

# About EasyOrder

## What is EasyOrder?

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

## 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 access to EasyOrder email [easyorder@icare.nsw.gov.au](mailto:easyorder@icare.nsw.gov.au).

The email should contain 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 in 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 in 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.

## Which suppliers accept EasyOrder?

Over 30 suppliers have agreed to accept EasyOrders. For a list of suppliers, please email: [easyorder@icare.nsw.gov.au](mailto:easyorder@icare.nsw.gov.au). icare doesn't have any contracts or agreements with suppliers for EasyOrder. The supplier list simply identifies suppliers familiar with the EasyOrder ordering and invoicing requirements. Suppliers can be added to this list.

## How to 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](mailto:easyorder@icare.nsw.gov.au) or call the equipment officer on 1300 738 586.

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