

# SWEP Home Modifications Information Booklet





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SWEP acknowledges the Independent Living Centre for the use of images.

The way we live in our homes is different for every person. Some people find it a challenge to use the front door due to steps, while other people are worried they will fall getting in and out of the bath.

SWEPE understands the types of risks people face living in their homes and the importance of creating a safe home environment.

Identifying risk and finding solutions is the first step, however, if funding cannot be obtained there is little hope for the people involved that the situation will improve. This is where SWEPE may be able to assist, by providing partial or full funding options for home modifications.

SWEPE provides funding options for home modifications to Victorian residents who are frail aged or have a permanent disability. Eligibility for the home modification programs that are administered by SWEPE are detailed later in this Information Booklet.

## Who can assist me in making the best decision about my home?

A SWEPE registered Occupational Therapist (OT), also known as a Prescriber, can assist you by looking at the tasks you are currently experiencing difficulties with at your home and suggest ways to make them easier for you. This may involve adapting your home with assistive equipment and working with a member of the SWEPE Tradespeople and Builders Panel who can complete the home modifications.

## What home modifications can SWEPE assist with?

SWEPE may be able to assist with funding for simple non-structural home modifications such as installing grab rails and hand held showers. They can also assist with complex home modifications such as providing funding towards a modified bathroom for wheelchair use or building and installing a ramp.



# Home Modification Options



## What are the SWEP options for home modifications?

### Option A - Supply Only of Assistive Equipment

We can assist with funding towards assistive equipment and you arrange for its installation by a suitably qualified Builder or Tradesperson.

### Option B - Simple Non-Structural Home Modifications under \$1,300

We can assist with funding towards assistive equipment and its installation.

### Option C - Complex Home Modifications over \$1,300

We can assist with funding towards assistive equipment and its installation for complex non-structural or structural modifications to your home.



## Am I eligible for home modifications if I do not own my home?

Yes, as long as you can gain consent from the Property Owner(s), often known as the Proprietor, or their authorised agent for the home modifications to occur. The Property Owner will need to provide written consent for the proposed home modifications to proceed.

## How many quotations do I need to get from for the home modification?

The below table is a guide to the amount of quotations required.

Quotations Required for Home Modifications		
Option	Home modifications less than \$1,300	Home modifications more than \$1,300
Option A	1 Quote	2 Quotes
Option B	1 Quote	
Option C		2 Quotes

## What assistive equipment and home modifications can SWEP assist with?

Listed below are the items that SWEP can assist with*	Option A	Option B	Option C
Bathroom modification			✓
Bidet attachment	✓	✓	
Bidet toilet suite	✓		✓
Door fittings (e.g. safety hinges)	✓	✓	↪
Entry widened (e.g. door frames, larger door)			✓
Hand basin where it facilitates wheel chair access	✓		✓
Hand held shower with or without switchcock	✓	✓	↪
Hand and banister rails	✓	✓	↪
Items & fixtures repositioned		✓	✓
Kitchen modification			✓
Laundry changed to enable installation of level entry shower and/or toilet			✓
Light switches & general power outlets repositioned		✓	↪
Painting repairs resulting from other modifications in the application		✓	✓
Platform steps		✓	✓
Plumbing relocated			✓
Ramp		✓	✓
Safety slip resistant flooring	✓		✓
Shelving where it facilitates wheel chair access	✓	✓	↪
Shower base for the formation of level entry shower	✓		↪
Shower base insert		✓	↪
Shower screen removal		✓	↪
Slip resistant applications (e.g. grip strips)	✓	✓	↪
Stair lift external/internal – straight and curved			✓
Taps (e.g. lever style)	✓	✓	↪
Thermostatic mixing valve (temperature limiting device)	✓	✓	↪
Toilet support rails	✓	✓	
Water closet modification			✓
Item not otherwise listed for the NDIS	✓	✓	✓

\* Participants of NDIS may have additional funding needs that are not depicted in the above table.

↪ These items are not prescribed as a standalone Option C item and can be prescribed as a component of other relevant Option C home modifications that are indicated with a ✓

## What are the funding options at SWEP?

There are two funding options that you may be eligible to receive through SWEP, which include:

### Aids and Equipment Program (A&EP)

Is a Victorian Government funded program for eligible people of all ages and provides a subsidy towards the cost of assistive equipment and/or modifications. The A&EP's aim is to improve independence for people in their homes, maintain or increase their community participation and to support families and carers in their role.



