



# Tadwa

Technology for Ageing & Disability



Welcome to TADWA  
**Home Modifications  
and Equipment**

# Welcome to TADWA!

**At TADWA we have one goal – to help you do what is important to you.**

This Welcome Pack will provide you with information about how our service works and will help you understand what to expect and when.

You are able to access TADWA services under a variety of different funding options depending on your personal circumstances. We can support people eligible for the Commonwealth Home Support Program, Home Care Packages, Short Term Restorative Care and a number of other funding programs. We can also provide a cost-effective service if you don't qualify for any external funding.

No matter how you have arrived, we want to make sure you know the steps we will take together and what is involved.

**Let's get started!**



## STEP 1



### Working out what is needed

We start by having one of our qualified **Occupational Therapists (OTs)** visit you to determine what solutions will work best for you. If you've already been assessed by an OT we may be able to work from their recommendations – skip to Step 2.

## STEP 2



### Recommendations and Quote

The **TADWA OT** will make recommendations about appropriate equipment or home modifications. This information is used to prepare a quote for the work we will do. A **TADWA Technician** may need to do an assessment where required.

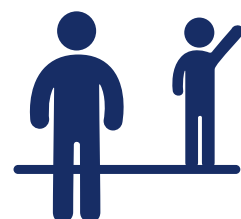
## STEP 3



### Getting the work done

After you have signed and returned the quote we will be able to schedule the work.

## STEP 4



### Completing and paying for the work

After your work is completed, and ensuring your work has been completed to your satisfaction, you will receive an invoice with details on how payment can be made.





## STEP

# 1

## Working out what is needed



Everyone has different needs and we want to understand yours. So we start by having one of our qualified Occupational Therapists (OTs) visit you to understand what you want to achieve, to see how you interact with the things in and around your home, and to work with you to determine what solution will work best for you. If you've already been assessed by an OT we may be able to work from their recommendations – skip to Step 2.

### What will happen?

- Your **TADWA Relationship Manager** will ring you to organise an appointment for the OT visit. You will receive a confirmation by post or email and if you have a mobile phone we can also send you a text reminder.
- The **TADWA OT** will visit you in your home. They will discuss your needs with you and observe your mobility, stability and functionality of your current home environment. You are welcome to invite any friends, family, advocates or carers to this assessment visit.

**Note:** If you have an OT visit booked and you need to cancel or reschedule, it's important you let us know as soon as possible so we can reschedule your time and use the original time for other customers who may be waiting for a booking.



## STEP 2

# Recommendations and Quote



Following their visit the **TADWA OT** will make recommendations about appropriate equipment or home modifications designed to help you stay living in your home safely and with more independence. We use this information to prepare a quote for the work we will do.

### What will happen?

- The **TADWA OT** will develop recommendations for you based on their visit. You will receive a copy of this information and it will be discussed with the **TADWA Technicians** who will be doing the work.
- If your work is complex, a **TADWA Technician** may also arrange to visit your home to make sure our quote is accurate. If this is necessary a **TADWA Service Coordinator** will ring you to arrange a convenient time for this visit.
- We will send you a written quote that will detail the work to be done, costs involved and any subsidies or funding that may be applied.
- You can choose to accept or decline the quote, then just sign it and send it back to us. Your signed quote forms our agreement with you so we need to receive this in order to move forward with your work. You do not need to pay anything at this stage.
- If the value of works exceeds \$1,000 we will require an initial progress payment of 25% prior to commencement. We will issue an invoice for this after we receive your quote acceptance.

