



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

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Welcome

Welcome prescribers to the third 2015 edition of the SWEP prescriber newsletter.

In this edition you'll find information regarding progress on the SWEP website re-development; the new competency-based education strategy and requirements; Re-issue initiatives; the launch of affordable insurance for wheelchair and scooter clients; program up-dates; an alert system for suppliers attending client's homes and much more.

SWEP Website Project – Progress Report

The redevelopment of the SWEP Website is nearing completion with 'Go Live' anticipated date November 1. We are currently in the testing phase with dedicated staff working closely with the Web Designer, to check and re-check content and functionality. The website includes the added features of logon functionality to a Prescriber dashboard where you will be able to:-

- Access all SWEP documents/ tools related to the prescription process
- Register as a new prescriber
- Submit applications and associated documents online in a secure environment
- View previously submitted online applications including their status.
- Check your approved prescriber credentialing levels and up-date your details.

Your clients will also be able to check the status of their applications on-line if desired.

There will be a 2 to 3 month grace period before all applications will need to be submitted via the new website. In the weeks leading up to rollout you will receive information about transition to the new system. We look forward to your co-operation, patience and feedback as we roll out this exciting initiative.

Competency based education

SWEP is committed to ensuring an education model exists in Victoria to support prescribers in evidence based prescribing. To facilitate that we are in process of partnering with Central Queensland University (CQU), who will deliver competency based education for SWEP registered prescribers at all credentialing levels. Preliminary discussions have been held with Professional Associations to ensure we are working together to enhance the skills and knowledge of our prescriber base.

From January 1, 2016 new prescribers will be required to attend an initial education session which will encompass practical aspects of prescribing through SWEP as well as the basics of physical (MAT) assessments and how to prescribe basic equipment. SWEP will be subsidising this education – more details will follow.

As the NDIS rolls out SWEP will also require prescribers new to that program participate in education specific to NDIS participants.

Highest level education will be available to qualify prescribers for Red prescriber status and will be rolled out in priority order of:

- Wheelchairs and seating - Children
- Wheelchairs and seating - Adults
- Beds and Mattresses
- Specialised Bathing and toileting

SWEP Clinical Advisors will be working with CQU to develop and deliver the course content, and competency assessment will be via review of prescriptions by our Clinical Advisors after course attendance. This is modelled on the successful pilot for Vehicle Modification education which 63 prescribers recently completed at CQU at their facility in Spencer Street in Melbourne.

SWEP and CQU will be developing “Amber” education and expansion of “Red” education across other categories in the near future.

This is an exciting initiative for SWEP and will ensure the DHHS and NDIA have confidence in our prescriber capabilities as the rollout of the scheme progresses.

Clinical Consideration template for scripts requiring Clinical Advisor validation

SWEP have implemented changes to the clinical advisor review process. This includes the introduction of a ‘Clinical Advisor Consideration Template’ that you will receive when your script needs to be validated by a Clinical Advisor. The template will ensure efficient communication between Prescriber and Clinical Advisor and decrease the time taken to review prescriptions.

Re-issue

1. Up-date from Sarah Casey (Senior OT based at Chemtronics)

Dear SWEP prescribers,

Over the past five months, I have worked with many of you to assist you to prescribe quality reissue equipment for your clients. I also know however, that there are many others of you who feel nervous to prescribe reissue equipment and maybe feel a little unsure of the process. I would like to help you to feel more confident to do this if I can.

I recognise that there are some pieces of equipment that are relatively easy to prescribe based solely on the information on the database. These items (such as the beds, electric lift chairs, hoists) tend to get snapped up relatively quickly. There is other equipment however, that is more difficult to prescribe without further support and trial set up. These items, such as the powered wheelchairs and high end manual wheelchairs, are often of highly customised and with support, I believe many more of them can be prescribed.

Unfortunately, SWEP does not have the capacity to allow for trials of equipment. This means that money can't be spent on the item to refurbish it until it is allocated to an individual. This does make the prescription a little more difficult, but it is certainly not impossible. Already so far we have had some great success, with clients receiving good quality, high end wheelchairs and seating for a fraction of the cost and within a significantly reduced time-frame and no gap funding required.

