



How can we support you?

Liberator Australia has selected a team of professionals to provide customers with the latest in product services, training and support for communication, inclusion and independence. Our consultants take great pride in helping Liberator customers succeed to their greatest potential, by delivering assistive technology that is focused on language development and enables real, spontaneous communication.

Liberator's team of consultants can offer high quality free and fee-for-service supports to customers who wish to learn more about our AAC systems. Liberator is a registered NDIS provider for various assistive technology supports. Please speak with your local consultant or our staff at Head Office to discuss these services and applicable pricing.

Device trials

All Liberator devices are available for loans of up to 3 weeks, *free of charge*. Visit our website to access the trial agreement form, or contact your local consultant for more information. Devices are posted directly to the therapist or client; we only ask that you cover the cost of returning the device.

Free support available during device trials, upon request:

- Unlimited telephone and email support
- Up to two personalised, 60-90 minute virtual training sessions
- One 60-90 minute on-site (or virtual) training session with your local consultant
 - On-site: free for customers within 60kms of Brisbane, Sydney, Melbourne or Perth CBD
 - Additional costs: Travel greater than 60kms (one way) and accommodation costs where required
- Selective access to Liberator consultant resources, upon request:
 - Device-specific support documents
 - Printed "Core Word Starter Sets" from the AAC Language Lab
 - Printed low-tech communication boards
 - Analysis of data logs collected during the trial using Realize Language
 - Access to scheduled online trainings, when available

Ongoing customer support

At Liberator, we want to ensure that our customers, and their support teams, have access to ongoing support for the use of their Liberator communication device.

Free support available to customers who purchase a Liberator device:

- For the life of the device:
 - Unlimited telephone and email support
 - Access to device-specific support documents
 - Access to scheduled online trainings, when available
 - One 60-90 minute virtual training session at service transitions (e.g. transition to school, change of service provider) to support use of the device in the individual's new setting
Maximum of one service transition training per year.
- Within 2 months of receiving the new device, upon request:
 - One 60-90 minute on-site (or virtual) set-up/training session with your local consultant
 - On-site: free for customers within 60kms of Brisbane, Sydney, Melbourne or Perth CBD
 - Additional costs: Travel greater than 60kms (one way) and accommodation costs where required
 - A 1-year subscription to the AAC Language Lab, with full access to subscriber resources
 - A 1-year subscription to the Realize Language online data analysis tool
Subscriptions are supplied directly to the person using the Liberator device or their primary carer/parent.



Additional AAC services

In addition to these services, Liberator consultants are also available to provide tailored support to you or your organisation. Please speak with Liberator staff if you wish to tailor a service to your specific needs.

Free support available to all:

- Unlimited telephone and email support
- An on-site *or* virtual introductory product information session with your local consultant
 - On-site: free for customers within 60kms of Brisbane, Sydney, Melbourne or Perth CBD
 - Additional costs: Travel greater than 60kms (one way) and accommodation costs where required

Fee-for-service supports available upon request:

- Additional virtual and on-site training sessions, including travel & accommodation costs
- Tailored product demonstrations and information sessions
- Tailored training for individuals and groups on a variety of AAC topics
- Advanced programming and advanced technical support
- Additional assistive technology services as negotiated with Liberator staff

Contacts

Head Office

Staff are available Monday to Friday at our Head Office in Adelaide for support and enquiries.

Phone: (08) 8211 7766 Fax: (08) 8211 7733 Email: info@liberator.net.au

Your local consultants

QLD

Penny Jameson (Monday & Tuesday) Phone: 0406 968 585 Email: penny@liberator.net.au

NSW & ACT

Leanna Fox (Monday & Tuesday) Phone: 0424 662 728 Email: leanna@liberator.net.au

Merryn Gibson (Monday to Friday) Phone: 0450 506 447 Email: merryn@liberator.net.au

VIC & TAS

Benjamin Bond (Monday to Friday) Phone: 0420 277 104 Email: ben@liberator.net.au

WA

Freya Allen (Monday & Wednesday) Phone: 0424 661 263 Email: freya@liberator.net.au

SA & NT

Please contact Head Office in Adelaide to speak with an available staff member.