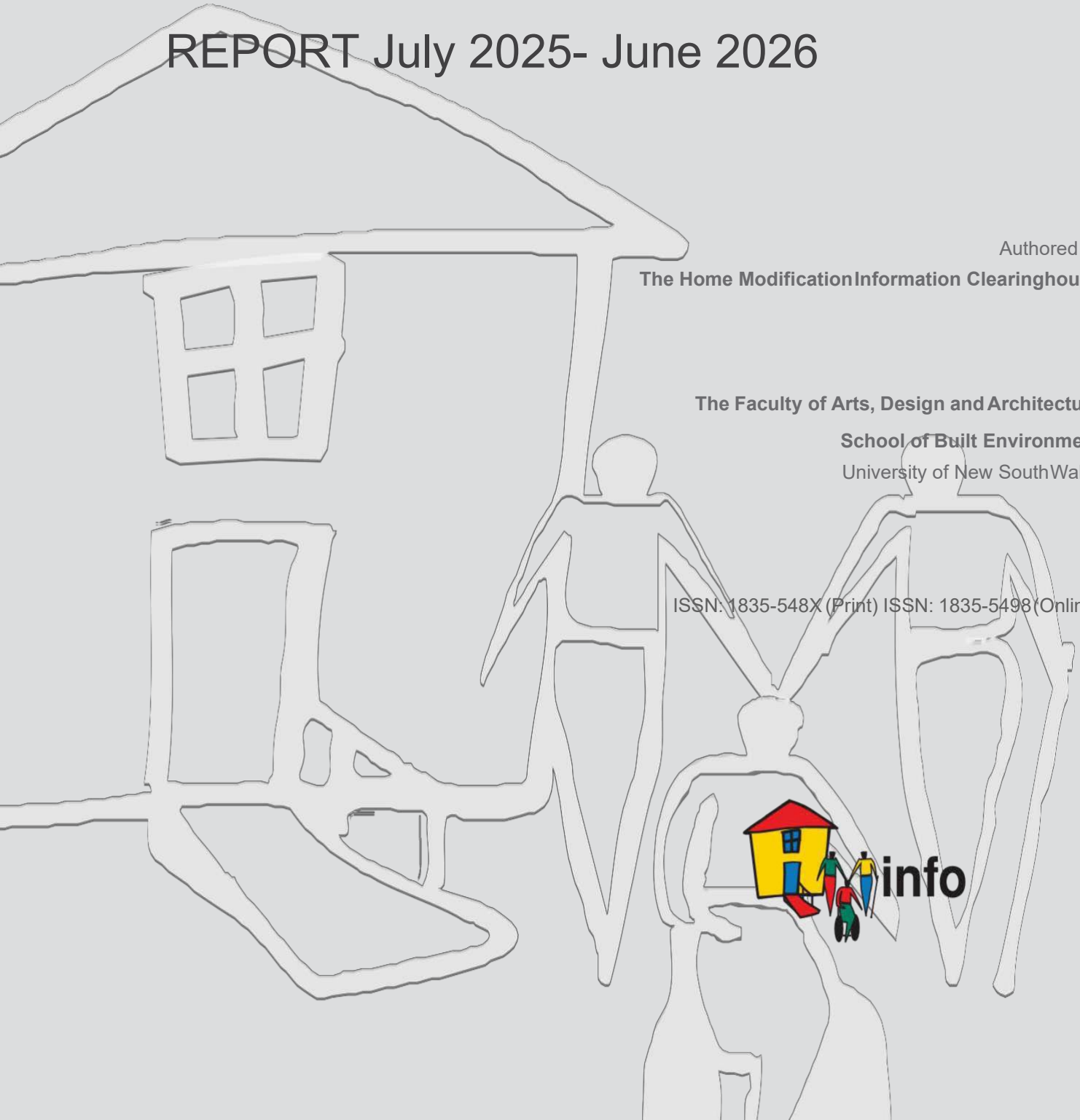
Funded by the Australian Government Department of Health

ANNUAL REPORT July 2025- June 2026



Authored by
The Home Modification Information Clearinghouse

for

The Faculty of Arts, Design and Architecture
School of Built Environment
University of New South Wales

ISSN: 1835-548X (Print) ISSN: 1835-5498 (Online)

ACKNOWLEDGEMENTS

This material has been published by the Home Modification Information Clearinghouse situated within the Faculty of Arts, Design and Architecture, School of the Built Environment, University of New South Wales, Sydney, Australia. This material was produced with funding from the Australian Government, Department of Health. We would like to thank the University of New South Wales Grants Management Office and the University of New South Wales Grants Management Office for their support in managing our funding contracts.

