

How Can the Project Assist You?

The Service Specialises in home modification, maintenance, adjustments, and advice on building related matters

What Services Are Available?

Examples of modification or maintenance work

- that can be carried out include:
- Internal/external ramps and rails
- Hand held showers
- Tap turners, Adjusting hot water services
- Widening doorways
- Securing rugs and cords
- Repairs to gutters, doors, floors, steps and paths
- Minor plumbing repairs and electrical work

You Are Eligible If You Are:

- A frail aged person or a person with a disability who requires support and assistance
- A person who has to care for an adult or a child with a disability and you are a home owner, or in certain circumstances a private tenant.

What Will It Cost You?

- Limited funds are available and you will be asked to pay for the cost of the materials and a small hourly rate.
- Assistance is available if you cannot afford the full amount
- The cost of all work will be set out in a service agreement, to be signed by yourself before any work will commence.
- Home Modification and Maintenance is funded by Home and Community Care.



David Humphries

Project Supervisor

Builder's License No: 4913C

Home Modification & Maintenance Project

96 Russell Street

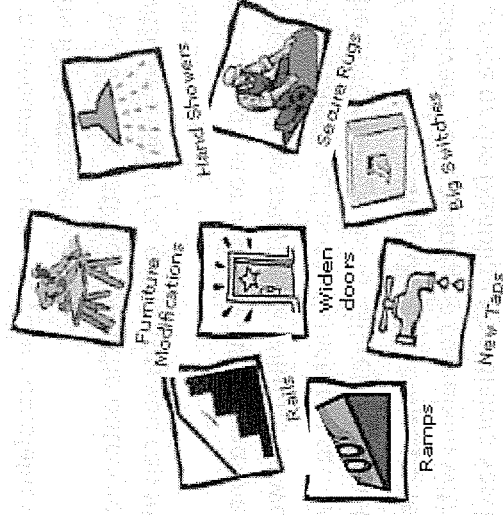
(PO Box 1469)

BATHURST NSW 2795

Tel: (02) 6332 2106

Fax: (02) 6332 3229

Email: hmm@binc.org.au



The Project's Aim

The aim of the Home Modification and Project is to assist clients to remain in their own home rather than having to move into a nursing home or hostel accommodation

Priority Will Be Given to Work that Involves:

- Making your home a safer place
- Allowing you to move around your home more easily
- Helping you to be more independent in bathing, using the toilet and preparing meals

Your Right to Complain

- If your rights are not being respected or if you wish to make a complaint you are encouraged to raise your complaint with the staff member concerned in the first instance.
- If you are not satisfied with the outcome, or not happy to discuss the issue with the builder/co-ordinator, you can use an advocate to negotiate on your behalf.
- The co-ordinator will investigate and seek a resolution. A letter outlining the process will be sent to you within five working days.
- If the issue is still not satisfactorily resolved, you should raise the issue with the BINC Manager who will refer the matter to the Management Committee
- If after approaching the above mentioned people, the issue is still not resolved, you can lodge a complaint with the Commissioner for Community Service or the Disability Complaints Service.
- You will be informed of the outcome of your complaint and asked for your feedback on the complaints procedure.

Advocacy

- You might prefer to communicate through an interpreter and/or an advocate, a person of your choice who will speak on your behalf.

What Are Your Rights?

- Dignified, courteous, honest and respectful treatment.
- To express your concerns about the service without fear of losing the service of suffering any other recriminations.
- To have your complaints dealt with fairly and promptly
- To be represented by an advocate of your choice
- To be informed about what services are available
- To receive services without discrimination
- Privacy and confidentiality
- No information about you will be provided to anyone outside Home Modification & Maintenance without your permission
- Permission may be withdrawn at any time
- The only time your personal information is given to other without permission is, if there are concerns for the safety of yourself or others or if required by law
- Choice available where possible
- To view relevant confidential records held by the Service by contacting the Co-ordinator
- The right to appeal any decision made in respect of the Service

What Are Your Responsibilities?

- Treat our staff with dignity and respect
- Maintain safe working conditions for our staff
- Accept responsibility for decisions you make
- Pay the agreed amount for our service
- To assist staff to provide them with services

Directory

- Home Modification & Maintenance Co-ordinator 02 6332 2106
 - Bathurst Information & Neighbourhood Centre Manager 02 6332 4866
 - Disability Complaints Service 9319 6622
 - TIS Translating & Interpreting Service Free Call 131 450
 - TARS Aged Care Rights Service Free Call 1800 424 079
 - Commissioner Community Services Free Call 1800 060 409
- Level 3

128 Chalmers Street
SURREY HILLS NSW 2010