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Authored by
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for

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School of Built Environment
University of New South Wales

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introduction

SECTION 1

1 INTRODUCTION

Welcome to the 2023/24 Annual Report for the Home Modification Information Clearinghouse (HMinfo). Established in 2002, HMinfo is an information service tasked with collating, reviewing, developing and disseminating evidence-based home modification knowledge, in order to enhance the independence and wellbeing of older people and younger people with disability; provide safe working environments for their carers and caseworker's; and promote evidence-based best practice among home modification practitioners and prescribers.

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;
- Website Statistics: these are compiled from Google Analytics and our website's inbuilt reporting capabilities.

For further information, visit the HMinfo website: www.homemods.info. It is free to register as a user, and you may choose to receive regular updates from us.

To get more information, discuss issues or ask for assistance from our team, please email us at: hminfo@fbe.unsw.edu.au or get the latest news, research updates and events, by follow ing and contributing to HMinfo via social media:

- Bluesky: https://bsky.app/profile/hminfo.bsky.social
- Facebook: https://www.facebook.com/HomeModificationInformationClearinghouse
- LinkedIn: https://www.linkedin.com/company/home-modification-information-clearinghouse
- Pinterest: https://au.pinterest.com/hminfo/
- YouTube: https://www.youtube.com/@HMinfo

You can simply search for "Home Modification Information Clearinghouse (UNSW)" on your favourite social media platform.



1.1 Home Modification Information Clearinghouse (HMinfo)

The Home Modification Information Clearinghouse (HMinfo) was established in 2002. Its mission is to collate, review, develop and disseminate evidence-based home modification knowledge to enhance the independence and wellbeing of older people and younger people with disability, provide a safe working environment for their carers and careworkers, and HMinfo Key Tasks

HMinfo's key tasks are:

- The collection and critical review of relevant national and international literature;
- The dissemination of findings in accessible and multiple formats, including knowledge translation, to the community, industry and other key stakeholders, to enable consumers and their carers to make informed choices and access evidence-based interventions.

1.1.1 HMinfo Home Modification Research Publications

HMinfo produces academically rigorous research-based documents on Home Modification policy and practice. Prior to publication, these documents are reviewed by Specialist Review Panels, comprising academic peer reviewers, expert practitioners in the fields of design, architecture, building, and occupational therapy, and consumer representatives for older people, people with disability, and carers.

The list of available online publications produced by our team includes the following:

Home Modification Evidence Based Practice Reviews

HMinfo Evidence Based Practice Reviews investigate the existing research evidence for the effectiveness of home modification design and building practices. Following a systematic review methodology, published literature on the design or building practice is examined. The literature search includes databases of research studies in books and academic journals; legislation, Building Codes and Standards; Government, industry and consumer group websites; the HMinfo library collection of home modification publications and materials; grey literature documents, including industry guides and manufacturers' specifications; and anecdotal evidence from listservs, online forums, consumer peak bodies, and service providers.

Through evaluation of this published evidence, strategies most likely to achieve best practice home modification outcomes can be identified.

Home Modification Evidence Based Practice Reviews

HMinfo Evidence Based Practice Reviews investigate the existing research evidence for the effectiveness of particular home modification design and building practices. Following a systematic review methodology, published literature on the design or building practice is examined. The literature search includes: databases of research studies in books and academic journals; legislation, Building Codes and Standards; Government, industry and consumer group websites; the HMinfo library collection of home modification publications and materials; grey literature documents, including industry guides and manufacturers' specifications; and anecdotal evidence from listservs, online forums, consumer peak bodies, and service providers.

Through evaluation of this published evidence, strategies most likely to achieve best practice home modification outcomes can be identified.

Home Modification Consumer Factsheets



HMinfo Consumer Factsheets translate research evidence for home modification design and building practices into concise information for consumers. This information is designed to assist older people, people with disability, and carers, when planning and undertaking home modifications.

Most Consumer Factsheets are derived from Home Modification Evidence Based Practice Reviews, Occasional Papers or Summary Bulletins. Other Consumer Factsheets are developed in direct response to the need for a concise guide to arranging home modifications or undertaking a particular type of modification.

Home Modification Industry Factsheets and Checklists



HMinfo Industry Factsheets and Checklists translate research evidence for home modification design and building practices into information that will assist home modification prescribers and practitioners.

Industry Factsheets and Checklists are derived from Home Modification Evidence Based Practice Reviews, Occasional Papers and Summary Bulletins, or developed when concise guidance on a particular type of home modification is needed by industry.

Home Modification Occasional Research Papers

HMinfo Occasional Research Papers are individually commissioned research papers on existing or emerging issues in home design and home modifications for older people, for people

with disability, or for carers. These policy and practice issues are identified by Government, Industry and Consumer stakeholders.

Occasional Research Papers include a systematic review of literature on the issues, and examine the policy impact and practice concerns. Many papers also report an original research study that is undertaken in response to the issue. Common types of study are design analyses, cost-benefit analyses, and consumer and industry surveys.

Home Modification Summary Bulletins

HMinfo Summary Bulletins provide a concise overview of the important issues relating to a particular home modification topic. These home modification topics are selected in response to an industry-identified concern or risk in home modification practices.

Summary Bulletins identify the applicable regulations, standards, industry and fair-trading specifications and guidelines, for the home modification topic. A range of home modification approaches are then reviewed, with a comparison of their advantages and disadvantages for various housing and personal circumstances.

Summary Bulletins are intended to guide older people, people with disability, carers, and home modification prescribers and practitioners, in making home modification decisions. The information assists in determining the most appropriate home modification approach for each person, in the context of their home environment and care service mix.