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Home Modification Information Clearinghouse (Annual report for the period 2024-2025). Sydney: Home Modification Information Clearinghouse, UNSW, Sydney, July 2026 [online]. Available from www.homemods.info.

ISSN: 1835-548X (Print)

ISSN: 1835-5498 (Online)

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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 following 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.

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

Home Modification Consumer Factsheets


Consumer Factsheet
Slip resistant floor surfaces

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


Industry Factsheet
Slip Resistance of Ramps

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 consider 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.

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

IT resources during 2025-2026 were directed at finalising the website's Australia Research Data Commons (ARDC) integration and publishing the updated DIYmodify app.

Both projects were completed, the former allowing DOIs to be minted via the HMinfo website's backend, and the latter being actioned in a manner that will enable future app updates to be undertaken with minimal barriers as the app store account used to publish the app belongs to HMinfo rather than UNSWIT.

Other projects that commenced or progressed during this period included upgrades to the website's ChatBot and an information update on the website's Service Directory.

The ChatBot was improved as part of a two-phase project.

Phase one addressed bugs and immediate issues and was completed early in the reporting period.

The second phase, that is set to conclude prior to the 2026-2027 reporting period, will involve the ChatBot being integrated with OpenAI to assist it with answering complex questions.

Regarding the Service Directory information update project, the service listings on the HMinfo website's Service Directory required an update since hundreds of users had not updated their listed information in over 12 months.

Although the website automatically sends yearly reminders to inactive users, these users do not always respond or receive the emails for a variety of reasons. To reach inactive users, a call list and call script were generated, and users are being called via their advertised contact number systematically.

Calls to organisations were prioritised over calls to sole traders early in the process, which resulted in all business profiles being updated prior to the end of this reporting period.

The remaining entities in the call list, totalling to approximately 40, will be called in the next reporting period.


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



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.

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

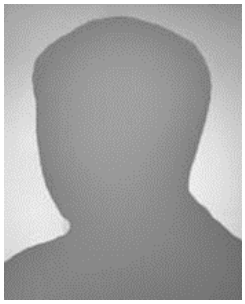
Kelley Temple is the Systemic Advocacy Manager at the Physical Disability Council of NSW and has previously led Advocacy teams in organisations such as Community Legal Centres Australia and Girlguiding UK amongst other not for profits in the UK. Kelley also has experience in finance and reporting in 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)

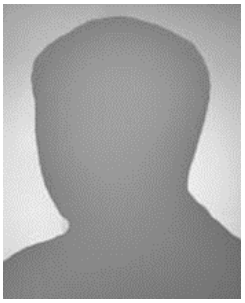
Jayson Hitchens, as TADWA's Executive Lead, Operations, brings over 30 years of experience in the disability and aged care sector to his role. With skills in strategic leadership, project planning, education, service coordination, financial planning and community development, he is highly equipped to 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)

Zach Grant 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

The 2025–2026 year has been one of significant transition for the aged care sector. Ongoing uncertainty surrounding Commonwealth Support at Home and Sector Support and Development (SSD) funding has created challenges for organisations responsible for building workforce capability, maintaining best practice, and supporting quality improvement across the home modification sector. As SSD investment underpins knowledge translation, professional development, collaboration and service consistency rather than direct service delivery, uncertainty in funding has had broader implications for providers and the people they support.

Throughout this period, HMinfo has continued to provide trusted, evidence-based information and practical resources that assist service providers, health professionals, consumers and policy makers to navigate a changing environment. By translating research into accessible guidance, HMinfo has helped maintain quality, consistency and informed decision-making across the sector.

HMinfo's work continues to support the principles of the Aged Care Statement of Rights by promoting informed choice, equitable access, safety, quality and independence for older Australians. Through nationally accessible resources, technical guidance, professional education and consumer information, HMinfo enables providers to deliver home modifications that support people to remain safe, independent and connected to their communities.

Despite these achievements, significant variation remains across Australia in access to home modification services, workforce capability and referral pathways. Geographic disparities, differing provider capacity and evolving program arrangements continue to affect the timeliness and consistency of service delivery.

