



**fusion**  
building&maintenance

# HOW WE WORK TOGETHER

ph: 8805 5960

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

# WELCOME TO FUSION BUILDING & MAINTENANCE

Once you have decided you would like to work with us, we will ask you to sign a Service Agreement. This explains the details of the service you will receive from FBM as well as itemised costs.

- We cannot provide services until your Service Agreement is signed by you or your guardian/representative.
- We will ensure your service booking is entered into the portal and that it matches your agreement with us.
- When we deliver your services, your NDIS plan will be charged accordingly. Depending on how your NDIS fund is managed, we will invoice either the NDIA directly, your plan manager or yourself/person responsible.
- You should be able to see your funds balance at any point by logging into your plan through the NDIS portal.

If you are ever unsure about what you are agreeing to, ask an FBM staff member to talk through the information with you again before you agree to sign.

You may like to speak to external professional bodies such as Fair Trading or HAI about your home modifications, your Occupational Therapist, or other advocates about your rights and responsibilities. You may also contact independent groups such as commissions with any concerns you have. For more information, please read our Feedback and Complaints brochure, which is part of this pack.



# WE PROVIDE CLEAR INFORMATION ABOUT YOUR SERVICE

Should you have questions or need some support for your NDIS funding, we have a selection of staff who can assist you depending on your query. They will assist you with any questions you may have around using your funding with FBM.

**Contact them on: Phone: (02) 8805 5960    email: [fbmadmin@fusion.org.au](mailto:fbmadmin@fusion.org.au)**

## YOUR RIGHTS

### a. Choice

You are the best person to make decisions about your life. You can also make decisions about what kind of help works for you.

You can choose:

- to be part of all discussions about the help you get
- who will be helping you - this includes family, friends and carers and those involved in planning
- to ask someone you trust to help you make decisions and talk to us
- have a support person with you when signing agreements
- choose who can get information about your care and the help you get
- ask for another person to help you talk to us
- get a second quote
- decline our service

### **Involving Your Family and Carers in Decision Making**

Fusion Building and Maintenance is supportive of your preferences and rights to elect an alternative person for managing your services on a day to day basis or appointing a representative to advocate on your behalf.

We will always endeavour to keep your family, carers and advocates up to date about the service we will provide unless you specifically ask us not to.

We can also help you find other people who can help you.



## **b. Advocacy**

If you would like to have a representative, but don't have someone to represent you, you can appoint someone from an independent advocacy service.

An advocate is someone who stands beside you and works on your behalf and at your direction in a way that represents your expressed wishes.

Advocates listen to your concerns, give you information and speak up for you if you want them to. They will always seek your permission before taking action. Advocacy is often free, and it's always confidential and independent.

### **For Disability advocacy:**

Information on Disabilities, Education and Awareness Services  
(IDEAS) 1800 029 904

The Department of Social Services website at [www.dss.gov.au](http://www.dss.gov.au) has a listing of all the National Disability Advocacy Agencies funded by the Australian Government (by state or territory).

This link will take you to the [NSW directory](#).

First Peoples Disability Network Australia 02 9370 3100 or 1800 422 015  
[www.fpdn.org.au](http://www.fpdn.org.au)

## **c. Safe & Respectful Environment**

We want you to be safe at all times and to feel safe when getting supports from FBM.

We will support you to:

- be free from abuse and discrimination about your culture, religion, disability and lifestyle
- not be forced to do things
- be treated fairly
- not be controlled

You have these rights unless you or someone else is in danger.

### **Staff Safety-checked**

All FBM workers and contractors are safety checked on a regular basis, so we can assure you of personal safety in your home. They also have current WHS certificates so you can be assured that they always have your safety in mind as they go about their work.

## **Verified as an NDIS Provider**

As a registered provider of NDIS services, FBM maintains strict compliance with the NDIS Practice Standards which govern the way we go about our work. We are routinely verified against the Standards, which means we are able to provide you with a safe, quality, cost-effective service.

Help create a safe environment for all, free from harm and violence - unsafe and/or violent behaviours are not tolerated at FBM. An unsafe behaviour is any behaviour that may endanger the safety of an individual or others around them, such as aggressive acts.

Our staff are covered by all the applicable laws and regulations about working safely. We have a responsibility to our staff to ensure they are safe at work.

