



Volunteer Handbook

*The reference guide for all
TADQ registered Volunteers*



Technical Aid to the Disabled
Queensland Inc



Linking people to volunteers with skills

Welcome to TADQ

This kit contains information on the overall structure of TADQ and is your guide to all areas of working with TADQ. We trust that you enjoy working with us.

TADQ Board of Management.

Positon	Names
TADQ President	Denise Stewart
Vice President	Carolina Gutierrez
Board Secretary	
Treasurer	Dianne Scott
Member	Ron Carr
Member	Paul Crum
Member	

TADQ Paid Staff.

Positon	Names
General Manager	Racheal Mayer
Administration & Project Officer	Bridget Eley
Workshop Coordinator	Grant Paviour
Occupational Therapist	Camilla Batchelor, Kate Seefeld
Consultant Bookkeeper	Lee McKaskill

TADQ Patron:

TADQ Professional Advisors.

Auditor: Morris & Batzloff
Honorary Solicitor: Clayton Utz
Bank: National Australia Bank,
Newstead, Brisbane.



Linking people to volunteers with skills



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TADQ's Volunteer Position Description

Position Summary

TADQ Volunteers provide a range of expertise and skills that enable the organisation to carry out the services that we provide to clients and to fulfill our obligations to stakeholders.

Volunteers come from diversified backgrounds such as professions, trades, para-professional and competent handy persons. They bring to their role in TADQ a willingness to contribute to the Mission and Objectives of the organisation in ways that are beneficial to the volunteer, clients and the organisation.

Technical Volunteers bring skills and expertise in the areas of design, construction and modification and utilise these skills in the completion of technical projects that are requested.

Report to

TADQ General Manager- for Organisational enquiries and concerns

Administrative Officer - for project management and projects enquires

Responsibilities

- Q** Participate as a team member with the TADQ staff, client, and if required, other volunteers on projects;
- Q** Maintain a safe working environment in keeping with appropriate Workplace Health and Safety requirements;
- Q** Accept direction from TADQ staff where this is deemed necessary;
- Q** Accept projects only if able to complete them in a reasonable time frame;
- Q** Know and adhere to TADQ policies and guidelines, as outlined herein;
- Q** Know and maintain clients rights to privacy and confidentiality as outlined in the Client's Rights Statement;
- Q** Complete and submit a Project Report at the conclusion of each project;
- Q** Participate in TADQ's promotional activities, where possible; and
- Q** Promote community awareness of the services offered by TADQ and assist in the recruitment of new volunteers.

Skills and Experience

TADQ Volunteers require the appropriate skills to undertake specific projects as requested by TADQ project management team or the Volunteer contact.

Volunteers are encouraged and requested to advise if any project is not within their ability or comfortable area of work.

- Q** A strong commitment to working with frail aged and people with a disability;
- Q** Ability to work as part of a team;
- Q** Hold a Working with Children Blue Card or eligible to obtain one through TADQ;
- Q** Current drivers licence together with a safe driving record and own vehicle.

Hours of Work

TADQ projects are on a referral basis. Volunteer hours are flexible as per project requirements.

TADQ Provides

- Q** Access to full membership to TADQ including voting rights;
- Q** Full comprehensive insurance cover
- Q** Recognition and access to Expos, trade displays and volunteer offers
- Q** Access to organisational information e.g. TADQ Information Bulletin
- Q** Access to TADQ Volunteer Workshop
- Q** Access to TADQ Meeting Facilities

What is TADQ

TADQ is an association of technical volunteers, incorporated as a non profit organisation and as a charity in Queensland.

TADQ provides a service whereby Volunteers from technical backgrounds design, construct, adapt, install and/or maintain technical aids requested by people with a disability or the frail aged.

TADQ receives base-funding from a Government grant from the Department of Communities Home & Community Care (HACC) Program - and gains further funding from membership subscriptions, donations from industry and individuals, and from fundraising efforts.

The motivation for TADQ's Technical Volunteers is unique. There are many ways in which a person can give service to the community, but there are limited ways in which a person can put his or her particular technical skills to use in the community. TADQ provides that opportunity.

The volunteers who do the work for the clients of TADQ include engineers, fitters & turners, industrial designers, trades people, upholsters, model engineers and last, but by no means least, remarkably innovative self-taught handy people.

TADQ's Mission Statement

To improve the quality of life of people with disabilities, the frail aged and those caring for them.

TADQ's Objectives:

- To provide a service to the frail aged, people with a disability and to other organisations dealing with people with disabilities and the frail aged.
- To design, develop and construct aids for people with a disability and the frail aged.
- To present the special needs of people with a disability and the frail aged to relevant authorities, government or otherwise, and to take such steps as may be necessary to obtain financial or other support for the attainment of the objects of the Association.
- To accept subsidiaries, other groups or organisations whose aims and objects are acceptable and similar to these objects.
- To form Technical Volunteers, health care professionals and / or community members into sub groups with a specialised field or ability, as required to carry out these objectives.

