



# Maintenance & Repairs

Your guide to reporting maintenance issues.

**SDA Living Australia ensures homes are safe and comfortable by working with qualified contractors to complete repairs quickly and safely.**

**This guide outlines how to report maintenance issues so we can respond efficiently and minimise disruption to our residents.**

## > Types of Maintenance

Understanding the different types of maintenance helps ensure the right response at the right time. This section outlines the three key maintenance categories 'responsive, planned, and preventive' and how each plays a role in keeping SDA homes safe, functional, and well maintained.

### **Responsive Maintenance**

Day-to-day maintenance and repairs carried out in response to requests for works. This includes urgent repairs, replacing broken or faulty items, and restoring essential services like heating, lighting, or locks, so they work properly again.

### **Planned Maintenance**

Work scheduled in advance to address the natural wear and tear over time. This helps maintain the overall condition of the building and prevents bigger issues from developing.

### **Preventive Maintenance**

Involves works carried out on an agreed cycle to keep everything running safely and efficiently. It includes routine checks and servicing of equipment and building systems, such as smoke alarms and air conditioning units.

## > Making a Request

When requesting maintenance, please provide as much detail as possible to help us respond promptly and assign the right contractor.

This is especially important for issues that may impact the safety, health, or wellbeing of residents, staff, or visitors.

### **Before reporting, be prepared with:**

- A clear description of the issue
- The location of the problem
- Any impact on residents or support staff
- Whether the issue is urgent or non-urgent
- Including a photo of the issue can help us assess and resolve the problem more efficiently.

## Where to Report

### **General Maintenance Requests - For repairs that do not require immediate attention**

Email: [maintenance@sdalivingaustralia.com.au](mailto:maintenance@sdalivingaustralia.com.au), or  
Call: 1300 469 939.

### **Urgent Repairs or After Hours Emergencies (After 5:00pm Monday to Friday, and Weekends)**

Call: 0483 933 912.

Check the Response Timeframes (next page) to confirm if your issue qualifies as an urgent or an emergency.

## How to Report

To keep our homes safe and running smoothly, it's important to report faults quickly and correctly. Follow the steps below to ensure the issue is addressed safely, efficiently, and without delay.

1	2	3
Ensure Safety First	Report the Fault	Follow Up if Needed
Follow all standard safety procedures. Identify the urgency of the issue using the Fault Category Chart (see next page).	Call 1300 469 939 to lodge a maintenance request. Be ready to provide details and respond to any contractor requests for property access.	If your maintenance issue hasn't been resolved within the agreed timeframes, please contact us again to follow up.

## > Response Timeframes

### Emergency – Within 4 Hours




For issues posing an immediate risk to the safety of residents or staff. Temporary repairs may be carried out to make the area safe, with full repairs arranged during business hours if required.

### Urgent – Within 24 Hours

Covers faults that compromise safety or functionality and require attention within one day. After-hours responses may include temporary fixes, with follow-up repairs scheduled for the next business day.

### General – Within 14 Days

Includes all other maintenance that does not pose a safety risk or require immediate attention. These are scheduled and resolved within two weeks.

		
Emergency	Urgent	General
Within 4 Hours	Within 24 Hours	Within 14 Days
Burst water pipe	Major roof leaks	Fly wire screen replacement
No light, water, gas or power	Faulty smoke detectors	Minor leaks
Flooding	Appliance failures	Cracked roof files
Broken door locks or external doors	Blocked pipes or drains	Resealing of shower
Dangerous electrical faults	Hot water issues	Holes in walls
Gas leak	Taps that cannot be turned on	Other non-emergency or non-urgent works

At SDA Living Australia, we are committed to maintaining each property to the highest standard, ensuring it continues to meet the unique needs of every resident.

If you have a maintenance concern not covered in this guide, or if an issue has not been resolved to your satisfaction, please contact us on **1300 469 939**.

