**Providing complex wheelchair services under the NDIS**

*Word count: 242*

**Introduction/Aims**

Domiciliary Equipment Service (DES) is a business unit of the Department of Human Services in South Australia (SA), providing assistive technology (AT) to support people across the sectors of disability, ageing and health. The DES Wheelchair and Seating Service (WSS) includes a clinical assessment service and a wheelchair and seating workshop and supports a refurbishment model.

The major program supplied has been the South Australian jurisdictional AT program with most end users in the process of transitioning to being participants of the National Disability Insurance Scheme (NDIS). There is a need therefore to change from a funded model to a fee for service model. The WSS has had to take steps to be NDIS ready and has been implementing a range of service improvements as part of this transition.

**Findings/Outcomes**

This presentation will describe steps taken including communication with stakeholders, mapping processes for our staff as well as our customers, developing customer information, development of quoting tools and work instructions, development of agreements and incorporation of the use of technology to improve processes.

There was a need to clarify roles of referrers and assessors, our own staff, the participant (end user) and the National Disability Insurance Agency (NDIA) in delivering a clinical seating assessment, wheelchair and seating solution, or both.

There have been challenges including incorporating or addressing repairs, people with deteriorating conditions and the ongoing nature of the support needed for these people and the overall length of the processes.