



# ANNUAL REPORT 2011-2012

authored by

**The Home Modification Information  
Clearinghouse Team**

for

**City Futures**  
Built Environment  
University of New South Wales  
February 2013

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Cover Photo: Second photo from top courtesy of Bega Valley Home Modification and Maintenance Project

## **DISCLAIMER**

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# CONTENTS

<b>1</b>	<b>INTRODUCTION .....</b>	<b>5</b>
1.1	This Report .....	5
1.2	What is The Enabling Environments Project?.....	6
1.3	Objectives for the Enabling Environments Program .....	8
1.3.1	Projects undertaken as part of the Home Modification Information Clearinghouse non-recurrent funding.....	8
1.4	CityFutures.....	10
1.4.1	What is CityFutures?.....	10
1.4.2	What Does CityFutures Do? .....	11
1.4.3	CityFutures Research Programs and Projects .....	11
<b>2</b>	<b>OUR PEOPLE .....</b>	<b>13</b>
2.1	Home Modification Clearinghouse Staff.....	13
2.1.1	Directors .....	13
2.1.2	Research Team .....	14
2.2	Home Modification Information Clearinghouse's Advisory Committee .....	16
2.3	Specialist Review Panels .....	19
2.3.1	Research Panel .....	19
2.3.2	Industry Panel.....	19
2.3.3	Consumer Panel .....	20
<b>3</b>	<b>DIRECTOR'S REPORT.....</b>	<b>22</b>
3.1	Executive Summary .....	22
3.2	HMinfo Clearinghouse Triennial Strategic Plan 2009-2012.....	24
3.3	Activities.....	36
3.3.1	Research & Publications .....	36
3.3.2	Presentations.....	37
3.3.3	Reviewer & Assessor Roles.....	38
3.3.4	Teaching - Convened Courses.....	38
3.3.5	Research Student Supervision.....	39
3.3.6	FBE & UNSW Committees & Roles .....	39
3.3.7	External Committees & Roles .....	39
3.3.8	In the Media .....	40
<b>4</b>	<b>WEBSITE STATISTICS .....</b>	<b>42</b>
4.1	Overview .....	42
4.2	Webstat Reports .....	42
4.2.1	Visitors in the last financial year, by month (graphical).....	42
4.2.2	Visitors in the last financial year, by month (table).....	42
4.2.3	Visitors returning in the last financial year, by month.....	43
4.2.4	Visitors returning in the last financial year, by month (table).....	43
4.2.5	Visitors since last financial year, by country .....	44

4.2.6	Visitors since last financial year by region .....	44
4.2.7	Visitors in the last financial year by city .....	45
4.2.8	Top Browsers used in the last financial year .....	45
4.2.9	Google Analytics visits by country .....	46
4.2.10	Google Analytics visits by city .....	46
4.2.11	Top 10 HMinfo Publications downloaded .....	47
	<b>50</b>	
<b>6</b>	<b>WHAT DOES THE FUTURE HOLD? .....</b>	<b>51</b>
<b>7</b>	<b>GLOSSARY .....</b>	<b>53</b>

# Enabling Environments Template

Home Modification Information Clearinghouse  
www.homemods.info  
tel: 1800 305 486

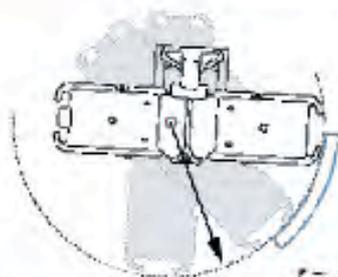
## fixed frame wheelchair



$r = 995\text{mm}$

Turning circle clearance  
Based on A90 Occupied wheelchair  
Turning radius 995mm  
Turning diameter 1990mm

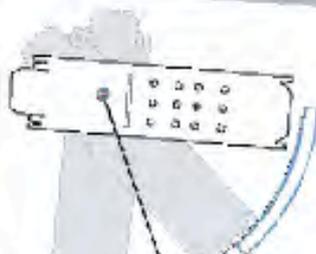
## bathing trolley



$r = 1150\text{mm}$

Turning circle clearance  
Based on Arjo Mirant Bathing Trolley  
Turning radius 1150mm  
Turning diameter 2300mm

## ambulance trolley



# SECTION ONE INTRODUCTION

# 1 INTRODUCTION

## 1.1 This Report

2012 has seen a wide range of changes in the Home Modifications area, primarily in New South Wales, with impact over the whole of Australia. The result of the New South Wales State Government's review of the Home Modification sector, plus the National registration of occupational therapists has resulted in an increase in accountability, access to information about the sector and the professionals working within it.

The Enabling Built Environments Group (EBEP) has responded to these changes by playing a part in the original review, providing support and resources to home modifications professionals and to the consumers who access home modifications, by participating in the Industry Briefings around regional New South Wales and working with The Department of Family and Community Services New South Wales to look at additional tools and methods to deliver high quality education and research outcomes to guide best practice.

In this report you will find:

- An explanation of the work we do and the online information that we provide;
- Our goals and objectives;
- An introduction to our people;
- A statement from our Director summarising the team's key achievements from the last financial year, including research output, keynote presentations, international collaborations and media involvement;
- A Webstats report: this report on our website's Internet data for the purpose of better understanding and optimizing our websites usage. This website reports by providing measurement data, that has been collected and analysed regarding our website visitors and their online activities; and
- A look into what the next year holds for us, and what we plan to achieve.

For further information visit the Clearinghouse website at [www.homemods.info](http://www.homemods.info)

It is free to register and by doing so you will receive regular updates from us.

To get more information, discuss issues or ask for assistance from our team, please email us at [hminfo@unsw.edu.au](mailto:hminfo@unsw.edu.au) or call us directly on 1800 305 486 (freecall).

For quick updates join us on Twitter [http://twitter.com/hm\\_info](http://twitter.com/hm_info) or ask to become our friend at Facebook <http://www.facebook.com> by entering "HMinfo Clearinghouse" into the search engine.



## 1.2 What is The Enabling Environments Project?

In 2011 The Home Modification Information Clearinghouse expanded its scope and split into three discrete areas under the umbrella of **Enabling Environments**. Enabling Environments now covers the following research teams;

- Home Modifications Information Clearinghouse
- Housing for an Older Australia
- Liveable Neighbourhoods

### Enabling Environments

The Enabling Built Environments program within the CityFutures Research Centre brings together a number of streams of funded research from organisations such as the Australian Housing and Urban Research Institute (AHURI); the Home and Community Care program and Industry entities like Caroma. All of our research is concerned with how the built environment at industrial to housing and town centre design levels impacts human function, quality of life and health/care costs for older people, people with disabilities and their carers.

Understanding the complex transactions between the built environment and humans has become an increasingly critical factor in creating and maintaining sustainable informal and self-care systems for all nations with the global advent of population ageing.

This research group benefits from its contract and casual staff having a diverse skill set that includes Industrial Design, Occupational Therapy, Social Sciences, Policy planning and Architecture. This research group receives recurrent core funding from the Home and Community Care Program and works on a range of projects concurrently from both the macro level like performance of town centres and housing supply to the micro level like temperature regulation valves, smoke detectors and the like.

### Home Modification Information Clearinghouse

The HMinfo team focuses on understanding the interactions between population extremes, functional impairments and built environment outcomes. Understanding these conditions has become an increasingly critical factor in creating and maintaining sustainable informal and self care systems for all nations with the global advent of population ageing. Because of the diverse range of professions within our team, we are particularly skilled in synthesising large-scale systematic literature searches across discipline areas relevant to a particular topic of interest. Our meta-analysis explicitly lists inclusion and exclusion criteria and is used to carefully identify all moderating variables. Our methods have become increasingly critical in drawing out evidence-based research previously overlooked or inaccessible because of their highly specialised areas of discipline expertise. Making the evidence available online for practitioners, organisations and policy makers in a usable and accessible format is an important part of our dissemination program. Our research is based on a clearly articulated, web-based facility. Visit us at: [www.homemods.info](http://www.homemods.info)

The HMinfo Clearinghouse is housed at the University of New South Wales in the Faculty of the Built Environment. The project was first funded in May 2002, but was originally auspiced by the University of Sydney. The list of available online publications produced and disseminated by our team includes:

**Annotated web links** <http://www.homemods.info/resource/weblinks>: An edited collection of national and international websites containing home modification and maintenance relevant information. Examples include the US Adaptive Access website and the Access Consultants Association of Australia site.

**Annotated bibliographic materials**

<http://www.homemods.info/resource/subjectbibliography>: We edit and maintain an electronic Home Modification database with over 2,600 online and hardcopy materials relevant to the sector. Additionally as a by product of our research we produce annotated bibliographies of the best references for particular topics of interest to industry and other researchers.

**Evidence Based Practice Reviews** <http://www.homemods.info/resource/evidence>: Research publications by the HMinfo Clearinghouse team based on a systematic review methodology, each with accompanying **Industry Factsheets and Checklists** as well as **Consumer Factsheets**.

**Occasional Research Papers and summary bulletins**

<http://www.homemods.info/resource/occasional>: Research publications produced by the HMinfo Clearinghouse team, based on methodologies other than systematic reviews. For instance, our summary publications summarise industry relevant hot topics identified by the HMinfo Clearinghouse Advisory Committee, or the Forum section of our website. These include articles on items such as thermostatic mixing valves or electrical safety within the bathroom and other specific research topics related to an industry related concern or known practice failure.

**Upcoming training** <http://www.homemods.info/training> and/or events

<http://www.homemods.info/events>: A calendar of all courses and conferences relevant to home modification service providers is maintained and updated.

Additionally we share publications submitted to us by the sector and manage a number of databases that allow users to search for home modification relevant services and one-off events. We aim to be a one-stop shop that supports best practice service provision, and as such our users are consumers of home modification services, service providers, designers, architects and those with a policy interest in this area. An edited collection of articles, books, CDs and other reference materials can be searched using our indexed lists, or by an open search using our tailored search engine <http://www.homemods.info/search>.

The HMinfo Clearinghouse aims to share research findings and explore opportunities to facilitate enabling environments in all areas of living: from personal spaces in the home to public spaces at school, work and the urban landscape in general. We welcome enquiries from government and non-government organisations seeking to fund research relevant to our stakeholder groups.

## 1.3 Objectives for the Enabling Environments Program

Our objectives continue to be:

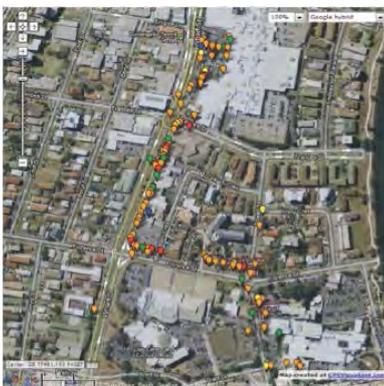
- To build information and knowledge capacity within the residential and public construction sectors in order to improve design standards and to provide evidence for the effectiveness of special features to better the living environments of aged and/or people with disabilities, and their carers.
- Integrate diverse knowledge and cross-disciplinary research.
- Develop a leading edge enabling environments research cluster that will be accessible to the full range of industry and consumer target groups.
- Facilitate home and community care outcomes, focusing on residential and town centre design strategies.
- Promote innovative residential models for older people and people with disabilities within the building and development industry.
- Develop Factsheets detailing best practice principles for assessment and the setting of priorities for planning, assessment and intervention services.
- Promote the benefits and products of more enabling design to the broader community through mainstream media.
- Share information at International, National, State and Regional industry forums and liaise with peak regional providers and consumers.
- Ensure that there are effective links between built environment service providers and their end users.

