Repair and Maintenance – Easy to Read TEP Fact Sheet FS-2

This fact sheet lists responsibilities for repair and maintenance of Territory Equipment Program (TEP) aids and equipment.

Please contact TEP 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.

# General Equipment Principles

|  |  |
| --- | --- |
| weather3Unhappy | * **Store equipment inside**

Exposure to direct sunlight can make many materials split or break easier. |
| whlchair | * **Become familiar with your equipment**

Read through any instructions that come with the equipment. Familiarise yourself with the parts and basic care required. |
| clock2 | * **Set aside time**

Set aside some time regularly to check, clean and care for your equipment. Make it part of your routine. |
| di_12 | * **Only use your equipment as instructed**

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

# You Are Responsible for:

* Looking after your equipment by following the general equipment principles above
* Updating your contact details held by TEP including your phone number and address
* If calling for a repair, providing the contact officer with the TEP ‘T’ Number on the item and a brief description of the repair required

# 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

## Monthly

* Remove dirt from any wheels
* Clean and dry surfaces
* Check for any loose parts

Do not remove the TEP identification sticker from your equipment. TEP will not service equipment without a sticker.

# The Repair Contractor is Responsible for:

* Repairing and maintaining TEP equipment
* Arranging a good time to repair your equipment
* Contacting TEP for alternative equipment if they need to take your equipment away

# Feedback:

We value your feedback. Please speak to your therapist about your experience.

# Contact Us

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | 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 NT 0811 | **A** | PO Box 721, Alice Springs NT 0871 |  |

|  |  |
| --- | --- |
| **PGC/SharePoint ID:** HEALTHINTRA-1880-8394 | **PGC/Content Manager ID:** EDOC/43179 |
| **Version Number:** | Version: 10.1 |  | **Approved Date:** 17/02/2021 | **Review Date:** 01/02/2024 |