



The Department for Communities and Social Inclusion (DCSI) provides equipment and home modification services to clients of Disability SA, Disability and Domiciliary Care Services, Novita Children's Services and Minda Inc. Assessment and prescription is undertaken within the specialist areas of these services. The Domiciliary Equipment Service (DES) then manages the supply, refurbishment and maintenance of equipment and home modifications for clients.

Equipment Program Activity

During 2015-16, the Equipment Program experienced a drop in demand for services due to the transition of children to the National Disability Insurance Scheme, as well as the impact for older people from the introduction of the Commonwealth Home Support Programme.

Despite this drop, the Equipment Program still supplied 20,453 items of equipment or consumables and completed 2,321 home modifications during 2015-16. Of the 14,065 loan equipment items supplied to clients, 11,250 (80%) of these were reissued items, providing an estimated net benefit of \$4.3m to the program.

The average supply times for items delivered to clients in 2015-16 were 8 days for readily available items (once a prescription was received at DES), 40 days for customised items, with customised wheelchairs (the most complex items) averaging 80 days. Compared with a year ago, supply times for readily available items remained steady, customised items reduced by 26 days, and customised wheelchairs (the most complex items) averaged 38 days less to supply.

NDIS Transition Update

DCSI and Novita continue to work closely with children who are transitioning to the National Disability Insurance Scheme (NDIS). As at 30 June 2016, 35% of 1,248 children, known to DES prior to the NDIS trial in SA, have transitioned to the NDIS.

People who are waiting to access the NDIS can go to the NDIS website on www.ndis.gov.au to find many great resources to assist with understanding the rollout in SA. Please remember to speak with your current provider about any of your current

assistive technology (equipment or home modifications) that you should take into account when transitioning. You need to allow for repairs and maintenance, and include any assistive technology that you may be waiting on (remember to include any input required from a clinician). Also speak to your planner should your child's needs change for any reason such as their growth.

Some NDIS participants and providers have been experiencing problems with the new NDIS portal. The National Disability Insurance Agency (NDIA) has emphasised that no participant should go without a service, or a provider face financial stress for services they have provided to participants, and to contact the NDIA on 1800 800 110 if these circumstances arise (Monday to Friday 8.00am - 5.00pm local time).

Repairs

DES manages all repairs of its equipment using either trained DES technicians, or DES approved repairers (covering the greater Adelaide metropolitan region) and a network of country repairers for beyond Adelaide. During business hours, all repair calls are to 1300 130 302 and answered by staff at DES. Each repair is prioritised according to the client situation and then, depending on the complexity of the repair, it is allocated to the repairer with the appropriate skills.

Out of business hours calls are answered on the same number by the Disability out of hours service. The team there can arrange an urgent repair out of hours in the greater Adelaide metropolitan region, with a DES approved repairer available until 11.00pm every day, including weekends and public holidays.

DES approved repairers have target response times according to the urgency of the need. Following the commencement of the new repairs panel in early 2016, contractors completed more than 2,200 repairs between 1 March 2016 and 30 June 2016. The average time to complete these repairs was 2.2 days, with 80% of repairs completed within the target for that priority of repair. Delays can arise if spare parts are unavailable, but at all times DES staff and contractors attempt to keep people informed about delays and can sometimes arrange emergency loan items in urgent situations.

There are some things that you can do to help keep your equipment in good working order:

- clean equipment items by removing dirt or soap scum with a soft cloth moistened with hot water and a mild detergent, before letting it dry
- check items regularly for rust, cracking or signs of heavy wear and make sure that any nuts, bolts, clamps and other fastenings are tight and not missing
- make sure that any slings used for hoists have their stitching intact and are not frayed or torn
- check that tyres are inflated and not too worn
- if you have an electrical motor, listen for unusual sounds and always check any leads, plugs and buttons for any signs of damage.

Please remember to call DES for all repairs on 1300 130 302.

Insurance and losses

People who have a loan equipment item from DCSI are responsible for the proper use and secure storage of that item. Accidentally damaged or stolen items may not be replaced immediately due to possible delays in investigation, reassessment, prescription and supply.

