



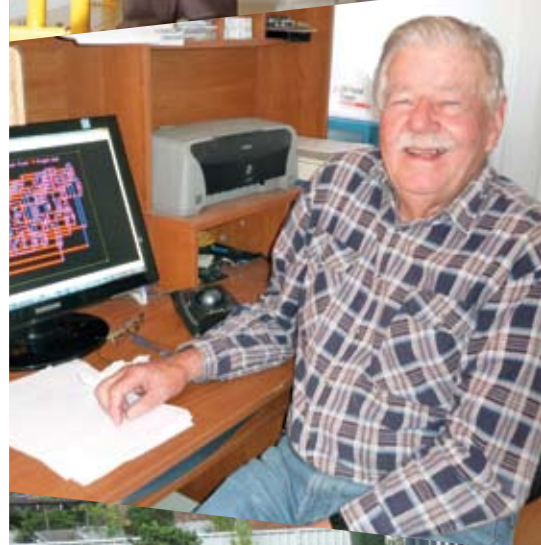
**Technical Aid
to the Disabled NSW**

ANNUAL REPORT
2010-2011

Technical Aid to the Disabled NSW ANNUAL REPORT 2010-2011

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ABOUT TADNSW

Technical Aid to the Disabled (TAD) was initiated in Sydney in 1973 by George Winston AM, an electrical engineer, who recognised that customised devices could assist people with disabilities to maximise their opportunities and live their lives more fully.

TAD was formally established in 1975, and 36 years later, there are similar organisations in all states of Australia and the ACT. The TAD organisations coordinate the work of volunteers to construct equipment for people with disabilities, and some also refurbish and deliver recycled computers.

TADNSW's vision

TADNSW will be more widely known for its delivery of quality services, which provide innovative custom equipment solutions to meet needs of people living with a disability. Delivery of services to clients will increase substantially. Our financial situation will be sustainable and viable, underpinned by a broad base of donors providing steady income streams and we will be less dependent on government and foundation funding.

TADNSW's mission

We provide personalised equipment and advice to people with disabilities and their carers, through the innovative services of skilled volunteers and staff.

TADNSW's core businesses

Our core businesses are the supply of equipment, support in the use of equipment, and provision of advice and information about equipment to people with disabilities, their carers and the disability sector.

Custom Designed Aids Service

Designs and makes customised equipment for clients where commercial equipment is not appropriate.

Computer Support Service

Refurbishes and customises donated computers, supplies these to clients and supports clients in their use.

Freedom Wheels Modified Bike Service

Modifies bicycles to enable children with disabilities to ride them.

George Winston Communication Service

Communicates "the TAD story", provides information about our customised equipment, and supports services and fundraising by raising awareness about TADNSW.

TADNSW's values

- **Innovation** – underpins the solutions and services to best meet the needs of clients.
- **Collaboration** – cooperation and building partnerships to advance our mission.
- **Excellence** – continually seeking and implementing that which is the very best in each sphere of activity.
- **Respect** – understanding and appreciating the values, abilities, experiences and contributions from others.
- **Openness** – open public information that fully and honestly reflects our policies, practices and financial probity.
- **Integrity** – acting in a sincere, informed, responsible and ethical manner.

TADNSW's organisation

TADNSW is managed by a Board of 13 Directors and has 20 staff (15.92 FTE). Our offices are in Sydney, and we have 13 branches and groups in regional



'Most of the commercial devices are a standard design, and that was why TAD was good – we needed something that was made specifically for us.' Edith, carer of client Anna, who loves her pink shower stand.

NSW. These are run by local volunteers with support from head office staff.

Who does TADNSW help?

TADNSW helps anyone with a disability, including conditions associated with ageing. There is no means test, and a referral is not always necessary.

Clients are charged for costs and materials for custom-designed equipment, and a small purchase fee for computers. Our volunteers donate their skills and labour.

Would you like to help TADNSW?

You can help TADNSW by:

- becoming a volunteer;
- becoming a member of TADNSW;
- subscribing to the *TADJournal*;
- donating funds to support our services;
- donating computers or other goods in kind.

For more information, visit our website at www.tadnsw.org.au.

PRESIDENT'S REPORT



2010-11 year has seen little change in TADNSW's workload or underlying financial situation. Project levels are comparable with previous years and the financial deficit of \$58,000 is less than budgeted.

Despite newspaper reports, the global financial crisis is still having a very real effect on the income of charities. The R A Gale Foundation ceased sponsoring the Computer Support Service in late 2008 after more than 10 years' support, and we have not been able to attract another sponsor.

Amway of Australia completed its four-year sponsorship of the Freedom Wheels Service in October 2010, although it continues to support TADNSW in other ways. Despite much effort, a new sponsor has not yet been found.

Clearly there is a mood of restraint on the part of corporations, foundations, trusts and businesses that have traditionally assisted groups such as TADNSW. Anecdotal evidence suggests that other well-known charities are seeing markedly reduced returns from their fundraising appeals.

I believe that part of the problem stems from essential services not being fully funded by government. That organisations like hospitals should have to fundraise to deliver necessary services to the community is an anathema and ultimately impacts significantly on donations to small, mainly self-funded community groups.

The saga of the funding for the George Winston Communication Service continues. For more than 23 years TADNSW's library and information service, and most notably the *TADJournal*, was funded by the Commonwealth government.

Under new arrangements between governments, such funding became a state responsibility in 2009. After a long series of submissions and meetings, we received notice that the support would cease from July 2011.

Only a personal, almost accidental meeting between CEO Alan McGregor and NSW Minister for Ageing and Disability Services Andrew Constance secured the \$100,000 funding for one more year, although it is still uncertain beyond that. Having to constantly re-negotiate funding arrangements for a well-established and respected service means we have less resources to apply to providing a better service to people with disabilities.

At the end of 2010-11, the Board approved a new strategic plan for TADNSW. Over time, we plan to increase our public profile and make a special effort to reach communities in areas where we do not currently have a large presence.

We are looking to Fundraising Manager Mark Lees to generate surpluses and to reduce our present dependency on the TAD Foundation. We expect TADNSW to be well prepared for the next financial crisis, as we were for the last.

We anticipate the Computer Support Service will continue to change rapidly in response to changes in technology and its pricing. Longer term, we will be looking for new business lines for TADNSW and will consider strategic alliances with appropriate organisations.

Of course, we will need more volunteers with more diverse skills to cope with the expected changes. But no matter how we develop in the future, we can be sure

that people with disabilities will continue to need extra support and TADNSW will be there.

By the time this annual report is published, the name of our organisation will have changed to TAD Disability Services NSW. A name change can be challenging, but I am confident that it is the right course of action for the reasons discussed in CEO Alan McGregor's report. We must adapt to remain responsive to the needs and sensitivities of those we seek to serve.

The last word as always must go to the members, volunteers, supporters and staff of TADNSW. Without your efforts, our priceless services would not be available, and our world would be poorer.

A handwritten signature in black ink, appearing to read 'William Phippen'. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Bill Phippen
President, TADNSW

CEO'S REPORT



This past year has been particularly rewarding for TADNSW, and we have continued to deliver services at the same level as 2009-10, despite the challenge of reduced funding.

Highlights

The Freedom Wheels Service has continued to grow, with the 1,000th modified bicycle supplied in March 2011. Amway's formal sponsorship of the service ended in October 2010, at the close of the agreed four-year term. Our thanks to Amway for their vision in supporting the development of a service that has brought happiness to so many children and their families.

In December 2010 TADNSW President Bill Phippen was named NSW Senior Volunteer of the Year. He was subsequently chosen by the (sydney) magazine as one of the 100 most influential people in Sydney. This accolade acknowledges that volunteers play as important a role in the community as the politicians, artist, business leaders and sportsmen also included in the list.