### 1.3.1 Projects undertaken as part of the Home Modification Information Clearinghouse non-recurrent funding.

#### User appraisal of environmental factors on the independence and wellbeing of older people in three town centres

The aim of this study was to obtain a clear understanding of what aspects of the built environment are valued and function well for older persons and what features restrict their access and diminish their wellbeing.

Summary of Results: Tweed Heads North



	Total Comments	V. Poor	Poor	Neutral	Good	V. Good
TH0	40	17.5%	62.5%	5%	12.5%	2.5%
TH1	41	14.5%	14.5%	9%	14.5%	3.5%
TH2	53	9.5%	77.5%	4%	7.5%	1.5%

Summary of Results: Wollongong



	Total Comments	V. Poor	Poor	Neutral	Good	V. Good
W1	83	2.5%	35%	2.5%	56.5%	3.5%
W2	65	3%	57%	0%	40%	0%

## Block Library

The Enabling Template Block Library is a freely available online database providing accessibility design tools in a variety of 2D and 3D digital formats. These downloadable drawings and models will arm architects, designers and stakeholders with a better understanding of space and other environmental requirements for the safe and effective access of a range of mobility and accessibility products.

More liveable communities rely on well-designed built environments for sustained and improved health, mobility, independence and autonomy. A major barrier to achieving this is the lack of spatial block libraries that assist planners and designers to appropriately consider the full range of older adults in the creation and renovation of urban infrastructure. For instance, despite the introduction of the Federal Government's new Universal Housing Design Standards, there are no available supporting design tools for Architects and Designers to ensure the provision of spaces that will be accessible to wheelchairs, ambulance trolleys and all other mobility and health equipment. This project aims at improving participation and social inclusion for an Ageing population at a core level – by making environments accessible to all.

The development of such a library of digital models is made timelier by the roll out of Australia's Access to Premises Standards. The availability of a suite of digital models will empower students, planners, architects, designers and health professionals to create environments that are more conducive to accessibility and positive ageing.



## Industry Briefings for Home Modification Services

A series of industry briefings were held across NSW to inform home modification service providers about the changes and future directions for the home modification services which will become effective on 1st July 2012.

At these briefings information was provided about:

- The new application pathway through the Community Care Access Point
- E-referrals through HS Net
- New fees policy
- New prioritisation tool
- Future directions and timeframes for ongoing reform

## **The Home Modification List Serv Project**

The Home Mods List Serv is a national, long running online forum developed by and managed / moderated by Desleigh DeJonge at University of Queensland. This list is designed to offer occupational therapists working in Home modifications a medium for:

- discussing professional issues
- communicating with others therapists working in home modifications
- making announcements about the interest group or activities related to home modifications
- posing problems or asking for help in problem-solving in home modification
- exchanging information and opinions
- sharing resources – products, journal articles, web sites etc
- accessing experts in the field
- raising questions about occupational therapist practice in the area of home modifications

Updates to the scope, terms of reference and parameters of moderating this list serv are to be completed and the changeover had occurred. There are plans to merge the email list serv into the HMinfo website as part of the website upgrade which will increase the usability of this program across Australia.

## **1.4 CityFutures**

The Home Modification Information Clearinghouse is incorporated under the CityFutures research centre as a distinct and separate research program with a particular focus on 'Enabling and Socially Inclusive Environments'.

The research interests, vision and aims of the expanded CityFutures program provided the Home Modification Information Clearinghouse with an opportunity to further develop and expand its research objective of being a leading research centre for facilitation of enabling environments within the home and community.

### **1.4.1 What is CityFutures?**

CityFutures is a University Research Centre dedicated to developing a better understanding of our cities, their people, the policies that manage their growth, the issues they face and the impacts they make on our environment and economy.

Led by Professor Bill Randolph, CityFutures is interdisciplinary in outlook and activity. It draws on both the skills and knowledge of those within the Faculty of the Built Environment whose knowledge encompasses the physical and spatial aspects of urban living, as well as those in other Faculties in the University of New South Wales whose interests coincide with our focus on the city. The research interests of the CityFutures Research Centre are broad, reflecting the wide range of research interests, skills and experience within the staff of the Centre, the Faculty and its research partners. While its research agenda will change over time as new issues emerge, projects will be grouped into distinctive nodes necessary for providing a focus for research effort among groups of associated staff and external public and private sector stakeholders.

The UNSW-UWS Research Centre of the Australian Housing and Urban Research Institute (AHURI) is also incorporated within the centre providing research linkages with a number of other universities in the AHURI network. Partnerships with government agencies, the community and private sectors are also central to the research endeavour of the Centre.

### **1.4.2 What Does CityFutures Do?**

The core activity for CityFutures is research. It offers a place where scholars can pursue research on aspects of urban development and change. But it also focuses outwards, engaging with the wider audience beyond the University. Wherever possible, CityFutures works in partnership with the community, government and business to contribute to growing the evidence base on the issues that impact on urban regions and consideration of effective evidence-based solutions.

CityFutures also focuses on the training of the next generation of research scholars through an active postgraduate research program. It is committed to expanding the skills and capacity of early career researchers and to communicate the value of good research. Together with colleagues in other institutions who share our focus and passion, CityFutures is committed to research and training that will contribute to better urban outcomes for Australia and beyond.

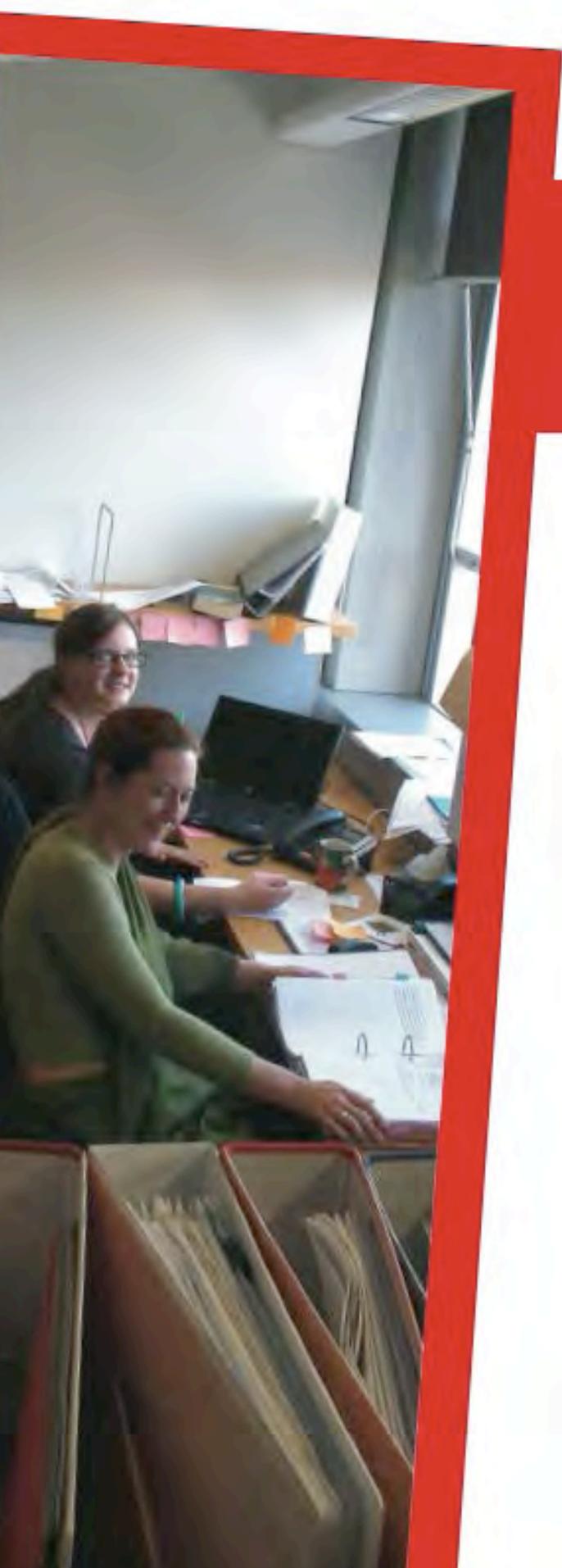
### **1.4.3 CityFutures Research Programs and Projects**

The research themes currently operating as distinctive CityFutures Groups and Programs are:

- Enabling Environments
  - Home Modifications Information Clearinghouse
  - Housing for an older Australia
  - Liveable Neighbourhoods
- The Healthy Built Environments Program
- National Climate Change Adaptation Research Facility - Settlements and Infrastructure Network
- High Density Living
- Urban renewal
- Metropolitan planning and housing markets

Further information regarding CityFutures and its research work is available from <http://www.fbe.unsw.edu.au/cf/>

# SECTION TWO OUR PEOPLE



## 2 OUR PEOPLE

### 2.1 Home Modification Clearinghouse Staff

#### 2.1.1 Directors



**Associate Professor Catherine Bridge** is an academic within the Faculty of the Built Environment at the University of New South Wales. Catherine (Katy) has an international reputation in the area of research concerning housing; disability; ageing and care, as evidenced by invited participation in: International Design Awards as a judge; International forums and publications; Commonwealth Governments Building for the Future Consumer information committee; National and State based Home and Community Care planning; Invited presentations as a part of the AHURI roundtable on housing policy for an older Australia and the productivity commissions roundtable on 'Accommodation and Aged Care' as one of Australia's experts on housing solutions for older people. Catherine directs the Home Modification Information Clearinghouse, a contract research initiative funded continuously since 2002 by the Home and Community Care Program. Catherine chairs the age-friendly working group for the Council of the Ageing, is a director of the Board of the Independent Living Centre of NSW; is a Member of the Standards Australia Visitable, Adaptable and Modified Housing Committee; Member of; Australian Network for Universal Housing Design (ANUHD) and Member of the Australian Association of Gerontology.



**Professor Peter Phibbs** is the inaugural Chair of the Urban Research Program at the University of Western Sydney. He completed a review in 1999 of home modification services for the NSW Department responsible for Home and Community Care (HACC) raising the issue of the importance of knowledge development and information sharing in this area. Subsequently he helped establish, with Catherine Bridge, the HMinfo Clearinghouse at the University of Sydney. Peter has been engaged in a variety of research projects in the areas of home modification, and was instrumental in producing the YouTube video "off the rails" for HMinfo.

## 2.1.2 Research Team



**Lyndal Millikan** is an occupational therapist with postgraduate qualifications in Business Administration and Health Law. She is currently completing her Masters in Health Science at the University of Sydney and has a special interest in the effect of the built environment on individual performance.



