



NORTHERN REGIONAL HEALTH AUTHORITY

"QUALITY HEALTH FOR LIFE"

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## TO WHOM IT MAY CONCERN

The Northern Regional Health Authority recently took delivery of a Mobile Child Health Clinic manufactured by SVM (Specialised Vehicle Manufacturer) Dayboro.

This vehicle was manufactured by the firm from a set of specifications established with the Child Health Nurses and formalised by the Capital Works and Facility Planning area of the Northern Regional Health Authority. A critical element of the design was the ability of the vehicle to be suitable for driving by a Class A licensed driver.

The SVM team provided confidence in the NRHA team involved with the project, whereas other manufacturers appeared entrenched in the way they carried out their manufacture and appeared reluctant to change their ways. SVM in early discussions appeared innovative and receptive to the problems identified by the staff who were to use the vehicle. During the development and manufacture the SVM team were constantly seeking approval to the various issues that arose and overcame the most contentious issue of the operation of the stairs with a simple and easily operated method.

NRHA carried out inspections during the manufacture and on each occasion the SVM team had a range of questions requiring clarification along with suggestions to better the project. This close co-operation in conjunction with the flexibility and innovation of the SVM team resulted in a vehicle that met all the requirements of the end user. A second vehicle is to be purchased which will have minor modifications to its internal fitout to meet operational issues. The initial tender deliberately placed a delay between the first and second unit to enable staff evaluation and identification of any problems in the design or manufacture.

The finished vehicle is constructed of an insulated fibreglass material, is airconditioned, has a water supply and drainage, 240 volt and 12 volt systems including its own generator set. The skirts of the vehicle are manufactured from aluminium, unlike other manufactures who use a fibreglass plywood product which adds to the weight. The end product weighed in at just under 4 tonne, while the A Class limit is 4.5 tonne, this was a credit the manufacturer.

I would have no hesitation in recommending SVM to any organisation requiring a different, special type of vehicle. The SVM team were up to the challenge.

Morris Joyce  
Manager, Capital Works and Facility Planning  
25 March, 1996