In April 2011 the Board resolved to change the name of Technical Aid to the Disabled to TAD Disability Services. While the original name provided a clear description of the organisation's mission in 1974, today the focus is on the person not the disability and the preferred language is 'person with a disability' rather than 'the disabled'. The change enables us to be confident that we are respecting our clients' wishes in our name, as we have always done in our services.

In July 2011 TADNSW was privileged by a visit from Her Excellency the Governor General, Quentin Bryce. This provided a valuable opportunity for publicity as the Governor General learnt more

our services, and a group of children showed off their Freedom Wheels bikes to the delight of all.

Operating environment

For the first time in several decades there is decisive action for major reform of the disability sector, following the recent Productivity Commission Report into Disability Care and Support. This described the disability support system overall as 'inequitable, underfunded, fragmented, and inefficient and gives people with a disability little choice'.

The report has become the key driver for disability sector reform, and there is now real resolve on the part of government to implement significant change. Foremost is a move for services to be more 'person-centred', giving the person with a disability more choice rather than having to accept the services that are offered.

This has always been the philosophy at TADNSW, with every solution developed through collaboration between the client, referrer, volunteers and staff to meet the client's individual needs. Exactly how this new person-centred service delivery model will operate or be funded is yet to be determined.

Challenges

We urgently need to find a new sponsor for the Freedom Wheels service. Amway's support absorbed the cost of overheads such as salaries for therapists to assess children for the bikes, operation of clinics, administration and publicity. This meant that families only had to pay for the cost of components, and the overall cost remained affordable.

TADNSW is now absorbing these overheads but this is not financially sustainable at current levels of

fundraising, so regional clinic schedules have already been cut, and other cost reduction measures will follow.

If we do not find a new sponsor in the next year, the Freedom Wheels program may have to be significantly scaled back, and many children with disabilities will likely be deprived of the opportunity to ride a bike.

There will be significant change within the disability sector in the coming years, and TADNSW will also need to make changes to adapt to the new environment. Our Strategic Plan for 2011-2015 focuses on the need for change and will be the key driver of our activities during the period – see page 6 for more information.

TADNSW is no stranger to change – it has a history of innovation and adaptation that goes well beyond the ingenuity of the individual solutions we develop. TADNSW has operated for 36 years in a regularly changing disability sector. We are constantly adjusting for the rise and fall in government and sponsor funding and meeting complex compliance conditions, while continuing to develop new solutions to meet the changing needs of people with disabilities.

Our resolve to adapt is underpinned by a mission which is clear and values-driven, and built on a solid reputation for excellence and innovation in delivering the very best we can for our clients.

A handwritten signature in black ink, appearing to read 'Alan McGregor'. The signature is stylized and fluid.

Alan McGregor
Chief Executive Officer, TADNSW

STRATEGIC DIRECTIONS



The overall goal of TADNSW's strategic plan for 2011-2015 is to best position the organisation to adapt to proposed changes in the disability sector to a more 'person-centred' approach to service provision. It focuses on five key result areas, which are as follows.

Clients

Our clients include people with a wide range of disabilities in all age groups, although 63% are children. They include people with multiple and profound disabilities, and people from a wide range of cultural and linguistic backgrounds.

TADNSW has low exposure in some areas of Sydney where ABS data suggests a high rate of disabilities, particularly the Inner West and South-West Sydney.

Our goals for this area are:

- by 2015, increase Custom Designed Aids Service annual client intake by 20%;
- by 2015, increase Computer Support Service client numbers by 20%;
- maintain client satisfaction at current levels (90%);
- develop two partnerships each year with like-minded organisations.

Workforce

The TADNSW volunteer workforce includes handymen, tradespersons and professionals in engineering, accounting, marketing, finance and health. Paid staff provide administrative, management, fundraising, professional engineering and therapy skills.

Most volunteers are retirees, and the current workforce is ageing. There are now fewer people in the community who are volunteering, and even fewer who have the skills TADNSW needs. This presents challenges for our sustainability and growth.

Our goals for this area are:

- by June 2012, develop a plan to improve diversity in volunteer and staff skills to meet operational needs;
- by 2015, increase volunteer numbers by 20%;
- by 2015, reduce median volunteer age by five years.

Innovation and adaptive capacity

TADNSW's strength is its capacity to develop innovative solutions to meet client needs. In a changing service environment, our ability to come up with new ideas and adapt to the changing requirements of stakeholders is critical. To offer clients the choice that new service models are likely to require, we will need to be more proactive in identifying ways to meet emerging client needs.

Our goals for this area are:

- by the end of 2012, establish a market research plan;
- by June 2012, establish a research and development taskforce to identify new product and service opportunities and develop strategies for implementation.

Financial sustainability and fundraising

Generating sufficient cash flow is essential if TADNSW is to prosper and to adapt to disability sector reform. At the same time, the donor dollar has never been under more threat. We must develop new initiatives directed at all sources of funding including government grants, corporate and private donations.

Our goals for this area are:

- by June 2012, establish a task force to develop strategic business alliances;
- by December 2012, measure current levels of brand awareness and develop

- plans to increase this over time;
- by June 2013, increase CSS eBay sales revenue by 25%;
- in stages, increase revenue from fundraising activities to achieve \$1.2M per year or more from the end of 2015.

Board and governance

TADNSW's Board directs the business enterprise and oversees compliance with corporate regulations. It is responsible for the appointment of the CEO and review and development of strategic directions, business policies, finances and legal issues.

The composition of the Board must provide the ongoing breadth and depth of skills necessary to perform these functions in a changing service, regulatory and funding environment.

Our goals for this area are:

- by June 2012, review current Board activities;
- by December 2012, establish a succession plan for Board diversity and replenishing;
- by June 2013, establish a Board professional development plan.

The goals set in the Strategic Plan 2011-2015, the strategies to achieve these goals and a proven capacity to adapt to changes in the disability sector will be the building blocks for TADNSW to achieve its vision.

The plan will better position TADNSW's service delivery to meet client needs and prepare for the changes that the National Disability Insurance Scheme will bring.

CUSTOM DESIGNED AIDS SERVICE

"Bruce's work was one of the bright spots of the year for me." Deb, who can flush her toilet independently thanks to an ingenious modification by volunteer Bruce Hattersley.



The Custom Designed Aids Service (CDA) provides over 1,000 customised devices for people with disabilities and their carers throughout NSW each year. Devices are made for all ages, but most are for children and the elderly.

The devices assist with a wide variety of activities including seating, posture, bathing, toileting, personal care, mobility, bedroom safety, work and recreation. TADNSW's purpose-built equipment is popular with both clients and referrers because of the relatively low cost and fast turnaround time. The cost is particularly important for families who have a young child with a disability, as they face many expenses.

CDA also assists professional therapy and rehabilitation workers by providing information, advice and clinical assessments when appropriate.

Service output 2010-11

The overall output for 2010-11 of 1051 devices was similar to the previous year, with a slight decrease in requests in Sydney and a slight increase in regional NSW, particularly the Hunter and Central Coast.

Successes

CDA's staff bring valuable expertise to the client assessment process and contribute to a quality final product. In 2010-11 we have used focus groups to draw on the experience of other therapists and refine our products to meet clients' needs. For example, we have improved the design of our block trolley (used to assist children who have difficulty walking) and added animal themes to appeal to young children.

Service delivery times continue to improve, and 91% of clients were satisfied with their delivery time in this year's surveys. There has also been a 21% improvement in client satisfaction over the last three years, attributable to our increased focus on service delivery. Clients who were not satisfied often had unrealistic expectations and did not appreciate the time required to make a customised device.

Our ideas reference book *TADaid* continues to receive high approval from referrers for its clarity of information and assistance in visualising the equipment. The innovation of offering "easy to order" items in standard sizes has meant these can be available in one to two weeks, significantly reducing previous waiting times.

