



CSN Computer Loan Scheme

Information for Applicants

About the Scheme

The Computers for Special Needs Computer Loan Scheme was set up to lend computer equipment to people with disabilities who are unable to obtain similar equipment through other sources such as ACC, Enable Funding, Ministry of Education, Workbridge, or through their own personal resources.

The computers available through the loan scheme are suitable for people undertaking courses of study, for trial, or training purposes and for recreational activities. The definition of a “special need” is fairly broad, but generally will relate to a recognised physical, intellectual or mental disability. Computers are not intended as family computers or to support individuals whose primary difficulty is learning (i.e. you do not qualify just because you are not good at maths). They are also not provided for assessment purposes.

The computer systems available generally come equipped with the latest Microsoft Windows and Microsoft Office. All computers have DVD/CD-ROM drives, sound cards and speakers. A dial-up modem will be installed if the borrower wishes to access the Internet. Multifunction ink jet printers are also available.

All loans are subject to availability of equipment.

Community Residence Loans

Community residences for people with disabilities may apply for loan of a computer for the use of residents. Such residences should either be operated by a registered charitable trust or by the Canterbury District Health Board. Rest homes and other facilities operated as business enterprises will not be considered, however individual residents may apply in their own right.

Please Note

The Computers for Special Needs Trust does not provide training or other support for users. CSN’s role is limited to supply of equipment and standard software. Applicants should arrange their own training and support.

Eligibility Criteria - General

1. Borrowers **must** have an identified special need.
2. Computers are available to borrowers aged three years and upwards.
3. Equipment may be used for recreation or education, but not for business or commercial activities.
4. Borrowers **must not** be eligible for funding for similar equipment from government funding sources or insurance.
5. Borrowers should be unable to fund the equipment themselves.
6. Borrowers **must** reside within the Canterbury – Nelson - Marlborough region.
7. In the case of individuals, applications **must** be supported by a professional referee.
8. Borrowers **must** identify a suitable support person.

Application Process

Applications will be considered approximately every six weeks. Applicants will be advised of the outcome in writing, by telephone or by text message. The application review panel's decision is final and no further correspondence will be entered into.

Any loan is conditional upon all conditions in the Loan Agreement being satisfied and the declaration being signed by the applicant or the applicant's agent.

Please send completed applications, with supporting documentation, to:

**CSN Trust
P O Box 19957
Christchurch, 8241**

Completing the Application Form (Individuals)

The application form may be completed by the applicant or, where the applicant is unable to complete the form, by the applicant's agent. Please complete all sections of the form.

Applicants should give particular thought to the section describing why the application should be approved. A statement such as "I think I should have a computer because it would be useful" tells us nothing. We are looking for justification of the need for the computer in relation to the applicant's special need. Some examples might be:

"I have difficulty handwriting and will use the computer to prepare for my end of year exams."

"John has delayed language development and would benefit from using a computer at home to extend his speech-language therapy program."

"Jane is unable to participate in physical recreational activities and would really enjoy the use of a computer for recreation over the school holidays."

Letter of Reference

In addition to the application form, applicants need to provide a "Letter of Reference" from a professional person with knowledge of their situation. Examples of suitable people include, but are not limited to: schoolteacher, inclusive education coordinator, needs assessor, occupational therapist, speech language therapist, doctor, support group worker.

The "Letter of Reference" form details the information the referee is expected to provide. All questions on this form must be completed. This form should be attached to a covering note on the referee's organisational letterhead paper.

N.B. Applications not accompanied by a "Letter of Reference" will be returned to the applicant.

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Support Person Declaration

At the time of application, the applicant must identify a person who will provide them with any technical support or training that they require. This declaration forms an agreement specifying the service the support person is expected to provide. In situations where the applicant is an accomplished computer user who believes additional support will not be required, he/she may sign the declaration.

Applications not accompanied by a “Support Person Declaration” will be returned to the applicant.

(The Computers for Special Needs Trust does not and cannot provide technical support other than to repair or replace faulty components.)