### National Disability Insurance Scheme (NDIS)

Supports a better life for eligible persons under 65 years of age with a significant and permanent disability and their families and carers. As an insurance scheme, the NDIS takes a lifetime approach, investing in people with disability early to improve their outcomes later in life.



For more information as to when NDIS will be available in your area please speak with your Occupational Therapist or contact the NDIS. More information about this scheme can be found on their website - <https://www.ndis.gov.au/about-us/our-sites/vic.html>

## How do I apply for A&EP funding?

On most occasions the OT will initiate your referral for home modifications to SWEP.

If you do not have a SWEP registered OT, there are several options for finding one - these include:

- Speaking with your Doctor
- Speaking to a Health Care Professional at your local Community Health Centre
- Finding a Private Practice OT by telephoning Occupational Therapy Australia on 1300 682 878 or visiting their website:  
<http://www.otaus.com.au/find-an-occupational-therapist>.

## How do I know if I am eligible for A&EP?

If you are new to SWEP, you will need to complete a SWEP Eligibility Form to determine if you are eligible.

You will need to make an appointment to see your treating doctor/specialist to complete the last page of the SWEP Eligibility Form on your behalf. This is to confirm that you are a person who is either frail aged or has a permanent disability.

Once SWEP has reviewed your application you will receive a letter confirming whether you are eligible for support.

The SWEP Eligibility Form can be posted to you or found here:

<https://swep.bhs.org.au/other-relevant-documents.php>





## What might make me not eligible for A&EP home modification funding?

Listed below are some examples:

- If you are living in residential care
- If your home is owned or operated by: a non-profit organisation, business, trust fund, community housing or any other type of organisation
- If you are living in an Office of Housing home fully owned by the Department of Health and Human Services (DHHS) and it is not being privately purchased by you
- If there is a Body Corporate that does not give consent for the home modifications
- If you are requesting home modifications not at your primary residence (e.g. a friends, or a family home)
- If the home owner (proprietor) or their agent has not provided consent for the home modifications to occur
- Your treating Occupational Therapist has not completed a home visit
- If you have other suitable alternatives to ensure your safety and accessibility in your home
- If you do not meet the general A&EP eligibility criteria
- If you have already accessed the maximum A&EP home modifications subsidy.



## What is the maximum amount of funding I can receive?

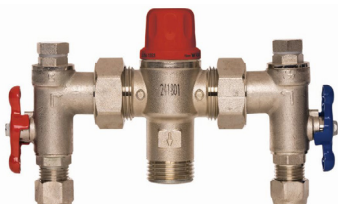
If you are eligible for A&EP home modifications the maximum lifetime subsidy available to you is \$4,000, which may include an additional \$400 if the Goods and Services Tax (GST) applies.

## Can I get an estimation of what the home modifications are going to cost?

Yes, once you and the OT have decided what is required, the OT will be provided with an estimation of the costs for the home modifications by SWEP.

## When will I find out the actual costs of the home modifications?

You can obtain a quotation any time you wish from a member of the SWEP Tradespeople and Builders Panel. However, we suggest that you obtain the required number of quotations closer to the time when the funding is made available, as this will be more accurate.



## What other things do I need to know about applying for A&EP funding from SWEP?

SWEP assess all A&EP applications against the Priority of Access Guidelines, which can be found at:

<https://swep.bhs.org.au/other-relevant-documents.php>.

These guidelines enable SWEP to identify the order in which applications are funded, based on information provided by your OT about how urgently the modification is required.

A&EP doesn't fund costs associated with general home maintenance, such as:

- Repairs to rotting floor, tiles falling off walls, loose hand rails, mould on ramps, leaking taps, etc.

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- A&EP does not fund standard household fittings such as flooring, toilets, baths, showers with steps, vanity units, mirrors, fans, towel rails, or hot water services. However, the A&EP may fund the repositioning of these items if related to the disability or clinical needs of the frail aged person.
- A&EP does not fund costs associated with OTs, Draftspersons, Architects, Engineers, Building Surveyors or Building Inspectors.
- A&EP cannot fund assistive equipment or home modifications

that you have already paid for or for works that have already begun prior to the approved application.

