

# TNC Builders 6332 2106

## 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
- Not to be denied services because of my in

### Your responsibilities:

- To pay any fees as specified in the agreement
- To provide enough information to the service to determine an appropriate level of fee.

## OTHER SERVICES

TIS Translating & Interpreting Service:	131450
NDIS Commission	1800 035 544
Disability Advocacy NSW	02 6332 2100
OPAN (Older Persons Advocacy Network)	1800 700 600
Seniors Rights Service TARS:	1800 424 079
Ageed Care Quality and Safeguards Commission:	1800 951 822
Commonwealth Ombudsman:	1300 362 072
NSW Ombudsman	1800 451 524

## Bathurst

96 Russell Street

Ph: 02 6332 4866

binc@binc.org.au

Open Monday to Friday - 9am to 4.30pm

ABN 73 997 917 961

[www.binc.org.au](http://www.binc.org.au)



[www.facebook.com/  
TheNeighbourhoodCentre](https://www.facebook.com/TheNeighbourhoodCentre)



[www.instagram.com/  
TheNeighbourhoodCentre2795](https://www.instagram.com/TheNeighbourhoodCentre2795)

Builder Licence No: 4913C

## To Apply for a Service

- Phone 6332 2106
- [www.myagedcare.gov.au/](http://www.myagedcare.gov.au/) for people over 65 years.
- Speak to your National Disability Insurance Scheme (NDIS) provider.

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

Supported by the Australian Government Department of Health

“Although funding has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.”



# 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 chosen representative participate in decisions relating to my services if I do not have capacity.

### Care and Services

- To receive reliable, coordinated, safe, quality services 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 can 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 and review my personal information.

### Communication

- To be helped to understand any information I am given
- To be given a copy of the Service Charter outlining my rights and responsibilities
- 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 or 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

### 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 if so to negotiate changes
- To accept responsibility for my own actions and choices.

### Communication

- To give enough information to assist staff to 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 appointed times or otherwise by agreement
- To provide reasonable notice if I do not require a service.

TNC Builders is committed to respecting our clients' privacy and protecting their personal information. We are bound by the *Privacy Act* 1988 (Cth) and the Australian Privacy Principles.