

Live without limits



2017
2018



Year in review

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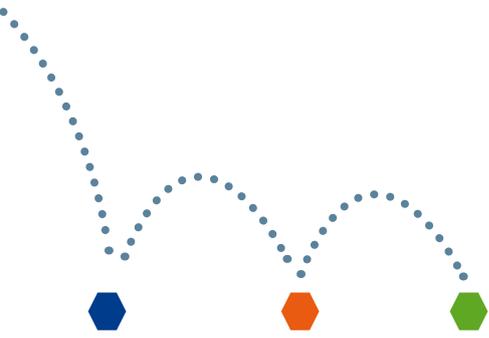
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Our Vision

No limits to participation.

Our Purpose

To solve equipment related problems faced by people with disabilities, of all ages, through the design, construction or modification of equipment where commercial solutions are not suitable.



Solve have worked extensively with Jennifer this year to modify a range of equipment to suit her short stature, including lowering the height of her four wheeled walker.

Our values

- Service:** we work together to enable people with disabilities to achieve their goals.
- Outcomes:** we provide innovative, quality outcomes.
- Listening:** we take time to listen and respond to their needs.
- Volunteerism:** we value time and skills freely given.
- Ethics:** we plan and manage our resources responsibly and ethically.



President's Report: Felicity Isaac



One year ago, I wrote to you about how we had the best chance of riding the NDIS juggernaut if we focus on collaboration, promote ourselves more effectively and evolve our operations.

During this year we have consolidated our operations and are ramping up marketing activities with results shown by increased referrals and improved project outcomes.

While it continues to be a time of change for Solve, the work we have done so far is becoming a solid foundation for our healthy future.

Culture drives performance in alignment with an organisation's values. Solve's previous culture strongly identified with the values of a 'charity' so one of our challenges since the inception of the NDIS has been to align our culture with the 'market' values now in play in the disability services sector. Our challenge is to preserve the way we work and the service we wish to give to our clients, which often appears dichotomous with the NDIS.

Under the new leadership of Doug Haig, the staff and volunteers have pursued our goals with vigour and passion, unrelenting in their drive to create

a Solve for the new age of disability services and, in so doing, have managed to preserve the values that differentiate us. There is a fabulous energy and drive in the team, and an excitement about future possibilities. Our culture is adapting to and embracing the change.

And let's not forget our clients. They too are experiencing a radical transition; they are welcoming the opportunity for self-determination but are having to be patient while the NDIS's teething issues are resolved. We really are all in it together.

When reflecting upon the previous year it is clear to me that collaborations are fuelling our growing

strength; collaborations between staff and volunteers to introduce a pricing model and improve project practices, collaborations between Solve and Universities in mutually

beneficial exchanges of knowledge, and collaborations between all the TADS (under the auspices of TAD Australia through the ILC Grant) as we align ourselves with the transition from state-based models to a national approach to supporting people with disability.

I thank you all - the volunteers, staff and my colleagues on the Board - for the energy, good will and expertise that you bring to Solve and to working with our clients. We have come a long way in achieving our goals in the last year, despite many challenges and a few setbacks, and with your continued support we will advance our good work into a future that is sustainable.

“ While it continues to be a time of change for Solve, the work we have done so far is becoming a solid foundation for our healthy future. ”



CEO's Report: Doug Haig



As the new CEO of Solve Disability Solutions, I welcome you to the 2017/18 annual report. It summarises some of the significant successes we have had in helping people with disability “live without limits” through the provision of custom assistive technology. Our project volumes have started to bounce back and our clients continue to be impressed with what we deliver. Our volunteers are challenged and deliver innovative products, and our technical capability continues to grow. Our reach into the community has increased, particularly within the Government and Occupational Therapy Association, and partnerships with key organisations and universities are progressing well. Equally important is the significant improvement in our financial outlook from last year.

The NDIS was always presented as a disruptor, and so it has delivered. The provision of “choice and control” to participants is driving massive changes in revenue sources and competition in the disability market. The biggest change to us being the need to quote each project.

