

## **THE PROGRAM OF APPLIANCES FOR DISABLED PEOPLE (PADP)**

**Organisation:** Paraplegic and Quadriplegic Association of NSW  
(ParaQuad NSW)

**Name:** Ms Wendy Potter

**Position:** Chairperson

**Date received:** 2/09/2008

---

The Director  
General Purpose Standing Committee No 2  
Parliament House  
Macquarie Street  
Sydney NSW  
1<sup>ST</sup> September 2008

**RE: Inquiry into the Program of Appliances for Disabled People (PADP)**

As a long standing provider of equipment and aids to people with a disability in NSW, the Paraplegic and Quadriplegic Association of NSW (ParaQuad NSW) wishes to make recommendations which will enhance and distinguish PADP service delivery. These relate to **Item 3 and Item 6** in the Terms of Reference of the Inquiry.

The basis of this submission is that organisations such as ParaQuad NSW demonstrate service excellence as the 'norm' for people with a disability, including the PADP program. It is our belief that by forming collaborative partnerships with those organisations that use industry benchmarks and best practice forms the basis of ideal partners in the delivery of important programs like PADP. ParaQuad NSW urges the NSW government to give priority to organisations like ours who plough funds from its enterprises back into NSW disability programs.

**In this way, an integrated PADP Service Delivery Model can be truly formed.**

**ParaQuad NSW's Background in Disability Services:**

ParaQuad NSW has spent 47 years serving people with a disability throughout NSW with community programs following catastrophic injury. This includes:

Sydney Office  
6 Holker Street, Newington NSW 2127  
PO Box 6347, Silverwater DC NSW 1811  
T 02 8741 5600 F 02 8741 5650  
E [paraquad@paraquad.org.au](mailto:paraquad@paraquad.org.au)

Northern Region Office (Newcastle)  
65 The Avenue, Wickham NSW 2293  
PO Box 245, Wickham NSW 2293  
T 02 4969 6388 F 02 4961 6101  
E [newcastle@paraquad.org.au](mailto:newcastle@paraquad.org.au)

- Advocacy and information services;
- Accommodation services: transitional, respite and permanent;
- Specialist nursing, occupational therapy and social work;
- Personal care in community;
- Training and education;
- Health promotion programs, and
- Provision of appliances and aids for people with a disability.

**ParaQuad NSW has extensive knowledge and experience in the provision of equipment and aids for people with a disability over its history.**

As part of its service provision for people with a disability, ParaQuad NSW has a *commercial* division called **BrightSky Australia** which provides appliances statewide for people with a disability with items such as continence aids, enteral nutrition, respiratory, mobility support aids and a growing range of specialist healthcare products and services.

**The future of PADP in NSW:**

An integrated service delivery model is achievable for the delivery of equipment and appliances. While it is anticipated that by centralising PADP Lodgment Centres will bring measurable efficiencies and financial savings, NSW government can go much further to bring about quality service to people with a disability in NSW.

**Item 3** *"Effects of centralizing PADP Lodgment Centres and the methods for calculating and implementing financial savings from efficiency recommendations"*

In future supply arrangements, the government should consider partnering with organisations that use industry benchmarks such as:-

1. Preferentially selecting exemplary disability organisations who supply equipment and aids to PADP. The ideal service model should include suppliers who show evidence of integrating quality, processes, procedures, practice, experience and understanding of people in the

disability sector. This will contribute strongly to customer satisfaction and outcomes.

2. Support providers who perform to best practice in the disability sector and include, for example, in the selection criteria evidence and/or compliance to:
  - a. Disability Standards
  - b. Disability Employment Programs
  - c. Quality Framework and Standards
  - d. Technical and clinical capability specific to people with a disability.
  - e. Standards of communication
  - f. Continuous Improvement practice, and other quality practices;
  - g. Value for money, added services and solutions
  - h. Evidence of consultation for service provision in the disability sector
  - i. Evidence of ability to meet Key Performance Indicators consistently.
3. Partnering with suppliers who can streamline and integrate supply chain procurement for the majority of needs for people with a disability.
4. Partnering with suppliers who have expert knowledge and skills about products and how they work. People with a disability frequently need support and service about how to operate and use equipment, or trouble shoot.
5. Partnering with suppliers who support choice and understand what people with a disability and healthcare workers need. For example, recent independent research<sup>1</sup> conducted by ParaQuad NSW stated that the most desirable aspect from prescribers and people with a disability is *'easy to navigate internet site with pictures'* and descriptors (of product). Importantly, not all websites are the same and an intuitive, helpful and robust IT platform which is integrated with the PADP program will increase customer satisfaction.
6. Partner suppliers who offer complementary clinical expertise.

---

<sup>1</sup> HealthCare Marketing Solutions February – March 2008

By granting a 'weighting' of these elements in the evaluation process of a future supply arrangement, organisations that show clear evidence and strong commitment to people with disabilities, will compliment service delivery and add to customer satisfaction.

It also helps form an important social network across the sector because people who operate within it have a tendency to understand it better.

**Item 6 Any other related matter:**

**Sustainability within the Disability Sector:**

Savings made from BrightSky Australia's provision of PADP aids and equipment under the current scheme is ploughed back into ParaQuad NSW. This supports many of its services described earlier aimed to empower people after catastrophic spinal cord injury: its complex and expensive whole-of-life programs which ParaQuad NSW provides to the community of NSW. Therefore in consideration of future providers, ParaQuad NSW urges the government to give priority to those organisations like ParaQuad NSW who support sustainability and give back to NSW disability programs.

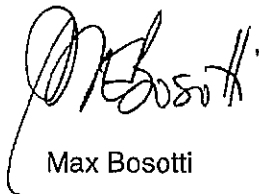
By partnering and integrating with service providers who can meet best practice, use industry benchmarks, provide value added services specific to its constituency – people with a disability – a new and much awaited standard of service delivery can be achieved.

We urge the government to consider our recommendations.

Yours faithfully



Wendy Potter  
**Chairman, ParaQuad NSW**



Max Bosotti  
**CEO, ParaQuad NSW**