**Yong Moon Jung** completed a Bachelor and a Master of Arts Degree in Social Work at the Seoul National University. After working as a senior researcher at the Gallup Korea Research Centre for five years, he joined the HMinfo project team in 2007 and has conducted a number of projects associated with supporting ageing in place. Working as a research associate, he has been involved in evidence-based systematic literature reviews, occasional papers, and reviews of Australian government policies. He has also contributed to the team as a methodologist as he has a strong quantitative background, with a sound knowledge of advanced statistics and extensive experience of data analysis. Research experience with HMinfo has expanded his research interests from traditional social policy issues into wider gerontological and built environment concerns.

He is finalising a PhD at the Faculty of Education and Social Work, University of Sydney. Yong completed his time with HMinfo in March 2012.



**Toni Adams** has a background in Science (Immunology) and post graduate qualifications in Management. She has extensive experience in the area of ageing and disability, and policy development and is currently a consultant to the Aged and Community Care sector, including government. From her many years working for Commonwealth and New South Wales government departments, Toni has an extensive knowledge of the non-government and government sectors, especially in ageing, disability and community care. Toni has particular expertise in Organisational Change Management, Strategic Planning, Program Administration, Communications, and Project Management.



**Laura Davy** graduated from the University of Technology, Sydney in 2008 with a Bachelor of Arts in Communications (Honours), with a final year thesis in the area of disability studies. Laura departed HMinfo for a post graduate study opportunity in London in September 2011 at the London School of Economics and Political Science exploring discourses of rights and societal interdependence and their implications for people with intellectual disability.



**Phillippa Carnemolla** received a Bachelor of Industrial Design from the University of Technology, Sydney in 1995 and a Masters of Design (Research) from the University of Technology, Sydney in 2002. Over the past 8 years she has been a sessional Lecturer in the faculty of Industrial Design for both UNSW and UTS. She also continues to act as an expert witness for legal cases which rely on Industrial Design and Ergonomics advice. Phillipa is currently working toward her PhD in the area of financial implications of home modifications with regard to costs associated with waged care provision.

## 2.2 Home Modification Information Clearinghouse's Advisory Committee

The HMinfo Clearinghouse Advisory Committee represents a wide cross-section of stakeholders, including representatives from government, consumer and peak disability groups.



**Robyn Chapman** graduated and worked as a physiotherapist within the private, not-for-profit and public sectors before moving into management roles within the not-for-profit disability sector. In these roles Robyn developed an understanding of the need for universal environments that enable people to enjoy barrier-free lives as their needs change. Robyn is currently the CEO of the Independent Living Centre of New South Wales.



**Stacey Sheppard Smith** is the executive officer of the New South Wales Home Modification Maintenance Service State Council, the peak organisation for the home modification and maintenance industry in NSW. Stacey has worked in the HACC Program for more than twelve years and particularly enjoys community work, as it enables her to help people enhance their lives. She has been a member of the HMinfo Clearinghouse Advisory Committee since 2005.



**Steve Malvern** is the Project Manager for the Level 3 New South Wales Statewide Home Modification Service. Level 3 covers all major modification work over \$20,000. He has worked in the industry for the past five years and enjoys being able to assist people to remain living at home.



**Ian Maxwell** is a foundation member of the HMinfo Clearinghouse advisory team. As a licensed builder with over thirty years' experience, fifteen of which have been in the home modification sector, Ian has worked in rural and remote, as well as metropolitan contexts. He served on the Home Modification and Maintenance State Council from 2004 to 2006, 2008 to 2010 and was just re-elected for 2010 to 2012. He currently works for the Wesley Home Modification and Maintenance Service.



**Shalla Thomas** is currently the Service Manager for the Coffs Harbour Home Modification & Maintenance Service since August 1998. She is Service Manager for the Mid North Coast Home Modification Scheme L2 and Mid North Coast Allied Health Project. Shalla was elected as a Mid North Coast Representative for the Home Modification and Maintenance Services peak body, NSW HMMS State Council. Within NSW HMMS State Council she is the current elected Chairperson. Shalla loves the work she does in making a difference.



**Nicholas Loder** has worked for Housing NSW for 8 years. Prior to this Nick worked in a variety of private practices working on Education, Corrective Services, multi-residential, heritage, residential and industrial developments for over 25 years. Nick is currently Senior Policy Officer in the Asset Division at Ashfield Head Office, which is currently reviewing Housing NSW's *Design Requirements* to further strengthen Universal Housing principles, environmental sustainability targets and maintenance reducing product specifications for all of its new construction and refurbishments. Nick has a degree in Architecture, has completed a Masters degree in the Built Environment, a graduate diploma in public sector management and is a member of IPAA NSW.



**David Gonzalez** Originally a physiotherapist. David is the representative from the Lifetime Care and Support Authority (LCSA). The LCSA is responsible for providing reasonable and necessary treatment, rehabilitation and care as it is needed throughout a person's life once they enter the program. David is responsible for developing and implementing Home Modification and Maintenance processes, policies and guidelines within the LCSA.



**Sandi Lightfoot-Collins** is an Occupational Therapist who has been coordinating the Home Modifications Service Level 1 and 2 for the Macarthur and Sydney South West regions, for the last 11 years. She conducts training with the Occupational Therapy Association of NSW in environmental modifications, and upon request by other HACC services. She is a member of the NSW Home Modification State Council as the Occupational Therapy and South West regional representative and recently was instrumental in the NSW Health / Campbelltown Hospital rebuild.



**Susan Dinley**, occupational therapist, has had extensive clinical experience in many clinical areas since 1984. Within the occupational therapy profession she has received recognition for her contribution on present and future issues pertinent to the profession. Susan is an honorary committee member on many government and private enterprise working parties, providing feedback on proposed policy initiatives and the impact on occupational therapy services.



**Ruth Robinson** is the Executive Officer of the Physical Disability Council of NSW (PDCN), which is the peak body responsible for representing persons with physical disabilities across New South Wales. Ruth has worked for inclusive practice in all areas of life and has had a particular focus in the areas of ageing, disability and health in the private sector, government sector, and in the not-for-profit community sector.



**Margaret Kay** is attending in her role as the representative for the Home and Community Care forum elected by the National Council of Social Service (NCOSS). Margaret's expertise and her perspective as part of her role Senior Policy Officer, Ageing and Disability, Policy & Communications, Local Government Association of NSW and Shires Association of NSW (LGSA), is invaluable. Margaret works with local government to ensure that older people, people with disabilities, and carers are appropriately considered and represented in policy and programs.



**Annette Hanly** is a practicing Occupational Therapist who has worked extensively in the field of Home Modifications both in the UK and now Australia. She is the current occupational therapist Divisional Manager for the South Coast Home Modification and Maintenance Service, trading as SCOPE Access. This occupational therapist Division provides both direct and in-house home modification assessments and/or support & review to external occupational therapists for over 1600 home modification referrals annually. Annette has a keen interest in developing services that promote choice and safety for people within their preferred home environment.

## 2.3 Specialist Review Panels

There are twenty five members in total on the HMinfo Clearinghouse's three Specialist Review Panels.

Members participate in the Research, Industry or Consumer Panel, according to their expertise. The Panels provide advice on the Evidence-Based Practice Reviews<sup>1</sup> produced by the HMinfo Clearinghouse team. The review process ensures that the documents prepared by the HMinfo Clearinghouse are technically accurate, while maintaining document readability and relevance to the target audience.

The Review Panel membership is open to renewal every two years and will put out to offer in June 2013. The Clearinghouse would like to acknowledge and thank all the participants listed below for their involvement.

### 2.3.1 Research Panel

- Professor Lindy Clemson, University of Sydney
- Desleigh De Jonge, University of Queensland
- Karen Roberts, Caulfield General Medical Practice
- Michael C Brand, Built Environment, University of New South Wales
- Linda Corkery, Built Environment, University of New South Wales

### 2.3.2 Industry Panel

- Beverley Garlick, Royal Australian Inst. of Architects, New South Wales
- Sandra Lightfoot-Collins, Macarthur HMMS
- Peter Meredith, Master Builder's Assoc., New South Wales
- Keith Stevenson, Auburn, Holroyd, Parramatta HMM Service
- Vanessa Richards, Upper Hunter Home Modification and Maintenance Service
- Sarah Evans, Assistive Technology Learning, Independent Living Centre (VIC)
- Nik Smith, Sunshine Coast Housing Service Centre
- Patrick Page, Department for Communities and Social Inclusion
- Ian Maxwell, Wesley Home Modification & Maintenance Service
- Dr Paul Pholeros, Healthabitat Pty Ltd

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<sup>1</sup> These are a meta analysis of all published materials based on the [Protocol Guidelines for Systematic Reviews of Home Modification Information to Inform Best Practice](#). This sets out the methodology we use to identify, appraise, select and synthesise all research evidence relevant to Home Maintenance and Modification Services relevant questions.

### **2.3.3 Consumer Panel**

- Sue Egan, Physical Disabilities Council of Australia
- Greg Killeen, Spinal Cord Injuries Australia
- Janne Bidenko, Deaf Blind Association Australia
- Ross Smith, Central Sydney Regional Public Tenants Association
- Jamilya Haworth, MS Society Ltd
- Sarah Fogg, The Benevolent Society
- Glen Redmayne, Marrickville Council
- Irene Truscott, Deafness Forum of Australia
- Jason B King, Gippsland & East Gippsland Aboriginal Co-operative Limited (GEGAC)
- Dorothy Shipley, NSW Government Department of Family and Community Services

Note: In addition to our formal review panels we also seek feedback on our publications from the person or office within Australia most directly concerned with the design element under discussion. For instance, in regard to taps we would seek input from the Master plumbers and chief government advisory appointee so as to ensure the factual correctness of dimensions standards or protocols prior to going to publication.



## SECTION THREE DIRECTOR'S REPORT

## 3 DIRECTOR'S REPORT

### 3.1 Executive Summary

The year 2012 signified an important milestone for the Home Modification Information Clearinghouse as it is ten years since it was first successful in receiving monies from the then Ageing and Disability Department of New South Wales under the Home and Community Care program. *The aim then as now was to establish a Centre of Excellence in Practice-relevant Home Adaptation and Modification Research.* Our original mission was to establish an Information Clearinghouse Service; Advice and support services; and to conduct basic research to underpin policy and program reform. Our focus has been the development and dissemination of knowledge in order to improve outcomes in direct service provision as well as improve outcomes to the general community. The Home Modification Information Clearinghouse Service is dedicated to enabling the design of environments that can be accessed, understood and used regardless of age, size and ability.

Further, the National Disability Insurance Scheme (NDIS) and recent aged care reform both view appropriate home modifications, equipment and support choices as the basis for having an ordinary life within the community. Information makes informed choice possible, and evidence-based home modification information available in an accessible format supports consumers and professionals alike. Sharing Home modification Information and experiences enables all to know what works, for whom, when and under what circumstances. Having a home that enable individuals to participate, enhances their wellbeing and compensates for specific impairments is central to most individual's aspirations and is the necessary corollary of the move away from institutional care as it enables people to remain at home and has the potential to prevent accidents such as falls. The rollout of the Commonwealth Governments Aged Care Reform and the National Disability Insurance Scheme are historic and place great emphasis on an individual's ability to move in positive directions. Tied to these beliefs is the confidence that individuals can access the necessary information in language and formats to make positive and proactive home modification decisions in a timely way. The perception of consumers and industry partners as competent, trustworthy, and forward-moving people who have their own unique view of the world places a greater focus than ever before on having the knowledge, skills and resource tools available to them to make this happen. The Home Modification Clearinghouse is an essential service that underpins person centred reform and is designed to maximise housing modification knowledge in such a way that it maximises life opportunities for all not just the most able.

