



Technical Aid to the Disabled (TADNSW)

Consumer Guide to Service Standards

Custom Designed Aids Service
FREEDOM WHEELS Modified Bike Service

Practical Solutions ~ Optimising Ability

TADNSW
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Patron Her Excellency Professor
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Gifts of \$2 and over are tax deductible
(CFN 10944)

INTRODUCTION

This document is provided so that you may know your rights when using Technical Aid to the Disabled's (TADNSW) services.

New South Wales in 1994 introduced a set of Disability Service Standards. TADNSW is committed to observe these standards in its service provision.

TADNSW staff and volunteers make every endeavour to ensure these standards are met.

MISSION STATEMENT

TADNSW provides personalised equipment and advice to people with disabilities and their carers through the innovative services of skilled volunteers and staff.

TADNSW SERVICES

1. The Custom Designed Aids Service (CDA) designs and makes custom-designed aids where commercial equipment is not appropriate.
2. The FREEDOM WHEELS Modified Bike Service modifies bicycles to enable children with disabilities to ride them.
3. The George Winston Communication Service provide information on adaptive technology to people with disabilities, rehabilitation and engineering professionals, governments, the community and donors.
4. The TAD / Gale Computer Loan Service refurbishes and customises recycled computers, loans them to clients and supports clients in their use.

ELIGIBILITY

Anyone in New South Wales with a disability is eligible to access the services provided by TADNSW in accordance with its Access to Services Policy.

You can ask for the service yourself or another person can ask on your behalf. A referral from a professional therapist will generally be helpful. There are no restrictions on the number of projects you can request.

Equipment cannot be provided if TADNSW:

- does not have sufficient volunteers, professional competence, resources or specialised equipment to meet your particular needs.
- An appropriate solution is available commercially.
- TADNSW cannot find a solution that is safe, legal and therapeutically correct.

A copy of the Access to Services Policy is available from our website www.tadnsw.org.au or from telephone 1300 663 243.

SERVICES PROVIDED

Requests for projects must be submitted on a standard project application form. TADNSW will then seek relevant information on your needs, by telephone or through an assessment visit, so that we can decide how best to assist you. Before the project commences we will send you a letter with a description of the proposed project, an estimate of costs and an Authority to Proceed form. A copy of the description will also be sent to the referrer for confirmation purposes. TADNSW must receive a signed Authority to Proceed form, including contact information for the designated payer, before construction will commence.

Once we have your agreement to proceed, the device will be designed and built by a competent volunteer under the supervision of a technical coordinator or professional engineer. In many cases the volunteer will need to visit you to take precise measurements. Allocation to a suitable volunteer and construction of the device can take time. If you become concerned, you may wish to ring TADNSW to check progress.

This process may vary in some aspects if your request is processed by a regional branch.

SERVICES NOT SUPPLIED

TADNSW may not proceed with your project if:


- Your needs have changed and the project no longer meets them.
- You and your advisers cannot agree on a solution.
- You do not like the proposed solution and no suitable alternative can be found.
- The original volunteer is unable or unwilling to proceed and no suitable replacement can be found.

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

A copy of the Withdrawal of Services Policy is available from our website www.tadnsw.org.au or from telephone 1300 663 243.

COMPLETION OF SERVICES

TADNSW's help on a project is complete when:

- The project, as agreed in writing before commencement or as amended, is complete.
 - We have referred you to another, more appropriate, agency.
 - We have referred you to a commercial source of supply.
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INDIVIDUAL NEEDS

TADNSW services are designed to help you with a particular problem. Devices built for you will be specifically designed to meet your individual needs, in consultation with you and / or your representative.

Post delivery adjustments are part of the service. Requests for adjustments are welcome, and not treated as a complaint.

DECISION MAKING AND CHOICE

You need to specify the details of your special needs and complete the application form correctly and completely. It is your right to have made what was agreed in writing between us. You and the volunteer may decide to vary the design slightly to make it even better for you. However, if you are unhappy with changes that the volunteer is proposing you should contact TADNSW and express your concern.

