



Material Aid Project Orthotic Devices Policy

Approved by Board: March 2023

Managed on behalf of the Footscape Committee by: Chief Executive Officer

Introduction

Footscape is a registered Australian Podiatry charity that assists disadvantaged persons, including identified homeless persons, persons seeking asylum, Aboriginal persons, financially disadvantaged children and victims of domestic violence, encountering or at risk of encountering foot pathology. This policy describes how you can access Orthotic Devices as part our Material Aid Project service, what we can do for you, and what we ask of you in return. We require all users of our service to agree to this Material Aid Project Orthotic Devices Policy.

Material Aid Project Overview

Footscape is a volunteer-powered charity that affiliates with Podiatrists and other health professionals employed by accredited Australian public health organisations or other recognised welfare organisations to distribute Podiatry material aid items including footwear, socks, foot care kits and orthotic devices to identified disadvantaged persons encountering or at risk of encountering foot pathology.

We rely on you to assess your client's needs, place requests online, and distribute material items on behalf of your clients.

Registration

To register for our service, please read this Material Aid Project Orthotic Devices Policy and complete the online Registration Form. You must register using your work email address. Once you have successfully registered you are ready to start submitting the online Paediatric Orthoses Assessment Form for children or requesting consent/completing the online Material Aid Request Form for adults.

It is your responsibility to make your employer aware that you are accessing our service.

Service scope

This Policy covers the affiliation between Footscape and Podiatrists employed by accredited Australian public health organisations for the provision of Orthotic Devices funding by Footscape for clients who are assessed as requiring Orthotic Devices.

Terms and conditions for Orthotic Devices obtained from Footscape:

1. No financial commitment is sought from the accredited Australian public health organisation employing the Podiatrist.
2. Personal details of a Client (except for age) shall not be released to Footscape.
3. Only Clients in possession of a valid Health Care Card are eligible for funding.
4. Pre-approval is only required in the following circumstances
 - a) the Orthotic Device is expected to cost more than \$200
 - b) the client is an adult aged eighteen years and over.
5. The Podiatrist at the accredited Australian public health organisation assesses clients who are encountering foot-related medical problems to determine if they require Orthotics. If the Podiatrist concludes that Orthotics are required, they can complete a purchase order in accordance with the employer's procedures.
6. It is expected that Orthotics purchased will be either off-the-shelf designs or semi-customised, however, custom-made orthotics may be obtained if extenuating circumstances are apparent. The Podiatrist should ensure that any Orthotics ordered are appropriate in the management of each Client.
7. The Podiatrist is responsible for ordering, dispensing and monitoring the Client's Orthotics.
8. Footscape will ensure that it promptly reviews all FPOAs submitted by the Podiatrist and, if satisfied that the Client is eligible for funding, Footscape will promptly arrange for payment of the Invoice issued by the Orthotics Laboratory. The Podiatrist should advise the Orthotics Laboratory that the Invoice should be directed to Footscape with the Orthotic Device directed to the Australian public health organisation. If the Orthotic Device was pre-purchased by the Australian public health organisation an Invoice should be generated to Footscape and uploaded to the FPOA.
9. Footscape may compile clinical assessment data for the purposes of documenting features of the Clients that have been assisted.
10. If the Podiatrist determines that a Client requires footwear in addition to their Orthotics for the purpose of attending school and participating in school-related activities, the Podiatrist may request new footwear through the FPOA. Footwear can alternatively be requested for a client through the Material Aid Request Form.

Referrals

We do not provide a public facing service and therefore you cannot send your client(s) to us with a referral. We rely on you to liaise with us on behalf of your client(s), including requesting, pick up and distribution.

If individuals approach us directly for material aid, we refer them back to their relevant health and/or welfare organisation.

By supporting you with material aid items we can help you build a stronger and more trusting relationship with your client(s). Our goal is to support the work that you do to promote foot health and well-being.

Documentation

We will email you a PDF summary of the items dispatched with each request.

Communication

Please ensure all communication with our staff and volunteers, and their personal contact details are kept private and confidential.

Terms and conditions for items obtained from Footscape

You agree;

1. To use the items solely to support our work to care for persons in need.
2. That the items will not be used to further or with the intent to commit a terrorist act(s) or to associate with any criminal or terrorist activities.
3. That the items may not be transferred, sold, given or assigned to any other organisation or entity and that the items must be received and stored at a business location and not a personal residence.
4. That you will not sell, trade, barter or otherwise transfer the items in exchange for money, property or services.
5. That the items may not be used in conjunction with any fundraising activities and that you will not accept voluntary, recommended or required cash donations in direct or indirect exchange for the items.
6. That items may not be given to or taken by you or your volunteers, officers, directors, or employees, for personal use and that the items will not be returned to the original donor or returned to the donor's retail store.
7. To maintain adequate books and records of any items that obtained (as required by applicable tax law and regulations), and to make such records available upon request.
8. To provide adequate substantiation of distribution of the items promptly upon request.
9. To adhere to a non-discrimination policy in accordance with applicable state, territory and/or federal law.

Non-adherence to these terms of service

If you do not comply with these terms of service, we have the right to temporarily suspend or permanently revoke your ability to access the Material Aid Project.

Privacy

Footscape will use submitted information for the purposes stated and for no other purpose. Information will be destroyed when it is no longer relevant for the organisation. Footscape complies with Commonwealth and Victorian Government privacy legislation.

Notification

We may amend or update the Material Aid Project policy from time to time. When we do this we will notify you in writing.