

Wild Rumpus Community Services undertake the following steps to address responsive maintenance issues:

Ensure safety

Check the area and make it safe for participants, staff and visitors. If the situation involves immediate danger to persons or property, support staff will implement their emergency evacuation procedures before arranging for repairs.

Identify the problem and, where practical, reduce risk:

- electrical problem - turn off power and check fuses/circuit breakers
- gas problem - check gas meter is turned on or off; turn off gas flow as appropriate
- burst water pipe - turn off water at the meter
- hot water not working - check fuse/circuit breaker and switch. If the hot water system runs on gas, check that the pilot light is on.

Identify the remaining occupational health and safety risks to the best of your ability and advise other staff and contractors when they attend.

Identify urgency of the repair

The urgency of the job is depending on the nature of the participant's support needs. For example, a broken fence may be a critical response type at a time where current participants may abscond.

Emergency - Immediate Response

Emergency repairs are after-hours repairs. They will include:

- repairs to any items that pose an immediate risk to participant or staff safety
- repairs that are aimed at making the situation safe until business hours, when critical repairs can be arranged

Critical - actioned within 8 hours

- Lost keys resulting in lock out.
- Problems with all essential services, for example, supply of water, power and gas etc.
- Essential safety measures - faulty fire prevention equipment, including smoke detectors, etc.

Urgent - actioned within 24 hours

- Storm damage/flooding (OH&S issues)
- Total failure of stove, heating, hot water service
- Broken or damaged access points, that is, locks, doors, windows etc.
- Serious roof leak
- Waste blockages, toilet, kitchen, bath etc.
- Partial failure of gas, electricity or water supply
- Broken window

- Faulty grab rails - bath toilet seat etc.
- Refix power point, light switch, light batten
- Total failure of washing machine
- Other faults rendering premises unsafe

Priority - actioned within 7 days

- Partial appliance failure, such as single hotplate
- Leaking taps
- Pest control - fumigation
- Blocked stormwater drains
- Ceiling, wall door damage
- Clothesline repairs

Essential - actioned within 14 days

- Fencing repairs including side gates.
- Broken fittings, such as blinds.
- Jammed windows
- Letterbox repairs
- Any other non-urgent works that may include minor repairs not listed in this table

Request maintenance

Contact property owner and be clear what work is required to make the situation safe until the next working day, when critical repairs can be arranged. Discussion held with property owner around responsibility - whether it is a general maintenance issue, or an issue resulting from the usage of Wild Rumpus Community Services.

Organise the contractor

Arrange access for the contractor: The contractor is obliged to make contact by phone with support staff to arrange for access prior to carrying out the work and obtain prior permission to work in unoccupied houses.

Contractor access to a participant's bedroom: If works are required in a participant's bedroom or space, staff are required under the Disability Act 2006 to provide the participant with a minimum of 24 hours notice in writing of intention to carry out work for priority or essential works. If the participant is unlikely to understand, their parent or guardian must be notified. Urgent, critical or emergency works do not require written notice to be supplied to residents.

Check the work is completed

Discuss the work performed with the contractor and check the works as far as practical - Wild Rumpus Community Services are not ultimately responsible for the quality of the works, but should be able to check and see if the work is of an acceptable standard. Wild Rumpus then organise payment to the contractor.