



**meditech**

STAFFING, NURSING, HOME CARE & SUPPORT

# CLIENT HANDBOOK

THERE WHEN YOU NEED US

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## INTRODUCTION

Welcome to Meditech. This booklet will help you to understand how we provide our services. It contains answers to some common questions and outlines your rights and responsibilities as a client of Meditech.

## ABOUT US

At Meditech, we believe your support needs should be underlined by understanding, commitment and most importantly, empowerment. These are values that can be seen through the exceptional quality and uncompromised standards of our support workers.

By placing relationships at the centre of our offering, we are able to understand your specific needs and can provide a uniquely tailored level of support that can be directed by you, for you.

Together, we can ensure your planned support enhances your independence, offers you broader choices and complements your lifestyle.

## OUR VISION

Empowering your choice of support and lifestyle

## OUR MISSION

That we continually raise the standard in the way we support people in the community

## OUR VALUES

### THE PERSON

We believe people should have access to the support they need to be in control of their lives

### PARTNERING

Building trust and understanding through authentic communication and flexibility in our approach

### CHOICE

Ensuring each person is supported through best practices and creative thinking

### INCLUSION

That each person is able to participate as citizens in the community

### INTEGRITY

To develop quality management systems and professional development programs to preserve the integrity of our support services

## YOUR RIGHTS

As an individual using our support services you have many rights that you should be aware of.

This information sheet explains the rights you have and the people you should speak to if you feel that someone has treated you unfairly or in a way that does not respect your rights.

We recognise your rights and are here to support and assist you to exercise these rights and to achieve your goals.

**Meditech adopts a policy of non-discrimination regarding eligibility and entry to services, and in the provision of our support services to individuals.**

### YOU HAVE A RIGHT TO:

- be valued and treated with respect, dignity and privacy
- understand and reach your full potential for physical, social, emotional, cultural, religious and intellectual development
- individual plans that are developed to suit your needs
- live a life free from abuse, neglect and exploitation
- actively take part in making important decisions affecting your life
- do things you enjoy
- your own cultural and religious beliefs and way of life
- to make choices about everyday matters
- be involved in planning the kind of support and assistance you may require
- participate in choosing staff/carers that will support you
- raise any complaints and have them addressed
- be involved in the development of policies and procedures that impact your service through your service feedback

**YOU HAVE A RIGHT TO USE SUPPORT SERVICES THAT:**

- promote your health and wellbeing
- help you achieve a high quality of life family and community
- only collect personal information relevant to service delivery
- are available and accessible in ways that are safe, easy to use and appropriate to your needs
- provide assistance to access information that enables you to participate in decisions affecting your life
- minimise things that limit your rights and opportunities
- respect the confidentiality of personal information
- provide support to enable complaints to be made about your services without fear of negative consequences
- are relevant to both your needs and cultural background
- will advocate for you if required
- do not discriminate against you on the basis of your age, gender, race, culture, religion or disability

## YOUR RESPONSIBILITIES

As an individual using our support services there are a few things that we ask of you.

This information sheet explains the responsibilities you have when using our support services. When we have a clear understanding of who you are, and who we are in your life, a positive and successful relationship is achieved.

### YOUR RESPONSIBILITIES

- respect the rights of Meditech staff, ensuring their workplace is safe and healthy and free from harassment – we have a Workplace Health and Safety (WHS) handbook for more information
- care for your own health and wellbeing as much as you are able
- provide us with information that will help us better meet your needs
- provide us with a minimum 24 hours' notice when you will not be home for your service
- inform Meditech of any changes we need to make to your care plan or service agreement and provide appropriate information if required
- be aware that our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement
- provide the equipment and cleaning agents needed for us to deliver the tasks outlined in your service agreement
- pay the agreed amount for the services provided by Meditech staff
- provide Meditech with feedback about the service you are receiving

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## WORKPLACE HEALTH AND SAFETY

Under the Work Health and Safety Act 2011 your home is considered a workplace for our staff. You have a duty under the law to make sure that our staff can work in a healthy and safe environment when they are in your home. Some things you can do include:

- notifying our staff of any unsafe conditions in your home
- participating in safety assessments of your home
- helping with fixing any hazards found in your home through our safety assessment
- ensuring your pets are controlled during service provision
- providing a smoke-free working environment
- providing a workplace for staff that is free of racial, sexual, physical or emotional abuse
- treating our staff with dignity and respect
- telling our staff if you are unwell or cannot do things the way you usually do them
- telling our staff if your doctor has diagnosed you with a short-term infectious illness
- providing cleaning equipment that is suitable and well maintained
- providing safe cleaning products
- ensuring your personal mobility equipment and the other items you need to live independently in your home are available, well maintained to enable us to provide care safely
- We will conduct a safety check during our first service and discuss any risk we identify with you
- The safety of the service will be reviewed with you on an ongoing basis in accordance with workplace health and safety legislation.