The Faculty of the Built Environment has hosted the Home Modification Information Clearinghouse Service since 1998 (over half of its operational life) and is proud to be hosting its 10th anniversary celebration an almost unheard of achievement in the research world. Further, the Home Modification Information Clearinghouse is the only nationally relevant Home and Community Care Service that is built from a research and evidence-base and which has a triple peer-review process to ensure quality and appropriateness of the information it produces and clears. The review process itself is one that has involved many hours of volunteer time from academics, industry professionals and consumers alike and without which the Service would not have established the credibility that it has. So first and foremost, I want to say a big thank you on behalf of the Home Modification Clearinghouse Service to all its many dedicated and reliable volunteers without which we would have floundered long ago.

I also want to acknowledge the dedication and hard work of the Service Team and its Advisory Committee, paid workers and volunteers alike, who have provided and

continue to produce the evidence-based materials, field the myriad inquiries from professionals and consumers alike and work to maintain the website and list serves on a daily basis. Our commitment to being the top Built Environment Faculty in Australia is built on developing and sustaining top quality research that makes an impact and I believe that the Home Modification Information Service is a good example as it has had a positive impact on policy and planning for an ageing population and this is ongoing. The research being undertaken by the Enabling Built Environments Research Group of which the Home Modification Information Clearinghouse is central has expanded rapidly in the last couple of years and it's exciting to think what the future holds.

I think I can say that with the dedication and support of many people we have achieved this to a large extent. For instance, in our first ten years we have produced over a 100 publications in collaboration with our academic, industry and consumer peer review panels, have taken over management of a National listserv for several hundred Occupational Therapists members with an interest in Home Modification Services and provide advice to industry and consumers alike regarding best practice. Further as a part of the HACCC reform process I am happy to report that we have just entered into two new contracts, which will see us continue until 2015.

A handwritten signature in black ink that reads "C Bridge". The signature is written in a cursive, flowing style.

Assoc/Prof Catherine Bridge, Home Modification Information Clearinghouse Program Director.

### 3.2 HMinfo Clearinghouse Triennial Strategic Plan 2009-2012

This plan was included in the 2010/2011 Annual Report however the status of each area has been updated to reflect the progress made in that area.

<b>Goal 1-Leadership in research</b>				
<b>BE AMONGST THE TOP 3 OF AUSTRALIAN UNIVERSITIES IN RESEARCH PERFORMANCE CONCENTRATING ON DEFINED STRENGTHS BY:</b>				
<i>Quality Indicator<sup>2</sup></i>	<i>Strategic Initiative<sup>3</sup></i>	<i>University Goal</i>	<i>HMinfo Level Goals<sup>4</sup></i>	<i>Status</i>
1.Evidence of recruitment initiative	Improve the calibre and research capacity of our research associates.	Retaining, attracting and developing leading research staff	Attract at least one postgraduate/postdoctoral candidate during the triennium period.	Excellent progress. Associate Professor Bridge is supervising 9 higher research students.  We have one postdoctoral researcher on the team, and one team member currently undertaking their PhD in a home modifications topic.

<sup>2</sup> **quality indicator is** a measurable variable (or characteristic) for reporting on a structure (e.g. % of time website available on-line), process (e.g. website user satisfaction) or outcome measure (e.g. no of website hits) that is used to determine the level of quality achieved.

<sup>3</sup> **strategic initiative** is the action to be taken to help the organisation fulfill its intended purpose, i.e. as outlined by the mission statement and related objectives (e.g. improving evidence-based home modification practice).

<sup>4</sup> **goal** - the measurable result or target towards which the organization will measure and report action progress (e.g. rate the website usability experience a four or five on a one to five scale where five is the best)

2. Documented evidence of impact and outcome as assessed by the Excellence in Research for Australia (ERA) <sup>5</sup> that reflects UNSW key research areas.	That our research program and its associated outputs can be counted by ERA and align with UNSW key research areas.	Building and maintaining “critical mass” in key research areas	Ensure that HMinfo publications and research grants are recognised research activities by alignment of outputs with DEST recognized outputs and use of appropriate RFCD and SEO Codes.	Progress made – ongoing – From previous report, 2 additional ARC grants applied for, and to philanthropic organisations (such the Bill and Melinda Gates Foundation).
3. Sustain relationships with key international figures in the field of enabling environments, planning, design and architecture.	Develop and maintain international relations.	Encouraging collaboration of our staff with the best in their fields globally	Develop and obtain funding for at least one international research initiative during the triennium period.	Ongoing liaison with a PhD candidate from the University of Salford in the UK.
4. Use Grants Management Office (GMO) expertise and systems into daily operations.	Demonstrate efficient and cohesive practices in operational and research support procedures.	Achieving best practice in identifying and obtaining research support.	Integrate UNSW systems such as NSS system and InfoEd grants management system procedures for improving grant management including: <ul style="list-style-type: none"> <li>• Funding acquittals</li> <li>• Budget management</li> <li>• Quarterly reporting to CityFutures board</li> <li>• Management of associated paperwork for GMO and Legal office.</li> </ul>	The HMinfo team administration is now split between a CityFutures administration manager and administration assistant managing these areas.  We also have a dedicated HMinfo only part-time administrative / website support person.  Financial spreadsheet piloted for CityFutures board reporting.

<sup>5</sup> The [ERA](#) initiative will assess research quality within Australia's higher education institutions and will give government, industry, business and the wider community assurance of the excellence of research conducted. It will also provide a national stocktake, by research discipline areas, of research strength against international benchmarks.

<p>5. Adhere to Ethical Policies and Standards to research activity.</p>	<p>Creation of a research culture and access to education that promotes personal integrity and ethical behaviour.</p>	<p>Embedding integrity and professional values in our research culture</p>	<p>Ensure that all research associates have ethical training and that all projects have ethical protocols, which are approved and adhered to.</p> <p>UNSW Ethics P&amp;P is incorporated into HMinfo P&amp;P and is part of orientation for all new team members.</p>	<p>Excellent progress made - ongoing</p> <p>All projects that require Human Ethical approvals have it and Research Ethics induction and support materials developed and maintained for students and associates.</p>
<p>6. Evidence of up to date equipment and support, and appropriate environments for research activity.</p>	<p>Develop explicit procedures and systems to ensure allocation of appropriate facilities, tools and equipment, and techniques<sup>6</sup> to enable research performance.</p>	<p>Providing an excellent research environment, with cutting-edge research facilities and equipment.</p>	<p>Upgrade all team computers to enable up-to-date and relevant software including Microsoft Office, Adobe Acrobat Professional and SPSS etc.</p> <p>Reorganise, monitor and enhance research library and publication support.</p> <p>Access for all team members to relevant academic supervision and support.</p>	<p>Ongoing - Team computers have been upgraded as per UNSW schedule and appropriate software updated. Additional publication software purchased and installed.</p>
<p>6. Team members to submit to at least one A* rated journal each financial year.</p>	<p>Demonstrate the impact and relevance of the HMinfo research program in the broader academic community.</p>	<p>Publishing and communicating our research achievements and their impact in journals and outlets of the highest standing.</p>	<p>Team members to commit to preparation and presentation (to team) of one item for this purpose.</p>	<p>3 successful submissions to peer reviewed conference, and 2 follow up papers accepted for publication.</p>

<sup>6</sup> These aspects can be mental and social, mechanical, chemical, physical, or electronic.

<b>Goal 2- Community Impact</b>				
<b>VALUED PARTNER WITH KEY COMMUNITIES, MAKING AN IMPACT ON CONTEMPORARY ISSUES BY:</b>				
<b>Quality Indicator</b>	<b>Strategic Initiative</b>	<b>University Goal B2B rev 09</b>	<b>HMinfo Level Goals</b>	<b>Status</b>
1. Provision of expertise at various levels of government, academia and industry.	Impact on positive health outcomes and built environment accessibility outcomes.	Be a leading source of expertise in our communities and a significant initiator of and contributor to public debate.	Produce evidence and research and make this publicly available, in accord with funding deliverable agreements.	Ongoing – 2 team members participated as speakers at regional industry briefings on changes to HCC Home Modifications program.  2 presentations at staff education sessions within NSW Health, and 1 to a provide contracting company.  Continue engagement and participation with key agencies including NSW HMMS State Council, ILC NSW, COTA NSW, PWD, ParaQuad, SCIA.
2. Our website will provide a stable and user-friendly platform to host project deliverables.	The website is hosted, maintained and managed such that it meets costs effectively and exceeds its users expectations	Publishing and communicating our research achievements and their impact in journals and outlets of the highest standing	Website to reach target of 95% uptime.  Website content to reflect best-practice as evidenced by international peer-review.  User feedback reflects that 90% of functionality meets or exceeds satisfaction as measured using online survey technology.	Weblogs indicate that this KPI has been met for the 2011-2012 year.  Website to be reviewed and update in line with changes in accessibility, user interface and user experience evidence. New website to be launched in first quarter of 2013
3. Our Advisory Committee and the CityFutures Board have the depth of knowledge	Further develop profile in industry and professional groups	Driving expanding linkages and partnerships with donors, business, industry, the professions, community	Ensure representation on Advisory Committee, CityFutures Board etc of a minimum of 50%	2 new member of Advisory Committee recruited.  1 new member of industry

and skill to provide effective and competent advice/ management support.		organizations, and government, academic and international bodies.	appropriate industry/professional members e.g. identify and approach: Building / Construction peak bodies for inclusion to HMinfo Advisory Committee/ review panels.	panel recruited. 2 new members of research panel recruited.
4. Safety and environmental accessibility are appropriately measured, communicated and promoted.	Ensure research centre activities and projects edify workplace safety and social environmental sustainability	Achieving high standards in safety and environmental sustainability	Evidence of liaison with Standards and Safety working groups to inform faculty/UNSW/ External Committees as appropriate.	Ongoing representation to Faculty OH&S Committee; Team member sitting as Presiding Member of the Built Environment Faculty.

