# Our Service is Your Solution

HMS

Home Modification Solutions

Supporting Independent Living

SINCE 1985

## 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.**

**Home Modification Solutions has been assisting customers since 1985. We are supported by funding from the Australian Government Department of Health.**

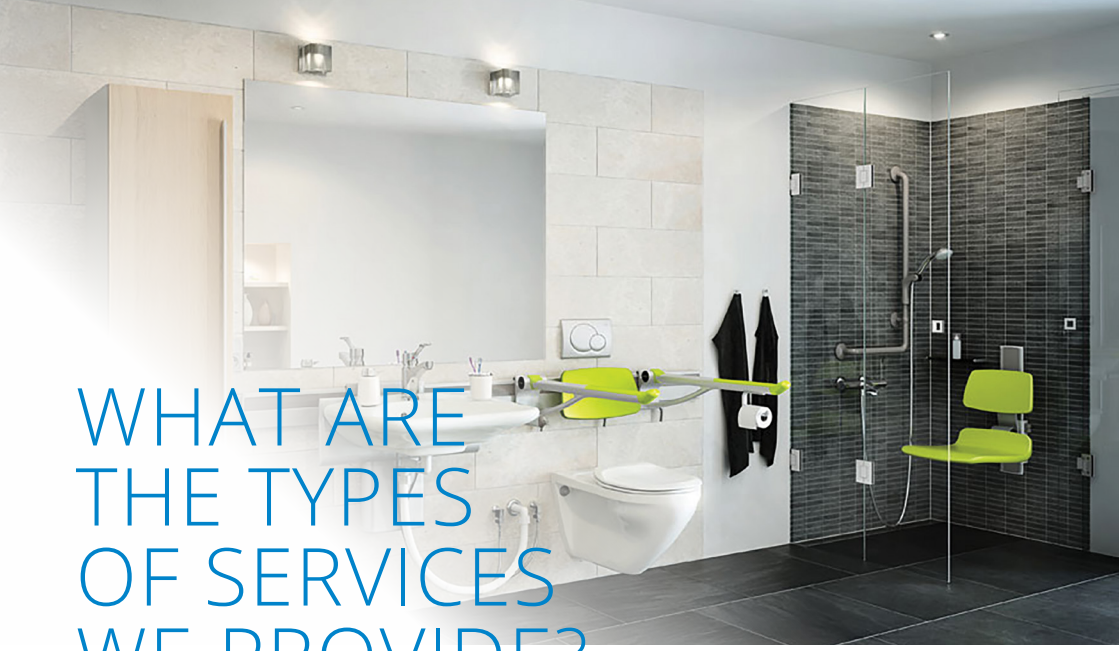
# ABOUT HOME MODIFICATION SOLUTIONS

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, we are here to help.

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



# 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 making it easier to get in and out of the shower
- Wedges installed at trip hazards
- Installation of stair lifts for safe stair climbing.
- 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 level 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
- Minor repairs to concrete paths to ensure safe and easy access to your home
- Minor repairs to windows, doors and floors
- Minor electrical services such as changing light globes
- Minor maintenance to fences and gates
- Glazier and Locksmith Service
- Ensuring areas are well lit to prevent falls, or recommending changes
- Pressure clean slippery footpaths and access areas to avoid slip hazards
- Repair gutters above entrances to avoid slip hazards from unnecessary wet areas
- Annual home cleanup services including windows, ovens, carpets, blinds, gutters, pest control 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. 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 changes 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 prior to commencement. A contract will be issued 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 South East or South West 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. You will also require a referral code from My Aged Care.

**+ Is it essential to have an Occupational Therapist's referral to access Home Modification services?**
In order to receive a subsidised rate, it is essential to have a referral from an Occupational Therapist. Without this the job will be at full cost.

**+ 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.

# 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 our tradespeople have undergone a strict HMS screening 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 by one of our staff 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 Licensed Builder will first inspect the site and/or discuss the work with you.

*Supporting independent living*

# 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-4pm)
- **Email us** on admin@homemods.org.au

# NDIS PARTICIPANTS
## WHAT YOU NEED TO KNOW

The NDIS provides necessary support to enable participants to meet the goals set out in their NDIS Plan. Funding for home modifications focuses on the need to access your home and frequently used rooms for activities of daily living. For example, ramp installation, bathroom modification and other strategies may be necessary to improve independence and safety related to achieving a wide range of goals.