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## HOW WE CAN SUPPORT YOU

### WHAT CAN MEDITECH DO FOR ME?

By planning and empowering the support you need in your choice of lifestyle, Meditech could:

- help you to develop your independent living skills, do your shopping, pay your bills, clean your house, go to your doctor, catch public transport or cook your meals
- help you with buying and eating food that is good for you and help you with personal care
- help you to save money and to manage your money so that you have enough to buy the things you need
- help you to join groups or clubs, meet other people and find interesting things to do
- help you to make your doctor's appointment and if you need assistance could organise for you to get there and also to the chemist if needed
- help you speak up about issues that matter to you and have people listen to what you have to say

### WHO DOES MEDITECH HELP?

- Any person with a disability or requiring aged care can request help from Meditech and we will provide help to male and female regardless of their age, nationality, background or spiritual beliefs.
- Meditech will assess each person who asks for help and will either offer or decline a support service based on the outcome of the assessment.
- Most people assisted by Meditech have received funding from the Government so that Meditech can employ people to help them.
- Where possible Meditech will also help people who do not receive funding from the Government and who may not have an intellectual disability.

### WILL I GET HELP IMMEDIATELY?

Meditech always tries to help people as quickly as it can. This depends on how busy we are and how many people we are already helping. Help may not start as soon as you ask about it.

### **WILL I HAVE TO PAY FOR HELP FROM MEDITECH?**

Any service users who are receiving support services from Meditech will usually need to pay some money for the support they receive. These arrangements will be discussed with you by Meditech prior to receiving support services.

### **HOW DO I LET MEDITECH KNOW THAT I NEED HELP?**

You or with your permission, your family or any other person can phone or call at the office of Meditech and ask about receiving help.

### **WHAT WILL HAPPEN WHEN I FIRST ASK MEDITECH FOR HELP?**

1. You will need to give Meditech some information. Meditech will need to know about the disability you have and the type of help that you think you may need. Meditech will also need to know if you are able to receive any government funding and also the service expected from that funding.

If Meditech has the resources to help you, you will be asked to sign a consent form so that Meditech can transfer your information from the organisation that is currently assisting you. This is so that Meditech can receive all the information it needs to help you.

2. To help Meditech know what you want from it there will be a meeting with you, your family, advocate, and your current service provider to work out what assistance Meditech will be required to provide for you.
3. When Meditech is sure it has the best plan for you it will advise you and/or your family what services it will be able to provide for you, which worker will be assisting you and when that assistance will begin.

### **WHAT IF MEDITECH IS NOT ABLE TO HELP ME?**

If Meditech is not able to help you, it will tell you why it cannot help you at this time. It may also offer some information about other organisations that can help you.

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## PRIVACY, DIGNITY AND CONFIDENTIALITY

### HOW DOES MEDITECH DEAL WITH MY PRIVACY?

Meditech believes that you have the same rights to privacy, and confidentiality as all other people in society and to be treated with the same dignity and respect.

### WILL MEDITECH KEEP A RECORD OR FILE ABOUT ME?

Yes, there will be a file and records that will contain information about you. This file will only contain the information that Meditech needs to assist you to live your life. The type of information could include things like:

- your name, address and contact telephone number
- some basic medical information that will help Meditech to better meet your needs
- information about your culture, beliefs and values so that we can best meet these particular needs
- contact name and number of a close friend or family member that can be called in case of an emergency
- names and contact numbers of people you think are important in your life
- information from your person centred plan and any training programs so that Meditech can help you in the way you want
- notes from your Meditech support workers so that they can remember the sort of things that they have done with you and how well your person centred plan is working

Nobody except Meditech support workers and you can see your file without your permission. Only Meditech support workers that are assisting you are able to read your file or records.

### CAN I SEE MY FILE?

You can read your file whenever you want to. All you have to do is tell your worker from Meditech that you want to read your file and they will make arrangements for you to do so.