The Motor Accident Commission provides people using motorised wheelchairs and scooters with third party bodily injury insurance cover at no cost. This insurance only covers legal liability for injury to other people as a result of an accident. It does not cover

any injury to the user, damage to the wheelchair/scooter, or damage to any other person's vehicle or property. Wheelchair and scooter users are advised to seek cover for third party property damage from providers of home and contents insurance. A listing of insurers who can provide this service, is on the Insurance Council of Australia website www.insurancecouncil.com.au. Just click on "Find and Insurer" and key in "medical aids" for the type of insurance that you are looking for.

Using your motorised mobility device on a train



Train and Tram platforms have a boarding patch (indicated by a large painted white-on-blue international symbol for access) where you should wait for assistance from the driver or Passenger Service Assistant (PSA). These boarding points are located at the point where the first door of the leading car will stop. In some cases there may be no step or large gap and you may be able to board directly, but if assistance is required the driver or PSA will be available to deploy the access ramp. While you are waiting, face the direction that the train is coming from and ensure your device is stopped fully and the controller cannot be activated accidentally. For more great information on accessing Adelaide's public transport system, go to the Adelaide Metro website at <http://www.adelaidemetro.com.au/Using-Adelaide-Metro/Accessibility-Disability>.

Useful Apps for your smart phone

There are three free emergency applications (apps) for your smartphone, available for download (depending on your device) at iTunes, GooglePlay or the Windows Store.

The National Triple Zero Awareness Working Group **Emergency Plus** app will provide the caller with information about when to call Triple Zero, who to call in various non-emergency situations, assist to dial the relevant number and will display the GPS coordinates of the phone's location so that the caller can read these out to the emergency operator.

The State Government **Alert SA** app provides access to the most comprehensive source of official real-time emergency event and warning information in South Australia. The App allows you to receive alerts directly to your phone about events and warnings relevant to you in your "watch zone", follow events/warnings of interest outside of your watch zone(s), turn on 'proximity alerts' to receive alerts around you when you are on the move in South Australia.

The South Australian Country Fire Service **CFS Fire** app will assist you to stay informed of fire activity and other incidents in your area, and to assess your own preparedness for bushfire. Features include an interactive map and a table showing all current CFS Incidents, current fire ban information and Fire Danger Rating information, and a checklist to start you thinking about preparing yourself and your property for bushfire.

Another useful app is the **BlueBays** app (available for Android and iPhone) which displays the location of metered and not-metered disability car park spaces in South Australia. This app empowers you to collect, map and share the locations of disability car parking spaces that you visit. By adding a car park space, you are just not sharing the location, but additional useful information such as the Park Level, Space Type and any other comments that will help someone else have a better experience. Finding a BlueBay is simply a matter of searching your current location on the map, or searching in a destination location.

Scams

Scammers often pose as well-known and reputable businesses to try and convince their target that they are the 'real deal'. If you receive an unexpected call from any business, government agency or financial institution, remember to independently verify the information the caller provides.

Always be cautious when receiving unsolicited phone calls, and be cautious about providing any information over the phone. Never provide bank account details, passwords, or other security information to somebody you do not know or trust.

Scamwatch is a website <https://www.scamwatch.gov.au/> run by the Australian Competition and Consumer Commission (ACCC) and provides information to consumers and small businesses re identifying and protecting yourself against scams and reporting scams. You can also contact the Scamwatch ACCC Info centre on 1300 795 995.

Important numbers that you may find useful

Police/Fire/Ambulance	000	Crime Stoppers	1800 333 000
State Emergency Services (SES)	132 500	SA Power Networks Emergencies	131 366
SA Water – Emergencies	1300 883 121	Gas Emergencies	1800 808 526
Aged Rights Advocacy Service	8168 8776	Healthdirect Australia	1800 022 222
Poison Information Centre	131 126	COTA South Australia	8232 0422

How to subscribe to the Newsletter

We look forward to hearing from anyone who would like to subscribe to this newsletter or who may have any feedback about the Equipment Program or DES services. Please go to the DES website on www.des.sa.gov.au and use the feedback button on the home page, or alternatively contact us on the numbers below.

Contact Details

Equipment Program

Phone: 1300 295 786

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Web: www.des.sa.gov.au



Government of South Australia

Department for Communities
and Social Inclusion

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