Who can be helped by TADQ?

TADQ's service is to the frail aged and people with disabilities living in Queensland.

Requests for aids come from the client, a parent or carer, a health professional, teacher or other interested person.

Who does the work?

TADQ depends on it's volunteers, who give their time and expertise free of charge, to work towards it's goals and objectives.

TADQ also encourages support from local businesses and individuals for discounts on materials for projects, access to skills such as welding, fitting and turning, sheet metal forming, upholstering, donations of obsolete office equipment, mobility aids and the like for refurbishment or salvaging for new projects. If as a volunteer you wish to negotiate with businesses please contact the TADQ office first.

Who can be a TADQ Volunteer?

TADQ is looking for practical people from many fields. Volunteers include engineers, fitters and turners, industrial designers, electronic and communications technicians, upholsters, trades people, the self taught handy person and model makers.

TADQ also needs Volunteers in office technology, communications and fundraising.

TADQ endeavours to provide a service throughout Queensland and additional Volunteers are always needed from all over Queensland.

The Volunteer must be able to relate to people with a disability and the frail aged, be prepared to discuss the project with other volunteers and/or technical experts as directed by TADQ staff, and a Volunteer must also be prepared to say NO to projects beyond his/her capabilities.

Volunteers need to be careful workers, keeping the needs and the safety of the client in mind at all times.

Volunteers must be of good character, be able to provide the names of 2 character referees with his/her application and be **entitled to hold a Blue Card**.

Where do TADQ Volunteers work?

TADQ Technical Volunteers work from their own home or workshop. Volunteers are also invited to use the workshop at TADQ Head Office at Banyo if unable to access certain tools or the room to make projects at their home workshop.

Some projects require work to be done on commercial premises and workshops, TAFE's, or at the client's home, school or other locations. Several Volunteers may be required to make different components of an aid i.e. electronic, fitting & turning, woodwork and upholstery.

Volunteers with access to extensive workshops and tool facilities (and the skills to go with them) have provided great support to TADQ over the years. Examples are Telstra workshops and Brisbane City Council workshops. Outsourcing has closed many of these resources. TADQ would welcome new links to similar resources.

When do TADQ Volunteers work?

Volunteers work when and as they can, bearing in mind that the project must be completed within a reasonable time frame. If the Volunteer cannot complete the project for any reason, they must advise the Administration Officer at TADQ as soon as possible so that the project can be reallocated without undue delay.

Volunteers assisting with the office/administrative work or working in the TADQ workshop may be required to negotiate mutually suitable rosters. Usually there is scope for flexibility.

Can a friend help TADQ Volunteers with a project?

Volunteers at times need assistance to complete the TADQ project allocated to them. It is important to note that all parties used in any aspect of a TADQ project, providing volunteer hours, need to be registered as a TADQ volunteer for insurance purposes for both themselves and our clients with the TADQ product provided.

Who are TADQ Volunteers accountable to?

The TADQ Volunteer is accountable to the following people and groups:

- The Board and Management of TADQ for the production phase of the projects with particular reference to issues of quality, appropriateness, fit-for-purpose and safety of both the project and the Volunteer's work environment;
- As the organisation is required to work within the Department of Communities HACC Program Service Standards, it follows that Volunteers, as representatives of the organisation are therefore expected to adhere to the same requirements.

Assistance available to TADQ Volunteers

The TADQ Volunteer has many sources of assistance available to him/her, as follows:

- The Occupational Therapist/Physiotherapist is available to give advice regarding a project or to accompany the Volunteer on a home visit to the client;
- The TADQ office maintains a database containing information on past projects. There is also a library of resources containing commercially available disability equipment catalogues, information on projects completed by TADQ's throughout Australia and information regarding other like organisations. These resources are available to the Volunteer and provide valuable information. There are also project photograph archives and written plans for many past projects. These can save our volunteers from reinventing the wheel, they can also provide ideas and a starting point for some seemingly complicated projects;
- Other Volunteers can be approached to share their expertise regarding projects;
- The Technical Advisor and other Board Members of TADQ are also available to assist the Volunteer with any project concerns, for example safety and legitimacy issues.

Administrative requirements of TADQ Volunteers

As part of the process of delivery of TADQ services, the organisation is required to maintain and provide adequate information and records pertaining to projects carried out. Therefore adherence to organisational policies and procedures is both necessary and required.

As the organisation is funded by the Government and has obligations under the Incorporated Associations Act as well as specific Constitutional and Insurance obligations, the requirements vary from time to time, however current obligations include:

- The requirement to obtain client/carer information and agreements as set out under the HACC Minimum Data Set.
- The requirement under the HACC Service Standards to comply with agreed processes prior to the commencement of all projects.
- The requirements of our insurers to follow stated project registration procedures and to maintain accurate up-to-date project and active Volunteer data. These are minimum requirements to maintain effective insurance cover to protect our Volunteers and the organisation in the event of a claim against either individuals and/or the organisation as a whole.
- Financial accountability in keeping with the requirements of Auditors, Accounting Standards, Australian Taxation Office legislation and any other legal and accountability requirements.
- Compliance with the Therapeutic Goods Act 2002.

