

Consumer Information



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Please note this document is available electronically from the SWEP website. Some of the information contained is available in easy read format and alternative languages.

Originally published July 2015

State-wide Equipment Program Consumer Information



How to contact us

We operate during normal business hours from 8:30am – 5:00pm Monday to Friday. We operate an after-hours service for emergency breakdowns.



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



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



Phone: 1300 747 937 (1300 PH SWEP) or 03 5333 8100
Fax: 03 5333 8111



If you need an interpreter service please call: 131 450

State-wide Equipment Program (SWEP)



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

The State-wide Equipment Program (SWEP) is managed by Ballarat Health Services. SWEP manages a number of different 'assistive technology' programs.

- Aids and Equipment Program (A&EP)
- Continence Aids (CA)
- Domiciliary Oxygen Program (DOP)
- National Disability Insurance Scheme (NDIS)
- Specialist Equipment Library (SEL)
- Supported Accommodation Equipment Assistance Scheme (SAEAS)
- Top-up fund for Children (TFC)
- Vehicle Modification Subsidy Scheme (VMSS)
- Open Place (OP)

For more information on the programs available through SWEP, please see the Program subsections.

How can SWEP help me?

SWEP provides Victorian people who have a permanent or long-term disability, or are frail aged, with subsidised equipment and/or home and vehicle modifications.

There is no age restriction on most of the SWEP programs.

SWEP provides a subsidy towards the cost of equipment and/or modifications. This is to improve independence in your home, assist in community participation and support families and carers in their role.

What is the cost?

Some programs provide re-issue equipment. Some programs cover the full cost of the equipment and/or modifications while other programs have maximum subsidy levels for aids and equipment. Please see our Program subsections for more information.



What types of equipment or modifications are available?

- Bathing/showering/toileting equipment
- Beds/mattresses/bed accessories
- Continance products
- Electronic voice aids
- Environmental control units
- Home modifications
- Orthotics and custom footwear
- Oxygen equipment
- Pressure care equipment
- Specialised seating
- Transfer equipment
- Vehicle modifications
- Walking and standing aids
- Wheelchairs (includes customisation) and scooters
- Wigs

For an expanded list of equipment and modifications available through our programs, please refer to our website:

<http://swep.bhs.org.au/>

Please note that different programs fund different equipment items. These programs may also have different eligibility requirements. Please see our Program subsections for more details.



How do I apply?

You need to be assessed by an appropriate health professional from your local area who will help you determine the most suitable equipment or modification needed. This includes an assessment of whether you or your carer can safely use the equipment.

If you are a new client to SWEP, depending on the program you are applying for, you may need to complete the Eligibility Form with all your personal details. If so, you will need to make an appointment to see your treating doctor/specialist to complete the last page of the Eligibility Form on your behalf. This is to confirm that you are eligible to receive assistance from SWEP.

State-wide Equipment Program (SWEP)



Your prescriber will send this form to SWEP with a prescription form. The prescription form will outline their equipment/modification recommendations for you. Depending on the equipment that you need this may be a Speech Pathologist, Occupational Therapist,

Physiotherapist, Podiatrist, Orthotist, Continence Nurse or Respiratory Physician.

Once your application has been received SWEP will contact you to let you know what happens next. Re-issue equipment is available for your prescriber to request for you if appropriate. If re-issue equipment or funds are not available immediately the equipment may need to go on a waiting list.

Who owns the equipment on loan from SWEP?

When SWEP pays more than 50% towards the cost of the item SWEP retains ownership of the item. This only applies if it is an item that can be re-issued when you no longer need it.





If you pay more than 50% towards the cost of an item you may transfer the ownership to SWEP so that we can cover the cost of repairs. If you do this, you will need to return the equipment to SWEP when you no longer need it.

Low cost equipment, personal items such as wigs and orthotics, and home/vehicle modifications remain the property of the client or home/vehicle owner.

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

Contact SWEP and we will discuss whether the equipment can be re-issued. If so, we will organise for the equipment to be collected.

