

# EnableNSW Assistive Technology Program Operational Guidelines



<b>Summary</b>	EnableNSW provides assistive technology and related services to people in NSW with specific, short term or ongoing health needs to assist them to live safely at home
<b>Document type</b>	Operational guidelines
<b>Document number</b>	HD20/74504
<b>Publication date</b>	24 August 2020
<b>Review date</b>	24 August 2025

### Version history

<b>Version</b>	<b>Issued</b>	<b>Author</b>	<b>Amendment notes</b>
1.0	August 2019	EnableNSW	Ownership of document transferred to EnableNSW
2.0	February 2020	EnableNSW	Reviewed to reflect consultation response from Local Health Districts and relevant stakeholders
3.0	August 2020	EnableNSW	Approved for publication

### Related documents

1. [NSW Health Assistive Technology Policy Directive PD2020\\_026](#)

# Contents

<b>1. Purpose of operational guidelines</b>	<b>1</b>
<b>2. Program summary</b>	<b>1</b>
2.1 Assistive technology to meet health need	1
<b>3. Eligibility criteria</b>	<b>2</b>
3.1 Ineligibility	2
<b>4. Detailed eligibility criteria</b>	<b>3</b>
4.1 Residency	3
4.2 Medicare enrolment	4
4.3 Eligible for commonwealth, state or territory government programs	4
4.4 Compensation	5
<b>5. Eligible prescribers</b>	<b>5</b>
5.1 Out-of-scope prescribers	6
<b>6. Application process</b>	<b>6</b>
6.1 Prioritisation	6
<b>7. Fees</b>	<b>7</b>
7.1 Income bands	7
7.2 Fee waiver or reduction	7
7.3 Auditing and record keeping	7
<b>8. Types of assistive technology provided</b>	<b>8</b>
8.1 General exclusions	8
8.2 Funding criteria	8
8.3 Technical Working Groups	9
8.4 Discontinued models or products	9
<b>9 Assistive technology management</b>	<b>10</b>
9.1 Ownership	10
9.2 Moving house	10
9.3 Moving interstate	10
9.4 Repairs and maintenance	11
<b>10. Additional/specialist/other programs</b>	<b>12</b>
10.1 Specialist Equipment Essential for Discharge (SEED)	12
10.2 Home Ventilation Program	12
<b>11. Feedback, appeals and complaints</b>	<b>12</b>
11.1 Appeals	12
11.2 Discretionary requests	13
11.3 Feedback and complaints	13

<b>12. Privacy</b> .....	<b>14</b>
<b>13. Further information</b> .....	<b>14</b>
<b>14. Appendices</b> .....	<b>15</b>
Appendix 1. Definitions .....	15
Appendix 2. Fees.....	17
Appendix 3. Schedule of assistive technology .....	18

# 1. Purpose of operational guidelines

Purpose of the document is to provide the operational framework for the delivery of EnableNSW assistive technologies programs in accordance with the NSW Health Assistive Technology Policy Directive PD2020\_026.

Equipment loan pools operated by Local Health Districts are out of scope for these guidelines.

Assistive technologies are systems or equipment that help people to have greater function, independence and safety. Assistive technologies help people perform activities they may not have previously been able to do, and in a manner that is safe. Assistive technologies can also prevent impairment and development of secondary conditions.

[Appendix 1](#) provides a list of definitions used throughout the document.

## 2. Program summary

EnableNSW provides assistive technology and related services to people in NSW with specific, short term or ongoing health needs to assist them to live safely at home through the following assistive technologies programs:

- Aids and Equipment Program (AEP),
- Prosthetic Limb Service (PLS) and
- Home Respiratory Program (HRP).

These are not reimbursement programs. They provide eligible people with assistive technology that has been recommended by health professionals. Applications for assistance are assessed against eligibility and funding criteria.

### 2.1 Assistive technology to meet health need

EnableNSW provides appropriately prescribed timely, cost effective and clinically necessary assistive technology to:

1. Support health needs.
2. Reduce or prevent risk of injury or illness that would result in admission or readmission to hospital.
3. Facilitate timely and safe discharge from hospital.

In this context, health need is defined as:

- **sustaining life**
- **treating and managing** health conditions (including chronic diseases)
- promoting **recovery and rehabilitation** and restoring or improving health and function following an illness or injury
- **preventing** development of secondary health conditions and hospital admission or readmission and injury to carers
- supporting a person receiving **palliative or end of life care**.

Each request for assistive technology is assessed against the funding criteria available on the EnableNSW [website](#) at the time the request for assistance is received.

EnableNSW will identify the best supply option to meet a person's approved assistive technology need taking into account cost effectiveness and timeliness. This may include preference for loan items, contracted items or individually quoted items as appropriate.

