

The Process

The Wheelchair and Seating Therapist that you are working with can provide you with approximate time frames for each step in this process

Step 1: Initial Assessment	You have met with our wheelchair therapist and an initial assessment has been completed. This will usually include both talking about your needs and a physical assessment. Together you have talked about possible solutions for your wheelchair and seating needs. We will send a funding application to Accessable when we have all the relevant information.
Step 2: Funding application lodged	We have now sent an application to Accessable explaining why the identified equipment is essential for you. Due to funding constraints, Accessable may take longer to process some applications than others. We can only start trials once funding has been approved.
Step 3: Trying equipment	Accessable has approved funding and either they have asked us to try equipment from their stock pool first, or asked us to borrow equipment from other companies to try with you. As these companies have limited supplies, we may have to wait for the equipment to arrive. Trial times are limited as other clients will be waiting too
Step 4: Deciding on equipment	You have now tried some equipment and together we have decided which equipment will work best for you. If the equipment has come from Accessable, you are able to keep using it. Equipment from other companies usually needs to be returned to them, and new equipment will be purchased. Your assessor will arrange this through Accessable. This equipment may take some time to arrive as it may be coming from overseas.
Step 5: Delivery and set up of equipment	We have delivered the equipment and have set it up with you. There may be a “settling in” period when we will need to make adjustments over the next month. Call us for queries during this time.
Step 6: Completion	When we agree that your current needs have been met, your current case is closed. When the equipment no longer meets your needs, you or anyone else, can initiate a new referral to our service for a reassessment. You will also be invited to attend a review clinic every two years for adults and every year for children

You can call us at Mobility Solutions (0800 631 1234), Accessable (0508 001 002) or the equipment provider, as appropriate during this process.