Equipment Service procedures for Allied Health Professionals requesting equipment

MND Victoria Equipment Service

People with MND often require equipment more rapidly than can be offered by current State and Federal funding options. MND Victoria runs an Equipment Service to help keep people living with Motor Neurone Disease (MND) stay safe and mobile. Timely provision of equipment at no personal cost to the person with MND has been a mission of MND Vic for 40 years.

MND Victoria Health Professionals Information

People living with MND wishing to access the MND Victoria Equipment Service must:

- Be registered as a member of MND Victoria
- Be living at home in the community within Victoria
- Sign the MND Victoria ES Client Agreement outlining the terms and conditions of access to MND Vic Equipment Service.
- Have the equipment request placed by a relevant Allied Health Professional (AHP)

Equipment stocked by MND Victoria will be provided on a rental basis as a support to clients of MND Victoria who become NDIS participants. Provision of the equipment must be included in the client's/participant's NDIS plan in the Capital budget as 'Flexible Loan Bundle" and/or AT hire. MND Victoria claim the MND Flexible loan bundle costs directly through the NDIS Proda portal. MND Victoria is an NDIS registered provider.

Participants over 65 - all are eligible to receive equipment from the MND Vic Equipment Service regardless of HCP status or other funding sources. Services from the Equipment service are not means tested.

The Equipment Service is a "loan library" therefore customised or specialised items are not available. Therapists may need to seek alternate funding sources for some equipment via NDIS, SWEP, SWEP reissue, HCP funding or ECDS as appropriate.
All equipment is delivered by 3rd party agents – i.e. ALTER, PIP, Magic Mobility and Pegasus.

1. Equipment items

The MND Victoria Equipment Service Stock List can be found **HERE.** There are 31 categories of equipment classed as Non Retrievable (NR) and 158 categories of loan equipment in the library.

2. Submitting a request

All Equipment must be requested by an Allied Health Professional (AHP) using the online Equipment Request Form found on the MND Victoria website **HERE.**

3. Processing AHP Equipment Request Forms

Receipt of the submitted request is acknowledged by an auto generated email sent to the email address listed on the request form by the AHP. The requesting AHP and MND Vic Advisor will receive an email within 5 working days advising of request status. The client will also receive acknowledgement of the request.

4. Prioritisation and allocation of equipment requests

Equipment requests are prioritised according to urgency which is determined on advice from the requesting AHP and MND Advisor.

Prioritisation takes place at the time of the request being accepted; however priority status can be revised and updated as needs change on request from the referring AHP and/or members of the Support Services (SS) team.

5. Equipment hire

The following four items are deemed essential for quality of life and will be hired from an external provider by MND Victoria when the AHP has identified an urgent need and MND Victoria equipment is unavailable:

- **Walking frame**
- **Manual wheelchair**
- **Standard attendant propelled shower/toilet commode**
- **Mobile hoist and slings**

6. Delivery advice

The requesting AHP and the relevant MND Victoria Advisor will be advised by email that the equipment has been allocated and delivery requested. The majority of deliveries are completed via MND Victoria's third party providers. They will liaise with the client to arrange delivery using the contact details provided on the AHP Equipment Request Form. If an Additional AHP is recorded on the request form – they will also receive correspondence regarding dispatch.

7. Instruction in use of equipment

Instruction in the use of the equipment is the responsibility of the requesting AHP. It is expected that this will be arranged at the time the equipment is prescribed and completed at the time of delivery. *Where the requesting AHP has arranged for a local AHP to provide training – please provide all contact details in the online Equipment Request Form so all associated AHP's can be advised when dispatch is arranged.*

8. Modifications

Modifications to MND Victoria equipment items are discouraged. Modifications may be considered in exceptional circumstances. Applications for the modification of equipment must be made in writing by the prescribing AHP to the Team Leader of Equipment Services. Cost of modifications or customisations will not be covered by the MND Vic Equipment Service.

9. Clients moving to Residential Aged Care Facilities (RACF)

Clients moving into a Commonwealth Government funded or privately funded Residential Aged Care Facility (RACF) may take some equipment they currently have with them except for equipment required to be provided by a RACF under the Aged Care Act 1997 see **Part 3 section 3.1 - 3.6.**
Further information can be found also in the **Quality-of-Care Principles 2014**.
Requests for MND equipment that falls outside section 3.1 - 3.6 for people in RACF will be considered according to need and availability. See Fact sheet **HERE**

10. Enquiries

MND Vic Equipment service is open Monday – Friday 9.00am – 5.00pm
(03) 9830 2122
FREECALL: 1800 777 175
equipment@mnd.org.au

Please quote the reference number when enquiring about requests already submitted.