## 3. Eligibility criteria

A person is eligible for EnableNSW assistive technology programs if:

- they are a resident of NSW or Lord Howe Island, or are an asylum seeker, refugee or humanitarian visa holder residing in NSW or Lord Howe Island;
- they are enrolled with Medicare
- the assistive technology is prescribed to support a health need; and,
- they are not receiving or eligible for assistive technology through a third party insurance or other Commonwealth, state or territory government schemes for the identified health need.

Possible alternative funding sources are:

- National Disability Insurance Scheme (NDIS)
- Department of Veterans' Affairs
- Australian Government aged care services
- Compensation or damages for the condition requiring assistive technology (e.g. worker's compensation).

The eligibility information in these guidelines is general in nature and does not take into account every individual circumstance.

A person's eligibility is assessed each time a request for assistive technology is received, as eligibility may be limited to specific programs or assistive technology types.

More information about eligibility is provided in [section 4](#) detailed eligibility criteria.

### 3.1 Ineligibility

A person is ineligible for assistive technology through EnableNSW if:

- they are eligible for assistive technology through alternative funding programs
- the assistive technology sought is required to support a disability
- they are a non-NSW resident seeking assistive technology in NSW (with the exception of Victorian residents who live closer to an accredited NSW prosthetic clinic who are eligible under a cross border agreement)
- they are an in-patient at a private hospital (unless local formal arrangements have been made between Districts or Specialty Health Networks)
- they have been assessed by an Aged Care Assessment Team (ACAT) and approved for support through a Home Care Package or residential aged care
- they are requesting reimbursement for equipment already purchased.

Due to the historic nature of other programs that do not fund the full suite of assistive technology, there are grandfathered exceptions. For example, the Prosthetic Limb Service, which provides disability support, and Commonwealth Home Support Programme recipients, are still eligible for some EnableNSW services. Further details on grandfathered exception arrangements are provided in [section 4.3](#).

## 4. Detailed eligibility criteria

### 4.1 Residency

To be eligible for EnableNSW assistive technology programs a person must meet the residency criteria.

Residency is determined using the person's primary residence. If required, residency may be confirmed by providing copies of:

- Australian Electoral Commission (AEC) enrolment details,
- a current NSW driver licence,
- Proof of Age card,
- residential tenancy agreement, or
- council or utility accounts.

#### 4.1.1 Dual resident

A person is a dual resident if they regularly live in more than one location, such as two homes due to care needs.

A person may meet the residency criteria if they live at least 50% of their time in NSW, and the assistive technology will be used in this home. Evidence of dual residency is required, which can include council or utility notices for each location.

#### 4.1.2 Inpatient/temporary/respice care

People will meet the residency criteria if they are a patient of NSW Health or comparable interstate health service and their anticipated final discharge destination is in NSW.

The approval of assistive technology requests and/or delivery of assistive technology to be used in the home may be delayed until an address and the date of discharge is confirmed.

#### 4.1.3 People with no fixed address

A person with no fixed address or who stays in temporary accommodation, such as shelters or temporary accommodation associated with their employment, will meet the residency criteria if they are a patient of NSW Health or comparable interstate health service, and their anticipated discharge destination is in NSW. If required, written confirmation can be provided by a social worker, employer, case worker or a health professional from the treating health service.

An address for the purposes of assistive technology delivery and correspondence is required. This may be the Health Facility, temporary accommodation and/or the address of an authorised alternative contact.

Long term travellers are not considered to have no fixed address unless they will not return to a permanent residence at the end of their travel.

## **4.2 Medicare enrolment**

A person must be enrolled with Medicare and have a valid Medicare card.

A baby (up to the day of their first birthday) is considered to be enrolled if their parent has a valid Medicare card. After their first birthday, a child must be enrolled with Medicare to be eligible.

## **4.3 Eligible for commonwealth, state or territory government programs**

People are not eligible for EnableNSW assistive technology programs if they are eligible for, or are receiving supports through other commonwealth, state or territory Government programs. The list below provides details of the circumstances that a person may be eligible for EnableNSW in addition to other government programs. In these cases, eligibility may be limited to specific assistive technology categories or limited to grandfathering arrangements.

This list is not exhaustive and EnableNSW will make a decision regarding eligibility for people eligible for other programs on a case by case basis.

### **4.3.1 Commonwealth Home Support Package (CHSP); Contenance Aids Payment Scheme (CAPS) and Continuity of Support (COS)**

People receiving support under these Australian government programs are eligible to apply to EnableNSW.

Eligibility for people receiving COS funding is limited to people who transitioned to a package before December 2019. EnableNSW supports a list of these people where due to age or further circumstances were ineligible to transition to the NDIS.

### **4.3.2 Department of Veterans' Affairs (DVA)**

If a person receives a pension or benefit from DVA, they must check their eligibility with DVA before applying to EnableNSW. Written confirmation from DVA may be requested.

