



# WELCOME

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[www.fusionbuilding.com.au](http://www.fusionbuilding.com.au)

# HELLO!

**Thank you for choosing Fusion Building and Maintenance.**

**We support people to remain safe and independent in their own home.**



**We are the region's leading provider of specialist disability home modifications, confirmed repeatedly by our customers.**

**We provide cost-effective, long-lasting solutions based on your goals and needs.**

**We deliver quality, personalised service on time!**

# ABOUT US

## FUSION

### **We Help People Find Their Place and Make Their Mark**

- We are a leading not-for-profit organisation, working with individuals and communities for more than 60 years.
- We work with volunteers, local businesses, schools and other providers to help local communities thrive.
- We value who you are and your life experience. Our staff and volunteers are trained and experienced in supporting people in the community.

## FUSION BUILDING AND MAINTENANCE

- Build People Up, Help People Grow, Because People Matter
- FBM was established in the 1990s by volunteers who wanted to improve support available to people with age and disability restrictions, their carers families and communities through a lawnmowing and gardening service.
- From there we have grown into a specialist disability home modifications service for frail-aged and disability customers, becoming the leading provider in the Nepean/Blue Mountains, Penrith and Hawkesbury areas. We are an approved provider of the Commonwealth Home Support Program (Aged Care) and the NDIS.
- We also engage with our local community and provide a mentoring program for young people at risk of dropping out of school.





# WE SUPPORT YOU

We offer quality services and we work hard to ensure they will meet your needs.

We base our home modifications on our long experience and industry best practice. We listen to people who have needed home modifications. We want to know what worked well for them.

Our services are delivered in a respectful and compassionate manner. We provide quality and safe services by making sure:

- Appropriate checks are current for all workers and contractors including Working with Children Checks and Police Checks
- All workers and contractors have the right qualifications, licenses and insurances
- Worker training
- supervision and quality checks while work is in progress

All our services are focused on supporting you to live the life you want at home and in the community. The Home Modifications we provide assist you with these goals and support your independence.

When designing your home modifications, we listen to

- you, as a participant
- your carer
- your family

We also work closely with your Occupational Therapist and other health providers. We work with all of these people so you can be actively supported and experience a welcoming and inclusive support team, free from stigma. We focus on hope and possibility rather than illness or impairment.



# WE OFFER PEACE OF MIND



Fusion Building and Maintenance is an experienced disability access builder and holds a current Builder's Licence:127676C. All workers and contractors hold relevant licences, certificates for building work, asbestos removal and White Cards.

We also hold all insurances required for us to undertake work on your property. FBM provides Home Warranty Insurance for all modifications over \$20,000.

We want to ensure our home modifications services:

- are provided in a timely manner
- help you reach your goals
- help you be independent and have easy access to the community
- focus on who you are as a person and meet your individual needs

**Please note:** not all builders providing quotes for NDIS work have experience in specialist disability home modifications or provide Home Warranty Insurance. Please make sure any builder quoting on your home modifications can provide you with this peace of mind.

# COMMUNICATING WITH YOU

We strive to make sure you know about the service we provide and the process of providing home modifications for you. We will endeavour to provide you with 24 hours' notice if your appointments need to be changed. However, in unforeseen circumstances this may not be possible. You will not be charged for any appointments that we have changed.

## DO YOU NEED AN INTERPRETER?

### Telephone Calls

We are a leading not-for-profit organisation, working with individuals and If you need an interpreter, call Translating and Interpreting Services (TIS National) on 131 450 and ask them to call Fusion Building and Maintenance on 02 8805 5960. Our business hours are 9am–4:30pm.

Visit [www.tisnational.gov.au](http://www.tisnational.gov.au) for translated information about TIS National services.

### Hearing or Speech Impaired?

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.

Visit [www.relayservice.gov.au](http://www.relayservice.gov.au) for more information. The NRS has a Helpdesk to assist people in using the service.

Phone 1800 555 677

TTY 1800 555 630

24 hour relay call numbers

TTY/voice calls 133 677

Speak and listen 1300 555 727

SMS relay 0423 677 767



## ENDING YOUR SERVICE

There are some circumstances under which you may choose to end your services. In this situation, we ask that you provide us with clear notification as soon as possible. There may be some fees or charges, depending on the progress of the work we have completed for you.

## MORE ABOUT US

You can find out about our work, future plans and other legal information at [www.fusionbuilding.com.au](http://www.fusionbuilding.com.au) and [www.fusion.org.au](http://www.fusion.org.au)

This includes our:

- Privacy Policy
- Safe Organisation / Child Safety Policy
- Complaints Policy

Our website also information has about other services we provide.

Visit [www.fusionbuilding.com.au](http://www.fusionbuilding.com.au) or call our Richmond Office on 8805 5960.

