



Home Modifications  
Lake Macquarie/Newcastle Ltd T/as

# HUNTER

HOME MODIFICATIONS

ABN: 27 253 778 616 BLN: 299831C ACN: 601 684 182

## INFORMATION BOOKLET

**Telephone:** (02) 4950 4275

**Email:** [admin@homemodifications.org](mailto:admin@homemodifications.org)

**Website:** [www.homemodificationsservice.org](http://www.homemodificationsservice.org)

**f** [www.facebook.com/HunterHomeMods](http://www.facebook.com/HunterHomeMods)

**6 Pennant Street  
Cardiff NSW 2285**

**Operating Hours  
Monday to Friday – 8:00am to 4:00pm**



## Introduction

Home Modifications Lake Macquarie/Newcastle Ltd trading as Hunter Home Modifications (HHM) is a not for profit community based organisation and registered Charity which provides timely, practical and high quality services to assist people who are aged, people with disabilities and their carers.

The work done by HHM assists these people to remain living at home and to live more independently in the community.

Our organisation has been operating in the Hunter region for over 30 years providing a variety of specialised services including Occupational Therapy, Major and Minor Home Modifications and Home Maintenance.

HHM is funded by the Department of Social Services through the Commonwealth Home Support Programme (CHSP). The Programme is underpinned by the principles of wellness, independence and reablement and supports people over 65 years or over 50 years if Aboriginal or Torres Strait Islander (ATSI).

HHM is a registered provider under the National Disability Insurance Scheme (NDIS) to provide supports for:

- Home modification design and construction
- Project management
- Household tasks (lawn mowing)
- Specialised assessment of skills, abilities and needs
- Assistive technology specialist assessment, set up and training

## How to Obtain Service

Referrals can be received from:

### My Aged Care (MAC)

CHSP referrals and assessments for people over 65 and over 50 for Aboriginal/ Torres Strait Islander. Please contact MAC to determine eligibility.

**Ph: 1800 200 422**

Hours: 8am - 8pm, Monday – Friday & 10am - 2pm, Saturday

Website: [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

### National Disability Insurance Scheme (NDIS)

**Ph: 1800 800 110**

Hours: 8am - 8pm, Monday – Friday

Website: [www.ndis.gov.au](http://www.ndis.gov.au)

### Direct Referrals to HHM

- General Practitioners or other Healthcare Professionals
- Department of Veterans' Affairs
- Package Care Providers
- Insurance Companies
- Private (Self) Referrals

**Ph: (02) 4950 4275**

Hours: 8am – 4pm, Monday - Friday

Website: [www.homemodificationsservice.org](http://www.homemodificationsservice.org)

Email: [admin@homemodificationsservice.org](mailto:admin@homemodificationsservice.org)

## Services Provided

### Home Modifications

- Major bathroom modifications
- Major access modifications e.g. ramps, lifts, stair climbers
- Widening doorways
- Supply and installation of step ramps and wedges
- Supply and installation of hand rails and grab rails (external and internal)
- Supply and installation of hand held showers and diverters
- Kitchen modifications



## **Home Maintenance - *Specifically related to safety and access***

- Repairs to gutters, doors, floors, steps and paths
- Minor plumbing and electrical work
- Gutter cleaning
- Lawn mowing

## **Occupational Therapy**

Our Occupational Therapy team provide specialised assessments designed to ensure your specific needs are met and increase your safety and independence in the home.

In order to increase your participation and independence with everyday activities, there are a number of assessments and interventions our Occupational Therapists can recommend which include:

- Home modification assessments and prescription, e.g. hand rails, grab rails, ramps, bathrooms and lifts
- Assistive technology/equipment assessments, e.g. showering and toilet aids, wheelchairs and kitchen aids
- Pressure care assessments, e.g. seating, wheelchairs and beds
- Life skills training and adapting activities, e.g. providing training and education on techniques for promoting participation and independence
- Providing education and training to clients, carers and significant others regarding home safety, health promotion, and increasing safety and participation in everyday activities, e.g. falls prevention, manual handling and energy conservation

## Trial and Assessment Centre

HHM has a trial and assessment centre within its premises. Access and use of the centre is free of charge.

