

## Home Maintenance Program

This information sheet provides a brief overview of the home maintenance service provided by LifeTec.

### What is the Commonwealth HACC Program?

The Commonwealth HACC Program provides funding for services which is designed to support older people to be more independent in the home and in the community. The program is also intended to support those who are at risk of premature or inappropriate admission to long term residential care.

### Eligibility

To be eligible for Commonwealth HACC services you **must**:

- be aged 65 years or over, or 50 years or over if you're of Aboriginal or Torres Strait Islander descent
- have difficulty doing everyday tasks, and
- be at risk of needing long term residential care without assistance from Commonwealth HACC services.

### Overview of LifeTec Program

LifeTec receives funding through the Commonwealth Home and Community Care (HACC) Program to provide home maintenance and modification services to eligible frail older people and their carers who live in the community. Home maintenance is assistance to keep a client's home in a safe and habitable condition.

**LifeTec does not offer an emergency maintenance service.** If the maintenance is urgent; it is the responsibility of the individual person to contact a maintenance service to

undertake the required work. This work will not be subsidised by LifeTec.

Examples of home maintenance services that are available are:

- Smoke alarms / batteries
- Replace light bulbs
- Lock Repairs
- Replace door handles
- Re mesh window and door screens
- Install Perspex door shields on screen doors
- Minor repairs to toilets (not cistern replacement)
- Replace tap washers and tap ware

The following is **not** available under the Program:

- Major carpentry repairs / renovations
- Painting
- Roof Repairs
- Lawn mowing
- Removal of rubbish
- Electrical work
- Major Plumbing jobs

Assistance is **not** available for home maintenance considered to be the responsibility of the property owner, as part of tenancy agreements or where funding is provided through other government programs.

Assistance is only applicable to work authorised by LifeTec.

### Referral/application process

A referral/application to LifeTec can be made by an individual, a family member, a carer, a health professional or a community based service. When you are referred, or make an application to LifeTec, we will discuss your

needs and undertake an assessment to determine your eligibility to receive services in accordance with the Commonwealth HACCC Program Guidelines.

## **What will you be required to pay for home maintenance?**

Eligible clients are required to pay for the cost of materials only at the time the home maintenance is undertaken. LifeTec staff will provide you with an estimate of the cost of materials prior to commencing any work.

## **Feedback, complaints and review of decisions**

If a client is dissatisfied with the work that has been undertaken by LifeTec staff or contractors or with a decision made by LifeTec, the client or their advocate is **encouraged to contact LifeTec as soon as possible to discuss their concerns** and resolve their concerns on a local level. If the client feels their concern has not been resolved by LifeTec or they do not feel comfortable contacting LifeTec, they can contact The Aged Care Complaints Scheme to further discuss their complaint - telephone 1800 550 552.

If a client is uncomfortable about making a complaint, they can have an advocate of their choice to assist them in making the complaint. For further information, contact Queensland Aged and Disability Advocacy Service Inc.- phone 1800 818 338.

All complaints are investigated fairly and confidentially. Clients will not have their services affected or disadvantaged because they have made a complaint.

Both your positive feedback and complaints assists LifeTec to improve their services to our community.

For more information, please contact:

LifeTec  
Home Maintenance Program  
Domain Central  
PO Box 8280  
Garbutt, Townsville Qld 4814  
Phone: 07 4759 5600 or 1300 885 886  
Email: [townsville@lifetec.org.au](mailto:townsville@lifetec.org.au)  
Office Hours: 8.30am - 4.30 pm Monday to Friday

### **Disclaimer:**

Every effort has been taken to ensure that the information contained in this information sheet is as accurate as possible at the time of compilation; the compilers take no responsibility for any errors, omissions or other mistakes. If an error or omission is detected, please contact LifeTec on 07 4759 5600 or 1300 885 886.