As demand for home modifications grows alongside an ageing population, the importance of nationally coordinated, evidence-based sector support has never been greater. Stable, long-term investment in Sector Support and Development will be essential to sustain workforce capability, foster innovation, promote consistent practice and ensure older Australians can continue to exercise choice, maintain independence and age safely in their own homes.



Emeritus Prof Catherine Bridge

Director of the Home Modification Information Clearinghouse

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


workplan
SECTION 4

3.1 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	Sector Support and Development (SSD) providers who deliver other CHSP service types can ask to utilise the flexibility provisions, provided it does not impact on current clients or service delivery. If a provider wishes to re-allocate funds from another service type into SSD or re-allocate base funding from SSD to other service types, they must contact their Funding Arrangement Manager (FAM) and seek written approval from the Department prior to any additional 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 to the CoP each financial year 2. Share HMinfo resources 3. Share HMinfo events and news 4. Create a new topic thread for registering interest in home modification/adjustments workgroup 5. Add new topic thread to post findings from ongoing discussions relevant to home modification/adjustments	By 30 June 2026

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	1. Review and update the HMinfo “Arranging home modifications” resources to reflect the new in-home home adjustment changes as they are mandated. 2. Publish two new factsheets of relevance to home modification/adjustment outcomes 3. Ongoing dissemination of apps, software, resources, events and training sessions on home modifications for all providers via social media.	Throughout the funded period
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/adjustment services.	N/A	Yes	Stakeholders 1, 2, 3, 4, 5 and 6	1. Publish and circulate online research, news, events and building knowledge regulations relevant to optimal Home	Throughout the funded period

							Modification/Adjustment intervention outcomes via email subscription services to registered users and via social media, and via the HMinfo website and the HMinfo quarterly newsletters. 2. Maintain currency of existing resources on HMinfo website:	
4	Networking and partnerships (CHSP service providers)	75%	Organising quarterly online or face-to-face meetings to talk about the aged care reforms 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.	N/A	Yes	Stakeholders 1, 2, 3, 4, 5 and 6	Organising and participating in four Advisory Committee meetings and publishing the Committee minutes on the HMinfo website.	By June 30, 2026
5	Resources and training	75%	Provide regular updates and information on the CHSP reforms and future in-home aged care reforms to CHSP providers	N/A	Yes, also, to individuals by phone	Stakeholders 1, 2, 3, 4, 5 and 6	1. Quarterly HMinfo quarterly newsletters	Throughout the funded period

			delivering home modification services through an E-Newsletter, published on a quarterly basis and through news postings, notifications for new publications, responses to CHSP providers' queries		and email as directly requested.		published and circulated to users. 2. Events/Training listing shared via HMinfo website and via social media as they become known.	
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.	Stakeholder 6, 2, 3, 4, 5	Timely response to home modification and adjustment related queries, and responding to feedback, from website users and registered users, via telephone and email.	Throughout the funded period

RISK ASSESSMENT (include risks and mitigation strategies)		
Risks (include anything that might prevent you from completing an activity)	Mitigation (details of how the risk will be managed)	Key dates
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
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

TARGET AUDIENCE	
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 (navigation only)	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.

STAKEHOLDERS				
Reference number	**Stakeholder**	**Activity number/s**	**Interest or Impact**	**Engagement Strategy**
1	SSD providers	1, 2, 3, 4 and 5	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	All	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, Disability and Ageing	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	2, 3, 4, 5 and 6	They will be receiving information, resources or assistance through the noted activities	We will continue our information/resources services. The resources and news are provided to clients/consumers via email, calls and the social media.
6	Peak Body Organisations	2, 3, 4, 5 and 6	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.


