ANNUAL
REPORT July 2020 - June 2021

Authored by

The Home Modification Information Clearinghouse

for

The Faculty of Arts, Design and Architecture

School of Built Environment

University of New South Wales

info

ACKNOWLEDGEMENTS

DISCLAIMER

The opinions in this publication reflect the views of the Home Modification Information Clearinghouse team and do not necessarily reflect those of the University of New South Wales. Although funding for the Home Modification Information Clearinghouse has been provided by the Australian Government Department of Health, the material contained herein does not necessarily represent the views or policies of the Australian Government Department of Health. No responsibility is accepted by the University of New South Wales or our funders for the accuracy or omission of any statement, opinion, advice or information in this publication. The Home Modification Information Clearinghouse team gives no warranty that the information or data supplied contain no errors. However, all care and diligence has been used in processing, analysing and extracting the information. The Home Modification Information Clearinghouse will not be liable for any loss or damage suffered upon the use, directly or indirectly, of the information supplied in this document.

REPRODUCTION OF MATERIALS

CONTENTS

introduction

SECTION 1

1 INTRODUCTION

Welcome to the 2020/21 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. The data is analysed to identify areas which need optimisation or changes in order to adapt to user trends, and to measure the effectiveness of our online strategy;

• A look into what the next year holds for us and what we plan to achieve.

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 call us directly on 1800 305 486 (free call).

For quick updates, join us on Twitter@HM_Info, 'like' us on Facebook by entering "Home Modification Information Clearinghouse (UNSW)" into the search engine, connect with us on LinkedIn, or follow us on Pinterest.

1.1 Enabling Built Environments Program (EBEP)

The Enabling Built Environments Program (EBEP) is an initiative of the Built Environment faculty at UNSW. EBEP's research is concerned with how the built environment, from home to town centre design level, impacts human function, quality of life and health / care costs for older people, young people with disability, and carers. Funded projects range from the macro level e.g. the performance of town centres and housing supply, to the micro level, e.g. temperature regulation valves, smoke detectors, etc.

As shown in the chart below, EBEP currently comprises the Home Modification Information Clearinghouse (HMinfo), and associated Special Research Projects which currently have three research streams:

1. Liveable Neighbourhoods

2. Liveable Housing

3. DIY Home Modifications
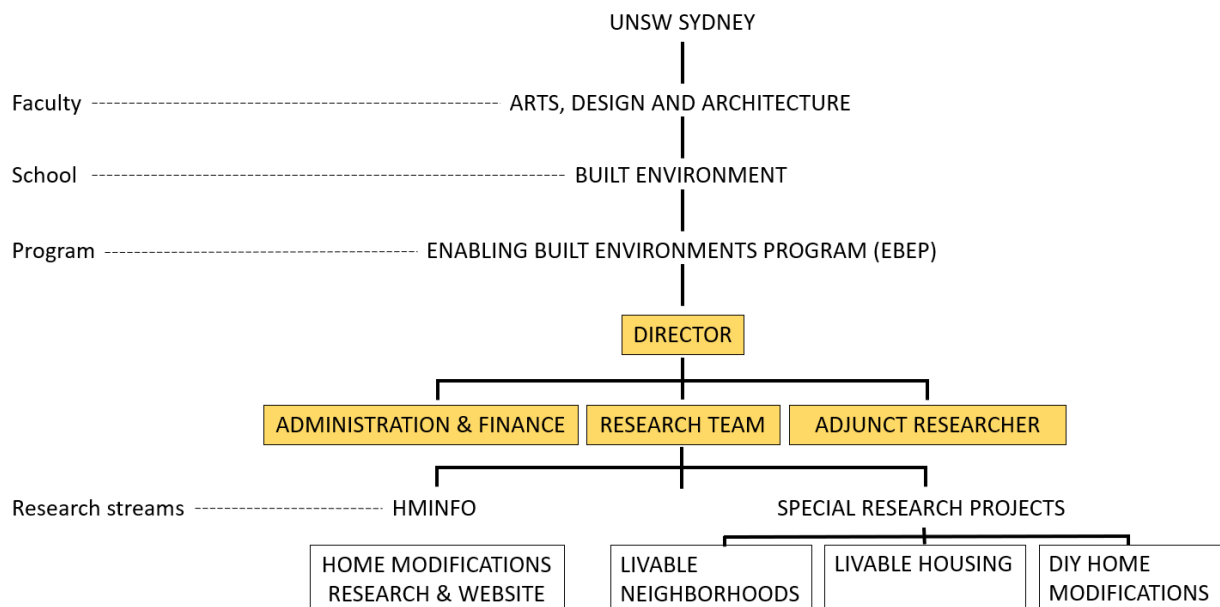
The Special Research Projects complement and inform the work undertaken by HMinfo. The broad scope of EBEP research projects ensures that HMinfo's home modification research is suitably placed within the scope of current research and practice in the built environment for carers, older people and people with disability.

For the financial year 2020-2021, HMinfo is funded by the Australian Government Department of Health, under their Commonwealth Home Support Program (CHSP).

The EBEP Special Research Projects' three streams of research are funded by a range of government and non-government organisations. In 2020-2021, these included: the Australian Housing Urban Research Institute (AHURI), and industry partner Caroma (GWA).

With the global advent of population ageing and the ongoing transition of young people with disability to living in the community, 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.

EBEP benefits from its research partners and its contract and postgraduate research people having a diverse skill set that includes Architecture, Engineering, Occupational Therapy, Health Sciences, Biomechanics and Construction Safety.

1.1.1 EBEP Objectives

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 older 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 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.

1.1.2   EBEP Special Research Projects

EBEP Special Research Projects undertaken alongside the Home Modification Information Clearinghouse (HMinfo) during 2020-2021, spanned two research streams. An overview of the projects in each research stream is provided below.

LIVEABLE HOUSING

Washbasin Project

In early 2018 a project was commenced in partnership with Caroma (GWA International – Bathrooms and Kitchen) to investigate the under-basin clearances and associated space requirements of washbasins in public accessible bathrooms. The focus of the research is wheelchair users, including those who may not always need to use a wheelchair. In this year, testing of a small number of participants was carried out, due to the COVID-19 pandemic and the restrictions that were imposed.

Figure 1. Presentation of the EBEP Program to a group of philanthropists by Livability Lab Manager Kim Andersen

Impacts of new and emerging Assistive Technologies for ageing and disabled housing

This AHURI project which started in 2019 seeks to address the implications of new and emerging Assistive Technologies (AT) for older people and those living with a disability. The key research question concerns understanding the current state and developments in AT devices and the implications for policy and practice in advancing their use and adoption to maintain and prolong independent living, improve quality of life and reduce care provision. AT usage in housing for older people and people with disabilities in Australia and its popularity and potential growth remains unclear despite the existence of a nexus between housing design, geography and retrofit and upgrade strategies. Previous research studies and grey literature reports indicate that many older people and those with disabilities do not obtain the AT that would be of most benefit because of issues with retrofitting; usability and consequences of user error;
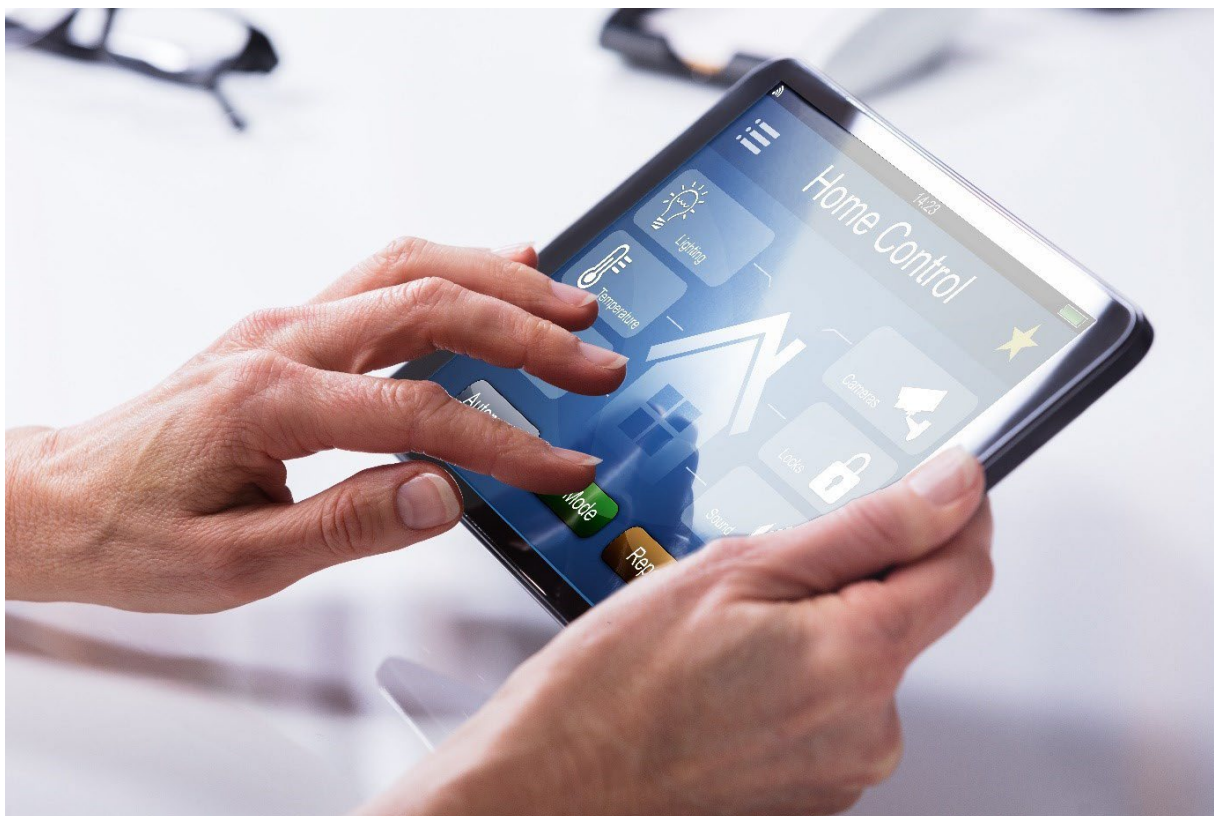
cost and interoperability.

