

Information for Consumers: *Repairs & Maintenance* Frequently Asked Questions



[To use an interpreter over the telephone – Phone 131 450](tel:131450)

State-wide Equipment Program

What is the SWEP Repairs & Maintenance Initiative?

The State-wide Equipment Program (SWEP) owns over 30,000 items of equipment. SWEP is responsible for the maintenance and repair of this equipment, which is loaned to clients to help them live independently.

Who is Chemtronics Direct?

The Chemtronics group is a national company established 33 years ago, which also carries out work for a large number of healthcare facilities, the Australian Defence Force and Ambulance Services. Chemtronics is owned by Cabrini Health and currently manages, monitors and maintains over 250,000 assets across Australia and New Zealand, including the same equipment that is provided by SWEP. Chemtronics has an outstanding record of service.

What is the difference between repairs and maintenance?

When the equipment breaks down, a repair is undertaken to fix the equipment. This service is operational 24 hours per day, every day including public holidays if it has been agreed by SWEP that the equipment needs to be fixed straight away. A Preventative Maintenance Program is being introduced to regularly service our equipment to prevent or minimise breakdowns. This service will operate during normal business hours.

What do I do if the equipment I am using breaks down?

Phone: 1300 PH SWEP (1300 74 7937) and one of the SWEP staff will organise to get the equipment repaired for you. SWEP and Chemtronics provide an emergency After-hours service 24 hours per day, every day of the year including public holidays. When you call 1300 PH SWEP (1300 74 7937), you will be directed to the After-hours Emergency Service which is manned by SWEP staff.

Does SWEP repair tubing or tyres for scooters and wheelchairs?

No. The repair of tubing or tyres is the responsibility of the SWEP client. Your supplier may know of a repair service if you are having difficulty finding one. You can also contact SWEP who will arrange for Chemtronics to repair the item - this repair will be at a cost to the client.

When should I report a breakdown or intermittent fault with my equipment?

As soon as it occurs - the functionality and safety of your equipment is important to SWEP.

Who do I tell if I need help to transfer out of the equipment while it is getting fixed?

If you are unable to transfer independently, or make arrangements for family or a carer to assist you, let SWEP know when you report the breakdown.

What do I do if equipment I am using breaks down and is still under warranty?

Contact SWEP. We will make contact with the original supplier to fix the problem under warranty.

How quickly will the repair be arranged?

You will be able to discuss how urgently the repair needs to be done; the response time to repair the equipment will depend on your living arrangements including carer support and how dependent you are on the equipment.

Repairs are prioritised to ensure that absolutely urgent repairs can be done in the quickest time possible.

What happens if the equipment I am using breaks down when I am not at home?

When it is not possible for you to get home safely, SWEP will arrange for Chemtronics to come to wherever you are within Victoria.

Chemtronics is not able to make travel arrangements for you, so you may need to call either family or a taxi to get you home.

If you are in another State and SWEP equipment breaks down, SWEP will organise for an interstate repairer to fix the equipment for you.

What happens if Chemtronics can't repair the equipment at my home?

Sometimes, Chemtronics will need access to either special equipment or repairers, or replacement parts and will not be able to fix the equipment at your home.

When this happens, Chemtronics will get the equipment repaired and returned to you as quickly as possible for you.

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Can I borrow equipment from SWEP if the equipment cannot be repaired at my home?

SWEP will talk to you about how much you depend on the equipment and whether we have the same equipment available in our reissue inventory for short term loan.

SWEP is unable to lend you equipment if it is not the same as what you are using without the advice of your prescriber.

What happens if SWEP determines that it is not cost-effective to repair the equipment?

If it is more cost effective long term to purchase new equipment, Chemtronics will contact you by phone to discuss your options. If Chemtronics has a replacement item that your prescriber agrees is suitable and safe for you to use, SWEP will reissue the item to you. If a reissue item is not suitable you can then submit a new application to SWEP for new equipment. Your prescriber will need to reassess you and once all the necessary paperwork has been received by SWEP there should be no wait for funding for the replacement equipment.

If you wish to keep the item you can ask to have ownership of the item transferred to you from SWEP. This will mean that you will be responsible for the maintenance and repairs of the item, as well as any costs incurred.

What happens if my equipment is not repairable?

If your equipment is not able to be repaired, Chemtronics will contact you by phone to discuss your options. If Chemtronics has a replacement item that your prescriber agrees is suitable and safe for you to use, SWEP will reissue the item to you. If a reissue item is not suitable you can then submit a new application to SWEP for new equipment.

Your prescriber will need to reassess you and once all the necessary paperwork has been received by SWEP there should be no wait for funding for the replacement equipment.

What if I contributed to the cost of the equipment?

SWEP retains ownership of equipment where SWEP have paid more than 50% of the cost of equipment worth more than \$1,000.

What do I do if I don't want SWEP's contracted repairer to fix the equipment?

You should advise SWEP as soon as possible so that ownership of the equipment is transferred to you. You can use your preferred repairer, and you will be responsible for paying for the repairs yourself.

SWEP does not pay for repairs to equipment not owned by SWEP, and is not responsible for maintaining this equipment.

What do I do if I don't need the equipment I have on loan from SWEP?

Contact SWEP and we will organise for the equipment to be collected.

What if I need to have modifications done to equipment that I am using?

There is no change to the current process. Your prescriber will send SWEP their recommendation and a quote from their preferred supplier.

How do I provide feedback or make a complaint?

Feedback can be provided in the following ways:

- Fill in a feedback form available from our website <http://swep.bhs.org.au/> or by contacting us and we can send the form to you.
- Call our Customer Service line on 1300 PH SWEP (1300 747 937) or (03) 5333 8100. If you require an interpreter, or have a hearing or speech impediment, we can assist by accessing the Victorian Telephone Interpreting & Translating Service or National Relay Service.
- Write to us at: P.O. Box 1993, Bakery Hill, Vic 3354
- Email us at swep@bhs.org.au
- Send a fax to 03 5333 8111