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

Phone: 1300 PH SWEP (1300 747 937), press 1 for the SWEP Repairs team and we will organise to get the equipment repaired for you or advise you about how it can be replaced if it cannot be fixed.

If your equipment breaks down after business hours call 1300 PH SWEP (1300 747 937). This will direct you to the After-hours Emergency Service.

Aids & Equipment Program (A&EP)



What is the A&EP and what does it do?

The Aids & Equipment Program (A&EP) is funded by the Department of Health and Human Services. This program provides people with a permanent or long-term disability, as well as those who are frail aged with funding towards the cost of aids and equipment.

What types of equipment does the Aids & Equipment Program help to fund?

- Bathing/showering/toileting equipment
- Beds/mattresses/bed accessories
- Electronic voice aids
- Environmental control units
- Home Modifications
- Orthoses and custom footwear
- Pressure care equipment
- Specialised seating
- Transfer equipment
- Walking and standing aids
- Wheelchairs (includes customisation) and scooters
- Wigs

What will it cost?

There are maximum subsidy levels for each equipment category. If the subsidy does not cover the full cost of the equipment, you or a third party will need to pay the remainder.

Am I eligible?

You are eligible for funding if you:

- Are a permanent Victorian Resident or hold a temporary or permanent protection Visa or are an asylum seeker
- Have a long term disability and/or are frail aged
- Do not receive other government funding for equipment
- Are not an in-patient of a public or private hospital or residential care facility
- Cannot claim equipment through private health insurance
- Have not been released from hospital or an extended care centre within 30 days, where equipment required is related to the hospital admission



How do I apply for the program?

You will need to be assessed by a SWEP registered prescriber. You will need to complete the Eligibility Form and your prescriber will complete a prescription form based on your needs.

Where can I access a SWEP registered prescriber?

Please talk to your local health care professional about finding a SWEP registered prescriber near you.

What are my responsibilities towards the equipment?

By accepting equipment from SWEP you agree:

- The equipment is issued on a loan basis for as long as you need it unless you pay more than 50% towards the cost
- To keep the equipment in good order and repair
- The equipment is provided for your use only
- You cannot re-lend the equipment or give or sell it to anyone else
- You cannot modify or use the equipment inappropriately

Please see the A&EP Guidelines on the SWEP website: <http://swep.bhs.org.au/> or call SWEP on 1300 PH SWEP (1300 747 937) or (03) 5333 8100 for further information on eligibility.

Continence Aids Program (CA)



What is the Continence Aids Program and what does it do?

The Continence Aids Program is funded by the Department of Health and Human Services. This program provides people with a permanent or long-term disability, as well as those who are frail aged with funding towards the cost of continence products.



What types of products does the Continence Aids Program help to fund?

- Anal plugs
- Anal irrigation systems
- Catheters(long term and intermittent)
- Catheter draining tubing, connectors, straps and valves
- Condom drainage systems
- Drainage bags
- Drainage bottles and connectors
- Intra vaginal bladder supports
- Washable bedding and chair pads
- Washable briefs and pads

What will it cost?

There is a maximum annual subsidy level for continence products. If the subsidy does not cover the full cost of the products, you or a third party will need to pay the remainder.

Am I eligible?

You are eligible for funding if you:

- Are a permanent Victorian Resident or hold a temporary or permanent protection Visa or are an asylum seeker
- Have a long term disability and/or are frail aged
- Are not an in-patient of a public or private hospital or permanent residential care facility
- Cannot claim products through private health insurance policy
- Have not been released from hospital or an extended care centre within 30 days, where equipment required is related to the hospital admission

Please see the A&EP Guidelines on the SWEP website: <http://swep.bhs.org.au/> or call SWEP on 1300 PH SWEP (1300 747 937) for further information on eligibility.

How do I apply for the program?

You will need to be assessed by a registered continence prescriber. You will need to complete the Eligibility Form and your prescriber will complete a prescription form based on your needs.

Where can I access a continence prescriber?

Continence prescribers near you can be found by talking to your local health care professional or by accessing the link to the Continence Foundation of Australia:

<http://www.continence.org.au>

Are there other programs that can help me with my continence needs?

