



## Technology Assisting Disability

P O Box 266 Bassendean WA 6934  
Tel: (08) 9379 7400 - Fax: (08) 9379 7498  
Outside Metro Areas **1300 663 243**  
Email: [tadwasupport@westnet.com.au](mailto:tadwasupport@westnet.com.au)  
Web site: <http://www.tadwa.org.au>  
Located at: 371 Collier Rd, Bassendean WA 6054

### Information on acquiring affordable DESKTOP computer systems.

#### TADWA supplies

We have an agreement with Microsoft to install the Windows XP or Windows 2000 operating system and Microsoft Office 2003 or Open Office (saves in *Microsoft Office format*), which will enable word-processing, spreadsheets, database and basic graphics. We are not licensed to install any other software.

#### Delivery and Installation of Computers fees and charges

It is preferable for customers to pick up their computer from the TADWA premises. However, we do realize that this is not always possible and TADWA can arrange for delivery and installation; although please be aware fees will apply which will be confirmed in a letter of offer.

#### How much is the Support Service Agreement?

A Support Service Agreement is for a period of 1 or 2 years. Payments of \$280 are required for 1 yr and \$380 for 2 years (if eligible for discount). You are entitled to a discount of 10% on Support Service Agreement if you pay the full payment up front. There may be some additional costs if you require any additional items and this will be explained to you once we have received your application. During the 2<sup>nd</sup> year of your contract and at completion of agreement you become eligible for an upgrade to a newer system under a new support agreement. **YOU OWN THE COMPUTER ONCE ALL PAYMENTS ARE MADE.**

#### Full Support Service Agreement – what does it cover?

TADWA will endeavor to rectify any problems with systems supplied by us. We replace or repair faulty components in our workshop at no cost to customers who are covered by a Support Service Agreement provided payments are kept up to date. Customers may need to phone our Customer Service Help Desk for advice or help via Remote Assistance – this is also covered in the Support Service Agreement. **FREE BASIC COMPUTER TRAINING IS AVAILABLE, IF REQUIRED. FREE HELP DESK SUPPORT OR REMOTE ASSISTANCE AVAILABLE MONDAY-FRIDAY 9AM-4PM!**

#### Payment Methods

If the Public Trustee is acting as administrator for the affairs of the customer, it is important and necessary for the customer to inform TADWA.

For the customer's convenience, fortnightly payments can be made directly from their pension through **CENTREPAY** which is a service of Centrelink. **Forms can be obtained from the TADWA office.**

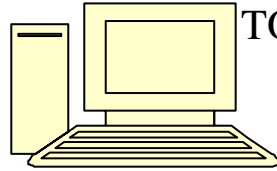
**If you wish to buy your own hardware and/or software;** we will install it for you. However, hardware and software must be new and must be accompanied by appropriate receipts / valid licences.

**THE PROCESS FOR OBTAINING A COMPUTER IS DETAILED OVERLEAF**

# THE PROCESS TO OBTAIN YOUR COMPUTER



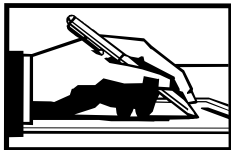
DESKTOP



TOWER

## STEP 1

PHONE TADWA ON 9379 7400 OR IF OUTSIDE METROPOLITAN AREA ON 1300 663 243 OR FAX ON 9379 7498 OR E-MAIL to [tadwasupport@westnet.com.au](mailto:tadwasupport@westnet.com.au) WEB SITE [www.tadwa.org.au](http://www.tadwa.org.au) OR YOUR LOCAL AREA CO-ORDINATOR TO OBTAIN A REQUEST FORM.

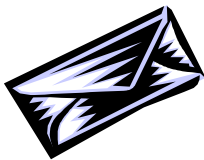


## STEP 2

THE REQUEST FORM WILL NEED TO BE COMPLETED. YOUR LOCAL AREA CO-ORDINATOR, CARER OR THERAPIST CAN ASSIST YOU WITH THIS IF NECESSARY. THE FORM THEN NEEDS TO BE FORWARDED TO US.

## STEP 3

WE WILL CONTACT YOU, DISCUSS YOUR NEEDS AND EXPLAIN FINANCIAL PROCEDURES. YOUR THERAPIST, LAC, DOCTOR OR TEACHER MAY BE CONTACTED IF NEEDED TO ASSIST US IN ENSURING YOU GET THE MOST SUITABLE SYSTEM FOR YOUR NEEDS



## STEP 4

WE WILL FORWARD TO YOU

- A LETTER OF OFFER OUTLINING COST INVOLVED
- A SUPPORT SERVICE AGREEMENT WITH THE TERMS AND CONDITIONS FOR YOUR SIGNATURE & RETURN
- MICROSOFT ELIGIBLE RECIPIENT AGREEMENT FOR YOUR RECORD
- CENTREPAY FORM (if applicable)
- TRAINING REQUEST FORM (if applicable)  
(Return completed forms to TADWA)

## STEP 5

AS SOON AS WE RECEIVE YOUR SIGNED FORMS AND MONIES DUE (as stated in STEP 4) TADWA WILL COMMENCE WORK ON BUILDING YOUR COMPUTER.



## STEP 6

WE WILL CONTACT YOU TO ARRANGE DELIVERY AS AGREED.