

FACULTY OF HEALTH WORKSHOP

OPERATING CHARTER

Customer Service Charter

The Faculty of Health Workshop is committed to providing a first class design, manufacture and maintenance facility for staff and students. Our team has a commitment to ensure:

- The highest level of service is provided
- Throughput of work is carried out in a timely manner
- Solutions are delivered for research and teaching equipment problems
- A friendly, welcoming environment
- High quality and precision work
- Full compliance with relevant standards
- Close consultation with customers and responsiveness to user requirements

About Us

The faculty of Health workshop is a combined electronic/mechanical workshop. We offer the following services:

- Design and manufacture of new equipment for research and teaching laboratories.
- Repair and maintain existing equipment in research and teaching laboratories.
- Modify existing equipment to customer's requirements.
- Provide scheduled maintenance services.
- Provide advice on electronic and mechanical problems.
- Evaluate and report on equipment and make recommendations for improvement and/or purchase of new equipment.
- Set up and demonstrate equipment use.

Work Request Procedure

URGENT WORK

Urgent work is classed as:

- Work which needs to be carried out immediately to keep a class or research experiment running.
- All safety issues requiring immediate attention.

In the case of such an event the workshop should be called immediately on ext 15662 or 15689. Once the problem has been outlined the most appropriate Technical Officer will attend. If a solution for the problem cannot be found in-house, an external service company will be contacted to either attend or provide information to correct the problem.

A work request form must be filled out and an approved cost collector assigned as soon as possible and either emailed to healthworkshop@newcastle.edu.au or faxed to ext 15661.

NON URGENT WORK

All other work will be classed as non urgent work.

In the first instance the Workshop Coordinator or a Technical Officer should be contacted as detailed below to discuss the work request. Once all details are agreed upon and a quotation provided (if required) a work request form must be filled in and either emailed to healthworkshop@newcastle.edu.au or faxed to ext 15661. An approved cost collector must be provided for work to proceed.

If the work request is directly related to a safety issue it will be responded to as soon as a Technical Officer is available. A work request form must still be completed with an approved cost collector and sent to the workshop.

Work Categories

Work will be categorised in the following order:

1. Safety
2. Teaching Repairs
3. Research Repairs
4. Maintenance
5. Project Work/Upgrades/Teaching
6. Project Work/Upgrades/Research
7. Work Outside Faculty
8. Work Outside University

Once a category has been assigned a priority (high, medium or low) will be given and the work request will be scheduled by the Workshop Co-ordinator. Any concerns regarding scheduling of work should be directed to the Workshop Coordinator.

Please note:

Repairs means returning the item to its original level of functionality. Any upgrades requested as part of repair work will be charged at the appropriate rate.

As much prior notice as possible of planned work requests will be greatly appreciated and ensure work is completed on time.

Where appropriate a decontamination certificate must be duly completed and either sent in advance via email or fax, fixed to the instrument or handed to Faculty of Health Workshop staff depending on whether servicing is to be carried out in situ or within the workshop.

Instruments will not be serviced or repaired until the Faculty of Health workshop have received a satisfactory certificate. Should goods be considered a hazard by the Faculty of Health workshop they will be returned immediately to the user/owner and repairs/servicing will not commence.

Any work requests related to building infrastructure or moving equipment should be directed to Facilities Management through a Maximo request. Any problems with laboratory water systems should be directed to the Faculty of Health Workshop.

Funds from any incurred charges will go back into supporting the workshop allowing replacement of parts, consumables and equipment. This ensures the faculty is technically well supported.

Charging Rates

The following charging rates (per hour) will apply:

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|-----------------------------------|---------|
| 1. Safety | \$25.00 |
| 2. Teaching Repairs | \$25.00 |
| 3. Research Repairs | \$25.00 |
| 4. Maintenance | \$25.00 |
| 5. Project Work/Upgrades/Teaching | \$50.00 |
| 6. Project Work/Upgrades/Research | \$50.00 |
| 7. Work Outside Faculty | \$75.00 |
| 8. Work Outside University | \$75.00 |

Workshop Contacts

Mr Dean Jeffs (Faculty of Health Workshop Co-Coordinator)

Hours of work: 8.30am-4.00pm

(ph) 49215662

(fax) 49215661

Medical Science Building MS227

(Email) dean.jeffs@newcastle.edu.au

Mr Darren Gorton (Senior Technical Officer)

Hours of work: 8.00am-4.00pm

(ph) 49215689

(fax) 49215661

Medical Science Building MS227

(Email) darren.gorton@newcastle.edu.au

Mr Jason DeCoursey Harris (Apprentice-Electronics)

Hours of work: 8.30am-4.00pm

(ph) 49215689

(fax) 49215661

Medical Science Building MS227

(Email) jason.decourcyharris@newcastle.edu.au

Mr Peter Hartley (Laboratory Craftsperson)

Hours of work: 8.30am-4.00pm

(ph) 49215689

(fax) 49215661

Medical Science Building MS227

(Email) peter.hartley@newcastle.edu.au