website
SECTION 5

4 WEBSITE OVERVIEW 2025-2026

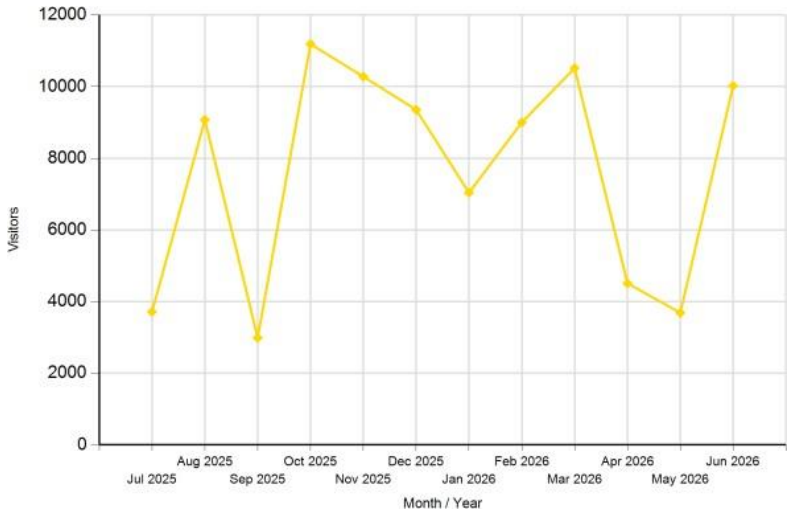
(July 1st 2025 to June 30th 2026)

4.1.1 Overview

- Total Page Views: 119,999
- Total Visitors: 91,390
- Total New Website Registrations: 58

4.1.2 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	3771
2	DIYmodify Factsheet: CHOICES for GRAB RAILS	2632
3	DIYmodify Factsheet: Home Modification Quotes	2495
4	DIYmodify Factsheet: SKILLS NEEDED: Shower head on a flexible hose	2424
5	DIYmodify Factsheet: Slip resistance	2408
6	DIYmodify Factsheet: Home Modifications in rental and strata title properties	2312
7	DIYmodify Factsheet: SKILLS NEEDED: Hob and infill	2309
8	DIYmodify Factsheet: Accessibility	2307
9	DIYmodify Factsheet: SKILLS NEEDED: Floor mounted handrail	2297
10	DIYmodify Factsheet: SKILLS NEEDED: Step down shower	2296

TOP 10 HMINFO PUBLICATION DOWNLOADS

Rank	Publication Title	Downloads
1	Web Accessibility Audit	8562
2	DIYmodify Factsheet: Electrical zones in the bathroom	7189
3	Ramps	6310
4	DIYmodify Factsheet: CHOICES for GRAB RAILS	4472
5	Electrical Safety in Bathrooms 2nd ed.	4200
6	Self-assessment tools for person-environment fit	2989
7	Slip Resistance of Ramps 2nd ed.	2827
8	Regulatory Requirements for Controlling Water Temperature in Bathrooms	2561
9	Slip Resistant Floor Surfaces	2559

Rank	Publication Title	Downloads
10	The Effectiveness of Ceiling Hoists in Transferring People with Disabilities - A systematic review	2440

4.2 Website & Google Analytics Reports

4.2.1 Visitors by month

Month (year)	Visitors	Page views
uly 2025	3,717	6,452
August 2025	9,075	14,295
September 2025	2,990	5,636
October 2025	11,190	13,506
November 2025	10,282	12,012
December 2025	9,355	11,623
January 2026	7,041	8,772
February 2026	9,001	10,685
March 2026	10,518	12,420
April 2026	4,511	6,796
May 2026	3,687	5,832
June 2026	10,023	11,970
Total	**91,390**	**119,999**

4.2.2 Visitors returning by month

Month	Number of returning visitors	% of Total returning visitors
July 2025	231	9.96
August 2025	263	11.34
September 2025	187	8.06
October 2025	211	9.10
November 2025	538	23.20
December 2025	220	9.49
January 2026	188	8.11
February 2026	77	3.32
March 2026	86	3.71
April 2026	95	4.10
May 2026	109	4.70
June 2026	114	4.91
Total	**2,319**	**100.00**

4.2.3 Visitors by country

Country	Visits	% of Total visitors
China	30,165	31.17
Singapore	26,717	27.60
Australia	18,513	19.13
Germany	11,066	11.43
United States	5,360	5.54
United Kingdom	720	0.74
Poland	556	0.57
India	379	0.39
Canada	275	0.28
Philippines	275	0.28

4.2.4 Visitors by region

Region	Visits	% of Total visitors
(not set)	44,803	45.96
Gansu	19,334	19.83
New South Wales	8,292	8.51
Victoria	4,159	4.27
Queensland	3,156	3.24
Iowa	1,210	1.24
Western Australia	976	1.00
Shanghai	951	0.98
South Australia	943	0.97
Virginia	891	0.91