This means that there are some circumstances in which they may not be able to do something, which has been assessed as presenting a risk to them.

If you are aware of something that might make our staff unsafe, please talk to us so that we can manage the risk.



# YOUR RESPONSIBILITIES

*Your responsibilities are to respect the rights of others, including our staff, such as privacy and safety.*

## a. Your Home Is our Workplace

When a worker comes to your home, your home becomes their workplace. All workers need a safe place to work. Making your home safe for workers will also make it safer for you.

Our workers' safety is important to us so they can continue to help you. This means that not only do you have rights, you also have some responsibilities to keep things safe for everyone – including yourself, FBM staff and any other people involved in providing you with the supports you need.

It is your right to be told what these responsibilities are and what happens if you don't uphold them.

### **Work Health and Safety**

We ask that you follow requests from staff that relate to safety in the workplace. This includes things like not going into areas where staff are working and following all safety instructions staff give you. FBM's safety instructions keep both you and our staff safe while they work.

### **Family and visitors**

Please tell us in advance if anyone else is going to be in your home during the visit. Please keep the number of people in your home to a minimum while staff are working there and please be responsible for any family members or visitors in your home.

### **Smoking and alcohol**

Please make sure that you and your family members.

Do not smoke immediately before or during the visit in the areas our staff will need to access

Do not drink alcohol or use street drugs before or during the visit.



### **Dress**

Please dress appropriately and comfortably for having staff in your home.

### **Pets**

Please move your pets outside or to a separate part of the house before and during the visit.

### **Extra Work**

Our workers have a limited amount of time to help you. Any extra work you want done must be approved by our manager before the worker arrives.

***Any breach of these responsibilities may mean that work will be stopped until safer arrangements can be made.***

## **b. Letting us know about incidents**

Your safety and the safety of our staff is our first priority and we strive to identify and manage any risks when we work with you. If an incident occurs, we have a system to record and manage incidents to or by a person with disability while they are receiving services from us.

Through this system we record, assess and resolve incidents that happen. It's important that you let us know if there has been something that you are unhappy about so we can put it right.

### **What should happen if an incident has occurred?**

- report the incident or injury to an FBM staff member immediately
- the staff member will arrange first aid if needed – all our on-site staff are trained in first aid.
- call the police or emergency services if required, or organise for medical or other care
- make necessary reports to external bodies such as the police, the NDIS Commissioner, agencies, etc.
- continue to provide you with support
- involve you (and your support people) in the investigation and outcome(s) of the incident
- help you access an advocate and/or support service if needed

### c. Changed Needs or Circumstances – we need to know

You or your contact person can talk to us if your circumstances or needs change.

Changes that you should tell us about include:

- A change in your contact details
- A change in your financial or funding position
- A change to your primary contact
- Changes to your NDIS plan or billing arrangements.
- Changes to a visit we have scheduled with you
- If you choose to decline the home modifications
- A change of date for the commencement of your home modifications
- Anything else that may affect our services to you

## FEEDBACK AND COMPLAINTS

We value what you have to say. FBM welcomes your feedback.

Your feedback helps us to work out what we're doing right and what we could do better.

Your feedback can be about any aspect of your experience with FBM. We want to hear when you think we've done a good job.

We also want to hear when we may have made a mistake or have not met your expectations.

Your feedback gives us a chance to improve our services for you and for others.

Anyone has the right to make a complaint. This includes clients, a family member, an advocate, carer or guardian, volunteer, another organisation or government organisation.

No one will be treated differently for having complained.

Anonymous complaints are also welcome.





## HOW CAN I GIVE FEEDBACK OR MAKE A COMPLAINT?

### You can:

- Speak to an FBM worker or ask to speak to the manager.
- You can do this on the phone on 02 8805 5960, or in person.

If you prefer to provide more formal feedback:

- Write an email to the Compliance Manager at: [FBMadmin@fusion.org.au](mailto:FBMadmin@fusion.org.au)

### Complete Feedback & Complaints Form:

You can hand the completed form to one of our staff or mail it to the above address. This form is available in our office

Complaints can be submitted through our website at: [<insert link>](#)

All feedback is welcome, and we will ensure it is passed on to the relevant people within Fusion.

### Complaints to NDIS

To make a complaint to the NDIS Quality and Safeguarding Commission, call 1800 035 544.