### **4.3.3 Home Care Packages (HCP) and residential aged care facilities (RACF)**

People who have been assessed as eligible for or are receiving a Level 1 - 4 HCP are not eligible for EnableNSW with the exception of prosthetic limbs.

People who reside in residential aged care facilities (RACF) are eligible for prosthetic limbs or power wheelchairs for independent mobility.



### 4.3.4 icare

People receiving support from *icare* in respect to the health condition or disability for which the assistive technology is required are not eligible. Confirmation of supports available from *icare* may be required.

### 4.3.5 National Disability Insurance Scheme (NDIS)

People under 65 years of age must check their eligibility for the NDIS before applying to EnableNSW. People eligible for the NDIS are not eligible for EnableNSW with the exception of interim prosthetic limbs. Written confirmation from the NDIS may be requested.

NDIS participants are eligible for the Home Respiratory Program (HRP) until such time as safe provision through the NDIS is established.

## 4.4 Compensation

People seeking compensation through NSW Government compensation schemes may not be eligible for EnableNSW assistive technology programs. People must declare this intention on their application form and provide their solicitor's details. Applications will be reviewed on a case by case basis. However, they are required to repay the cost of the assistive technology and EnableNSW services provided if their compensation case is successful.

See [icare](#) above for people receiving compensation through NSW Government compensation schemes.

## 5. Eligible prescribers

To be eligible for assistive technology EnableNSW requires an equipment application to be completed by an eligible prescriber. The [funding criteria](#) outlines the required qualification and level of experience for health professionals to be considered as eligible prescribers. Where required, prescribers must be registered through the Australian Health Practitioner Regulation Agency (AHPRA).

Interstate prescribers may submit requests for assistive technology for residents of NSW, regardless of the location of the clinical service.

For some equipment categories, a health professional with the qualification and without the required level of experience, may submit a request if they have been supervised by an eligible prescriber. The supervisor's details must be provided on the equipment application. The type of supervision is at the discretion of the clinical service and may include face-to-face, phone, emails or telehealth options.

In the absence of a health professional with the required qualification, the person or their health professional should contact EnableNSW for advice before submitting an application.

## 5.1 Out-of-scope prescribers

In the absence of an available eligible prescriber in the person's local health district, a health professional without the required qualification, may apply for out-of-scope prescriber status in order to submit requests for items that are out-of-scope for their profession as per the funding criteria. Out-of-scope prescriber status will need to be reviewed periodically.

Evidence of relevant experience in the specific equipment category, additional training undertaken, current Continuing Professional Development (CPD) and/or previous supervision from an eligible prescriber, may be requested.

Health professionals who wish to apply for out-of-scope prescriber status should call EnableNSW before submitting an application.

## 6. Application process

A person or their representative must complete a consumer application form and provide any requested documentation to EnableNSW.

A person must advise EnableNSW if their contact details or circumstances change. An updated consumer application may be requested at any time.

In addition, an eligible prescriber must submit the relevant equipment application. Any required additional documentation should be submitted at the same time as the equipment application. Refer to [funding criteria](#) for the specific assistive technology category for details.

A person's eligibility is assessed each time a request for assistive technology is received, as eligibility may be different for specific programs or assistive technology types.

Applications/requests will not be processed until all the documentation has been received.

### 6.1 Prioritisation

Each request for assistive technology is allocated a priority. Should the demand for services exceed the annual budget, EnableNSW will establish a waiting list that considers both the priority rating and the date the request was submitted.

Prioritisation will consider whether the clinical need for the equipment is:

**Priority 1:** to maintain life; for treatment of an acute episode; to facilitate discharge; or prevent hospitalisation or injury to person or carer

**Priority 2:** for primary self-care, communication and/or mobility.

Requests outside these criteria will be provided as funds become available.

When wait times apply, people will be advised of the outcome of their request and the expected wait time. People, their family, carer or prescriber may request a review of the priority by submitting an appeal form if their clinical needs change during this period.

In the event prioritisation is used, waiting times will be communicated to affected applicants.

## 7. Fees

People accessing EnableNSW are required to pay a fee each financial year that they receive assistive technology, consumable re-orders or repairs and maintenance. Fees are not charged to cover the full cost of equipment, but to contribute to the running costs of the services provided.

The fee collected is dependent upon:

- a person's income level, and
- the type of assistive technology requested.

EnableNSW will advise people of the fee payable and the payment methods available when their request is approved.

There is no reimbursement of a person's fee or cost of any self-funded accessories when the assistive technology is no longer required and is returned.

The EnableNSW fees for all assistive technology are outlined in [Appendix 2](#).

### 7.1 Income bands

Income bands are based on self-reported taxable income. Supporting documentation, such as Australian Taxation Office (ATO) statements may be requested. People who decline to indicate their income level will be assessed as income band 3 for the purposes of calculating fees payable.

