

Consumer Rights

You Have the Right To:

- ◆ Be treated with dignity and respect.
- ◆ Be informed about the services available.
- ◆ Choose the service you require and be assessed without discrimination.
- ◆ Privacy and confidentiality.
- ◆ Have input into decisions made about your care.
- ◆ Have someone with you when work is being completed.
- ◆ Have someone speak on your behalf.
- ◆ Give honest feedback about the service without fear of losing the service or having it reduced.
- ◆ Have an advocate support you when making a complaint.

Consumer Responsibilities

- ◆ To treat staff with respect and dignity.
- ◆ To respect the conditions on the agreed service plan between you and the CST staff.
- ◆ Take responsibility for the results of any decisions which you make about your care.



This service is proudly managed by Community Services Tablelands Inc.

For friendly assistance and a low-cost home maintenance and modification service, please contact the staff from the CST Home Maintenance Service.

We service the whole Atherton Tablelands region including the area covered by the Tablelands Regional Council and the Mareeba Shire Council

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Atherton Qld 4883
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Home Maintenance Service

Helping you to maintain a safe & secure home.

Do you have a job around the house or garden that needs doing?

We can usually help!
Just ask.

Community Services Tablelands

"Strengthening Community"

Phone: 4091 3850



CST

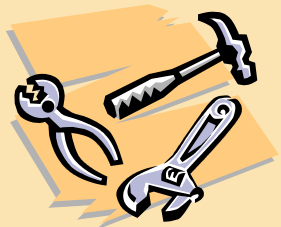
CST's Home Maintenance Service

is designed for the general public to access on a fee for service basis.

Ask us for a quote on your job.

You may be eligible for a Government subsidy if you are:

Frail or Aged,
Have a Disability
Are a Carer,
Are a DVA Card holder.



**We can usually help!
Just Ask.**

Home Maintenance

For example:

Smoke alarms & batteries,
Pressure cleaning,
Maintenance advice,
Minor electrical,
Window cleaning,
Wall, ceiling & high cleaning inside and out,
Repair leaky taps & toilet cisterns.

Home Modifications

For example:

Grab rails,
Small ramps,
Chair raisers,
Custom hand rails,
Lever handle for taps & doors,
Bed raisers,
Hand held shower hoses.

CST's Home Maintenance Service's primary objective is to assist its clients to maintain their home in a safe and habitable condition, enhancing their independence and avoiding accidents around the home while also preventing premature admission to long term residential care for the frail or aged.

Although funding for eligible clients under government subsidy is provided by the Australian and Queensland Governments, this service is managed and run by Community Services Tablelands Inc, *your local charity*, and it adheres to CST's values and CST's mission of *"Strengthening Community"*.

Any views expressed or material provided by CST may not necessarily represent the views or policies of the Australian or Queensland Governments.