

**ASSOCIATION FOR THE BLIND OF WA (INC.)**  
**BRAILLE AND TALKING BOOK LIBRARY**

**ALTERNATIVE FORMAT SPECIAL REQUEST PRODUCTION SERVICE**  
**POLICY AND PROCEDURE**

**POLICY**

**1.0 INTRODUCTION**

The Association for the Blind of WA (Inc) is committed to providing to its Consumers and other customers, printed information in audio or Braille\* format.

This policy has been framed within the context of the Commonwealth Disability Services Standards 1 and 2 and should be read in conjunction with the Association's Individual Needs Policy.

\*for the purposes of this document, Braille also describes tactile diagrams.

**2.0 STATEMENT**

**2.1 PURPOSE AND SCOPE**

Through its Braille and Talking Book Library, the Association for the Blind of WA provides an audio and Braille special request production service.

**2.2 ELIGIBLE REQUESTORS**

This service is designed to providing information that meets, in the least restrictive way, the individual needs and personal goals of people with a print disability. As personal alternative format production requests are initiated by each individual, the content of each request is determined solely by that person. The processing of such requests will occur for any text-based information that is –

2.2.1 not restricted or banned; or

2.2.2 able to be meaningfully presented in an oral or Braille format; or

2.2.3 within the capabilities of the organisation to provide.

**2.3 REQUEST SUBMISSION**

Requests may be submitted by:

2.3.1 organisations or individuals on behalf of people with a print disability; and

2.3.2 consumers of the organisation; and

2.3.3 individuals with a non-vision impaired related print disability.

Subject to clause 2 and 3, entry to this service is gained by the submission of a request directed to the Supervisor of the relevant Production Unit (ie Audio or Braille) either in person, by phone, mail, fax or email.

**2.4 CONFIDENTIALITY**

Information about the requestor will be collected and maintained in accordance with the Information Privacy Principles as contained within the Privacy Act 1988.

## **2.5 REQUEST PRIORITY**

When the Association's resources do not allow for all submitted requests to be completed by their due dates, work will be undertaken in priority order after the following factors have been taken into consideration;

- the individual need of the requestor
- the urgency with which the item is required
- the likely consequence of the item not being produced on time
- the capacity for deadlines to be renegotiated
- the amount of notice given by the requestor
- how much other work has been undertaken or is in process for the same requestor
- the amount of time the work is expected to take.

In situations where more than one job request is in process for the same requestor, the supervisor may discuss the jobs with the requestor and agree on a planned approach to meeting these needs.

## **2.6 PAYMENT**

Where required, the Association will raise an invoice for the service in accordance with the organisation's current charging schedule.

## **2.7 EVALUATION**

The item produced, accompanied by evaluation documentation, will be provided to the requestor.

## **2.8 SERVICE EXIT**

Exit from this service is achieved either by the Association receiving formal notification of withdrawal from the service or by the non-submission of further requests.

To be reviewed following consultation with the Consumer Advisory Committee.

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Dr Margaret Crowley  
Chief Executive Officer

10/02/2004  
Effective Date

First adopted 2001

## **PROCEDURE**

### **1.0 INTRODUCTION**

The following procedures support the provisions of the Alternative Format Special Request Production Service Policy, it describes the steps taken to process and satisfy production requests.

### **2.0 ELIGIBILITY AND ENTRY TO SERVICE**

When a request is received, the relevant supervisor (ie audio or Braille) will ascertain whether the requestor, in accordance with the policy, is eligible to receive a service.

If the requestor is ineligible to receive the service, the supervisor will not accept the request.

If the requestor is eligible to receive the service, the supervisor will provide to any new requestors introductory information about the service.

If the requestor is new to the service, the supervisor will seek personal information according to the Information Privacy Principles as contained within the Privacy Act 1988.

### **3.0 REQUEST DETAILS**

The supervisor will seek from the requestor essential request details and negotiate any of these where necessary. Such details will include –

- the requested completion date
- whether all or specific parts of the printed item are to be recorded / Brailled
- any other special production requirements
- whether the finished item is to be posted or collected
- invoicing details.

### **4.0 PRODUCTION QUOTE**

If the requestor requires a quote before confirming the commencement of the job, the supervisor will need to have the item in hand before providing the requestor with an *estimate* only. In such cases, the job will not be further processed until the requestor, having been informed of the estimate, confirms the job request.

### **5.0 PRIORITY ALLOCATION**

In accordance with the policy, the supervisor will assign a priority status to the request and either queue the job or allocate it to a narrator or transcriber/producer.

### **6.0 REQUEST COMPLETION**

Where appropriate, the supervisor will perform a quality check on the item produced.

If an invoice is required, it will be raised when the job is completed. Depending upon the circumstance ie the value of the item produced and the frequency of work undertaken for the requestor, the invoice will either accompany the produced item or be sent under separate cover.

The completed item(s), accompanied by evaluation documentation will be provided to the requestor according to agreed arrangements.

The supervisor will ensure that all required information regarding the production job is recorded appropriately and reflected in the monthly report to the Manager.

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