Challenges

The challenges of 2010-11 have been to meet the demand for quality services and to improve processes and workflow. This has been particularly difficult in an environment of funding uncertainty, with constraints on expenditure and resources.

The number of skilled volunteers available to CDA is declining. Existing volunteers are ageing, and it is difficult to attract

new ones with the specialised skills required in an environment where there are so many demands on people's time.

Another challenge is to continue to improve awareness about TADNSW's services in regional NSW, where turnover of therapists makes this very difficult. Our staff have been giving presentations at universities and conferences, but the results are not immediate.

Supporters

In 2010-11 volunteers contributed 25,600 hours to design and make CDA devices, as well as many thousands more hours that go unrecorded. Their expertise, time, willingness and dedication is crucial to the delivery of affordable customised solutions for our clients. There are many other supporters who lend a hand with donations in kind or expert advice. They are recognised on pages 17-18.

Looking ahead

The global financial crisis continues to affect supporters of CDA. However, the focus in 2011-12 will be for continued growth, improving the quality of our services and responsiveness to the changing needs of clients.

We plan to:

- Improve the process of managing CDA projects and volunteers;
- Develop designs that are easy to produce and as attractive and useful as possible for clients, while retaining engineering integrity;
- Improve efficiency by increasing in-house knowledge of relevant best practice;
- Increase focus on recruitment and retention of specialist volunteers.

COMPUTER SUPPORT SERVICE

"It is hard for people with limited mobility to get out of the house, and you can only watch telly so much, so a computer can be a lifeline to outdoors." Fran, who has spina bifida.

The Computer Support Service (CSS) refurbishes used computers and supplies them to people with disabilities and people who are economically disadvantaged. Each computer is backed by a two-year warranty and two years of free help desk support.

Over 920 clients currently use CSS computers. For many this is the first time they have used a computer or had one of their own, and it can be a life-changing experience which puts a whole new world of information, contacts and activities at their fingertips.

A computer can be used in many ways: to develop connections through email and social media, to participate in hobby groups, to access banking and shopping for groceries and clothing, and to study and undertake research.

Service output

CSS refurbishes around 400 computers each year, which is sufficient to meet current demand. During 2010-11 the service supplied computers to 256 new clients, which is 20% fewer than 2009-10. This reflects a reduction in demand due to the increasing availability of budget-priced new computers.

Requests for repairs decreased by 16% from 2009-10, indicating the careful work that goes into each system before it is delivered. The help desk continues to receive many calls, and this is the most valuable aspect of our service for some clients.

Successes

As a Microsoft Registered Refurbisher, the CSS can provide Microsoft software to clients and deliver computers built to Microsoft's high standards. We are now offering a Windows 7 Professional operating system and the Microsoft Office 2007 suite of software.



To improve revenue since losing the R A Gale Foundation's sponsorship in 2008-09, we have expanded the sale of surplus equipment. In 2010-11 volunteers prepared over 600 computers for sale through eBay, where we have developed a reputation for quality. This resulted in a 350% increase in income over 2009-10, which has kept the service viable.

During 2010-11 CSS laptops have also been sent overseas: to India to support Burmese refugees, and to Vietnam to support children with disabilities. Other computers are being used by women and children in a women's refuge, and SES volunteers in Queensland who lost equipment in the recent floods.

Challenges

In order to maintain and expand its service, the CSS's challenge is to secure a new sponsor, and this has proved very difficult in the current financial climate. The eBay sales are providing an interim

income, but this relies on an ongoing supply of surplus equipment.

Supporters

Volunteers are the mainstay of the CSS, which benefits from over 40,000 hours of their time, their energy, knowledge and firm belief in the mission of TADNSW. Particular thanks are also due to our many regular supporters who donate equipment and other forms of support. They are recognised on pages 17-18.

Looking ahead

The challenges for the Computer Support Service over the next 12 months are to:

- Maintain appropriate levels of client support;
- Aggressively market the service to increase demand and revenue;
- Further develop and expand the sale of surplus equipment on eBay;
- Obtain financial sponsorship.

FREEDOM WHEELS MODIFIED BIKE SERVICE



The Freedom Wheels program modifies bikes to enable children with a disability to ride them, and occasionally also modifies bikes for adults. Riding and moving independently can bring huge pleasure to a child with a disability, enabling them to join in rides with their family and other children for the first time.

Freedom Wheels began when TADNSW's bike modifications came to the attention of Amway of Australia in 2007, and the company became the major sponsor of a new expanded service. The sponsorship enabled a change from a time-consuming one-off process to a streamlined national program with standardised, well-designed modification components.

The four-year financial agreement with Amway concluded in October 2010, although the company continues to support the program by delivering bikes and parts through their national freight distribution system.

Modification process

The components are supports which enable each child to ride a bike safely and comfortably, such as outrigger wheels and head and back supports. Specifications are determined at a bike clinic, where Freedom Wheels therapists assess each child using test bikes. Other therapists involved with the child may also assist in this process.

The modification components are made in NSW under TADNSW's auspices. Assessments are performed locally by the TAD organisation in each state, and in NSW with the assistance of local TAD volunteers. The bikes and parts are then sent for construction by local volunteers.

Service output

There were over 280 client assessments at bike clinics throughout NSW in 2010-11, and the number of modified bikes supplied increased by 7% to 228. It is likely that production will increase

further in 2011-12 as the increased number of orders flows through in the approach to Christmas 2011.

Orders continue to come in from around Australia, with particularly strong demand from Western Australia and Tasmania. New staff have recently started in Victoria and Queensland, and we expect strong growth in these states in 2011-12.

Freedom Wheels staff recently travelled to Canberra to train a therapist at TADACT, so assessments can be done locally without TADNSW needing to run a clinic. This is likely to increase orders from the ACT.

Publicity

Marketing of the service in NSW was expanded in 2010-11 to include social media, and we have acquired an avid following on Facebook and Twitter. This is likely to be reaching a different audience from our other publicity.

Media exposure has been considerable in 2010-11, with reports on the Amway China Charity Bridge Walk, the M7 Bike Ride, and a clinic held in Wellington, where we supported the local community's efforts to raise awareness about the need for improved disability services in regional areas. ►



"Fantastic device. You cannot imagine how the Freedom Wheels bike has affected our whole family. Our child can now be involved with an activity the rest of the family enjoy. It has increased his independence and confidence and he is able to enjoy a normal childhood experience, one which we never thought would happen. Thank you." Alison, mother of Finlay (right) and Max.

Successes

In March 2011 Freedom Wheels achieved the major milestone of supplying the 1,000th bike since the program began. All this from a humble 40 modified bikes per year in NSW before Freedom Wheels began.

A new 26-inch Freedom Wheels bike assembly has been prototyped and is in the final stages of testing, supported by an anonymous donor. The size of the bike is likely to suit larger children and adults, plus it will have internal gear hubs, making it more versatile and attractive to a wider range of clients.

Repeat clients continue to return as children outgrow their first bikes, and it is a joy to see how well they have been used. As a testament to their ruggedness, we are able to re-use almost all the components from the old bikes on the new ones.

We have welcomed growing support from Lions and Rotary Clubs throughout the State, which have been providing funding for bikes going to families in their areas. We also collaborated with the Live for Kids Charity to support the Freedom Wheels program, and

developed other community links such as the IBM volunteer day.

Challenges

Securing a new long-term sponsor is the most important challenge facing Freedom Wheels. This will enable us to continue to expand the program and keep the cost of bikes at an affordable level for families.

Other challenges include identifying new ways to raise awareness about the Freedom Wheels program, and streamlining administration to encompass the ongoing expansion of the national service.

Looking ahead

A priority in 2011-12 is to secure long term support to enable the Freedom Wheels program to expand further and reach more children with disabilities. We will also continue to seek sponsorship of individual bikes, which is an important support for families in difficult economic times.