I would like to let you know my preference for the steps involved with the prescription of complex wheelchairs. You can use as many or little of these steps as possible. Whatever makes it easier for you and your client:

- 1) Review the items available on the database. A handy user guide can be found here: [User guide for Re-issue database for SWEP Prescribers can be found here.](#)
- 2) Reserve item/s you think are worth reviewing for your client. Please note that there is now also a number of backrests added to the database under the "seating systems and accessories" sub category.
- 3) Call or email me 9463 2888 or sarahcasey@bhs.org.au to ask any further questions regarding the selected equipment.
- 4) Arrange an appointment here at Chemtronics to set up the equipment. It is important to remember that at this point, funding has not been allocated for refurbishment so there are some limitations. I can do my best to get it looking presentable though.
- 5) At this appointment, we can discuss required modifications and set up, as well as make some simple changes as required.
- 6) You can then send an email to support@chemtronics.com.au to request a quote for the modifications as discussed. You can now also remove unwanted items from your reservations too. **[***NEW GUIDE TO UNRESERVING ASSETS***](#)**
- 7) Once you receive the quote, you send it in to SWEP with your application.
- 8) When the equipment is ordered, you can choose to have the final fitting here at Chemtronics to ensure you and your client is happy with the finished product prior to taking it home. You can also choose to request a tech deliver rather than come in here. This means the person who delivers the equipment will be able to adjust it on site. Please note: If you choose a tech delivery, this will need to be requested at the time of submitting the SWEP application.

I recognise that things can be a little more difficult for those therapists and clients located long distances from Melbourne and I will help where I can. Skype is certainly an option if you feel this would be helpful.

Due to the fact that the reissue wheelchairs and seating have traditionally been so difficult to prescribe, I have decided to focus mainly on this area. Many of you know Tim Belleville, Rehabilitation Technician here at Chemtronics. Tim is very knowledgeable and experienced and is able to assist with any queries regarding any of the other equipment. He can be contacted on 9463 2888 or timbelleville@chemtronics.com.au

My days of work are Mondays, Wednesday mornings and Thursdays. Feel free to contact me with any questions on those days.

Regards,

Sarah Casey, Occupational Therapist

2. Cataloguing of Equipment Componentry (wheelchair builds)

SWEP has identified that a vast number of wheelchairs come into reissue which have backrest systems fitted such as Jay, Matrix, Spex etc. To best utilise these backrests, we are removing them from wheelchairs and assigning a separate asset number on the reissue database. You can now select (reserve) a wheelchair and a backrest and Chemtronics can 'build' a chair from your request. If a client already has a SWEP funded wheelchair you can also select a reissue backrest only and we can have this fitted for the client.

The backrests are categorised as 'Seating Systems & Accessories' on the reissue database. Our Occupational Therapist at Chemtronics, Sarah Casey, can be contacted to discuss any queries you may have regarding suitability of a backrest for a particular wheelchair.

SWEP is currently working on a project with Chemtronics to build a catalogue for equipment componentry and in the near future we aim to add more componentry categories including headrests, elevating leg rests, lateral supports, complex controls, slings, pelvic supports, harnesses, gel arm/foot pads and calf straps. This catalogue will be available on the Chemtronics re-issue database for prescribers to select componentry for equipment customisation. Once the componentry has been catalogued completely, it will make building custom seating systems possible for the first time from re-issue parts.

3. Prescriber Re-issue Feedback

The following email (de-identified) was recently received from a SWEP registered prescriber.

"Re: Happy customer – successful re-issue!

Dear Jenny

This made a real difference!!! Thanks Sarah, Tim, Tony and the team at Chemtronics who enabled this to happen. Just wanted to let you know what a successful appointment I had with Sarah yesterday at Chemtronics with my clients X and X.

Sarah managed to match the clinical needs and source a back, headrest and a head rest clamp that can be reissued, and we can now save this family over \$1300.00 in gap funding.

