

Wishes for Wheels – Frequently Asked Questions (FAQs)

1. What is the Wishes for Wheels program?

Wishes for Wheels is a community initiative by APEX Mobility and Motion Composites Inc. to provide a custom, ultralight manual wheelchair - at no cost - to someone in genuine need. If a wheelchair could transform your independence and improve your daily life, this program was created for you.

2. Who should apply?

Anyone living in Australia who:

- Uses a manual wheelchair or needs one but doesn't currently have access to a suitable option
- Is unable to access or fund an ultralight wheelchair through other means
- Can clearly show how a new wheelchair would make a meaningful difference in their mobility and overall quality of life

3. Is there a minimum age to apply?

There is no minimum age. Wheelchair users of all ages are encouraged to apply. We want to hear from children, teens, adults, and seniors - every story matters.

4. How do I apply?

Simply complete and submit the application form online after 1st June 2025. Applications close on Sunday, 24 August 2025, so don't miss your chance.

5. What are the key dates I need to know?

- Applications open: Sunday, 1 June 2025
- Applications close: Sunday, 24 August 2025
- Recipient announced: Monday, 8 September 2025
- Final order placed by: Tuesday, 30 September 2025

6. What will the recipient receive?

The recipient will be provided with a premium Motion Composites wheelchair tailored to their needs. This includes:

- A wheelchair base model approved for use in Australia
- Compatible accessories and seating (including a cushion and back support)
- Support from a local supplier or therapist for assessment and fitting
- Clinical oversight from APEX Mobility to ensure a proper setup

7. What costs should I expect?

There's no cost to you for the wheelchair or its included parts. However, you may be responsible for:

- Any extras or custom items not part of the program
- Labour fees for future repairs or adjustments outside of the initial fitting

8. What support will I get throughout the process?

From start to finish, you'll be supported by:

- Your local Assistive Technology Professional or supplier
- A clinical educator from APEX Mobility (in person or virtually)
- A dedicated team ensuring your wheelchair is the right fit and ready to use

9. What if my condition changes after I apply?

If your mobility status or funding situation changes significantly before your wheelchair is delivered, it may affect your eligibility. If there are avoidable delays in the process, APEX Mobility may need to reassign the opportunity to another applicant.

10. Can I apply if I've been a recipient in the past?

To ensure fairness and reach more people, past recipients are not eligible to apply again.

11. Can I return or exchange the wheelchair later?

Due to the custom nature of the wheelchair, returns and exchanges are not permitted, except for warranty-covered repairs.

12. What's the benefit for dealers or suppliers who help?

This program is a chance for dealers and therapists to make a real difference in someone's life. While they're not paid for their time, they gain:

- The opportunity to give back to the community
- Positive exposure through APEX Mobility's media and promotional channels
- A meaningful role in changing someone's mobility journey for the better

13. How long is the wheelchair covered under warranty?

- Wheelchair frame and parts: 5-year warranty (excluding misuse or damage)
- Seating components: One-time replacement within 5 years
- Labour for repairs may incur a cost depending on your supplier.

14. Will my personal information be shared?

No. Your data will only be used for the Wishes for Wheels program and will remain confidential. By applying, you agree to our privacy policy.

15. Who do I contact if I have questions?

We're here to help!

APEX Mobility

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