COMPLAINTS

If you are not satisfied with the level or quality of service provided or the manner in which the service is provided you may lodge a complaint in the first instance to:

Home and Community Podiatry Service
Manager
Phone: (02) 9911 9939.

If you are not satisfied with the response you may call:

Community Services Manager
Burwood Council
Phone: (02) 9911 9911

Written complaints marked “Confidential” can be sent to either of the above people at:

Burwood Council
P.O BOX 240
Burwood NSW 1805

If you are still not satisfied a complaint can be lodged with the NSW Ombudsman in writing or by phone:

OR
Phone: (02) 9568 2495.

June 2010

‘The mission of Home and Community Podiatry Service is to assist the frail aged and people with disabilities, and their carers to maintain their independence and quality of life while remaining in the community. We aim to provide a comprehensive, responsive and flexible podiatry service for the HACC target group who reside in the Inner West of Sydney.’

Home and Community Podiatry Service is funded by the Home and Community Care Program and is auspiced by Burwood Council.

Put your feet first!
IS THE HOME AND COMMUNITY PODIATRY SERVICE FOR YOU?

Home and Community Podiatry Service is for residents of the Ashfield, Burwood, Canada Bay, Canterbury, Leichhardt, Marrickville and Strathfield Local Government Areas who are assessed to be:

- A frail older person
- A person with a disability, and their carers.

If you already receive a Home and Community Care (HACC) funded service you are eligible for this podiatry service.

Other HACC services include:
- Home Care
- Meals on Wheels
- Respite Care
- Home Modification and Maintenance
- Community Transport

ADVOCACY

Home and Community Podiatry Service is happy for you to have a support person who represents your interests present during assessment or for any other communication between you and our service.

WHAT DO YOU NEED TO DO?

If you think you or a friend or family member may be eligible call the Podiatry Service. You will be asked some questions over the telephone to see if you, your friend or family member are eligible for this service.

If eligible, we will arrange a suitable time to visit you at home to assess your podiatry needs.

We will come to an agreement with you and an appointment will be made for you with a local podiatrist. All Home and Community Podiatry Service clients will be reassessed each year.

Home and Community Podiatry Service has contracts with local private podiatrists. You will choose one from a list of podiatrist clinics.

COST

A small fee will be charged for each visit to the podiatrist. If you have private health cover Home and Community Podiatry Service will pay the “gap” for you.

INTERPRETER

If you need the help of an interpreter please call the Translating and Interpreting Service (TIS) on 131 450. This telephone interpreting service is available 24 hours a day.

If you or your family member need an interpreter for the home assessment we will provide one for you.

TRANSPORT

If you are unable to get to the podiatrist on your own or you do not have a carer or family member who can transport you, we can arrange transport for you.

HOME VISIT

If you are assessed by Home and Community Podiatry Service as unable to leave your home to get to an appointment we can arrange for one of the podiatrists to visit you at home.

INFORMATION SESSIONS

Home and Community Podiatry Service runs regular information sessions about foot and lower leg care and can give advice on appropriate footwear that best cares for your feet.