

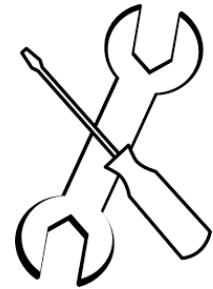


A Consumer's Guide to TAD Services

We change the lives of people living with a disability by providing personalised equipment, technology, and services.

CUSTOM DESIGNED EQUIPMENT

TAD identifies, designs and builds equipment that enable individuals to achieve their goal of becoming more independent. We will work with you to undertake 'projects' to custom design or modify equipment to suit your individual needs.



FREEDOM WHEELS

The 'Freedom Wheels' program builds bicycles to enable children with disabilities to ride and embrace a new sense of freedom and independence.



ELIGIBILITY

Anyone in NSW can benefit from TAD's services and you or your support person/s can request a service at any time by filling in an [Application Form](#).

There are no restrictions on the number of projects you can request but some projects might need the involvement of a therapist.

An [Application Form](#) and [Guidelines for Completing an Application Form](#) can be found on our website or can be obtained from our office Ph: 1300 663 243.

ACCESSING SERVICES

TAD has a team of passionate and trained staff and volunteers who are supervised by a qualified Therapist and an Engineer. Staff will ensure you understand the project development process from start to end and make sure that the project goals are achieved and the service and equipment you receive is tailored to your specific needs.

We will need to collect some very specific information about you to ensure your requested project will achieve the required outcome. Information is gathered on the initial Application Form and through assessment meetings. If we cannot meet your specific needs we will discuss this with you and / or your support person/s and, with your consent, we will refer you to a more suitable agency whenever possible.

HOW MUCH DOES A PROJECT COST?

TAD enlists skilled and experienced volunteers to help with specific projects. This helps to keep the cost of projects down. Any fee for a TAD service will be discussed with you and / or your support person/s when we discuss your project application.



You will then be given a quote for your project which you will have time to consider before you choose to proceed.

WE WANT YOUR FEEDBACK!

At TAD Disability Services we are constantly striving to improve the range and quality of services we provide. We have a strong and dedicated management and staffing team and they are supported by a number of committees which help the organisation review and improve processes and procedures.

TAD Management Committees are made up of board members, staff, volunteers and service users. If you are interested in participating please let us know.

If you have an idea for improvement, complaint or compliment please contact one of our staff.

We encourage and seek feedback from every person who accesses our service at the end of every project

Your feedback is very important to us!

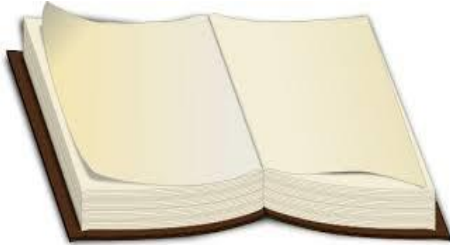
If you or your support person/s have a complaint, you have the right to have it heard, respected and acted upon quickly. Please talk to the staff member managing your project so that we can resolve any concerns quickly. If you do not feel comfortable talking to a certain staff member please let their supervisor know. There are also external services like the Complaints Resolution and Referral Service and the Ombudsman that can help you manage your concerns. All complaints will be dealt with in line with our company procedures and you will be actively involved in the complaint resolution process. Please request a copy of our [Grievances, Complaints and Disputes Policy and Procedure](#) or visit our website for more details.

PRIVACY AND CONFIDENTIALITY

Any feedback or personal information you provide to TAD is held securely and is kept confidential in line with Privacy legislation. You can access your personal information file by making a request to staff. The full TAD [Privacy and Confidentiality Policy and Procedure](#) can be found on our website along with a number of other policies and procedures regarding [Service Access](#), [Capturing Feedback](#) and [Service Management](#). Alternatively, if you would like additional information or information in other languages - contact our office on 1300 663 243.

TAD SUPPORTERS

TAD Disability Services receives funding from generous donors and the Department of Ageing Disability and Home Care and upholds the principles outlined in the Disability Services Act. We are also actively involved in the community and adhere to and promote the Disability Service Standards listed below.



Your Rights

Each person receives a service that promotes and respects their legal and human rights and enables them to exercise choice like everyone else in the community

Participation and Inclusion

Each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose

Individual Outcomes

Each person is supported to exercise choice and control over the design and delivery of their supports and services

Feedback and Complaints

When a person wants to make a complaint, the service provider will make sure the person's views are respected, that they are informed as the complaint is dealt with, and have the opportunity to be involved in the resolution process

Service Access

Each person is assisted to access the supports and services they need to live the life they choose.

Service Management

Service providers are well managed and have strong and effective governance to deliver positive outcomes for the people they support

[TAD Disability Services Standards Policies](#) can be found on the TAD website along with a range of other information on how TAD helps individuals achieving their individual goals.



CONTACT US

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