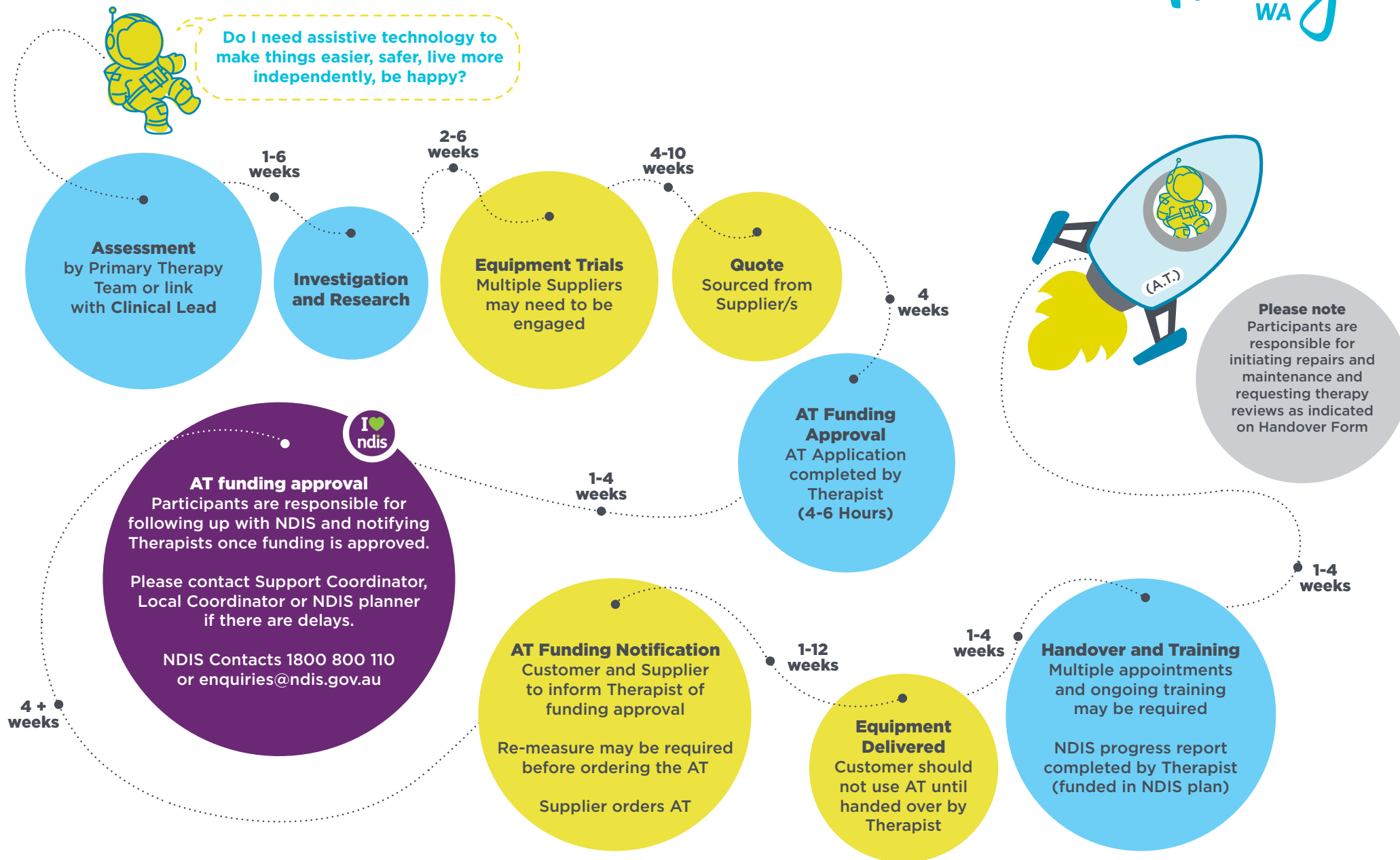


Assistive Technology (AT) Pathway



*This is an estimate. Actual time will vary for each customer and each piece of AT. Complex support needs and equipment provision may take significantly longer. Feedback is important to us, please call 1300 106 106 or email info@abilitywa.com.au *2022

Assistive Technology (AT) Agreement



This is a shared responsibility between Ability WA and myself, as the customer, to ensure the best outcome for my AT prescription & purchase.

- The Ability WA team is committed to providing skilled and experienced Therapists to support me to make the right decision about assistive technology.
- The team care about getting the right result for me.
- I understand that customised assistive technology cannot be guaranteed, as it is made for me alone. Therapists use evidence-informed practice to prescribe assistive technology that is anticipated to meet my needs. Customised assistive technology cannot be trialled prior to funding and may require several appointments during the manufacturing period until the best outcome can be achieved.
- There may be limitations to the trial equipment I can access prior to making a decision.
- There are often delays due to the complexity of the process (see pathway) such as funding and supply chain hold-ups.
- I am responsible for liaising with NDIS regarding funding and any delay or concerns I have. NDIS invites feedback from participants, their families and advocates - this is not something a Therapist can do.
- I can provide feedback at any time to my Therapist, management or 'Ability WA feedback' team via 1300 106 106.
- Handover and training from my Therapist is an essential part of this service, to ensure the desired outcome is achieved. It is a TGA, legislated requirement that the assistive technology delivered is as prescribed by the Therapist and is safe for use in the environment that it is used. There must be hours/funding in my plan to allow for this handover and training.
- I understand that I must not use the assistive technology until I have received the handover and training from my Therapist, I am responsible for contacting my Therapist to organise the handover if the equipment is delivered directly to me.
- NDIS requires a Progress Summary from my Therapist, so there must be hours/funding in my plan so this can be actioned.
- I am responsible for payment.

Name of Ability WA Representative	Name of Customer	Signature of Customer	Date

**If we do not hear back from you we will assume you understand the above, and are happy to proceed*