<b>Goal 3-Outstanding service</b>				
<b>IMPROVE UNDERLYING LEADERSHIP AND OPERATIONAL CAPABILITIES BY:</b>				
<b>Quality Indicator</b>	<b>Strategic Initiative</b>	<b>University Goal B2B rev 09</b>	<b>HMinfo Level Goals</b>	<b>Status</b>
1. Recruitment and retention of high quality research / administrative staff with appropriate Qualification Experience, and Capacity	Pilot innovations with other faculties and support services (e.g. UNSW Library / Faculty of Economics) to better meet the research needs of the Centre.	Providing an environment attractive to staff of high quality	Develop and maintain team composition to meet deliverables within the designated timeframes.	Level B academic appointment successful.
2. Demonstration of, strategic direction and transparency in all activities undertaken by the HMinfo Clearinghouse.	Demonstrate strategic direction and transparency	Developing leadership characterised by vitality, strategic direction, flexibility and transparency	Annual development / review and reporting in-line with Strategic planning. All publications, administrative materials etc are available for users via the website.	All current research policy and strategic directives available to general public on website.
3. Current and operations focused Policy & Procedure manual available in both hard copy and online.	Demonstrate currency, operational functionality and usability in supporting documentation.	Streamlining governance and management structures, clarifying accountabilities and interfaces	HMinfo processes are reviewed regularly and updated / changed / removed in line with operational best practice and transparency.	Good progress made - ongoing– P&P manual updated and maintained by Administrative Support staff. Index log of reviews now kept.
4. All team members to take responsibility for at least one project and/or one administrative process development maintenance and implementation.	Develop and support team members' initiative integrity, accountability and personal autonomy.	Developing uniform, simplified, responsive and effective operating models and information systems	A project Gantt will be created and updated for each research project and for all key 'administration activities so as to clarify steps/stages, tasks individual responsibilities and their associated timelines.	Good progress made - ongoing– all research associates responsible for tabling, maintaining and closing project related operational files in line with standard project management accountability.
5. That Memoranda of Understanding be developed, reviewed and maintained with	Develop inclusive partnerships with other agencies to develop a reciprocal process for consultation and information	Developing and expanding industry and research linkages both in Australia and internationally	The quality of service meets and/or exceeds the expectations of our users. All parties involved in	All MOU's are ready for review and renegotiation. This will occur in the first quarter of 2013.

<p>other relevant partner organizations.</p>	<p>sharing to support systemic advocacy issues.</p>		<p>addressing individual and sector issues are satisfied that the level and style of communication is achieving the best possible outcomes. Systemic issues affecting the sector are being effectively represented to decision makers.</p>	
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<b>Goal 4-resource management</b>				
<b>MAXIMISE THE AVAILABILITY OF RESOURCES AND THE ASSIGNMENT OF RESOURCES TOPRIORITY AREAS BY:</b>				
<b>Quality Indicator</b>	<b>Strategic Initiative</b>	<b>University Goal B2B rev 09</b>	<b>HMInfo Level Goals</b>	<b>Status</b>
1. Risk identification is evident in all new activities proposed or undertaken regarding reputation of individuals and of the team and of the research centre regarding financial viability, operational viability and accountability	Reduction and/or elimination of risk of reputational, financial and operational loss.	Maximisation of available resources and assets and reduce risk to same, in order to best meet priority areas as identified by UNSW	Evidence of utilization of the UNSW risk identification process to analyse and review identified risk factors as part of an ongoing annual review / performance appraisal process.	Some progress made ongoing. Staff movements and relocation changes have resulted in some deliverable time overruns but all deliverables satisfactorily completed. More strategic action required.
2. Our resources are appropriate to the level of service provided.	A sustainable, secure organisation with a diverse financial base	Financial Viability	All deliverables and other contractual requirements are being met in a timely and efficient manner. Identify and pursue opportunities to generate additional research income. Implement strategies that achieve a cost saving without adversely impacting deliverable quality. Maintain and enhance financial management systems and skills as evidenced by appropriate access of and use of available resources and reduced administrative costs/time.	Renegotiation of contracts in line with COAG agreement 2012. Continued research income secured by successful grant application to AHURI, and CaromaDorf Cost saving activities such as hot desks for part time staff, using main black and white printer, and using short-term contractors for specific projects.

## HMinfo WorkPlan 2012-13.

The Council of Australian Governments (COAG) has agreed to major reforms to the organisation, funding and delivery of health and community services in the aged care and disability sectors. The reforms aim to provide better access to services, improved local accountability and transparency, and greater responsiveness to local communities. COAG is committed to a national approach to supporting ageing Australians and people with disability to maximise their potential and participate as equal citizens in Australian society. As part of this process HMinfo has also transitioned from one part of the system to another, and is planning a national approach to our work. This plan will be reported on in the 2012/2013 Annual Report.

No.	Strategy	Performance Indicators	Targets for the Performance Indicators
1	<p><b>Activity:</b> Develop and disseminate home maintenance and modification knowledge in order to improve outcomes in direct service provision as well as improving outcomes for the general community through capacity building activities:</p> <ol style="list-style-type: none"> <li>1. Maintain HMinfo website to current standard</li> <li>2. Upgrade website to improve user-friendliness, enhance content management capacity and update branding</li> <li>3. Collect and critically review relevant national and international literature to maintain currency of published evidence base through regular reviews of evidence on HMinfo (5 year cycle or as new evidence emerges). Priority to areas that have not been reviewed since commencement of website.</li> <li>4. Review and disseminate current research and evidence on enabling environments, successful and innovative housing models for older people and on home modifications for older people and their carers to Commonwealth HACC program funded service providers and related sectors.<sup>7</sup></li> </ol>	<p>HMinfo website maintained to current standard</p> <p>HMinfo website upgraded as specified</p> <p>Emerging and updated research findings available on website in accessible formats</p> <p>Systematic reviews or summary bulletins<sup>8</sup> produced to update existing materials</p> <p>Quarterly newsletter produced</p> <p>Factsheets produced/updated when there are changes in the evidence base related to a topic.</p>	<p>HMinfo website accessible with current evidence materials available</p> <p>HMinfo website more user-friendly (eg. One off usability testing with a subset of disabled users until satisfaction rating 70% or greater is achieved).</p> <p>HMinfo website enhanced content management and updated branding.</p> <p>HMinfo website increasing trend demonstrated in the no. of website registrations; and hits and downloads</p> <p>All reviewed/updated research published and accessible on HMinfo website within one month of finalisation of review/update</p>

<sup>7</sup> HMinfo is not funded as an information service, so does not have the resources to collect data on the number of phone calls or emails received and whether they result in a referral etc. If a resource-neutral way to collect these data can be identified, then they will be collected and reported. However, the information service component was funded

No.	Strategy	Performance Indicators	Targets for the Performance Indicators
	5. Produce quarterly newsletters highlighting emerging and updated evidence and issues of interest to home modification practitioners and other stakeholders 6. Update/develop factsheets as required to match emerging/updated evidence.		Up to 3 systematic reviews or summary bulletins produced. Quarterly newsletter published on HMInfo website Factsheets updated/developed and published on website as required. Number of website registrations Number of website hits and downloads Increase in website hits and downloads
2	<b>Activity:</b> Promote home modification evidence base and the benefits of home modifications to industry and key stakeholders: <ol style="list-style-type: none"> <li>1. Maintain liaison with government bodies including FaCS-ADHC, DoHA, FaHCSIA, NSW Planning, Standards Australia, NSW Finance and Services/Housing Assets, LGSA</li> <li>2. Maintain reciprocal arrangements with HMM State Council and ILCNSW</li> <li>3. Maintain liaison with relevant industry stakeholders, including support to specific industry groups e.g. occupational therapists, HMMS, and design and construction professionals.</li> <li>4. Maintain networks with other researchers and practitioners in the home modifications field across a broad range of disciplines.</li> <li>5. Contribute to key state and national conferences, seminars and forums on topics related to home</li> </ol>	Key industry stakeholders identified Attend HMM State Council meetings and provide input to HMM State Council activities as per current MOU and provide input as required Director of HMInfo to continue liaison with ILCNSW and HMMSC as per current MOUs and provide input as required Minimum of 4 conferences/seminars relevant to sector	Key industry stakeholders list current Number of meetings with: HMMSC; quarterly HMInfo Clearinghouse Advisory Committee meetings. Tri-annual review of MOU's with HMMS and ILCNSW Number of newsletters distributed to key stakeholders Number of website hits and downloads from key stakeholders Number of papers/seminars/posters etc. delivered at no. of conferences/seminars/forums Number of citations of HMInfo research

to the ILCNSW who do have the resources to collect and report these data, see <http://www.ilcnsw.asn.au/>, and the industry support component to the HMMSC, see <http://www.nswhmms.org.au/>.

<sup>8</sup> Summary bulletins are produced when a 'failure in practice' is identified (implying urgency) or the material does not lend itself to a systematic review.

No.	Strategy	Performance Indicators	Targets for the Performance Indicators
	<p>modifications and their use in supporting ageing in place and reducing ongoing care costs for relevant industries: aged care, allied health professionals, architects/designers, builders/home mods providers.</p> <p>6. Promote emerging research and evidence through publication on HMInfo website with links to related sites</p>	<p>Stakeholders use website and receive newsletters etc. OT list serve moderated and maintained Construction and Consumer listserv established and maintained</p>	<p>in published articles. Number of listserv users, type of listserv traffic and No of threads generated,</p>
3	<p><b>Activity:</b> Promote the benefits of home modifications and adaptable housing to the broader community:</p> <ol style="list-style-type: none"> <li>1. Maintain liaison with consumer groups e.g. Council of the Ageing</li> <li>2. Maintain accessibility of HMInfo website and ensure that consumer-targeted products are clear and concise.</li> </ol>	<p>Meet with Council of the Ageing quarterly (including teleconferencing). Consumer-targeted products on website are clear and accessible.</p>	<p>Contributions reflected in minutes of meetings. Clear and accessible consumer targeted products published on HMInfo website.</p>
4	<p><b>Activity:</b> Governance of HMInfo Clearinghouse</p> <ol style="list-style-type: none"> <li>1. Maintain relevant membership of and support the HMInfo Advisory committee</li> <li>2. Develop succession plan to ensure continuity of HMInfo service for duration of funding contract</li> <li>3. Undertake formal staff reviews for all HMInfo staff annually</li> <li>4. Manage HMInfo activities within HACC grant budgets</li> <li>5. Apply for grant funds to grow and promote HACC/HMInfo objectives</li> </ol>	<p>Recruit DoHA rep on Advisory Committee Review membership of Advisory Committee and adjust where necessary. Provide secretariat services to Advisory Committee. Succession plan developed in consultation with staff and faculty Staff reviews booked and prepared for</p>	<p>DoHA represented on Advisory Committee Advisory Committee members contribute effectively to HMInfo. Review of membership of Advisory Committee in line with terms of appointment and agreed annual strategic planning. Minutes of quarterly meetings; circulation of agenda items and reading materials (one week) before the Advisory Committee meeting.</p>

<b>No.</b>	<b>Strategy</b>	<b>Performance Indicators</b>	<b>Targets for the Performance Indicators</b>
		<p>Monitor expenditure monthly</p> <p>Identify HACC and other sources of funds for research into the evidence base for accessible, supportive environments for older people, younger people with a disability, and their carers.</p> <p>Apply for fund/grants where eligible.</p>	<p>Succession plan signed off</p> <p>Staff reviews undertaken and results documented in accord with UNSW HR policy for staff.</p> <p>Transactions verified and journals undertaken where necessary.</p> <p>Expenditure within budget.</p> <p>Number of applications prepared</p> <p>Number of successful applications</p> <p>Quantum of new grant funds allocated.</p>