The original prescriber scripted the power chairs, for X and X, to fit into the SWEP funding limits that did not require any gap funding. Unfortunately these chairs did no suit their clinical needs, and in fact when X's chair was issued, without any therapist on site fitting, or driving test, she ended up being in a chair that was actually unsafe for her, due to the excessive loading on the front castors, and causing about \$500 of damage to a maxi taxi. It was incredibly lucky that X did not injure herself.

X and X are both on packages and use all their funding each week, due to high care needs – they have been trying to save up each week for the gap through their packages.

Now we have got it down by this amount they will be in a much better place to get the rest of their gap money much sooner.

This will be critical part of the SWEP service to those who otherwise still cannot access SWEP, due to gap funding limitations.

So this service will make a huge difference to so many.

Thanks again, Regards X"

Insurance for scooters and wheelchairs

SWEP and Blue Badge Insurance Australia have recently announced the launch of a specialist insurance product designed specifically for users of funded equipment.

SWEP and Blue Badge have partnered to create a product that will protect scooter and wheelchair users against accidental loss and damage, third party property damage and third party personal injury.

The insurance will cost scooter users just \$105 per annum and wheelchair users (both manual and electric) from \$155 per annum, depending on the cost of their chair.

SWEP has always recommended that clients take out insurance for their equipment, but until now there hasn't been a policy that was both comprehensive and affordable. Clients will now have access to a product that protects them against accidents and other unexpected events through Blue Badge Insurance.

The insurance, which is underwritten by Lloyd's, is not compulsory and is available initially only for SWEP clients in Victoria. This product became available to SWEP clients on 1 September 2015.

National Disability Insurance Scheme (NDIS) Up-date

The long awaited transition plan for the remainder of the state has finally been released. Victoria signed a bilateral agreement with the Commonwealth that outlines the transition plan from July 2016 to June 2019. The sequence of transition across Victoria is as follows:

1 July 2016	Banyule, Darebin, Nillumbik, Whittlesea, Yarra
1 January 2017	Ararat, Ballarat, Golden Plains, Hepburn, Moorabool, Pyrenees
1 May 2017	Campaspe, Central Goldfields, Greater Bendigo, Loddon, Macedon Ranges, Mt Alexander
1 October 2017	Inner Gippsland: Bass Coast, Baw Baw, Latrobe, South Gippsland, Ovens Murray: Alpine, Benalla, Indigo, Mansfield, Towong, Wangaratta, Wodonga Western District: Corangamite, Glenelg, Hindmarsh, Horsham, Moyne, Northern Grampians, Southern Grampians, Warrnambool, West Wimmera, Yarriambiack
1 November 2017	Inner East: Boroondara, Manningham, Monash, Whitehorse Outer East: Knox, Maroondah, Yarra Ranges
1 March 2018	Hume, Moreland
1 April 2018	Bayside, Frankston, Glen Eira, Kingston, Mornington Peninsula, Port Phillip, Stonnington
1 September 2018	Cardinia, Casey, Greater Dandenong
1 October 2018	Brimbank Melton: Brimbank, Melton Western Melbourne: Hobsons Bay, Maribyrnong, Melbourne, Moonee Valley, Wyndham
1 January 2019	Goulburn: Greater Shepparton, Mitchell, Moira, Murrindindi, Strathbogie Mallee: Buloke, Gannawarra, Mildura, Swan Hill Outer Gippsland: East Gippsland, Wellington

Program Updates

1. The role of Archicentre in major Home Modifications

The Office Of Housing has provided the following points in order to clarify the role and expectations of Archicentre's level of service for people applying to the Aids and Equipment Program for subsidised major home modifications:-

- Archicentre must use inspectors qualified to undertake inspections for health & safety purposes that meet AS 4349.1 – 1995 – Part 1 for the visual inspection of residential properties.
- A property condition inspection (Inspection 1)
- The report will also need to detail specific modifications such as ramps, level entry shower and wheelchair accessible facilities to accommodate frail senior clients and/or clients with disabilities, including a sketch of proposed modifications with dimensions and any applicable standard specifications, if required.
- Archicentre reports must be clear, concise details of works, estimated costs and identification of trades who would undertake such works.
- A final inspection of completed works (Inspection 2) to determine the adequacy of works completed by contractors identified in the “Inspection 1” of the Report prior to payment to the contractor.

