

CONSUMER RIGHTS

Clients who use our Services have the right:

- To be respected and treated with dignity.
- To expect privacy and confidentiality.
- To be listened to and have input into all decisions concerning your needs.
- To be given all details about costs and fees to be charged.
- To have your carer, legal guardian or advocate involved in decision making (*an "advocate" means a person who, with the authority of you represents your interests.*)
- To refuse a service and know that refusal will not prejudice your future access to the service.
- To complain or express your concerns about the service you receive without fear of retribution and have your complaint dealt with fairly and promptly.

YOUR RESPONSIBILITIES

- To treat FAHMOS staff with respect and dignity.
- To maintain a safe work place for our staff.
- To accept the outcomes of decisions you make regarding work undertaken by FAHMOS
- To inform us of changes you have made or are planning to make which may affect the work being undertaken by FAHMOS.

CONFIDENTIALITY

FAHMOS does not disclose any confidential information without your consent. You have the right to withdraw consent at any time.

CUSTOMER COMPLAINTS

FAHMOS aims to provide the best possible service at all times, therefore we would like to know if you do not think that we are meeting your expectations or standards. You are encouraged to contact The FAHMOS Coordinator (9607 2844) or the Executive Officer of Cabramatta Community Centre (9727 0477); or if your complaint is still not resolved the Aged Care Complaints Resolution Scheme (1800 550 552).

All enquiries or complaints will be treated in an impartial manner, and in the strictest confidence to ensure your privacy is protected.

TRANSLATING AND INTERPRETING SERVICE (TIS)

If you have difficulty communicating or understanding English you can ring the Telephone Interpreter Service on 131 450. They will contact our service for you.

FUNDING

FAHMOS is funded through the Home and Community Care (HACC) Program, which is jointly funded by the Commonwealth and State Governments.



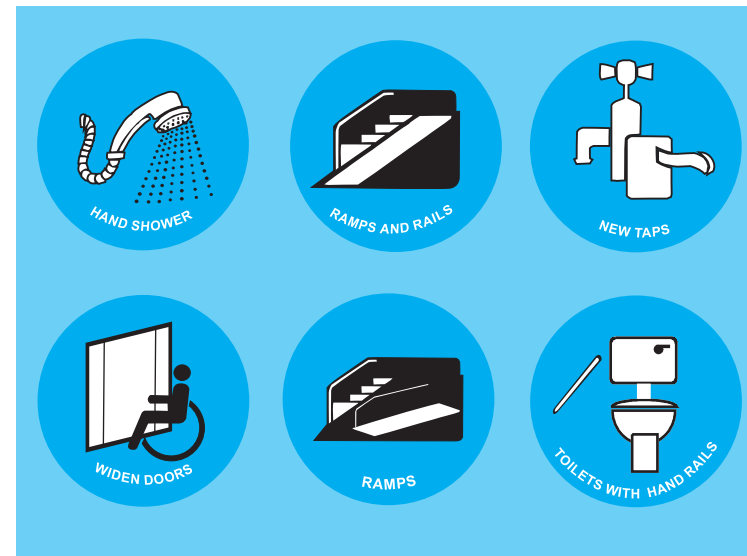
home and community care

A JOINT COMMONWEALTH AND STATE / TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

FAHMOS
Unit 4/8 Weld Street, Prestons 2170
Telephone: 9607 2844 Fax: 9607 2944
Email: fahmos@cabracc.org.au



We can help you stay independent and living at home



9607 2844

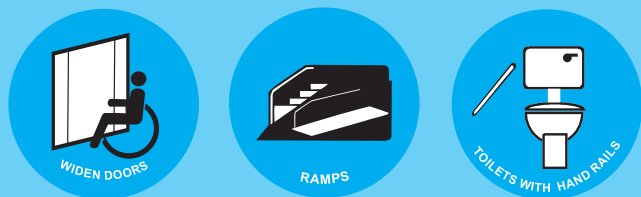
**Fairfield Home Modification,
Maintenance & Outreach Service**

WHO ARE WE

Fairfield Home Modification and Maintenance (known as FAHMOS) is a unit of the Cabramatta Community Centre. FAHMOS provide modifications, maintenance and advice to homeowners, to enable them to continue to live safely and independently in their own home.

WHO IS ELIGIBLE

The service is available to the frail aged, people with disabilities and their carers who reside in the Fairfield Local Government Area.



HOW CAN I OBTAIN ASSISTANCE?

You can contact the FAHMOS Coordinator on **9607 2844** Monday to Friday between 9.00 am and 5.00 pm. You can also be referred to our service through an Occupational Therapist or another Community Service Provider.

HOW WE CAN HELP YOU

Modifications

Modifications that FAHMOS are able to assist with include:

- minor bathroom modifications
- hand held shower
- grabrails
- internal and external handrails
- widening of doorways
- access ramps, internal and external
- modification to steps

Maintenance

FAHMOS are able to carry out minor maintenance work such as repairs to doors, windows, fences, gates and paths. We can also assist with:

- minor plumbing works, such as new taps, leaking cisterns, replacement of washers etc
- minor electrical works such as repairs to light fittings, power points, etc.

Adjustment

Modifying and/or adjusting the height of benches, chairs and beds. Installation of stair barriers.

Safety

- Smoke detectors
- Safety switch to meter box
- Non-slip tread to steps
- Sensor lights
- Adjusting the temperature of hot water systems

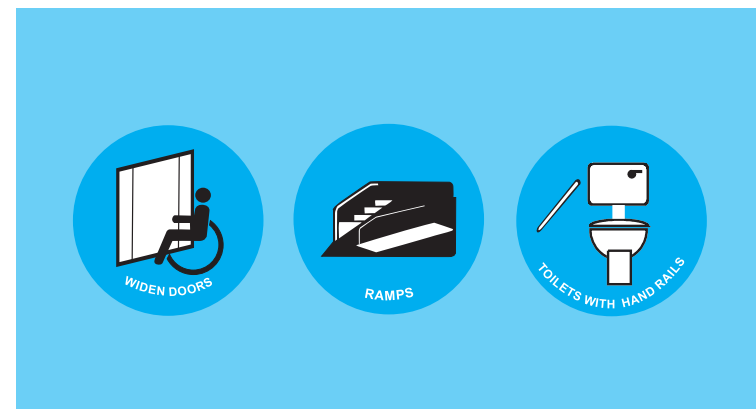
HOW WE CAN HELP YOU

Client Contribution

Clients are asked to pay the cost of materials used, plus a small charge for labour.

If the work requires a sub-contractor, it may be more expensive, however a subsidy will still be available.

Each situation is assessed individually.



ASSESSMENT AND ADVICE

FAHMOS are able to provide advice on modification and maintenance, and can also assist with referrals to other services. For clients contacting the service direct we can arrange for an Occupational Therapist to visit your home to assess modifications required to allow you to remain safe and independent in your own home.