**Adding value for customers under the NDIS**

Word Count: 232

**Introduction**

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. Major programs supplied include the National Disability Insurance Scheme (NDIS), and SA’s jurisdictional AT programs. DES interacts with many customers on a daily basis, including end users, funders, service providers, client coordinators, assessors and suppliers.

**Aims**

With the significant changes occurring in the disability and aged care sector, DES undertook consultation with its customers to better understand their service needs.

Customers were analysed in three groups: end users and their carers; assessors requesting AT; and agencies employing assessors or providing other services to end users.

Consultation was undertaken using a multi-layered approach. In-depth interviews were held with key agencies, separate focus groups were held with end users and assessors, and an electronic survey was sent out to approximately 5000 end users and therapists.

Key areas investigated were each customer group’s expectations and preferences for AT services, ‘pain points’ in current processes, as well as information needs and communication preferences.

**Findings/Results/Outcomes**

With significant sector changes, including transitioning to the NDIS, this customer sounding is important for providers to grow and evolve to better meet the needs of their customers. The findings that will be discussed in the presentation are being applied to DES itself, but are also invaluable to the whole sector.