1.1.2 HMinfo Home Modification Resources

HMinfo provides resources to support aged care and disability providers, and consumers. These include:

Home Modification Research Library

HMinfo edits and maintains an electronic Research Library database with over 3,500 online and hardcopy materials relevant to the home modification sector. The collection can be searched using our indexed lists, or by an open search using our tailored search engine.

Home Modification Subject Bibliographies

As a by-product of our research, HMinfo produces Subject Bibliographies of the best references for particular topics of interest to industry and other researchers.

Annotated Web Links

HMinfo Annotated Web Links are an edited collection of international and national websites containing information relevant to home modification decisions.

Block Library

The HMinfo Block Library is a collection of Computer Aided Drafting (CAD) assets developed specifically to provide freely available Universal Design tools for both commercial and non-

commercial stakeholders so that all can create spaces which take into account the size and movement restrictions of accessible mobility products. The Block Library is an essential step to facilitating the participation and social inclusion of the aged and people with disabilities in both private and public space design and redesign. These simple but significant downloadable drawings and models will provide all with the knowledge of space and other environmental requirements for the safe and effective access of a range of mobility products.

Case Study Library

The HMinfo Case Study Library showcases actual home modification cases submitted by website users so they can be reused for problem sensing and problem solving. The aim of sharing home modification problems and solutions is to better assist in more effective practical outcomes.

Forums

HMinfo hosts three Forums: the Home Modifications Discussion Group, Home Modifications Professionals Forum, and Occupational Therapists Forum. The forums provide an opportunity for subscribers to exchange ideas and information relating to home modification for older people and people with disability and are a useful and dynamic method for keeping up-to-date with developments in the field.

Events Calendar

HMinfo maintains an Events Calendar with Training and Events related to Home Modifications.

Newsletter

HMinfo produces a quarterly Newsletter containing information relating to home modification and maintenance issues and disability. Each publication contains an article, book review, and a website review, as well as upcoming publications, training and events.

DIY Modify App

The DIYmodify App was upgraded to comply with changes to Google Play policies. In addition, the upgrade served to increase its compatibility with newer Android-based devices. To remain compliant with

Chatbot

The HomeMods.info chatbot provides users with fast, easy access to trusted, evidence-based information on home modifications, assistive technology, and accessible housing. Available 24/7, it helps consumers, practitioners, builders, and policymakers quickly locate relevant guidance, research, technical resources, and answers to common questions, improving access to reliable information while reducing response times for routine enquiries. HMinfo Research Projects

1.1.3 HMinfo Website Upgrades

During 2024-2025, emphasis was placed on restoring integrations and administrative workflows related to the website, as well as optimising existing website processes.

The HMinfo website's historic Google Analytics data was extracted and archived before Google began mass deleting analytics data from their older platform in July 2024. Later in 2024, it was found that the website's report generating function was taking longer to complete, and failing often, due to the larger local dataset size it was processing.

Optimisations were successfully made to the report generating function so that it could run faster and to completion despite the larger dataset size.

A number of other activities were performed during the period in line with restoring and optimising processes:

- Restoring HMinfo's 1800 number and updating the website to reflect the changes
- Resolving minor website bugs that impacted the website's link checker process (caused by updated web protocols)
- Checking spam filters and adding email handling rules to help process incoming website emails
- Deleting over 60,000 bounce-back emails and addressing the HMinfo website user accounts that were the root cause of the bounce-backs

In addition, our DOI minting account with the Australia Research Data Commons (ARDC) was reactivated, which is imperative to reintegrating the HMinfo website with ARDC's DOI minting interface.


our people
SECTION 2

2 OUR PEOPLE

2.1 HMinfo Team

The HMinfo team is led by Director, Professor Catherine Bridge. HMinfo team members combine experience from a range of design and health disciplines, including architecture, industrial design, occupational therapy, and health science.

2.1.1 Director and Senior Researcher



Emeritus Professor Catherine Bridge

is an internationally recognised researcher in housing, disability, ageing and care. She is the Founder and Director of the Home Modification Information Clearinghouse (HMinfo), established in 2002, which has supported evidence-based improvements to home environments for people with disability worldwide.

Her research focuses on enabling design and how built environments can support or restrict independence. She has led influential projects informing national policy and standards, including the National Construction Code, and contributes to interdisciplinary initiatives on disability, assistive technology and ageing.



Dr Konstantina Vasilakopoulou

is an Architect with a Master's in Light and Lighting and a Doctorate in Environmental Engineering. Konstantina is the researcher of the Clearinghouse since late 2017 and the acting Director since January 2021. Konstantina’s research interests focus on inclusive design, home modifications, the effects of the built environment on people, especially older people and people with disabilities, architectural science, lighting, sustainable and energy efficient building design, energy poverty and the environment.

2.1.2 Research and Website Team



Dr Maximilienne Whitby

is a built environment researcher with a background in Architecture, with a focus on Design for Neurodiversity. Her PhD focused on understanding how a range of neurodivergent people use public buildings, and her current work explores accessibility of public urban places and housing. Max has a passion for Equity, Diversity and Inclusion, and previously served on the faculty EDI committee as the LGBTQIA+ Champion, as a lived experience advocate of disability, and committee coordinator. She continues this emphasis on EDI through research relating to the intersectional experiences of women in engineering and built environment education, and her ongoing Inclusive Design research.



Dr Sima Alizadeh

is a researcher specialising in architecture and indoor environmental quality. She has over 10 years of experience examining how to enhance mental well-being through effective home modifications and design, with a particular focus on children with neurodevelopmental condition. One of her key publications, Home Indoor Environmental Quality and Attention Deficit Hyperactivity Disorder, underscores the critical role of the home environment in supporting attention and mental health. Through evidence-based research, Sima aims to improve living spaces for a better quality of life and well-being.



