



# Make a difference - FAQs

## Maintain and wear your lifejacket



### What is the purpose of the lifejacket clinic?

The clinics are designed to provide boaties with the skills to service and maintain lifejackets in accordance with manufacturer's guidelines.

It's not enough for the safety equipment to be on board – it must be in good condition and easily accessible.

By attending a clinic, you will learn the importance of maintaining and wearing a lifejacket and about the need to ensure lifejackets are accessible.

### How does the voucher system work?

If your lifejacket is deemed unserviceable or the clinic does not have the parts to service your lifejacket you will receive a \$30 voucher, that can be redeemed at a Make a difference retail partner.

To receive a \$30 voucher, you must attend a clinic with your lifejacket(s). During the clinic if the parts required to make your lifejacket fully operational are not on hand you will be offered a voucher to purchase them from one of the retail partners.

If one or more lifejackets are found to be unserviceable families will be offered a maximum of four vouchers to purchase new inflatable lifejackets from one of the retail partners.

The retailer will take \$30 off the recommended retail price of the lifejacket when you present the voucher.

Vouchers are valid for 30 days after being issued.

### Do I have to bring a lifejacket to the clinic?

No, the lifejacket clinics are designed to educate you on how to maintain a lifejacket. However, without a lifejacket you will be ineligible to obtain a voucher for parts or a replacement lifejacket.

### Do I need to surrender my old lifejacket to get a voucher?

Yes. If your lifejacket is deemed unserviceable you must surrender it to obtain a voucher.

### Do I need to register to attend?

Yes, we ask you to register online at [www.transport.wa.gov.au/imarine/life-jackets.asp#45827](http://www.transport.wa.gov.au/imarine/life-jackets.asp#45827) on the lifejacket website page or phone 13 11 56 and request to be transferred to Safety Education to book a spot.

On most occasions there will be only two sessions at each location so registration is essential.

### How long will a lifejacket clinic run?

Depending on the attendance numbers the clinics should run for about 45 minutes.

### Can I redeem the voucher via an online purchase through one of the retail partners?

No. At this stage this option is not available.

### Is there a limit on the number of vouchers I can receive?

Yes. There is a limit of four vouchers per participant.

### I am a not a recreational boater, but I wear a lifejacket when sailing, windsurfing, kiteboarding, canoeing or kayaking. Can I attend?

Yes. We welcome all recreational water users to register and attend a clinic.

### I am a commercial operator; am I eligible to receive a voucher?

Commercial operators are welcome to register to attend a clinic but are not eligible to receive a voucher.

### Can I use a voucher to purchase other items such as flares or an Emergency Position Indicating Radio Beacon (EPIRB)?

No. The vouchers can only be used when purchasing lifejacket maintenance kits or a new replacement lifejacket.

### Is the Old4New lifejacket upgrade program still available?

Yes. The Royal Lifesaving Society of Western Australia will continue to run Old4New events. Please visit <https://www.royallifesavingwa.com.au/programs/old4new>



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