

# Home Modification and Maintenance Service

## CLIENT HANDBOOK



"Making Bathurst a better place to live"

A service of Bathurst Information  
and Neighbourhood Centre

## 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

## 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.



*Funding is provided by Australian Government Department of Health and Ageing.*

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*Funding is provided by NSW Government Family and*

## Bathurst Information and Neighbourhood Centre, Home Modification and Maintenance Service

**BINC is open from 9am - 4.30pm  
Monday - Friday**

96 Russell Street Phone: 6332 2106  
PO Box 1469 6332 4866  
BATHURST NSW Fax: 6332 1244  
Email: hmm@binc.org.au

We are here



Builder Licence  
No: 4913C



### OTHER SERVICES

Disability Complaints Service:	9319 6622
TIS Translating & Interpreting Service:	131450
TARS aged Care Rights Service:	1800 424 079
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