Figure 2. Assistive Technologies for ageing and disabled housing. Source: www.shutterstock.com

Our research approach is framed by aiming to acquire knowledge and understanding of the nature of AT access within Australia by identification of the social and economic benefits and opportunities that AT does and can play in supporting independent living and the ability for people to age at home. We explore how housing providers and older people and those with disabilities perceive AT and what they view as incentives and disincentives to invest therein; and what drives or does not encourage better AT policy. Our multi-method research design involves a literature review, focus groups, a survey questionnaire and targeted case studies. The focus groups and

survey data provided enough information to complete an economic analysis and to gain understanding of the impact of AT on quality of life of its users. These discussions fed into our policy recommendations.

This collaborative project was undertaken between the University of New South Wales, School of the Built Environment, Faculty of Arts, Design and Architecture; The University of Adelaide, Centre for Housing, Urban and Regional Planning (CHURP) and University of Tasmania, Housing and Community Research Unit, School of Sociology and Social Work AHURI Research Centre. A major strength of the team was its interdisciplinary nature with social science, architectural, health and economics knowledge expertise. The final report of the project, Impacts of new and emerging assistive technologies for ageing and disabled housing, was approved by AHURI in October 2021.

Linked Semantic Platforms for Policy and Practice

This very large, multi-state, multi-disciplinary Australian Research Council funded Linkage Infrastructure, Equipment and Facilities project developed the next generation of decision tools for interdisciplinary research on critical public policy issues. The project leverages expertise from HMinfo, Australian Policy on Line (APO) and Australian Urban Research Infrastructure Network (AURIN) to name a few of the key players to improve inter- operability across major social science databases and to develop new analytical tools that can transform the research capabilities for evidence-based policy making. Our focus was digital inclusion and we were responsible for two projects in this area, the first of which commenced in 2019. Due to the nature of the research conducted at these organisations it is imperative that all demographics can access the data contained, be they academics, government officials, general public, the elderly or those with disabilities.

The EBEP team developed guidelines and tools that not only improve HMinfo's capabilities but work for all the linked social sciences online platforms. Our goal was to:

- Increase functionality and accessibility of websites on mobile devices, or other non-computer device;

- Make websites more accessible to all users – "break the habit of prioritising aesthetics over accessibility";

- Provide guidelines for accessibility and inclusivity that includes app user interfaces.

All websites included on the platform should be accessible and inclusive environments to minimise and where possible eliminate any features which may disadvantage a subset of users. For example, plain language on the website even if the articles are academic in nature, or accessible features for those who may have an impairment. Accessibility guidelines already exist (i.e. W3C), to ensure website accessibility, however, these are not always implemented appropriately. For example, scrolling background images, mouseover buttons/menus and progressively loading results can cause confusion and may not read on a screen reader for someone with a visual impairment.

The project ended in 2020 and the EBEP outputs included a platform for peer review management, as well as four occasional research papers with guidelines on how to produce

accessible documents and websites:

1. [PDF accessibility Report](#)

2. [Web accessibility Audit](#)

3. [Web accessibility Guide](#)

4. [Writing accessible PDFs using Word](#)

1.2 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 in order 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 promote evidence-based best practice among home modification practitioners and prescribers.

1.2.1 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.

1.2.2   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 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.
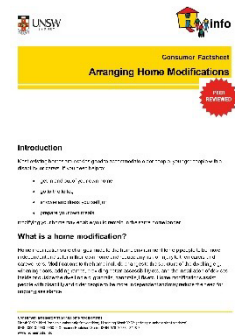
Home Modification Industry Factsheets and Checklists

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.

1.2.3 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.

Apps

Liveability App

The Liveability app for Android was rebuilt to comply with changes to Google Play policies. The original version was developed in 2012 and thus used processes that Google has since deprecated. The app can run on the latest Android-based phones and tablets, as well as older devices running Android 4.4 KitKat operating system and above.

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. In order to remain compliant with changes to Google Play policies, a yearly review of Google Play policies was established.

1.2.4 HMinfo Research Projects

Three key Home Modification issues were addressed in HMinfo research Projects. These were Self-assessment tools for person-fit environment, Home safety resources for older people, and Fire safety and Escape. In addition, the HMinfo website was improved with several upgrades to the appearance, interface, and usability. An overview of these projects is provided below.

Evidence Based Practice Review: Self-assessment tools for person-environment fit

Background: Older people and people with disability have decreased functionality in the home compared to people without disabilities. Assessments of their functionality as well as of their home environment can lead to the prescription of home modifications and/or assistive technology that can improve their quality of life in the home. During periods of self-isolation and physical distancing, self-assessment tools can prove valuable for the preservation of the health of the tenants as well as the health professionals.

Objectives: To explore and determine the existing self-assessment tools or the tools that can be transformed into self-assessment tools of functional ability and the appropriateness of the home.

Search Methods: Systematic research through the HMinfo Library, Google Scholar and Standard Electronic Databases to retrieve 36 publications.

Data Collection and analysis: 8 studies were analysed and included in the review.

Results: Only one tool (CASPAR) was found to fulfil all requirements for a self-assessment tool of the person-home fit. A Telehealth version of the tool seems to be more effective in providing the necessary information for Occupational Therapists to be able to prescribe home modifications.

Authors Conclusions: A self-assessment tool for the person-home environment fit should be developed and scientifically tested, utilizing existing tools elements.

The Evidence Based Practice Review: Self-assessment tools for person-environment fit was published in December 2020.
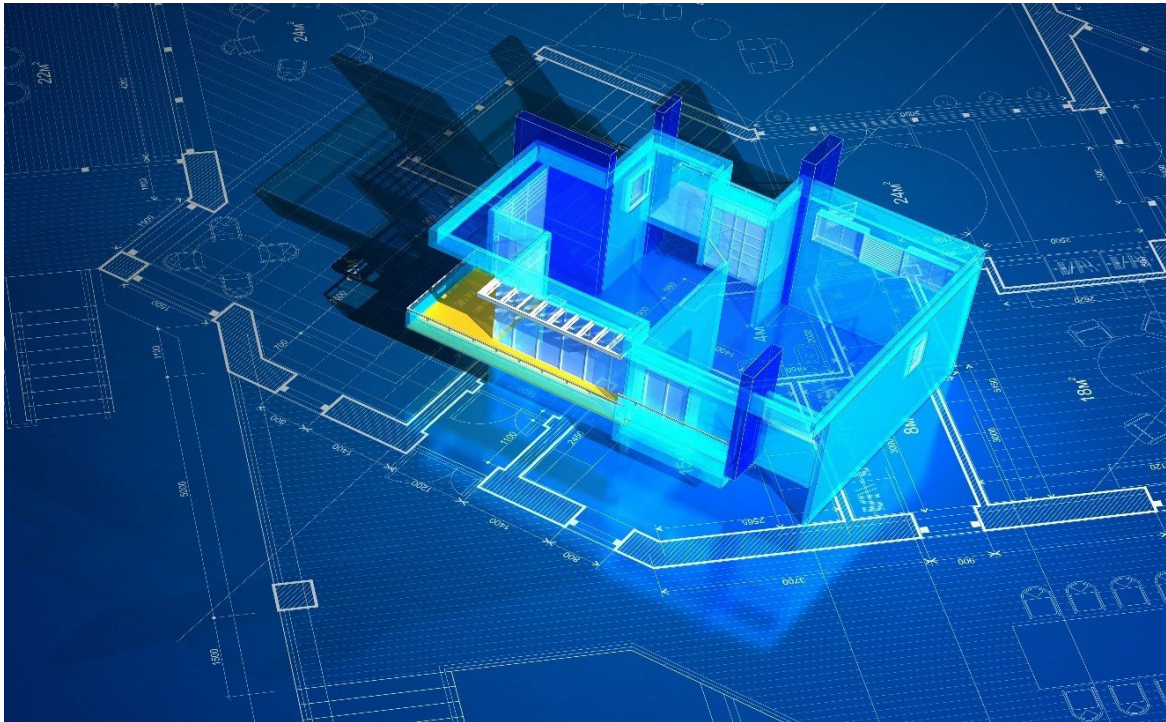
Figure 3. Evidence-based design and Home modifications. Source: https://www.istockphoto.com/au

Consumer Factsheet: Home safety resources for older people

Common hazards in the home are floor mats or rugs that are not level, slippery floors, poorly lit spaces, cables under rugs, smoke alarms that have not been checked or replaced for a long time, etc. Slips and falls and home fires are the most common results of these home issues which can have dangerous or even fatal consequences for older people.

This factsheet provides tools and checklists for home safety, used to improve the life of older people. These checklists can help older people and/or their carers to identify hazardous elements in the home and find recommendations on how to mitigate the risks. Consumer Factsheet: Home safety resources for older people was published in March 2021.

Consumer Factsheet: Fire Safety - Escape

Fires in the home can cause confusion, injuries and deaths. Having a fire safety or escape plan for your home can help you remain calm and healthy. This factsheet aims to help older people and people with disabilities protect themselves from fires in the house and develop and implement an Escape Plan for the place they live. It provides guidance on how to prepare and practise a safe Escape Plan, considering the layout and contents of their home and the abilities of everyone who lives there. The HMinfo Consumer Factsheet: Fire Safety - Escape was published in June 2021.

1.2.5 HMinfo Website Upgrades

Website development during 2020-2021 was primarily focused on improving the website user acquisition by using our Google Ads Grant for Non-profits. HMinfo has won a Google Ads grant worth $10,000 US per annum, for the last couple of years. A strategy was developed and documented. The strategy document provides guidance to research and administration staff in order to ensure that HMinfo resources are advertised in Google search results when the target audience conducts a relevant search.