That said, 74% of our projects remain with clients outside the NDIS. The resulting cost to many of these clients remains similar to our pre-NDIS pricing, and, when coupled with our “Fast Track Projects” solutions, are delivered in similar time frames. I thank all

volunteers and clients for their understanding as we continue to evolve with these changes.

A special thanks to all technical volunteers, both FreedomWheels and assistive technology focused. Your continued support, commitment and understanding as we deliver an ever increasing range of products to those in need across Victoria is the backbone of this organisation. I love hearing the amazing feedback that we get from your clients.

The continued support from the Victorian Government, charitable organisations and the larger public remain critical to our ongoing success. Our commitment to support every client that comes to us, irrespective of their means and ability remains a core value of the organisation. Without the support and the commitment of our volunteers and other supporters this would not be possible.

“ I am excited by the growing opportunities and increase in positive outcomes for our clients and the community. ”

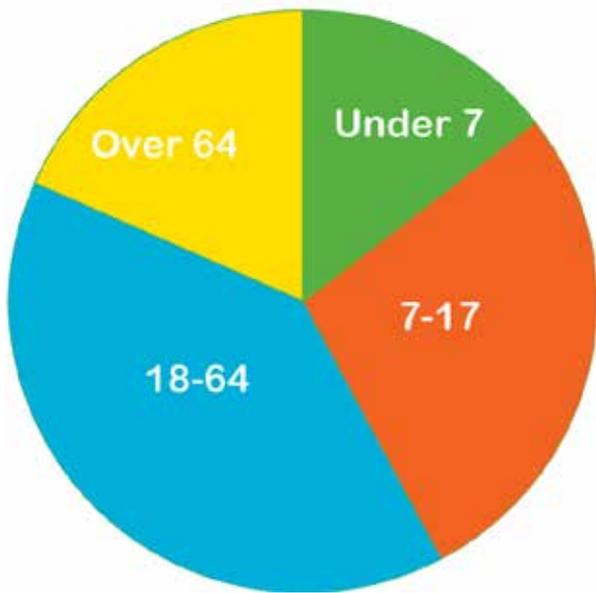
The year started with the development of a new 3 year Strategic Plan. The active involvement from clients, referrers, partners, staff and Board sees us with a realistic,

challenging and forward thinking plan. The year to date has seen a significant change and evolution in what we deliver and how we deliver it. The year ahead will see a lot more change. Our collaboration with our sister organisations in other states (TAD Australia), and with our partners, including RMIT, Swinburne Uni and TOM:Melbourne, is generating real value to our clients, our volunteers, our partners and the community and industry we support.

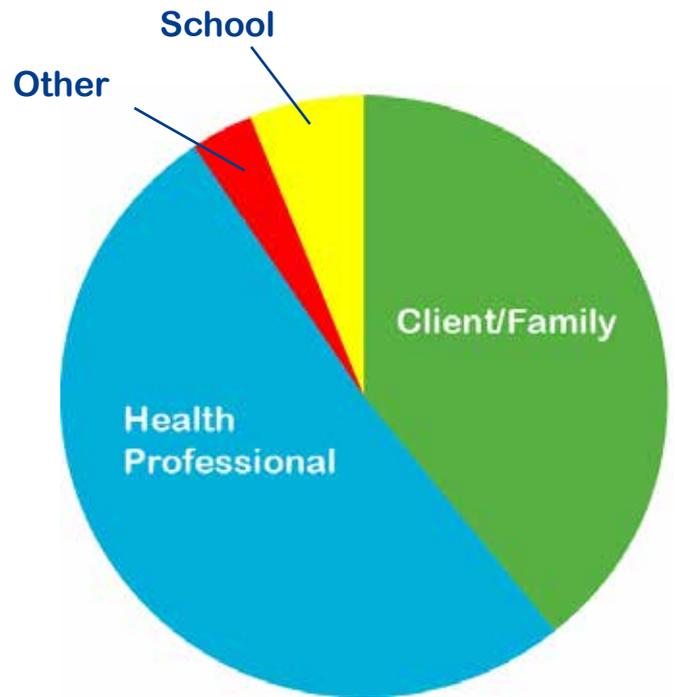
Finally, the significant Information Linkages and Capacity Building (ILC) grant to Solve from the Federal Government was true recognition of the importance of the services we provide, and the expected additional value that we can deliver by working together with the other TAD's across Australia. I am excited by the growing opportunities for our volunteers and staff, and the expected increase in positive outcomes for our clients and the community.