### HOW WILL MEDITECH USE INFORMATION THEY HAVE ABOUT ME?

1. Meditech will only use your information to help you. The information about you is only used to plan such things as support for you.
2. General information that will come from your file, but that is not directly linked to your name, will be used to plan better services for all people who use Meditech.

### **HOW WILL MEDITECH STAFF TREAT ME?**

1. Meditech staff will never talk about you or your problems with anyone that is not part of your person centred planning process unless you give Meditech permission to do so.
2. Meditech staff will never talk about your needs in front of you unless you are included in the conversation.
3. Meditech will never discuss issues about you in public.
4. You will always be included in any person centred planning meetings or other meetings that involve delivering services to you.
5. Meditech staff members will always treat you with dignity and respect. That means that Meditech will treat you as you would like to be treated by your friends and family.

### **HOW WILL MEDITECH HELP ME WITH MY PARTNER AND FRIENDS?**

1. Meditech knows that you have the right to choose your own friends and partners.
2. Meditech can help you to learn how to know if a person is likely to treat you well or not.
3. Meditech can help you learn the skills that will help you make and keep good friends.
4. Meditech will help and support you to live the lifestyle of your choice. This means that Meditech will help you live your life the way you want.

### **HOW WILL MEDITECH HELP ME WITH MY PERSONAL PROPERTY?**

Meditech will help you look after your personal property by showing you how to use it properly, how to care for it and what to do if something goes wrong.

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## FAMILY ASSISTANCE

### **WILL MY FAMILY BE ABLE TO HELP ME WHEN I AM RECEIVING HELP FROM MEDITECH?**

Yes. Meditech encourages and will support families to maintain contact with you. With your permission, your family is very welcome to contact Meditech for information and support. Your family or advocate can be involved in planning the services that you will receive through your person centred planning meeting.

### **HOW CAN MEDITECH HELP MY FAMILY?**

Meditech can help your family by:

- communicating in a way they can understand
- providing information about available services including those provided by Meditech and by other agencies
- helping to build trust and respect between staff members, families and you
- providing them with the opportunity to take part in the planning of service delivery
- creating opportunities to develop links with families
- providing assistance for them to access counselling and support services
- providing them with access to effective complaint procedures
- Assisting them to access advocacy services where available

## ADVOCACY

### WHAT IS AN ADVOCATE?

An advocate is a person who will listen to you, help you to make decisions about what should happen in your life and help you to make those decisions work by speaking on your behalf. An advocate makes sure that people that provide support to you, respect your rights and will speak out for you if your needs are not being met as has been agreed. An advocate will also make sure that services like Meditech give you the best possible service.

### WHO CAN BE AN ADVOCATE?

You can ask anyone you know well and trust to be your advocate. Normally an advocate is:

- a friend you trust
- a member of your family
- a person from a formal advocacy service or government funded organisation such as the Office of the Public Guardian

### HOW CAN MEDITECH HELP ME WITH ADVOCACY?

If you want someone to act on or speak on your behalf, Meditech will help you find an advocate by providing in your Information Kit a directory of Advocacy Services.

There is also a Nomination of Advocate Form contained in your Information Kit, once you have decided on your advocate.

### WILL MY ADVOCATE BE A WORKER FROM MEDITECH?

The advocate would not normally work for Meditech. There may be times when Meditech will act as an advocate for you with other services. It is usually best however if the person you choose as an advocate does not work for Meditech. This is to ensure that the advocate is independent and works in your best interests at all times.

### HOW CAN MEDITECH HELP MY ADVOCATE?

1. Meditech will with your permission provide your advocate with all the information they need to ensure that Meditech and any other service providers are acting in your best interest.
2. Meditech will work closely with your advocate and involve that person in the planning of services that will be provided for you.
3. Meditech will ensure that its staff members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from our organisation.

4. Meditech will ensure that your advocate is invited to:

- consultation meetings
- person centred planning meetings and reviews
- any other relevant meetings or conferences

#### **WHAT WOULD HAPPEN IF MY ADVOCATE AND MEDITECH DISAGREE ABOUT SOMETHING?**

Meditech will always give the advocate the opportunity to discuss problems or concerns they may have. If your advocate still has concerns that cannot be resolved by Meditech, your advocate will be informed of the complaint process and also of agencies that have a responsibility to make sure that Meditech does its job properly. One such agency would be the funding body, Ageing, Disability and Home Care.