In December 2011 we will hold our second, expanded M7 Bike Ride, and hope to make this an annual event.

The George Winston Communication Service is a vital resource in raising the awareness of TADNSW's products and services. Effective communication fosters effective relationships and ensures the best use of our scarce resources.

Expanding our reach

To raise our profile and expand our reach, we are making more use of social media such as Facebook, Twitter and LinkedIn, which are more frequently used by younger adults. These media make it very easy to gauge reactions to the messages we are sending out, and to quickly respond.

They are an ideal platform to engage with many of our clients, donors, volunteers and sponsors, and the community in general. At the same time, we continue to communicate effectively with other stakeholders through our journal, website, magazines, newsletters and direct mail.

TADJournal and TADaid

Our ideas reference book, *TADaid*, is our most popular publication and continues to generate very positive feedback for its clear information.

The long-term editor of our highly respected flagship *TADJournal*, Carley Tucker, left this year, and future issues will be edited by new Communications Manager Nicky Fagan.

Focus groups held in 2010 reaffirmed the need for this publication as a valuable resource in an organisation's reference library. It remains one of our most effective means of communicating with clients both past and potential, disability organisations and health professionals, as well as funding bodies.

Young riders and their families at the first Freedom Wheels M7 Bike Ride.



TION SERVICE



Website

TADNSW's website now plays a crucial role in linking us with clients, staff, professionals, networks, donors, volunteers and other stakeholders.

The site needs a major upgrade to be as effective as possible in a changing digital environment. This will include: a greater range of targeted information; online facilities for project applications, event registration and donation; and a portal for our thousands of clients over the years to share experiences and ideas, or seek advice from our staff or volunteers.

These enhancements will deliver an improved experience for users, increase staff productivity and create a virtual family amongst our clients. We will also be able to increase fundraising income by running targeted digital campaigns using social media.

Art competition and calendar

Our first calendar containing artworks by clients was released in October 2010 (see image below left). It sold very well, and has also been a lovely gift for significant visitors to TADHouse.

The calendar is also an effective communication device, as the information about each client and the thinking behind their artwork gives a more personal picture of TADNSW. The project

has been such a success that we are planning a second edition for 2012.

Media exposure

A short feature on the Kerrie Anne Show on Channel 9 in early 2011 provided a valuable opportunity to publicise Freedom Wheels.

We also ran a publicity campaign in Central West NSW to raise awareness about TADNSW's services. This resulted in increased attendance at local bike clinics and support from clubs in the area.

Other activities

Production of the e-newsletter launched in 2009 continued, with an issue every six weeks sent to around 1,200 people. The newsletter updates stakeholders about our activities, keeps us in the forefront of their minds and directs them to our website for more information.

Our first Freedom Wheels M7 Bike Ride was held on the M7 bike path in December 2010, with support from the Westlink M7 company. We plan to make this an annual event on the first Sunday in December to coincide with International Day for People With a Disability.

TADNSW speakers continue to be in high demand with community

*"She's in a wheelchair all the time, and she's seen other kids riding a bike, so we thought it would be good for her. Now it's like she's not missing out on what the other children are doing."
Abeer Mourad, mother of Freedom Wheels client Shaimaa, speaking to Kerrie-Anne reporter Jamie Malcolm.*

organisations and professional conferences. With very limited staff resources, we have begun to focus more on inviting groups to TADHouse, such as disability groups, community organisations and professional teams.

We have conducted focus groups during several of these visits to learn how other organisations view us and how we can better support their clients.

In events held after the end of the financial year, the Governor General, Quentin Bryce, visited TADNSW in July 2011. This created an important opportunity for publicity and networking. A Welcome to Spring Open Day and Second Hand Book Stall was held at TADHouse in September 2011, incorporating an exhibition of all the entries for our 2012 calendar.

Looking ahead

- We will begin to upgrade our website and seek a major sponsor and pro bono partners to assist in this process;
- We will continue to explore opportunities for publicity provided by social media;
- The second, expanded M7 Bike Ride will be held in December 2011.



VOLUNTEERS AROUND THE STATE

Every year, TADNSW's 250 volunteers spend countless thousands of hours designing and building low-cost customised devices for people with a disability in their local communities, producing solutions that would not otherwise be attainable.

In Sydney, Custom Designed Aids Service staff usually work with the client and their therapist to develop a solution for their needs, and then pass this on to the volunteer. However, the 124 volunteers in regional NSW generally collaborate directly with local therapists to meet their clients' needs.

Regional volunteers operate in local groups that vary from more than 20 members down to two-person teams. The groups meet regularly to share ideas, consider solutions for clients and promote their services.

Larger groups operate as branches with their own executive structure, administration and finances, with TADNSW's head office in Sydney providing governance, limited technical oversight and administrative and marketing support. Smaller groups are under direct supervision from Sydney, but still liaise independently with local therapists, service providers and sponsors.

TADNSW's first regional workshop in Newcastle has now been operating for over a year. This is a significant step in developing our services in the area.

Albury/Wodonga Branch

TADNSW's southernmost branch has 11 active members and supplied six devices in 2010-11. A number of these were "therapy steps" (see photo page 2), which were large and time-consuming projects that will assist many children.

The branch has been very proactive in promoting Freedom Wheels bikes, liaising with therapists, organising clinic venues, arranging local media, assisting the staff bike clinic team and delivering the completed bicycles. Their enthusiasm has resulted in very smooth operation of the clinics and has been greatly appreciated by Sydney staff. Branch volunteers also support a number of Computer Support Service (CSS) clients.

Central Coast Branch

TADNSW's second largest branch has 21 active members who contributed an estimated 4,000 hours of work to make 130 devices in 2010-11, including 17 modified bikes and trikes. They assisted 121 clients, including CSS clients.

The Branch works across the full spectrum of materials including metal, timber and electronics. Several projects focused on improving access to a bath and toilet, such as several "Alma" bath seats that use light and strong welded stainless steel tubing.

The availability of workshop space is diminishing for the Central Coast branch as many volunteers downsize their homes. They are looking for a sponsor and suitable premises to establish a central workshop.

Central West Branch

This long-established branch has 11 active members and had a productive year to produce 43 devices and assist 46 clients. The branch services a very wide area bounded by Bathurst, Orange, Parkes and Dubbo, and maintains close liaison with local therapists and special schools.

Local media covered a Freedom Wheels clinic held in Wellington, where branch members assisted with assessments and will deliver bikes to clients and carry out occasional repairs. Attracting new volunteers with the right skills remains a constant challenge, as it does for most of the smaller regional groups.

Coffs Harbour Group

The two-person team based in Coffs Harbour construct numerous devices and support the Freedom Wheels program.



"That has been the great benefit of what Chris (Manning-Great Lakes volunteer Chris Scott, pictured in the sensory room with student Michael) has done. It's great to have someone with that expertise, who can think it through and solve problems as we go." Michael Osborne, teacher at Chatham High School Support Unit.

Central West volunteer Neil Musgrove took 430 hours to make this beautiful wheelchair-friendly cart for Riding for the Disabled.



Hunter Branch

TADNSW's largest branch has 35 active volunteers and in 2010-11 contributed 4,845 hours of work to produce 152 devices and assist 162 clients. One interesting project was to make spica chairs for John Hunter Hospital which had special infection control specifications.

The branch received financial sponsorship from Newcastle City Council and the Newcastle Permanent Charitable Foundation. This enabled them to fund projects for disadvantaged clients and extend services into more remote parts of the Hunter Valley. Newcastle Permanent also recently provided funding to purchase a van, and additional funds to continue services in the upper Hunter.

The Branch supplied 19 Freedom Wheels bikes to local clients in 2010-11, with local charity Live for Kids willing to support the supply of more bikes in the future.

