Level 4, 56 The Terrace  
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New Zealand

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Kia ora koutou

Equipment and Modification Services (EMS) are a valued support funded by Whaikaha to assist disabled people to live as independently and safely as possible.

Demand for these services continues to exceed the available resources and Whaikaha is introducing a prioritisation process to ensure those who have the most urgent need can continue to access equipment and modification services. Your clinical expertise and assessment is instrumental in ensuring that resources are directed where they are most needed.

The new prioritisation process will be implemented for all equipment and modification requests, except band 1, which will remain as per current process.

The process will require EMS assessors to complete a prioritisation form to determine whether an EMS service request for a disabled person falls under priority one or priority two. All requests (except band 1) will require either:

* a review by a nominated clinical lead, or
* the assessment service can manage a quality process through monitoring the percentage of priority one applications being submitted by their service in the EMS Portal.

A copy of the prioritisation form will need to be uploaded with the service request.

Service requests for priority two equipment and modifications will be placed on a waitlist until funds are available. You will be notified when funds are available and the service request can progress. Should a disabled person’s needs change or become more urgent the prioritisation form can be updated and re-submitted.

Whaikaha will meet regularly with key stakeholders including the Directors of Allied Health, to understand the impact of the new process. We will keep you informed of any changes and medium- and longer-term measures to manage access to equipment and modification services.

Sarah Payne



Manager Central

Commissioning, Design and Delivery - **Whaikaha - Ministry of Disabled People**