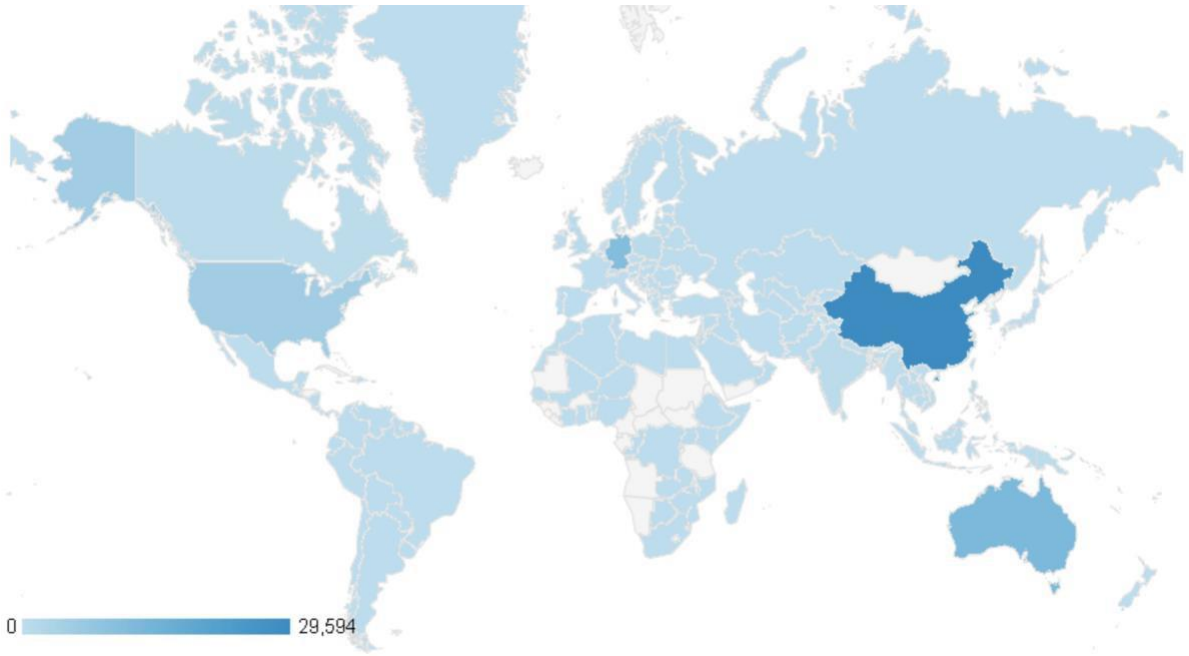
4.2.5 Visitors by city

City	Visits	% of Total visitors
Singapore	24,943	25.45
(not set)	21,553	21.99
Lanzhou	19,334	19.73
Sydney	7,275	7.42
Melbourne	3,615	3.69
Brisbane	2,459	2.51
Council Bluffs	1,166	1.19
Shanghai	951	0.97
Perth	931	0.95
Adelaide	920	0.94

4.2.6 Browsers used

Browser	Visits	% of Total
Chrome	79,317	86.03
Edge	6,503	7.05
Safari	4,551	4.94
Firefox	808	0.88
Samsung Internet	288	0.31
(not set)	282	0.31
Opera	234	0.25
Safari (in-app)	89	0.10
Android Webview	76	0.08
Mozilla Compatible Agent	32	0.03

4.2.7 Google Analytics – visits by country



financials

SECTION 7

5 FINANCE REPORT DSS-DOH FINANCIAL ACQUITTAL

UNSW SYDNEY
ABN 57 195 873 179

STATEMENT OF INCOME AND EXPENDITURE
FOR THE PERIOD
1 July 2025 to 30 June 2026

TITLE: Home Modification Information Clearinghouse
SPONSOR REF: Department Of Health, Disability And Aging (DHDA): 4-KTWV3UW
MANAGER: Catherine Bridge
PROJECT NO: RG252327

