



THE STATE-WIDE EQUIPMENT PROGRAM

Everything you need to know



Contents

About The State–Wide Equipment Program – SWEP	1
Our Programs	2
Accessing Assistive Technology (AT) Modifications	3
SWEP and NDIS Relationship	3
Why choose SWEP?	4
SWEP has contracts with several Suppliers	4
Frequently Asked Questions	5
Preventative Maintenance	6
What is the best way to communicate with SWEP?	6
Clinical Advisory Panels	7
Prescriber Accountability and Support	7
Priority of Access Framework (PoA)	8
Reporting and Accountability	8
Continuous Improvement	9
Contact and Feedback	10

Everything you need to know about The State-Wide Equipment Program – SWEPE

The State-wide Equipment Program (SWEPE) assists eligible people across Victoria who have a permanent disability and/or are frail aged with support to access equipment/Assistive Technology (AT) and/or vehicle and home modifications.

Our aim is to improve people's independence and safety at home, facilitate their participation in the community and support families and carers in their role.

Our programs are funded by the State & Commonwealth Governments and administered by Ballarat Health Services (BHS).



Our Programs include:

Aids & Equipment Program
(A&EP)

Contenance Aids (CA)

Domiciliary Oxygen Program
(DOP)

Lymphoedema Compression
Garment Program (LCGP)

National Disability Insurance
Scheme (NDIS)

Preventative Maintenance
Program (PMP)

Supported Accommodation
Equipment Assistance Scheme
(SAEAS)

Laryngectomy Consumables
Program (LCP)

Top-up Fund for Children (TFC)

Vehicle Modification Subsidy
Scheme (VMSS)



What is Assistive Technology (AT)?

Assistive Technology is any device or system that allows a person to perform tasks that they would otherwise be unable to do, or which increases the ease and safety with which tasks can be performed.

What sort of Assistive Technology (AT) or Modifications can I access through SWEP?

- Bathing/showering/toileting
- Beds/mattresses/bed accessories
- Continence products
- Electronic voice aids
- Environmental control units
- Home modifications
- Lymphoedema garments
- Orthoses and custom footwear
- Oxygen
- Pressure care
- Specialised seating
- Transfer (for example hoists)
- Laryngectomy Consumables
- Vehicle Modifications
- Walking and standing aids
- Wheelchairs (includes customisation) and scooters
- Wigs

More information about Assistive Technology or modifications is available on our website, swep.bhs.org.au/programs-services.php or call 1300 747 947.

What relationship does SWEP have with the NDIS?

We have formal working arrangements with the National Disability Insurance Agency (NDIA) to support participants.

For further information about our relationship with the NDIS, please refer to our website swep.bhs.org.au/national-disability-insurance-scheme.php or call SWEP on 1300 747 937 and request a copy of the participant pathway brochure.

Why choose SWEP?

We offer knowledge, experience and have established partnerships and networks that are ready to work with you.

In a rapidly changing environment we have adapted and evolved to ensure that positive outcomes for our consumers can be achieved.

We are recognised as a leader in the field of Assistive Technology service delivery models across Australia and use presentations and conferences as a vehicle to influence policy and service design.

On average our dedicated team receives over 7,700 calls per month, with over 85% answered within 20 seconds demonstrating our commitment to excellent customer support.

SWEP has contracts with several Suppliers to make sure:

- Assistive Technology meets relevant Australian Standards
- Best fit for purpose for our consumer needs
- Quality and durability tested
- Warranty arrangements for all new products
- Delivery, installation and education if needed
- Represents value for money

Our model recognises that many of our consumers require 24/7 support 365 days a year if their Assistive Technology fails and as such, provides a unique and valued support service regardless of where someone lives in Victoria. This service is triaged around consumer need rather than supplier availability.



How do I know if I am eligible?

Information about eligibility criteria for SWEP can be found at <https://swep.bhs.org.au/check-eligibility.php>

NDIS eligibility criteria can be found at <https://www.ndis.gov.au/ndis-access-checklist>

How do I apply for help?

