



Access to Services

May 2009

Policy

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

Custom Designed Aids

The following boundaries apply to the acceptance of project requests in Custom Designed Aids (including requests for modified bikes supplied through the FREEDOM WHEELS service).

Project Boundaries

Projects are not accepted where:

1. There is an accessible alternative source of supply for the aid:
 - commercially available products eg items listed with the Independent Living Centre
 - standard trade supply eg carpentry, electrician and handyman services
 - routinely supplied by another disability service eg Spastic Centre seating.
2. The aid is beyond our scope of service:
 - medical in nature (sterile goods, medicinal products, devices to administer medicinal products or monitor clinical functions and some hydration devices)
 - involves structural modifications to the home, office or other location
 - car modifications requiring RTA approval
 - requires licensing
 - some powered products
 - high risk production (including emission of radiation)
 - staff therapists and engineers cannot identify a solution that is safe, legal and therapeutically appropriate, following discussion with client, carers and referring therapists.
3. Production of the aid is beyond our capacity:
 - required skills not available
 - size or complexity beyond resources.

Client Boundaries

New requests may not be accepted from clients where there is:

- an unresolved complaint without an agreed process to work toward resolution
- a bad debt without a negotiated arrangement
- a pattern of client behaviour likely to preclude the delivery of a quality service.

Other Boundaries

Projects are generally not accepted:

- where there is no specified client
- retrospectively, where work has commenced without prior approval and therefore outside risk management parameters.

Computer Support Service

The TAD Computer Support Service accepts applications from anyone in NSW who is in receipt of a Centrelink benefit.

A computer system may not be provided if the Computer Support Service

- does not have sufficient volunteers, professional competence, resources or specialised equipment to meet the particular needs of the client
- cannot adequately provide support to the client because of distance, location, restrictions on access or inability to contact the client in a timely and appropriate way

Computer repair and support is available to all Computer Support Service clients in accordance with the service agreement supplied with the computer.

In the following circumstances the Computer Support Service may refuse to provide repair and support, or impose a fee for service:

- the defective hardware does not belong to TADNSW
- there have been unauthorised modifications or repairs to the hardware supplied by the service
- the computer's operating system has been changed
- software has been installed which causes the computer to malfunction.
- the fault exists with a third party provider such as an internet service provider

Requests will not be accepted where there is a pattern of client behaviour likely to preclude the delivery of a quality service.

George Winston Communication Service

Information from the George Winston Communication Service is available to anyone, on request, within reasonable use limits.

Criteria for Urgent Requests

TADNSW recognises that there are circumstances where a client may need priority service.

Projects are deemed to be urgent where:

- the client is facing immediate developmental issues or is in a rapidly changing situation or surgical recovery period
- there are occupational health and safety issues for the client or carer
- there is an established and justified time line confirmed with the referring therapist.

Complaints

Any client, carer or referrer who believes that their request for service has not been appropriately handled under this policy has recourse through the procedures established in the Client Complaints policy.

Related Policies:

Access and Equity Policy

Client Complaints

Withdrawal of Services

Signed



Chief Executive Officer

Effective Date:

20 May 2009

Approved:

Executive Committee 20 May 2009

Date for Review

May 2011