The income bands are outlined in [Appendix 2](#).

### 7.2 Fee waiver or reduction

The Associate Director, EnableNSW may waive or approve a reduction in the fee payable in cases of demonstrated financial hardship. People may apply by contacting EnableNSW Service Centre to request a fee waiver form.

### 7.3 Auditing and record keeping

EnableNSW conducts regular audits to confirm people's application details and income levels. People may be asked to provide:

- a copy of their Medicare card
- a copy of Centrelink Pensioner Concession Card
- a copy of Visa or letter from Immigration
- a copy of interim concession card or letter issued by Centrelink
- a valid ATO Notice of Assessment for the preceding financial year, and
- evidence of pension entitlements from Centrelink for overseas pension recipients.

EnableNSW will require reparation for applications assessed incorrectly as a result of false or misleading information provided, which is a serious offence.

## 8. Types of assistive technology provided

[Appendix 3](#) provides a schedule of the types of assistive technology that is provided by EnableNSW. The schedule outlines a general list of the categories and types of assistive technology provided and exclusions. This list is not exhaustive and specific details, including the funding criteria for each item, annual allocations for consumables, and eligible prescribers, are documented in the relevant funding criteria available on the EnableNSW [website](#).

Prescribers are required to identify the most appropriate, cost-effective solution to meet a person's clinical and functional needs. This includes consideration of readily available and/or contract items through EnableNSW in the requested assistive technology category.

The items provided may be new or refurbished. New and consumable items are purchased from the relevant government contracts where applicable. Non-contract items are only purchased in situations where no clinically suitable product is available on government contract to meet a person's assessed need.

### 8.1 General exclusions

EnableNSW does not provide the following:

- reimbursements for items self-purchased by people
- part funding towards different or preferred models/brands. However, people may self-fund additional accessories
- items that do not comply with Australian Standards or are not registered with the Therapeutic Goods Administration, as applicable
- items that when in use will restrict the rights or freedom of movement of a person
- non-disability specific items that are commercially available, such as computers, mobile phone, tablets or furniture
- installation and ongoing telecommunication/internet costs
- vehicle modifications
- cochlear implants, bone anchored hearing aids, hearing aids and assistive listening equipment
- prosthetic eyes, ears, nose and breasts.

### 8.2 Funding criteria

EnableNSW has developed funding criteria for each of the categories and types of assistive technology provided. The funding criteria provides a basis for consistent and transparent decision making for the provision of assistive technology.

For a category of assistive technology to be funded through EnableNSW the following criteria applies:

- the prescriber has the relevant qualification and level of experience
- the items are provided within the category
- the items meet the funding criteria for approval.

The funding criteria does not replace the need for local clinical service guidelines or prescriber clinical reasoning, and recognises that not all items clinically recommended, meet the criteria for funding through EnableNSW.

The funding criteria published on the website at the date a request is submitted to EnableNSW is the criteria that will be considered in making a decision.

## 8.3 Technical Working Groups

Technical Working Groups (TWGs) will review the funding criteria and make recommendations about the assistive technology that should be provided and the qualification and experience level for eligible prescribers, at least every four years or earlier if there has been a significant change in clinical evidence, clinical practice or safety issues identified.

EnableNSW will convene a TWG of experienced prescribers with expertise in prescribing the specific category of assistive technology, and include consumer representatives. Membership may include prescribers from Local Health Districts, Specialty Networks, affiliated health services and/or private practice; people who use EnableNSW services; other NSW Health Agencies; and consumer or professional associations.

EnableNSW may also make operational changes to the funding criteria due to budget availability; changes to business processes or government contracts; and/or recall or discontinuation of items available for sale in NSW outside the expected review cycle.

In adding a new category, consideration will be given to whether:

- it supports a health need as defined in the NSW Health Assistive Technology Policy Directive PD2020\_026
- an existing scheduled item does not fulfil the health need,
- there is sufficient clinical evidence to support including this equipment type,
- the equipment is cost effective,
- a less expensive item cannot meet the same need, and
- there is the budget available to fund the equipment.

Categories can also be removed when:

- best practice no longer supports its use;
- there is no longer a demand for the technology;
- it has been superseded or recalled from use; or
- a safety issue has been identified with an equipment type or when a risk assessment has deemed it unsafe to be carried and prescribed to people.

Changes to the funding criteria will be communicated to relevant prescribers and published on the website.

## 8.4 Discontinued models or products

The availability of specific models, brands or assistive technology items may change due to new NSW government contracts, product recalls, superseded models or products being withdrawn from sale. Any changes of this type will be communicated to the people using these products and relevant prescribers. EnableNSW will provide a like-for-like replacement item of the same size and function where possible. Input from a person's prescriber will be sought when a like-for-like replacement item is not readily available or identified.