### 3.3 Activities

#### 3.3.1 Research & Publications

- Bridge, C., Adams, T., Phibbs, P., Mathews, M. & Kendig, H (2011) 'Reverse Mortgages and Older People', AHURI Research and Policy Bulletin, Issue 136.
- Carnemolla, P., & Bridge, C. (2012). Home Modifications: Implications for care provision within existing housing stock for an ageing population. Refereed papers from the 6th Australasian Housing Researcher's Conference, Adelaide, Australia. University of Adelaide.
- Carnemolla, P. & Bridge, C. (2011). Home Modifications and their impact on waged care substitution. Retrieved from [www.homemods.info](http://www.homemods.info) website: [http://www.homemods.info/files/homemods&wagedcare\\_substitution.pdf](http://www.homemods.info/files/homemods&wagedcare_substitution.pdf)
- Carnemolla, P. & Bridge, C. (2012). Evidence Based Research: Landscape Modification as an Alternative to Ramps and Lifts in Homes. Retrieved from [www.homemods.info](http://www.homemods.info) website: <http://www.homemods.info/author/carnemolla>
- Davey, L., Bridge, C., Judd, B., Flatau, P., Morris, A. and Phibbs, P. (2011) 'Age Specific Housing Markets and Housing and Care for Low to Moderate-income Older Persons', AHURI Final Report No. 174
- Judd, B., Bridge, C., Davy, L., Adams, T., & Liu, E. (2012). Downsizing amongst older Australians. AHURI Positioning Paper No.150.
- Jung, Y-M. (2011). Home modifications for children with disabilities: considerations for design and assessment. *Independent Living*, 27(2), 24-27.
- Jung, Y-M. & Bridge, C. (2012). Demountable ramps: A qualitative assessment of value for people with mobility impairments (pp. 29). Sydney: Home Modification Information Clearinghouse, The University of New South Wales. Available from [www.homemods.info](http://www.homemods.info)
- Millikan, L. (2012). Arranging home modifications in NSW - Consumer Factsheet. UNSW: [www.homemods.info](http://www.homemods.info)
- Millikan, L. (2012). Managing water in the bathroom - Consumer Factsheet. UNSW: [www.homemods.info](http://www.homemods.info)
- Riazi, A., Boon, M., Bridge, C. & Dain, S. (2012). Home modification guidelines as recommended by visually impaired people. *Journal of Assistive Technologies*, 6(4), 270 - 284.
- Riazi A, Dain S., Boon M.Y. & Bridge C. (2011) 'Innovative Strategies for Adaptation to Vision Loss' (Clinical Communication) *Clinical and Experimental Optometry*, Vol 94(1), pp 98-102.

### 3.3.2 Presentations

- Adams, T. & Bridge, C. (2012). Policy factors which impact on older people's decision to downsize. IFA 11<sup>th</sup> Global Conference on Ageing. Prague, Czech Republic, 28 May-1 June.
- Bridge, C. (2011) '*Age-specific Housing in Australia for Low to Moderate Income Older People*', Ninth Asia/Oceania Regional Congress of Gerontology and Geriatrics, Melbourne Convention and Exhibition Centre, 23-27 October
- Bridge, C. (2011) '*Housing Quality and Modification as Potential Substitutes for Waged Community Care Services*', Contemporary Community Care Forum, The Marquee, Victoria Park Golf Complex, Queensland. 17 November.
- Bridge, C. (2012). 'Ensuring enabling and supportive regional town centres: an in-depth look at three from an older person's perspective.' IFA 11<sup>th</sup> Global Conference on Ageing. Prague, Czech Republic, 28 May-1 June 2012.
- Bridge, C. (2012). Age-specific housing in Australia; are low income people adequately served: A provider and policy perspective? IFA 11<sup>th</sup> Global Conference on Ageing. Prague, Czech Republic, 28 May-1 June.
- Bridge, C. & Carnemolla, P. (2012). How home modifications substitute for care costs: Examining economic value of universal design. Universal Design Conference, Oslo June 11<sup>th</sup> - 13<sup>th</sup>.
- Bridge, C. & Newman, R. (2011) '*Livable Apartment Design – Facilitating Ageing Well*', Apartment Planning & Design Summit 2011, Sydney, 1-2 December.
- Bridge, C., Judd, B., Phibbs, P. Flatau, P & Morris, A. (2011) '*Making Do: Housing Quality and Affordability in the Low to Moderate Income Age Specific Housing Sector*', Proceedings, State of Australian Cities Conference, Melbourne, 29 November – 2 December.
- Bridge, C. (2012). Effective communication between design & engineering for improved patient outcomes. Paper presented at the Engineering Asset Management in Healthcare, Citigate Central, Sydney.
- Bridge, C. (2011) Age specific housing in Australia for low to moderate income older people. Bridging Knowledge, Research and Policy: The Growing Older With a Disability (GOWD) Conference, Toronto, Canada, June 5-8, 2011.
- Bridge, C. & Phibbs, P. (2011). Affordable and Appropriate Housing. Invited Presentation to the Ageing Roundtable. NSW State Government Department of Human services; Ageing Disability & HomeCare. 15/9/2011.  
[http://www.adhc.nsw.gov.au/\\_\\_data/assets/file/0020/251129/Affordable\\_and\\_a\\_ppropriate\\_housing.pdf](http://www.adhc.nsw.gov.au/__data/assets/file/0020/251129/Affordable_and_a_ppropriate_housing.pdf)
- Carnemolla, P. & Bridge, C. (2011) '*Home Modifications and their Impact on Waged Care Substitution*', International Conference on Best Practices in Universal Design: Festival of International Conferences on Caregiving, Disability, Ageing and Technology (FICCDAT), Toronto, Canada, 5 – 8 June
- Carnemolla, P., & Bridge, C. (2011). Presentation: Home Modifications: Their Impact on waged care substitution. Paper presented at the International Conference on Best Practices in Universal Design at FICCDAT, 2011, Toronto, Canada.

- Carnemolla, P., & Bridge, C. (2012). *Home Modifications: Implications for care provision within existing housing stock for an ageing population*. Paper presented at the 6th Australasian Housing Researcher's Conference, Adelaide, Australia.
- Judd, B. & Bridge, C. (2011) *'Enclave or Engage? 'Mixity and Housing Choices in an Ageing Society'*, European Network of Housing Research Conference, Toulouse, France, 5-8 July
- Jung, Y-M. & Bridge, C. (2011) *'Economic Dimensions of Home Modification: Cost-Benefit Comparison Between Ramps and Lifts'*, International Conference on Best Practices in Universal Design: Festival of International Conferences on Caregiving, Disability, Ageing and Technology (FICCDAT), Toronto, Canada, June 5 – 8
- Millikan, L. (2011). *Accessible Environments & Evidence Based Environmental Modifications*. Paper presented at the SESIAHS Occupational Therapy Week Forum, Gympie, NSW.
- Millikan, L. (2012). *Out of the frying pan and into the fire; Nursing Home Care or No Care*. Paper presented at the 6th Australasian Housing Researchers' Conference, Adelaide, Australia.
- Millikan, L., & Bridge, C. (2012). *The Home Modification Information Clearinghouse*. Presentation to the HACC Home Modification Industry Briefings, Wagga Wagga, Dubbo, Sydney, Wollongong, Gosford.
- Newman, R. & Bridge, C. (2011) *'Universal and Adaptable Housing Design in Australia: Policy, Progress and Problems'*, International Conference on Best Practices in Universal Design: Festival of International Conferences on Caregiving, Disability, Ageing and Technology (FICCDAT), Toronto, Canada, June 5 – 8

### **3.3.3 Reviewer & Assessor Roles**

- 2010 – Present: Peer reviewer for Landscape and Urban Planning; An International Journal of Landscape Ecology, Planning and Design, Elsevier
- 2010 - Book reviewer for the Australasian Journal on Ageing, Blackwell Publishing Asia, and the AAG book prize.
- 2009 – Present: Panel member of the Home Maintenance and Modification Services State Council Occupational Therapy factsheets program.
- 2009 - Peer reviewer for the enabling environments chapter of the World Report on Disability and Rehabilitation.
- 1997 – Present: Peer reviewer for the Australian Occupational Therapy Journal, Wiley-Blackwell.
- 1996 – Present: Peer reviewer for the Australasian Journal on Ageing, Blackwell Publishing Asia.

### **3.3.4 Teaching - Convened Courses**

#### **A/Prof Catherine Bridge**

IDES2161 - Industrial Design Studio 2A: Lecture on liveable bathroom design.

PLAN1011 Urban Society: Guest lecture on Social Cohesion and Social Inclusion.

ARCH7111: Design Studio 1: Studio on Inclusive Design

### **3.3.5 Research Student Supervision**

- Bridge, C. (2009-2012) Jenny Fishpool, MPhil Title: *Home visiting follow-up of Home Maintenance and Modification Services*, Built Environment, UNSW.
- Bridge, C. (2011-2012) Toni Adams. PhD Title: Older People's Experiences of Strata Title Living: What Works and What Doesn't, Built Environment, UNSW.
- Bridge, C. (2011-2012) Phillippa Carnemolla. PhD Title: Enabling built environments: Home modification as a substitute for community care, Built Environment, UNSW.
- Bridge, C. (2011-2012) Gary Shiels. PhD Title: Planning for aging, Built Environment, UNSW.
- Bridge, C. (2011-2012) Stephen Davey. PhD Title Utilising computer game peripherals for a responsive and adaptive bathroom environment to enable autonomous and independent ambient assisted living., Built Environment, UNSW.
- Bridge, C. (2011-2012) Alicia Mintzes. PhD Title: Promoting quality of life: Maintaining independence and dignity in the home bathroom, Built Environment, UNSW.
- Bridge, C. (2011-2012) Peter Sweatman. PhD Title: Evidence based bathroom product design: creative liveable bathroom environments for older people, Built Environment, UNSW.