Illawarra Group

The eight active volunteers in the Illawarra Group have joined the Corrimal Mens Shed, which has enabled them to access more suitable workshop space, a wider range of equipment and a collaborative atmosphere. As a result, existing members of the shed have become interested in the TADNSW projects and volunteers numbers in the area may increase.

Manning-Great Lakes Group

This three-person team have good liaison with local therapists, and designed and constructed a number of interesting and innovative devices this year, such as the modification of two bariatric beds to improve their weight capacity.

A highlight this year was the opening of a sensory room at Chatham High School Support Unit (pictured below left), containing innovative electronics designed by TADNSW.

Northern Rivers Group

Based in Lismore, the group has five active volunteers who constructed devices, provided support to CSS clients, liaised with local therapists, assisted with bike clinics and delivered the finished bicycles.

Port Macquarie Group

This group have been operating for around five years and this year assisted 30 clients as well as producing fabric items such as wraps and beanbags. Project output and volunteer hours have increased significantly since last year.

The group is very active in the area, providing seminars for local therapists, and presentations to the CWA and the local retirement village. Freedom Wheels is well supported, with a number of Freedom Wheels bikes sponsored by the local Lions Clubs.

Shoalhaven Group

A four-person team of volunteers built a small number of devices and supplied other support to clients and disability service providers. There were two successful Freedom Wheels clinics held in conjunction with the Cerebral Palsy Alliance in Nowra in 2010-11, and further clinics are planned.

Sydney volunteers

TADNSW has 126 active volunteers in Sydney, operating in local groups varying from five to 33 members. Custom Designed Aids Service volunteers have supplied 700 services to clients in the

Sydney area, including devices, modified bicycles and consultations on equipment design and supply.

Computer Support Service volunteers refurbished and supplied 256 computers to clients with disabilities, attended to 300 service calls and prepared over 600 computers for sale on eBay. Volunteers also provided many hours of support to TADNSW's administration, fundraising, repairs, governance and maintenance.

Challenges

The main challenges facing volunteer groups are keeping up numbers in the face of an ageing membership, reduced willingness in the community to volunteer and a general skills shortage. All groups are actively looking for volunteers and liaising as effectively as possible with local therapists and disability services to generate more requests for support.

Benefit to the community

TADNSW's volunteers are mainly retired professionals and tradespersons who freely give their time and expertise to assist people with a disability.

If their time was conservatively valued at \$45 per hour, the value of their work in 2010-11 would be about \$1,650,000. Government support is a fraction of this amount, so there is a handsome return on that investment for the community.

However, the value should not only be expressed in terms of dollars saved, or hours worked, or numbers of devices, or volunteers on the books or any other quantitative benchmark. Rather, if it could, it should be measured in terms of community wellbeing and social responsibility.

FUNDRAISING

Guests at TADNSW's highly successful 35th anniversary dinner held in October 2010: Penny Graham, mother of client Alex, with television personality Mike Bailey; and Board member Monica Vardabasso and her husband Vincent de Gouw.

Government funding

The financial contribution by the NSW Government to TADNSW's operations is currently 25% of total revenue. Most of this funding is tied to the operations of the Custom Designed Aids Service.

For over twenty years the Communications Service was funded by the federal government. Funding responsibility was transferred to the state government in 2009. Since then this funding has remained under threat and there is no certainty beyond June 2012.

Client payments

Client payments for all TADNSW's services are kept at very modest levels and represent only 16% of revenue. Disability has an impact on financial capacity, and the TAD philosophy is that clients should only be asked to contribute the cost of materials for their devices.

Fundraising

The bulk of TADNSW's revenue (59% in 2010-11) comes from fundraising activities and direct support from the TAD Foundation. The past 12 months have been challenging in a competitive fundraising market.

The goal for 2010-11 was an ambitious \$680,000 and the funds raised fell short by \$180,000. A key factor in this was a significant decline in funding from private philanthropic trusts and foundations, an ongoing effect of the global financial crisis in 2008-09.

However, TADNSW is grateful for the support from a number of foundations in 2010-11: the Cecilia Kilkeary Foundation, Perpetual Trustees, the Gregory Patrick & Marie Dolores Farrell Foundation, the James N Kirby

Foundation and the George Lewin Foundation.

We were able to cover a large proportion of the shortfall with support from the TAD Foundation and NSW Clubs CDSE (Community Development and Support Expenditure) grants, as well as strong responses from donors, clients and volunteers to our Christmas and end of financial year appeals. We also undertook new initiatives throughout the year including increased use of social media, seeking greater support through workplace giving, and improving our targeting of special events.

Looking ahead: a new fundraising strategy

TADNSW's strategic plan for 2011-2015 is designed to address significant change mooted for the disability sector and any potential volatility of financial markets. Corporate, foundation and trust support may be tentative over the next few years and TADNSW must restructure its fundraising to fulfill the future vision for disability services.

While TADNSW is well-known and highly respected within the disability sector, few people in the general community are aware of our work. Donor analysis has shown that our stories and our cause are very appealing. We are therefore in a good position to reach out to the wider community for support.

Our strategy for 2011-12 will be to move into new areas to develop our donor base, in order to lessen our dependence on government and trusts. This will require re-evaluating our brand, acquiring new corporate sponsors and workplace donors, and striking up a closer relationship with the wider community.



Community awareness and involvement will be developed by two annual events – a Springtime Second Hand Book Fair and Open Day at TAD House in September, and the Freedom Wheels Westlink M7 Bike Ride in December. Both events will build greater ties with local councils and community organisations.

We will also embark on a major redesign of our website. The rapid changes in the digital arena mean we need new tools to effectively market our service to the community. Our new design will deliver an improved experience for users, increase staff productivity and create a virtual family amongst our many clients.

In addition, we will be able to increase fundraising income at a much lower cost by running targeted digital campaigns using social networks such as Twitter, FaceBook and SMS. The immediacy and interactivity of these media means we can increase transparency with our donors by keeping them up-to-date with developments in our services that are thanks to their generous support.

TADNSW BOARD OF DIRECTORS



TADNSW's Board of Directors are responsible for the corporate governance of the organisation. The Board consists of up to 15 people acting in a voluntary capacity.

The Board guides and monitors the activities of TADNSW, seeking to serve the best interests of clients and acting on behalf of the members to whom they are accountable. The Board's proceedings are governed by the *Corporations Act 2001* and TADNSW's constitution.

The responsibility for operation and administration of TADNSW is delegated by the Board to the Chief Executive Officer. The Board, CEO and management team set strategic directions.

The Board meets an average of eleven times a year and monitors the achievement of service targets and financial objectives against the budget. Many Board members are also actively involved in delivering TADNSW's services and supporting the organisation in other ways.