2. Approval in Principle for Home Modifications

SWEP has formed a working party with several home modifications Clinical Advisors, to work on implementation of an Approval in Principle model. This model has been used for complex custom wheelchairs and is now being considered to home modifications. The proposed model would allow a prescriber to lodge an application following OT home assessment, and to later engage Archicentre and builders when funding is imminent. This will ensure the required paperwork and quotes are up-to-date avoiding any unnecessary delays in the process. This change in practice applies to applications where no gap funding is likely to be needed and/or priority of access is not assessed as “Urgent”.

3. Business Rules for delivery of pressure care

If you are prescribing pressure care items for your clients, we anticipate that your attendance for delivery and setup of this equipment is best practice (unless you have provided clear instructions in your script about set up requirements). Our suppliers will liaise with you directly to arrange a time that suits you and your client to make delivery arrangements (where appropriate) to ensure you are available at the point of delivery and set-up.

4. Contracted Beds and Mattresses

Most recently SWEP has undertaken a review of the contracted beds and mattresses with a Clinical Advisor and Rehabilitation Engineer. The findings from the review identified potential entrapment issues based on the mattress fit with the Etude Plus bed.

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SWEP have worked closely with our contracted supplier, GMS, about the findings in the report to develop a mattress with an increased length and width to eliminate risks. We are pleased to now offer our clients a bundle (within subsidy) which includes a bed, base mattress, pressure redistribution overlay, and full length side rails which comply with all relevant standards. These items are available separately but may incur additional cost. Please check out the table below and look out for these items in the [SWEP catalogue](#).

SUPPLIER CODE	SWEP PICKLIST	DESCRIPTION	HEIGHT
I.ETUDEPLUS	BA1A/BC1A	ETUDE PLUS ELECTRIC BED, WITH HB84 NON LOCKABLE HANDSET AND 4 FUNCTION OPERATION	
DU.PCMA002		ZENITH MATTRESS, SINGLE BED 198X86X15CM (Discontinued)	Discontinued
DU.PCMA009	BA3A/BC3A	ZENITH MATTRESS, SINGLE BED 202X90X15CM	150mm
DU.PCMA004	BA3A2/BC3A2	ZENITH MATTRESS, KING SINGLE BED 203X103X15CM	150mm
DU.PCMA007	BA3A3/BC3A3	BASE MATTRESS - FOR USE WITH PM265 ONLY, 200CM X 90CM X 7.5CM	75mm
AX.PM265	BA7B1/BC7B1	PM265 PRESSURE REDISTRIBUTION OVERLAY	125mm
AX.PM268	BA11B/BC11B	ZENITH PM268 MATTRESS REPLACEMENT SYSTEM	200mm
		BUNDLED ITEMS WITHIN SUBSIDY	
DU.PCMA007	BA12/BC12	BASE MATTRESS - FOR USE WITH PM265 ONLY, 200CM X 90CM X 7.5CM PM265 PRESSURE REDISTRIBUTION OVERLAY	75mm
I.1522786-1025		ETUDE LINE FULL LENGTH SIDE RAIL PAIR (discontinued)	Discontinued
		WITHIN SUBSIDY	
I.1538458-0101		ETUDE BRITT V FULL LENGTH TIMBER SIDERAILS- BEECH, 2050MM LONG	370 high/440mm low
		ACCESSORIES AVAILABLE	
I.1529665-0154		ETUDE TURNABLE SUPPORT HANDLE	
I.1542093-0154		ETUDE LIFTING POLE	1250mm
I.1417511-7032		ETUDE PLUS SUPPORT HANDLE H40X30W	400mm
I.1548936-7035		ETUDE LOCKABLE HANDSET HL84, 4 FUNCTION – SAEAS ONLY	
I.1423994-0154		ETUDE PLUS 20CM EXTENSION	
I.INV510		ETUDE BOLSTER, 880 WIDE, 320 LONG, 150HIGH	
I.1522786-1025-PS		ETUDE FULL LENGTH SIDE RAIL PADDED COVERS PR 2050X400MM- SUIT BRITT V	
I.1543779-0154		ETUDE TRANSPORT KIT	