## 9 Assistive technology management

### 9.1 Ownership

The assistive technology provided by EnableNSW is on a loan basis, with the exception of consumables, prosthetic limbs, wearable assistive technology and custom made items.

People must contact EnableNSW when alternative long term funding becomes available or the item is no longer used. EnableNSW will arrange the collection of the loan items that it has provided and that are suitable for refurbishment. Other items will not be collected and must be disposed of in the recommended manner/as per instructions provided. People cannot sell or give away items.

People eligible for EnableNSW, are responsible for the costs associated with the removal of items that have been installed in the home or any associated remedial works.

Part-funding towards a preferred or different model or brand is not provided. However, people may choose to self- fund additional features or accessories to equipment provided by EnableNSW.

### 9.2 Moving house

People must notify the EnableNSW Service Centre of any change of address within NSW or to another state.

People are responsible for the cost of moving and any re-set up costs. If items will not be required in the new home, people should contact EnableNSW at least two weeks prior to the move to arrange pick up.

### 9.3 Moving interstate

There are differences between the assistive technology schemes in each state and territory.

In most cases, NSW residents are able to take their assistive technology with them when they move interstate, however repairs and maintenance are no longer provided by EnableNSW. It is recommended that people contact EnableNSW as soon as possible before moving in order to confirm what they can take and to make arrangements to transfer the items and any existing applications, to the new scheme.

For eligible people moving into NSW, EnableNSW will consider any outstanding assistive technology requests awaiting funding with the state or territory scheme, however the EnableNSW funding criteria will apply. An updated request from an eligible prescriber may be required for consumables and items or models not available in NSW.

Items transferred from other state or territory schemes may be adopted for repair and maintenance purposes if the item is in good condition and it is an item that is able to be provided by EnableNSW.

Detailed information is provided on the [website](#).

## 9.4 Repairs and maintenance

The person using EnableNSW services, their family or carers are responsible for the day-to-day cleaning, checking and maintenance of the equipment, such as maintaining cushion or tyre pressure. The equipment's user manual outlines instructions for use for these tasks.

When cost effective, EnableNSW provides servicing, maintenance and repairs due to expected wear and tear. Repairs as a result of accidental damage, or caused by unintended or unexpected events are considered on a case by case basis.

EnableNSW may not provide repairs where there is a history of damage due to careless or inappropriate use.

The repair arrangements differ between assistive technology categories. For most items, a person or their representative must contact the customer service team by phone or email to arrange a service call. Where alternative repair arrangements are in place, EnableNSW provides information about how to make a service call or arrange a repair, when the assistive technology is provided.

The cost of removal and re-installation of assistive technology that are installed within the home are the responsibility of the home owner.

### 9.4.1 Urgent out-of-hours repairs

Service calls are usually carried out in normal business hours however, if an urgent repair is required out of hours, people can contact a local repairer directly to arrange this. They must contact EnableNSW on the next business day to lodge the repair request.

### 9.4.2 Travelling

People should contact EnableNSW Service Centre if their assistive technology requires repair while they are travelling interstate. The [website](#) provides detailed information for people travelling interstate.

People are responsible for any costs and repairs completed while travelling overseas.

### 9.4.3 Accidental damage, theft or personal injury

Incidents relating to accidental damage or theft of an item and/or personal injury must be reported to EnableNSW as soon as possible by the person or their representative. A copy of relevant reports may be requested. These may include police reports; damage claims submitted to the transport company; incident reports or insurance claims.

These requests as assessed on a case by case basis, EnableNSW will contact the person or their representative to provide information about any decisions regarding the request.

### 9.4.4 Replacement

When the assistive technology is beyond economical repair, EnableNSW may arrange a like-for-like replacement with an item of the same size and function (but not necessarily the same model or brand).



EnableNSW may request confirmation from an eligible prescriber whether a like-for-like replacement is appropriate or whether a re-assessment and equipment application for different assistive technology is required.

### **9.4.5 Self-funded assistive technology and accessories**

People are responsible for replacement and repairs for any assistive technology or accessories that they self-fund. Reimbursements for self-funded repairs are not provided.

## **10. Additional/specialist/other programs**

### **10.1 Specialist Equipment Essential for Discharge (SEED)**

This program is a part of the Aids and Equipment Program and provides equipment essential for discharge to people with a new spinal cord injury or acquired brain injury.

Eligibility is restricted to inpatients of specific NSW Health and affiliated inpatient rehabilitation facilities, specialist outreach services or comparable interstate specialist services, whose planned discharge destination is a community setting in NSW. Further information is available on the [website](#).

Applications for SEED are submitted by the clinical service. Requests for equipment through the program must meet the relevant funding criteria. A person's eligibility for EnableNSW is re-assessed following discharge from the inpatient facility.

