



Information for SWEP Registered Prescribers about the SWEP/NDIA Working Arrangements



Contents

What is the State-wide Equipment Program (SWEP)?	1
What is a SWEP Registered Prescriber and how do I apply?.....	2
What is the National Disability Insurance Agency (NDIA)?	3
What is SWEP’s relationship with the NDIA?	3
How will the NDIA engage with SWEP Registered Prescribers?.....	4
How do I submit an application to SWEP for an NDIS Participant?.....	5
What are SWEP able to offer prescribers and NDIS Participants and what is the benefit of equipment, home and vehicle modifications being sourced through SWEP?	6
What happens to existing SWEP applications for clients who transition to the NDIS?	9
Feedback	9
Providing Feedback.....	9
How do I provide feedback?	10
If I make a complaint will I be disadvantaged in future dealings with SWEP?.....	10
Will my complaint be responded to?	11
What happens if I am unhappy with the result of the complaint?.....	11
How to contact SWEP:	12

What is the State-wide Equipment Program (SWEP)?

The State-wide Equipment Program (SWEP) is managed by Ballarat Health Services. SWEP provides Victorian people who either have a permanent or long-term disability or are frail aged with equipment and home and vehicle modifications. SWEP aims to help people keep or improve their independence and participate more in their community. SWEP manages a number of different equipment and modification programs including:

- Aids and Equipment Program (A&EP)
- Contenance Aids (CA)
- Domiciliary Oxygen Program (DOP) Supported Accommodation Equipment Assistance Scheme (SAEAS)
- Top-up Fund for Children (TFC)
- Vehicle Modification Subsidy Scheme (VMSS)
- Community Equipment Programs (CEP)

SWEP also has Working Arrangements for the provision of some Assistive Technology¹ (AT) supports with the National Disability Insurance Agency (NDIA).

¹ Assistive technology, as defined by the World Health Organisation, is 'any device or system that allows individuals to perform tasks they would otherwise be unable to do or increases the ease and safety with which tasks can be performed. Within the Working Arrangements between the NDIA & SWEP, home modifications in scope include any 'non-structural' modifications.

What is a SWEP Registered Prescriber and how do I apply?

A SWEP registered prescriber is a health professional whose qualifications and level of experience are recognised by SWEP. Prescribers must have the appropriate qualifications to prescribe different types of equipment, home and vehicle modifications.

All prescribers should be registered with SWEP² in order to prescribe for National Disability Insurance Scheme (NDIS) participants who may require AT that is deemed to fit into the NDIS AT Complexity Categories 3 & 4 and optional for NDIS AT Complexity Category 2. All SWEP prescribers are given a traffic light colour that relates to their experience and further education:

- A 'Green' prescriber can prescribe commonly used equipment, home and vehicle modifications.
- An 'Amber' prescriber will have a higher level of experience and education. The equipment, home and vehicle modifications they can prescribe, and participants they can prescribe for, are more complex.
- A 'Red' prescriber is recognised as an expert in their field. Applications that need the expertise of these prescribers will be the most complicated, and the participants with the most complex needs.

You can apply to be a SWEP registered prescriber via the registration page on the SWEP website: <https://swep.bhs.org.au/register.php>.

² Applications undertaken for NDIS participants by non-registered SWEP prescribers will still be required to undergo a quality assurance assessment by SWEP, and those prescribers should contact SWEP to discuss the process and how to lodge their applications.

What is the National Disability Insurance Agency (NDIA)?

The National Disability Insurance Agency (NDIA) is an independent statutory agency that implements the NDIS. This scheme will aid hundreds of thousands of Australians living with a significant and permanent disability, as well as their families and carers. The NDIS aims to provide support for anyone who has or will acquire a disability prior to the age of 65.

Their priority is to ensure people with disability continue to get the support they need. The Scheme is being rolled out gradually so as to ensure a smooth transition for people with disability and their support providers.

What is SWEP's relationship with the NDIA?

The State-wide Equipment Program (SWEP) has been working with the Agency since the beginning of the NDIS in 2013 and has a great understanding of how the Scheme works. SWEP has a working arrangement in place with the Agency for AT as the Scheme rolls out across Victoria. SWEP are experienced in providing supports to people living in the community.