Other website maintenance and development works included:

Real time report progress: Website reports require a few minutes to generate but currently do not provide an indication of progress to staff, such as a progress bar or status text in giving an estimated remaining processing time for the report to be produced. A progress bar was added for staff's information.

HMinfo website strapline: Based on Google's SEO for its keywords and Ad Campaigns, it was evidenced that a strapline was required for the HMinfo website landing page to present a concise and precise introduction about the organisation in a Google search.

Peer review module: HMinfo practices a unique approach to peer review for published documents that uses multiple reviewers assigned to different panels known as Specialist Review Panels. The panels provide specialist advice and represent the viewpoint of a wide range of stakeholders. The module can assist staff in finding reviewers from multiple sources and automatically tracks peer review invitations and overdue submissions. Reviewers are able to accept/decline invitations using links provided in invitation emails and upload review submissions through an online form.

Drupal 9 Upgrade: The HMinfo website was migrated to Drupal 9 in stages over approximately 3 months since it consists of a wide range of connected components. Upgrading to Drupal 9 ensures that HMinfo remains up-to-date with major Drupal releases and thus remains well supported by Drupal in the long-term.

Top Referrers for Advisory Committee Meeting Reports: An upgrade to the website's reporting functionality was carried out to allow the website's top 10 referrers to be output for a given date range.

our people
SECTION 2

2 OUR PEOPLE

The HMinfo team is led by Director, Professor Catherine Bridge. Our HMinfo team members combine experience from a range of design and health disciplines.

2.1 Director

Emeritus Professor Catherine Bridge has an international reputation in the area of research concerning housing, disability, ageing and care. Catherine directs the Enabling Built Environments Program (EBEP) within UNSW Built Environment, which comprises the Home Modification Information Clearinghouse (HMinfo). As the Founder and Director of the Home Modification Information Clearinghouse, running continuously since 2002, her research has helped improve the quality of life of many thousands of people with disability in 190 countries around the world. Catherine works for improved processes and outcomes for society bringing an evidence-based perspective. Her research passion concerns enabling design. She investigates how our assumptions and knowledge about built environments impact disabled people. Whether they enable movement and independence or disable people further.

Catherine has led innovative research projects that have provided the evidence needed to directly influence national policy and standards, including the National Construction Code. Recently she has been instrumental in assisting in the establishment of a cross-faculty Disability Institute and in co-chairing the Assistive Technology and Environment group a part of the Clinical Academic Group on Ageing a collaboration of the Sydney Partnership for Health, Education, Research and Enterprise (SPHERE).

BAppSc (OT) Cumb, MCogSc UNSW, Phd (Architecture) USyd

2.2 Research and Website Team
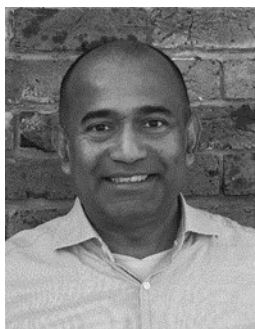
Vincent D'cruz joined the EBEP team in May 2018 as the Research Program Administrator, to oversee the administration support for the Enabling Built Environments Program. Vincent has ten years working experience in the tertiary education sector in the areas of research support, finance, human resources, operations, projects and workplace health safety. Vincent has attained an MBA (General) from the University of Birmingham and a Bachelor of Science (Honours) in Building and Estate Management from the National University of Singapore.

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.

Kim Andersen started as a research officer at HMinfo in 2018, managing the Liveability Lab and conducting user-based research. Kim is an engineer, experienced in biomechanics and human movement analysis techniques. She has a Bachelor of Engineering (Mechanical and Sports) and is undergoing a PhD in Mechanical Engineering, both through the University of Adelaide. Her PhD thesis concerns the mechanical testing of combat boots and their applicability to real-world use. Kim's research interests are in inclusive and universal design, and in disability care.

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.

Hamish MacLennan is an acknowledged international expert in performance based safe human circulation design based on real world evidence. He completed a "case study" based PhD in inclusive design at the University of Salford in the UK looking at the performance and capability of building occupants traversing stairs in high rise buildings along with an extensive study of the movement of older people outdoors. The study examined data and knowledge gained in an international career spanning some 32 years in the field. Hamish was the founding Principal of what is now the largest specialist fire engineering practice in Australasia after being involved as one of the leading international players in the development of risk-based fire engineering between 1979 and 1994. His interest in research is now in evidence based enabling design and he has led the EBEP in developing metrics for access in conjunction with the Australian Building Codes Board.

2.3 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 Arts, Design and Architecture, School of the Built Environment at the University of NSW, Sydney.

2.3.1 Advisory Committee Members – Industry

ASSISTIVE TECHNOLOGY AUSTRALIA
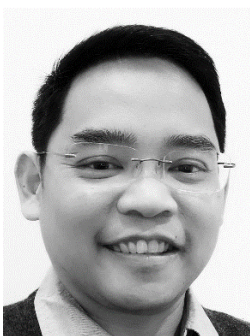
Andrew Chia is the Deputy CEO, Assistive Technology Australia. Assistive Technology Australia (AT Aust) is a leading information and advisory service on assistive technologies and the built environment. AT Aust operates an access consultancy and is a Registered Training Organisation. AT Aust is the only training provider delivering the two nationally recognised competencies in complex Home Modifications.

DEPARTMENT OF VETERAN AFFAIRS
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.

iCARE

Lyndal Millikan currently holds the position of Senior Home Modifications Advisor at icare NSW (Lifetime Care and Workers Care) with the NSW State Government. Lyndal teaches the Home Modifications and Community Access subject at Southern Cross University and is a member of the Southern Cross University Occupational Therapy Course Advisory Committee. Lyndal has held a number of senior clinical and management positions across both the public and private sector, and also been a past researcher at the Home Modification Information Clearinghouse.

3Bridges Community

Julian Werrett is a licensed builder with 25 years' experience in the building industry. He is currently the Home Modification and Maintenance Manager at 3Bridges Community, a not-for-profit in Sydney's South West. Julian manages a team of highly skilled and committed building professionals who provide specialised major and minor home modification services to those people who are eligible for the NDIS, CHSP, DVA and MyAgedCare programs. 3Bridges also provides specialist home modification management to icareNSW.

SCOPE HOME ACCESS

Annette Hanly is a practicing Occupational Therapist (OT) and Divisional Manager for OT services within the South Coast Home Modification and Maintenance Service, trading as Scope Home Access. She has worked extensively in the field of Home Modifications, both in the UK and Australia. Annette is committed to developing services that promote choice and safety for people within their preferred home environment and has a keen interest in the use of technology to streamline and customise all consultation and prescription practices.

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.

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.

ASSISTIVE TECHNOLOGY SUPPLIERS AUSTRALIA

David Sinclair Executive Officer sits on a number of Government and disability reference groups on behalf of ATSA. He has presented to a number of Senate and Government enquiries providing industry advocacy that has supported users of assistive technology (AT). For just over 12 years he has overseen the supply of AT and medical consumables for the disability sector as a provider and industry representative. Prior, he has held several senior management roles in other industries, principally in the delivery of customer service for over 25 years.
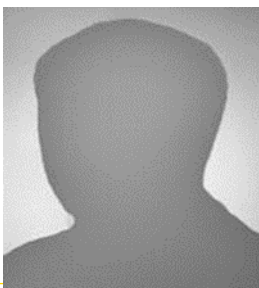
Odyssey Builders Kuri Kuri Community Services

Frank Riggio is the Odyssey Builders Manager for Kuri Kuri Community Services.

TECHNOLOGY ASSISTING DISABILITY WESTERN AUSTRALIA

Steve Pretzel is CEO of Technology for Ageing & Disability WA (TADWA). He entered the home modifications industry in 2017, bringing nearly forty years of high level commercial and leadership experience in marketing, technology and recreational policy and advocacy. Steve is now applying that experience and his passion for technology in his role at TADWA to further the recognition and opportunities for home modifications to contribute to positive ageing.

DOMICILLIARY EQUIPMENT SERVICE SOUTH AUSTRALIA

Agnieska Kuna is the Manager, Specialist Equipment Services at Domiciliary Equipment Service (DES), Dept of Human Services in South Australia. As an occupational therapist since 1999, Agnieszka developed an avid interest in assistive technology and its use in people's daily lives. Her interest and experience has expanded into the area of service delivery, policy and program management, and currently oversees the major home modification service at DES.

2.3.2 Advisory Committee Members – Aged & Disability Peaks

PHYSICAL DISABILITY COUNCIL NSW
Alice Dixon-Wilmshurst Bio is Policy Officer at the Physical Disability Council of NSW (PDCN) the peak systemic advocacy body for people with a physical disability in NSW, a position she has held since May this year. In this role she advocates on the needs of people with physical disability and contributes to policy and legislative development at State, Commonwealth and Local levels though her participation on advisory councils, written submissions, and participation in consultations.

NATIONAL SENIORS AUSTRALIA
Irene Stein is the National Seniors Australia NSW Policy Advisory Group Chair and National Policy Congress member.

COUNCIL ON THE AGEING NSW
Karen Appleby is the Senior Policy Officer at Council on the Ageing NSW, where she has specialised in examining the policies and issues that impact older Australians for over 2 years. The role encompasses research, advocacy and consultation with older people, government and other stakeholders to ensure the needs and aspirations of older people are addressed. Karen has extensive community development experience in the areas of ageing, disability and youth, including social research and planning. She has a Master's degree in Gerontology (Policy) from Charles Sturt University.