A minimum requirement for Volunteers in satisfying these Government obligations is the timely and comprehensive provision of receipts and expenditure details together with the completed project information to either the TADQ contact or to the TADQ Administration Officer in Head Office, Brisbane.

Help TADQ grow

With limited means for marketing and advertising and as a TADQ Volunteer you are the face for many of the organisation and are our best form of marketing. Historically TADQ has grown by word of mouth of our volunteers both in the areas of projects and in volunteer recruitment. With the growing need for the TADQ service, now more than ever TADQ looks to our volunteer base to help us continue to grow so we are able to assist people with a disability and the frail aged.

Look for Project Opportunities

Living in your community, you are best situated to see where the benefits of TADQ assistance can help, be it a school, a child, a carer or community group, any one who you can see could use assistance with a customised aid to help with their everyday living.

Presentations

On occasion our volunteers may be asked if someone is able to do a presentation to staff or a community group on the services available from TADQ. We have marketing material and presentations regarding TADQ and the services we provide. If you would like to do a presentation or have a member of TADQ staff present, please contact the TADQ Head Office to discuss materials required and the nature of the presentation.

All presentations must be authorised by TADQ Head Office prior to presentation date.

This is to ensure consistent, correct and up to date information is provided in presentations regarding the TADQ organisation, volunteers and the service provided.

Become a TADQ Member

Technical Volunteers are automatically eligible to apply for membership of the organisation. Some people may not be able to help the organisation with technical skills, but can still assist becoming a member, helping the community and being able to assist in organisational activities and the direction of TADQ at Annual General Meetings. Please contact TADQ Head Office for membership forms.

Do You Know More Potential Volunteers

Have you met someone and thought "I could use their help in my project?", Do you have friends or family with skills that could help you on projects? Are you a member of a group that has the skillset we look for in TADQ volunteers? Talk to them about becoming a 'TADQ Technical Volunteer' and how they can help people with a disability and the frail aged with their skills.



Volunteer Today!

Have you recently retired or stopped using your skills as often as you used to?

Do you miss the challenge of creating useful solutions for technical problems?

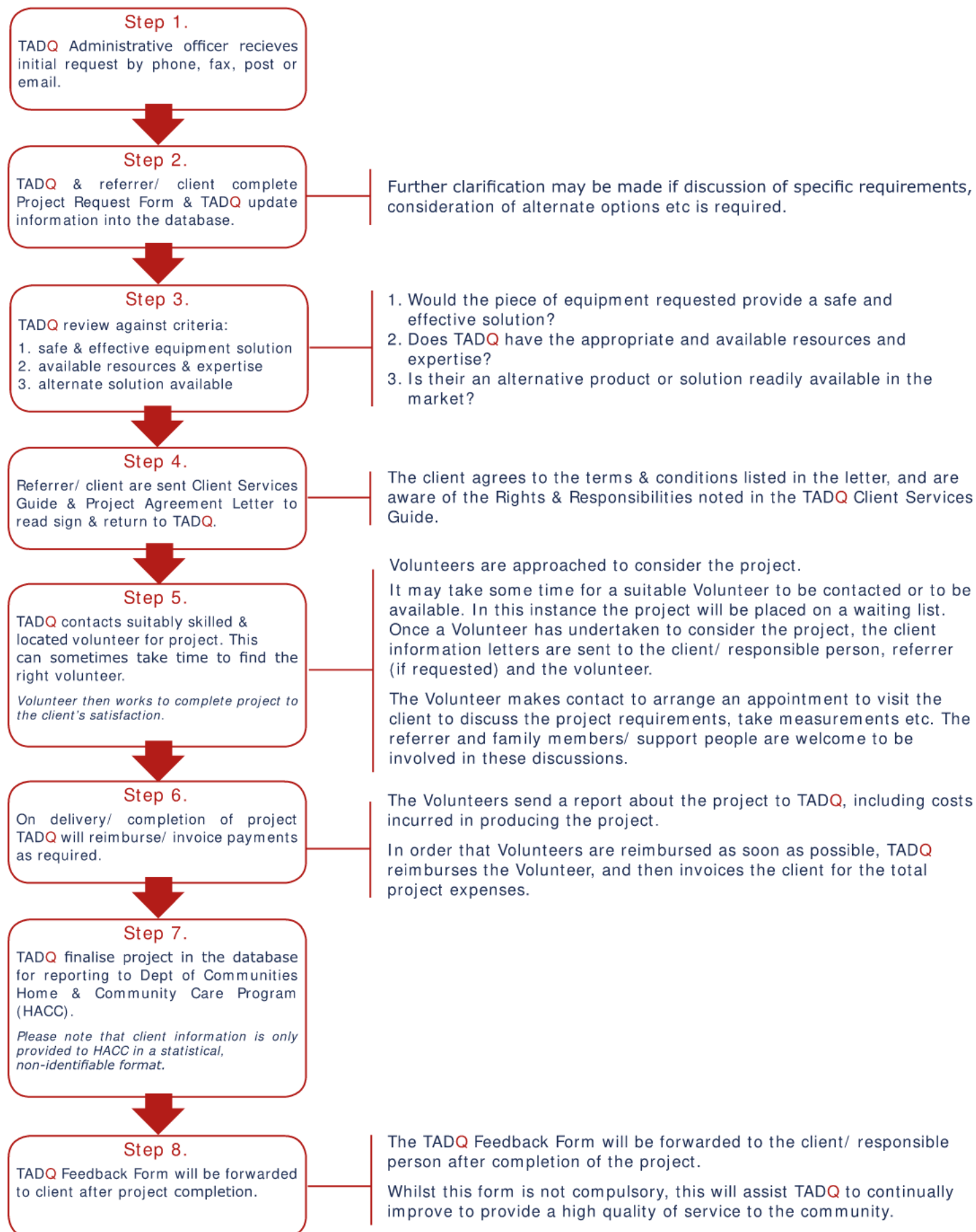
We are looking for
Engineers, Fitters & Turners,
Industrial Designers,
Technicians, Upholsters,
Trades People & Handy Persons.