## STEP 3

# Getting the work done



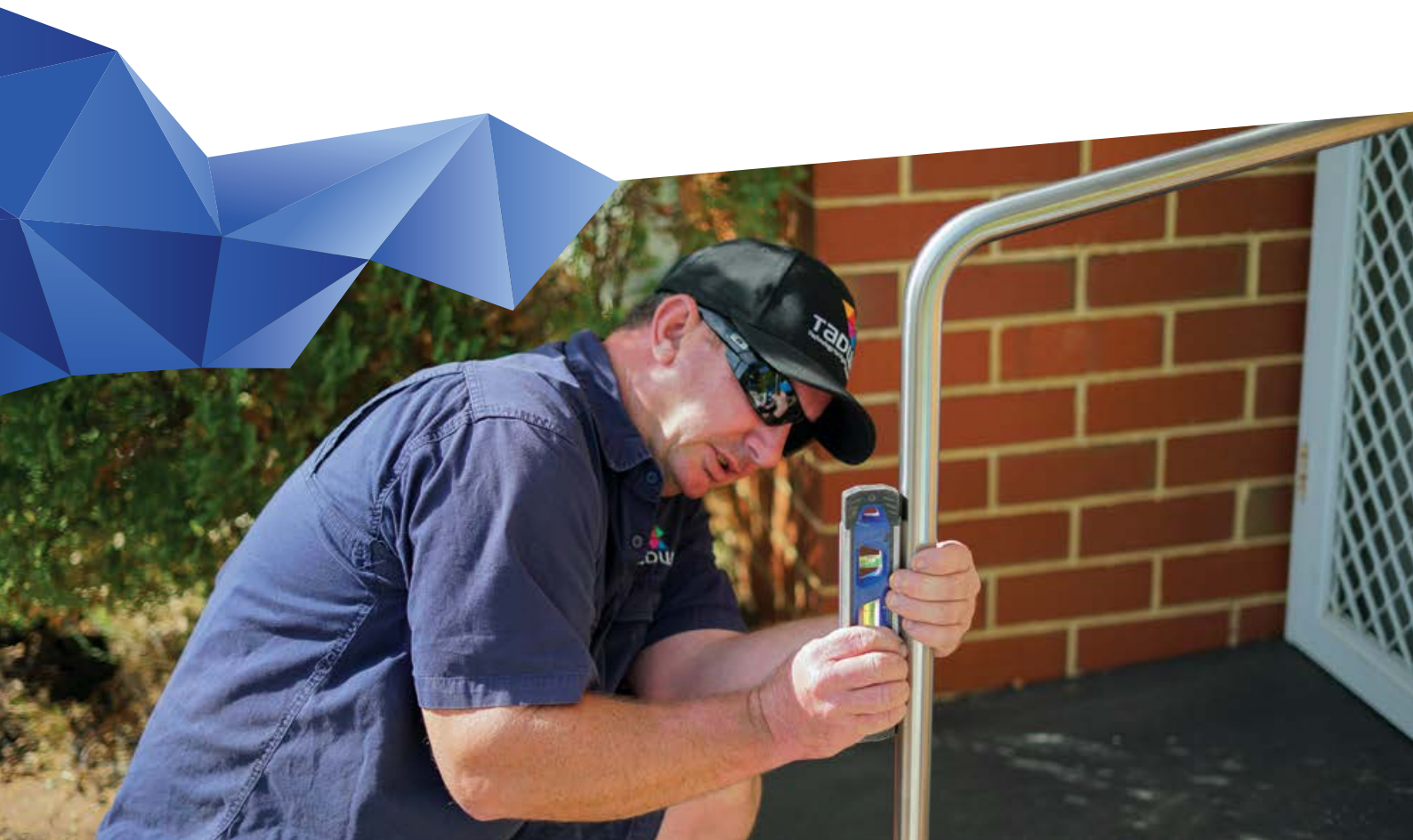
After you have signed and returned the quote we will be able to schedule the work.

### What will happen?

- We will order or manufacture any custom items (if required)
- A **TADWA Service Coordinator** will contact you to arrange a suitable day and time for our Technicians to start the work.
- On the day of the work, our Technicians will require access to the designated areas. The Service Coordinator will confirm access requirements with you at the time we book the work with you.

**Note:** Because scheduling may include a team of TADWA Technicians, you must let us know as soon as possible if you become aware of any issues with the day or time that has been scheduled and agreed.

