

Submission
No 3

THE PROGRAM OF APPLIANCES FOR DISABLED PEOPLE (PADP)

Organisation: Disability Enterprises (formerly known as Greystanes Children's Home)
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In my experience funding has been adequate as long as you have the opportunity to lodge a submission at least 1 year in advance of the actual arising of the need. For this to happen the client has to have the right equipment sorted out, paperwork, assessments and signatures from gp. If you do not have the knowledge or resources within yourself as a client it becomes a daunting task. Hopefully the newly DADHC developed booklet Transition Information Kit that is to be released soon will help in this regard.

The demand for the program will go up. With the improved healthcare available people with disabilities have improved life expectancies. The people I work with, have high medical support needs and have far exceeded their life expectancy. This puts an increasing demand on resources. Also the change from Institutional care to integration in the community as this further progresses will increase the demand for the program. As the public gets more aware and more informed the demand will go up.

In my experience waiting lists are a negative influence on the individual client. They sometimes just give up persueing the solution to their need. There are different levels of waiting. The client has to wait for an assessment, wait for quotes, wait at the GP for signature, wait for a reply from program, wait for prioritisation, wait for a therapist etc. It has happened that when finally the product arrived it was obsolete or the client passed away.

Centralising the lodgement centres has formed one big waiting list. Area's with less demand now have to wait as long as everybody else. As a person who puts the submissions together I lost the personal contacts that could help me solve problems easier and quicker for the clients I work with. Now my client and I are just a number on a list and the communication is gone which makes the whole process less transparant for the client which does not help the frustration level. The panel of therapists only meets once a month instead of every two weeks which delays the whole process.

The eligibility requirements are quite benign. It usually comes down to the panel of therapists who have to decide (prioritise) it is they that need to be convinced of the need. Presenting a case for a need is a skill that not all of us have. Clients do not have access to training in this regard.

An idea might be to check if equipment is being used and is working appropriately. A survey could be send out to the clients about their experience re the process and the results, was the right equipment received etc.

Clients need to be made more aware of the maintenance of the equipment that PADP can provide.