



Client Handbook



Supporting Independent Living

Home Modification Solutions has been assisting the residents of the Sutherland Shire since 1985.

We are supported by funding from the Australian Government Department of Health.

OUR PURPOSE

To empower our clients to live independently at home.

OUR VISION

**To provide a QUALITY service:
At every level, from start to finish.**

OUR SERVICE IS YOUR SOLUTION.



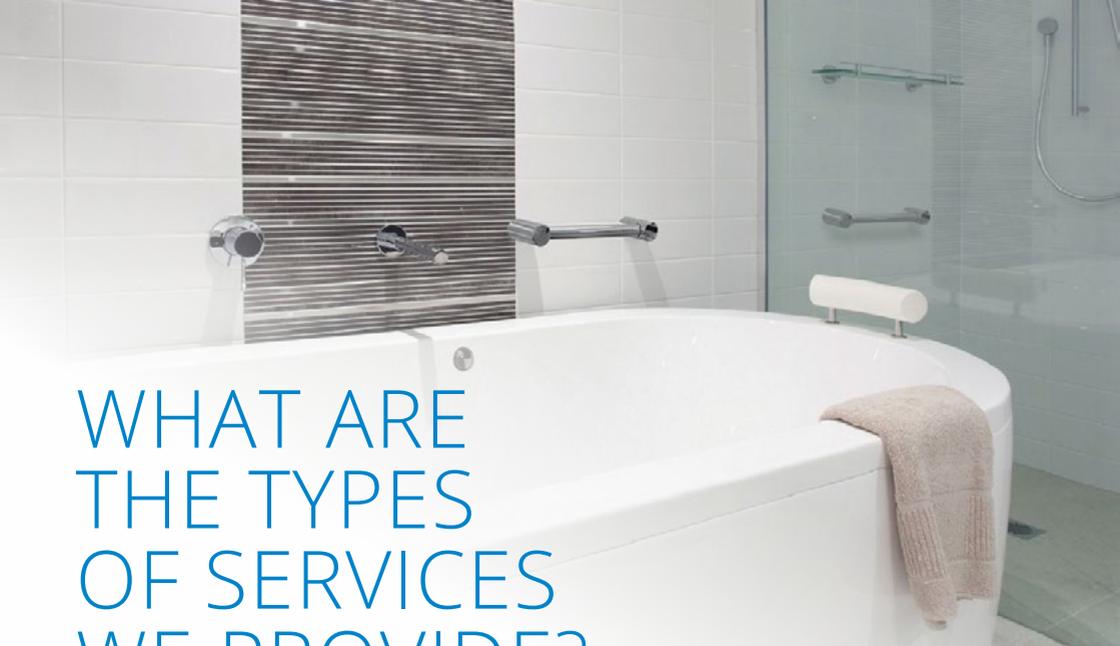
ABOUT HOME MODIFICATION SOLUTIONS

Being able to live independently at home in comfort and safety is vitally important for your health and wellbeing. At HMS we recognise the significance of this and our team of qualified, professional and licensed trade staff are able to make that possible.

Whether you are finding your home is more challenging or maintenance is becoming difficult we can help. HMS provides high quality services that empower your independence, helping you to stay in your own home for many years to come.

We have over 30 years' experience catering to residents of the Sutherland Shire and St George regions. So if you want to remain living independently at home but are experiencing difficulties which are making you feel less confident about your ability to do so, we are here to help.

Our services are subsidised by the Commonwealth Government. The focus is on affordable access to modifications and maintenance particularly when it comes to making your home safer and easier to move around.



WHAT ARE THE TYPES OF SERVICES WE PROVIDE?

Home Modifications can include:

- Major bathroom modifications using universal design and Australian Standards
- Internal and external ramps and rails to make it easier and safer for you to get in and out of your home, and to move around once inside
- Bathroom modifications, such as lowering or removing the shower hob (the raised step into your shower) to make it easier to get in and out of the shower
- Wedges installed at trip hazards
- Key boxes to allow care workers to access properties
- Removing shower screens and adding a weighted shower curtain and track
- Widening doorways to allow for wheelchairs or mobility aids
- Modification or reconstruction of steps, for example to make them a standard size, or smoother to avoid any trip hazards
- Furniture modifications, such as raising/lowering of beds, chairs, tables.
- Handheld showers and grab rails to make showering safer

Home Maintenance can include, but is not limited to:

- Plumbing, for example changing tap washers, taps, hot water service repairs
- Small repairs to concrete paths to ensure safe and easy access to your home
- Small repairs to windows, doors, floors, roofs
- Minor electrical services such as changing light globes
- Minor maintenance to fences and gates
- Minor electrical services such as changing light globes
- Ensuring areas are well lit to prevent falls, and recommending what changes to make if they are not
- Gurney slippery footpaths and access areas to avoid slip hazards
- Glazier and Locksmith Service
- Gutter repairs above entrances to avoid slip hazards from unnecessary wet areas
- Annual home maintenance services including windows, ovens, carpets, blinds, gutters, and spring cleaning

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 bathing, toileting and preparing meals.

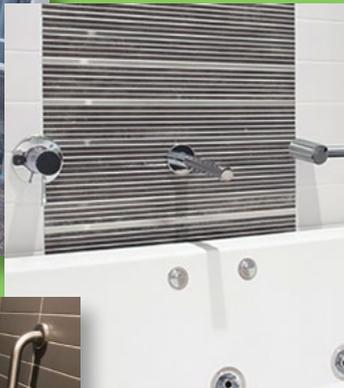
Independent Occupational Therapists work with our clients to identify any specific risks or barriers to accessibility in their homes. This can include everything from showering, getting out and about, cooking your own meals and so on. They can identify what needs to be done by a qualified tradesperson, and will also assess the work of the builder once the home modifications have been completed.