President William Phippen *BE (Hons), BSc*
Appointed to Board: 1976 (President since 1997)
Occupation: Structural engineer, Railway Resource Centre Manager, Australian Railway Historical Society
Committees: Governance, Nominations, Fundraising



Deputy President Malcolm Lye *BE*
Appointed to Board: 2000
Occupation: Retired engineering executive
Committees: Nominations, Fundraising



Treasurer Lawrence Nelson *F CPA*
Appointed to Board: 2010
Occupation: Retired accountant



Peter Bennett *BE*
Appointed to Board: 2009
Occupation: Retired engineering executive



John Griffiths
Appointed to Board: 2003
Occupation: Retired computer service engineer



Hugh Howell
Appointed to Board: 2003
Occupation: Retired engineer and manager
Committees: Governance, Nominations



Paul Hugh-Jones *BSc (Hons)*
Appointed to Board: 2006
Occupation: Business development and marketing consultant, Director of Insight Edge and Drink Works
Committees: Fundraising



Matthew Kayrooz *BSc*
Appointed to Board: 2010
Occupation: Executive Manager, NSW CTP Portfolio, Suncorp
Committees: Fundraising



Tony Ross *DipFP*
Appointed to Board: 2010
Occupation: Owner, Serenity Financial Professionals



Gail Tang-Demetriou *BSocStudies, MSW, MAASW*
Appointed to Board: 1990
Occupation: Social worker/teacher
Committees: Governance



William Todd
Appointed to Board: 2000
Occupation: Retired drafter



Monica Vardabasso *BA, Grad Dip Law, FPRIA*
Appointed to Board: 2004
Occupation: Corporate Affairs Manager, Suncorp and GIO Personal Insurance
Committees: Nominations, Fundraising



Ian Young *BSc, BE*
Appointed to Board: 2000
Occupation: Retired engineer

TADNSW people

Staff and volunteers

TADNSW employs 20 staff, eight of whom work part time. There are 250 active volunteers who contributed over 40,000 hours of work to our services and to governance, administration and marketing. The effort and commitment of our staff and volunteers make the achievements recorded in this annual report possible.

Staff development

TADNSW's staff continually undertake professional development of various kinds to ensure that their knowledge and skills are abreast of the latest developments in their fields.

Recent staff professional development has included:

- Engineer Nick Asha – undertaking Masters of Design Science;
- Marketing and Fundraising Director Mark Lees – attended Fundraising Institute of Australia annual conference;
- Physiotherapist Brendan Worne – completed para-cycling paralympic classifier training;

- attended ARATA (Australian Rehabilitation Assistive Technology Association) Conference;
- attended Cerebral Palsy Alliance seating clinic.

Senior staff 2010-11

Chief Executive Officer

Joy Barrett *BComm (Applied Psych), MHA, Grad Dip Voc Ed & Training* (to 9 July 2010)

Alan McGregor *Dip Bus, Dip Mgmt* (from 22 July 2010)

Director of Marketing and Fundraising

Mark Lees *MFIA*

Director of Services

Warren Holland *BEd(Sc), Grad Dip Bus Computing, Grad Cert Mgt*

Corporate governance

Patron

Her Excellency Professor Marie Bashir AC CVO, Governor of New South Wales

Vice Patron

Mark Bagshaw, Managing Director, Innov8 Consulting Group

Auditor

DFK Laurence Varnay

Honorary Solicitors

Clayton Utz

Company Secretary

Deborah Burns (to 24 November 2010)
Tony Mamo (from 24 November 2010)

2010-11 Branch Chairs

Albury/Wodonga – Brian Haynes

Central Coast – John Rose

Central West – Geoff Key

Hunter – Garry Smith (to 14 July 2010)
John Simpson (from 14 July 2010)

Northern Rivers – Eric Davison
(became an interest group in May 2011)

TADNSW Honorary members

1981

Jim Dods OAM

1985

Bill Smith

1988

Eric Ingman
John Roarty AM
Noel Svensson AM

1989

Bob Loughlin

1990

Derek Wrigley OAM

1991

Peter O'Brien

1992

John Bell
Jim Macky

1997

Barry Chadwick
Alan Every
Rod Simpson
Malcolm Wheatley
George Winston AM

1998

Michael Gregan
David Monk
Don Moon
Jim Shires OAM
Jim Thorne
Bill Youll OAM

1999

Len Berlin
Tom Marish
Keith Shakespeare
Peter Smith
Sandra Vassallo
Kevin Williamson

2000

Jim Bryant
Phil Champion
Brian Day
John Dixon
Ted Furby
Bob Hulton
Jim Jacobs
Barry Lees
Ted McIntosh
Jeff Merrikin
Merv Moroney
Don Payne
Ted Parnell

2001

Richard Bosanquet
Bryan Heywood
Jack Lagerlow
Bob Moore
David Stuart

2002

Bryan Anstee
Sam Kutner OAM

2003

Ric Smith

2004

Bruce Hamon
Stan Hazlewood
Richard Kramer
Helen Murphy OAM
Vern Watkins

2005

Wal Hebblewhite
Brian Johnston
Phil Marvell
Bill Rodoni
Bill van Gennip

2006

Fred Clark
Graham Sharp

2007

Paul Herring
Reg Hespe

2008

Bill Arnold
Grant Cockburn
Norm Evans OAM
Geoff Fry
Bill Jenkins
Fred Thomson

2009

Colin Hunter
Joyce Napper
Jennifer Rothwell
Wal Simpson
Bill Todd
Geoff Winsley

2010

John Griffiths
Bill Phippen
Anne Rickersey
Richard Smith
Kevin Simkus



*Freedom Wheels Production
Coordinator Steve Watts at work
constructing a modified bike.*

TADNSW DONORS (financial and in-kind)



Grant

Department of Ageing, Disability and Home Care

Corporate

A J Ross & Associates
Advanced Coaching Solutions
Amway of Australia
AP Mail
Breville
Boral Plywood Ipswich
Cincom Systems of Australia
Cluff & Sant
Courtney's Brasserie
Delta Group
Deutsche Bank
Emohruo Financial Services
Extra Dimension Solutions
Freehills
Freswick
Goldman Sachs Australia
Illawarra Master Builders
Inghams Enterprises
JK Managed Solutions
Kelloggs (Aust)
Lara Jean Association
Len Pascoe Sports Entertainment
Lonsyd
Martin Johnson Communications
M R Toal Investment Services
McNeill Group
Microsoft Corporation
Midstate Freight
Monte Sant' Angelo Mercy College
Mosman Preparatory School
National Australia Bank
NSW Department of Arts, Sport and Recreation
Pacific West Corporation
Parramatta High School
Premium Fulfilment
Queenwood School for Girls
Reg Smith Motors NSW
Reserve Bank of Australia
ResMed
Rural Press
Sealed Air
The Centre for Volunteering
Toyota Materials Handling
Vinidex
Westlink M7
Woolahra Municipal Council

Foundations

AMP Foundation
Cecilia Kilkeary Foundation
Coles Danziger Foundation
Gregory Patrick & Marie Dolores Farrell Foundation
Perpetual Trustees
Reserve Bank Benevolent Fund
Roth Charitable Foundation
The George Lewin Foundation
The James N Kirby Foundation
The R A Gale Foundation

Bequest

Robertson, Ruth

Clubs and Councils

Auburn RSL Club
Bathurst RSL Club
Bermagui Country Club
Bossley Sports Club
Burwood RSL Club
Canada Bay Club
Canterbury Bulldogs League Club
CWA Port Macquarie – Evening Branch
Dooleys
East Cessnock Bowling Club
Ettalong Beach War Memorial Club
Five Dock RSL Community Club
Goulburn Soldiers Club
Goulburn Workers Club
Hornsby RSL Club
Illawarra Catholic Club
Lions Club of Bondi
Lions Club of Engadine
Manly-Warringah Rugby League Club
Merimbula-Imlay Bowling Club
Merrylands RSL Club
Orange Ex-Services Club
Panthers Bathurst
Parramatta City Council
Parramatta Leagues Club
Pittwater RSL Club
Probus Club of Carlingford
Queanbeyan Kangaroos Rugby League Football Club
Queensland Government
Rotary Club of Crows Nest
Rotary Club of Engadine
Rotary Club of Galston