The centre contains examples of bathroom and access modifications, hand and grab rails, assistive technology and specialised equipment.

The facility offers the capability for clients to not only visualise and be aware of the types of assistance and modifications available but also to be assessed by an Occupational Therapist while trialing equipment, assistive technology and modifications.

Use of the centre facilitates significant cost savings and less stress for clients due to the client and Occupational Therapist being confident of the suitability and functionality of prescribed equipment and/or assistive technologies by being able to trial first.

To find out more please contact the office on **Ph: (02) 4950 4275**



## Fees

Home modifications, home maintenance and occupational therapy services are not free services. Subsidies are available for CHSP eligible clients to offset the cost. For those clients not eligible through CHSP, services are still available at a competitive rate. Clients in financial hardship can apply to have their fees reviewed.

## Advocacy

Clients have the right to appoint an advocate to negotiate on their behalf. An advocate can be a carer, friend, family member or representative from an advocacy agency.

The National Aged Care Advocacy Line – Ph: 1800 700 600  
Disability Advocacy & Information Service – Ph: 1300 886 388

HHM assists and supports people with special needs to access an advocate of their choice. HHM must be informed in writing of the name of the person who is to act as an advocate. Clients can change their advocate at any time.

## CHSP Special Needs Groups

The CHSP recognises the following special needs groups, which align with those recognised under the Aged Care Act 1997 and by other aged care programmes:

- People from Aboriginal and Torres Strait Islander communities
- People from culturally and linguistically diverse backgrounds
- People who live in rural and remote areas
- People who are financially or socially disadvantaged
- Veterans
- People who are homeless, or at risk of becoming homeless
- People who identify as lesbian, gay men, bisexual, transgender and intersex people (including people who are perceived to be, or have in the past lived as such)
- People who are care leavers
- Parents separated from children by forced adoption or removal



## Privacy and Confidentiality

HHM is committed to protecting the privacy and confidentiality of our clients. We support and are bound by the Australian Privacy Act 2001, NSW Privacy and Personal Information Protection Act 1988 and Health Records and Information Privacy Act 2002).

All personal information collected is kept secure and only used to assist in developing the appropriate service provision.

**Note:** *For contractual purposes, HHM is required to report client, carer and service details to the State and Federal governments. All client data is de-identified and used for statistical purposes only. YOU HAVE THE RIGHT TO REFUSE IN GIVING THIS INFORMATION.*

## Feedback

HHM encourages clients and/or their carers to provide feedback about the service they receive. This feedback helps HHM to ensure continuous improvement and that we are meeting the needs of all our clients.

## Complaints

If clients are not satisfied with the service they receive, they have the right to lodge a complaint without fear of retribution by contacting the Chief Executive Officer

Clients have the right to appoint an advocate.

Clients can also contact:

Aged Care Complaints Commission – Ph: 1800 500 552

Disability Services Commission – Ph: 1800 677 342

NSW Ombudsman – Ph: 1800 451 524

## Charter of Care Recipients Rights and Responsibilities

HHM complies with the Charter of Aged Care Rights within the *User Rights Principles 2014 under the Aged Care Act 1997*.

HHM has developed and maintains policies and practices that support clients' rights and responsibilities in accordance with the Charter and the Standards.

These policies can be viewed on our website:

**[www.homemodificationservice.org](http://www.homemodificationservice.org)**

*(A copy of the Charter is also provided with this booklet.)*



*"Project managed by Jace resulted in a job well done. We were pleased with their performance and work attitude." – Luke & Karyn*



*"Thanks to Hunter Home Modifications for our new bathroom" - Cynthia*



**Australian Government**  

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**Department of Health**



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**All Enquiries Phone: (02) 4950 4275**