**Terms and Conditions for Loan Equipment**

Loan equipment options

The DHS Equipment Program provides a broad range of loan equipment options for its clients. Services include the delivery, repair and collection of loan equipment.

The DHS Equipment Program has a unique way of providing equipment to deliver value, reduce environmental impact and, to shorten supply times. Both new and ‘refurbished’ items are available. ‘Refurbished’ items are returned to ALTER, thoroughly cleaned and checked to ensure they are ‘as new’ before re-issue.

You can find more information about the DHS Equipment Program services at [www.equipmentprogram.sa.gov.au](http://www.equipmentprogram.sa.gov.au).

Costs and payment

If you are eligible for the DHS Equipment Program you do not need to pay for the equipment you receive.

Ownership and return of loan equipment

Loan equipment is owned by the DHS Equipment Program or our suppliers, and equipment is provided on loan to you for as long as you need (these items have an asset sticker on them). The loan equipment you receive should only be used by you.

If you no longer need the loan equipment, please contact the DHS Equipment Program to request collection.

Modifications to loan equipment

Please do not make any modifications to the loan equipment. If the loan equipment is no longer meeting your needs, you can call the DHS Equipment Program to discuss your options.

Caring for loan equipment

You are responsible for care of the loan equipment as described on any equipment fact sheets or safe operating procedures supplied to you.

Replacement of loan equipment that has been damaged, lost or stolen is at our discretion.

Repairs and replacement of loan equipment

* The DHS Equipment Program is responsible for arranging all repairs for loan equipment and will cover all reasonable repair costs.
* We understand that breakdowns can create hardship for you. We appreciate your patience and will do our best to work with you to resolve issues promptly.
* Normal repair hours are between 8.30am and 5pm Monday to Friday.
* An emergency out-of-hours repair service operates between
  + 7am to 8.30am and 5pm to 11pm Monday to Friday, and
  + 9am to 11pm on weekends and public holidays
* The DHS Equipment Program may replace the loan equipment if it can be easily swapped for an equivalent item. If the loan equipment cannot be swapped and a repair is needed, then a repairer will contact you within 24 hours.
* If the loan equipment requires repair at a workshop for an extended period, the DHS Equipment Program may provide a similar replacement or temporary loan item. If you live in a country area, the loan equipment may need to be sent to Adelaide if a local repairer is not available.
* The DHS Equipment Program can arrange a maintenance check of high-risk loan equipment items, such as beds or hoists.
* If the loan equipment item cannot be repaired and needs to be replaced, we will contact you to discuss your options.

Contact for all DHS Equipment Program Repairs and Maintenance

Phone: 1300 130 302 or Email: [DHSEquipmentProgram@sa.gov.au](mailto:DHSEquipmentProgram@sa.gov.au)