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## CONSENT

### WHAT DOES IT MEAN TO GIVE CONSENT?

1. When you give consent you are giving your permission or saying that it is 'OK' for a particular thing to happen. This means that it is your choice if you want people to read your file or provide information to another person or agency. You must always fully understand what a person needs your consent for, and if you have any doubt you should ask Meditech or your advocate for help.
2. You can withdraw your consent at any time. This means that if you have given consent to take part in a particular program as part of your person centred plan and then discover that you do not like the program, you can say that you no longer want to participate in that program.

### WHAT SORTS OF THINGS WILL CONSENT BE NEEDED FOR?

Meditech will need your consent to:

- be able to read the information that service providers have about you and for Meditech to provide any information about you to other service providers, your family or advocate
- collect data relating to you for funding bodies
- ask people to attend your person centred planning meeting
- to carry out any training programs or behaviour change programs that it may want to put in place for you
- be able to assist you to see a doctor or a dentist
- give you medication

### HOW DO I GIVE CONSENT?

1. Normally Meditech will ask you to sign a consent form especially if this is consent for the release of your personal information. A staff member from Meditech will always explain to you what they are asking your permission for. If you are at all unsure you should ask your advocate for assistance.
2. If you feel that you are unable to give consent about issues in your life, then Meditech can talk to your family or advocate. If you do not have family that is able to make decisions for you, Meditech will help you to make an application to the court or other statutory body for the appointment of a Guardian to help you make those decisions.

### WHAT IS A GUARDIAN?

A Guardian is usually a person who has been legally appointed by a court to make decisions on your behalf. This person may be a friend, a family member, or a person from an organisation such as the Office of the Public Guardian.

**WOULD MEDITECH GIVE OUT MY PERSONAL INFORMATION WITHOUT MY CONSENT?**

The only time Meditech would give out any of your personal information without your consent would be if it was unquestionably in your best interest. This would normally only be in emergency or life threatening situations and could include for example if you were very sick and needed a doctor to know about your medication and were not able to tell him or her yourself.

## PERSON CENTRED PLANNING

### WHAT IS A PERSON CENTRED PLAN?

1. Your person centred plan is a way for you to tell your service provider like Meditech how you want them to help you.
2. Your person centred plan will have in it the things that you want Meditech staff to do for you, things you want to learn, things that you would like to do, and the places that you would like to visit.
3. Your person centred plan will:
  - explain to service providers how they will help you to reach your goals
  - explain what your responsibilities are and what you will have to do to reach your goals
  - explain who will be assisting you to reach your goals
  - explain to you when you can expect to have finished what you set out to do

### DO ALL PEOPLE HAVE A PERSON CENTRED PLAN?

Yes. This is so that all people who are helped by Meditech can have their own programs which assist them to address their individual needs. This also ensures that Meditech has enough staff and time to allocate to each person.

### HOW SOON WILL I HAVE A PERSON CENTRED PLAN?

Once Meditech has agreed to provide you with assistance, the person centred plan will be the next step in the process. This is because the person centred plan tells Meditech how to help you and what sort of services you think you'll need. You will be able to hold your first person centred planning meeting as soon as Meditech has starting to help you.

### WHAT IS MEANT BY A PERSON CENTRED PLANNING MEETING?

1. The person centred planning meeting is where you, your advocate, workers from Meditech and anyone else that you think should be invited, come together to discuss the support you want, the things you want to learn and achieve that help you to live in the community.
2. You will be able to talk about the things you want to do, what things you want to learn and who you would like to live with.
3. You can also talk about the things that you do not want to happen. If there is some activity you don't like, the person centred planning meeting is one of the opportunities you have to let people know. This will ensure that it is not included as part of your program.
4. At the end of the person centred planning meeting a master plan is developed that will tell people what you want and how they can help you to achieve it. The master plan will also tell

you who is responsible for making sure that all the jobs in the master plan are done. The master plan will also tell you what you have to do to reach the goals that you have set.