- A&EP is not intended for emergency repairs to your home.
- For home modifications between \$1,300 and \$4,000 SWEP will provide funding to the value of the least expensive itemised quotation. You or your authorised representative may choose to accept the more expensive itemised quotation and if this occurs you or your authorised representative will need to self-fund or find alternative funding for the difference between both itemised quotations.



## How do I apply for NDIS funding?

You will need to be registered with NDIS and then have a planning session with a Planner/Local Area Coordinator (LAC) at the National Disability Insurance Agency (NDIA). During the planning session it will be determined whether a SWEP registered OT is required to assess your needs in your home.

## What might make me not eligible for NDIS home modification funding?

Listed below are some examples:

- The home owner (the proprietor) or their agent has not provided consent for the home modifications to occur
- If there is a Body Corporate that do not give consent for the home modifications
- Your treating Occupational Therapist has not completed a home visit
- If you have other suitable alternatives to ensure your safety and accessibility in your home

## Who will determine if my home needs to be modified?

If a SWEP registered OT is recommended, they will work with you to determine what modifications are necessary to meet your identified goals and aspirations, or if assistive technology devices can be equally effective, e.g. bathboard instead of the removal of the bath.

## If home modifications are recommended, who approves the works to begin?

The NDIA or their authorised agents will decide if they approve the works recommended by the SWEP registered OT.

NDIS may fund the total cost of home modifications if the modification is deemed to be reasonable and necessary as defined in the National Disability Insurance Scheme Act 2013.

If funding is denied, you or your authorised representative need to discuss further options with the Planner or LAC.

## What happens if the home modifications are considered structural?

The OT will contact the National Disability Insurance Agency to determine how to proceed in submitting the application.

Listed below are some useful NDIS resources that may be able to assist you:

National Disability Insurance Scheme  
<https://www.ndis.gov.au/index.html>

## What is the maximum amount of funding I can receive?

Please speak with the NDIS Planner or LAC to discuss your needs.

National Disability Insurance Scheme Act 2013  
<https://www.legislation.gov.au/Details/C2013C00388>



## What happens if SWEP is unable to fund the entire cost of the home modifications?

In some situations, SWEP may not be able to provide funding to cover the total costs of the modifications that the OT has prescribed.

If you require additional funding you will need to fund this portion of the home modifications yourself or seek alternative funding from organisations such as:

- The Department of Health and Human Services (DHHS), Home Renovation Loan for either Property Owners or renters, see the links below.
- The Department of Social Services, for people receiving Home Care Package (HCP). If you are receiving a HCP speak with your Case Manager or Care Coordinator.
- Philanthropic organisations.

The OT that is assisting you with the SWEP application may know of other options to assist with gap funding. When funding is available, SWEP will advise the OT who will then inform you.

**Listed below are some funding options that may be of benefit:**

Australian Charity Guide  
<http://australiancharityguide.com/azlistofcharities.htm>

DHHS - Home Renovation Loan for Owners  
<http://www.housing.vic.gov.au/home-renovation-loan-owners>

DHHS - Home Renovation Loan for Renters  
<http://www.housing.vic.gov.au/home-renovation-loan-renters>

## Can I appoint someone else to organise the home modification on my behalf?

Yes, you can appoint an authorised representative to advocate on your behalf.

You may already have an authorised representative such as a power of attorney, or have an appointed Guardian by the Victorian Civil and Administrative Tribunal (VCAT).



## Can I use a Builder or Tradesperson of my choice to modify my home?

- If Option A is appropriate for your home modifications you can use a suitably qualified Builder or Tradesperson of your choice.
- If Option B or C is appropriate for your home modifications you will need to use a SWEP registered and credentialed Builder or Tradesperson.

## What is the benefit of using a member of the SWEP Tradespeople and Builders Panel?

All members of the SWEP Tradespeople and Builders Panel have gone through a rigorous selection process to be appointed to the panel. Panel members have been assessed on:

- ✓ Customer Service
- ✓ Innovation
- ✓ Past Performance
- ✓ Quality
- ✓ Financial & Legislative Compliance.



To be a panel member they must comply with a detailed SWEP Service Agreement and must maintain ongoing compliance. You can find a list of panel members by visiting the SWEP webpage, telephoning our office or by contacting your OT.

## Does the Victorian Government regulate the building industry?

Yes, the building industry in Victoria is regulated by the Victorian Building Authority (VBA). The VBA's purpose is to promote building practices that protect the safety of you and the people who live with you or visit you in your home.

