604
TOTAL ASSETS	925,345	918,635
Current liabilities		
Payables	70,005	92,058
Provisions	36,869	47,883
Other liabilities	282,496	288,527
Total current liabilities	389,370	428,468
Non-current liabilities		
Provisions	20,116	11,705
Total non-current liabilities	20,116	11,705
TOTAL LIABILITIES	409,486	440,173
NET ASSETS	515,859	478,462



CLEVER IDEAS
CHANGING LIVES

Phone 1300 663 243
02 9912 3400

Email info@tad.c

Fax 02 9890 1912

Website tad.org.au
freedomw

org.au

Post Locked Bag 2008
Wentworthville NSW 2145

ABN 82 002 042 462

heels.org.au