SWEP Customer Service Changes

SWEP are increasing the options you can choose when you contact us via our 1300 747 937 phone number. This will enable you to directly contact an Administration Officer in the team you require. This change will happen early October 2015. Currently when you call you have 4 options to pick from, this has now been expanded to 9 options as below;

- If you are an NDIA participant or have a query in relation to the NDIA program please press 0
- If you require a repair or maintenance to your equipment please press 1
- If you're calling in regards to continence products please press 2
- If your call is in regards to oxygen enquiries please press 3
- If you have an enquiry in relation to a supported accommodation application please press 4
- If you have an enquiry in relation to home modifications please press 5
- If you have an enquiry in relation to a Childs aids & equipment application please press 6
- If you have an enquiry in relation to a Adults aids & equipment application please press 7
- For all other SWEP enquiries please press 8
- To hear these options again please press 9

The after-hours message will remain the same so you can still choose option 1 to request an emergency repair or option 2 to leave a message for a next business day response.

Consumer Surveys 2015

1. DHHS Consumer Survey

During May and June DBM Consultants conducted a formal survey on behalf of the Department of Health and Human Services, to gauge customer satisfaction with Victorian DHHS funded Aids & Equipment Programs.

Survey results confirmed an overall customer satisfaction of 88% over a range of services, being a slight increase of 2% from the previous year. The final report will be used to assist the planning of future customer service initiatives and service improvements by the State-wide Equipment Program.

2. SWEP Consumer Surveys

The State-wide Equipment Program has commenced surveying our clients when they receive their equipment this financial year. This survey will be used to measure not just our performance, and provide clients with an opportunity to voice their concerns and assist in highlighting areas in need of improvement, but we are seeking feedback about our client's experience from assessment through to equipment supply and whether the item/s have met their perceived goals. Results will be used to guide future planning, to ensure client focused outcomes are attained with provision of equipment, and also to gain a better understanding of aspects of the equipment provision process that we can influence and are responsible for. The survey questions align with the DHHS One Standards, to which

SWEP is accredited against. We now have sufficient data to enable analysis of the first quarter, and will share this with you in the next newsletter.

SWEP Alert System

The State-wide Equipment Program (SWEP) has a responsibility to our suppliers to ensure any identified potential risks or hazards associated with their interaction with our clients are communicated to prevent and minimize any occupational risk to the supplier. This does not replace the responsibility of the supplier’s own internal OH&S practices but rather intended to support.

The identified risk/hazard may come from various sources including feedback from our suppliers from previous contact with the client, or from our SWEP registered prescribers as noted in the delivery instructions on the prescription.

When a risk/hazard has been identified, the client’s file will be updated to reflect this using a colour code. An allocated colored alert system has been developed to ensure consistent practice, maintain client’s privacy and confidentiality while communicating very sensitive information with an external party.

Color	Reason
 Red	Infectious Disease
 Blue	Aggressive Dog
 Black	Aggressive Violent/Abusive client or carer
 Yellow	Squalor
 Green	Difficult Entry
 Orange	Dementia/Mental Illness
 Pink	Substance Use

SWEP Staffing and contact details

Please find up-to-date contact list of names and key portfolio responsibilities for the SWEP Management Team: [here](#)

P.O. Box 1993 Bakery Hill BC Vic 3354 P: 1300 747 937 F: 03 5333 8111

E: swep@bhs.org.au W: <http://swep.bhs.org.au>

Business Hours: M-F 8:30am-5:00pm, 24/7 after-hours emergency repairs