Helmut Hoss

has been assisting HMinfo with website development and maintenance, since 2011. Helmut is a website and software developer with system administration, computer hardware, security and networking skills. An autodidact in electronics and programming since childhood, Helmut began developing corporate IT systems during high school and training computer science interns from the University of Technology, Sydney while completing his HSC. He currently develops antivirus utilities, computer vision applications and automated financial instrument trading robots.

2.2 HMinfo Advisory Committee

The HMinfo Advisory Committee represents a wide cross-section of stakeholders, including industry, aged and disability peaks, and government. Our Advisory Committee meetings are held at the Faculty of Built Environment at the University of NSW Sydney.

2.2.1 Advisory Committee Members – Industry



OCCUPATIONAL THERAPY AUSTRALIA

Susan Dinley 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.



OCCUPATIONAL THERAPY AUSTRALIA

Deborah Hammond is an occupational therapist with extensive experience in home modifications, disability access and safety in design. She has worked with home modification services and private builders on minor and major building modifications. She provides design advice on disability accommodation and design reviews on health facilities including hospitals, cancer centres, rehabilitation facilities and residential aged care. Deborah lectures on safety and design for Consult Australia, and guest lectures at Sydney University School of Architecture and Australian Institute of Architects. She has also delivered environmental modifications training to OTs in NSW.

NSW LAND & HOUSING CORPORATION



Nicholas Loder is Senior Project Officer, NSW Land and Housing Corporation, Family and Community Services. Since 2003 he has provided design policy advice for multi-unit medium density residential and major refurbishments projects for LAHC, especially on access standards, Liveable Housing/Universal Design features and the NDIS. Prior to this, Nicholas spent nearly twenty years in various small to medium sized architectural firms designing and documenting medium density housing, commercial, heritage, correctional projects.



3BRIDGES COMMUNITY

Peter Minogue is the Home Modifications and Maintenance Manager at 3Bridges which is a Sydney-based organisation that carries Home Modifications and Maintenance across Sydney and NSW. Collaborating closely with industry professionals, Peter oversees the development, design and implementation of all services provided by 3Bridges Home Modifications and Maintenance with the overarching goal of keeping people living safety in their homes.

With 15 years' experience in community services and 10 years in the building industry. Peter is a licenced builder who holds both a Certificate IV in Building and Construction and Certificate IV in Disability Services, he is passionate about providing the best solutions for people and enjoys the collaborative nature and continual learning aspects of his role.



ASSISTIVE TECHNOLOGY SUPPLIERS AUSTRALIA

Serena Ovens is the Chief Executive Officer for Assistive Technology Suppliers Australia (ATSA). She brings a diverse range of experiences to ATSA, having worked as a teacher, education manager, disability sports photographer, event manager, and most recently, as the CEO of the Physical Disability Council of NSW. Serena recognizes the importance of listening to ATSA's members and understanding their needs firsthand. She is dedicated to supporting and amplifying the voices of ATSA's members, ensuring that their expertise is acknowledged and valued in decision-making processes.



ODYSSEY BUILDERS KURI KURI COMMUNITY SERVICES

Frank Riggio is the Odyssey Builders Manager for Kuri Kuri Community Services. Has 25 years building experience and 10 years being experienced in providing Home Modifications and has worked Statewide within the Disabilities/Aged Care sector, ranging from transitional modifications to major complex modifications. Frank has experience in internal and external modifications, extensions and involvement with SDA new builds collaborating with Therapists, participants and their families and tradesman.



WESLEY MISSION

Paul Watts is the Manager for Wesley Home Modifications & Maintenance Services.



NASR GROUP

Peter Nasr is the director and principal of Nasr Group. He actively involved in the construction industry since 1997 where he has directed, managed and administered various projects including new supply housing, residential flat buildings, multi-unit housing, seniors living housing, disabled and adaptable housing, acquisitions, acquisition upgrades, community renewal projects, demolitions, civil works, sub-divisions, commercial buildings, schools and learning facilities, aged care projects, community use projects, heritage works, indicative and detailed feasibilities and lift retro-fitting.

2.2.2 Advisory Committee Members – Aged & Disability Peaks



FORWARD ABILITY SUPPORT (PARAQUAD)

Melissa Decker is the Chief Executive Officer of Forward Ability Support (FAS). With over 28 years' experience as a Chartered Accountant across a wide range of sectors, she has been responsible for overseeing operations and business activities to ensure they produce desired results consistent with the overall vision and strategy



ADOVATE FOR PEOPLE WITH A DISABILITY

Greg Killeen is a long-time advocate for people with disability, with lived experience of spinal cord injury resulting in incomplete quadriplegia. Since joining Spinal Cord Injuries Australia (SCIA) in 1991, Greg has contributed to disability advocacy through various roles, including a permanent position as Information Officer and his most recent role as Senior Policy and Advocacy Officer. His work has focused on systemic advocacy in areas such as access, assistive technology, home modifications, transport, and community support services. In early 2024, Greg's role as Senior Policy and Advocacy Officer concluded due to changes in the National Disability Advocacy Program funding. Greg has served on multiple government and community committees and was recognised with several honours, including being a finalist in the 2008 and 2015 at 6 National Disability Awards and the recipient of the NSW Government's 2012 Disability Innovation Award for Lifelong Achievement.