## When do Builders or Tradespeople need to be registered with the Victorian Building Authority?

- If the home modifications are over \$10,000
- If they carry out re-blocking, restumping or demolishing work
- If they carry out any building work that requires a permit, regardless of cost
- If they provide more than one type of building work (such as plastering and painting) that costs more than \$10,000 (including labour & materials)
- If plumbing or electrical work is required.

## When does the Property Owner(s) need to enter into a Major Domestic Building Contract?

When the total cost of the home modifications are over \$10,000, the VBA registered Builder must enter into a Major Domestic Building Contract with the Property Owner(s) or their authorised agent.

The Builder must have the appropriate class of domestic Builder registration—taking into account any limitations of the VBA registered Builder.



## When does the Builder have to provide the Property Owner(s) with a Domestic Building Insurance Certificate?

Where the total cost of the home modifications exceed \$16,000, a Domestic Building Insurance Certificate is required.

The certificate must be provided to the Property Owner(s) or their authorised agent by the VBA registered Builder before works begins.

The quotation from the Builder must have reference to the Domestic Building Insurance Certificate and any costs associated with it.





Listed below are some useful building resources that may be able to assist you:

Building for Consumers

<http://www.vba.vic.gov.au/consumers/building-for-consumers>

Class of Domestic Builder's Registration

[http://www.vba.vic.gov.au/\\_\\_data/assets/pdf\\_file/0018/44550/What-is-Domestic-Building-work.pdf](http://www.vba.vic.gov.au/__data/assets/pdf_file/0018/44550/What-is-Domestic-Building-work.pdf)

Domestic Building Insurance

<http://www.dbi.vmia.vic.gov.au/>

Limitations of the VBA Registered Builder

<https://consumer.etoobox.buildingcommission.com.au/Pages/Search.aspx>

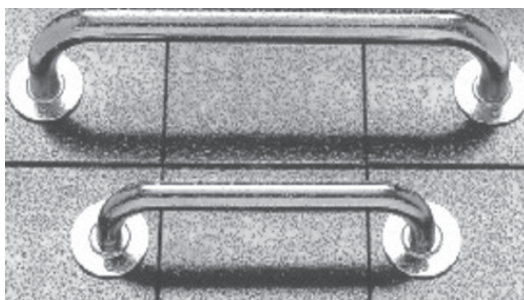
Major Domestic Building Contract

<https://www.consumer.vic.gov.au/businesses/registered-businesses/builders-and-tradespeople/running-your-business/domestic-building-contracts/preparing-a-major-domestic-building-contract>



Understanding Structural and Non-Structural Home Modifications		
Questions	Structural Home Modifications	Non-Structural Home Modifications
<b>What is the difference between Structural and Non-Structural home modifications?</b>	Structural Home Modifications are defined as any modification to an internal or external load-bearing component of the building that is essential to the stability of the building or any part of it, including but not limited to; foundations, floors, walls, roofs, columns and beams; or (b) any component (including weatherproofing) that forms part of the external walls or roof of the building.	Non-Structural Home Modifications are defined as alterations to non-load bearing walls, installation of fixtures or modifications which do not alter the structural integrity of the home.
<b>Who will provide the working drawings and scope of works (instructions) for my home modifications?</b>	The OT will create the initial Scope of Works for Option A, B or C, home modifications. The Builder, Tradesperson, Draftsperson, Architect or other building professional will use the Scope of Works to assist with their roles.	
	Either the Client/Participant or their authorised representative and/or homeowner or their authorised agent, in consultation with the treating OT, will engage either a Draftsperson or an Architect to provide the final working diagram(s) and revised scope of works.	If the home modifications are <i>under</i> \$1,300 the OT, Builder, Draftsperson or Architect will provide the working drawings and revised scope of works. If the home modifications are <i>over</i> \$1,300 the builder/Tradesperson, Draftsperson or Architect provides the working diagram(s) and revised scope of works.
	The Property Owner(s) or their authorised agent must agree to all working drawing(s), scope of works and quotation(s.)	