### **10.2 Home Ventilation Program**

Some children who require tracheal ventilation, and adults who have a spinal cord injury and require continuous tracheal ventilation, may be eligible for assistance through the Home Ventilation Program (HVP). The HVP provides funding for attendant care, ventilation equipment and associated respiratory consumables for people to leave hospital and be safely cared for in the home setting.

Applications for the HVP are submitted by the hospital specialist team. A person's eligibility is assessed against the program criteria, EnableNSW will contact the person or the hospital specialist team to provide information about decisions regarding the request.

## **11. Feedback, appeals and complaints**

### **11.1 Appeals**

If a person believes that EnableNSW has incorrectly assessed their application for assistance, they or their nominated representative may contact EnableNSW to discuss and clarify the reasons for the decision.



If after doing this, a person still feels that the decision is incorrect or their circumstances have changed, an Appeal Request Form can be completed by the person, or a nominated representative, such as family member, case manager or healthcare professional. The form is available on the [website](#).

EnableNSW may seek the advice of members of the relevant Technical Working Group to provide advice and assist in managing appeals that are complex in nature, or that fall outside program guidelines. In these cases, de-identified information is provided to the group and any conflict of interest is addressed.

## 11.2 Discretionary requests

In exceptional circumstances, discretion may be exercised by the Associate Director, EnableNSW to approve an application that otherwise does not meet the eligibility criteria in order to help people access one-off funding to manage an immediate health risk to the person or risk of discharge delay or re-admission.

Applications received through this discretionary process are assessed on a case by case basis and take into consideration the immediate health risk to the person, their family and carers; patient safety; the impact on the health system, including hospital discharge; availability of other funding options; psychosocial factors; and EnableNSW budget and readily availability items. As each assistive technology program has a limited budget, consideration will be given to the impact of establishing precedents by making a discretionary decision and or the effect of approval on waiting times for other EnableNSW applicants.

If a person has received compensation and is able to demonstrate financial hardship, a discretionary decision regarding eligibility can be made by the Associate Director, EnableNSW. Documentation of the settlement and how the funds allocated to assistive technology were spent must be provided before the application can be considered.

Applications for assistive technology not included in the schedule of assistive technology will not be considered.

An application must be completed by a NSW Health or comparable interstate prescriber/eligible prescriber. Written evidence that alternative funding sources are not available may be requested. Correspondence to the person and their prescriber regarding the outcome of the application will provide a reason for approving or declining, and clarify the process for the return of assistive technology provided on loan until the person's long term funding becomes available.

## 11.3 Feedback and complaints

The EnableNSW website provides information on how to provide feedback or make a complaint regarding EnableNSW by:

- Using the [online feedback](#) option
- Phone (1800 362 253)
- Email [Enable@health.nsw.gov.au](mailto:Enable@health.nsw.gov.au)

People may seek support from a staff member, family member, and friend, health professional or independent advocate.

If people are not happy with the outcome of the complaint resolution process, they may contact outside agencies:

- The NSW Ombudsman for complaints related to administrative complaints
- The Health Care Complaints Commission for complaints about health care providers and access to health care services
- The NDIS Quality and Safeguards Commission for concerns about their NDIS provider.

EnableNSW must follow and be consistent with the NSW Health Complaints Management Policy Directive (PD2020\_013).

## 12. Privacy

EnableNSW is committed to treating a person's personal and health information in accordance with privacy law, and has implemented measures to comply with its obligations under the *Health Records and Information Privacy Act 2002*. The privacy notice is available on the [website](#) and explains how and why EnableNSW collects personal information, how a person can access their personal information and how the information may be used.

EnableNSW must comply with the *Health Records and Information Privacy Act 2002* and the NSW Health Privacy Manual for Health Information.

## 13. Further information

For more information please go to the EnableNSW website – <http://www.enable.health.nsw.gov.au> or contact us on 1800 ENABLE (1800 362 253).