The Continence Aids Payment Scheme (CAPS) formerly known as Continence Aids Assistance Scheme (CAAS) may be able to assist you. To find out if this applies to you, please access the link to Continence Aids Payment Scheme <http://www.bladderbowel.gov.au>

Domiciliary Oxygen Program (DOP)



What is the Domiciliary Oxygen Program and what does it do?

The Domiciliary Oxygen Program is funded by the Department of Health and Human Services. This program provides people with a permanent or long-term disability with funding towards the cost of medical oxygen gas and associated equipment.

What types of equipment does the Domiciliary Oxygen Program help to fund?

The Domiciliary Oxygen Program helps to fund:

- Portable oxygen cylinders
- Stationary concentrators
- Portable oxygen concentrators
- Associated equipment

What will it cost?

There is a maximum annual subsidy for medical oxygen gas and associated equipment. If the subsidy does not cover the full cost of the medical oxygen gas and associated equipment, you or a third party will need to pay the remainder.

Am I eligible?

You are eligible for funding if you:

- Are a permanent Victorian Resident or hold a temporary or permanent protection Visa or are an asylum seeker
- Have a long term disability
- Do not receive other government funding
- Are not an in-patient of a public or private hospital or permanent resident of a residential care facility
- Cannot claim equipment through private health insurance policy
- Have not been released from hospital or an extended care centre within 30 days, where equipment required is related to the hospital admission

Please see the A&EP Guidelines on the SWEP website: <http://swep.bhs.org.au/> or call SWEP on 1300 PH SWEP (1300 747 937) or (03) 5333 8100 for further information on eligibility.

How do I apply for the program?

You will need to be assessed by a Specialist Physician. You will need to complete the Eligibility Form and your Specialist Physician will complete a prescription form based on your needs.

What are my responsibilities towards the equipment?

By accepting equipment from SWEP you agree:

- The equipment is issued on a loan basis for as long as you need it
- To keep the equipment in good order and repair
- The equipment is provided for your use only
- You cannot re-lend the equipment or give or sell it to anyone else
- You cannot modify or use the equipment inappropriately



National Disability Insurance Scheme (NDIS)



What is NDIS and what does it aim to do?

The National Disability Insurance Scheme (NDIS) aims to provide individualised support to meet the needs of people with long term disabilities. The program is funded through the National Disability Insurance Agency (NDIA).

What is the trial period?

The NDIS commenced in July 2013. For the first three years, it is being introduced at trial sites at selected locations around Australia to make sure the program is sustainable in the long term. In Victoria, the program is being trialled in the Barwon region. There will be a gradual roll-out of the full scheme commencing in July 2016.

What types of equipment does NDIS fund?

The NDIS helps to cover the cost of assistive technology that will assist with:

- Daily living activities
- Recreational activities
- Mobility
- Personal care and safety
- Maintaining personal hygiene
- Independence
- Economic and social participation



What will it cost?

The NDIS covers the total cost of support that has been deemed reasonable and necessary. There is some equipment that may be provided as refurbished rather than new.

Am I eligible?

During the trial period, to be eligible, you must:

- Permanently reside in the Barwon region in the local government areas:
 - City of Greater Geelong
 - Borough of Queenscliffe
 - Colac-Otway Shire
 - Surf Coast Shire
- Have a significant and permanent disability or impairment that affects your ability to participate in the community and employment and require care and support, or could benefit from early intervention requirements
- Meet age requirements – under 65 years of age

Please see the NDIS section of the SWEP website: <http://swep.bhs.org.au/> the NDIS website: <http://www.ndis.gov.au/my-access-checker>, or call SWEP on 1300 PH SWEP (1300 747 937) for further information on eligibility.

How do I apply for the program?

Your NDIA planner will help you to identify your individual needs during planning and assessment. After initial assessment your planner will help you to locate a prescriber to assist with recommending appropriate equipment. The prescriber will send the relevant forms to SWEP. These forms can be found on the SWEP website.