SPINAL CORD INJURIES AUSTRALIA
Greg Killeen has been working at Spinal Cord Injuries Australia (SCIA), since July 1991. Greg was an SCIA Information Officer providing information and referral to people with disability, their families, friends, carers, professionals and the general community, including people working in related disciplines who required information on home modifications and maintenance, access to buildings and the built environment, as well as assistive technology etc. Greg was recruited to work as the SCIA Senior Policy and Advocacy Officer and predominantly works on systemic advocacy.
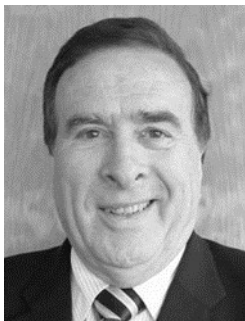
PARAQUAD

Max Bosotti is the CEO of the Paraplegic and Quadriplegic Association of NSW (ParaQuad NSW), a community organisation that supports people with a spinal cord injury (SCI) across NSW. Max is passionate about helping people with SCI live as valued and respected members of their communities. A major focus has been the provision of suitable accommodation for people with SCI and the deployment of the specialist Clinical Programs team enabling people to live better lives at home.
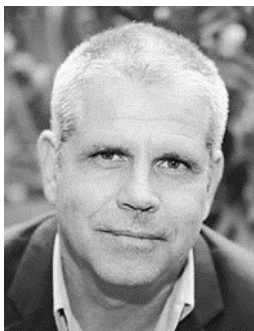
YOUNGCARE

Anthony Ryan is the CEO of Youngcare and is highly regarded in the Not for Profit and Business sector of Australia. Anthony has received recognition for his innovative approaches to uniting the business sector with worthy community causes. Anthony is leading change in the sector particularly in engaging with Developers and Investors in building Platinum accommodation for Young People with High Care Needs. Anthony believes strongly in advocating for the thousands of Young People across Australia with High Care Needs who are trying to navigate through the NDIS and live with dignity and choice.

PHYSICAL DISABILITY COUNCIL NSW

Hayley Stone is the Senior Policy Officer at the Physical Disability Council of NSW (PDCN) and has held this position since Feb 2020. Hayley has worked across a number of community roles, including working as a solicitor at Redfern Legal Centre and working as a policy officer at the Tenants' Union of NSW. Prior to commencing work at PDCN she was Chief Executive Officer of Eastern Area Tenants' Service, a tenant's advice and advocacy service in Eastern Sydney.

2.3.3 Advisory Committee Members – Government
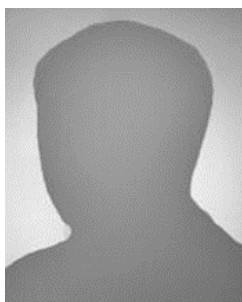
AUSTRALIAN GOVERNMENT DEPARTMENT OF HEALTH

Suzette Skobier is the Assistant Director for NSW and ACT in Social Services Executive Officer for Aged Care Programs in the Australian Government Department of Health.
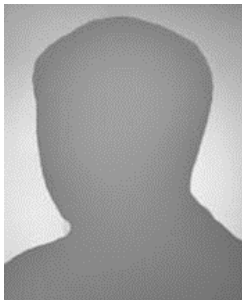
Doug McDonald is a Subject Matter Expert, Home Modifications, working for the National Disability Insurance Agency

2.4 HMinfo Specialist Review Panels

The Specialist Review Panels provide HMinfo with the expertise for a comprehensive review process for their published documents. The review aims to fulfil the function of a traditional academic peer review of HMinfo documents by researchers in the same field. However, the review also contributes the valuable knowledge of experts in other fields, including design, building and healthcare, as well as the experiences of people with a wide range of disabilities.

The Specialist Review Panels are comprised of three regular panels of four to seven members: the Research Panel, Industry Panel, and Consumer Panel. These panels provide specialist advice and represent the viewpoint of a wide range of stakeholders. Accordingly, panel membership aims to include members with various backgrounds and experiences. At times, publications may require the co-opting of people with a specific specialty or expertise, as guest expert reviewers.

HMinfo would like to acknowledge and thank all the participants listed below for their involvement.

2.4.1 Research Panel Members

Dr Satoshi Kose	Professor Emeritus, Shizuoka University of Art
and Culture Karen Roberts	Caulfield General Medical Centre
Lindy Clemson	University of Sydney
Stephen Harfield	Centre for Contemporary Design Practice UTS Sydney
Jordana Maisel	Centre for Inclusive Design & Environmental Access,
Buffalo Uni Kay Saville-Smith	Centre for Research, Evaluation and Assessment

2.4.2 Industry Panel Members

Beverley Garlick	Royal Australian Institute of Architects
NSW Nicholas Loder	NSW Land & Housing Corporation
(guest expert) Mark Relf	Association of Consultants in Access
(guest expert)	
Vanessa Richards	Upper Hunter HMMS

Francis Lenny	Association of Consultants in Access Australia
Con Livanos	Association of Consultants in Access Australia
John Templeman	MOD.A
Lyndal Millikan	iCare

2.4.3 Consumer Panel Members

Dr Janice Herbert	National Seniors
Glenn Redmayne	Marrickville Council
Greg Killeen	Spinal Cord Injuries Australia
Keith Shinn	Deafness Forum of Australia

director's report

3   DIRECTOR'S REPORT

2021 was the second year of the Covid pandemic with Delta and Omicron disrupting working conditions and making having home-based services and face to face contact worrisome for many particularly the more vulnerable. It was a transitional year marred by ongoing uncertainty for the NDIS and for Aged Care. Uncertainty also reigned over continuation of Sector Support and Development Programs such as the Clearinghouse and for universities such as UNSW, Sydney who sponsor us. Whilst there was a win for Livable housing in December 2021 with the Building ministers meeting agreeing to include it in the Building Code of Australia (BCA), unfortunately some States including NSW and SA continue to disagree on access features for new housing – and have thus made it more confusing for the building industry despite Home modifications per se not being required to comply with Australian Standard 1428.1-2021 or the BCA though both are often misappropriated for use when prescribing home modifications.

At the end of 2020, I was awarded Emeritus Professor Status at UNSW, Sydney as I took a voluntary redundancy in December 2020. Partly this was because, at the beginning of 2021 the Faculty of the Built Environment ceased to exist as a faculty, instead being demoted to a school and was merged with two other Faculties to become the Faculty of Architecture, Arts and Design. Nevertheless, I have stayed on in a voluntary capacity to support the Home Modification Information Clearinghouse team and Konstantina Vasilakopoulou, the Senior researcher. Konstantina needs to be commended as she has done an outstanding job since carrying all day to day running of this Service.

On a brighter note we have been informed that the HMinfo contract has been extended until June 30th 2023. With Konstantina at the helm and in the office (Covid permitting) we are continuing with the support of our passionate Advisory Committee and many volunteers, who we are enormously indebted to. Without you there would be no peer review and ongoing advocacy for Home Modification Services which improve quality of life, making it possible to remain within the community and can reduce reliance on formal care.

CBridge

Emeritus Professor Catherine Bridge. Director, Home Modification Information Clearinghouse

workplan
SECTION 4

4   HMINFO WORKPLAN 2020-2021

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 as a result of Administrative Arrangements Orders 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 funding previously received ceased on June 30th 2018.

Currently, HMinfo is funded by the Australian Department of Health under the Commonwealth Home Support programme. The Activity Work Plan for the financial year 2020-2021 is shown on the following pages, with the reported measures of success for the year.

Commonwealth Home Support Program (CHSP) Activity Work Plan - July 2020 to 30 June 2021

AUSTRALIAN GOVERNMENT DEPARTMENT OF HEALTH, COMMONWEALTH HOME SUPPORT PROGRAMME (100% HMinfo funding)

ACTIVITY DETAILS	
Activity Requirements	The CHSP will support a range of activities to support, develop and strengthen the home support service system. The types of activities may include: 1. Developing and disseminating information on the CHSP and its interaction with the broader aged care system. 2. Embedding wellness, reablement and restorative care approaches into service delivery. 3. Strengthening the capacity of CHSP service providers to deliver quality services that are responsive to client needs, including clients with diverse needs. 4. Brokering, coordinating and delivering training and education to service providers, workforce and consumers. 5. Developing and promoting collaborative partnerships within the CHSP and across the broader aged care service system. 6. Supporting and maintaining the volunteer workforce.
Activity Work Plan Period	Activity Work Plan Start Date: 01/07/2020 Activity Work Plan End Date: 30/06/2021

ACTIVITY DELIVERABLES

Objectives:

1. Developing and disseminating information on the CHSP and its interaction with the broader aged care system.

Deliverable	Performance Indicators
a. Review and update evidence published in HMinfo website which reflects current legislation and standards (i.e. ensuring credibility and recency of factsheets such as "Consumer factsheet: Arranging home modifications" and HMinfo website as it relates to CHSP). b. HMinfo website of high quality in terms of accessibility and usability and available 24/7. c. Maintain HMinfo website presence and visibility. Ensure compliance with different devices (mobile phones, tablets, desktops). d. Continuous review and improvement of keywords and ad campaigns for HMinfo website to appear within the first page for the google.	a. Number of items updated or reviewed due to new standards & legislation, enabling CHSP providers to improve their knowledge and update their wellness, reablement and restorative care approaches. b. Number and type of website development activities undertaken. Resolution of any technical issues, within 48 hours, so that CHSP providers have access to the essential information needed to provide home modification advice and prescription c. Number of website visits and downloads of HMinfo resources. d. CTR* of at least 5%.

ACTIVITY DELIVERABLES

Objectives:

2 – Embedding wellness, reablement and restorative care approaches into service delivery.

Deliverable	Performance Indicators
Collating, sharing, and promoting information relating to home modifications by HMinfo team by: a. Publish new and/or updated research relevant to home modifications and enabling environments for older people so that RAS, MyAged Care staff, CHSP providers and consumers maintain and enhance knowledge and can update their wellness, reablement and restorative care approaches in regard to home modification assessment and interventions. b. Maintain functionality and availability of Apps that enable CHSP providers and CHSP consumers to improve their knowledge and update their wellness, reablement and restorative care approaches. Update Apps depending on Google Play and Apple store requirements.	a. Report number of new publications and new editions of existing HMinfo (based on Advisory Committees advice regarding gaps, weaknesses and priority as part of strategic planning activities). b. DIY modify and Liveability Apps complying with Google Play and Apple store coding requirements within 7 working days from date of notification. Resolving of technical issues reported by users within 48 hours.