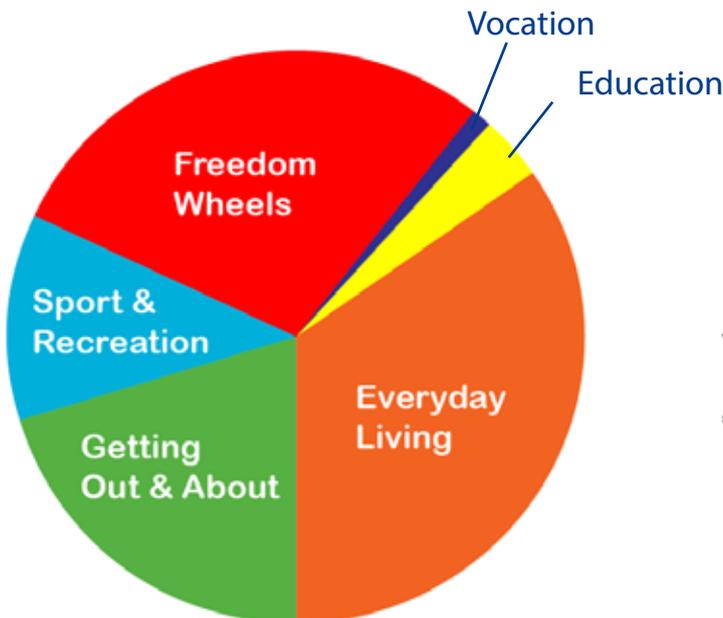
Our Service: A snapshot of 2017/18



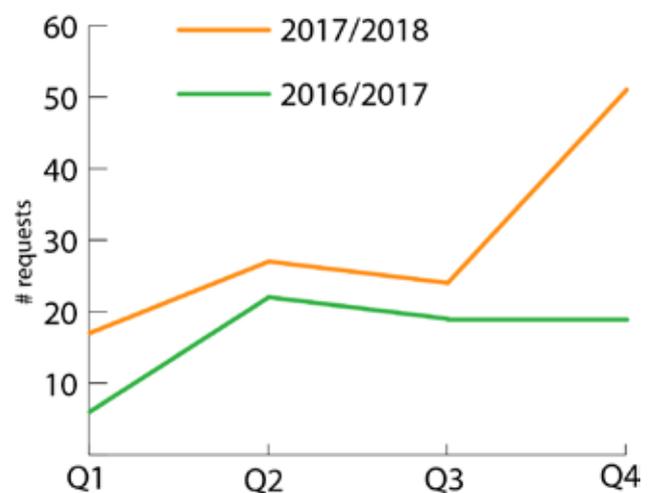
What age are our clients?



Who registered requests?



How did we assist?



How many requests did we receive?

Sleep just a bounce away

When a mother's intuition came up with the perfect sleep-inducing solution for four year old Isaac, Solve listened and delivered.