Use your skills to make a difference to the life of others

The Client Referral & Volunteer Allocation Process

TADQ receives project requests and this leads to a procedure of events.

TADQ's 8-steps for processing project requests



Referral from Client, Health Professional etc.

TADQ Staff take client information and details of the projects requested.

Appraisal / Analysis

TADQ Staff consider:

- Skills required for projects;
- Geographical vicinity of clients in relation to the Volunteer;
- The need for input from TADQ Occupational Therapist &
- Research on similar past projects to assist the Volunteer/s designing the project.

Project Outline to TADQ Volunteer

The Administration Officer or TADQ contact will contact the Volunteer/s to request their assistance with a project. They will briefly explain the client's requirements and upon approval from the Volunteer, send out the relevant paperwork to the allocated Volunteer/s detailing the client's contact details.

Discussion with Client

After receiving the paperwork, the Volunteer/s contact the client or referring person representing the client to arrange a time to meet and discuss the project in further detail. This initial assessment can be undertaken independently by the Volunteer or together with the assistance of the TADQ Occupational Therapist.

Some hints on independently assessing:

- Take to your meeting with the client/referring party, an open mind and sense of humour, plus all your powers of observation and lateral thinking.
- Be a good listener and a careful questioner;
- Always use your notepad;
- Try to establish clearly the primary function of the item required and what the client wants to do that he/she cannot do now;
- If possible ask for a demonstration, e.g. you may want to see how high the client can move their arms, if she/he can hold a pen. You may also need to ask the client to push against your hand to measure the level of his/her strength;
- Thoroughly discuss ALL issues relating to the project with the client/referring party. Good background knowledge can give valuable insights.

Design Work & Costing

The Volunteer carries out the design and costing, however assistance can be sought from the TADQ Project Management team. It is very useful to both the Volunteer and organisation if a design on paper is produced. Costing is important to the client or other person/body that will be paying for the project costs. It is essential that the client can be in agreement with the project going ahead after receiving an estimation of the total costs that will be incurred. It must always be made clear that this is a Best Estimate and as such is subject to final adjustment where actual materials are purchased or when donated materials are utilised.

Discuss & Agree with Client

After design work and costing are completed, they should be discussed and agreed upon with the client/referring party on their behalf before the project is carried out.

Fabrication of Device

The Volunteer goes ahead and makes the designed/discussed aid.

Referral from Client, Health Professional etc.

Trial & Modification (if required)

When a project has been completed to the required specifications, it is important to trial the device with the client to assess whether it is actually meeting the required functions.

Modifications may need to be carried out to improve aspects of the design/operation. Again the TADQ Project Management team may be involved in these trials with the client if required.

Delivery of Device

Once the Volunteer, client or referring party acting on behalf of the client are satisfied with the completed project, arrangements can be made regarding delivery.

Final Costs & Receipts

On completion of the project, the Volunteer is required to fill out accurately the paperwork that was originally provided to him/her from TADQ.

The information required is:

- Total cost of purchased materials used on project;
- Approximate value of Volunteer's own stock on-hand (both donated and previously reimbursed) used on project;
- Any workshop consumables;
- Travel expenses; hours spent to complete project.
- Project completion date;

The Volunteer may also claim for other out-of-pocket expenses such as phone usage & postage for costs.