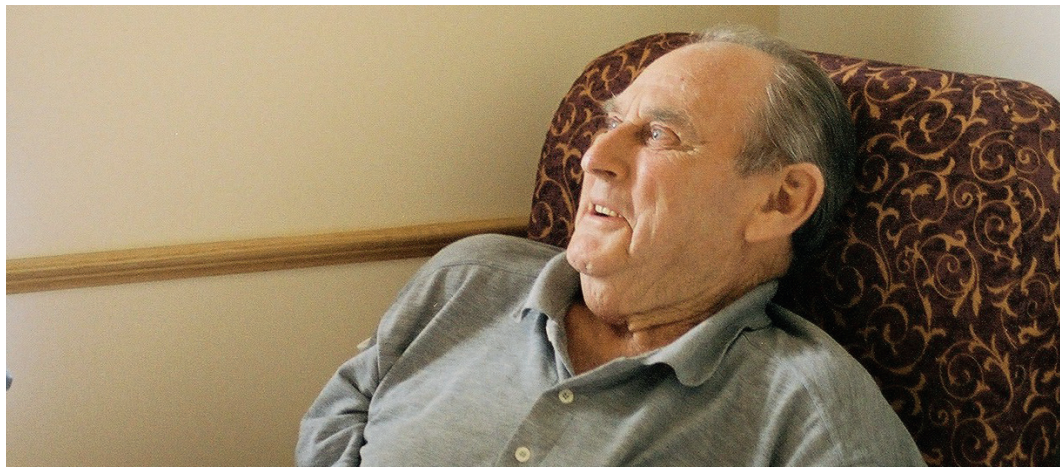
Where can I access a SWEP registered prescriber?

SWEP registered prescribers near you can be found by talking to your local health care professional or NDIA planner.

What are my responsibilities towards the equipment?

By accepting equipment from SWEP you agree:

- The equipment is issued on a loan basis for as long as you need it
- To keep the equipment in good order and repair
- The equipment is provided for your use only
- You cannot re-lend the equipment or give or sell it to anyone else
- You cannot modify or use the equipment inappropriately



What is Open Place and what does it aim to do?

Open Place is a support and advocacy service that coordinates and provides direct assistance to address the needs of people who grew up in Victorian orphanages and children's homes during the last century. This program aims to help people who identify as Forgotten Australians to deal with the legacy of their childhood experiences and provide support to improve their health and well-being. They provide personal support, support in accessing specialist services, financial assistance and individual advocacy.

What types of equipment does the Open Place program help provide?

- Bathing/showering/toileting equipment
- Beds/mattresses/bed accessories
- Electronic voice aids
- Environmental control units
- Home modifications
- Orthoses and custom footwear
- Pressure care equipment
- Specialised seating
- Transfer equipment
- Vehicle modifications
- Walking and standing aids
- Wheelchairs (includes customisation) and scooters
- Wigs
- Other items approved by Open Place

What will it cost?

Open Place may fund the total cost of equipment.

Am I eligible?

You are eligible for funding if you:

- Lived in a Victorian orphanage or children's home during your childhood and/or adolescence
- Have a long term disability and/or are frail aged
- Do not receive other government funding for equipment
- Cannot claim equipment through private health insurance

For more information please refer to the Open Place website: www.openplace.org.au or call SWEP on 1300 PH SWEP (1300 747 937) for further information on eligibility.

How do I apply for the program?

Your Open Place Coordinated Support Worker will assist you in applying for equipment. You will need to be assessed by a SWEP registered prescriber who will need to complete a prescription form based on your needs.

Where can I access a SWEP registered prescriber?

Please talk to your local health care professional or your Open Place Coordinated Support Worker about finding a SWEP registered prescriber near you.

What are my responsibilities towards the equipment?

By accepting equipment from SWEP you agree:

- The equipment is issued on a loan basis for as long as you need it unless you pay more than 50% towards the cost
- To keep the equipment in good order and repair
- The equipment is provided for your use only
- You cannot re-lend the equipment or give or sell it to anyone else
- You cannot modify or use the equipment inappropriately

Supported Accommodation Equipment Assistance Scheme (SAEAS)



What is SAEAS and what does it do?