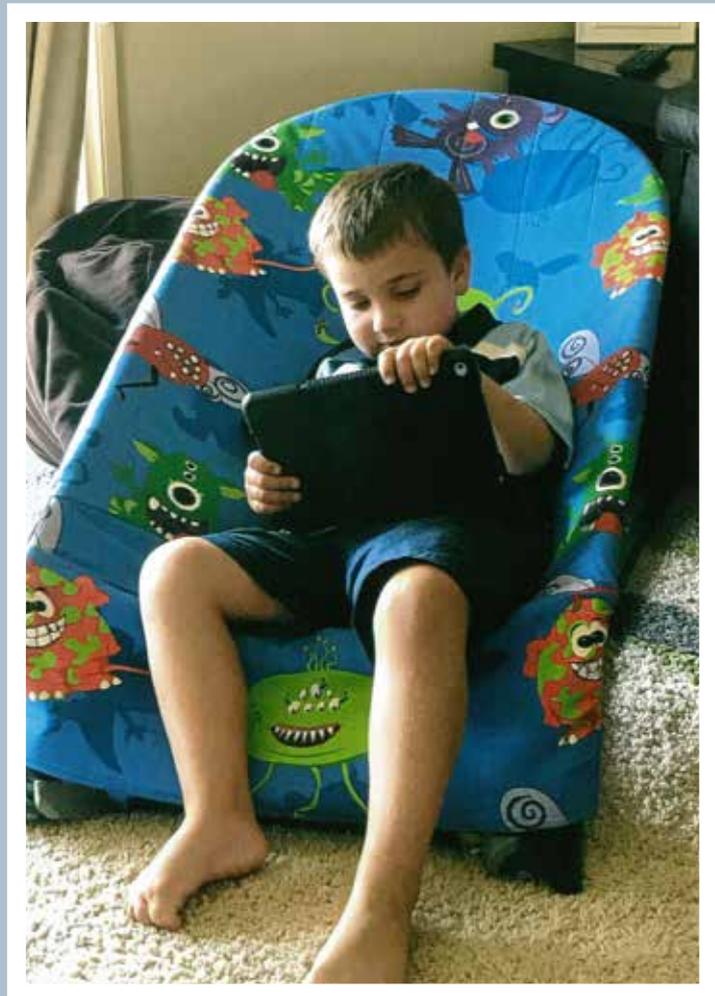
Isaac, who has Autism Spectrum Disorder, wakes frequently during the night and is difficult to settle back to sleep. Remembering the calming effect Isaac experienced in his old baby-sized bouncinette, his mother asked Solve's Sunraysia branch if a large sized bouncer could be built to help with his sleeping pattern.

The biggest challenge was putting the "bounce" into the bouncer. A local farmer suggested a ROSTA product that shakes fruit and separates it from the stalks. Solve contacted ROSTA AUS in Perth, who generously donated the parts and freight from Perth to Mildura. A local plumber supplier, Plumbtec also donated the plumbing insulation hose that was threaded onto the seat frame for comfort. Isaac's mum then chose some fun curtain material for the cover which was lined with fleece and made with a seat insert to prevent Isaac from sliding down.

Mum's intuition was spot on. The first night after bouncing for a short time, Isaac slept for eleven hours. He had never slept through the night before in his life! The next night, for 10 hours! Now, when he wakes during the night, instead of

taking 5 hours he can be settled within an hour. And when Isaac is denied something he wants, like biscuits just before dinner time, he now takes himself to his bouncer to relieve his frustration and to calm himself down.

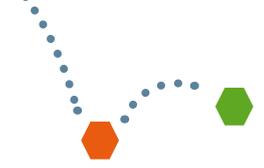
Thanks to Mum, generous support from industry and our own volunteers' ingenuity and skills, Isaac's whole family are benefitting from his custom made, bouncy, stress reliever.



To find out more about Solve, register a service, or make a donation visit www.solve.org.au or contact us on 1300 663 243 or info@solve.org.au.



2017/18: Developments



A new Marketing & Communications Manager



*Nick Warren,
Marketing & Communications
Manager.*

During the last quarter of the 2017/18 financial year, Solve welcomed Nick Warren to the team to head up the Marketing & Communications for Solve's statewide services. Originally brought on to develop the new Solve marketing strategy, Nick has been retained to continue to drive marketing efforts and raise industry and community awareness of Solve's services, ensuring Solve remains an active voice and contributor to the disability sector throughout Victoria.