1. Complete the SWEP Eligibility form at <https://swep.bhs.org.au/other-relevant-documents.php>.
2. Request an appointment with the relevant Prescriber according to the Assistive Technology you require (refer to page 7 for more information).
3. Your Prescriber will complete an assessment and together you will decide which Assistive Technology/ Modifications will meet your needs.
4. An application form will be completed by your Prescriber and submitted to us on your behalf.

5. Once we receive your application, we will review the application and notify you of the outcome in writing.

Who owns the Assistive Technology?

We generally retain ownership of assets valued at over \$500 and provide an asset label so it can be easily identified for repairs, dependent on each program and what is supplied.

What if the Assistive Technology breaks down?

Phone 1300 747 937 (PH SWEP). and follow the prompts.

To assist our asset management team please try to have your asset label number ready.

We will discuss how we can support you.

Preventative Maintenance

An initiative is being rolled out across the state to ensure that Assistive Technology is maintained in a safe working condition ensuring our consumers can be reassured about the reliability of their equipment.

What is the best way to communicate with SWEP?

You can contact us in the way you prefer - email, mail or telephone or via our easy to navigate website.

Our website provides information about application status, the operational performance of the programs we administer and you can provide feedback to help us improve our services.

Prescribers can check and update their application details, check their approved Prescriber credentialed levels, submit applications and associated documentation online in a secure environment and receive automated advice when an application status changes.



Clinical Advisory Panels

Our Clinical Advisors appointed to the panel are a team of expert clinicians with expertise in Assistive Technology assessment and provision . A list of Clinical Advisors can be found at <https://swep.bhs.org.au/clinical-advisors.php>

Prescriber Accountability and Support

We have implemented a Prescriber Registration and Credentialing Framework that recognises professional qualifications of Prescribers and respects advanced Prescriber knowledge and skills.

This framework aligns with 'The Victorian State Government and Allied Health Credentialing, Competency & Capability Framework.'

Prescriber registration and credentialing is fully contained online and Prescribers submit applications for consumers through our website.

Every year we have an increasing number of Prescribers and their administration support staff registered with us including Occupational Therapists, Physiotherapists, Orthotists, Podiatrists, Speech Pathologists, Continence Nurses, Respiratory Physicians, Lymphoedma Specialists, Allied Health Assistants and Respiratory Technicians.

Priority of Access Framework (PoA)

Our Priority of Access Framework ensures Assistive Technology is provided according to urgency of need. It is not just a waiting list. Those who need Assistive Technology urgently are readily identified, and others are accommodated as funds are available.

This Framework considers our physical safety for the client, mental and emotional health of the client, independence for the client, and needs of the support person.

Reporting and Accountability

We are a conscientious corporate citizen, and committed to transparent reporting to our stakeholders.

We have continuously met accreditation requirements of the State Government.



Continous Improvement

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.

“ I write to express my heartfelt gratitude to you for my recently received wheelchair. It is truly amazing that I now have this customized wheelchair to support my back and neck. The construction of it is incredible, and I appreciate being able to have parts of its structure in my favourite colour purple.

In my current apartment, I shall be moving it to and from three different activity areas within my main room.

As you can imagine, I look immensely forward to the possibility of moving to a more disability-compatible housing arrangement wherein I shall be able to move it from one room to another and where from it can be used for general and cultural outings where as I would not otherwise be able to attend due to pain from standing still and having a high risk of falls when out and about.

My few words seem an inadequate appreciation of the most generous contribution towards the cost of the equipment. It is a real privilege to have access to your aids & equipment service. ”

A Very Satisfied Client



How do I contact SWEP?

We operate from 8.30am - 5.00pm Monday to Friday.

Emergency Repair Service 24/7, 365 days a year

 1300 747 937 (1300 PH SWEP)
or 03 5333 8100

 State-wide Equipment Program
PO Box 1993
Bakery Hill, VIC 3354

 swep@bhs.org.au

 swep.bhs.org.au

Feedback

swep.bhs.org.au/providing-feedback.php

If you need an interpreter service please call 131 450