ACTIVITY DELIVERABLES

Objectives:

3– Strengthening the capacity of CHSP service providers to deliver quality services that are responsive to client needs, including clients with diverse needs.

Deliverable	Performance Indicators
Collating, sharing, and promoting information relating to home modifications from reliable external sources, by: a. news postings, b. annotated weblinks, c. bibliographies, d. publications, e. responding to home modification related queries, f. responding to feedback, from website users and registered users, via telephone and email.	a. Number of news and events (especially from DoH and MyAgedCare websites) relevant to home modifications twice a week, so that CHSP providers remain informed and update their wellness, reablement and restorative care approaches. b. Number of annotated weblinks reviewed and updated. c. Number of relevant publications produced by others and shared with the sector. d. Number of new or modified FAQs relevant to CHSP providers' wellness, reablement and restorative care approaches. e. Number of queries and type of responses taken by team within two working days (e.g. website FAQ, email, phone, mail etc.).

ACTIVITY DELIVERABLES

Objectives:

4. Brokering, coordinating and delivering training and education to service providers, workforce and consumers.

Deliverable	Performance Indicators
Collating, sharing, and promoting information relating to home modifications from reliable external sources to maintain and enhance knowledge for CHSP providers to update their wellness, reablement and restorative care approaches in regard to home modification best evidence, by: a. Events/Training listings b. Podcasts c. Videos d. Publish HMinfo quarterly newsletters.	• Number of Events and Trainings listed. • Number of podcasts created. • Number of videos created. • Number of HMinfo publication downloads and reads.

ACTIVITY DELIVERABLES

Objectives:

5– Developing and promoting collaborative partnerships within the CHSP and across the broader aged care service system.

Deliverable	Performance Indicators
Work with Design, Construction and Health Industries, RAS and MyAgedCare to: a. Create and promote crosslinks between websites to facilitate access to home modifications evidence-base. b. Enhance knowledge for home modifications via the Home Modification Group Forums for occupational therapists and for building practitioners. c. Advisory Committee (AC) reflects a national focus and has representation from all key stakeholder groups. d. Maintain existing links with relevant stakeholders and develop new ones as appropriate.	• Number of requests/emails to organisations to include HMinfo website in their "useful links" for home modifications section. • Number of crosslinks achieved. • Maintain Forums and Number of threads and members of each Forum. • Number of industry, number of consumer, number of government bodies participating in AC. Number of Advisory Committee meetings, Number of Advisory Committee members and whom they represent (includes RAS assessors and AgedCare officials). • Maintain MOUs with relevant bodies.

ACTIVITY DELIVERABLES

Objectives:

6 – Supporting and maintaining the volunteer workforce.

Deliverable	Performance Indicators
Provide opportunities for volunteers to play a role in building and sharing expertise in home modification by: a. Postgraduate researchers. b. Adjunct/Visiting Scholars. c. Quarterly Advisory Committee membership. d. Publication Peer Reviewers. e. Publications created by others.	• Number of postgraduate research students. • Number of Adjunct/Visiting scholars. • Number of Advisory Committee members. • Number of peer reviewers. • Number of Publications created by others.

STAKEHOLDERS

Stakeholder	Interest or Impact	Engagement Strategy
RAS Assessors	RAS Assessors require access to evidence-based home modification information in order to support clients to make informed decisions about home modifications to maintain or restore independence and self-care and to potentially reduce ongoing care costs and carer burden.	a. For any external queries via telephone or email, for which we don't have the answers, we could ask My Aged Care or RAS assessors. b. Invite and try to include RAS assessor(s) in Advisory Committee. c. Continue to ask DoH for access to the contact list for RAS Assessors so that HMinfo can work with them to identify their information needs and ensure that HMinfo is responding to them. Most RAS Assessors are unaware of the information that is available to support informed decision-making around home modifications and their impact on independence and self-care, ongoing care costs and carer burden.
MyAgedCare.	HMinfo needs to be relisted on the MyAgedCare database so that RAS Assessors, OTs, home modification providers and other relevant parties can access information about HMinfo and the resources it provides. For instance, a search for home modification brings up a page that lists Toufiq's stoty "A diabetes specialist at the hospital told Zahira that she might be eligible for some home modifications to make it easier for her to move about safely. Toufiq and his grandson went online and found a local organization that could help, how much it might cost and how the government might contribute." The only online national service that lists home modification services is www.homemods.info	a. HMinfo has requested from MyAgedCare to be included in their website. b. Promote our website with crosslinks. c. Request My Aged Care to get their service providers to also register in our Service Directory d. Include Regional Assessment Team (RAS) representative on Advisory Committee (AC) e. Continue to ask DoH for HMinfo Apps and website to be publicised on MyAgedCare and Carers websites so that service providers and others can find HMinfo and access HMinfo resources and support.

Home modification providers, Design, Building and Construction industry	Home modification providers require access to evidence-based home modification information in order to support clients to make informed decisions about home modifications to maintain or restore independence and self-care.	a. Continue working with the Design and Construction Industry, Home Modification Australia, Master Builders, Australian Institute of Architects and the Housing Industry Association. b. Establish and maintain reciprocal weblinks as appropriate. c. Maintain Design and Construction industry practitioners Forum on HMinfo website.
Allied health practitioners including Occupational Therapists, RAS assessors, Aged Care and associated professionals	Allied health professionals require access to evidence-based home modification information in order to support clients to make informed decisions about home modifications to maintain or restore independence and self-care.	a. Continue working with OT Australia, the industry body for occupational therapists. b. Establish reciprocal weblinks with OTA. c. Maintain OT Forum on HMinfo website. d. Contact and involvement with RAS teams
Other researchers in how home environments impact independence, self-care and ongoing care costs of older people.	Work collaboratively with other researchers in the area of home modifications and how they can support older people to maintain/restore independence and self-care and reduce ongoing costs.	a. Maintain links with relevant researchers nationally and internationally. b. Present HMinfo and related research at relevant conferences and seminars.

activities

SECTION 5

5   HMINFO ACTIVITIES 2020-2021

5.1   Research & Publications

HMinfo Publications

Home Modification Information Clearinghouse (2021). Consumer Factsheet: Fire safety- Escape. Sydney, Australia: Home Modification Information Clearinghouse, UNSW Sydney.

Home Modification Information Clearinghouse (2021). Consumer Factsheet: Home safety resources for older people. Sydney, Australia: Home Modification Information Clearinghouse, UNSW Sydney.

Home Modification Information Clearinghouse (2020). Evidence Based Practice Review: Self-assessment tools for person-environment fit. Sydney, Australia: Home Modification Information Clearinghouse, UNSW Sydney.

Home Modification Information Clearinghouse (2020). Industry Factsheet: COVID-19. Sydney, Australia: Home Modification Information Clearinghouse, UNSW Sydney.

Andersen, K., Hoss, H., Bridge, C. (2020). Occasional Research Paper: Web accessibility audit. Sydney, Australia: Home Modification Information Clearinghouse, UNSW Sydney.

Andersen, K., Hoss, H., Bridge, C. (2020). Occasional Research Paper: Web accessibility guide. Sydney, Australia: Home Modification Information Clearinghouse, UNSW Sydney.

Andersen, K., Hoss, H., Bridge, C. (2020). Occasional Research Paper: PDF accessibility report. Sydney, Australia: Home Modification Information Clearinghouse, UNSW Sydney.

Andersen, K., Hoss, H., Bridge, C. (2020). Occasional Research Paper: Writing accessible PDFs using Word. Sydney, Australia: Home Modification Information Clearinghouse, UNSW Sydney.

Book Chapters

Bridge C. (2020). The Livability App: older and vulnerable users perspectives on space design, access provision and services. In Ageing in Place. Edward Elgar Publishing.

Journal Articles

Vasilakopoulou, K. (2021). Smart natural lighting systems: development and optimization of light pipes with integrated low energy consumption artificial lighting, managed by smart controls. PhD Thesis.Technical University of Crete, Greece.

Haddad, S., Paolini, R., Ulpiani, G., Synnefa, A., Hatvani-Kovacs, G., Garshasbi, S., Fox, J., Vasilakopoulou, K., Nield, L., Santammouris, M. (2020). Holistic approach to assess co-benefits of local climate mitigation in a hot humid region of Australia. Sci Rep 10, 14216.

Santamouris, M., Paolini, R., Haddad, S., Synnefa, A., Garshasbi, S., Hatvani-Kovacs, G., Gobakis, K., Yenneti, K., Vasilakopoulou, K., Feng, J., Gao, K., Papangelis, G., Dandou, A., Methymaki, G., Portalakis, P., Tombrou, M. (2020). Heat mitigation technologies can

improve sustainability in cities. An holistic experimental and numerical impact assessment of urban overheating and related heat mitigation strategies on energy consumption, indoor comfort, vulnerability and heat-related mortality and morbidity in cities, Energy and Buildings, Volume 217

Conference Papers and Presentations

Bridge C. (2021) Insights into inclusive design. Green building council Australia.

Vasilakopoulou, K. (2021). Home Modification Information Clearinghouse. World of Care and Repair annual Conference. UK

Bridge C. (2020) Presentation with focus on home modifications at the National Assistive Technology Alliance members meeting.

5.2   Research Student Supervision

Prof. Catherine Bridge

Primary Supervisor

- 2017-present: Maximilienne Whitby, PhD candidate (UNSW) Built Environment

- 2018-present: Sima Alizadeh, PhD candidate (UNSW) Built Environment

5.3   FBE & UNSW Committees & Roles

Prof. Catherine Bridge

- Invited Member of the UNSW Disability Advisory Champions Group

- Foundational Member of the UNSW Strategic Initiative for a Disability Studies Institute (DSI).

5.4   External Committees & Roles

Prof. Catherine Bridge

- Invited Expert Advisory Group member for the Life When Renting Project, one of seven projects funded under New Zealand's Ageing Well National Science Challenge.

- Invitation to review for the Housing, Care and Support journal.

- Invitation to review for the Indoor and Built Environment journal.