A new marketing strategy



With the continued rollout of the NDIS, Solve has been adapting, evolving and growing with the changing landscape of disability support services. We continued to explore opportunities to expand our scope of service provision and blaze new pathways to ensure assistive technology and specialised therapy services are available and accessible. This year we developed and introduced a new Marketing Strategy to support a new Strategic Plan. These two essential guides provide strategic vision and direction as we move forward and persist in our ongoing commitment to supporting people of all ages with disability, and changing or declining ability. Through a targeted and proactive approach, we are raising industry and community awareness about the benefits custom assistive technology can provide.

A slogan for Solve - Live without limits

With the introduction of a new Marketing Strategy, Solve worked with a variety of stakeholders - staff, volunteers, clients and industry partners - to develop a clear message that encapsulates our services and unique solutions. Working with a diverse range of people both new and familiar with Solve, we landed on our slogan - Live without limits. By providing services and custom assistive technology solutions, our business is clear, but the end result and the essence of our service is to provide people with the tools they need to help them achieve greater independence and live without limits. #livewithoutlimits



NDIS - ILC Building Capacity grant



Since the introduction of the NDIS, Solve has been aligning its business model with new industry standards and the shift to a national approach to disability support services. This year Solve was pleased to be recognised and awarded a national NDIS grant to enable us to continue to develop a national model of disability support and service provision. This ILC (Information, Linkages & Capacity) grant funds a 1 year project for Solve to work with our national group - TAD Australia - to develop and implement a best practices approach across our seven state-based organisations, providing us with a national model for custom assistive technology products and services; the first of its kind in Australia.

Teaching the next generation of therapists

This year Solve welcomed the next generation of therapists with two exciting initiatives - two Swinburne University Occupational Therapy student placements, and regional student education outreach by our in-house team of Occupational Therapists to Deakin University OT students. Solve is committed to providing educational opportunities to students, educating the therapists of tomorrow so they are aware and familiar with the important role assistive technology can play in building occupation for people with disability.



Deakin University OT students ponder a real-life equipment challenge during one of Solve's presentations.





To our Supporters: Thank you!

Our service is dependent on the funding of state and federal governments and the generosity of our corporate partners, private donors, foundations and trusts. Thank you for your invaluable support!

Government

State: Department of Health & Human Services (Operational Grant & Transition Support Package)

Federal: National Disability Insurance Agency (Information, Linkages and Capacity Building Grant)

Trusts

Chain Reaction Challenge Foundation
Collier Foundation
Danks Trust
Give Where You Live - Geelong
Marian & EH Flack Trust
The HV McKay Charitable Trust
The Sentinel Foundation
The Springwaters Foundation

Workplace Giving

Deutsche Bank Employees
JB Were & NAB Employees
Karma Currency programs
Telstra Employees

Corporate

Active One Group P/L
Allens Melbourne
Chapter House
Deutsche Bank AG
Horner Recruitment Systems
McDonald Upton
National Australia Bank Ltd

Community Groups

Charity Race Days
CWA Toongabbie

In-kind Supporters

Fallshaw Wheels and Castors
John Sinclair
LINAK Australia
LME Pty Ltd
Maddocks Lawyers
Melbourne Bicycle Centre
Mildura Powder Coating
Navascues Upholstery
North Fitzroy Cycles
Pickering Transport Group
Plumtec Mildura
Rosta Australia
Sinclair + May Lawyers
Total Rush Cycling





Meet our team: Our Board



Felicity Isaac, President

Felicity joined the Board in March 2015, and was appointed to the role of President the following year. She has a background in leadership, marketing and communication, events, and strategy development. She is passionate about the organisation and making a difference to the lives of people with disability.



Barbara Doyle, Secretary

Barbara has extensive experience in project management and is a CSR practitioner. As a double amputee, Barbara has first-hand knowledge of living with disability and how this impacts people's lives.



Mark Howlett, Treasurer

Mark brings to the organisation a vast range of business acumen and expertise in the engineering field, having worked and served on the Board until recently for a global manufacturing company. Mark also volunteers with our Freedom Wheels Cycling program and as a Technical Volunteer.



Ian Picken

Ian, a retired geologist, has valuable resource industry experience in management, risk, production, marketing, sales and human resources. He has also worked with other Not-For-Profits as an adviser and presenter.