Should you remain dissatisfied, you can submit a formal complaint by emailing us at **[contact@sdalivingaustralia.com.au](mailto:contact@sdalivingaustralia.com.au)**.

## > Responsibilities



### Support Provider

- Report all maintenance issues to SDA Living Australia as soon as practicable.
- Provide clear details about the issue, including urgency and any relevant context.
- Report maintenance issues within appropriate timelines
- Notify SDA Living Australia if the issue poses any risk to residents' health or wellbeing, as this may affect response priority.
- Ensure residents, staff, and visitors stay clear of active repair areas so contractors can work without interruption.
- Inform SDA Living Australia and contractors of any behaviours of concern or potential triggers (e.g. loud noises, flashing lights) that could distress residents.
- Communicate any access limitations, including security protocols, emergency exits, or restricted areas.
- Promptly report concerns regarding repair quality, contractor conduct, or unresolved issues to SDA Living Australia. Support staff should not attempt to manage these directly.
- Keep copies of owner manuals and user instructions for household systems (e.g. heating) on-site.



### SDA Living Australia

- Respond to maintenance and repair requests within agreed timeframes.
- Engage the most suitable contractor for each job based on the nature of the work required.
- Maintain ongoing communication with the house supervisor or support staff regarding repair progress, access needs, timelines, and any relevant updates.
- Provide contractors with clear instructions about the job, including site conditions, scope of work, and the Support Provider's contact details.
- Ensure all contractors follow Work Health and Safety regulations, safe work practices, and SDA Living Australia's compliance standards and guidelines.
- Keep records of all maintenance work, including compliance certificates, warranties, and guarantees.
- Coordinate planned and preventative maintenance in consultation with the Support Provider to minimise disruption for residents.



### Contractor

- Contact the Support Provider by phone or in person to arrange site access before starting any work.
- Complete work between 9am–5pm, Monday to Saturday, unless alternative times are pre-approved and compliant with local council and EPA regulations.
- Comply with all site sign-in and induction procedures in coordination with the Support Provider.
- Take reasonable care to protect the property and residents' belongings while working.
- Keep tools and equipment secure and safely out of reach of all persons on site.
- Be courteous, act fairly, and respect residents' privacy at all times.
- Report any incidents or injuries immediately to SDA Living Australia.
- Stop work and leave the site if there is any risk to personal safety, including signs of aggression or potential harm.
- Remove all waste daily and at job completion, leaving the premises clean and free of debris.



## > Preventative & Planned Maintenance

Maintaining a safe, comfortable, and functional living environment is a shared responsibility. This guide outlines the key roles and responsibilities related to preventative care, planned inspections, and the reporting of issues. Clear communication and timely action help ensure the wellbeing of residents and the long-term upkeep of the property.

### Preventative Maintenance

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SDA Living Australia is responsible for preventative maintenance on all fixed appliances and equipment within the property. This involves scheduled servicing to reduce the risk of equipment failure, ensure safety compliance, and uphold warranty conditions.

Preventative maintenance may also include routine inspections to detect early signs of wear or faults, allowing timely repairs and minimising disruption to residents.

### Planned Property Maintenance

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To ensure homes remain safe, comfortable, and in good condition, SDA Living Australia conducts an annual inspection of the property.

You will be notified in advance of any upcoming inspections. Full access to the property will be required, so please inform SDA Living Australia ahead of time if there are any access limitations or health risks that may affect staff safety (e.g. illness).

We are committed to respecting the privacy of residents, support staff, and visitors. These inspections focus solely on assessing the condition of the property, including structural elements, outdoor areas, and installed equipment—no personal information will be collected.

### Staff Involvement in Maintenance Reporting

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It is essential that house staff are familiar with the SDA Living Australia maintenance process. Prompt and accurate reporting helps SDA Living Australia respond effectively to issues and ensures that both routine and preventative maintenance can be carried out in a timely manner.

*Note: Residents are responsible for the maintenance and servicing of their own personal aids and equipment, such as wheelchairs and specialist beds.*

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