The Supported Accommodation Equipment Assistance Scheme (SAEAS) is funded by the Department of Health and Human Services. This program provides people with a permanent or long term disability, as well as those who are frail aged who reside in a Department of Health and Human Services funded accommodation facility with funding towards the cost of aids and equipment.

What types of equipment does the SAEAS program help to fund?

- Bathing/showering/toileting equipment
- Beds/mattresses/bed accessories
- Change Tables
- Electronic voice aids
- Environmental control units
- Orthoses and custom footwear
- Pressure care equipment
- Specialised seating
- Transfer equipment
- Walking and standing aids
- Wheelchairs (includes customisation) and scooters
- Wigs

What will it cost?

There are maximum subsidy levels for each equipment category. If the subsidy does not cover the full cost of the equipment, you or a third party will need to pay the remainder.

Am I eligible?

You are eligible for funding if you:

- Are a permanent Victorian Resident or hold a temporary or permanent protection Visa or are an asylum seeker
- Have a long term disability and/or are frail aged
- Do not receive other government funding
- Are living in a government funded disability supported accommodation facility
- Are not an in-patient of a public or private hospital or residential care facility
- Cannot claim equipment through private health insurance
- Have not been released from hospital or an extended care centre within 30 days, where equipment required is related to the hospital admission



Please see the A&E Guidelines on the SWEP website: <http://swep.bhs.org.au/> or call SWEP on 1300 PH SWEP (1300 747 937) for further information on eligibility.

How do I apply for the program?

You will need to be assessed by a SWEP registered prescriber. You will need to complete the Eligibility Form and your prescriber will complete a prescription form based on your needs

Where can I access a SWEP registered prescriber?

Please ask your house supervisor or local health care professional to help you find a SWEP registered prescriber.

What are my responsibilities towards the equipment?

By accepting equipment from SWEP you agree:

- The equipment is issued on a loan basis for as long as you need it unless you pay more than 50% towards the cost
- To keep the equipment in good order and repair
- The equipment is provided for your use only
- You cannot re-lend the equipment or give or sell it to anyone else
- You cannot modify or use the equipment inappropriately

Specialist Equipment Library (SEL)



What is SEL and what does it aim to do?

The Specialist Equipment Library (SEL) loans equipment to child care services to enable them to better include children with high physical support needs. SEL operates within the guidelines of the Inclusion and Professional Support Program which is funded by the Australian Government Department of Social Services, and manages the specialist equipment pool on behalf of the Professional Support Co-ordinator (PSC), Gowrie Victoria.

What types of equipment does the SEL program help provide?

The SEL provides equipment to assist the inclusion of a child who has demonstrated ongoing high support needs in a child care environment. This includes portable ramps, standing frames, hoists, change tables, toileting aids, specialised 'basic furniture' such as chairs and tables and specialised inclusion toys.

The SEL is unable to provide:

- Therapeutic equipment (for examples hearing aids and therapist tables)
- Equipment that the service would reasonably be expected to provide

- Equipment that the parent or carer would be reasonably expected to supply (for example wheelchairs, walking frames and body suits)
- Equipment for which there are hygiene issues (for example padded cots, soft toys).

A catalogue of Specialist Equipment items is available on the SWEP website: <http://swep.bhs.org.au/>

What will it cost?

SEL covers the total cost of this equipment.

Who is Eligible?

To be eligible, children must have a diagnosed disability and be assessed as needing a high level of support in a child care environment.

The following child care services are eligible for Specialist Equipment Library loans:

- Long Day Care
- Outside School Hours (including Vacation Care)
- Family Day Care
- Occasional Care

- Services funded under the Budget Based Funding (BBF) program, including:
 - Flexible Innovative Services
 - Multifunctional Aboriginal Children Services
 - Indigenous Playgroups
 - Indigenous Outside School Hours Care and Enrichment Programs
 - Crèches
 - Innovative ECEC Service Centres

Please refer to the SEL FAQ on the SWEP website: <http://swep.bhs.org.au/> or call SWEP on 1300 PH SWEP (1300 747 937) for further information.

How do I apply for the program?