PHYSICAL DISABILITY COUNCIL NSW

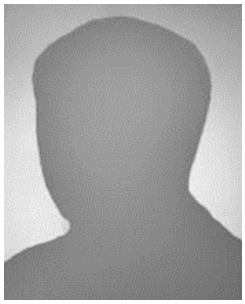
Kelley Temple is the Systemic Advocacy Manager at the Physical Disability Council of NSW and has previously led Advocacy teams in organisations such as Community Legal Centres Australia and Girlguiding UK amongst other not for profits in the UK. Kelley also has experience in finance and reporting in the NSW Community Housing Sector. Kelley is an influencing expert in the not-for-profit sector with extensive experience in campaign strategy, organisational leadership, and advocacy.



TECHNOLOGY FOR AGEING & DISABILITY WA (TADWA)

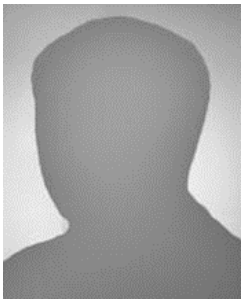
Jayson Hitchens, as TADWA's Executive Lead, Operations, brings over 30 years of experience in the disability and aged care sector to his role. With skills in strategic leadership, project planning, education, service coordination, financial planning and community development, he is highly equipped to drive operational efficiency while ensuring TADWA services meet the evolving and dynamic needs of the WA community. Personally driven by continuous improvement and growth, Jayson applies this to all aspects of the business, reflected in his move up from leading TADWA's Bunbury office for almost 10 years to his current organisation-wide role

2.2.3 Advisory Committee Members – Government



NATIONAL DISABILITY INSURANCE AGENCY

Douglas McDonald is a Subject Matter Expert, Home Modifications, working for the National Disability Insurance Agency (NDIA).



NSW/ACT Funding Arrangement Manager, Commonwealth Home Support Programme (CHSP)

Catherine Capolupo is our Funding Arrangement Manager, Commonwealth Home Support Programme (CHSP)

Her professionalism and commitment have been instrumental in supporting

director's report

SECTION 3



3 DIRECTOR'S REPORT

This year, ongoing uncertainty in CHSP and SSD funding has created real challenges for the sector. Because SSD underpins workforce capability, coordination, and best-practice guidance rather than direct service delivery, any instability can quickly flow through to frontline outcomes. Providers have trouble maintaining consistent skills development, shared standards, and coordinated referral pathways, which can lead to delays and uneven access to home modification services.

Despite these constraints, HMinfo has remained focused on supporting the rights of older people as set out in the Aged Care Statement of Rights—particularly the right to informed choice, safe and high-quality care, equitable access, and independence. This is achieved through accessible information, practical guidance, and sector resources that help translate policy intent into everyday practice.

However, challenges remain in ensuring these rights are consistently realised across a diverse and distributed service system. Variability in provider capacity and fragmented pathways mean that outcomes can differ significantly depending on location and service availability.

Even so, HMinfo continues to play an important enabling role—helping connect knowledge, strengthen practice, and support ageing in place. Ongoing, stable investment in SSD will be essential to ensure the sector can respond confidently and consistently to growing demand and support better outcomes for older Australians in their homes.



Emeritus Prof Catherine Bridge

Director of the Home Modification Information Clearinghouse

PhD (Arch) USyd. MCogSc NSW. BAppSc (OT) Cumb.


workplan
SECTION 4

4 HMINFO WORKPLAN 2024-2025

Historically HMinfo received 77% of funding from the Australian Government Department of Health through the Commonwealth Home Support Programme (CHSP) and 23% from the New South Wales Government Department of Family and Community Services (FACS), through the Community Care Support Program (CCSP). However, with the rollout of the National Disability Insurance Scheme (NDIS) the division of FACS was subject to administrative restructures because of Administrative Arrangements and other government orders. Consequently, implementation of the National Disability Insurance Scheme (NDIS) has had a material impact on the operations and organisational structure of FACS and disability services and the 23% of HMinfo funding ceased on June 30th, 2018.

Currently, HMinfo is funded by the Australian Department of Health under the Sector Support and Development (SSD) Program a core part of the Commonwealth Home Support programme. (CHSP. Our Activity Work Plan for the financial year 2024-2025 is shown on the following pages, with the reported measures of success for the year.

4.1 ACTIVITY DETAILS

Activity Objective:	Activity Objective: To increase Commonwealth Home Support Program (CHSP) provider capability and improve quality of service delivery through activities under a targeted range of primary focus areas. Activity Description: The Grantee agrees to carry out the Activity as described in this Activity Work Plan in accordance with Item E.2 of the grant agreement and the criteria in the 2024-25 CHSP Manual, and any future updates of the CHSP Manual, as published on the Department of Health, Disability and Ageing website.
Flexibility provisions	it does not impact on current clients or service delivery. If a provider wishes to re-allocate funds from another service type into SSD, they must contact their Funding Arrangement Manager (FAM) and their Activity Work Plan will need to be reviewed by the Department of Health and Aged Care. However, SSD providers cannot re-allocate base funding from SSD to other service types without prior written approval from the Department of Health and Aged Care.service delivery. Providers Activity Work Plan will need to be reviewed and amended by the Department to formalise the movement of funding.

