



Advocacy

What is an advocate?

An Advocate is someone who can help you with your complaint. An Advocate can be someone from your family, a friend or a person from an advocacy service.

We will help you get an advocate if you want one

Services Available

- The Aged Care Rights Service
1800 424 079
- Disability and Aged Information Service
1800 424 079
- Ability Incorporated Advocacy Service (disability) 1800 657 961
- Multicultural Disability Advocacy Association 1800 629 072
- People with Disability Australia
1800 422 015



Tweed River Home Modification & Maintenance Association Inc

ESTABLISHED 1990

Enhancing people's lives by assisting them to remain living in their homes



hacc home and community care
Funded by the Australian Government
Department of Social Services

The three (3) key themes that Clients comments supported were:

'I am so happy here now we have had the work done it has made my son's life so much better.'

'The service is so professional and the staff are fantastic they do a wonderful job and listen to what I say.'

'The staff are miracle workers they are prompt and have great manners which is so nice.'

Third Party Verified No. 617923

Compliance with NSW disability services standards.



Tweed River Home Modification & Maintenance Association Inc



29 Rivendell Drive (PO Box 6516) Tweed Heads South NSW 2486

Telephone 07 **5524 8191** Facsimile 07 5524 8522

Email admin@trhmms.com.au Web www.trhmms.com.au



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How Can the Service Assist You?

The Service specialise in home modification and alterations to address safety issues.

Who Is Eligible?

Eligibility criteria:

- A frail aged person
- A person with a disability
- A carer of a frail aged person or person with a disability
- A resident of the Tweed Shire

HACC Program Special Needs Groups

Clients with special or cultural needs

include:

- People from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- People with Dementia
- Financially disadvantaged people

Priority

Priority will be given to work that involves:

- Making your home a safer place
- Allowing you to move around your home independently.

Occupational Therapy

It is important to note most modification work required must be referred by an Occupational Therapist (OT). There are OT's employed by your local health service, Aged Care Assessment Team (ACAT) and are also available through TRHMMs.

What Services Do We Provide?

Minor and Major modifications can be carried out to address safety issues include:

- Grab Rails
- Handrails
- Hand held shower
- Universal Tap Ware
- Bathroom Modifications
- Widening doorways
- Internal and External ramping
- Step Modifications
- Chair and Bed raisers
- Minor maintenance repairs for carpentry, plumbing and electrical work

What Will It Cost?

Fees are based on Home Modifications Fees Policy - NSW Home and Community Care Program (2012), contact office for further information

Clients Rights

Clients have the right:

- To respect individual human worth, dignity and privacy
- To be assessed for access to services without discrimination
- Expect that no information about you will be provided to anyone else outside the service without your written permission
- To pursue any complaint without retribution
- View any information about yourself held by the service
- Refuse the service

Clients Responsibilities

Clients have the responsibility to:

- Pay for the services provided
- To take responsibility for the results of any decision they make
- To play their part in helping Tweed River Home Modification and Maintenance Staff

Feedback

We are committed to providing you with a quality service and value your feedback. If you have any comments, compliments, complaints or suggestions about our service we would like to hear from you.

Written feedback to

The General Manager or Executive Committee.

The NSW Ombudsman's Office - 1800 451 524

is also available for complaints if required

MISSION

TRHMMs Assoc. Inc. is a community supported program aiming to provide assistance in Home Modification & Maintenance safety issues for the frail, aged & people with disabilities and their carers, in line with HACC guidelines.