Your healthcare professional and Early Childhood Education and Care Service will complete an application on your behalf. An Inclusion Improvement Plan (IIP) will need to demonstrate the need for specialist equipment to enable inclusion in the child's environment. Where the need is demonstrated, the Inclusion Support Agency will contact the Professional Support Coordinator and the service will submit the IIP along with a completed Specialist Equipment Request Form to SWEP.

The Specialist Equipment Request Form is available on the SWEP website: <http://swep.bhs.org.au/>

This form must be completed by a qualified professional, such as an Occupational Therapist or Physiotherapist, who is familiar with the biomechanical functioning and the needs of the child requiring the specialist equipment.

For more information summary of the Inclusion and Professional Support Program guidelines are available on the SWEP website: <http://swep.bhs.org.au/>

What are the child care service's responsibilities towards the equipment?

By accepting the equipment the service agrees:

- The equipment is provided on a loan basis for as long as the child attends the service
- To keep the equipment clean and in good order and report any damage to SWEP
- To return the equipment (and any accessories) when no longer required
- Not to re-lend the equipment, give or sell it to anyone else
- Not to modify or use the equipment inappropriately

Top-up Fund for Children (TFC)



What is the TFC and what does it do?

The Top-Up Fund for Children (TFC) is funded by the Department of Health and Human Services to assist families and children with the cost of some equipment. The fund covers the difference between the total cost of eligible items and the maximum aids and equipment subsidy available through the Aids and Equipment Program (A&EP).



What types of equipment does the TFC help subsidise?

The TFC helps cover the cost of mobility equipment including:

- Manual wheelchairs and initial customisations
- Powered wheelchairs and initial customisation
- Pressure cushions
- Walking aids

Am I eligible?

To be eligible, children must:

- Be under 18 years of age
- Have an approved A&EP application
- Be listed on a Health Care Card or Pension Concession Card

Please see the TFC FAQ on the SWEP website: <http://swep.bhs.org.au/> or call SWEP on 1300 PH SWEP (1300 747 937) or (03) 5333 8100 for further information.

How do I apply for funding?

Your SWEP registered prescriber will complete an A&EP prescription form along with a TFC Application, or SWEP may send a TFC Application Form to you and advise your healthcare professional if your child is eligible for funding. Application forms are available to download from the SWEP website.



Where can I access a SWEP registered prescriber?

Please talk to your local health care professional about finding a SWEP registered prescriber near you.

What are my responsibilities towards the equipment?

By accepting equipment from SWEP you agree:

- The equipment is issued on a loan basis for as long as you need it
- To keep the equipment in good order and repair
- The equipment is provided for your use only
- You cannot re-lend the equipment or give or sell it to anyone else
- You cannot modify or use the equipment inappropriately

Vehicle Modification Subsidy Scheme (VMSS)



What is the VMSS and what does it do?

The Vehicle Modification Subsidy Scheme (VMSS) is funded by the Department of Health and Human Services. This program provides people with a long term or permanent disability, as well as those who are frail aged with funding towards the cost of vehicle modifications.

What types of equipment does the VMSS program help to fund?

- Air conditioning for people with thermo-regulatory conditions
- Conversions of vehicles for wheelchair access
- Modified driving controls
- Oxygen cylinder restraint system
- Ramps permanently secured to vehicles
- Specialised lifters, carriers and trailers for wheelchairs
- Specialised seating
- Wheelchair restraint systems

What will it cost?

There is a maximum subsidy level for vehicle modifications over a seven year period. If the subsidy does not cover the full cost of the modification, you or a third party will need to pay the remainder.

Am I eligible?

You are eligible for funding if you:

- Are a permanent Victorian Resident or hold a temporary or permanent protection Visa or are an asylum seeker
- Have a long term disability and/or are frail aged
- Do not receive other government funding
- Are not an in-patient of a public or private hospital or residential care facility
- Cannot claim equipment through private health insurance policy
- Have not been released from hospital or an extended care centre within 30 days, where equipment required is related to the hospital admission



Please see the A&E Guidelines on the SWEP website: <http://swep.bhs.org.au/> or call SWEP on 1300 PH SWEP (1300 747 937) or (03) 5333 8100 for further information on eligibility.