Understanding Structural and Non-Structural Home Modifications		
Questions	Structural Home Modifications	Non-Structural Home Modifications
<b>Do I need to have a building permit?</b>	All structural modifications, regardless of cost, will require a building permit from a Building Surveyor which is a legal requirement of the Victorian Government.	Building permits are not normally required for non-structural home modifications, however, we suggest you speak with the Builder/local council to confirm this.
<b>Do I need a Building Surveyor?</b>	A Building Surveyor will be involved and may have input into the design, foundations, concrete slab, frame construction, hydraulic services, electrical and fire safety systems as well as sewerage and water drainage systems. Where a building permit is required, the relevant Building Surveyor must inspect the work to ensure it complies with the permit, Building Act and Building Regulations.	Building Surveyors are not normally required for non-structural home modifications, however, we suggest you speak with the Builder to confirm this.



## As the Property Owner, what happens if I am not happy with the work that the Builder or Tradesperson has done?

Even with the best made plans for home modifications, things may not go the way you want them to and in this situation we encourage you to speak with the Builder or Tradesperson if you think the work is incomplete or different to what you agreed to.

It's important that you let your OT know that you are not happy with the work of the Builder or Tradesperson as they may be able to assist.

If you cannot resolve your concern with the Builder or Tradesperson you can receive free advice and conciliation on domestic building disputes from the Building Advice and Conciliation Victoria (BACV) by telephoning 1300 557 559. The BACV is a service jointly delivered by Consumer Affairs Victoria (CAV) and the Victorian Building Authority.

If you have any technical questions about the home modifications you can contact the Victorian Building Authority (VBA) by telephoning 1300 815 127.



**Listed below are some useful resources that may be able to assist you:**

Building Advice and Conciliation Victoria (BACV)  
<http://www.vba.vic.gov.au/disputes-and-resolutions>

Consumer Affairs Victoria (CAV)  
<https://www.consumer.vic.gov.au/>

Victorian Building Authority (VBA)  
<http://www.vba.vic.gov.au/>

Before you commence your home modifications we strongly encourage you to have a look at the Checklists for Building and Renovating at the CAV website:  
<https://www.consumer.vic.gov.au/housing-and-accommodation/building-and-renovating/checklists>

## What are the other benefits of receiving assistance from SWEP?

As an established home modification service, SWEP has:

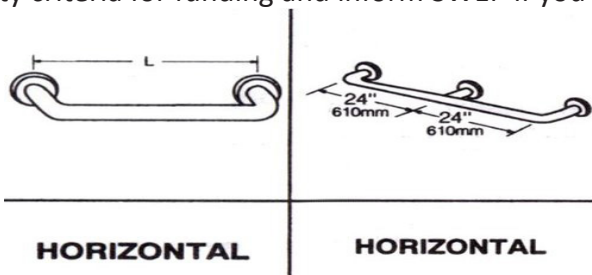
- ✓ a Victorian state-wide network of SWEP registered and credentialed OTs that have completed relevant training in the area of home modifications
- ✓ a Victorian state-wide Panel of Tradespeople and Builders, that have been registered and credentialed against SWEP's quality standards to ensure maximum protection for you and/or the home Owner(s)
- ✓ well defined working relationships with various Builders and Tradespeople that work in collaboration with SWEP registered OTs to perform home modifications based on your clinical and functional needs
- ✓ a Clinical Advisory Panel of OTs, with each Clinical Advisor having at least seven years' experience in the area of home modifications to assist in providing a quality service for you
- ✓ established A&EP and NDIS trained SWEP teams that are here to assist in processing your request
- ✓ the infrastructure and support of Ballarat Health Services, which has been providing quality care for people of the Ballarat and Grampians region for more than 160 years.



## What are the requirements of accepting funding from SWEP?

If you are deemed eligible and accept SWEP administered funding as a Client of the A&EP or a Participant of NDIS, you agree to the following terms:

- ✓ Adhere to the requirements as outlined in the SWEP Home Modifications Information Booklet (this document).
- ✓ Work with the OT in determining what home modifications are required based on your functional needs.
- ✓ Agree to have your home modified as outlined in the scope of works and working drawings that have been approved by the Property Owner(s) or their authorised agent.
- ✓ Agree to organise funding for any gap payment not covered by SWEP administered programs in the event that the Property Owner(s), their agent or any other party is not funding this gap.
- ✓ Agree to pay for building professionals not funded by programs administered by SWEP, which may include Architects, Draftspersons, Building Surveyors, Building Inspectors and Engineers. This will only occur if the Property Owner(s), their agent or any other party is not funding these services.
- ✓ Ensure that the Property Owner(s) or their authorised agent has agreed to the home modifications and is aware of their obligations. This can be achieved by providing a copy of this booklet to the Property Owner(s).
- ✓ Understand that SWEP will not fund an OT to submit your application.
- ✓ Inform SWEP as soon as practicable, if you decide not to proceed with the SWEP application for funding.
- ✓ Inform SWEP if there are changes to your contact or address details.
- ✓ Be familiar with the eligibility criteria for funding and inform SWEP if you become no longer eligible.



