

Domiciliary Equipment Service

Accessing the Wheelchair and Seating Service for NDIS Participants

November 2017

Starting the Process

Call the Wheelchair and Seating Service on (08) 8440 6760. You will be asked to send a copy of your plan. This can be emailed or printed from the My Place Portal. This will let us know what Assistive Technology (AT) is in your plan.

When your first appointment is made, we will let you know how long an assessment may take, and seek your approval for this to be charged as clinical time to your plan.

Assessment and Design

At your first appointment, we will help you to identify your needs and goals, and get as much information as possible to make sure these can be met. This may include a postural assessment. We will work with you to reach an agreement for the best solution.

We will provide you with an AT Needs Assessment Report and quote for the NDIS, who will assess and determine whether the solution can be approved.

Construction and Fitting

Once approval is received, we order any equipment and parts needed. When these arrive, we build the wheelchair and/or seating to your specifications.

An appointment will be made to set up your wheelchair or seating and make any adjustments. Sometimes several fitting appointments may be needed to achieve the agreed solution.

Once your wheelchair and seating is set up to your needs, we will arrange for it to be upholstered if required and delivered to you.



Government of South Australia

Department for Communities and Social Inclusion



What is expected of you (the participant)?

- Tell us what you want.
- Give us details about how you use your wheelchair and what you want to be able to do.
- Tell us if you can't make it to an appointment.
- Be polite and respectful to the staff who work with you.
- Tell us if you have any problems.
- Tell us if your NDIS plan changes or if you stop using the NDIS.

What is expected of us (the DES Wheelchair and Seating Service)?

- Provide the wheelchair and/or seating solution outlined above.
- Be open and honest about the work that we do.
- Explain things clearly.
- Treat you politely and with respect.
- Include you in decisions that change what is outlined above.
- Store your information carefully and making sure it is kept private.

What to do if there is a problem?

- First of all, tell us if you have a problem and we will do our best to fix it.
- If staff are unable to fix the problem, please contact the Manager, Specialist Equipment Services on (08) 8193 1232.
- If you don't want to talk to this person, or your problem is not being fixed, you may also contact the NDIA on 1800 800 110 who can give you more information.

Your clinician: _____

Telephone Number: (08) 8440 6760

Email: DCSIWheelchair&SeatingService@sa.gov.au



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