### **3.3.6 FBE & UNSW Committees & Roles**

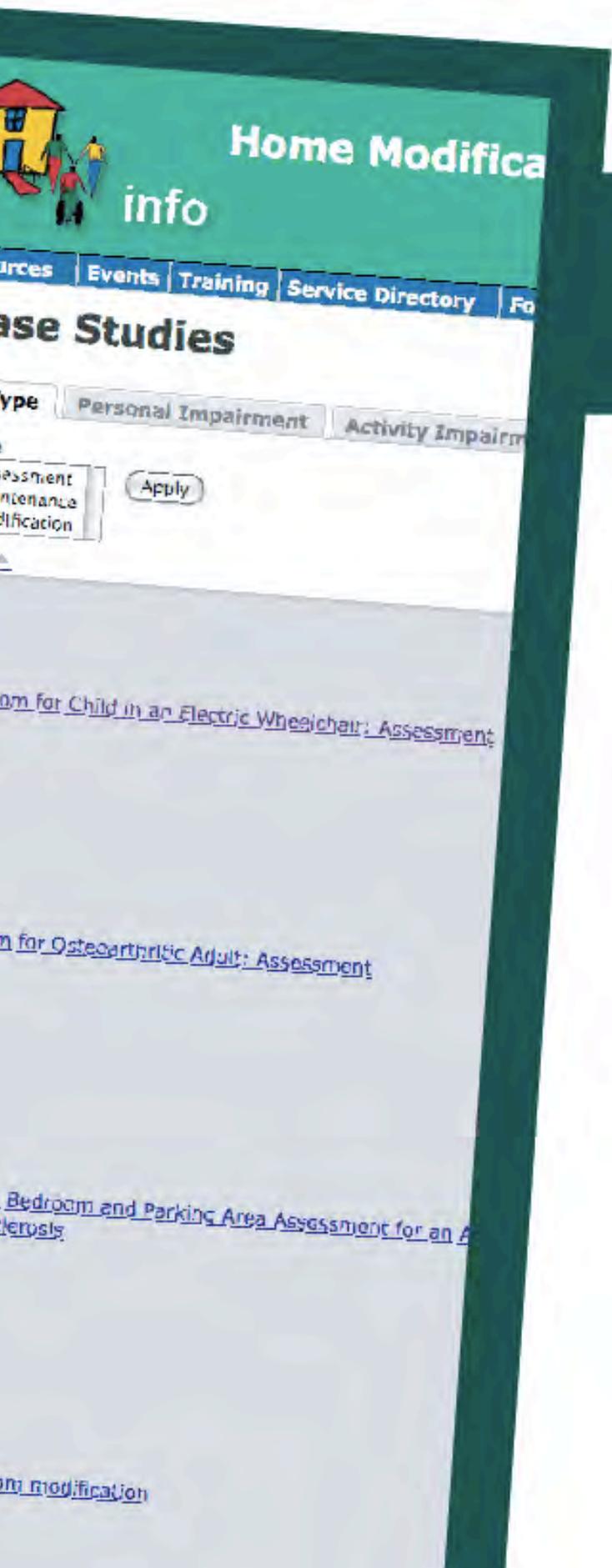
- Built Environment - Faculty Presiding Member
- CityFutures Research Centre Board - Voting member
- Built Environment - Faculty Occupational Health and Safety Committee member.

### **3.3.7 External Committees & Roles**

- 2009 - Present: Member of OT Reference Group. NSW Home Modification and Maintenance State Council.
- 2009 - Present: Invited member Council of the Ageing (COTA) Policy Council
- 2009 - 2011: Chairperson Council of the Ageing (COTA) working party on Age Friendly communities
- 2008 - Present: Director, Independent Living Centre of NSW Board
- 2002 - Present: Invited Member Standards Australia ME064 Committee for Adaptable housing AS4299

### 3.3.8 In the Media

- Bridge, C. (2011). Australians heading to struggle street. Published 22/9/2011. the Telegraph. <http://www.dailytelegraph.com.au/elderly-australians-heading-to-housing-struggle-street/story-fn6b3v4f-1226143771350>
- Bridge, C. (2011) Is retirement a thing of the past? Australian Ageing Agenda. Published 11/10/2011. <http://www.australianageingagenda.com.au/2011/10/11/article/Is-retirement-a-thing-of-the-past/TSPXFQZHGQ.html>
- Bridge, C. (2011). Retirement Villages no guarantee of nursing care. Published 5/11/2011. The Sydney Morning Herald. <http://www.smh.com.au/national/retirement-villages-no-guarantee-of-nursing-care-20111104-1mzw2.html#>
- Bridge, C. (2011). Retirement home blues. Published 5/11/2011. The Canberra Times.
- Bridge, C. (2011). Over-65s will struggle town home. Published 16/11/2011. The Australian. [www.theaustralian.com.au/business/property/over-65s-will-struggle-to-own-home/story-fn9656lz-1226138255514](http://www.theaustralian.com.au/business/property/over-65s-will-struggle-to-own-home/story-fn9656lz-1226138255514)
- Bridge, C. (2012) Older, single women at financial risk. Australian Ageing Agenda. Published 06/03/2012. <http://www.australianageingagenda.com.au/2012/03/06/article/Older-single-women-at-financial-risk/JVUADGBRBF.html>



# SECTION FOUR WEBSITE

## 4 WEBSITE STATISTICS

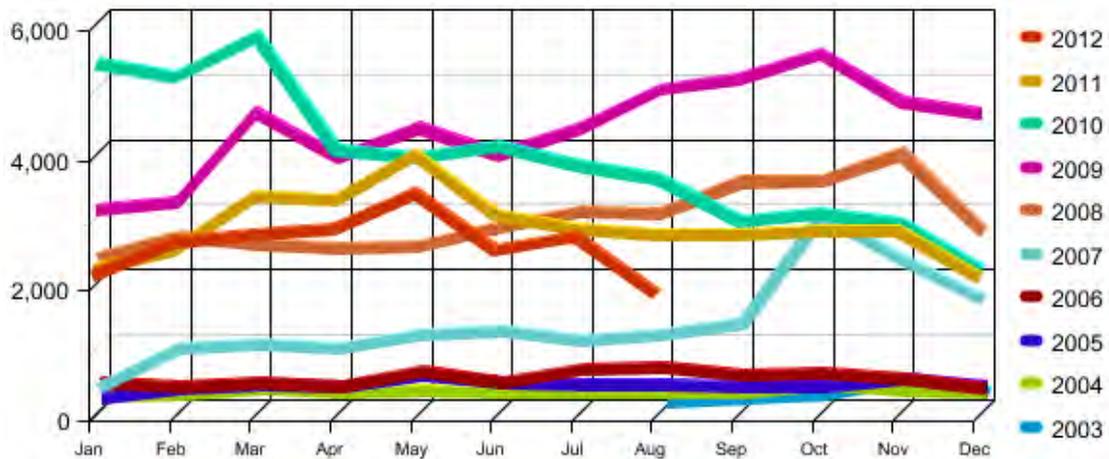
### 4.1 Overview

Total Page Views for 2011-2012: 105,270

Total Visitors for 2011-2012: 32,464

### 4.2 Webstat Reports

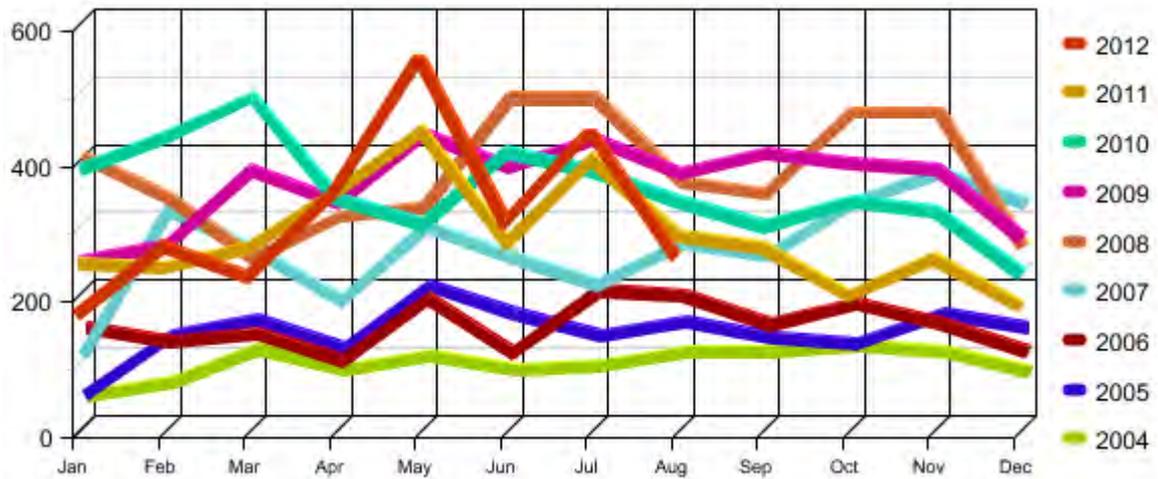
#### 4.2.1 Visitors in the last financial year, by month (graphical)



#### 4.2.2 Visitors in the last financial year, by month (table)

	Page views	Visitors
July 2011	7,580	3,396
August 2011	9,354	2,872
September 2011	8,442	2,767
October 2011	8,317	2,664
November 2011	10,060	2,171
December 2011	9,202	2,075
January 2012	6,175	2,813
February 2012	8,311	2,794
March 2012	8,154	2,759
April 2012	9,672	2,757
May 2012	10,809	2,846
June 2012	9,194	2,550
Total	105,270	32,464

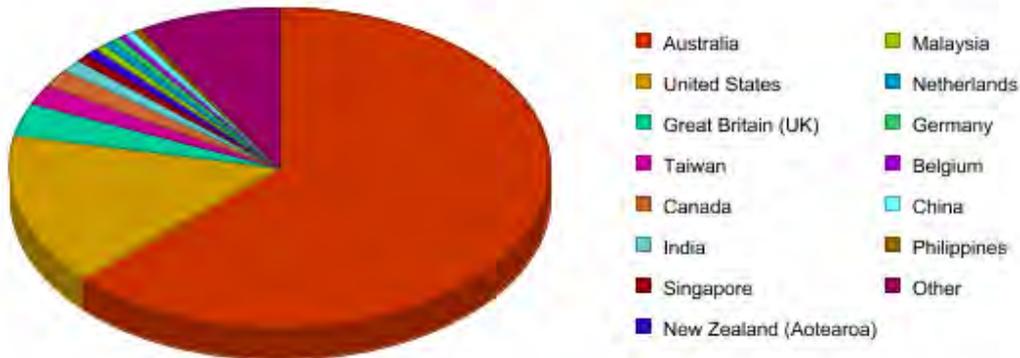
#### 4.2.3 Visitors returning in the last financial year, by month



#### 4.2.4 Visitors returning in the last financial year, by month (table)

Month (year)	Number of returning Visitors	% of Total
July 2011	394	11.4
August 2011	288	8.3
September 2011	270	7.8
October 2011	197	5.7
November 2011	251	7.3
December 2011	181	5.2
January 2012	172	5.0
February 2012	273	7.9
March 2012	232	6.7
April 2012	348	10.1
May 2012	546	15.8
June 2012	310	9.0
Total	3,462	

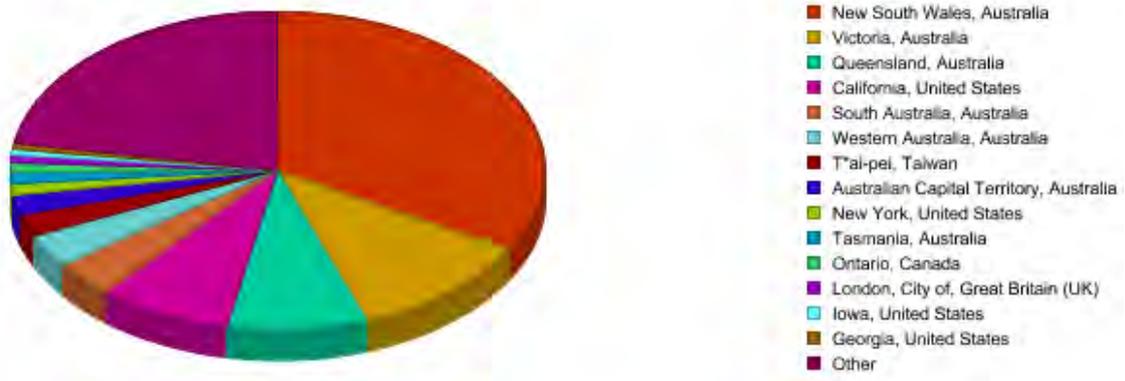
#### 4.2.5 Visitors since last financial year, by country



Top country: Australia: 20,352 (62.95%)

Followed by: United States 15.3%, Great Britain 3.33%, Taiwan 2%, Canada 1.82%, India 1.29%, New Zealand (Aotearoa) 0.72%, Malaysia 0.62%, Netherlands 0.6%, Germany 0.56%, Belgium 0.54%, China 0.51%, Philippines 0.49%.