Applications by Community Residences

Applications from Community Residences must be submitted on a special application form. In addition to the form, the application must be accompanied by a copy of the Certificate of Incorporation of the Trust that operates the residence or, in the case of CDHB residences, a letter from the relevant CDHB departmental manager confirming that the residence is operated by the CDHB. Two letters of support from independent individuals or organisations having knowledge of the operation of the residence will also be required. Computers loaned to residences are for use of residents only. They are not to be used for administrative purposes or for use in day programs.

Insurance Cover

It is highly recommended that borrowers have insurance cover in case the computer system is stolen or damaged. Most house contents insurance policies will provide adequate cover but applicants should check with their company. The Computers for Special Needs insurance policy does not cover computer systems while they are on loan. In the event that a computer system is stolen or damaged while on loan, the borrower may be held liable for any loss.

Special Requirements

If applicants have special requirements for a system (e.g. you require, a trackball rather than a mouse, a large screen, etc.), this should be noted on the application form. CSN is not able to guarantee the availability of special requirements, but will assist wherever resources allow. Specialised software or accessing equipment generally cannot be provided under the Computer Loan Scheme.

Provision of Equipment

There is usually a high demand for equipment and it may not be possible to supply a suitable system as soon as an application is approved. There can sometimes be a delay of a number of months before equipment becomes available.

Applicants will be advised when equipment becomes available and will be asked to sign a loan agreement form. Once the agreement has been signed, arrangements will be made, if within Christchurch, for the delivery and setup of the equipment. It is important the support person is also present at the time. CSN does not deliver or set up equipment if outside of Christchurch and any freight costs are the borrower's responsibility. Returning equipment for any reason is also the borrower's responsibility.

Period of Loan

The majority of applicants have a need for computer equipment on an ongoing basis and so, as the scheme has developed, there has been a shift towards providing computers on a long term basis.

In some circumstances, such as where specialized equipment is loaned, the trustees may decide to place a limit on the term of the loan. Any such decision is not negotiable.

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Review and Recall

All computer loans will be subject to an initial audit of suitability and functionality 3 months after issue with subsequent audits on the anniversary of issue. This may either be by means of a telephone call or a questionnaire letter. If the trustees are of the opinion that the borrower no longer meets the eligibility criteria, notice of recall of the computer system may be given.

Change of Contact Details

Applicants must advise Computers for Special Needs of any change of address or telephone number as soon as possible. Before a computer can be uplifted contact details of a relative not living with the applicant will be requested in case we have difficulty contacting the borrower at the address or telephone number provided.

Training and Support

It is important to note that Computers for Special Needs is unable to provide home support and training for people who are not confident computer users. A person who is able to assist with training and technical support should be identified prior to submission of the application. Please read the Barrier Free brochure for details of a free learning scheme which may be of value.

Repairs, Maintenance and Running Costs

There is no charge for borrowing a loan computer; however borrowers are requested to make a donation (if possible) at the time of issue and at the annual audit.

Computers for Special Needs will arrange and pay for the cost of repairs to hardware should a computer break down. Borrowers should not under any circumstances arrange for repairs to the computer hardware themselves, as Computers for Special Needs will not accept liability for any costs incurred. If borrowers require professional assistance to install or configure software, any expenses incurred are the borrower's responsibility.

Borrowers are responsible for the costs of all consumables, such as ink, paper, floppy and optical disks.

Borrowers are responsible for maintaining all equipment in a clean condition.

Contacting Computers for Special Needs

Computers for Special Needs may be contacted by post or e-mail. The contact details are:

Postal Address:

Computers for Special Needs Trust
P O Box 19957
Christchurch, 8241

E-mail: (info@csnt.org.nz)

Please include your name, contact number and best time, should we wish, to contact you by telephone or mobile. If you cannot use the telephone or mobile please let us know. This **is not** for user support inquiries, which should, in the first instance, be directed to your nominated support person.



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Application Form

The applicant or the applicant's agent (not the professional referee) should complete this form.