- Invited Chair of the Age and Ageing CAG - Assistive Technology & Environment group for The Sydney Partnership for Health Education, Research and Enterprise (SPHERE), Clinical Academic Age and Ageing Stream - Environment and Assistive Technology Committee. Commenced May 2017.

5.5 Awards

- 2020
  - Catherine Bridge received the Trevor Parmenter CDS Excellence in Universal Design Award from the Centre for Disability Studies

website

SECTION 6

6 WEBSITE STATISTICS

6.1 Website Overview 2020-2021

Total page
views:110,051

Total visitors: 51,955

Total new website registrations: 87

6.2 Website & Google Analytics Reports

6.2.1 Visitors by month – 2020-2021
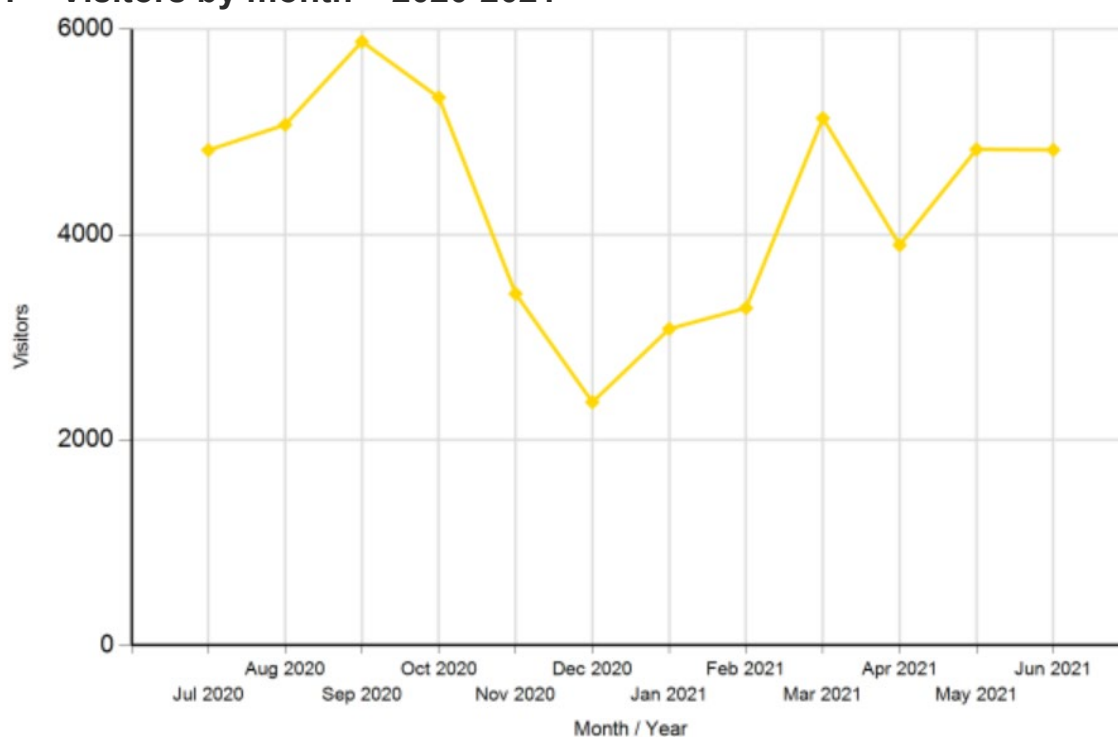
Month (year)	Visitors	Page views
July 2020	4,823	9,789
August 2020	5,070	9,862
September 2020	5,880	11,550
October 2020	5,336	10,634
November 2020	3,424	7,444
December 2020	2,368	5,347
January 2021	3,082	7,094
February 2021	3,285	7,869
March 2021	5,134	10,855
April 2021	3,898	8,897
May 2021	4,830	9,988
June 2021	4,825	10,722
Total	**51,995**	**110,051**

6.2.2 Visitors returning by month – 2020-2021
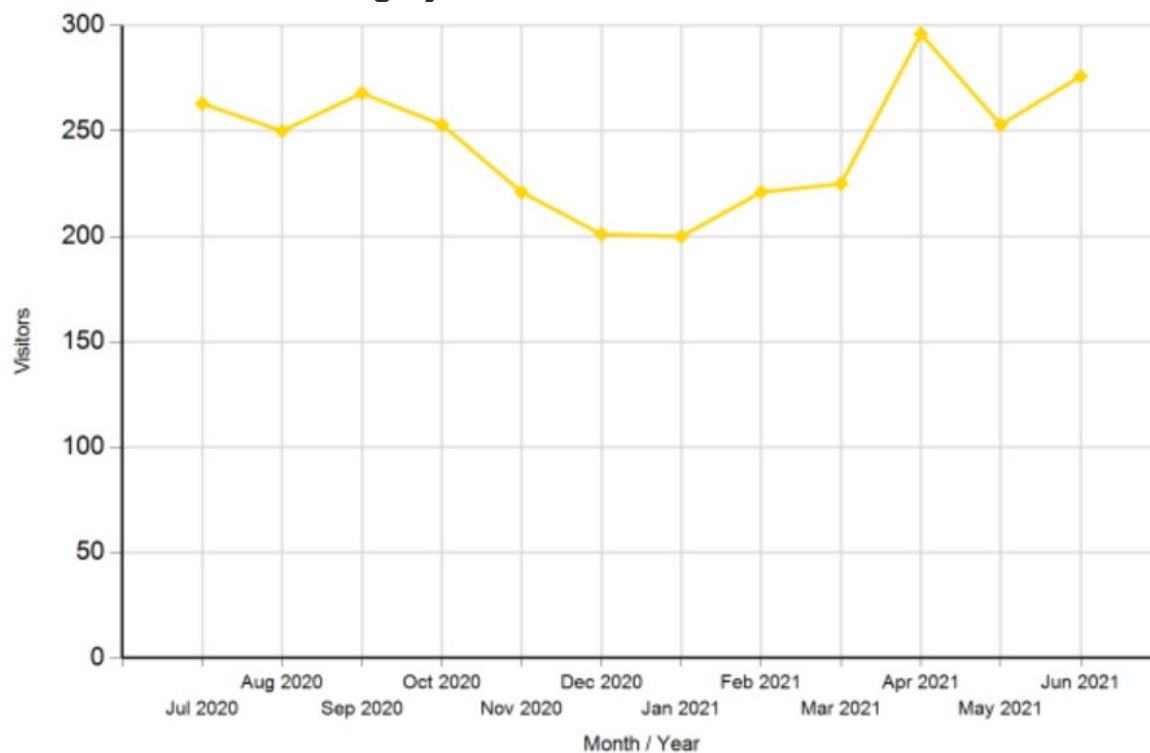
Month	Number of returning visitors	% of Total returning visitors
July 2020	263	8.99
August 2020	250	8.54
September 2020	268	9.16
October 2020	253	8.64
November 2020	221	7.55
December 2020	201	6.87
January 2021	200	6.83
February 2021	221	7.55
March 2021	225	7.69
April 2021	296	10.11
May 2021	253	8.64
June 2021	276	9.43
Total	**2,927**	**100**

6.2.3   Visitors by country – 2020-2021
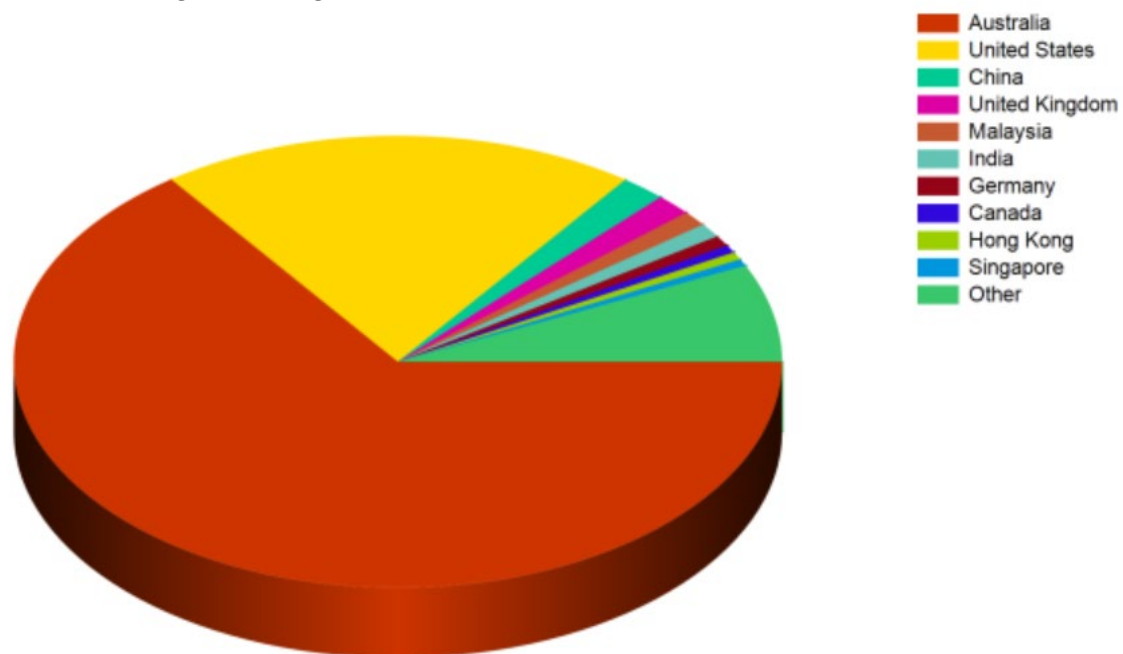
Country	Visits	% of Total visitors
Australia	33,743	64.95
United States	10,463	20.14
China	992	1.91
United Kingdom	795	1.53
Malaysia	565	1.09
India	528	1.02
Germany	398	0.77
Canada	291	0.56
Hong Kong	286	0.55
Singapore	260	0.50

