

About Easyorder

What is Easyorder?

Easyorder is a quick way to order equipment considered low-cost and low-risk without submitting an equipment request. It can be used for participants in the Lifetime Care and Support Scheme and workers in the Workers Care Program.

Which suppliers accept Easyorder?

Equipment is to be sourced exclusively from the icare equipment panel, unless there is a need for a product not supplied by the panel. Easyorder can be used for products from [Alpha Lifecare](#) and products not available from the equipment panel providers.

Please use the equipment portals to order products from [Aidacare](#), [ALTER](#) and [Independent Living Specialists](#). For more information on the icare equipment panel, and portals please refer to the Equipment Panel Supply Information Sheet available at: www.icare.nsw.gov.au/practitioners-and-providers/healthcare-and-service-providers/equipment-and-maintenance/.

If a product is required that is not supplied by the panel, a supplier can be selected from the list of suppliers that are familiar with Easyorder and icare's invoicing process. icare does not have any agreements with suppliers outside of the panel. For a list of suppliers, please email: easyorder@icare.nsw.gov.au

Who can access Easyorder?

Easyorder can be accessed by users approved by icare. Approved users can be occupational therapists, physiotherapists, speech pathologists, clinical nurse consultants, and case managers working with participants and workers.

How do I arrange access to Easyorder?

If you want to access to Easyorder, email easyorder@icare.nsw.gov.au with your name, title and place of work. If approved, you'll be sent a declaration to sign, an Easyorder form, and information on how to use Easyorder.

What can I order using Easyorder?

You can order a range of equipment. This includes:

- Items which cost less than \$1,000
- Items considered 'low-risk'. For instance, Group 1 equipment according to the [Professional Criteria for Prescribers](#)
- Items of a standard model or design. Equipment can't be highly customised
- Items commonly recommended for the person's disability group
- Items which fit into one of the following categories:
 - Activities of daily living and instrumental activities of daily living
 - Mobility
 - Exercise or fitness

What can't I order using Easyorder?

There are some restrictions on the types of equipment that can be ordered in Easyorder. You can't order:

- Equipment that is required for use in a hospital or other facility
- Equipment (or a similar item of equipment) which icare has previously not approved
- Any highly customised equipment
- Any equipment that is not commonly recommended for a person's disability group
- Any equipment that could be considered to be a standard household item
- Equipment which is to be used during treatment sessions as this is the responsibility of the treating clinician to source and supply. Note: Items needed for completion of a home program are acceptable to order using Easyorder.

How do I place an Easyorder?

Refer to the full instructions for using Easyorder which will be sent once you're approved to use Easyorder.

Further information

For more information please email: easyorder@icare.nsw.gov.au or call the equipment officer on 1300 738 586.

icare

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