#### 4.2.6 Visitors since last financial year by region



Top region: New South Wales - Australia 10,082 (33.26%)

Followed by: Victoria - Australia 11.27%, Queensland - Australia 8.5%, California - United States 8.01%, South Australia - Australia 3.75%, Western Australia - Australia 3.47%, T'ai-pei - Taiwan 2.16%, Australian Capital Territory - Australia 2.04%, New York - United States 1.2%, Tasmania - Australia 1.09%, Ontario - Canada 1.05%, London - City of Great Britain (UK) 0.73%, Iowa - United States 0.6%, Georgia - United States 0.6%

#### 4.2.7 Visitors in the last financial year by city



Top city: Sydney - Australia 6,619 (21.83%)

Followed by: Melbourne - Australia 7.32%, Brisbane - Australia 6.92%, Mountain View - California United States 6.29%, Adelaide - Australia 3.42%, Perth - Australia 2.9%, Taipei - Taiwan 2.06%, Canberra - Australia 1.84%, Singapore - Singapore 0.74%, London - Great Britain (UK) 0.7%, Hobart - Australia 0.66%, Ryde - Australia 0.65%, Beverly Hills - California United States 0.65%, Darlinghurst - Australia 0.54%

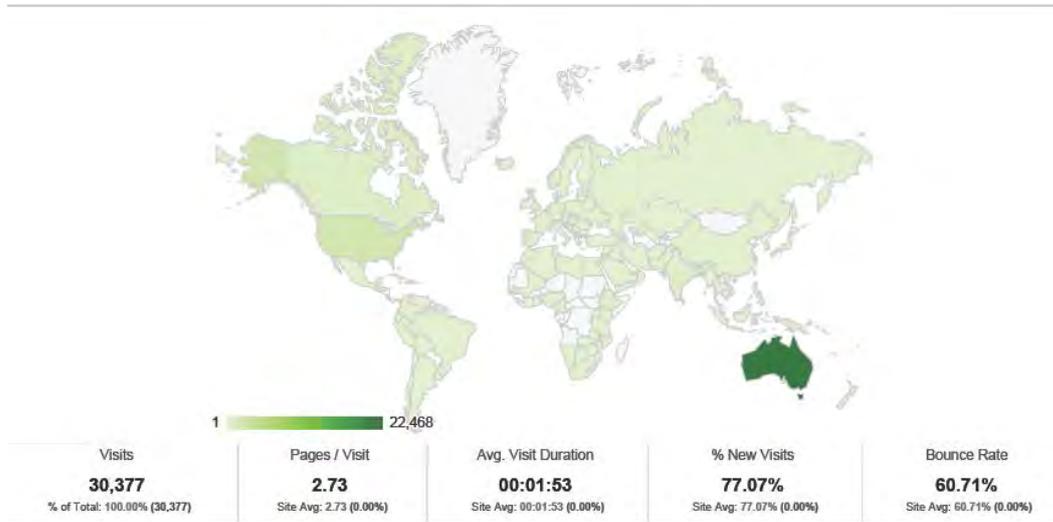
#### 4.2.8 Top Browsers used in the last financial year



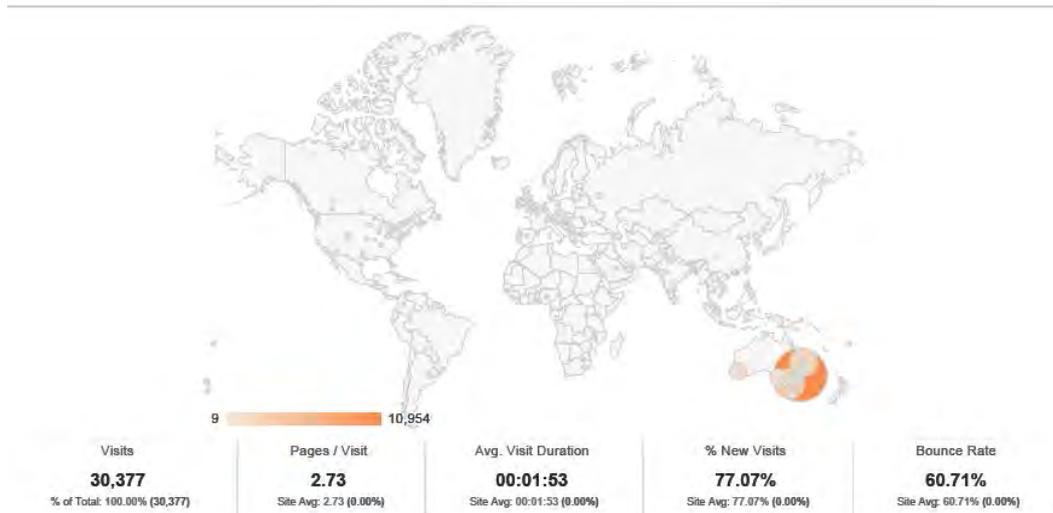
Top Browser: Internet Explorer 16,520 (50.89%)

Followed by: Google Chrome 16.97%, FireFox 16.53%, Safari 10.77%, Netscape 4.10%, Opera 0.64%, Unknown 0.09%, Mozilla 0.02%

## 4.2.9 Google Analytics visits by country



## 4.2.10 Google Analytics visits by city



#### 4.2.11 Top 10 HMinfo Publications downloaded

Rank	Publication Title	Reads
1	Consumer Factsheet: - Arranging Home Modification	7,880
2	Home Smoke Alarms: Hard Wired and Battery-Powered Systems - Summary Bulletin	3,510
3	Dementia Design Guidelines: Home and Community Care Capital Works Program 2nd Edition	3,062
4	Stairs - A Summary Bulletin	2,495
5	Industry Factsheet: Designing home environments for people with problems with cognition who display aggressive or self-injurious behaviour	2,443
6	Industry Checklist: Designing home environments for people with problems with cognition who display aggressive or self-injurious	2,330
7	Gardening at Home: Summary Bulletin	2,249
8	Electrical Safety in the Bathroom - Summary Bulletin	2,080
9	Orientation: Evidence Based Research: Effectiveness of Grabrail Orientations During the Sit-to-Stand Transfer	2,006
10	Designing home environments for people who experience problems with cognition and who display aggressive or self-injurious behaviour	1,897



## SECTION FIVE FINANCIAL REPORT

## **FINANCE REPORT**

### **Financial Acquittal for the 2011/2012 period**

Date: 13 February 2012

The disclosures in this section have been taken from the Financial Report for the year ending 30 June 2012.

#### ***Recurrent funding***

**Income:** The Home Modification Information Clearinghouse Project (ID17483) was granted \$231,269.00 (GST Exclusive) in recurrent funding for the financial year 2011/12. There was in addition a \$1,162.00, being 2009/2010 surplus carry forward.

**Expenditure:** The grant was spent on research related expenses. An amount of \$145,000.00 (GST Exclusive) was received in May 2011 and was therefore unable to be completely spent resulting in \$85,653.54 carried forward into 2012/13 this sum was however completely spent before December 2012.

#### ***Non-recurrent funding***

**Income:** non-recurrent funding totalled \$417,311.00 (GST Exclusive) for the financial year 2009/10.

**Expenditure:** There were no expenditure during the financial year 2009/10, and the whole funding was carried forward into the year 2010/11. The reason for the carry forward is that the grant was awarded at the end of the 2009/10 fiscal year and therefore it was not possible to expend this awarded amount for any research during 2009/10 financial period. The grant was spent on research related expenses: \$223,882.49 was spent in 2010/2011 and \$172,263.69 was spent in 2011/2012.

I certify that this report has been prepared with the University's accounting practices and procedures and reflects the transactions as recorded in the University's general ledger.



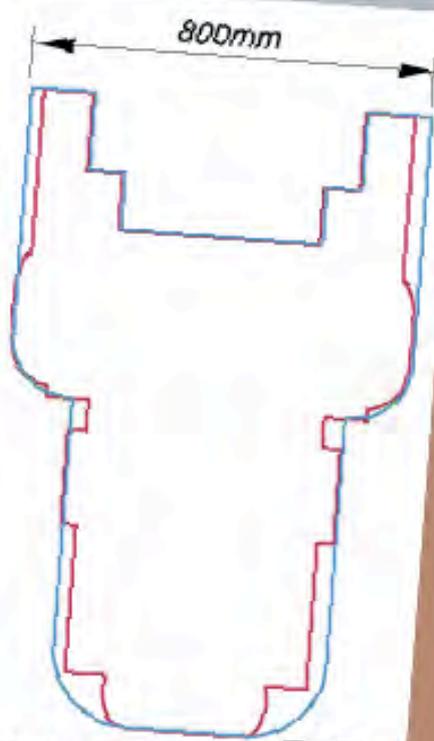
Name: Zhiyu Liu  
Title: Senior Research Finance Officer, CPA  
The University of New South Wales



info

hacc

home and community care



1:20

Footprint for A-90 occupied wheelchair.  
Reproduced with permission from SA/ Global under L



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## SECTION SIX LOOKING AHEAD

## 6 WHAT DOES THE FUTURE HOLD?

The achievements of HMinfo throughout the year demonstrate high quality research internationally, and the diverse and valuable skill set that has been cultivated. There are a range of exciting projects already in development, which will increase our international recognition considerably and consolidate our standing as a unique and highly successful research centre.

- Adjunct Professorial appointment (in Universal Design)
- Industry linkages
- International Enabling Environments Journal project
- Enabling Environments Block Library and subsequent templates.
- Website

There will be a large-scale upgrade of the website in 2011-2012 which will result in a much more user-friendly interface and simpler navigation.

This is currently in process and it is anticipated that the new site will be launched at the NSW Parliament House in March 2013.

# SECTION SEVEN GLOSSARY

## 7 GLOSSARY

ADHC	Ageing, Disability & Home Care
CityFutures	City Futures Research Centre
DSRC	Disability Studies Research Centre, UNSW
DADHC	Department of Ageing, Disability & Home Care (now ADHC)
DVA	Department of Veteran's Affairs
FACS	Department of Family and Community Services
HACC	Home & Community Care
HMMS	Home Modification and Maintenance Service
HMinfo	Home Modification Information Clearinghouse
NCOSS	National Council of Social Service
OT	Occupational Therapist
RERC	Rehabilitation Engineering Research Centre, NSW
SPRC	Social Policy Research Centre, UNSW
SSIS	Social Sciences & International Studies, UNSW
UN	United Nations



**Home Modification Information Clearinghouse**

City Futures- Built Environment  
University of New South Wales  
Level 3, Red Centre (West Wing)  
UNSW Sydney NSW 2052  
AUSTRALIA

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