All of this information must be submitted to the TADQ office including **ALL** receipts for purchases. TADQ as an organisation can claim back the GST on purchased materials for projects. TADQ and TADs in all states and territories have a GST ruling from the ATO and therefore do not at anytime pass GST on to the client. TADQ will reimburse the Volunteer for all out-of-pocket expenses including GST and then claim back the GST from the ATO as an Input Tax Credit. Projects completed are invoiced by the TADQ office on receipt of receipts and other associated paperwork from the Volunteer.

★★ If you have been paid by the client directly, you are still required to submit the required paperwork for TADQ to update the project costs & complete the project.

Project Report

Together with the completed project paperwork, the Volunteer is requested to send in a project report describing and illustrating the aid and how it assisted the client. This report should include a copy of the design and photographs of the project in use where practicable, this information is extremely useful to TADQ as a resource, a reporting tool, and also, potentially as subject material for our media.

Photo Policy

Whilst it is valuable to have photographs demonstrating the client using the device, photographs with an identifiable person must not be used for any display or presentation purposes without the express written permission on the appropriate TADQ form.

Any such photos obtained should be forwarded to Brisbane TADQ office with the appropriate client and project reference details. TADQ office will contact the appropriate person to obtain the necessary permission before use for any display or publication.

Client Feedback

The Administration Officer may contact the client sometime after the project completion to seek feedback as to the success of the project and continued usefulness to the client.

TADQ's Liability & Insurance Policies

TADQ maintains a range of insurance policies in keeping with constitutional requirements and the advice of insurance and legal advisors. These policies are intended to ensure the best possible cover for our Volunteers and the organisation and to minimise our exposure to claims against either individuals and/or the organisation as a whole.

TADQ enjoys a history of no claims laid against any Volunteer or the organisation in the performance of our service provision.

Insurance cover is an expensive outlay. However, it is considered imperative to provide good quality cover in order to attract capable Volunteers and by supporting their activities with protection.

By carefully screening each Volunteer's skills and matching those skills appropriately to the required projects, we are ensuring that our duty of care is exercised.

Presently, the policies held by TADQ are:

1. Professional Indemnity: Five Million Dollars (\$5,000,000.00)
2. Directors & Officers Liability: One Millions Dollars (\$1,000,000.00)
3. Voluntary Workers Personal Accident Insurance
4. Public & Products Liability: Ten Million Dollars (\$10,000,000.00)

Serious Safety Considerations

TADQ has never had a claim for damages because of failure of a project. It is intended to do everything practicable to ensure this excellent safety record is kept.

Some projects have special hazards which must be planned for. Such projects include lifting devices, transport equipment such as trolleys, hoists, tricycles, transferring devices, electrical devices and equipment associated with vehicles.

When a hazard may exist, it is essential to consult a qualified person in the appropriate profession or trade. This applies not only to basic design but also to the assembly of equipment e.g. the correct selection of welding electrodes and the quality of the welding technique itself.

On powered equipment and some manually operated equipment care should be taken to provide guards and covers for all nips, shears, sharp edges and moving parts.

A licensed electrician must be used to carry out installations of mains-powered electrical equipment. Even non-permanently wired mains-powered equipment should have wiring checked by an electrician for assessment & tagging at least every 12 months. If Volunteers have designed or assembled a piece of equipment, a wiring diagram should be attached to the equipment to facilitate subsequent servicing and fault finding.

Even in the Volunteer's personal workshop it is important to work within the guidelines of Workplace Health & Safety and to operate all tools and equipment in a careful, safe and tidy manner. Please refer to the TADQ Safety Manual for procedures and points of reference for safety in the workshop area.

TADQ has access to suitably qualified Engineers, Risk Management and Workplace Health & Safety Consultants. If you as a Volunteer have concerns regarding a project, you can call upon the skills of the Technical Advisor or others. TADQ will arrange for an appropriate person to discuss the matter with you. These people can advise on the interpretation of statutory regulations and standards.

Situations will occur where the correct course of action is not clear. The Volunteer should contact the Administration Officer who will advise of the correct procedure or arrange for the appropriate person to discuss the matter with you. If in doubt, please do not hesitate to ask!

TADQ's Safety Checklist**

Before you proudly deliver your project to your eager client, please **STOP** to think that your brainchild might be used or even misused by others long after it has passed from your control. It is in the interests of all concerned that you think very critically about the safety aspects.

No list like this can ever be exhaustive but is intended to jog your memory.