The NDIA will generally fund standard modifications and fittings. You may opt to use your own money to contribute to a more expensive finish or fixture that achieves the same or equivalent outcome as the supports in your NDIS plan. For example, a participant funded for a standard vanity unit may prefer a more expensive finish. In this example the participant pays any additional cost to have the vanity upgraded to their preferred finish.

As with any building work, there are laws and regulations that need to be adhered to when undertaking home modifications under the Scheme. Participants will generally be required to provide the NDIA with a quote from a builder.

**For more information visit https://www.ndis.gov.au or call 1800 800 110**

# HOME CARE PACKAGES

Home Care Packages (HCP) are one of the ways that older Australians can access affordable services to get some help at home. They are designed for those with more complex care needs that go beyond what the Commonwealth Home Support Programme can provide.

## What help can I get?

### Services that keep me safe in my home

| | |
|---|---|
| Home maintenance | Plumbing, electrical, cleaning and repairs |
| Domestic assistance | Help with basic chores around the house |
| Home modifications | Changes to your home to improve safety and access e.g. ramps and rails |
| Goods, equipment & assistive technology | Items to help you get around or adapt e.g. walking frame, shower chair |

### Services that keep me well and independent

| | |
|---|---|
| Personal care | Help with showering, self-care, hygiene and grooming |
| Nursing | Wound management or help with medicines |
| Allied health and therapy services | Health and therapy services e.g. podiatry, physiotherapy, and occupational therapy |
| Specialised support | Help for people with a particular condition e.g. vision, dementia |
| Meal preparation and diet | Help with feeding, meal preparation, and using eating utensils |

### Services that allow me to interact with my community

| | |
|---|---|
| Transport | Community transport, transport to GP |
| Social support | Social activities in a community-based group setting or accompanied activities |

**For more information visit https://www.myagedcare.gov.au/ or call My Aged Care on 1800 200 422**

# 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 promptly. 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.

# WHAT IS MY AGED CARE?

It's a central place where all your information is securely stored. It means that you only have ONE assessment for any service that you may need.

If you haven't done so already, and you are over 65, call My Aged Care on 1800 200 422 or visit their website **www.myagedcare.gov.au** and tell them you would like to arrange some assistance.

My Aged Care will arrange a time to sit with you and have a chat – they call this a 'home support assessment' . Have a list of the services that you think could help you to live safely and independently. You will then be allocated a number that starts with AC and that will be your number that goes with you to whatever service/s you need.

### Wellness and Reablement

You may have heard about "Wellness and Reablement" regarding your services. Wellness simply is the optimisation of a person's physical and mental health and wellbeing . This is achieved through a flexible and tailored approach to the services you receive, taking into account your personal and unique set of circumstances and goals. Reablement is a time limited group of services. It works by setting a specific goal and working towards that goal. For example, if you had a fall a 'reablement' plan would work with you to get you back to walking as you were prior to the fall.

### Aged Care Quality Standards

There are Aged Care Quality Standards that all service providers must comply with. They focus on the person being in control of their services they need and a partner in all decisions. For more information on the new Aged Care Quality Standards visit the website:
**https://www.agedcarequality.gov.au/providers/standards**

# CHARTER OF AGED CARE RIGHTS

**I have the right to:**

- safe and high quality care and services
- be treated with dignity and respect
- have my identity, culture and diversity valued and supported
- live without abuse and neglect
- be informed about my care and services in a way I understand
- access all information about myself, including information about my rights, care and services
- have control over, and make choices about, my care, personal and social life, including where choices involve personal risk
- have control over, and to make decisions about, the personal aspects of my daily life, financial affairs and possessions
- my independence
- be listened to and understood
- have a person of my choice, including an aged care advocate, support me or speak on my behalf
- complain free from reprisal, and to have my complaints dealt with fairly and promptly
- personal privacy and to have my personal information protected
- exercise my rights without it adversely affecting the way I am treated

# ESTABLISHED IN 1985 - WE'VE HELPED THOUSANDS OF PEOPLE

### 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.

# HMS
Home Modification Solutions

I support the ndis

HIA MEMBER 20 YEARS

Registered NDIS Provider: 4050017218
Builders Licence 49641C
ABN 31 557 871 821
A provider of My Aged Care

Unit 32/65-75 Captain Cook Drive,
Caringbah NSW 2229

Unit M6/5-7 Hepher Road,
Campbelltown NSW 2560

Australian Government
Department of Health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