6.2.4 Visitors by region – 2020-2021

Region	Visits	% of Total visitors
New South Wales	14,473	27.86
Victoria	8,958	17.24
Queensland	5,243	10.09
Virginia	4,353	8.38
Western Australia	1,851	3.56
(not set)	1,785	3.44
South Australia	1,783	3.43
California	1,291	2.48
Australian Capital Territory	908	1.75
Illinois	869	1.67
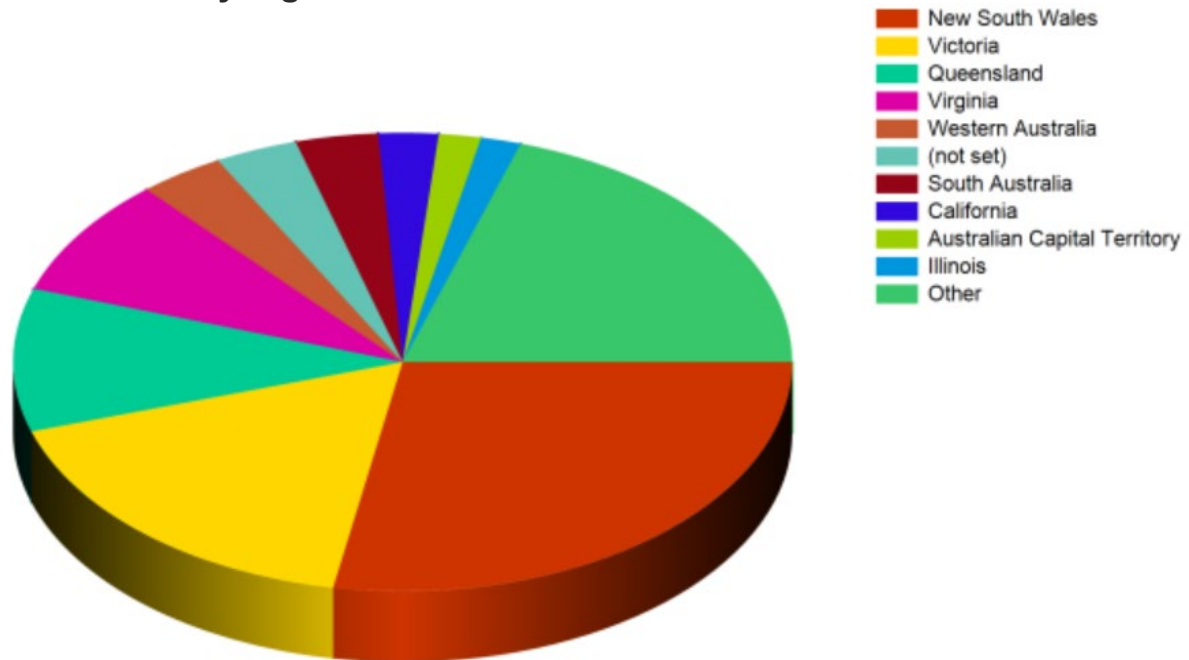
6.2.5 Visitors by city – 2020-2021
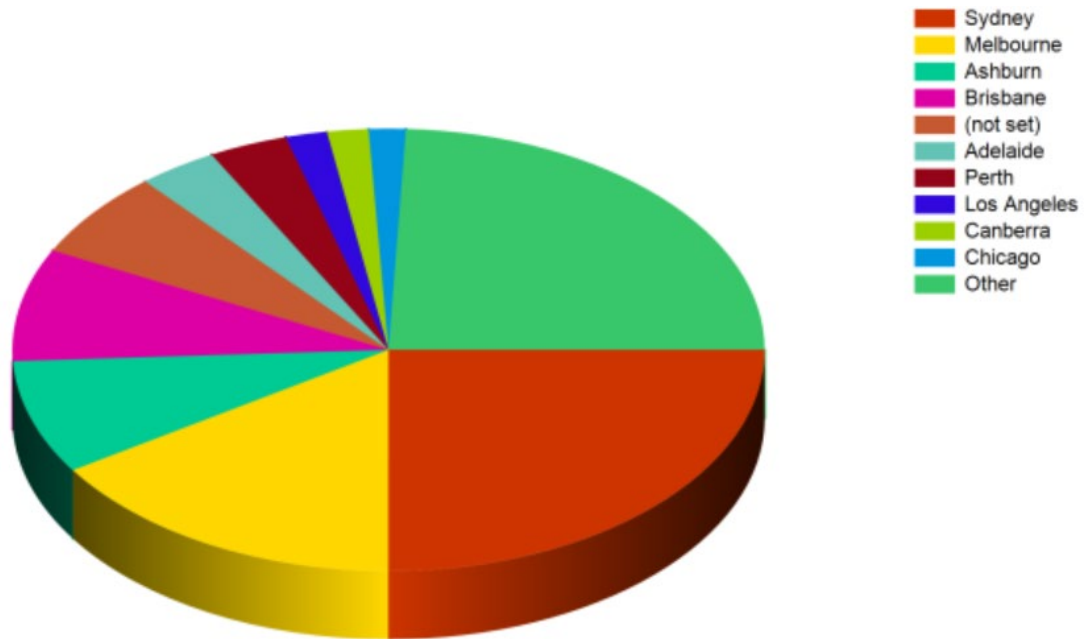
City	Visits	% of Total visitors
Sydney	12,758	25.01
Melbourne	8,080	15.84
Ashburn	4,254	8.34
Brisbane	4,200	8.23
(not set)	3,252	6.37
Adelaide	1,743	3.42
Perth	1,727	3.39
Los Angeles	912	1.79
Canberra	905	1.77
Chicago	809	1.59

6.2.6   Browsers used – 2020-2021
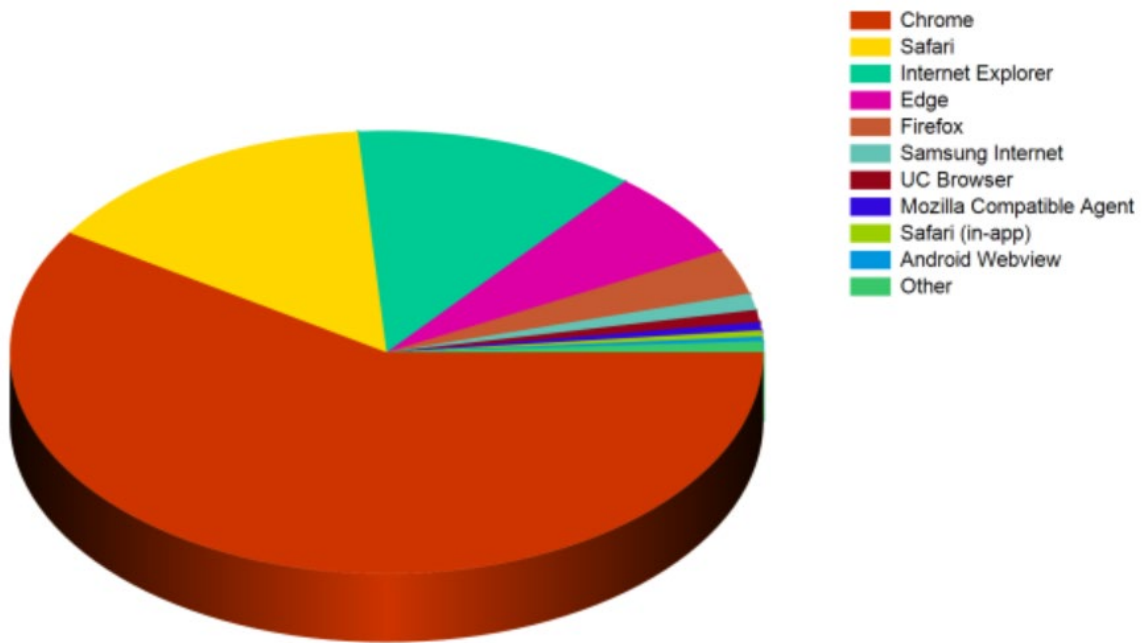
Browser	Visits	% of Total
Chrome	30,691	59.07
Safari	7,642	14.71
Internet Explorer	6,311	12.15
Edge	3,364	6.47
Firefox	1,722	3.31
Samsung Internet	627	1.21
UC Browser	459	0.88
Mozilla Compatible Agent	311	0.60
Safari (in-app)	233	0.45
Android Webview	173	0.33

