



TADWA is a not for profit organization dedicated to improving the quality and enjoyment of life for people with disabilities, the frail aged, and those caring for them, through the application of technology and the skills of volunteers and staff.

About Computer Services

The TADWA Computer Services department was established to allow our customers, their carers, and support organizations to access *affordable second hand refurbished computers*. With the use of a computer our customers are better able to communicate, improve their knowledge through study and search facilities, seek employment, and entertain themselves through use of the Internet.

We endeavour on all occasions to keep the cost of the computers at a minimum. In fact with good quality stocks of computers we are able to provide most second hand equipment free of charge.

Where do we source our computers?

TADWA works hard to source good quality donated systems from Government agencies, private businesses and from the general community. The more equipment we can source, the easier it is for us to deliver low cost quality systems to our customers. Due to our commitment to quality and sustainability we are one of a small panel of Government approved refurbishers.

How are we able to provide this service?

TADWA uses the resources of professional IT technicians who work alongside skilled volunteer technicians to provide this service under strict quality control measures. We rely on the generosity of donors who provide high quality second hand systems. Funds generated from service agreements are used to support the running of the Computer Service.

What software do we provide?

The TADWA Computer Service is recognised as a responsible and worthwhile community initiative by Microsoft Corporation. We are accredited by that company under their Community Microsoft Accredited Refurbishment (MAR) program and as such receive a licensed copy of Windows XP, Windows 2000 Operating System for installation on each computer. We also offer Microsoft Office 2003 or Open Office free on each newly contracted computer. Eligible customers receive a Microsoft "Eligible Recipient Licence Agreement" (ERLA) with their computer.

We can provide you with a CD copy of the software we install on your computer upon request, however you are not allowed to use this on other computers.

What does this all cost?

Our aim is to make computer systems available to customers at minimum cost. Some customers who can afford additional hardware (eg. Printers, modems) are encouraged to purchase them new to access a full factory warranty.

The support service agreement includes a service fee spread over 1 or 2 years for desktop systems and 1 year for a laptop. Customers who pay these service fees are entitled to full service and support for the system provided. The option to use Centrepay, a service provided by Centrelink, is available and recommended as it allows customers to have fortnightly payments deducted from their Centrelink payments. These payments are forwarded direct to us by Centrelink.

TADWA provides a delivery service for customers in the across the whole of the State. Customer delivery charges vary but will be specified at time of letter of confirmation. Customers who need repairs may be charged for collecting & delivering of their computer, if alternative arrangements can not be made (eg. pickup). For those customers registered with the Disability Services Commission (DSC) and living outside the metro area we maybe able to arrange delivery through the DSC courier system to the nearest local DSC office.

Warranty and support is provided free of charge to customers who have a service agreement with us. We acknowledge the computer is important to reducing an individuals social isolation which is why we endeavour to fix the problem on site or over the phone (via Help Desk), but sometimes computers will need to be returned to TADWA for maintenance and repair.

What help is available?

We have a Help Desk available to customers on Monday to Friday between 9am and 4pm. Customers can contact the Help Desk to get assistance with problems and to arrange repairs as necessary. We also have a "Request for Support" form available on our Website where customers can submit problems.

Whenever possible we will endeavour to fix problems with a customers' computer ON-SITE, or via remote assistance software, so they are not without their equipment for any longer than is necessary.

We also may assist customers by providing basic computer skills and Internet training in the home or a classroom environment.

Want to contact TADWA?

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