## As the Property Owner(s) or as their authorised agent receiving modifications funded by a SWEP administered program, you agree to the following terms:

- ✓ Adhere to the requirements as outlined in the SWEP Home Modifications Information Booklet (this document).
- ✓ Agree to have your property modified as outlined in the scope of works and working drawings.
- ✓ Agree to have home modifications that may not comply with Australian Standards, if there are no alternatives and you agree to accept any associated risks.
- ✓ Agree to write your name, sign and date the working drawing(s) (if provided), scope of works and quotation(s) as an understanding of the proposed home modifications and consent for them to proceed.
- ✓ Agree to pay any gap funding not covered by SWEP administered programs in the event that the Client/Participant and/or their authorised representative or any other party is not funding this gap.
- ✓ Agree to pay for building professionals not funded by programs administered by SWEP, which may include Architects, Draftspersons, Building Surveyors, Building Inspectors and Engineers. This will only occur if the Client, Recipient or their authorised representative or any other party is not funding these services.
- ✓ If the total cost of the home modifications are greater than \$10,000 you understand that a major domestic building contract is required from the Builder/Tradesperson.
- ✓ If the total cost of the home modifications is above \$16,000, you understand that you will need to obtain a current certificate of domestic building insurance from the Builder or Tradesperson.
- ✓ Ensure that the required planning and building permits are obtained and paid for.
- ✓ Ensure that you receive any plumbing and electrical certificates for work performed.



- ✓ Understand that SWEP's role in the process is to supply funding for home modifications. If you are not satisfied with the home modifications or believe that they are not what you agreed to, you are required to direct these concerns to the Builder or Tradesperson - otherwise to BACV or VBA.
- ✓ At the satisfactory completion of the home modifications you agree to sign the following SWEP documentation:
  - Proof of Delivery (POD) for Option A home modifications, in the event that the Client, OT or their authorised representative has not signed it
  - or**
  - Certificate of Completion (COC) for Option B or C home modifications.
- ✓ Understand that SWEP does not own the home modifications or have any ongoing responsibility and they become the property of the Home Owner(s).
- ✓ As the owner of the home modifications, you understand that you are responsible for their ongoing maintenance unless you have made other arrangements with the Client/Participant.
- ✓ Understand that SWEP has no obligation to remove the home modifications if they are no longer required.





# Providing Feedback and Complaints



## How do I provide feedback or make a complaint about 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 helps us to identify areas for improvement.

If you have a complaint, it will be responded to as quickly as possible. If SWEP staff need to make further enquiries it may take longer and very complex matters may take some time to resolve.

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.

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.

SWEP reserves the right not to respond to messages which contain abuse, inflammatory statements or material clearly intended to intimidate.

Feedback can be provided in the following ways:

- Fill in a feedback form (available by contacting SWEP)
- Call our Customer Service line on: 1300 PH SWEP (1300 747 937).
- If you require an interpreter, or have a hearing or speech impediment, our staff can assist by accessing the National Telephone Interpreter Service or National Relay Service.

We are committed to taking all feedback seriously and acting promptly to resolve any issues. We assure you that you will not be disadvantaged if you lodge a complaint or provide other feedback.

The Disability Services Commissioner (DSC) can also respond to complaints about Victorian disability services including those provided by the Department of Human Services. Information about the DSC's independent complaints process is available on their website <http://www.odsc.vic.gov.au/>

For more information please refer to the SWEP Home Modification Operational Procedures, which are available on the SWEP website: <http://swep.bhs.org.au/>

If you would like to receive an overview of all the services provided by SWEP, please refer to the SWEP Consumer Information Booklet which can be found here: <https://swep.bhs.org.au/for-individuals.php>

**Please note:** The most up to date version of this document is available electronically from the SWEP website.





# 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/>  
Email: [swep@bhs.org.au](mailto:swep@bhs.org.au)



P: 1300 747 937 (1300 PH SWEp) or (03) 5333 8100  
F: 03 5333 8111

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



Interpreter

If you need an interpreter service please call: 131 450

