



# TREMITY

PROSTHETICS & ORTHOTICS

## General Information Fact Sheet

### ABOUT X-TREMITY

X-Tremity Prosthetics & Orthotics Pty Ltd ("X-Tremity") is the go-to company for prosthetic and orthotic fittings, modern components, complex materials and their exemplary fabrication techniques.

Our medical team will assess you utilising many years of experience in the field and create an individual customised plan for you. We will design and implement the optimised prosthetic or orthotic system available for you – whether you are a Paralympic competitor, special forces' soldier or amputee (from young to older or from very active to not-so-active).

X-Tremity aspires to help to restore and maintain mobility for people with disabilities on the basis of its commitment to person-to-person care. Throughout the process we will communicate effectively ensuring high-level awareness of issues and options. Of course, X-Tremity recognises that the people we assist may offer compliments, complaints or feedback and is committed to resolving complaints quickly, fairly and effectively. One of the ways X-Tremity will continue to improve the way it works is to listen and respond to the compliments, complaints and feedback it receives in a positive and constructive manner.

All of this combines to perfectly position X-Tremity to provide its clients a range of customised products that maximise their mobility.

Please go to our website at <https://x-tremity.com> for further information.

### CLIENTS

Clients of X-Tremity fall into one of the following categories:

- NDIS Participant;
- EnableNSW Consumer;
- Workers Compensation Claimant;
- Private Insurance Company;
- Private Client; and
- Department of Veteran Affairs (DVA) / Australian Defence Forces (ADF).

Please be assured that X-Tremity values quality management and, as such, ensures its internal audit plans concerning finance (biannually) and records (annual) are undertaken regularly.

### WHAT IF THERE'S AN ISSUE – such as

- **Your Privacy – your right to Privacy and associated responsibilities;**
- **Your need for Person-Centred Support;**
- **Your Dignity;**
- **Violence, Abuse, Neglect & Discrimination;**
- **Respect – of your individual values and beliefs; and**
- **Your Independence and Informed Choice of Provider.**

Should you have an enquiry, in the first instance, contact X-Tremity by:

- phone: 0422 034 078; or
- email: [jens@x-tremity.com](mailto:jens@x-tremity.com)

By contacting us we will be able to work through the available options and recommend the best one for you.