Please complete the following details in full:

Applicant's Name: _____

Address: _____

'phone: _____

Email _____

Agent's name: _____ (if applicable)

Contact phone number: _____

Nature of special need or disability: _____

Age of applicant: _____

Community Services Card number: _____

Has funding been sought from other sources, e.g ACC, or is the applicant currently being assessed for provision of similar Yes / No(circle one)

If yes to above give details:

Main purpose(s) for which system will be used:

You need to identify a support person in case you require help to learn to use your computer or if you require technical assistance. Please provide details of that person here:

Support Person's Name: _____

Address: _____

Contact phone number: _____



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Letter of Reference

This Letter of Reference should be completed by a professional person with knowledge of the applicant's situation. Examples of suitable people include, but are not limited to: schoolteacher, inclusive education coordinator, needs assessor, occupational therapist, speech language therapist, doctor, support group worker. Please read the "Information for Applicants" before completing. All questions must be answered.

IMPORTANT: **Please attach a brief covering note of authentication on your organisation's letterhead paper before submitting this letter of reference.**

Referee Name: _____ Occupation: _____

Address: _____ Telephone: _____

_____ Mobile: _____

E-mail: _____ Fax: _____

Applicant's
Name: _____

What is your relationship to the applicant? _____

Please describe the applicant's special need.

How do you see a computer system being of benefit to the applicant? What specific goals or outcomes will the applicant work towards?

What other avenues have been (or are being) explored to obtain a computer for the applicant?

What arrangements have been made for training and support for the applicant?

Does the applicant or the applicant's agent understand the terms and conditions under which any approved loan will be made as described in the Information for Applicants leaflet?

Yes / No

Are there any additional comments you would like to make in support of this application?

Declaration:

I support this application for a CSN loan computer and declare that the information given above is true and accurate.

Signed: _____

Date: _____



CSN Computer Loan Scheme - Loan Agreement

This agreement is made between the borrower,

_____,(Print full name)

and the Computers for Special Needs Trust.

Conditions of Loan

1. There is no charge to borrow computers. However, a donation at the time of collecting the system and at the annual audit would be greatly appreciated. All costs associated with the ongoing day to day use of the computer are the responsibility of the borrower.
2. All equipment and software remains the property of the Computers for Special Needs Trust and must be returned when no longer used by the borrower for the purposes for which it was issued.
3. The equipment provided is for the exclusive use of the applicant.
4. The borrower agrees to not use the computer equipment for any illegal purpose including the viewing and downloading of pornographic or obscene material.
5. All borrowers will have identified a support person prior to a loan being approved. In the event that this support person becomes unavailable, the borrower will identify a replacement person for this role.
6. All systems will have a standard range of software installed. Software registered to the Computers for Special Needs Trust may not be copied or uninstalled (deleted). Borrowers may install additional software as required but are responsible for any costs associated with such installations. The Computers for Special Needs Trust will not be liable for any software installed by the borrower or the licensing thereof. No pirated software may be installed.
7. The Computers for Special Needs Trust does not accept any responsibility for virus contamination. Systems will be checked with up-to-date virus detection software prior to delivery.
8. The borrower is not permitted to add or remove internal components to or from computers. If such modifications are required, the trustees must be contacted and approval obtained for any such action.
9. The borrower is responsible for collecting and returning equipment from and to an address specified by the Computers for Special Needs Trust and for any associated transport costs. This includes return of any equipment for maintenance work or for replacement. Should a system need to be couriered to a borrower, a previously agreed sum of money for delivery must be paid before the system will be issued. Similarly, all costs involved in returning the system must be met by the borrower.
10. The Computers for Special Needs Trust will not be responsible for home training of users.
11. If the borrower changes address or telephone or mobile number such changes must be notified to CSN within 14 days.
12. An inventory of items of hardware and software will be taken before hand-over to the borrower (or the borrower's agent), who shall sign for receipt of the items borrowed. Returned items will be checked against this inventory and a receipt issued.
13. In the event that the borrower fails to return equipment and/or software when requested any costs associated with recovery of the equipment and/or software will be payable by the borrower.
14. In the event that the borrower fails to return all items issued or returns items of equipment in an unacceptable condition, the borrower shall pay an agreed sum in compensation.
15. The computer loan will be subject to an annual audit by a telephone call or a questionnaire letter. If the trustees are of the opinion that the borrower no longer meets the eligibility criteria, notice of recall of the computer system may be given. When the audit requires a written response, the completed documents must be returned within twenty one days.
16. The borrower grants CSN, or an agent acting on behalf of CSN, the right to access at any time such records held by others as are required to locate the borrower or facilitate the return of equipment.