HOW MUCH WILL THE SERVICE COST?

Clients are assessed for eligibility under various government programs for subsidised work. Your financial situation will be taken into consideration when assessing eligibility for the service. However we can also offer services to private clients with no subsidy provision.

The cost of the job will depend on – type, size, frequency, and funding source (for example, Private, Home Care Package, My Aged Care or NDIS).

At the time of booking your job you will be given information about the fees which apply. You will receive an invoice at the completion of the job and payment can be in the form of cheque, cash or credit card. Interest free payments can also be arranged.



FREQUENTLY ASKED QUESTIONS (FAQS)

+ What are home modifications?

Home modifications are any modifications to a home, or a home's furnishings, in order to make the home safe and accessible for people and empower them to live independently.

+ How much do home modifications cost?

The cost of the job will depend on – type, size, frequency, and funding source (for example, Private, Home Care Package, My Aged Care or NDIS). Jobs **under \$1000** are quoted over the phone; **over \$1000** a written quote is provided and requires a 10% deposit.

A contract will be written up if the work is **more than \$5,000** outlining when progress payments are to be made.

+ Am I eligible for Home Modification Solutions' services?

To be eligible for modification and maintenance services you must be: living in the Sutherland Shire or St George areas of Sydney; and wish to continue to live at home but are experiencing difficulties which are making you feel less confident about your ability to do so.

+ Is it essential to have an Occupational Therapist's referral to access Home Modification services?

It is strongly recommended that an occupational therapist assessment accompanies any modification work. It is essential for subsidised work as per funding guidelines.

+ Can Home Modification Solutions arrange one-off jobs like window cleaning, changing light bulbs or fixing taps?

Yes, we can perform many types of home maintenance tasks - please contact us to discuss your needs.

+ What is the usual waiting time for services?

Usually 3-4 weeks from time of quote acceptance, however it is dependent on the complexity of the job. We aim to have all jobs completed in a timely manner.

FREQUENTLY ASKED QUESTIONS (CONT.)

+ How do I know that the staff coming into my home can be trusted?

We are committed to providing you with a high standard of service.

All of the tradespeople we use have undergone a strict HMS guideline process and are police checked, licence checked, reference checked and have public liability insurances.

You can trust the HMS team to get the job done!

+ What happens if I want an extra task done on the day of my service?

This can potentially be arranged if you contact the service. However, there is no guarantee the task will be able to be done at that time.

+ How long will I wait for the service?

All requests are prioritised based on the individual needs of the customer and timeframes discussed after identification of work to be done. All jobs are aimed to be completed in a timely manner.

+ What happens after a referral is received?

You will be contacted within 5 days of the date of the referral to discuss the job, arrange a quote (if requested), or advise you if there is further clarification required.

If you have requested a written quote or it is a large job, our Building Manager will first inspect the site and/or discuss the work with you. You will receive a verbal quote which will be confirmed in writing.

Our service is Your Solution

SAFETY

Whilst working within your home it is extremely important that our staff observe safe work practices. Before commencing any work the staff will conduct a risk assessment and give you information about safety on the work site.

If you have any concerns in relation to any aspect of the work, or your safety, please bring it to our attention before work commences.

PROVIDING FEEDBACK

We trust you will be satisfied with the quality and professionalism of our work, our tradesmen and of our office staff. We are committed to delivering the very best service and will do everything we can to assist you. To do this we appreciate your feedback:

- **Call our office** on 9524 1100 – and speak to a member of our team.
- **Write us a letter** to P O Box 2761 Taren Point NSW 2229
- **Visit our office** at Unit 32, 65-75 Captain Cook Drive, Caringbah (M-F 9am-5pm)
- **Email us** on admin@homemods.org.au



OVER 30 YEARS EXPERIENCE, THOUSANDS OF PEOPLE HELPED



Caring

Our caring staff are here to assist more people to live safer & longer in their own homes and this supports the organisation's vision.



Knowledgeable

Over 30 years of experience providing services to the residents of Sutherland Shire.



Trustworthy

Reliable & honest trade staff & contractors who are police checked, license checked and insured.



Consumer Directed Care

We listen to you. We ask you what you WANT, rather than tell you what you need.



Qualified

Licensed & certified trade staff & contractors, with over 20yrs HIA membership.



Certified

Complies with the requirements of the Services Standards for the provision of maintenance services and home modifications.



Value for Money

Not for profit community organisation providing value for money.



Guaranteed

We work to Australian Standards & guarantee our workmanship.



PRIVACY & PERSONAL INFORMATION

As a customer it is your right to have confidentiality about your care and needs maintained. When seeking information and feedback about our service your privacy will be considered at all times. If you require any further information about the Privacy Act or your rights contact our office or the Office of Australian Information commissioner on 1300 363 992.

Complaint Handling:

It is our policy to fully resolve all matters within 10 business days after we receive your feedback. To assist us to resolve the complaint, we will need the following information:

- What was the service provided and by whom?
- What is your concern?
- How would you like the matter resolved?

If you are still not satisfied with the way we handled your complaint or you can't resolve your concern with us, you can contact the Aged Care Quality and Safety Commission:

- Anyone can lodge a concern and its free
- You can be anonymous or confidential
- Call 1800 951 822 or visit agedcarequality.gov.au for more information.



Registered NDIS Provider: 4050017218
Builders Licence 49641C
A provider of My Aged Care



Australian Government

 (02) 9524 1100

www.homemods.org.au

admin@homemods.org.au