This fact sheet advises you of your responsibilities and the responsibilities of the contractor for the repair and maintenance (R&M) of Territory Equipment Program (TEP) aids and equipment.

# Who do I contact if I need my equipment repaired?

Please contact your regional TEP Work Unit on the details overleaf if you require your equipment to be repaired. Clients living in remote areas are encouraged to contact their therapist directly for further information about local service options and coordination of repairs.

You must quote the TEP ‘T’ or ‘H’ Number (on the TEP identification sticker) and briefly describe the repair required when you call. The contact officer will then arrange for your equipment to be repaired or in some cases replaced.

# You are responsible for

* Looking after your equipment by following the general equipment principles below;
* Carrying out regular cleaning and care maintenance; and
* Updating your contact details held by TEP including your phone number and address. This information is provided to the R&M Contractor on a regular basis.

# General equipment principles

## Store equipment in a cool, dry location

Exposure to direct sunlight can make many materials deteriorate quicker and split or break easier.

## Become familiar with your equipment

Read through any instructions that come with the equipment. Familiarise yourself with the parts and basic care required.

## Set aside time

Set aside some time on a regular basis to check over equipment and carry out regular cleaning and care. Make it part of a routine.

## Use equipment only for its intended purpose

 Inappropriate use or neglect of equipment increases the chance of equipment failure and potential injury.

# Regular cleaning and care

Any information provided to you at the time of issue, such as TEP Equipment Fact Sheets or specific instructions (for example a user manual) should be retained for future reference.

**Weekly**

* Wipe over materials and surfaces with a damp cloth. Use a dry cloth on any electrical components.

**Monthly**

* Check castors are clean and move freely. Remove any dirt, hair or lint.
* Clean and dry surfaces with a product like Spray & Wipe. Do not spray near electrical components. Do not use bleach.
* Check for any loose parts and tighten only by hand using a screwdriver (if required).

Do not remove the TEP identification sticker from your equipment. TEP will not service equipment that does not have this sticker in place.

# The R&M contractor is responsible for

* Repairing TEP equipment in most locations. This may include after hours repairs in emergency situations.
* Carrying out cyclical maintenance for nominated TEP equipment.
* Arranging a mutually suitable time for work to be carried out and contacting you if they have difficulties meeting this time.
* Carrying out work on site wherever possible. If your equipment needs to be taken away to have work completed, the R&M Contractor will contact TEP to coordinate arrangements where possible.

# Feedback

Your feedback is important to us. If you would like to provide feedback, please request a TEP Satisfaction Form from your therapist or visit the TEP website.

If you have recently had a contractor carry out repairs and/or maintenance on your equipment and you are not satisfied with the work undertaken, or wish to pass on a compliment, please contact the contractor directly in the first instance.

# Contact us

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|  | Darwin/Top End(includes Darwin rural area) |  | Central Australia(includes Alice Springs, Remote Barkly) |  |  |
| **P** | 08 8922 5571 | **P** | 08 8951 6747 |  |  |
| **F** | 08 8928 0164 | **F** | 08 8951 5150 |  |  |
| **E** | TEPDarwin.ths@nt.gov.au | **E** | TEPAliceSprings.ths@nt.gov.au |  |  |
| **A** | PO Box 40596,Casuarina 0811 | **A** | PO Box 721Alice Springs 0871 |  |  |

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