**TITLE OF PAPER**

*We’re not processing tupperware orders….. evolution of a high quality best practice assistive technology service delivery model*

**Aims**

To discuss the critical elements of an evidence based, best practice service delivery model for the provision of assistive technology, that meets the needs of all stakeholders.

**Findings/Results/Outcomes**

The State-wide Equipment Program (SWEP) in Victoria has developed a consumer centric service delivery model which combines several essential elements within a governance framework that considers systems and infrastructure, prescriber accountability and support, and organisational agility in a rapidly changing policy and funding environment. Combined, these ensure the provision of an efficient, integrated and accountable service to provide positive outcomes for consumers and meet the expectations of funding bodies.

**Abstract (max 250w)**

The primary purpose of SWEP is to improve consumer outcomes by ensuring timely access to assistive technology, enhancing or maintaining their safety and independence, facilitating community participation, and supporting families and carers in their role.

The SWEP Service Delivery Model © is a unique business model designed to respond to the needs of funding bodies and consumers of assistive technology. The model encompasses an integrated approach from assessment through to supply to provide assurance that equipment provided to consumers is best fit for purpose and demonstrates best value for money. Elements of the SWEP model includes strategic procurement, an innovative repairs and reissue service, communications, prescriber registration and credentialing, clinical advisor panels, standardised and integrated documentation, priority of access and demand management strategies and other continuous improvement initiatives.

Most items provided through SWEP could be directly purchased by consumers through existing retail pathways, however SWEP provides an important value add through an integrated, accountable and risk managed service. While best value is gained leveraging the intangibles integral to this model – such as expert knowledge, experience, established partnerships and networks, sector credibility, expertise in system navigation, business processes, infrastructure, governance and risk management frameworks, aptitude for innovation, collaboration, and adaptability, SWEP now also offers individual elements for stakeholders to leverage from. This approach considers how consumers can exercise choice and control considering parameters such as safety, functionality and durability, within the context of the funding body’s requirements for dignity of personal risk for their consumers.

This agile and innovative approach will be explored in more detail in the presentation.