

What is PADP?

Program of Appliances for Disabled People

PADP provides a wide range of equipment to people with permanent disabilities, mainly to assist them in the areas of mobility, personal care and communication.

Each year PADP assists approximately 14,000 people.

EnableNSW is the name of the unit that runs the PADP program as well as other disability programs such as the Artificial Limb Service and Home Respiratory Program (eg. Home Oxygen).

What does PADP provide?

- The most cost effective clinically appropriate item of equipment, including wheelchairs, shower chairs, continence aids, walking frames and communication devices
- Maintenance and repair to PADP equipment

Who is eligible?

Residents of NSW who

- have a disability that is permanent or long term and who are not eligible to receive compensation for their disability
- have been discharged from hospital for at least 1 month
- are not eligible to receive the equipment from any other program

The Program of Appliances for Disabled People (PADP) is one of the disability support services administered by EnableNSW. PADP provides a wide range of equipment to people with permanent disabilities, mainly to assist them in the areas of mobility, personal care and communication.

Each year PADP assists approximately 14,000 people.

For more information

- Contact your local PADP office
- www.enable.health.nsw.gov.au

Is there a means test?

- There is a means test for people over 16 years of age
- Children under 16 years are eligible regardless of parental/carer income

Is there a cost?

- For most people there is only \$100 co-payment for each year they get equipment or aids. There are higher co-payments for people who earn a higher income

Will my personal information be protected?

- PADP records are confidential and information is only shared with others with your consent
- Statistical information is only used where personal details are not identified

Consumer feedback

- Your feedback is encouraged and will be considered
- There is a formal complaints system

How do I apply?

- You need to submit an application form to your local PADP office with a completed equipment prescription by a health care worker, such as a therapist or nurse

PADP: Building a better service

PADP is changing to ensure...

It is fair to everyone, no matter where they live

- A single statewide centre will ensure that all applications are assessed in a consistent and fair way
- New guidelines will make sure that people with similar needs receive similar assistance
- An Appeals Committee with consumer representatives will review decisions at your request

The things that will not change

- Assessments and prescriptions will still be carried out by local health care workers
- Repairs and maintenance will still be carried out locally wherever possible
- Local equipment loan pools will remain

More is spent on equipment, less on administration

- The new statewide centre will buy equipment in bulk at lower costs allowing PADP to assist more people
- New application forms and a new computer system will ensure faster processing

Better information for consumers and health care workers

- A new website and new printed information will give better information about PADP for people with disabilities and their families
- Statewide equipment advisors, based at EnableNSW, will assist health care workers where needed

Better customer service

The new centre is called EnableNSW and will:

- Provide a single point of contact whether you need help from PADP, the Artificial Limb Service, or one of the Home Respiratory Programs such as Home Oxygen
- Be open for normal business hours
- Have trained customer service staff to answer your questions

When will this happen?

- PADP clients will be sent letters telling them when the move of their local PADP office will occur
- In the meantime, continue to contact your local PADP office in regard to any of your PADP services

EnableNSW will provide a single point of contact whether you need help from PADP, the Artificial Limb Service, or one of the Home Respiratory Programs such as Home Oxygen.

Contact us:

Telephone: 1800 362 253

Email: Enable@hss.health.nsw.gov.au

Website: www.enable.health.nsw.gov.au