1. **Strength.** Are the materials, joints, fasteners and welds strong enough, not only for proper functioning but also when some parts are loose or removed?
2. **Stability.** Will it tilt, slide, and fall over when used in a clumsy or careless way on sloping or slippery surfaces?
3. **Integrity.** Will parts, especially joints, hinges, pivots, become loose with wear or vibration, and what will be the consequences?
4. **Environment.** How will rain, hot sunshine, dust, strong wind affect the device? Will it need to be washed? Will the use of dissimilar metals lead to corrosion? What dangers will arise from spillages, incontinence?
5. **Tampering.** Will it be safe to use as a toy, while badly adjusted or badly repaired? Could it be used as a weapon?
6. **Power Failure.** In the event of either a complete failure, or low voltage, will it be safe? Will the brakes, steering and other controls be in a safe condition?
7. **Electrical.** What is the risk? Does the wiring conform to sound practice and the relevant codes? If appropriate, is it robustly earthed? Are power chords properly anchored?
8. **Entrapment.** What parts are capable of trapping fingers (of all sizes - children often visit) clothing, hair and power cords. What if covers are left open or removed?
9. **Stored Energy.** Is there sufficient energy stored in an elevated mass, counterweight, a spring, a battery, a capacitor, compressed gas or a vacuum, to pose a hazard in the event of an accident or deliberate misuse or malfunctioning?
10. **Edges.** Are there sharp edges or points, which could cause injury, especially with covers removed?
11. **Emissions.** Does it radiate heat, emit fumes, make too much noise, or cause electrical interference?
12. **Fire.** Is it flammable? If burnt will it give off toxic fumes, could it start a fire?
13. **Ergonomic.** Does it address the client's particular ergonomic needs? Does it provide adequate support? Is it safe when used by someone with impaired hearing, vision and/or sensation? If there is skin contact will it be abrasive, too hot, too cold or cause an allergic reaction?
14. **Signs.** Is it necessary to provide warning or advisory signs regarding operation, maintenance, repair or transport and will the client or carer be able to understand them?
15. **Instructions.** Does it need an instruction sheet to go with it? Is it only to be used in a particular way for specific purposes e.g. pool hoists have weight restrictions?
16. **Transport.** Can it be safely lifted and moved, perhaps by a weak person? Are there appropriate lifting points and strong handles? Will anything spill or break? Can it be safely disassembled for transport and reassembled on site?
17. **Certification.** Could it be subject to certification requirements to meet Occupational Health and Safety and Australian Standards?

**Please refer to the TADQ Safety Manual for further safety information

TADQ Volunteer's Duty Statement

1. To design, construct, adapt and install, where appropriate aids and equipment for individuals with disabilities. The completed project is to meet the client's needs and be aesthetically pleasing.
2. To participate as a team member with the TADQ staff, client, and if required, other Volunteers on projects.
3. To accept direction from TADQ Board and staff where this is deemed necessary.
4. To accept projects only if able to complete them in a reasonable time frame.
5. To be aware of and adhere to TADQ policies and guidelines, as outlined herein.
6. To know and maintain the client's rights to privacy and confidentiality as outlined in the Clients Rights statement.
7. To complete and submit a Project Report at the conclusion of each project.
8. To participate in TADQ's promotional activities, where possible.
9. Work with TADQ to promote community awareness of the services offered by TADQ and help recruit new volunteers.
10. To be aware of and adhere to the Department of Communities HACC Service Standards.

Department of Communities HACC Service Standards

The seven Department of Communities HACC Service Standards are:

1. Access to Service

To ensure that each consumer's access to a service is decided only on the basis of relative need.

2. Information & Consultation

To ensure that each consumer is informed about his/her rights and responsibilities and the services available, and consulted about any changes required.

3. Efficient and Effective Management

To ensure that consumers receive the benefit of well-planned, efficient and accountable service management.

4. Coordinated, Planned and Reliable Service Delivery

To ensure that each consumer receives coordinated services that are planned, reliable and meet his/her specific ongoing needs.

5. Privacy, Confidentiality and Access to Personal Information

To ensure that each consumers rights to privacy and confidentiality are respected, and he/she has access to personal information held by the agency.

6. Complaints & Disputes

To ensure that each consumer has access to fair and equitable procedures for dealing with complaints and disputes.

7. Advocacy

To ensure that each consumer has access to an advocate of his/her choice.

TADQ Client Rights & Responsibilities:



Client Rights

Each client has the following rights:

- Q** To be treated with dignity and respect.
- Q** To be involved in the decision making with respect to their project request.
- Q** To privacy and confidentiality.
- Q** To receive a non-discriminatory service.
- Q** To have an advocate of their choosing.
- Q** To refuse offers or rescind requests for assistance without fear of retribution.
- Q** To access their personal records held by TADQ.
- Q** To appoint an authorised representative to act on their behalf to access their record held by TADQ.
- Q** To withdraw personal information without fear of retribution.
- Q** To complain about the service they are receiving / have received without fear of retribution.
- Q** To have complaints dealt with fairly, promptly and without retribution.



Client Responsibilities

Each client has the following responsibilities:

- Q** To respect the rights of other clients, volunteers and TADQ staff.
- Q** To accept the results of decisions and choices they make.
- Q** To provide relevant information to enable Volunteers to meet the client's needs as appropriately as possible.
- Q** To inform TADQ if a requested project is no longer required.
- Q** To pay for the costs incurred at point of project cancellation.
- Q** To pay for projects undertaken on their behalf by TADQ Volunteers.
- Q** To negotiate alternative payment methods with TADQ, if necessary.
- Q** To inform TADQ of changed circumstances which may affect provision of the project.