## 14. Appendices

### Appendix 1. Definitions

<p>Affiliated Health Service</p>	<p>Affiliated health services that are managed by non-profit, religious, charitable, or other non-government organisations and are recognised as part of the NSW health system under the <i>Health Services Act 1997</i>. They provide a wide range of hospital and other health services.</p> <p>An affiliated health service may be declared a health network for the purposes of receiving funding under the National Health Reform Agreement.</p>
<p>Assistive technology</p>	<p>Assistive technology is a system or equipment that enables individuals to have greater function, independence and safety. This includes aids and equipment provided by Local Health Districts, Specialty Health Networks and EnableNSW.</p>
<p>Continence Aids Payment Scheme (CAPS)</p>	<p>The Continence Aids Payment Scheme (CAPS) is an Australian Government scheme that provides a payment to assist eligible people who have permanent and severe incontinence to meet some of the cost of their continence products.</p>
<p>Commonwealth Home Support Package (CHSP)</p>	<p>Provides support for older people who need some help to stay independent and in their homes and communities for longer.</p>
<p>Continuity of Support (COS)</p>	<p>The Continuity of Support Program (COS) was established to provide continuity of support for people 65 years and over, who previously accessed state-funded specialist disability supports and are not eligible for the National Disability Insurance Scheme (NDIS), due to age.</p>
<p>Customised</p>	<p>Able to be configured using a number of prefabricated components to specifically meet a person's postural, functional or pressure care needs. The component parts may be able to be adjusted or re-used to meet the same person's needs as they change or utilised in customised solutions in order to be used by another person. Generally refers to wheelchairs and seating.</p>
<p>Custom made</p>	<p>Manufactured specifically for the individual. Items are generally not able to be adjusted to be used by another person or as needs change as they are specifically made to match individual anthropometrics, including body size and shape. Generally refers to molded seating systems or wearable assistive technology.</p>
<p>Disability</p>	<p>Disability, in relation to a person, includes a long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person's full and effective participation in the community on an equal basis with others (or the definition in <i>Disability Inclusion Act 2014 (NSW)</i>).</p>
<p>Department of Veterans' Affairs (DVA)</p>	<p>DVA serves veterans, war widows and widowers, serving and former Defence Force members, eligible AFP members with overseas service, and dependants and carers. DVA provides compensation and income support entitlements, delivers health care and rehabilitation services.</p>

Equipment Loan Pools (ELPs)	In Local Health Districts and Specialty Health Networks, aids and equipment are stored, cleaned, maintained and issued through ELPs.
Home Care Programs (HCP)	Australian Government subsidises organisations that provide home care services to eligible older people with complex care needs to live independently in their own homes.
Health Care Complaints Commission (HCCC)	The HCCC handles complaints about health care providers and health care services in NSW. It is independent of the public health system, and can deal with complaints about the provision of or access to a health care service.
Home	The person's residence including within the dwelling, path to main entrance of dwelling; immediate surrounding area of the dwelling including parking area; path from entry to the boundary of the property or the "home" paddock in rural properties; and/or common property and lifts in high rise.
icare	NSW government agency that provides insurance and care to people with injuries under various compensation schemes.
National Disability Insurance Scheme (NDIS)	The NDIS provides support to eligible people with intellectual, physical, sensory, cognitive and psychosocial disability. Early intervention supports can also be provided for eligible people with disability or children with developmental delay.
NSW Health prescriber	Includes prescribers who are employed by NSW Health Local Health Districts (LHDs), specialty networks and affiliated health services.
NSW Ombudsman	The NSW Ombudsman handles complaints about the administrative conduct of NSW government agencies. In relation to EnableNSW, this could include the adequacy of the processes used to consider an application for aids and equipment, and how a complaint was managed.
Prescribers	Prescribers are health professionals with the relevant qualification and level of experience to prescribe the assistive technology item. Where required, prescribers must be registered through the Australian Health Practitioner Regulation Agency (AHPRA).
Pensioner	A person who holds a Centrelink Pensioner Concession Card. Not including other concession cards, such as the Commonwealth Seniors Health Care Card, or the NSW Seniors Card or people in receipt of Mobility Allowance.
Schedule	The list of assistive technology that can be provided by NSW Health entities.
Specialty Health Networks	Provide state-wide or specialist health and health support services. There are two specialty health networks: The Sydney Children's Hospital Network and the Justice Health and Forensic Mental Health Network.
Standard/off the shelf	Item comes in variable sizes. Some limited adjustments may be available.
Wearable assistive technology	Includes items that may be ready-to-wear or custom made and are worn on the body. Includes compression garments, orthotics, braces and footwear.

## Appendix 2. Fees

Table 1: EnableNSW income bands for all assistive technology except for prosthetic limbs	
Income Band	Fee for people accessing services
Band 1 Adults on full pension and children under 16 years	\$100 each year
Band 2 – taxable income up to \$42,000 (single) or \$70,000 (couple) + \$2,100 per dependent	\$100 each year
Band 3 – taxable income above \$42,000 (single) or \$70,000 (couple) + \$2,100 per dependent	20% of assistive technology costing \$800 and above.  N.B. People in Band 3 are not eligible for assistive technology under \$800.

People assessed as income band 1 and 2 are eligible to receive assistance for all assistive technology costing over \$100.

For people assessed as income band 3, the amount payable may depend on the cost of the assistive technology and people must confirm their agreement to pay before the order is placed.