#	Activity primary focus	75% / 25%	Activity description	Diverse group/s	National delivery (Yes/No)	Corresponding stakeholder/s	Performance indicators / deliverables / delivery method	Timeframes
1	Active participation in the SSD Community of Practice (mandatory)	75%	Minimum 5 deliverables	N/A	Yes	Stakeholder 1, 2, 3, 4	1.Minimum 24 visits 2. Share new HMinfo informative material on service delivery (material described in Activity 2 below)	By 30 June 2025
2	CHSP general information sharing	75%	Disseminating information to CHSP services and aged care providers on activities to improve knowledge and skills in home modifications	N/A	Yes	Stakeholders 1, 2, 3, 4, 5 and 6	Minimum 3 deliverables, including: 1. Review and update the HMinfo "Arranging home modifications" resource to reflect the new in-home aged care system requirements and support CHSP providers prepare	By June 30, 2025

#	Activity primary focus	75% / 25%	Activity description	Diverse group/s	National delivery (Yes/No)	Corresponding stakeholder/s	Performance indicators / deliverables / delivery method	Timeframes
							for a new in-home aged care system. 2. Two new HMinfo resources relevant to home modifications and enabling environments for older people.	
3	Resources and training	75%	Provide regular updates and information on the CHSP reforms and future in-home aged care reforms to CHSP providers delivering home modification services through an E-Newsletter, published on a quarterly basis.	N/A	Yes	Stakeholders 2, 3, 4	Minimum 4 deliverables: HMinfo quarterly newsletters.	By June 30, 2025
4	Resources and training	75%	Provide regular updates and information on the CHSP reforms and future in-home aged care reforms to CHSP providers delivering home modification services through an E-	N/A	Yes	Stakeholders 2, 3, 4	Minimum 3 deliverables, including: 1. Review and update the HMinfo "Arranging home modifications"	By June 30, 2025

#	Activity primary focus	75% / 25%	Activity description	Diverse group/s	National delivery (Yes/No)	Corresponding stakeholder/s	Performance indicators / deliverables / delivery method	Timeframes
			Newsletter, published on a quarterly basis.				resource to reflect the new in-home aged care system requirements and support CHSP providers prepare for a new in-home aged care system. 2. Two new HMinfo resources relevant to home modifications and enabling environments for older people.2. Maintain currency of existing resources on HMinfo website:	
5	Networking and partnerships (CHSP providers)	75%	Organising quarterly online or face-to-face meetings with Peak body organisations, CHSP service providers, Aged Care and Disability organisations to talk about the aged care reforms	N/A	Yes	Stakeholders 2, 3, 4	Minimum 4 deliverables: Organising and participating in four Advisory Committee	By June 30, 2025

#	Activity primary focus	75% / 25%	Activity description	Diverse group/s	National delivery (Yes/No)	Corresponding stakeholder/s	Performance indicators / deliverables / delivery method	Timeframes
			and provide them the opportunity to raise any questions, concerns or issues to be consolidated and presented to the department and the entirety of CHSP providers in the form of HMinfo publications.				meetings and publishing the Committee minutes.	
6	Mainstream Navigation (1:1)	25%	Provide consumers with simple, understandable information on how to carry out home modifications and guiding them through the process of accessing home modifications via email and chatbot enquiries from seniors and carers.	N/A	Yes, also, to individuals by phone and email as directly requested.	Stakeholders 2, 3, 4	Timely response to home modification and adjustment related queries, and responding to feedback, from website users and registered users, via telephone and email.	By June 30, 2025
7	Translation/ Interpreting	25%	Subcontract bilingual workers to provide translated aged care resources to consumers from CALD backgrounds.	People from culturally and linguistically diverse (CALD) backgrounds	Yes	Stakeholders 1, 2, 3, 4	8 deliverables: Translation of 2 new or published HMinfo resources to four languages in Australia (Chinese, Arabic, Italian, Greek).	By June 30, 2025

RISK ASSESSMENT (include risks (if any) and mitigation strategies)		
CHSP information about the aged care reform is not made available frequently	Information for supporting CHSP providers navigate the new in-home aged care system from other parties will be disseminated.	Ongoing
Completing workplan activities relies on one person as CHSP funding cannot support more staff.	Other team members funded from other sources can temporarily support the Clearinghouse and assist with the activities' completion.	Ongoing
The HMinfo website to be unavailable for longer than 24h due to unforeseen circumstances.	HMinfo website hosted in UNSW server which is maintained and monitored by the IT team of a big organisation.	Ongoing
Cyber-security issues associated with the HMinfo website and access to personal information of website users.	HMinfo website does not store sensitive information of front- end users (subscribers). UNSW practices guarantee maximum security for the website.	Ongoing
Subcontractors do not deliver on time and/or the expected quality of deliverables.	Use subcontractors from the list of approved UNSW subcontrcators.	Ongoing

TARGET AUDIENCE

Client supported by activity/activities	Impact on this client
CHSP providers	The new HMinfo resources, newsletters, news and events postings, etc, are addressed to CHSP providers and will provide useful information about the aged care reform and resources that will prepare providers for the new in-home aged care system and access to evidence-based home modification information for CHSP providers to: 1. support clients make informed decisions about home modifications to maintain or restore independence and self-care, 2. Keep their knowledge on home modifications and relevant regulations and legislation up to date. Moreover, the HMinfo Clearinghouse provides Forums through which CHSP providers can exchange opinions and receive answers to work-related matters from peers.
Clients/Consumers	The resources for the consumers (older people staying at home) will provide information about how to get funding, care and support, DIY tools, a directory where they can search for CHSP providers close to them and evidence-based home modification information tailored to their needs.
People from culturally and linguistically diverse (CALD) backgrounds	The resources that will be translated to four languages other than English will assist older people of CALD backgrounds to explore home modifications appropriate for their needs.