6.2.7 Google Analytics – visits by country – 2020-2021
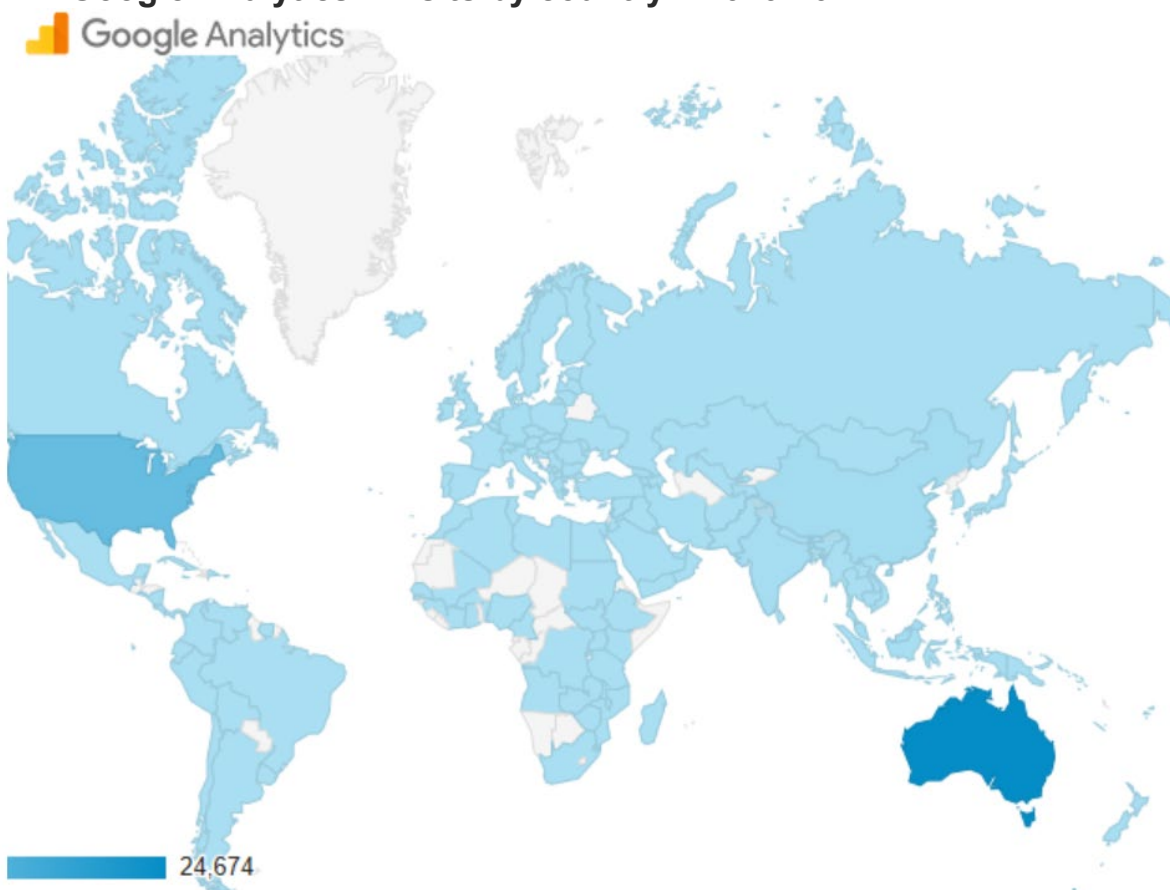
Country		Acquisition			Behaviour		
		Users (% of total)	New Users (% of total)	Session (% of total)	Bounce Rate %	Pages/ Session	Avg. Session Duration HH:MM:SS
Totals		41,783 (100)	41,307 (100)	51,955 (100)	72.29%	1.71	00:01:13
1.	Australia	24,674 (59.05)	24,217 (58.63)	33,743 (64.95)	13.79%	2.55	00:01:53
2.	United States	10,241 (24.51)	10,245 (24.80)	10,463 (20.14)	19.98%	1.12	00:00:17
3.	China	931 (2.23)	926 (2.24)	992 (1.91)	67.64%	1.19	00:00:26
4.	United Kingdom	746 (1.79)	746 (1.81)	795 (1.53)	14.09%	1.34	00:00:44
5.	Malaysia	510 (1.22)	510 (1.23)	565 (1.09)	3.36%	1.42	00:01:52
6.	India	490 (1.17)	489 (1.18)	528 (1.02)	21.02%	1.44	00:01:11
7.	Germany	375 (0.90)	373 (0.90)	398 (0.77)	25.13%	1.16	00:00:29
8.	Canada	270 (0.65)	270 (0.65)	291 (0.56)	15.12%	1.59	00:00:53
9.	Hong Kong	236 (0.56)	235 (0.57)	286 (0.55)	15.73%	1.53	00:01:12
10.	Philippines	223 (0.53)	222 (0.54)	242 (0.47)	18.60%	1.44	00:01:46

6.2.8 Google Analytics – visits by city – 2020-2021

City		Acquisition			Behaviour		
		Users N (% of total)	New Users N (% of total)	Session N (% of total)	Bounce Rate %	Pages/ Session	Avg. Session Duration HH:MM:SS
Totals		40,599 (100)	39,940 (100)	50,427 (100)	15.79%	1.70	00:01:08
1.	Sydney	9,171 (22.59)	9,084 (22.74)	12,758 (25.30)	17.24%	2.67	00:01:58
2.	Melbourne	6,329 (15.59)	6,230 (15.60)	8,080 (16.02)	15.33%	2.32	00:01:33
3.	Ashburn	4,254 (10.48)	4,254 (10.65)	4,254 (8.44)	16.78%	1.02	00:00:02
4.	Brisbane	2,867 (7.06)	2,782 (6.97)	4,200 (8.33)	9.36%	2.51	00:02:00
5.	(not set)	2,161 (5.32)	2,137 (5.35)	2,417 (4.79)	25.20%	1.44	00:00:47
6.	Perth	1,323 (3.26)	1,285 (3.22)	1,727 (3.42)	11.70%	2.51	00:01:49
7.	Adelaide	1,238 (3.05)	1,208 (3.02)	1,743 (3.46)	8.43%	2.19	00:01:34
8.	Los Angeles	898 (2.21)	896 (2.24)	911 (1.81)	18.77%	1.04	00:00:24
9.	Chicago	808 (1.99)	808 (2.02)	809 (1.60)	18.29%	1.01	00:00:15
10.	Canberra	689 (1.70)	665 (1.66)	905 (1.79)	6.96%	2.11	00:01:32

6.2.9 Top 10 HMinfo Publication Reads – 2020-2021

Rank	Publication title	Reads
1	Consumer Factsheet: Arranging Home Modifications	2853
2	Bidet douche seats, flexible hoses and bidets	2101
3	COVID - 19	1592
4	Home lighting	1536
5	The Effectiveness of Ceiling Hoists in Transferring People with Disabilities - A systematic review	1472
6	DIYmodify Factsheet: CHOICES for GRAB RAILS	1330
7	Regulatory Requirements for Controlling Water Temperature in Bathrooms	1251
8	DIYmodify Factsheet: Electrical zones in the bathroom	1141
9	Self-assessment tools for person-environment fit	1092
10	DIYmodify Factsheet: Accessibility	1083

6.2.10 Top 10 HMinfo Publication Downloads – 2020-2021

Rank	Publication title	Reads
1	Ramps	15531
2	DIYmodify Factsheet: CHOICES for GRAB RAILS	6757
3	The Effectiveness of Ceiling Hoists in Transferring People with Disabilities - A systematic review	2771
4	Stairs	2349
5	Bidet douche seats, flexible hoses and bidets	2229
6	Consumer Factsheet: Arranging Home Modifications	2209
7	Environmental Assessment & Modification for Australian Occupational Therapists	2008
8	DIYmodify Factsheet: Electrical zones in the bathroom	1911
9	Slip Resistance of Ramps 2nd ed.	1910
10	Fire Safety - Smoke Alarms 2nd ed	1853

financials

SECTION 7

7 FINANCE REPORT
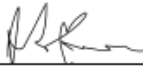## DSS-DoH Financial Acquittal for the 2020-2021 period

STATEMENT OF INCOME AND EXPENDITURE
FOR THE PERIOD
1 July 2020 to 30 June 2021

UNSW
SYDNEY
ABN 57 195 873 179

TITLE:	DoH CHSP HMinfo - Home Modification Maintenance Information Clearing House 15/17
SPONSOR REF:	Community Grants Hub: Program 4-225MU6D
MANAGER:	Catherine Bridge
PROJECT NO:	RG152759

Life to Date $		$	Current Period $
			0.00
	OPERATING INCOME		
1,108,088.97	Funds received	202,342.38	
0.00	Interest	0.00	
1,108,088.97	* **TOTAL OPERATING REVENUE**		202,342.38
	OPERATING EXPENDITURE		
929,202.18	Salaries	160,896.61	
5,962.91	Equipment	0.00	
172,825.96	Materials / Supplies	41,445.77	
0.00	Scholarships	0.00	
97.92	Travel	0.00	
1,108,088.97	**TOTAL OPERATING EXPENDITURE**		202,342.38
0.00	**CLOSING BALANCE**		0.00

COMMITMENTS AT PERIOD END		
Salaries	81,601.59	
Equipment	0.00	
Supplies	(0.20)	
Scholarships	0.00	
Travel	0.00	
TOTAL COMMITMENTS		81,601.39

CONFIRMED TO UNSW LEDGER

AR Gardner CA   04-Aug-2021
Manager Research Finance
UNSW Sydney

* Where GST has been received in addition to the grant funds above,
the GST has been forwarded to the Australian Taxation Office.

UNSW SYDNEY NSW 2052 AUSTRALIA
TELEPHONE: +61 (2) 9385 1000
E: researchfinance@unsw.edu.au

Note: The CHSP funding amount noted above, received by UNSW was adjusted by indexation of $1,473.05 in the period 2019/20. This supplementation funding is provided to cover costs arising from the Equal Remuneration Order (ERO).

These costs include staff wages that have directly increased for the affected Commonwealth program, as well as staff on-costs (i.e. superannuation and leave entitlements) which may have increased because of the ERO.

looking ahead

8   LOOKING AHEAD INTO THE FUTURE

We intend to continue providing a high quality, accessible and evidence-based support for making changes to the home for individuals, families and carers.

Specific research planned for the year ahead on advice from our Advisory Committee as priorities include:

8.1   Information on the types of lifts that can be installed as home modifications

One Industry and one Consumer factsheet are going to be published in order to assist service providers and carers to select appropriate lifts for existing properties, to enable ageing in place.

8.2   Research on Assistive Technology for older people and people with disability

Assistive technology includes aids or equipment assisting people to perform everyday tasks. It might include from mobility aids, such as wheelchairs, scooters and prosthetic members to software helping people control their home environment with minimum effort.

The research that HMinfo will carry out includes an overview of the assistive technology systems that are related to the home environment. It can be used from occupational therapists and consumers, as well as academics to get familiar with some of the latest technologies that might be useful for people with disabilities.

8.3   Accessibility and Visibility Strategy

A list of web development items will be generated to address accessibility and visibility goals.

- A chatbot will be set up and used in the HMinfo website to respond to simple user requests when the solution/answer is already available on the website.

- The most popular HMinfo Consumer Factsheets will be "translated" into user-friendly and accessible videos and/or podcasts. These mediums will aim to attract consumers' attention and increase the HMinfo website traffic and use of resources.

- Development of a microsite for target audience. Consumer-orientated website in terms of layout and content, linking back to HMinfo for more in-depth information. Includes responsive design, development and internal accessibility testing.

- Development of online tools based on calculations or wizard. These tools are meant to assist professionals with calculations required during the home modification process.

glossary

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