



# Equipment Services

## Custom Seating Timelines

Custom Seating is a complex process.

Total process takes approximately 12-16 weeks

- Once a client is identified as requiring custom seating/ accessories, their therapist submits a *Quote Request Form* to Equipment Services – This quote is reviewed and discussed with the client/family/carer.
- The therapist submits the quote to the NDIA for funding approval.
- Once funding approved, appointments can be scheduled.
- A total of five-six appointments are required.

Variables that may impact and delay the timelines include:

- Additional appointments or extended trial being required;
- Client's needs changing / undergoing surgery
- Cancellation/rescheduling of appointments