Life to Date $		Original AUD	Adjustment	$	Current Period $
	OPENING BALANCE	0.00	0.00		**0.00**
	OPERATING INCOME				
232,209.04	Funds received	232,209.04	0.00	232,209.04	
0.00	Interest	0.00	0.00	0.00	
232,209.04	* **TOTAL OPERATING REVENUE**	232,209.04			**232,209.04**
	OPERATING EXPENDITURE				
179,805.98	** Salaries	168,789.90	11,016.08	179,805.98	
0.00	Equipment	0.00	0.00	0.00	
52,617.30	Materials / Supplies	52,589.36	27.94	52,617.30	
0.00	Scholarships	0.00	0.00	0.00	
0.00	Travel	0.00	0.00	0.00	
232,423.28	**TOTAL OPERATING EXPENDITURE**	221,379.26			232,423.28
(214.24)	**CLOSING BALANCE**				**(214.24)**
		10,829.78	(11,044.02)		

CONFIRMED TO UNSW LEDGER

Ianina Morgenstern CPA 03-Sep-2026
Manager Research & Revenue Acct
UNSW Sydney

* Where GST has been received in addition to the grant funds above, the GST has been forwarded to the Australian Taxation Office.
** Includes $11,016.08 salary for the period 01/07/2026 to 15/07/2026

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looking ahead

SECTION 8



7 LOOKING AHEAD INTO THE FUTURE

Looking ahead to 2027, HMinfo faces a period of significant uncertainty. With only one year remaining under the current funding agreement and the Commonwealth Home Support Programme (CHSP) subject to review by the Senate, the future structure and funding of Sector Support and Development (SSD) activities remain unclear.

This uncertainty extends beyond program administration. SSD provides the evidence, workforce development, technical guidance and sector coordination that enable high-quality home modification services to be delivered consistently across Australia. Without sustained investment in these enabling functions, providers face increasing challenges in maintaining workforce capability, sharing best practice and ensuring equitable access to services for older Australians.

At the same time, demand for home modifications continues to grow as Australia's population ages and governments seek to support more people to remain safely and independently in their own homes for longer. Meeting this demand will require stronger integration between aged care, health, housing and disability systems, together with nationally consistent guidance, skilled practitioners and effective referral pathways.

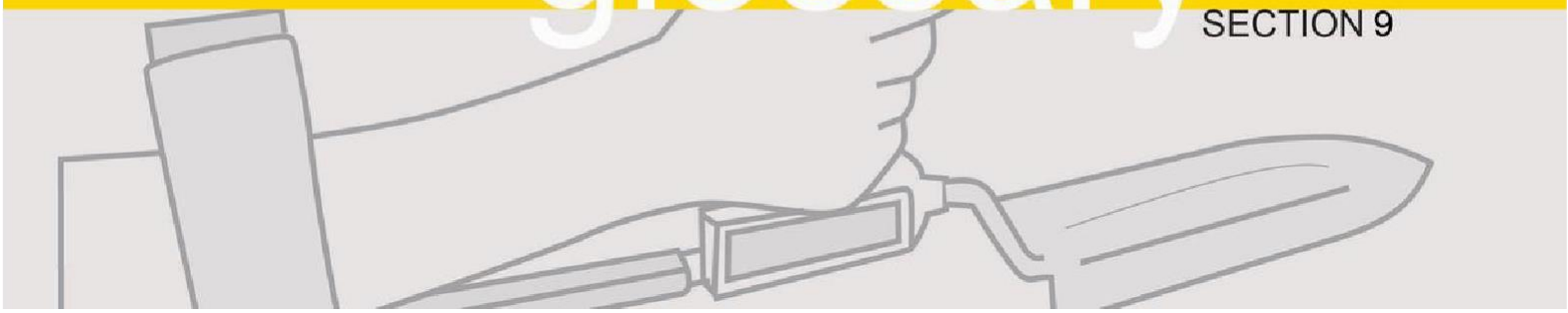
Regardless of future program arrangements, HMinfo remains committed to providing independent, evidence-based information that supports consumers, practitioners, service providers and policy makers. By translating research into practical resources and promoting nationally consistent best practice, HMinfo will continue to contribute to safer housing, improved service quality and better outcomes for older Australians.

The decisions made during 2027 will help shape the future of home modification services for years to come. Ensuring that sector capability is maintained through stable, coordinated investment will be critical to achieving the objectives of the new aged care system and enabling older Australians to exercise choice, maintain independence and live safely in their own homes.

Uncertainty surrounding the future of CHSP and Sector Support and Development is therefore more than a funding issue—it has direct implications for whether older Australians can continue to access the knowledge, services and skilled workforce needed to age safely and independently at home.

glossary

SECTION 9



8 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