

Equipment Services, Cerebral Palsy Alliance - Frequently Asked Questions

Equipment Services specialises in designing and manufacturing custom made postural solutions for our clients, as well as other custom made solutions and accessories.

What services can Equipment Services provide?

Equipment Services solutions include:

- ✓ Custom moulded seating for manual, power wheelchairs and shower commodes
- ✓ Custom sleep systems and wedges
- ✓ Modifications to seating and accessories
- ✓ Custom made support items (neck support, arm cuffs, leg straps etc.)
- ✓ Custom made seating components (footplates, armrests, headrest, trays)
- ✓ Customisation of commercial seating components
- ✓ Custom made accessories (drink holders, chair glides, splints, wedges, straps, floor sitters, cushions, seat covers, custom padding etc.)
- ✓ Custom brackets and mountings

What are the benefits of custom moulded seating and other custom made solutions?

Custom moulded seating ensures that a person is supported in the best possible way to provide adequate pressure care and maximise the individual's ability to breath, eat, communicate and interact with those around them.

Being comfortable and well supported in a custom moulded seating system means the person is able to access the community and participate in all the activities they enjoy.

Custom made solutions can satisfy client's specific positioning needs, which may not have been able to be fully met by a commercially available solutions.

How to request a quote?

Send your enquiry or request to equipmentservices@cerebralpalsy.org.au. Equipment Services will then discuss an appropriate solution with you and provide a quote for the work requested.

You can also contact us on Ph: 02 9975 8472

What to do once quote is received?

Once the quote is provided, the client/carer/therapist review the specifications and updates can be made as required. Equipment Services will require funding confirmation before scheduling any work.

How long does quote approval take?

The NDIA will review and approve the quote from Equipment Services and will ensure that funding can be correctly allocated in the client's plan.

Once this quote is submitted to the NDIA, the Agency is responsible for approval and should be contacted for an estimate of timelines for review and approval of quotes.

In some cases funding may already be available in client's plan or the items may be self-funded. In these cases Equipment Services only needs to be notified on invoice/claim details.

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What happens once the quote is approved?

Once Equipment Services have been notified that funding is confirmed, appointments will be scheduled.

Note: NDIA does not always notify Equipment Services directly about funding approvals. Therefore it is important for Equipment Services to be advised when funding is approved.

How much do custom solutions from Equipment Services cost?

Upon receiving a job request, we carefully consider technician's labour time and materials required to manufacture the solution. A quote is always provided by Equipment Services based on the individual requirements outlined in the request.

Custom solutions are made to order to meet specific needs of the client and may require considerable labour time to achieve these unique solutions.

Note: Equipment Services quotes do not include any therapy time and this needs to be funded separately.

What are the timelines for completing custom seating?

Custom Seating is a complex process, where the therapist and technician work together with the client and carer to develop the best possible solution. This means that the majority of work completed is custom made and requires extensive labour time. Multiple appointments are required to ensure the right solution is being developed. The table below describes each appointment and relevant timelines.

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| 1st Appointment | During the first appointment, a detailed mould of the client is taken. Our technician then uses a 3D scanner to digitise the mould and after 4 weeks the foam shape is delivered to our workshop from our supplier. Appointment Time: 2.5 hours Technician time: 4 week lead time for the mould + 0.5 days to install the shape onto the wheelchair |
| 2nd Appointment | Once the technician installs the seating system on the wheelchair, we are ready for a second appointment where all other requested customisations are discussed, measured and planned. Appointment time: 3 hours |
| Preparation | After this appointment our technicians make all planned customisations in the workshop. The technician may need additional time in case additional parts may need to be ordered and fitted. Technician Time: 2.5 days |
| 3rd Appointment | Once the technician completes all customisations, temporary covers are attached to the seating system. The 3 rd appointment can then take place, where the client takes the wheelchair for a 2 week trial, where any feedback about the seating can be captured. Appointment time: 3 hours |

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| 4th Appointment | After the trial therapist together with the technician gathers feedback about the seating. The technician then makes necessary adjustments and sends the seating for upholstery. Once upholstered, the seating is returned and the technician re-assembles it on the wheelchair. Appointment time: 3 hours Technician Time: 2.5 days + 2 weeks lead time for upholstery |
| Delivery | The technician and therapist deliver the final seating system to the client Appointment time: 2 hours |
| Total time for seating delivery: 12-16 weeks | Complete process takes approximately 12 to 16 weeks. The following variables can affect these timelines: <ol style="list-style-type: none">1) Availability of technician, therapist, client and family/carers2) Number of appointments required (based on complexity of client's seating needs and number of customised items to manufacture. Additional appointments may be required)3) Extended trial4) Location of appointments: Sydney Metro vs Regional areas5) Client's needs have changed / undergone surgery6) Cancellation and need to reschedule appointments |

Where does Equipment Services operate?

Equipment Services support clients throughout NSW and ACT. Our technicians can also travel and support clients in rural areas. Our workshops are located in Allambie Heights, Tuggerah, Prairiewood and Scullin CPA sites.

Can Equipment services work with external therapists (not CPA)?

Equipment Services works with clients, therapists and support coordinators from a range of organisations.

If you are unsure if Equipment Services can help to supply you with a solution please reach out to us with your enquiry. We may be able to offer a complimentary consultation with a technician, prior to any work being confirmed.

Send your enquiry or request to equipmentservices@cerebralpalsy.org.au