Rotary Club of Narellan

Rotary Club of Springwood

Shoalhaven Ex-Servicemens Club

The Parramatta Older Women's Network

Wagga RSL Club

Warilla Sports Club

West Ashfield Leagues

Individuals

Adams, Claudia
Adams, Margaret
Adams, Philip & Hilary
Alcock, Elizabeth
Alder, Norma & Robert
Allaous, Diana
Allen, Jolanda
Allen, Rosemary
Anderson, George
Anstee, Marie
Aram, Henri
Armishaw, Paul
Attoh, William
Ault, Jenny
Avery, F
Bailey, Lucy
Baker, Norma
Balkind, Joy
Ballantyne, W
Barber, Paul
Bardwell, A
Barker, Peter & Anna
Barnard, Richard
Barnes, David
Barrett, Joy
Bazbauers, Raimond
Beelaerts, Charles
Bektas, Bulent
Bell, Hubert
Benjamin, Betty
Bentham, David
Bergin, Phillippa
Bernard, Arnaud
Bestic, Michael
Bird, Harry
Blattman, Fabian
Blattman, Helen
Blessington, Matthew
Bordignon, Maria
Borg, Cathy
Bouton, Melanie
Bow, Margaret
Broekhuizen, Paul
Brown, Matthew
Browne, D
Bruce, Joan
Bryant, James
Bulbrook, Bob
Burgess, Elizabeth
Burnicle, Julie
Burton, Gregory
Bush, Freda
Butcher, Anna
Buttfield, Rose
Bytheway, Helen
Caban, Carol
Caldwell-Smith, Meryl
Cameron, Lisa
Campanella, Angelo
Campbell, Gai
Carman, Peter & D
Carozza, Maureen
Carter, John
Carter, Myrtle
Catto, Nanette
Chadwick, Barry
Chalmers, Gary
Chapman, William
Chawla, Gagan
Chedid, John
Christou, J
Cini, Ewelina
Clague, L
Cockburn, J
Coffey, Aimie
Cole, Marjorie
Coles, Margaret
Collins, Anne
Compston, Deanne
Connelly, Sandra
Cooke, Shirley
Cooper, Roy
Cottier, Lyn
Cramer-Roberts, H A
Curcyo, Connie
Curry, Rosemary
Dalrymple, M
Date, Ken
Davey, Alison
Davies, Gillian
Day, Ernest
Dearden, John
Dearden, R
Deeb, Nina
Dezius, Michael
Dickson, Valerie
Dinel, Yves
Doughty, Frank
Douglas, J
Dower, John
Drake-Brockman, Christine
Duckworth, Gwendoline
Dunbar, Max
Dunkerley, John
Dunn, James
Dunn, Lynne
Dunston, Colin
Eddy, Matthew
Edenborough, Enid
Edgar, Joyce
Edwards, Edna
Edwards, Huw
Eisenberg, Rochelle
Elias, P
Ellias-Roumanos, Georgette
Ellis, A
Evans, Eileen
Evans, Norman
Everett, Kathryn
Ewin, Russell
Fairbrother, J
Farley, Justin
Farrell, Sean
Fatkin, Jean
Faulkner, Janice
Ferekos, John
Fitz-Henry, Judith
Fletcher, Lindsay & Sue
Flower, Tom
Forwood, Russell
Fowler, Anna
Francis, M
Friedlander, Annie
Friedlander, P
Fryer, Renee
Fuller, Elizabeth
Galle, L

TADNSW DONORS

continued

A carrier which fits on the back of the family car enables Dianne to take her walking frame with her when she goes out of the house.



Gibbons, Scott & Rhonda	Jennings, Michael	McElhinney, Albert	Peterson, B H & D K	Scambler, John	Thorpe, Ray & Jill
Gilchrist, Sue	Jensen, Ursula	McGregor, Ben	Petrakis, Kon	Schembri, John	Tindal, Mabel
Gill, F	Jolley, Marie	McGregor, Jane	Pezaro, David	Scorer, Joe	Tomasi, Sandra
Goldman, P & M	Jones, Julie	McGregor, Kate	Phair, Gloria	Scott, Christine	Toohey, William
Goode, Melissa	Jouguelet, Catherine	McIntosh, Geoffrey	Phippen, Bill	Scouller, Jennifer	Trifunovic, Julijana
Goulden, Natasha	Kamula, P	McIntosh, Ted	Phippen, Kathryn	Scrivener, Margaret	Trott, Alison
Grberski, Nada	Kemp, Rebecca	McKay, R	Pilkington, Fred	Seddon, Robert	Tuch, Keren
Green, Russell	Kiel, Liz	McKeith, Sarah	Pitamber, Neemesh	Sell, N	Turner, Michael
Greig, Margaret	Kilcullen, R	McLaren, Gailene	Pool, David	Seton, Richard	Turner, Mireille
Griffin, Lorraine	King, Arthur	McLean, Peter	Pool, Philip & Maree	Shadlow, George	Tuxford, Mark
Hamon, Bruce	King, Helen	McMahon, Desma	Porter, Chester	Sheedy, Nancy	Tyler, Patricia
Hanley, Julia	Kirk, Jonas	McMahon, Jenny	Porter, Emma	Sherlock, Desmond	Uhlberg, Linda
Hansen, N	Kirkwood, Kim	McMillan, S	Posker, Daniel	Shilnikoff, Lucy	Ullett, Richard & Shirley
Harder, Patricia	Kliendienst, Kenneth	McPherson, Lyn	Pritchett, David & Janice	Shuttleworth, Mary	Veal, Lloyd
Hardie, Neil	Kopp, Samantha	McQuillan, Edward	Prosser, Sylvia	Slater, Anthony	Venter, Michael
Hardy, D	Kritzler, George	McRae, Brian	Pyett, B	Slaughter, C	Vermeesch, Robert
Hardy, Jacob	Lagerlow, Jack	McRae, Lyndall	Quayle, Anne	Smith, Greta	Vipond, J
Harrap, Carl	Lambert, Diana	Merrick, Margaret	Rainnie, Alix	Smith, Julie	Visser, John
Harris, C	Lancaster, Leslie	Middlehurst, J	Ralston, Margaret	Smith, Kenneth	Von Schwan, Ashley
Harris, Vicki	Laroumanie,	Millar, Kaye	Ranclaud, Marita	Smith, Leanne	Wade, Jeremy
Hart, A	Lau, S & Hua, K	Millard, Peter	Rector, John	Smith, P A & C J	Wade, Maryann
Hatch, Ian	Laughlin, Alison	Millward, Sydney	Reece, G M	Solidakis, Joanna	Walker, Barry & Joy
Hatt, Douglas	Lawler, Kevin & Joyce	Mitchell, Beatrice	Reid, Paul	Sov, Emma	Wallen, Margaret
Hazlewood, Stanley	Lee, K Sae	Moffitt, Matina	Reynolds, Terry	Speakman, J	Walsh, John
Heath, Marie	Lees, Mark	Monk, Chris	Rich, Norman	Springett, Kevin	Wang, Cecilia
Hellyer, Julia	Leones, Reginald	Moore, Aliceson	Richards, Ben	Stammer, Kristin	Waterhouse, Christopher
Henning, Roger	Lewis, B	Moore, Harry & Dorothy	Richmond, Daina	Standen, Iain	Webster, Wayne & Lesley
Hicks, Lauren	Liebson, Aletta	Moore, P & Hannett, Susan	Ricketts, Brian	Stone, Amalia	Wedge, Yvonne
Hickson, Nellie	Lightbody, Martin	Morgan, G	Robberds, Lionel	Stuart-Muirk, Peter	Sullivan, M
High, Michael	Linwood, Sally	Morris, Alan	Robberds, Sandra	Sunman, Lucy	Svensson, Noel
Higton, Sandra	Lipp, J A	Mostyn, Robert	Roberts, Anne	Swan, G	Swan, Orana
Hill, Janet	Long, Harry	Mundy, David	Roberts, Anthony	Sweeney, Madelene	Swift, Denis
Hodge, Jean	Longstaff, Malcolm & Margie	Nati, J	Roberts, Frances	Syniuta, Annette	Taylor, Keith
Hodgkinson, Ann	Lowden, N	Naughten, Michael	Roberts, Serena	Taylor, Mary	Teague, Gillian
Hooper, John	Lucas, Noel	Neilands, Judith	Robson, D	Telling, Allen	Templeman, Susan
Hopping, David	Ludowici, Constance	Nelson, Lawrence	Ross, Jack	Tetley, Evelyn	Thatcher, Stephen & Julie
Hore-Lacy, John	Lye, Penny	Newlands, Patricia	Ross, Trevor	Thomas, Martin	Thompson, D & M
Horn, Cassandra	Marchant, Beryl	Newman, Jeff	Rothwell, Jennie	Thompson, Iain	Thomson, Frederick
Horner, Rosemary	Marish, Tom	Newman, Victor	Rowles, Kim	Thomson, Janice	Thomson, Janice
Howarth, Adam	Marland, John	Nicol, I	Rowlinson, Luke & Briggs, Amanda		
Hughes, William	Marlay, John	Nolen, Michael	Rumens, Rebecca		
Hugh-Jones, Paul	Marshall, Brian & Barbara	O'Brien, Belinda	Russell, Joan		
Hung, Lo	Mathot, R	O'Brien, Katherine	Russell, Kaye		
Hunt, Adrienne	Maurice, May	Olsen, Dorothy	Sakai, Barbara		
Husband, Susanne	Maynard, John	Packer, Valerie	Sala, Mitch & Deidre		
Hyde, Nina	McCaughey, Catherine	Patience, Cameron	Sanghera, Harpreet		
Hyde, Victor	McCluskey, B	Payne, Don	Saunders, Katharine & Paul		
Hymas, Anne	McColl, Ruth	Pearce, Graham			
Irvine, Stuart	McDonald, Norman & Margaret	Peatman, Bill			
Jacobs, Jim	McDonald, Roslyn	Peponis, Chris			
James, Dorne		Perheentupa, Johanna			
James, Fiona					
James, Lillian					
Jeffery, Peter					