It is your right to choose whether you wish to proceed with what TADNSW has to offer or to seek support elsewhere.

TADNSW has a responsibility to provide devices which are safe. Certain dangerous situations are covered by government regulations. These include the use of electricity, and machinery which can injure people. Our equipment must conform to these safety regulations, and we must always ensure your personal safety and the safety of your carers.

If we cannot meet your special needs we will tell you. We may suggest an alternative solution or we may suggest that you seek specialised support from another agency.

If you ask for a service which TADNSW cannot provide but which is known to be offered by another organisation, you will be referred to this organisation. Where possible, we will give you the name and phone number of this agency together with the name of the relevant officer.

COSTS

TADNSW clients are asked to make a contribution towards the costs of the services they receive. No client will be denied service if they are unable to pay.

Payment of a fee provides the client with control over their receipt of service and a greater degree of independence. In many cases the fee is paid by a government scheme or disability service, on behalf of the client. Fees are discussed with the client and family or advocate at the commencement of service.

There are no labour charges- all production work is undertaken by volunteers who contribute their time and skills without charge. In Custom Designed Aids and FREEDOM WHEELS clients contribute:

- the actual cost of materials used in the construction of their aid



- out of pocket costs incurred by the volunteer engaged in their project eg mileage and telephone calls
- a small administration charge to cover delivery and other minor costs.

Fees for a typical project are about \$120 and the minimum fee is \$25. Fees for modified bikes range from \$450 to a cap of \$750.

A deposit may be required where there is a large up-front materials cost.

Once the project is complete an invoice is sent to the designated payer and payment is expected within 26 days.

PRIVACY, DIGNITY AND CONFIDENTIALITY

We recognise your right to privacy and confidentiality. The information requested by TADNSW for the purpose of processing your request and providing a service to you is handled in accordance with our Privacy Policy. A copy of the policy is available from our website www.tadnsw.org.au or from telephone 1300 663 243.

TADNSW staff and volunteers are sensitive in discussing your personal details. The TADNSW volunteers involved in providing support to you have limited access to your personal data.

Your information is kept on TADNSW's computer system. We make sure that strangers cannot read it. The only people with access to it are members of staff and properly authorised volunteers carrying out the normal activities of the service.

All personal information including sensitive information collected by TADNSW is collected in accordance with the National Privacy Principles contained in the Commonwealth Privacy Act 1988 as amended 2000. This information will not be disclosed to any unauthorised third party without your consent.

If you are giving personal information about another person, e.g. next of kin, you should seek their permission beforehand and advise why you are disclosing their details to TADNSW.

HUMAN RIGHTS AND FREEDOM FROM ABUSE

Abuse of any kind is unacceptable to TADNSW and we aim to provide a service free of abuse. Our volunteers are carefully screened and their backgrounds are checked. If we decide a person is unsuitable, we do not accept him or her as a volunteer. [We also seek to protect our staff and volunteers from abuse and expect that you will always treat them with courtesy.](#)



COMPLAINTS AND DISPUTES

You have the right to have any complaint you may have, heard and acted upon quickly. If you are not able to make your own decisions, an advocate or relative may act on your behalf.

We want you to tell us if you have a problem, so we can try to fix the problem. We regard this as part of the service and do not see it as a complaint.

You can complain if you are not happy with any aspect of the service we provide you. If you are unhappy about the behaviour of a volunteer or a staff member please tell us about it. You will not be penalised in any way if you complain.

In the first instance, you should speak to the Director of Services who will investigate your complaint with great care and advise you by phone of the results of that investigation.

If your complaint cannot be resolved informally the Director will discuss the formal complaint procedure with you. If you would like information about our Complaints Policy, a copy of the policy is available from our website www.tadnsw.org.au or from telephone 1300 663 243.

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