

Your rights and responsibilities

As a client you have the right to expect:

- Privacy and confidentiality
- Respect and dignity
- Provision of quality materials and service
- Access to service on a non-discriminatory basis
- The right and responsibility to accept or reject service wholly, or in part.



Complaints

Clients have the right to present a complaint and know it will be listened to. You have the right to make a complaint without it affecting the service you receive.

Complaints can be useful in helping us to adjust our service for client satisfaction. Do not hesitate to write or telephone the Team Leader, Home Modification and Maintenance Service if you wish to lodge a complaint, or you can ask someone else to do it on your behalf.

In the event the complaint is not resolved to your satisfaction, the issue will be handed on to the Manager Library and Community Services Hornsby Shire Council.

All complaints will be responded to and client's identity protected.

Any client who does not feel comfortable about contacting Hornsby Shire Council has the right to complain directly to the:

Aged Care Quality and Safety Commission

Phone: 1800 951 822

National Aged Care Advocacy Line

Phone: 1800 700 600

**Funded by the Australian Government
Department of Health**



Australian Government

Department of Health and Ageing

Community Services Branch

Hornsby Shire Council
28-44 George Street, Hornsby
PO Box 37, Hornsby NSW 1630

Telephone: 9847 6503

Email: homemod@hornsby.nsw.gov.au

9am-4pm Monday to Friday

hornsby.nsw.gov.au

Dec 2019

Hornsby / Ku-ring-gai home modification and maintenance service



Home Modification and Maintenance Service

The Home Modification and Maintenance Service operates in the Hornsby and Ku-ring-gai local government areas with funding by the Australian Government. The service provides small-scale modification and maintenance works.

The Service aim is to assist people to remain living at home or with a carer to live more independently in the community.

Who is eligible?

The service is available to eligible residents of the Hornsby and Ku-ring-gai local government areas, who are over 65 or of Aboriginal or Torres Strait Island descent and over 50.



The recipients of the service must be living in their own home. We can also assist tenants with work that is not their landlord's responsibility. Subject to landlord or strata approval.



For further information please contact 9847 6503.

What will it cost?

Modifications – charges are dependent on an income assessment
Maintenance – charges include an hourly rate plus full cost for materials

Services

Home modification and maintenance refers to assistance with modifications and repairs to the homes to help people to live independently and safely in their home.

Modifications can range from replacing cabinet doorknobs with pull handles to small scale construction projects installing wheelchair ramps, widening doorways or minor bathroom modifications.

How to access the service?

Please register with **My Aged Care**
Phone: 1800 200 422
Monday to Friday 8am-8pm or
Saturday 10am-2pm

National Relay Service

Phone: 1800 555 677 and ask for 1800 200 422

Translating and Interpreting Service

Phone: 131 450 and ask for 1800 200 422

Once registered, and assessed as eligible, you can access the service through the Commonwealth Home Support Programme (CHSP) and Home Care Packages.

Maintenance

Minor maintenance (\$3,000 upper limit)

- Carpentry
- Plumbing
- Electrical
- Gutter cleaning

Insured and licenced subcontractors are employed for works that are performed. Written contracts are signed where costs exceed \$1,000.



Advantages of using the Service

- Specialist in home safety
- Serving the local community for over 20 years
- Insured and licenced subcontractors perform the work
- Quality guaranteed product warranties
- Government regulated and compliant with Australian Standards
- Preferred provider of modifications by public & private health professionals

Modifications

All modifications must be recommended by an Occupational Therapist prior to a referral being forwarded to the service.

Modifications (\$5,000 upper limit)

- Hand held showers
- Disabled access
- Bed/ Chair raisers
- Grab rails
- Handrails
- Ramps/ wedges