SWEP is able to meet most participants' approved equipment needs. If your participant chooses to use SWEP as their AT provider, NDIA staff and Local Area Co-ordinators (LAC's) will use the SWEP prescriber 'pin-drop' tool to locate a SWEP Registered Prescriber who will work with the participant to determine their needs. SWEP then works with Agency staff and LAC's on behalf of the prescriber and the participant by processing and ordering NDIA approved equipment requests as recommend by the prescriber.

How will the NDIA engage with SWEP Registered Prescribers?

Staff working for the NDIA and LAC's will have access to a SWEP prescriber 'pin-drop' tool where the participant chooses to use SWEP as their AT provider. This tool will assist them in locating a suitability credentialed SWEP registered prescriber to undertake assessments for NDIS participants requiring equipment, home and/or vehicle modifications.

If you are selected by the participant as the appropriate prescriber based on their needs and the SWEP Credentialing Framework, you will receive an NDIS service booking to request you to undertake an assessment of the participants' equipment, home and/or vehicle modification requirements.

The NDIS have categorised equipment, home and vehicle modifications into 4 levels (1-4), with level 4 being the most complex/customised or as determined by the participant complexity overlay. It is mandatory that a suitably competent prescriber is engaged for ALL level 3 and 4 assessments with level 2 being optional, dependant on the overarching complexity overlay. The SWEP Registration and Credentialing Framework helps demonstrate competence to offer these assessments.

Please note: If you are a SWEP registered prescriber and are wanting to undertake assessments for NDIS participants, it is important to note that you will also need to register with the NDIS as a 'Service Provider' in order to claim your associated assessment costs. You can do this by accessing the provider toolkit available on the NDIS Website -

<https://www.ndis.gov.au/providers/provider-toolkit.html>

How do I submit an application to SWEP for an NDIS Participant?

Currently, applications for Complexity Categories 3 & 4 (and optional for Complexity Category 2) for NDIS participants are able to be completed and submitted via the SWEP website. By using the website as an online submission portal you will be able to track and manage your applications and view the statuses of your applications at any time. The website will also allow you to save applications in a 'draft' format until you are ready to submit them to SWEP.

Once submitted, the application will be reviewed by the dedicated SWEP NDIS Team. The application/s will then be submitted by SWEP to the Agency/LAC's for them to make a decision as to whether or not the request will be funded by the NDIS.

If and when the equipment, home or vehicle modification has been approved for funding by the Agency, SWEP will be notified and a purchase order will be raised and sent to the supplier to arrange for supply and/or installation of the approved items.



What are SWEP able to offer prescribers and NDIS

Participants and what is the benefit of equipment, home and vehicle modifications being sourced through SWEP?

- Support – SWEP have a dedicated NDIS Team who work alongside the Agency staff to support you at all stages of the application process. The SWEP NDIS team are available Monday to Friday 8:30 – 5pm by calling 1300 747 937 and pressing option ‘0’. The team can also be contacted by email at swepndia@bhs.org.au. SWEP have a dedicated Manager for this team and her contact number is PH: 5333 8152.
- 24/7 Repair Service - Maintenance and repairs for NDIS participants with SWEP equipment will be arranged by SWEP. SWEP provides a 24 hour 7 days a week (including ALL public holidays) emergency repair service. You can reach a member of the SWEP repairs team by calling 1300 747 937 and pressing option ‘1’ to speak to the on-call SWEP staff member.

Emergency repairs can still be arranged even if the participant is away from home or interstate. SWEP will also follow up with the participants’ planner to ensure funding for repairs is included in their NDIS plan.

- Participant History – As a large number of SWEP clients will transition to the NDIS, SWEP can provide the Agency with a complete history of the participants’ items, including repair history.

- Bulk Purchasing – SWEP have contracts in place with some suppliers to make sure that NDIS participants receive value for money. By having contracts in place we ensure the supplier is suitable and the quality of equipment is guaranteed. The selection processes make sure that the equipment:
 - is suitable for purpose
 - is quality and durability tested
 - is adjustable
 - is easy to clean and maintain
 - has clear warranty arrangements
 - may be 'reissue-able' (if appropriate)
 - includes delivery, installation and education
 - is the best possible price
 - meets any relevant standards
- Continence – Once an assessment has been completed and on-going approval has been sought from the NDIA, SWEP are able to facilitate regular continence deliveries to participants by use of a calendar tracking system. SWEP will make contact with participants when re-orders are due to ensure items and quantities remain the same before organising supply. All continence items will always be delivered to the participants' door in discreet packaging.

