

Client Handbook

Home Maintenance & Modifications



Far West HACC Services Inc.

475 Argent St, PO Box 1112 Broken Hill NSW 2880
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fwhacc.org.au

Home Maintenance

This service specialises in assisting eligible clients with Home maintenance, modifications, adjustments as well as advice on building related matters.

We offer a range of services including:

- Internal/external ramps
- Hand held shower hoses
- Widening doorways
- Repairs to windows, doors, floors, steps and paths
- Bathroom Modifications
- Grab rails
- Handrails
- Mobility aids

To access our service you will be required to do the following;

If you are not a current client of FWHACC and aged 65 or over or indigenous and aged 50 or over you are to contact My Aged Care on 1800 836 799. My Aged Care will arrange an assessment/referral for you to our organisation.

You are eligible if you are:

- The Frail Aged
- People with disabilities
- Socially isolated
- DVA Clients
- Carers
- A Home Owner or in certain circumstances a private renter

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 undertaking basic living tasks

Is there a Cost?

Yes, as there is only limited funding available you will be asked to pay a subsidised amount in accordance with our fees policy.

& Modifications

The cost of all work will be set out in a quote. This will need to be approved and signed by you before any work will commence.

What Service will you receive?

The Works Supervisor will try to offer you a range of services which will meet your needs. These will usually be worked out in consultation with you and an Occupational Therapist. If you agree, these will be worked into a quote. This quote will be based upon your initial assessment, and you will need to advise us if your circumstances change. If you accept this quote you will be prioritised and placed on a waiting list. You will be advised of an approximate starting date.



What are your Rights?

As a client of Far West HACC Services Inc. you have the right to:

- Complain or express any concerns about the service without fear of losing the service or suffering any other recriminations;
- Have your complaint dealt with fairly and promptly;
- Be represented by an advocate of your choice;
- Be informed about what services are available;
- Be assessed to receive services without discrimination;
- Privacy and confidentiality;
- View any information about yourself;
- Appeal any decision made regarding your application.

What are your Responsibilities?

As a client of Far West HACC Services Inc. your responsibilities are as follows:

- Clients should act in a way which respects the rights of other clients as well as the staff and volunteers;
- Clients need to take responsibility for the results of any decision that they make;
- Clients are to notify this office of bookings required or cancellations.

- 24 hour notice for bookings and cancellations are required to ensure your ride.
- Scheduled home visits – Please notify this office if you need to reschedule.

Complaints Policy

If you or your representative are unhappy with a service, it is important as your first option to contact the Manager of this organisation located at our office at 475 Argent Street, Broken Hill. This may be something that can be resolved easily and our Managers and staff in this office are in the best position to address your concerns.

- You may ask a family member or friend to be an advocate on your behalf;
- Contact the FWHACC Community Transport or Home Maintenance Manager on (08) 8087 4284
- Contact the Aged Care Complaints Commissioner on 1800 550 552 or online at www.agedcarecomplaints.gov
- You also have the option to contact the NSW Ombudsman, Level 24, 580 George Street, SYDNEY NSW 2000 or phone (free call) 1800 451 52