Reference #	Stakeholder	Activity #	Interest or Impact	Engagement Strategy
1	SSD	1	Networking, collaborating, discussing	Connecting with other SSD providers through the Community of Practice, participating in discussions and collaborating where there is opportunity. Browsing content shared by other providers and contributing own. Sharing other providers' training, resources, surveys and seeking assistance with sharing own.
2	CHSP providers	2, 3, 4, 5	They will be receiving information, resources or assistance through the noted activities	CHSP providers are daily checking the HMinfo website for news, events and resources while more than 2,000 providers are subscribing and receive regular newsletters, postings and notifications.
3	Department of Health and Aged Care	All	Funding entity	As required and engaged through established communication channels.
4	Funding Arrangement Manager	All	Management of CHSP Grant	As required and engaged through established communication channels.
5	Aged care clients/consumers	6,7	They will be receiving information, resources or assistance through the noted activities	We will continue our information and translation services. Our most popular resources are translated into languages spoken in Australia.
6	Peak Body Organisation	5	Connecting with other organisations to inform about the industry needs	We organise quarterly meetings with Peak Body Organisations and other CHSP providers who inform us about the industry and consumer needs and advise on new HMinfo resource topics.

Reference #	Stakeholder	Activity #	Interest or Impact	Engagement Strategy
9	Subcontractor Organisation 1	2,3,4	The subcontractor has specialist expertise in supporting organisations	Our organisation has been working with the subcontractor for more than a decade. The subcontractor works on developing approach strategies and materials, executes and monitors strategies, identifies stakeholders and partner opportunities, actions dissemination of information, etc.
10	Subcontractor Organisation 2	7	The subcontractor has specialist expertise in translating written resources	The subcontractor will translate two new or existing resources in four languages spoken in Australia, to enable equitable access to HMinfo resources for more aged care clients.


website
SECTION 5

5 WEBSITE OVERVIEW 2024-2025

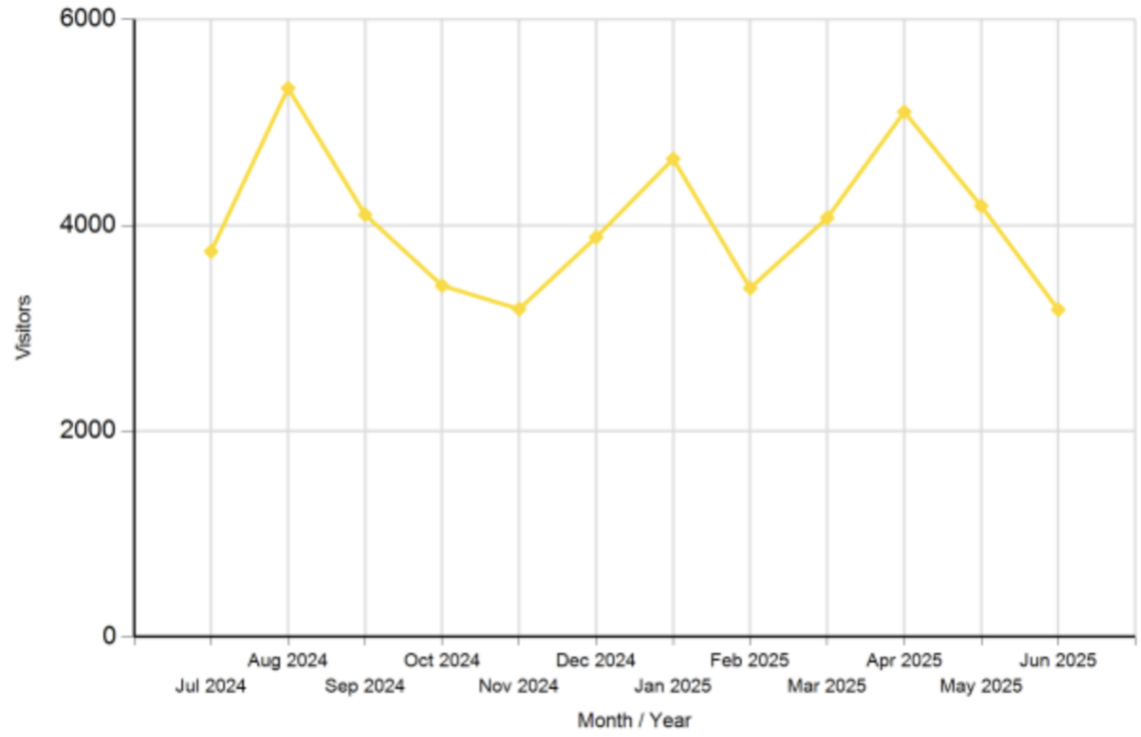
(July 1st 2024 to June 30th 2025)

5.1.1 Overview

- Total Page Views: 106,032
- Total Visitors: 48,247
- Total New Website Registrations: 59

5.1.2 Webstats and Google Analytics Reports

Visitors in the last financial year by month (graphical)



TOP 10 HMINFO PUBLICATION READS

Rank	Publication Title	Reads
1	Consumer Factsheet: Arranging Home Modifications	2795
2	Fire Safety - Escape	1616
3	Staying safe during a flood	1459
4	DIYmodify Factsheet: CHOICES for GRAB RAILS	1363
5	Home lifts	1206
6	Self-assessment tools for person-environment fit	1078
7	DIYmodify Factsheet: CHOICES for HANDRAILS	884
8	DIYmodify Factsheet: Home Modification Quotes	861
9	DIYmodify Factsheet: Accessibility	848
10	DIYmodify Factsheet: Electrical zones in the bathroom	833