Mark Eldridge

Mark has broad experience at a senior level in the finance and commercial areas. He has strong leadership qualities and extensive experience in change management and strategic development.



Philip Wright

Philip, a Chartered Accountant, has held a number of senior positions in the banking industry. He brings a wealth of knowledge and expertise in financial management.



Mark Dohrmann (retiring)

Mark, a driving force and founding member of the organisation, stepped down from the Board in 2018 after serving for 41 years as a director. We are extremely grateful for the dedication and commitment displayed by Mark throughout his service with the organisation. We wish him well in his retirement.



Meet our team: Our Staff



Doug Haig, CEO

Doug initially joined Solve as a volunteer, but was recruited to the role of CEO when it became vacant earlier this year. He brings extensive experience in managing and leading teams and delivering projects and solutions. His career encompasses over 30 years in engineering, operations and management roles in the automotive industry.



Rosemary Nolan,
Business Manager

Rosemary manages our business services section which includes occupational therapists, HR, project coordination and admin staff. She is also responsible for securing government and philanthropic funding.



Nick Warren,
Marketing & Comms Manager

Nick commenced with Solve this year and is both Marketing and Communications Manager and Project Manager for the Australia-wide ILC project. Nick has been busy raising our profile and linking our sister organisations for a stronger, united reach to consumers.



Chee Lai,
Finance Officer

Chee, an accountant, brings many years of experience with him and does a tremendous job managing our accounts, financial reporting, forecasting and acquittal.



Sue Hall,
NDIS & Accounts Officer

Sue is the first point of contact when people call Solve. She is responsible for the registration and associated documentation for all projects, supplies, accounts receivable and payable.



Patsy Moloney,
Quality Systems & Project
Coordinator

Patsy has many hats - with a background in IT, she manages our IT systems, project coordination, quality accreditation and desk top publications.



Jenny Stephen,
HR & Volunteer Coordinator

Jenny, a human resources practitioner, is our HR Advisor and is also responsible for OH&S and the management of all of our volunteers within the state.





Liz Doyle,
Occupational Therapist
(Metro Branch)

Liz's interest and experience lies with assistive technology and the benefits it can bring to users with a wide range of disabilities. She is also interested in innovation and working with Solve partners, including the Occupational Therapy Association of Australia, to enable greater participation through all walks of life.



Melissa Thai,
Occupational Therapist
(Metro Branch)

Melissa has a background in physiotherapy and uses this knowledge, combined with her occupational therapy skills to assess clients for our Freedom Wheels program. She is also responsible for our metropolitan projects and the Peninsula Branch. Melissa is multilingual; fluent in Cantonese, Mandarin and Malay.



Sunny Mellor,
Freedom Wheels
Coordinator

Sunny is our Freedom Wheels Coordinator. Her main role is to plan and manage all of our bike assessment clinics and builds. This includes liaising with clients/families and coordinating the Freedom Wheels team of volunteers.



Anne Collins,
Occupational Therapist
(Central Gippsland Branch)

Anne coordinates the volunteers and projects for our Central and wider Gippsland Branch and has a great reach within the local community. She is very experienced in her field, having worked in the local specialist school for many years.



Coralie Cooper,
Occupational Therapist
(Barwon Branch)

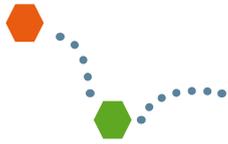
Coralie joined Solve recently. Having worked within the health sector in the Geelong community for a number of years, Coralie uses her local knowledge and experience to reach and support all those who would benefit from our service.



Fiona Sheehan,
Occupational Therapist
(Ballarat Branch)

Fiona has vast experience and knowledge, assisting people in the Ballarat area to achieve their goals of greater independence and quality of life. As an OT she has always been interested in practical, creative solutions that improve the lives of her clients.