Privacy and Confidentiality

It is the policy of TADQ that each individual to whom a service is provided is entitled to privacy and confidentiality in the delivery of that service.

Information collected is to be limited to that which is relevant and necessary for provision of the service and will be stored securely. Personal information will only be shared on a “need to know” basis **except where specific permission has been obtained** for its use for organisational purposes such as reporting, marketing or promotional material for funding and program submissions. **Return of a signed agreement to proceed with service letter permits the sharing of information as above outlined.** Client's have the right to access or withdraw their own personal information held in TADQ records and may request that the information be changed if they believe it to be inaccurate.

Clients and/or their advocates/carers will be provided with a full copy of the organisations Privacy Policy on request.

This is in accordance with TADQ Policy & Procedures, which are available on request.

Advocacy

Clients may authorise an advocate of their choice to negotiate with TADQ staff or volunteers on their behalf. The advocate may be a family member, friend or and advocacy service.

Advocates may be used during assessments, reviews, complaint processes or for any other communication between the client and TADQ. The client has the right to change their advocate at any time but needs to inform TADQ of any such change.

On request, the following can be obtained from TADQ:

- A sample form for notification of appointing/changing an advocate;
- “Guidelines for Advocates” - a list of Advocacy services.

Advocacy Services

Advocacy services available for TADQ's clients include:

Disability Information & Access Line (DIAL)	PH: 07 3224 8444
Guardianship & Administrator Tribunal	PH: 07 3234 0666
Queensland Advocacy Inc	PH: 07 3236 1122 or 1800 130 582
Queensland Aged & Disability Advocacy	PH: 07 3637 6000

Complaints Procedure

1. Clients are encouraged to raise their complaint with the volunteer or staff member concerned in the first instance.
2. If the client is not satisfied with the outcome, or not happy to discuss the issue with the staff member or volunteer concerned, they should contact the General Manager, or use an advocate to negotiate on their behalf.
3. If the client is still not satisfied with the resolution, they can raise the issue with a member of the Board of Management. Contact details for Board Members are available by contacting the General Manager.
4. If after approaching the above people, the issue is still not resolved, the client can complain to the Disability Rights Services or finally, the Department of Communities – Disability and Communities Complaints Unit on 1800 177 120.
5. The client should be informed of the outcome of their complaint and asked for their feedback on the complaints procedure.

Interpreting Services for Non-English Speakers

The Commonwealth Government's Translating & Interpreting Service (TIS) provides both telephone and on-site interpreters. State Government agencies can arrange interpreting services for clients by telephoning TIS on 131 450 (24 hours a day, 7 days a week) or by contacting private organisations of your choice. Information about private interpreting services can be found in the Yellow Pages under 'Interpreters'.

To arrange on-site interpreting in advance or pre-booking telephone interpreting at TIS, telephone **1300 655 081** or fax on **1300 654 151**. Request forms are available from TIS. As there is a shortage of on-site interpreters in some languages in Queensland, it is advisable to provide TIS with as much notice as possible (5 days is preferred) in order to maximise your chances of obtaining an on-site interpreter.

Complaints & Feedback

TADQ encourages clients to provide both positive and negative feedback on the service provided to ensure Clients receive the best possible service as per the Principles of Service Delivery Policy.

Clients may be asked to provide feedback via surveys, and/or invited to attend Consumer Forums. Clients have the right to complain about the service they are receiving/have received without fear of retribution and can expect their complaints to be dealt with promptly and impartially.

Clients have the right to use an advocate of their choosing to negotiate on their behalf as far as possible, the fact that a client has lodged a complaint and the details of the complaint should be kept confidential amongst staff directly concerned with its resolution.

The client's permission is to be obtained prior to information being given to any other parties whom it may be desirable to involve in order to resolve the complaint satisfactorily.

TADQ can be contacted for further explanation and/or a full copy of the complaints procedure at any time.

Freedom Wheels

What is Freedom Wheels®:

The FREEDOM WHEELS customised bike program modifies standard push bikes to give a new kind of independence to children with disabilities by allowing them to ride a bike for the first time. With the help of a highly skilled and innovative team of therapists, engineers and volunteers at TADQ, children with disabilities can now enjoy mobility and a form of recreation previously unavailable to them.

How much does it cost:

FREEDOM WHEELS is available to any child with a disability. Clients do not need to undergo a means test. TADQ fund the cost of staff and further research and development. Clients are asked to reimburse the cost of the bikes and other parts specified by our professional team but some families without assistance still cannot afford a FREEDOM WHEELS bike.