TOP 10 HMINFO PUBLICATION DOWNLOADS

Rank	Publication Title	Downloads
1	DIYmodify Factsheet: CHOICES for GRAB RAILS	5186
2	Self-assessment tools for person-environment fit	2780
3	DIYmodify Factsheet: Electrical zones in the bathroom	2746
4	DIYmodify Factsheet: Home Modification Quotes	2572
5	Ramps	1832
6	Consumer Factsheet: Arranging Home Modifications	1639
7	The Effectiveness of Ceiling Hoists in Transferring People with Disabilities - A systematic review	1618
8	Slip Resistance of Ramps 2nd ed.	1518

9	Effectiveness of Grabrail Orientations During the Sit-to-Stand Transfer	1265
10	Electrical Safety in Bathrooms 2nd ed.	1148

5.2 Website & Google Analytics Reports

5.2.1 Visitors by month

Month (year)	Visitors	Page views
July 2024	3,746	12,970
August 2024	5,333	10,076
September 2024	4,104	7,454
October 2024	3,414	14,487
November 2024	3,186	5,609
December 2024	3,884	5,668
January 2025	4,646	9,387
February 2025	3,390	5,584
March 2025	4,073	7,193
April 2025	5,103	8,308
May 2025	4,188	6,930
June 2025	3,180	12,366
Total	**48,247**	**106,032**

5.2.2 Visitors returning by month

Month	Number of returning visitors	% of Total returning visitors
July 2024	196	7.38
August 2024	235	8.84
September 2024	191	7.19
October 2024	197	7.41
November 2024	185	6.96
December 2024	192	7.23
January 2025	254	9.56
February 2025	235	8.84
March 2025	308	11.59
April 2025	190	7.15
May 2025	238	8.96
June 2025	236	8.88
Total	**2,657**	**99.99**

5.2.3 Visitors by country

Country	Visits	% of Total visitors
Australia	36,230	75.09
United States	6,455	13.38
China	996	2.06
United Kingdom	755	1.56
India	361	0.75
Canada	300	0.62
Malaysia	265	0.55
Poland	222	0.46
Ireland	217	0.45
Philippines	215	0.45

5.2.4 Visitors by region

Region	Visits	% of Total visitors
New South Wales	18,828	39.24
Victoria	7,361	15.34
Queensland	4,320	9.00
Australian Capital Territory	1,780	3.71
Western Australia	1,626	3.39
Virginia	1,593	3.32
(not set)	1,576	3.28
South Australia	1,502	3.13
California	833	1.74
England	641	1.34

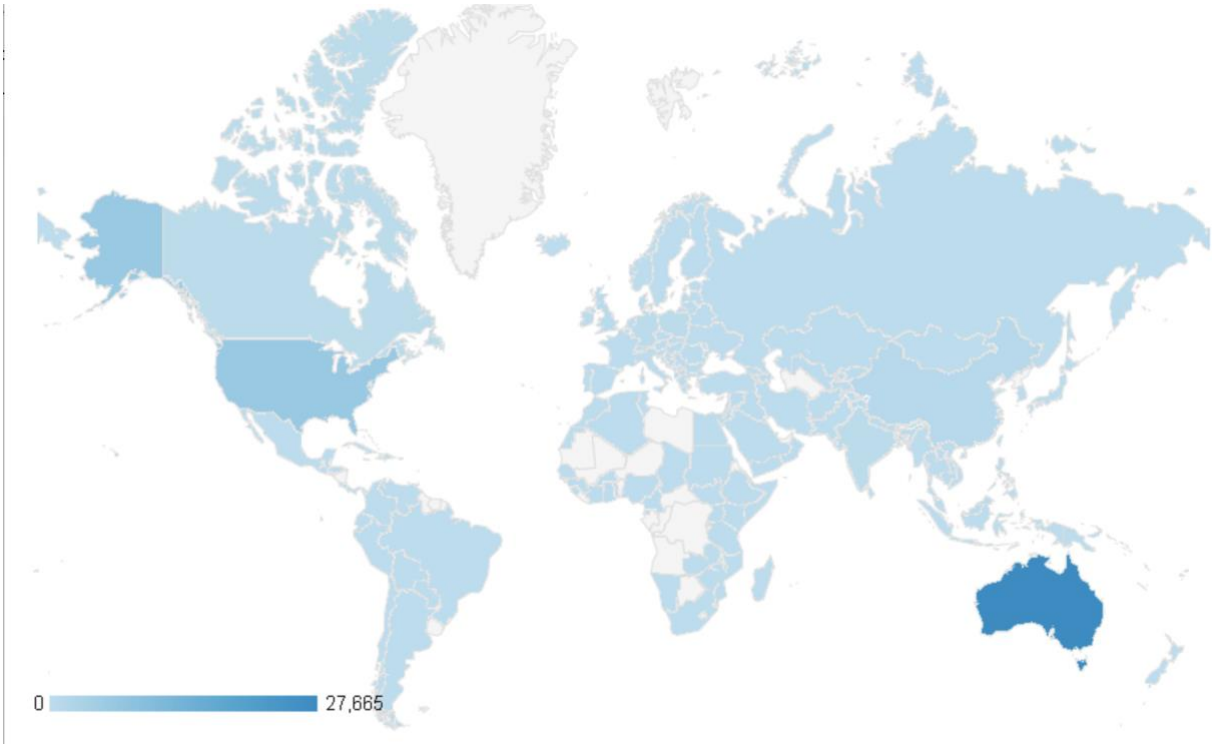
5.2.5 Visitors by city

City	Visits	% of Total visitors
Sydney	16,614	34.51
Melbourne	6,278	13.04
Brisbane	3,086	6.41
(not set)	2,789	5.79
Canberra	1,780	3.70
Perth	1,447	3.01
Ashburn	1,406	2.92
Adelaide	1,363	2.83
Hobart	350	0.73
Newcastle	335	0.70