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### **WHAT HAPPENS IF I DON'T ATTEND THE PERSON CENTRED PLANNING MEETING?**

1. If you are unable to attend your person centred planning meeting your support worker or Manager/Coordinator will try to find another time for the meeting to take place. It is very important that this meeting take place and if you are unable to attend, your support worker will attend and tell the people at the meeting what it is that you want to happen. The support worker will listen to the other people to get their opinions and comments.
2. The support worker will then tell you what happened at the meeting and let you know what the other people suggested. You can then agree to the plan or you can ask that the worker help you to make changes that you want and then take it back to the other people who were at the meeting so that they also know what you want changed.
3. Before a person centred plan can be put into action you have to agree that it is what you want. This may be something you will need to discuss with your advocate.

### **WHAT WILL THE PERSON CENTRED PLAN TELL ME?**

1. The person centred plan will tell you the type of help that you will get from Meditech and who will be providing that help. It will also tell you how that help will be provided.
2. The person centred plan will also require a date to be reviewed. It is reviewed at a meeting similar to your first meeting to make sure that everyone is following the plan properly and that you are happy with how it is going.

### **HOW OFTEN WILL I HAVE A PERSON CENTRED PLANNING MEETING?**

The person centred planning meeting will normally take place every 12 months after your first meeting. A review meeting however can take place as often as you require.

### **CAN MY PERSON CENTRED PLAN BE CHANGED WITHOUT MY CONSENT?**

No. The person centred plan is your personal plan and if it has to be changed, you must be involved in the process. No changes can take place without your permission.

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## COMMUNICATION

### WHAT DOES MEDITECH MEAN BY COMMUNICATION?

1. Communication is the way we get our message across to other people. It is the way we let people know what we want in a way that they can understand. It is also the way other people let us know what they want in a way we can understand.
2. Normally we communicate by:
  - talking and listening
  - using our hands and body movement
  - the expressions on our face
  - the use of special equipment that use pictures, numbers, letter boards and computers

### HOW WILL MEDITECH COMMUNICATE WITH ME?

1. Meditech will never talk to, or behave towards you in a way that will make you frightened or uncomfortable.
2. Meditech will always ensure that the way you are communicated with is effective. That means that when Meditech staff members need to pass on information that is important to you, they will do it in the best way possible.
3. Meditech will always communicate with you in a way that you will understand. Meditech will train its staff to use any communication system that you may need or use. Your person centred plan will also be discussed with you in a way that you can understand.

### WHAT IF I HAVE COMMUNICATION DIFFICULTIES?

Meditech will help you to find people who are trained to assist you to improve your communication skills or use interpreters and translators if required. Meditech will help you to obtain and learn to use any special communication devices or equipment that you may need.

### INTERPRETER SERVICES

Interpreter services are used by way of providing a clear channel of communication between a service user and other parties as required.

Interpreters are not to provide direct counselling or advice to service users. Their main role is to assist with communication.

The following services are available should you require interpreter services:

#### **Department of Immigration and Citizenship Translation and interpreting Service (TIS)**

Phone: 131 450

**National Auslan Interpreter Booking and Payment Services**

Phone: 1800 246 945

When using an interpreter service, you must provide the following information:

- The language and/or dialect required
- The telephone number of the service outlet
- Your first and last name
- The first and last name of the service user
- The gender of the service user

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## DEALING WITH COMPLAINTS

### DO I HAVE A RIGHT TO COMPLAIN ABOUT A PERSON WHO WORKS FOR MEDITECH?

1. Yes. You always have the right to expect the best possible standard of service from Meditech. Meditech will treat any concern or complaint as a serious issue.
2. No matter what happens, Meditech staff members are not allowed to hit you or hurt you in any way. The staff members are not allowed to yell, scream or swear at you or use your personal property without your permission. Meditech' staff members are not to touch you in any way that may hurt you or make you feel uncomfortable.

### WHO CAN MAKE A COMPLAINT?

1. You as a service user can make a complaint if you are not happy with a staff member or the services offered by Meditech.
2. There are a number of people who may be able to raise a concern or make a complaint on your behalf. These could include:
  - your advocate
  - a family member
  - a close friend
  - your support worker or Manager/Coordinator
  - a person you know and trust
3. You can also nominate a contact person within Meditech in whom to correspond with during the complaints process.

### WHAT SHOULD I DO IF I HAVE A COMPLAINT ABOUT A PERSON WHO WORKS FOR MEDITECH OR ABOUT THE SERVICE I RECEIVE?

1. The first thing to do is tell a Meditech staff member that that you are not happy and tell them what it is you are not happy about.
2. If you feel that you are not able to talk about your problem with the staff members that are directly assisting you, you can request a different contact person to correspond with, or you can talk to your family or advocate for help and put your complaint in writing. You should then send your letter to the Manager or Director, or to any contact person within Meditech you wish to nominate.
3. If you do not have family or an advocate, Meditech will assist you to find an independent external agency that will be able to help. If you need an interpreter or translator, Meditech can ensure that you have access to an independent service.

