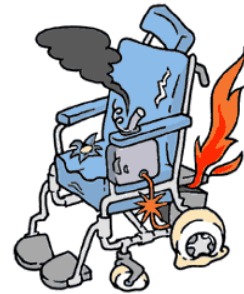


[View the Fact Sheet on the Novita website titled: Novita Equipment Provision Process Flowchart](#)

### Identifying the need for new equipment

Therapists, clients and parents together agree that there is a need for new equipment. This may be decided for a number of reasons including:

- The client has grown out of their current equipment.
- The current equipment is broken and can not be fixed.
- The client has reached a new stage in their life where equipment is necessary or will make things easier.



### Referral for Equipment

The client's therapist completes a referral to Novita's Equipment Service (ES) to enable the equipment request to be put onto the waiting list. Therapists in service areas, such as Early Childhood services (ECS), Child & Adolescent Services (CAS), Physical Rehab Program (PRP) or ABI manage standard equipment requests, while ES manage complex equipment requests. For more information ask your allocated therapist or key worker/contact person

### Checking for recycled equipment

The Novita and Domiciliary Equipment Services (DES) equipment store is searched for suitable equipment. If an item of equipment is assessed by the therapist as being suitable, then it can be provided quickly to the client. If changes which require significant funding are needed, the therapist will follow a similar process as for new equipment (see below).

If suitable recycled equipment is not available, then the therapist may eventually need to assist the client and family through the process of getting a new piece of equipment (see below). In the mean time, the client's name will be added to the provisional waiting list. If a suitable piece of *recycled* equipment is returned to recycled store, the therapist will be contacted. If there is no recycled equipment available, the request remains on the provision wait list until approved for provision, in priority order, based on the priority score.

### New Equipment

If recycled equipment is not available, the therapist will help you to decide on the most suitable equipment for your child. This will often involve:

- discussion involving the therapist and clients/family/carers, to discuss their needs and assess for the specific equipment as necessary
- investigating the most suitable piece of equipment (based on a list of agreed features needed)
- visiting the Independent Living Centre, or suppliers to look at, and try out pieces of equipment - this reduces the possibility of unsuitable equipment being funded
- trying out equipment from the Novita or DES Stores (if available) or from suppliers.

Note: Most suppliers do not keep trial equipment in stock but choose to order it in from manufacturers on a 'needs' basis. Often this adds to the length of time needed to provide the equipment.

For more information about working what features are needed read the Factsheet on the Novita website titled: [So you're getting a new piece of equipment – tips for parents and carers.](#)

## The ES Referral

A referral is completed by the therapist and sent to ES. As part of this process, therapists assign the referral a priority score based on a number of issues including:

- task performance (how well it will help the client/carer manage tasks)
- health and safety (how it will improve health/safety of client/carer)
- comfort of current equipment
- social/educational inclusion (how it will help the child join in activities with other at school or in the community)
- timing (the urgency of the need)
- frequency of use
- how long the item has been on the waiting list.

Items on the waiting list are funded in order of their priority scores. Families are encouraged to contact Equipment Services on 8243 8299, if they have any questions about the progress of an equipment order on the waiting list. If a priority score review is needed, the referring therapist can do this and send it through to ES to ensure the priority score reflects the client's needs.

## Approval of Funding

When funding has been approved, the therapist or key worker is notified by Equipment Services. The therapist will then notify the family.

## Getting an Exact Quote

There can be some time delay before equipment is funded, and the needs of a family/child may change during this time. Therefore, once funding is approved, the therapist and family will need to assess the child's needs to work out the exact features of the equipment needed, and will work with the family and supplier to choose a brand/item, and then get a final quote.

## Equipment is Ordered

The equipment is ordered by Novita's ES Stores administration officer. It is ordered directly from the supplier for non- DFC funded equipment or via the Domiciliary Equipment Service (DES) for DFC funded equipment.

## Supplier's role

At this stage the equipment provision process is generally out of Novita's hands. Once the supplier has received the order from Novita, they order the equipment from the manufacturer. Suppliers often have to order the equipment from around the country and sometimes overseas, which can lengthen delivery time. Once the supplier receives the equipment, the therapist will be contacted. Depending on the type of equipment, a 'fitting' appointment may be needed. This is often the case for wheelchairs, where specialized seating needs to be built and fitted to the client. Quite often, the client may take home the wheelchair at this point to check the seating and set up is right for them. Another fitting appointment is usually needed to make any small changes to the wheelchair or seating, before the chair is sent off to be covered (upholstered).

Once any modifications to the equipment are finished, it is delivered either to Equipment Services and then to the therapist, or directly to the family.

## Provision of equipment training

Following delivery of the equipment to the family, the therapist may need to provide some training in the safe and appropriate use of the item. Most new equipment comes with an owner's manual – it is important that parents and carers take time out to read this information. There are also terms and conditions for use of equipment and these should be reviewed by the family to be sure they are aware of them

## Monitoring of equipment

Therapists check the equipment to make sure it continues to meet the needs of the client. However it is the family's responsibility to inform the therapist if there are any issues with the equipment.

## More information?

- Speak to your therapist
- Email ES at [equipment@novita.org.au](mailto:equipment@novita.org.au)
- Refer to the following information available on the Novita website ([www.novita.org.au](http://www.novita.org.au)) :
  - [So you're getting a new piece of equipment – Tips for parents and carers](#) (Factsheet);
  - [Equipment for Children - Who Pays?](#) (Factsheet)
  - [Equipment Maintenance Checklist](#) (Factsheet)
  - [Therapy Equipment](#) (Webpage).

*Disclaimer Detail: The information on this website is of a general nature only and does not constitute advice. Novita Children's Services makes no representations as to the accuracy, usefulness, suitability or application of the information to a child's particular circumstances. You should seek professional advice before acting or relying on the information.*