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rehabilitation, hospital & home care equipment

OT Information for the DVA Minor Mods Contract NSW

Since November 2004, all Minor Home Modifications for DVA Veterans' in NSW and ACT are being co-ordinated by HenryCare under a contract with the DVA. The systems HenryCare has established for co-ordinating this work are primarily designed to keep you, the OT, informed of what is happening with your particular job. If this does not happen, we will welcome your suggestions for improvement. The process begins with you sending HenryCare the two (2) pieces of RAP paperwork (direct order form and minor mods form) plus your drawings or instructions as to where to make or install the requested Minor Mods. The process ends when you receive a "Completed Work Report". This may come directly from the local person who carried out the work, but in early 2005 it will become automatic from HenryCare within 24 hours of us being told the job is complete. The majority of these notifications will be to an email address or as a text (SMS) message to a mobile phone. At any time in between you may request the status of the job by either, phone 1300 660 461 or fax, 1300 660 460 or email, dva@henry.com.au. We are looking forward to working with you.

The HenryCare Completed Work Report provides you with the opportunity to inspect the job done, and see if it meets your requirements. If you are unhappy with the outcome, you can notify us within 21 days and we will arrange for the job to be completed to your satisfaction. HenryCare will withhold payment to the builder until you are completely satisfied. You will no longer need to have these discussions with the builder, as it is a HenryCare responsibility. If you do not notify us within 21 days, payment to the builder will be automatic.

The system we have set up, allows for you to express your preference for a specific builder in Regional Areas. The Minor Mods form has a space for you to enter this preference (under the HenryCare fax number). This will allow you to continue the good working relationships established over many years, with your existing local builders and Home Mods centres.

Once a job has been allocated, the builder may contact you to clarify details. Your ability to work with the local person and be in direct contact is maintained. The only time HenryCare needs to be notified is when the scope of work undertaken exceeds what you originally sent to us. As HenryCare is paying the builder, (not the DVA) we will only pay for work that is supported by a written authorisation from you. If this changes we need to know so your builder can get paid.

Henry Care retains the right to select a different builder. This can be done on the basis of poor quality work, slow response rates or excessively expensive charges. There is no absolute guarantee that your preferred builder will be selected, so if you are thinking of asking your local builder a question before you send HenryCare the DVA paperwork, it would be a good idea to notify us on the paperwork that discussions have occurred, so we do not allocate the work to someone else without talking to you first.

Summary of Changes:

- you will be sending your DVA paperwork to HenryCare, not the builder,
- HenryCare allocates the work to a builder, who may contact you about any items that are unclear
- you will no longer be receiving any invoices from the builder.

The steps in the new process are as follows.

- OT to complete the DVA paperwork authorising and describing the tasks to be undertaken, together with location drawings. (No sticker dots on the wall as these have a habit of being moved).
- OT to fax these to HenryCare, not the builder.
- HenryCare will do a number of approval checks required by the DVA.
- HenryCare Work Order together with your instructions and drawings sent to builder or Home Mods operator authorising the work to be done.
- Once the job is complete, the builder will have the Veteran sign for the work done on the HenryCare Work order and return it to us as complete.

* OT will then be notified with a "Completed Work Report".

By mid 2005, for those of you with Internet access you will have the ability to log in to our tracking system at any time and view your job status.

Should you have any questions please do not hesitate to contact us. Barrie Fitchett Project Co-ordinator