## **WHAT WILL MEDITECH DO WITH THE COMPLAINT?**

1. Once a complaint has been received a staff member at Meditech will be appointed to investigate and find a resolution to the complaint. The Manager or Coordinator will write a letter to you to let you know that the complaint has been received. This letter will give you a date by which Meditech expects to have the complaint resolved.
2. The complaint will then be investigated and a plan to resolve it will be developed. You will be told about this plan and will be able to tell Meditech what you are feeling about it. You can let Meditech know if you are happy, if you no longer have a complaint or that you are not satisfied with the outcome.

## **WHAT WILL I DO IF I THINK THE COMPLAINT HAS NOT BEEN HANDLED PROPERLY?**

If you are not happy with the response from Meditech about your complaint, you can take it to another agency such as the NSW Ombudsman or the funding body, Ageing, Disability and Home Care.

Contact NSW Ombudsman for more information at:

NSW Ombudsman  
Level 24, 580 George Street  
Sydney NSW 2000

General inquiries: 02 9286 1000  
Toll free (outside Sydney metro): 1800 451 524  
Tel. typewriter (TTY): 02 9264 8050  
Facsimile: 02 9283 2911

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## STOPPING OR REFUSING SERVICES FROM MEDITECH

### CAN I REFUSE OR STOP A SERVICE THAT I GET FROM MEDITECH?

1. Yes. You can refuse or stop a service that you receive from Meditech. You might do this if you think that you no longer need the service or if you can receive a more appropriate service from another agency – a Directory of Other Service Providers is available upon request.
2. The decision to stop a service provided by Meditech will not mean that Meditech will not provide you a service in future. However, this will depend on there being a vacancy and appropriate staff available to provide you with a service.

### CAN MEDITECH STOP PROVIDING ME WITH A SERVICE?

1. Yes, Meditech can refuse or stop a service that it is providing to you. This would only happen however after discussion with you and if necessary with your family/guardian/advocate. This withdrawal of services may also be done through the person centred plan review meeting.
2. Meditech may decide to stop or refuse a service because you have refused to take part in some programs. Other reasons may include:
  - you have refused a service on a number of previous occasions
  - Meditech feels that the service is no longer needed
  - the service can be provided more effectively by another organisation
  - if you wish to move out of the areas that are serviced by Meditech
  - your actions place the staff of Meditech at risk and that risk cannot be reduced within the resources of Meditech or when the additional necessary resources are unavailable

### IF I DO STOP SERVICES WITH MEDITECH CAN I ACCESS THEM AGAIN?

1. Yes, you can access the services of Meditech again if either your referral to another agency is unsuccessful or if at some time in the future you need assistance from Meditech or there are staff members' and appropriate vacancies available.
2. Meditech has a full set of Policies and Procedures that can be read by any person who would like to receive or stop a service.
3. Meditech encourages all service users and their families, guardians or advocates to read the Policies and Procedures and to ask any questions that they have about services or these documents.

## LEAVING (EXITING) THE SERVICE

### WHAT ARE THE STEPS?

1. We will first discuss with you the reason why you want to leave and we will explore all opportunities available and also provide you with a list of other service providers.
2. You are encouraged to have support or representation when making the decision to leave.
3. We will:
  - complete a service review with you and make an effort to resolve any issues if the request to change is the result of conflict
  - not withdraw services until you have secured services from another provider or alternative arrangements are put in place
  - agree on a changeover date with you and your new service provider
  - inform your funding provider by email of the agreed change over dates
  - inform the funding provider the number of hours the service user has saved at the changeover date
4. We will advise you that you can return to the service again at any time and how this is done.
5. Provide you with any referral letters that may be appropriate.
6. If possible, within 28 days of leaving, talk to you about your level of satisfaction with the service.

## CONTACT US

Tel: (02) 9764 4488  
Fax: (02) 9763 1133  
Email: [info@meditechstaffing.com.au](mailto:info@meditechstaffing.com.au)

Address: 5G/9-13 Redmyre Road  
Strathfield NSW 2135

Postal: PO Box 1439  
Strathfield NSW 2135