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**Equipment Service FAQ**

**Why This Matters to Us**

At Newlife, we understand that living with a disability presents many challenges, and it places significant pressure on families. We want to help by providing essential equipment to improve the lives of children and young people. While we cannot guarantee assistance for all children, we are committed to supporting as many as we can. Please use this FAQ sheet to guide you through the application process.

**Can I apply to Newlife?**

**Newlife can consider an application for equipment if the child or young person:**

* Is under the age of 19 years
* Resides in the United Kingdom
* Has a significant disability, life-threatening/limiting condition, or terminal illness

**What equipment does Newlife provide?**

**We can support with a wide range of specialist equipment up the value of £10,000, including:**

* Buggies
* Wheelchairs (manual or powered)
* Cot/bed/safety sleeper
* Car seats (We are not able to fund if a child has access to a Wheelchair Accessible Vehicle)

**What does Newlife not fund?**

**Newlife cannot fund:**

* Custom/bespoke/moulded equipment
* Permanent repairs or adaptations to any equipment funded by a local Statutory Service (e.g. health or social care)
* Reimbursements for items already purchased
* Repairs or adaptations to any equipment
* Extended warranties or insurances for equipment

**How do I apply?**

* Before completing an application, please contact the Nurse Helpline at 0800 902 0095 (Monday – Friday, 8am – 8pm).
* Visit our website at [www.newlifecharity.co.uk](http://www.newlifecharity.co.uk/) to view our online catalogue, which lists the equipment Newlife funds or loans.
* Your supporting professional must agree to the chosen equipment and provide their contact details, and expected to complete Part B of the application form which will be sent automatically to them upon receiving the families Part A.

**Please note that we no longer accept hard copy applications. All applications must be completed online.**

**Who can complete the application form?**

The parent or carer should complete part A of the application form. If you need assistance, please consult with your supporting professional. They can guide you but cannot complete the form on your behalf.

**Which professional can support my application?**

Equipment for postural/medical reasons:

This should be a professional who typically visits the home and can assess how the equipment would function in the home environment. **Professionals include but are not limited to:**

* Occupational Therapist (O.T)
* Physiotherapist
* Clinical specialists (e.g. Duchenne Muscular Dystrophy nurse, Epilepsy nurse)
* Registered health professionals

**Equipment for behavioural reasons:**

**The same professionals as above, plus:**

* Social worker
* Health visitors
* Speech and Language Therapist (SALT)
* Child and Adolescent Mental Health Services (CAMHS)

Newlife requires a statutory professional to support the application where possible. Private professionals are also accepted if they are actively involved in the child’s care.

**What happens once I submit my application?**

* Once part A of your application is completed, part B will be automatically emailed to your supporting professional for completion.
* Once both parts of the application are complete, it will be submitted to Newlife for review.
* We will assess whether an in-person, virtual, or no assessment is required.
* You will be contacted with the outcome of your application.

**What happens if I do not have one of the listed supporting professionals?**

If you do not have one of the listed supporting professionals, please contact the Nurse Helpline on 0800 902 0095 (Monday – Friday, 8am – 8pm) or email [nurse@newlifecharity.co.uk](mailto:nurse@newlifecharity.co.uk) to request a call back.

**What if the equipment I need for my child is not in the Newlife catalogue?**

Newlife can only provide equipment listed in our catalogue with our designated suppliers. If the equipment you require is not in the catalogue, please contact the Nurse Helpline at 0800 902 0095 or email [nurse@newlifecharity.co.uk](mailto:nurse@newlifecharity.co.uk) for signposting to other organizations that may assist with funding.

**What is a Loan?**  
Newlife understands that some children urgently need specialist equipment, including beds and buggies, due to a change in their condition, for postural, medical, or nursing needs, or for hospital / care setting discharge. Newlife will look to loan equipment if it is available in our loan suite once the supporting professional has confirmed that the specification of equipment is suitable for the child’s needs (an application will still need to be completed). The loan period is for up to 6 months while statutory services make long term provision. If statutory services cannot provide the equipment long-term, a loan will not be considered.

**Can I loan equipment for holidays?**

Unfortunately, we are unable to loan equipment for holiday use.

**My professional has asked if they can provide a supporting letter?**

Your professional must complete part B of the application form. This will be automatically sent to them once you complete part A.

**If I have already raised funding for part of the equipment, will Newlife look to part-fund?**

Yes, Newlife can look to part-fund equipment. Please note that this follows the same process and does not speed up the application process.

**Who do I contact for an update on my application?**

You can contact our Nurse Helpline on 0800 902 0095 and speak to your Application Co-ordinator.

**We hope this FAQ helps clarify the application process for equipment. If you need further assistance, please do not hesitate to reach out to our Nurse Helpline or visit our website for more details. We're here to support you every step of the way.**