Level 4, 56 The Terrace  
Wellington 6011  
New Zealand

18 March 2024

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.

To ensure we continue to meet the needs of as many people as possible Whaikaha is having to make changes to how equipment and modification services are delivered.

Whaikaha has introduced a prioritisation system to ensure disabled people who have the most urgent need can continue to access the equipment and modifications they need. Priority One applications are the most urgent and will be given priority.

Your application for equipment or modifications has been rated as Priority Two. This means your EMS assessor (Occupational Therapist, Physiotherapist or allied health professional) will discuss alternative options that may be able to support you while you wait for your equipment or modifaction needs to be met.

If your needs change or become urgent, please contact your EMS assessor to discuss this.

If you would like to provide feedback, please email [contact@whaikaha.govt.nz](mailto:contact@whaikaha.govt.nz) or call 0800566 601 or texting 4206.

Sarah Payne



Manager Central

Commissioning, Design and Delivery

**Whaikaha - Ministry of Disabled People**