



**ing Disability**

dean WA 6934

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**1300 663 243**

[tadwa.net.com.au](http://tadwa.net.com.au)

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## **Information on acquiring affordable LAPTOP computer systems.**

### **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 Service Agreement. 3 FREE on-site repair jobs are also included with this Service Agreement.

**FREE BASIC COMPUTER TRAINING IS AVAILABLE IF REQUIRED.**

**FREE HELP DESK SUPPORT OR REMOTE ASSISTANCE MONDAY-FRIDAY 9 – 4PM!**

### **TADWA supplies**

TADWA has an agreement with Microsoft which enables TADWA to install the Windows 7 Vista or Windows XP operating system and Microsoft Office 2007 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.

A cost of \$10 for Windows XP and Microsoft Office 2007, Vista and Windows 7 are available on request and price to be advised on enquiry. If you do not want Microsoft Office then we can install Open Office on your system for free. We will also supply free Linux operating system if you prefer.

### **Delivery and Installation of Laptop Computers**

It is preferable for customers to pick up their laptop 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. Please note that if laptops are in short supply a waiting list will apply.

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

A new Support Service Agreement is for a period of 1 year is \$320.00 (if eligible for discount). You are entitled to a discount of 10% if you pay the full payment up front. There may be some additional costs if you require any new items and this will be explained to you once we have received your application. **YOU OWN THE LAPTOP ONCE ALL PAYMENTS ARE MADE. WE CAN ALSO SUPPLY NEW LAPTOPS FOR UNDER \$700.**

### **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. . We also offer EFT and EFTPOS arrangements.**

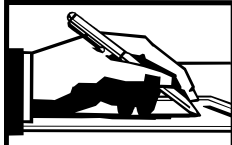
**If you wish to buy your own hardware and/or software;** we will install it for you. However hardware and software must be new and must be accompanied by appropriate receipts.

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

# THE PROCESS TO OBTAIN YOUR LAPTOP COMPUTER

## 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**.

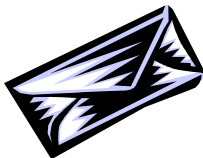


## STEP 2

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 SERVICE AGREEMENT WITH THE TERMS AND CONDITIONS FOR YOUR SIGNATURE & RETURN
- CENTREPAY FORM (if applicable)
- TRAINING REQUEST FORM (if applicable)  
(Return completed forms to TADWA)

*PLEASE NOTE: WAITING LIST PERIOD MAY APPLY IF LAPTOPS IN SHORT SUPPLY. YOU WILL BE NOTIFIED OF THIS AND GIVEN OPTIONS.*

## 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 LAPTOP COMPUTER.



## STEP 6

WE WILL CONTACT YOU TO ARRANGE DELIVERY AS AGREED