How do I apply for the program?

You will need to be assessed by a SWEP registered Occupational Therapist. If your assessment is for driving modifications, your prescriber will also need to be a VicRoads Accredited OT Driver Assessor. You will need to complete the Eligibility Form and your prescriber will complete a prescription form based on your needs.

Where can I access an Occupational Therapist?

Please talk to your local health care professional about finding a SWEP registered prescriber near you.

Information about Vic Roads Accredited OT Driver Assessors can be found on the Vicroads Website: <https://www.vicroads.vic.gov.au/licences/medical-conditions-and-driving/medical-review/occupational-therapy-driving-assessment>

What are my responsibilities towards the modification?

By accepting funding towards the vehicle modification from SWEP, the vehicle owner assumes ownership and is responsible for ongoing repairs, maintenance, and insurance.

How do I provide feedback?

Feedback can be provided in the following ways:

- Fill in a feedback form available from on 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 BC, 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?

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 helping us to identify areas for improvement.

Should you make a complaint it will be handled discreetly and you will not be disadvantaged in further interactions with SWEP.



Will my complaint be responded to?

If you have a complaint, it will be responded to as quickly as possible.

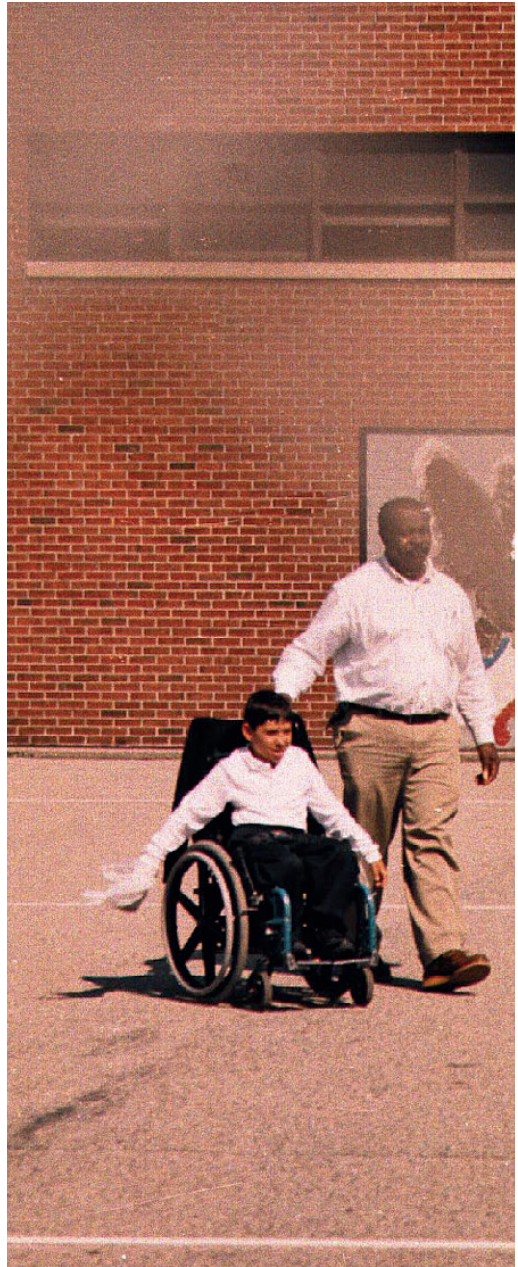
To help us respond quickly and effectively, we ask you to:

- Tell us if you need help to forward your feedback or complaint, including an interpreter or 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.

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.



How do I contact SWEP?

We operate during normal business hours from 8:30am – 5:00pm Monday to Friday. We operate an after-hours service for emergency breakdowns.



Postal Address: State-wide Equipment Program
PO Box 1993, Bakery Hill BC, VIC 3354



Website: <http://swep.bhs.org.au/>



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

Emergency out of hours contact is available on:
P: 1300 747 937 (1300 PH SWEP)



If you need an interpreter service please call: 131 450



Ballarat **Health**Services
Putting your health **first**