**If you can help
please call TADQ Brisbane Office**

For Further Information:

Phone: 1300 663 243

or

07 3216 1733



Linking community to assistive solutions

Safety Manual



TADQ 

Linking community to assistive solutions

TADQ Volunteer Acknowledgement of Understanding

In maintaining the safety of our Volunteers and clients, it is a requirement of Technical Aid to the Disabled Queensland Inc (TADQ) by our Insurers and the Department of Communities Community Care Services to ensure all volunteers are provided with information regarding all aspects of safety and responsibilities of a registered TADQ Volunteer.

All volunteers are required to read through the TADQ Volunteer Handbook Version 5 and the TADQ Safety Manual Version 1 (V1) and confirm their understanding of their Rights and Responsibilities as a TADQ Volunteer.

Please sign and return this form, which will be kept on your volunteer file as a record of acknowledge and understanding that:-

1. You have been provided the TADQ Volunteer Handbook V5 and the TADQ Safety Manual V1.
2. You have read and understood the contents of the TADQ Volunteer Handbook V5 that sets out the conditions under which a TADQ project is completed and supplied to TADQ clients.
3. You have read and understood the contents of the TADQ Safety Manual V1 that sets out the safety conditions under which a TADQ Volunteer is to work for and with TADQ and its clients.
4. You have read and understood the project administrative requirements of TADQ Volunteers as outlined on the TADQ Volunteer Handbook V5.
5. You have understood the rights and responsibilities of clients of TADQ.

If there is something within the TADQ Volunteer Handbook V5 or the TADQ Safety Manual V1 you do not understand or if you have any questions, please contact TADQ on 1300 663 243.

As a Volunteer of TADQ I have read and understood the above requirements

Signature:- _____

Name :- _____

(PLEASE PRINT)

Thank you for taking the time to complete this form.

This form will be kept on your TADQ volunteer file.

Blank On Purpose

TADQ

ULTRATUFF MULTI-BIT SCREWDRIVER



Fits **8 screwdriver bits**, 4 phillips and 4 slotted screwdrivers into one compact package. Just slide the bit into the magnetic nose cone and you've got the right tool for a wide variety of fix-it jobs.

***Like our clients,
You never know when you will need
a little support***

Keep 1 in the car and 1 in your bag

TADQ is a not-for-profit organisation and registered charity that provides technical support in the design, manufacturing and modification of aids. We do this at minimal cost to meet the individual needs of people with a disability and the frail aged to help them with their everyday living. In purchasing the TADQ Ultrabuff Multi-Bit Screwdriver, you are helping to reduce the cost of projects to our clients and getting a handy tool to assist you with those little repairs.



To find out more:

Phone: 1300 663 243 or www.tadq.org.au



Contacts Page

Alzheimer's Australia (Qld)
PH 3895 8200
www.alzheimers.org.au

Aged Care Information Line
PH 1800 500 853

Synapse
(Formerly Brain Injury Group.)
PH 3367 1049
Regional Qld: 1800 673 074
www.synapse.org.au

Cancer Help Line
PH 13 11 20
www.cancer.org.au

Carers Queensland
PH 1800 242 636
www.carersqld.asn.au

Commonwealth Carer Resource Centre
PH 1800 059 059

Commonwealth Respite and Carelink Centres
PH 1800 052 222

National Continence Help Line
PH 3343 6288

Council on the Ageing Queensland (COTA)
PH 3316 2999
Toll free: 1300 738 348
www.cotaq.org.au

Dementia Help Line
PH 1800 639 331

Diversicare
(Aged Care Division of the Ethnic Communities Council of Qld - ECCQ)
PH 3846 1099

Elder Abuse Protection Help Line
PH 1300 651 192

LifeTec Queensland
(formerly known as Independent Living Centre – Qld)
PH 1300 885 886
www.lifetec.org.au

MS Outreach Project -
Multiple Sclerosis Society of Queensland
PH 3840 0854
Toll free: 1800 177 591
www.msaustralia.org.au/qld

Palliative Care and Information Line
PH 1800 772 273

Parkinson's Queensland Inc.
PH 3397 7555
Regional Qld: 1800 644 189
www.parkinsons-qld.org.au

Queensland Aged & Disability Advocacy Inc.(QADA)
PH 3637 6000
Toll free: 1800 818 338
www.qada.org.au

Queensland Meals on Wheels Services Assoc.
PH 3205 5588

Seniors Enquiry Line
PH 1300 135 500

Spinal Injuries Association Inc.
(Formerly Paraplegic & Quadriplegic Association of Queensland Inc.)
PH 3391 2044
www.spinal.com.au

Veterans Home Care Service
PH 1300 550 450



TADQ

Postal address:

Street address:

Phone:

Fax:

General email:

Web:

TECHNICAL AID TO THE DISABLED QUEENSLAND INC

PO Box 158 Virginia BC QLD 4014

Unit 1 "Nexus" 23 Ashtan Place Banyo QLD 4014

07 3216 1733, Within Qld: 1300 663 243

07 3216 1744

tadq@tadq.org.au

www.tadq.org.au