Failure to observe these conditions may result in the loan equipment being recalled before the end of the agreed loan period, with an expectation that any damage caused or costs incurred will be made good at the borrower's expense.

Declaration

I have read and agree to the loan conditions detailed above.

Signed: _____

Date: _____

Where the borrower is unable to sign, an agent should sign on his or her behalf. Please indicate relationship to applicant beside signature.

Borrower Details (Please complete in **BLOCK** letters)

Applicant name: _____

Address: _____

Phone number: _____

Agent name (if applicable) _____

Phone number: _____

Name of nearest relative not living with applicant: _____

Address: _____

Phone number: _____

Email: _____

Relationship to borrower: _____

Equipment Details (This section to be completed by CSN prior to uplifting of computer system.)

	Details	Control Number
CPU		
Monitor		
Keyboard		
Mouse		
Printer		
Modem		
Other		
2 power leads <input type="checkbox"/> Printer power lead <input type="checkbox"/> Printer USB cable <input type="checkbox"/> Speakers <input type="checkbox"/> Modem cable <input type="checkbox"/> User Information booklet <input type="checkbox"/> Donation (Optional) <input type="checkbox"/>		
<u>Office Use only:</u> 		

I acknowledge receipt of the above items: _____

Date: _____



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Support Person Role

These are the expected responsibilities of a person acting in a support role to the borrower (user) of a Computers for Special Needs loan computer.

The support person will provide assistance in the following areas as required:

1. Set up computer equipment in user's place of residence or other location where the computer will be located.
2. Establish an Internet connection if required, including ISP subscription, connection of computer to telephone network, setup of software.
3. Install additional application software if required.
4. Provide instruction to the user on how to operate the computer. This may vary from providing initial instruction to providing an ongoing training programme according to the user's individual needs.
5. Instruct the user on security issues such as safe Internet use, virus protection, backup of important data.
6. Undertake routine maintenance tasks, such as replacement of ink cartridges.
7. Provide front-line assistance when the user runs into problems.
8. Provide front-line assistance to identify or rule out hardware faults.
9. Act as an intermediary to the Computers for Special Needs Trust in the resolution of technical issues.

The Support Person is **not** expected to:

1. Undertake any hardware repairs. Computers must be returned to Computers for Special Needs in the event of hardware malfunction.
2. Install any pirated software.
3. Install additional hardware component inside the computer cabinet.
4. Modify any part of the operating system or installed software.

The Support Person **understands** that:

1. The Computers for Special Needs Trust does not provide direct user support. The role of the Trust is limited to providing loan computer equipment and software and arranging for the repair or replacement of faulty hardware.
2. The Computers for Special Needs Trust does not, under any circumstances, accept liability for any expenses incurred either by the borrower, support person or other party in relation to the loan computer.
3. Most support persons act in a voluntary capacity. However, in some situations it may be that the support person receives remuneration directly from the borrower, or from another party. Any arrangement in this regard is completely separate to any agreements with the Computers for Special Needs Trust.

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Support Person Details and Agreement

I will be providing support for:

Applicant's name: _____

Support Person's details:

Name: _____ Occupation: _____
Address: _____ Telephone: _____
_____ Mobile: _____
E-mail: _____ Fax: _____

Declaration:

I have read the description of the Support Person role overleaf and agree to provide this service to the applicant named above for the duration of the loan period. In the event that I am no longer able to provide this support I agree to notify the Computers for Special Needs Trust immediately.

Signed: _____ Date: _____