

# 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.

lead-time

0.5 day

preparation on wheelchair

appointments

# 1<sup>st</sup> appointment (1st fit)

# **2.5** hour appointment

- During the first appointment, a detailed mould of the client is taken.
- Our technician then digitises the moulded shape and sends to the manufacturer (based in UK).

# Lead time: 4 weeks

- -delivery of the moulded shape.
- Wheelchair/ commode need to be delivered to the Equipment Services Workshop *prior* to the 2nd fit - lead times from chair suppliers can be 10-12 weeks.
- Therapists should confirm the wheelchair/ commode order as soon as funded and prior to 1st fit.

# 2<sup>nd</sup> appointment (2<sup>nd</sup> fit)

# 3 hour appointment

- made to obtain and postural requirements, as family/carer.
- After this remaining components of seating system.

2.5 days

preparation on wheelchair by Technician

between appointments

 Adjustments are optimal functional requested by the therapist/ client/

appointment our technicians make

# Variables that may impact and delay the timelines include:

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

3<sup>rd</sup> appointment (3<sup>rd</sup> fit / on trial)

2 week

lead-time

# 3 hour appointment

- Final adjustments to the seating system are made.
- Temporary covers are fitted and the client takes the wheelchair home, for a
  - 2-week trial.
- For commode a dry-trial on the day takes place at this appointment. 2-week trial is generally not required.

Particularly complex clients/seating may require an additional 4th fit (decided during quoting process).

# **2-3 hour** appointment

 4<sup>th</sup> fit is much the same as 3<sup>rd</sup> fit final adjustments are made.

3<sup>rd</sup>/4<sup>th</sup> appointment (Return from Trial)

# 3 hour appointment

- Review feedback from trial period.
- Technician makes any necessary adjustments, as requested by therapist/client/ carer/family.
- Technician then prepares the seating for upholstery.

4<sup>th</sup>/5<sup>th</sup> appointment (Delivery)

# 2 hour appointment

The Technician and therapist deliver the final seating system to the client.

1.5 days preparation on wheelchair by Technician

2 week

lead-time

0.5 days preparation on wheelchai by Technician before delivery