

Fees

Your rights:

- To have my fees determined in a way that is transparent, accessible and fair
- To receive invoices that are clear and in a format that is understandable
- To have my fees reviewed periodically and on request when there are changes to my financial circumstances
- Not to be denied services because of my inability to pay a fee for reasons beyond my control

Fees

Your responsibilities:

- To pay any fees as specified in the agreement or negotiate an alternative arrangement with the provider if any changes occur in my financial circumstances
- To provide enough information to the provider to determine an appropriate level of fee.

OTHER SERVICES

| | |
|---|--------------|
| Disability Complaints Service: | 9319 6622 |
| TIS Translating & Interpreting Service: | 131450 |
| TARS aged Care Rights Service: | 1800 424 079 |
| Commissioner Community Services: | 1800 060 409 |
| Aged Care Complaints Scheme: | 1800 550 552 |
| Aged Care Commissioner: | 1800 500 294 |
| Commonwealth Ombudsman: | 1300 362 072 |

The Neighbourhood Centre Builders

open from 9am - 4.30pm

Monday - Friday

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We are here



Builder Licence
No: 4913C



hacc
home and community care



Family &
Community Services
Ageing, Disability & Home Care



Australian Government
Department of Health and Ageing

Funding is provided by: Australian Government Department of Health and Ageing, and NSW Government Family and Community Services, Ageing, Disability and Home Care.



CLIENT HANDBOOK



Your Rights

General

- To be treated and accepted as an individual and to have my preferences respected
- To be treated with dignity and to receive a service which is respectful of me, my family and my home
- To receive a service without being obliged to feel grateful to those providing it
- To be treated without exploitation.

Participation

- To be involved in identifying the services most appropriate for my needs
- To choose the services that best meet my assessed needs within the limits of the resources available
- To participate in making decisions that affect me
- To have my representative participate in decisions relating to my services if I do not have capacity.

Care and Services

- To receive reliable, coordinated, safe, quality service which are appropriate to my assessed needs
- To be given before, or within 14 days after I commenced receiving a service, a written plan of what I expect to receive

- To receive services as described that take account of my lifestyle and other care arrangements
- To ongoing review of the service I receive and modification as required.

Personal Information

- To privacy and confidentiality of my personal information
- To access my personal information.

Communication

- To be helped to understand any information I am given
- To be given a copy of the Charter of Rights and Responsibilities for the Community Care
- To be offered a written agreement that includes all agreed matters
- To choose a person to speak on my behalf for any purpose.

Comments and Complaints

- To be given information on how to make comments and complaints about the services I receive
- To complain about the service I receive, without fear of losing the care of being disadvantaged in any other way
- To have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

Your Responsibilities

As a recipient of the service I have the following responsibilities:

General

- To respect the rights of staff
- To treat staff without exploitation, abuse, discrimination or harassment.

Care and Services

- To abide by the terms of the written agreement
- To acknowledge that my needs may change and of so to negotiate changes
- To accept responsibility for my own actions and choices.

Communication

- To give enough information to assist staff deliver a service that best suits my needs
- To tell the approved provider and their staff about any problems with the services.

Access

- To allow safe and reasonable access for staff at the times or otherwise by agreement
- To provide reasonable notice if I do not require a service.