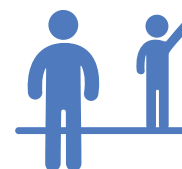
Our TADWA Technicians work Monday to Friday, 7:00 am - 3:00 pm so it is possible your work could be scheduled to start as early as 7:30 am. The TADWA Team drive clearly marked vehicles, wear TADWA uniforms and carry TADWA identification. Please ask to see their identification if you have a question about who has arrived. No Team member will show up unannounced.





## STEP 4

# Completion and payment



After your work is completed:

- Your TADWA Relationship Manager will give you a courtesy follow up call to ensure your work has been completed to your satisfaction and to ensure that if you have concerns these are addressed.
- You will receive an invoice detailing the final amount owing, less any subsidies, with details about how you can make payment.
- We ask that you make payment within 14 days of your invoice being issued. You can pay by:
  - Direct deposit to our bank
  - Cheque, in person or via post
  - Cash, in person at our offices in Bassendean, Bunbury or any Bendigo Bank branch
  - EFTPOS, in person at our offices in Bassendean or Bunbury, or by phone. We accept Debit and Credit cards (excluding American Express or Diners Club).

**Note:** For your protection and ours, TADWA staff are not able to accept cash payments from you when they are at your home.

- You will receive a Customer Feedback Survey which you are encouraged to fill in and return to us. This helps us to improve our services.



# Frequently Asked Questions



## **What is an OT?**

'OT' is short for Occupational Therapist, who is an Allied Health Professional. They are experts in understanding your circumstances and discovering what is important to you. They listen to what you want to accomplish, break down the steps to make difficult tasks possible and recommend equipment or modifications to help you reach your goals.



## **What happens at an OT visit?**

The OT will conduct a full home, school or work environment assessment and make recommendations based on experience and clinical best practice. They will discuss your needs with you and observe your mobility, stability and functionality of your current environment. They will talk to you about any other equipment you have or may need in the future.



## **How long does the OT visit take?**

The visit can be between 30 minutes to 2 hours depending on the level and complexity of your needs.



## **What if I've already had an OT visit?**

You may have had an OT assessment completed by another therapist or organisation. If so, we may be able to skip this step and move directly onto a Technical assessment or quote. If this happens, we will work with the OT who has done the assessment to ensure you get what you need.



## **What is a TADWA Relationship Manager?**

Your TADWA Relationship Manager is the person who will assist you throughout the process. They are your main point of contact at TADWA and are happy to assist with any questions or concerns.



## **What is a TADWA Service Coordinator?**

The TADWA Service Coordinators work with our technicians to plan and schedule the work. You may be contacted by a Service Coordinator to schedule Technician visits.



## **What is a TADWA Technician?**

A TADWA Technician is a person who is a specialist in a particular skill or trade. TADWA Technicians can be tilers, plumbers, carpenters, electricians, IT professionals, mechatronics technicians and more.





### ? **What is a subsidy?**

A subsidy is the portion of the work which is not paid by you. Your work may be funded partially by the Commonwealth Home Support Programme (CHSP) or your Home Care Package (HCP) to name a few.

### ? **Will I still need to pay if I receive a subsidy?**

Whether you will need to make a personal contribution to the cost of works depends on many factors. Different government subsidy schemes have different rules about what is funded. Under some schemes works can be fully subsidised, while under others, including CHSP, a customer co-contribution is required. The quote we send you will show the total value of the work, the amount of government subsidy available, and the co-contribution – if any – you will need to pay. Your TADWA Relationship Manager can answer any questions about this. Detailed information about TADWA's Co-Contribution Policy is available on our website.

### ? **What if I can't afford the quote?**

If you can't pay the contribution to the quoted work, let us know before signing the quote so that we can talk through the alternatives.

### ? **What if I receive a Home Care Package?**

If you are assigned and take up a Home Care Package whilst in the process of receiving a CHSP-subsidised service from TADWA, you will need to fund this work with your Home Care Package budget. Just ask your Home Care Package provider to contact us. If your Home Care Package budget is fully allocated to other care needs you do have the option of paying for your project with your own funds.

