



## **ABOUT US**

The State-wide Equipment Program (SWEP) is funded by the Department of Health (DH) to provide support for eligible Victorian people living in the community, who have a long-term disability or are frail aged.

## **HOW DO I KNOW IF I AM ELIGIBLE?**

Please visit our website to check your eligibility:

**<https://swep.bhs.org.au/check-eligibility.php> or contact us on 1300 747 937.**

## **HOW CAN SWEP HELP?**

We provide a contribution towards the cost of:

- Assistive technology equipment
- Lymphoedema compression garments
- Home and vehicle modifications
- Laryngectomy consumable products
- Medical oxygen
- Continence products
- Equipment repairs & preventative maintenance
- 24/7 afterhours emergency repairs service

## OUR SUPPLIERS

SWEP has established long term contracts with reputable suppliers in order to provide a large range of quality products that meet varying consumer needs.

This ensures compliance with relevant Australian Standards; warranty and value for money; delivery, installation and consumer education.

## 24/7 SUPPORT

Equipment can fail at any time and as such SWEP provides a unique support service that operates 24/7, 365 days a year. This service is provided to consumers through a long-standing partnership with our Repair and Reissue supplier.

## HOW DO I APPLY?

**Request an appointment with a SWEP registered Practitioner (i.e. Occupational Therapist, Physiotherapist, Continence Nurse, Respiratory Physician etc.)**

1. Your Practitioner will complete an assessment and together you will decide on the equipment and products that best meet your needs.
2. An eligibility form and online application will be completed and submitted to SWEP on your behalf.
3. Once SWEP receives your application it will be triaged using our "Priority of Access Guidelines". This means that consumers requiring urgent support are readily identified, and others are accommodated once funding becomes available. You will be notified in writing of the status of your application.

We also have a broad range of fully refurbished equipment available. If your Practitioner identifies a suitable item from our re-issue pool, there will be no delay for supply.

## PROVIDING FEEDBACK

Your feedback helps us know what we are doing well and where we need to improve. If you have any comments, compliments, suggestions or concerns about any aspect of our service please:

Email us [swep@bhs.org.au](mailto:swep@bhs.org.au);

Phone us on **1300 747 937**;

OR visit our website here for more options

<https://swep.bhs.org.au/providing-feedback.php>

## HOW TO CONTACT US?

SWEP operates 8.30am - 5.00pm Monday to Friday with an after-hours service for emergency breakdowns.

**P: 1300 747 937 or 03 5333 8100 F: 03 5333 8111 E: [swep@bhs.org.au](mailto:swep@bhs.org.au)**



**SWEP is part of Ballarat Health Services –Grampians Health and supports consumers across the entire State of Victoria.**