Table 2: EnableNSW income bands for prosthetic limbs	
Income Band	Fee for people accessing services
Band 1 Persons holding a valid: <ul style="list-style-type: none"> <li>• Pensioner Concession Card</li> <li>• Health Care Card</li> <li>• Commonwealth Seniors Health Card</li> </ul>	Nil
Band 2 All persons not holding valid: <ul style="list-style-type: none"> <li>• Pensioner Concession Card</li> <li>• Health Care Card</li> <li>• Commonwealth Seniors Health Card</li> </ul>	15% of the scheduled cost of the provision, maintenance and repair of prostheses up to a maximum of \$200 per financial year.

## Appendix 3. Schedule of assistive technology

This is a general list of the categories and types of assistive technology provided and exclusions. This list is not exhaustive and specific details, including the funding criteria for each item, annual allocations for consumables, and eligible prescribers are documented in the relevant funding criteria available on the [website](#).

Categories of assistive technology	Inclusions	Exclusions
<b>Communication</b> (including vision aids)	<ul style="list-style-type: none"> <li>• Speech generating equipment</li> <li>• Voice amplifiers</li> <li>• Electrolarynx</li> <li>• Blindness and low vision assistive technology including portable and desk top video magnifiers; screen magnifier software; braille; and disability specific software</li> </ul>	<ul style="list-style-type: none"> <li>• Commercially available equipment such as computers, tablets, mobile phones</li> <li>• Guide dogs</li> <li>• Spectacles</li> <li>• Hearing aids or cochlear implants</li> </ul>
<b>Contenance</b>	<ul style="list-style-type: none"> <li>• Consumable items including catheters; drainage bags and associated accessories; and pads</li> </ul>	<ul style="list-style-type: none"> <li>• Underwear, gloves, cleaning solutions, gels, creams, dressings, enemas, dressing packs, stoma products</li> </ul>
<b>Home Enteral Nutrition (HEN)</b>	<ul style="list-style-type: none"> <li>• Consumable items including giving sets, containers and gastrostomy tubes</li> </ul>	<ul style="list-style-type: none"> <li>• Formulae, nutritional supplements and thickeners</li> </ul>
<b>Mobility and Self care</b>	<ul style="list-style-type: none"> <li>• Walking frames</li> <li>• Medical grade footwear</li> <li>• Upper and lower limb orthoses</li> <li>• Compression garments for lymphoedema management</li> <li>• Seated mobility equipment and associated postural supports</li> <li>• Pressure care equipment</li> <li>• Transfer equipment</li> <li>• Adjustable beds and bed accessories</li> <li>• Alternative positioning equipment</li> <li>• Showering, bathing and toileting equipment</li> <li>• Wigs</li> <li>• Environmental control units</li> <li>• Personal alert systems and alarms</li> </ul>	<ul style="list-style-type: none"> <li>• Compression garments for treatment of burns, varicose veins or post-acute care</li> <li>• Stair climbers or domestic lifts</li> <li>• Vehicle platform lifts, vehicle seats or car seats</li> <li>• Furniture such as recliner chairs, height adjustable chairs, foot rests, tables or kitchen stools</li> <li>• Wigs for people attending oncology clinics</li> <li>• Air conditioning units, door openers</li> <li>• Installation and ongoing rental costs</li> </ul>
<b>Prosthetics</b>	<ul style="list-style-type: none"> <li>• Upper and lower limb prosthetics</li> <li>• Consumables such as stump socks and liners</li> </ul>	<ul style="list-style-type: none"> <li>• Prosthetic eyes, ears, nose and breasts</li> </ul>
<b>Respiratory consumables</b>	<ul style="list-style-type: none"> <li>• Consumable items including ventilator circuits, heat moisture exchangers (HME), suction catheters, tracheostomy tubes</li> </ul>	<ul style="list-style-type: none"> <li>• Masks, filters and mouthpieces</li> </ul>

<p><b>Respiratory equipment</b></p>	<ul style="list-style-type: none"> <li>• Home oxygen therapy including oxygen concentrators and portable cylinders</li> <li>• Continuous Positive Airway Pressure (CPAP) equipment</li> <li>• Bi Level ventilation equipment</li> <li>• Continuous use (life-support) ventilators</li> <li>• Suction units</li> </ul>	<ul style="list-style-type: none"> <li>• Portable oxygen concentrators</li> <li>• Respiratory monitoring systems</li> <li>• Nebulisers</li> <li>• Humidified room air or oxygen delivery systems</li> </ul>
<p><b>Voice Prosthesis and Laryngectomy consumables</b></p>	<ul style="list-style-type: none"> <li>• Voice prosthesis and accessories</li> <li>• Laryngectomy tubes and other associated consumables</li> <li>• Tracheostoma/hands free speech valve kits</li> </ul>	<ul style="list-style-type: none"> <li>• Plug inserts for voice prostheses; cloth stoma covers; shower covers; silicone adhesive; adhesive barrier and remover products; lubricant</li> </ul>