### ? **What if I need to reschedule my bookings?**

If you can't be home for a scheduled booking for your OT visit or work installation, you need to call us as soon as possible. Rescheduling impacts your work, but also the work of others and may impact the length of time it takes to get your work done.

# About TADWA

TADWA is a 'Team of teams', with a wide range of expertise. From beautiful home modifications, technology support, custom equipment, recreation and mobility solutions, we are passionate about what we do. Our Occupational Therapists (we call them OTs) and Technicians work with you from start to finish, to make sure we understand what you need, then source, develop, modify or build it to suit. Finally, the team ensures you understand how to use your solution so that you can live your life.

Here are some areas in which TADWA can help you do what is important to you.



## Therapy and Consultancy Services

Our Therapists are experts in understanding your circumstances and discovering what is important to you. They listen to what you want to accomplish, break down the steps to make difficult tasks possible, and they will recommend equipment or modifications to help you reach your goals. Our Therapists work closely with our Technicians to make sure that the right solution is found for you and then follow up with you to show you how to make your new equipment or modification work for you. We're with you every step of the way. When you don't need modifications but you do need a bit of help, many kinds of equipment can be recommended to make life just that little bit easier. Items like a shower chair and a hand held shower can help you feel more confident and independent.



## Home Modifications

We know that staying in your own home is important to you, and TADWA can help you to do just that. Modifications to your bathroom can make a big difference in the liveability of your home over the long term. The best part is that when the time to sell eventually comes, a quality bathroom or kitchen modification will actually increase your home's sale value. Home Modifications can help you stay in your home longer, save you money in the long term by reducing the need for a direct support person for personal care, and help you feel more confident with decreased worrying about slipping or falling. Bathroom modifications can include a full bathroom makeover to a simple removal of a shower hob, easy turn taps plus many different styles of access ramps and custom handrails. We employ many trades directly, and have trusted partnerships with plumbers, electricians and other specialists, so if you need a custom solution, we can help.



## Custom Solutions

We are famous for working with people to come up with clever solutions to help them do what is important to them. Sometimes these solutions can be complex, like completely re-engineering a ride-on lawn mower to be operable by a single joystick. Sometimes the answer is less about the technology and equipment and more about how people use it, like when we make pieces of equipment talk to each other so you can receive a text message from a motion sensor to let you know someone you care for is safely up and about. And sometimes, it's simply about making adjustments to a piece of equipment to make it work better for you. Custom solutions can be big or small. We've worked with many people of all ages and abilities, designing solutions that work just for them.



## Recreation and Mobility

TADWA's Recreation and Mobility service gives the young at heart the confidence and freedom to ride, experiencing the joy of being out and about while improving wellbeing and expanding social and community participation. Our Freedom Wheels and Silver Wheels bikes and trikes will get you exploring Perth's fantastic cycle paths or simply out and around your own village or neighborhood.

Our **Vehicle Mobility** unit can adapt your car with modified controls or wheelchair hoists, and our unique mobility scooter trailer can get you to places you've always wanted to go. We can also install handrails and steps to caravans and motorhomes. All modifications are completed by the safety standards prescribed by Australian regulatory authorities.



## Technology and Computer Services

Technology has transformed every aspect of our lives. From Facebook to tablets to the internet, the impact is worldwide. But technology isn't always easy. With different devices, online platforms, scammers and security threats, it can get stressful.

This is where we can help. Our Technology and Computer Services team aims to take the hassle out of technology. We specialise in helping older people and people with disability learn how to use technology so the ability to connect is at their fingertips. Unlike retail shops, we are not salespeople. We are technology experts who care. You won't be rushed or given the wrong advice.

Whether you are looking to purchase a computer, tablet, smartphone, smartwatch, or need assistance on how to set-up devices to suit you, we can help.

TADWA has been providing individual solutions to people just like you for over 30 years. We're a Not-for-Profit, Public Benevolent Institution and a registered charity. That means that all of our funding goes towards our mission of helping older people and people with disabilities to lead more independent, better quality lives.

**We look forward to helping you do what's important to you.**





**Tadwa**  
Technology for Ageing & Disability

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