Volunteers & Friends of Solve

Garry Addicoat	Bill Dooley	Jacqui Herschtal	David Mitchell	Sean Seal
Mansour Amirinia	David Dowdle	Brian Hosking	Joe and Mitchell	Saeed Seifmohammadi
Michael Anderson	Barbara Doyle	Gareth Howells	Samuel Mora	Garrick Sheather
Owen Anderson	Peter Doyle	Mark Howlett	Clive Morgan	Mark Shelley
Ross Anderson	Chi-Wen Duan	David Hubbard	Lynette Morgan	Brian Shelton
Stuart Anderson	Ian Duff	Elizabeth Irwin	Bill Morling	Viktor Sheludko
Mary Apps	Dorothy Duncan	Felicity Isaac	Bruce Morrison	Merrilyn Shepherd
Neville Armstrong	Stanley Duncan	Pippa Iva	Frank Mullins	Tracy Simpson
Donald Auld	Harold Eeman	Peter Kay	Patrick Navascues	Sam Sirianni
Fran Bainbridge	Mark Eldridge	Laurie King	Evan Newnham	Melinda Smith
Cynthia Barnes	Ken Endacott	David Kneebone	Aaron Ninedek	Ronald Spencer
Michael Bentvelzen	Douglas Faram	Robert Knighton	Richard O'Keefe	Marian Stanford
Judith Blair	Ian Farrer	Jo Knowles	Geoffrey Oliver	William Statham
Robin Blair	Mark Feiss	Joanne Kral	Geoff Payne	Mike Stonehouse
Richard Blinks	Don Fergusson	Kirk Kratzmann	David Pearce	Neville Suckling
Joy Brand	Robin Fergusson	Rosemary Langley	Ray Peers	Frederick Syer
Peter Brand	Marylou Fernandez	Pat Larcey	Ian Picken	John Tagg
Ian Brown	Maree Feutrill	Michael Lavery	Jill Pickering	Michael Thorburn
Ralph Brown	Jacques Fievez	Maurice Lean	Philip Pilgrim	Alan Tonkin
William Burns	Alex Forbes	Sheila Lee	Alan Preacher	Adam Trudgen
Derek Burton	Grant Forest	Tony Limosani	Stan Proctor	Francesca Upfield
Harry Carlin-Smith	Mike Forwood	Frederick Lindsey	Justin Reeves	Troy Upfield
Jarryd Caruana	James Foster-Green	Max Lloyd	Beverley Reynolds	Nicole Vallance
Brian Catchpole	Peter Franklyn	Paul Lucas	Bruce Reynolds	Henry van Ginkel
George Cave	Cathy Frost	Rhoda Lynch	Anthony Richards	Meryl Waldron
Bruce Charville	Robert Gault	Greg MacDougall	Janet Richards	Neville Waldron
Kevin Christians	Brian George	Bryan Mackenzie	Samira Richards	Michael Wallace
Darien Colbeck	Graham Goebey	Barry Magnier	Edmond Roberts	Graham Wallis
Kerry Cooke	Brian Gray	Renate Manntz	Lynton Roberts	Norman Watchorn
Shirley Cookson	Alan Grimes	Robert Marinucci	Ian Robertson	Gilbert Wignall
Margaret Cooper	Doug Haig	Andrew Marminc	June Robilliard	Ian Wilkinson
Roger Cornell	Bruce Haines	Allan Martin	Heather Robson	Robert Wilkinson
Rod Cripps	Bertil Hallenrud	Lyn McAloney	John Rogers	Len Williams
Paul Crocitti	Bill Hallett	Peter McGowan	Hayley Rogerson	John Wilson
Ian Cross	Barbara Hamilton	John McKeown	Tim Rowley	Geoff Wiltshire
Judith D'Abbs	John Hansen	Janene McNaughton	Graeme Sargeant	Ian Winch
Pamela Davies	Jack Harriott	Kathleen McQueen	Laurence Sartori	Philip Wright
Tom Davies	Richard Hart	Mandana Mehdizadeh	Norman Saunders	Bruce Young
Richard Day	Leanne Hassan	Barry Middleton	Salvatore Scacco	Richard Ziegeler
Margaret Dean	Guorun He	Brian Middleton	Deborah Schmetzer	