If it is identified that the participants needs have changed, SWEP will make contact with you to discuss further so that you are aware of their on-going needs. SWEP have a contract in place with a large supplier of continence items. This contract ensures that NDIS participants receive value for money whilst again meeting their on-going needs.

- Reissue/ Refurbished Equipment – NDIS participants will be able to access the SWEP reissue equipment pool. As a SWEP prescriber you will be able to assist your client to determine whether these items will be suitable and the Agency will need to approve funding for the items in the participant's plan. By using reissue equipment, the participant may have more money in their NDIS plan for other supports.
- Prescriber Support – By being registered as a SWEP Prescriber you will be supported by the dedicated SWEP NDIA team. SWEP will save you time by working directly with the NDIA staff and suppliers for you and SWEP will keep you informed through every stage of the application process. You can also check the status of your applications online and will also have access to the SWEP Clinical Advisory Panel where required.

The SWEP Clinical Advisory Panels are groups of clinicians with expertise in prescription of equipment, home or vehicle modifications with at least seven years' experience in their area. There is a Clinical Advisory Panel for Children and for Adults. Within each panel there are sub-specialties for each equipment category.

- NDIS Experience – SWEP has worked closely with Agency staff to develop efficient processes that ensure participants equipment, home and vehicle modification needs are met in a timely manner. SWEP also have staff members seconded to both the VICWEST and VICNORTH NDIS offices to assist NDIS staff with equipment, home and vehicle modification requests.

What happens to existing SWEP applications for clients who transition to the NDIS?

Once SWEP are notified that an existing SWEP client becomes an NDIS participant, SWEP will forward to the Agency any applications for equipment, home and vehicle modifications that have not yet been supplied. These items will then be considered for funding in the participants NDIS plan. Existing Victorian programs remain responsible for participant needs in AT, vehicle and home modifications until the participant transitions to the NDIS and their AT plan is approved. Any orders for AT already raised by SWEP at time of transition, but not yet supplied will not be funded by the NDIS.

Feedback

Providing Feedback

SWEP welcomes feedback about the services it provides, including compliments, suggestions and complaints. Constructive feedback tells us what you value about SWEP and the work we do, as well as helps us to identify areas for improvement.

How do I provide feedback?

Feedback can be provided in the following ways:

- Fill in a [feedback form](#) available from our website <http://swep.bhs.org.au/> or contact SWEP 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

If I make a complaint will I be disadvantaged in future dealings with SWEP?

Should you make a complaint it will be handled discreetly and you will not be disadvantaged in further interactions with us. SWEP values all feedback because we are committed to constantly developing our service and complaints helps us to identify areas for improvement.

Will my complaint be responded to?

If you have a complaint, it will be responded to as quickly as possible. To help us respond quickly and effectively, we ask you to:

- Tell us if you need help in giving your feedback or complaint - we can source an interpreter or speak to someone authorised to enquire on your behalf.
- Give us as much specific detail about your situation as you can.
- Treat our staff with courtesy and respect.

We are committed to taking all feedback seriously and acting promptly to resolve any issues. SWEP reserves the right not to respond to messages which contain abuse, inflammatory statements, or material clearly intended to intimidate.

What happens if I am unhappy with the result of the complaint?

Where we are unable to resolve a complaint to your satisfaction, we will explain why and let you know what other options are available to you.

The Disability Services Commissioner (DSC) can also respond to complaints about Victorian disability services including those provided by the Department of Health & Human Services. Information about the DSC's independent complaints process is available on their website

<http://www.odsc.vic.gov.au/making-a-complaint>

How to contact SWEP:



Address P.O. Box 1993
Bakery Hill BC Vic 3354



Email swepndia@bhs.org.au
Website <http://swep.bhs.org.au>



Phone 1300 747 937 - Press Option '0'
Fax 03 5333 8111



If you need an interpreter service please call: 131 450