5.2.6 Browsers used

Browser	Visits	% of Total
Chrome	31,947	66.02
Edge	7,672	15.85
Safari	6,864	14.18
Firefox	741	1.53
Samsung Internet	357	0.74
Safari (in-app)	325	0.67
Android Webview	196	0.41
(not set)	98	0.20
Opera	96	0.20
Mozilla Compatible Agent	39	0.08

5.2.7 Google Analytics – visits by country



financials

SECTION 6

6 FINANCE REPORT DSS-DOH FINANCIAL ACQUITTAL

Organisation Name:	University of New South Wales
Org ID:	1-XA-342
ABN:	57195873179
Program Schedule ID:	4-7SY17BG
Program Name:	Commonwealth Home Support Programme (CHSP)
Reporting Period:	1 July 2024 to 30 June 2025

Activity Name	Activity ID	Grant Income (excl GST)	Expenditure (excl GST)
Service Systems Development	4-815I1EL	$226,988.31	$224,381.68
Carry Forward from Previous Reporting Period			-$2,606.63
Total		$226,988.31	$226,988.31

By submitting this declaration, I declare: That I am authorised by the rules governing the above entity to provide this statement in respect of those funds and that:

- the funding referred to above was spent in accordance with the Terms and Conditions under which the funding was provided
- the activities for which funding was provided were completed as described in the schedule(s) to the funding agreement; and
- all records of financial transactions relating to the funding will be kept for 5 years or the minimum prescribed by any legislation under which the organisation falls e.g. Incorporated Associations Act, Tax Act etc.

Name:	Ianina Morgenstern
Date:	10/10/2025
Position:	Manager Research & Revenue Acct

looking ahead

SECTION 7

8 LOOKING AHEAD INTO THE FUTURE

Looking ahead, HMinfo will continue to play a vital enabling role within the Sector Support and Development (SSD) stream of the Commonwealth Home Support Programme (CHSP), supporting a system that is adapting to the implementation of the new Aged Care Act and a growing focus on rights-based, person-centred care. The future will require stronger integration across aged care, health, and housing systems to ensure home modifications are delivered earlier, more consistently, and with greater equity across regions and populations.

As demand for ageing-in-place solutions increases, the importance of a skilled workforce, shared standards, and clear referral pathways will become even more critical. HMinfo is well positioned to support this transition by continuing to translate evidence into practical guidance, strengthen sector capability, and promote consistent understanding of best practice in home modification delivery.

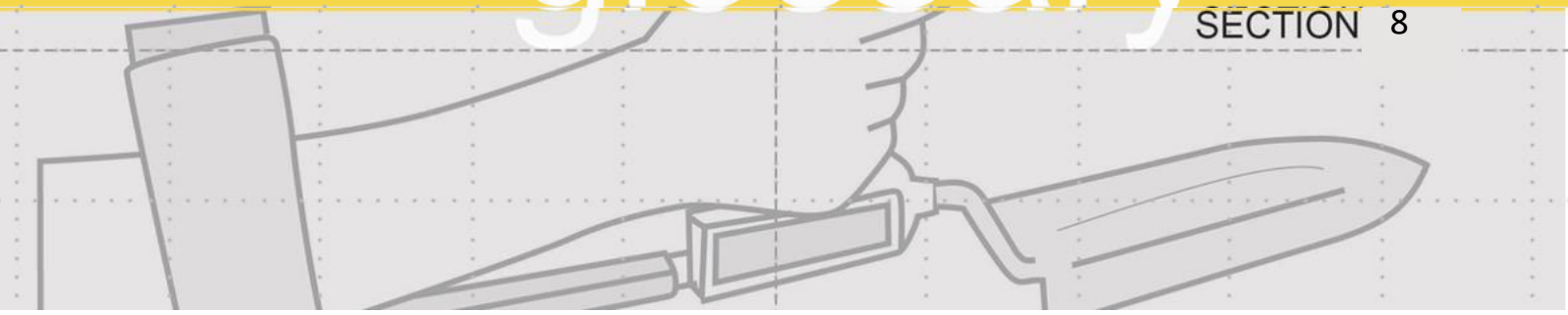
However, achieving these outcomes will depend on sustained and coordinated investment in SSD functions. Without stable support, there is a risk that capability gaps, fragmented service pathways, and inconsistent access will persist, limiting the system's ability to fully realise the rights of older people to safe, high-quality, and accessible care in their homes.

With appropriate resourcing and stronger system alignment, SSD-supported initiatives such as HMinfo can help build a more connected and preventative aged care system—one that enables older Australians to remain safely, independently, and confidently in their homes for longer.

Uncertainty in Commonwealth Home Support Programme (CHSP) and State Service Delivery (SSD) isn't just an administrative issue—it directly affects whether older people can safely remain in their homes.

glossary

SECTION 8



9 GLOSSARY

ABCB	Australian Building Codes Board
ADHC	Ageing, Disability & Home Care
AHURI	Australian Housing and Urban Research Institute
CHSP	Commonwealth Home Support Programme
DOH	Australian Government Department of Health
DSS	Australian Government Department of Social Services
DVA	Department of Veteran's Affairs
EBEP	Enabling Built Environments Program
HACC	Home & Community Care Program
HMinfo	Home Modification Information Clearinghouse
MOD.A	Home Modifications Australia
NCC	National Construction Code
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
OT	Occupational Therapist
OTA	Occupational Therapy Australia is the professional association representing Occupational Therapy throughout Australia
PDCN	Physical Disability Council of NSW