CONCISE FINANCIAL STATEMENTS



This concise financial report is an extract from the full financial report of Technical Aid to the Disabled NSW (ABN 82 002 042 462) for the year ended 30 June 2011. The financial statements and specific disclosures included in the concise financial report have been derived from the full financial report.

The concise financial report cannot be expected to provide as full an understanding of the financial performance, financial position and activities of Technical Aid to the Disabled NSW as the full financial report. Further information can be obtained from the full financial report.

The full financial report and auditor's report will be sent to all members free of charge and is available on request to 1300 663 243. Alternatively you can access both the full financial report and the concise report via the internet at our website www.tadnsw.org.au.

William Phippen President

Income statement for the year ended 30 June 2011

	\$ 2011	\$ 2010
Revenue		
Client fees for service	269,465	312,775
Government grants	389,993	487,422
Other grants and donations	808,134	798,064
Interest	9,766	6,425
Other income	111,944	35,647
Profit from sale of asset	5,401	4,456
GROSS REVENUE	1,594,703	1,644,789
Expenditure		
Staff costs	1,008,783	1,007,836
Materials for projects	167,109	171,141
Depreciation	38,294	41,741
Journal production costs	54,226	62,487
Occupancy costs	52,825	46,256
Other costs	332,336	273,956
TOTAL EXPENDITURE	1,653,573	1,603,417
SURPLUS/(DEFICIT) FROM CONTINUING OPERATIONS	(58,870)	41,372
TOTAL CHANGES IN EQUITY	(58,870)	41,372

CONCISE FINANCIAL STATEMENTS continued

Balance sheet as at 30 June 2011

	\$ 2011	\$ 2010
Current assets		
Cash and cash equivalents	258,867	261,326
Trade and other receivables	91,341	136,809
Inventory	49,717	52,026
Total current assets	399,925	450,161
Non-current assets		
Plant and equipment	67,925	97,451
Total non-current assets	67,925	97,451
TOTAL ASSETS	467,850	547,612
Current liabilities		
Trade and other payables	39,008	37,571
Finance lease liability	1,342	9,266
Grants in advance	107,301	123,697
Provisions	162,597	155,903
Total current liabilities	310,248	326,437
Non-current liabilities		
Finance lease liability	-	-
Provisions	16,257	20,960
Total non-current liabilities	16,257	20,960
TOTAL LIABILITIES	326,505	347,397
NET ASSETS	141,345	200,215
Equity		
Accumulated funds	141,345	200,215
TOTAL EQUITY	141,345	200,215

"He really loves the bike, and we try to go for a ride every day. I tow him initially, but if I let go after a while he keeps pedalling by himself, which is really good exercise for him." Diane, mother of Freedom Wheels client Liam.



Cash flow statement for the year ended 30 June 2011

	\$ 2011	\$ 2010
Cash flow from operating activities		
Client fees for service	276,520	296,164
Government grants	448,348	521,555
Other grants and donations	757,047	761,671
Interest	9,767	6,425
Other income	111,943	35,647
Staff costs	(1,007,516)	(975,163)
Materials for projects	(164,800)	(177,301)
Journal production costs	(54,206)	(62,487)
Occupancy costs	(52,825)	(46,256)
Other	(311,023)	(310,313)
NET CASH FLOW FROM OPERATING ACTIVITIES	13,255	49,942
Cash flow from investing activities		
Purchase of plant and equipment	(23,290)	(49,683)
Proceeds of sale of plant and equipment	15,500	10,050
Repayment of borrowings	(7,925)	-
NET CASH (USED IN) PROVIDED BY INVESTING ACTIVITIES	(15,714)	(39,633)
NET INCREASE (DECREASE) IN CASH AND CASH EQUIVALENTS	(2,459)	10,309
Add opening cash and cash equivalents	261,326	251,017
CASH AND CASH EQUIVALENTS AT END OF YEAR	258,867	261,326

Statement of changes in equity

	Retained earnings	
	\$ 2011	\$ 2010
Accumulated funds as at 1 July	200,215	158,843
Surplus/(deficit) for the year	(58,870)	41,372
ACCUMULATED FUNDS AS AT 30 JUNE	141,345	200,215

AUDITOR'S REPORT



Technical Aid to the Disabled
ABN 82 002 042 462

Independent Audit Report to the Members of Technical Aid to the Disabled

Report on the Concise Financial Report

We have audited the accompanying concise financial report of Technical Aid to the Disabled, which comprises the balance sheet as at 30 June 2011, the income statement, statement of changes in equity and cash flow statement for the year ended that date, derived from the audited financial report of Technical Aid to the Disabled for the year ended 30 June 2011. The concise financial report does not contain all the disclosures required by the Australian Accounting Standards.

Directors' Responsibility for the Concise Financial Report

The directors of the company are responsible for the preparation and fair presentation of the concise financial report in accordance with Australian Accounting Standard AASB 1039 *Concise Financial Reports*, and the *Corporations Act 2001*. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the concise financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Our audit report on the financial report was signed on 28 September 2011 and was not subject to any modification. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

Our procedures in respect of the concise financial report included testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and examination on a test basis, evidence supporting the amounts and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form and opinion whether, in all material respects, the concise financial report complies with Accounting Standard AASB 1039 *Concise Financial Reports*.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

A specially designed sewing caddy enables Nancy to keep her sewing and knitting materials within reach.



Independence

In conducting our review, we have complied with the independence requirements of the Corporations Act 2001. We confirm that the independence declaration required by the Corporations Act 2001, provided to the directors of Technical Aid to the Disabled on 28 September 2011, would be in the same terms if provided to the directors as at the date of this auditor's report.

Auditor's Opinion

In our opinion, the concise financial report of Technical Aid to the Disabled is in accordance with Australian Accounting Standard AASB 1039 *Concise Financial Reports*.

DFK Laurence Varnay
Chartered Accountants

A handwritten signature in black ink, appearing to read 'Colin Grady'.

Colin Grady
Partner

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28 September 2011

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