

ANNUAL

REPORT 2014 - 2015

Authored by
The Home Modification Information Clearinghouse

for

Built Environment
University of New South Wales

December 2015

ISSN: 1835-548X (Print)

ISSN: 1835-5498 (Online)



ACKNOWLEDGEMENTS

This material has been published by the Home Modification Information Clearinghouse within the Built Environment faculty, University of New South Wales.

This material was produced with funding from the Commonwealth Department of Social Services (DSS) under the then Commonwealth Home and Community Care Program (HACC) and by the NSW Department of Family and Community Services (Ageing, Disability and Home Care) (ADHC) under the NSW Community Care Supports program (CCSP).

We would also like to thank the University of New South Wales Grants Management Office and the University of New South Wales Legal Office for their support in managing our funding contracts.

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Home Modification Information Clearinghouse (2015). Annual report for the period 2014-2015. Sydney: Home Modification Information Clearinghouse, University of New South Wales. December [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 2014/2015 Annual Report for the Home Modification Information Clearinghouse (HMinfo). Established in 2002, HMinfo is an information service tasked with collating, reviewing and creating the evidence base for best practice in modification of the home environment to support people with problems in self-care, participation and autonomy.

In this report you will find:

- An explanation of the work we do and the online information that we provide;
- Our goals and objectives;
- An introduction to our people;
- A statement from our Director summarising the team's key achievements from the last financial year, including research output, keynote presentations, international collaborations and media involvement;
- 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 ultimately 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 \(www.homemods.info\)](http://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@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 The 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.

EBEP currently comprises three research streams:

1. Home Modification Information Clearinghouse (HMinfo)
2. Housing for an Older Australia
3. Liveable Neighbourhoods

HMinfo receives recurrent funding from the Australian Department of Social Services (DSS) under the Commonwealth Home and Community Care (HACC) Program and from the Ageing, Disability and Home Care agency of the NSW Department of Family

and Community Services (FACS-ADHC) under their NSW Community Care Support Program (CCSP).

The other two streams of research are funded by a range of government and non-government organisations including: the Australian Housing and Urban Research Institute (AHURI); the Australian Department of Social Services; the NSW Department of Family and Community Services; the Council of the Ageing NSW; the Australian Research Council (ARC); and industry partners such as Caroma-DORF.

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 contract and casual research staff having a diverse skill set that includes: Industrial Design, Occupational Therapy, Social Sciences, Social Policy, Planning and Architecture.



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 aged and/or people with disabilities, and their carers.
- integrate diverse knowledge and cross-disciplinary research.
- develop a leading edge enabling environments research cluster that will be accessible to the full range of industry and consumer target groups.
- facilitate home and community care outcomes, focusing on residential and town centre design strategies.
- promote innovative residential models for older people and people with disabilities within the building and development industry.
- develop Factsheets detailing best practice principles for assessment and the setting of priorities for planning, assessment and intervention services.
- promote the benefits and products of more enabling design to the broader community through mainstream media.
- share information at International, National, State and Regional industry forums and liaise with peak regional providers and consumers.
- ensure that there are effective links between built environment service providers and their end users.

*Ass/Prof Bridge (HMinfo)
and Michael Bleasdale
(MODA) at the SCIA
Independence Expo 2014*



1.1.1 EBEP Research Projects

In addition to the research undertaken by the Home Modification Information Clearinghouse (HMinfo), there are a number of funded that are funded and together with HMinfo comprise the full suite of our research programs. A short précis of each of these follows:

Crown St Redevelopment Project funded by City of Sydney (Completed in early 2015)

These funds were for providing evidence-based advice to the City of Sydney to ensure that the Crown Street upgrade was accessible and met the needs of older people and people with disability in terms of access and usability. Children, youth, visitors, people growing older, people with a disability and their carers all have the same rights to participate in the community as everyone else.

Planning is vital if we are to meet the future needs of our community particularly as all councils have an obligation to comply with and support International, National and State based inclusion legislation and policy.

Tools that support planning also need to link back to key datasets (assets, maintenance, costing etc.), not to mention council policies and strategies.

Benefits include all users having a more positive experience; decrease in complaints on the grounds of discrimination; and cost reductions, as costly retrofitting and unplanned maintenance may be reduced and better managed.

Luminance Contrast Building Criteria funded by Access Consultants Association of Australia (Current)

This project examines how people with normal and impaired vision with their physical characteristics identify and rate building elements possessing various luminance and chromatic contrasts in terms of their appearance and functionality. The tasks performed in the project are expected to provide description regarding the recommended contrast and the preferred combinations of colours and/or materials that sufficiently support the identification and comfort for people with various types of vision.

The aim of the project is to establish inclusive design criteria/ guidelines that enable architects and designers to apply or combine the colours and/or materials of building elements providing luminance and chromatic contrast that support visibility/ detectability and visual comfort for people with various types of visual conditions.

Livable bathrooms for older people: designing out dependence in activities of daily living funded by ARC, GWA International (Current)

Current bathroom environments may not support the functional performance of older people and the assistive technologies helpful for bathing are under-developed and underutilised among older people living at home.

A lack of knowledge about bathing environments, uncertainty about the design preferences of older people, lack of basic human factors data, design guides and standards without adequate validation process, and reports of design practice not based on empirical evidence, are hallmarks of current bathroom design research.

In collaboration with GWA, the largest single supplier of Australian sanitary ware, this research will assist in incorporating human factor and computational knowledge obtained in partnership with older people.

Systematic Review: Evidence on Home Modifications funded by MODA (Completed April 2015)

This review considers existing evidence regarding the relationship between provision of home modifications and benefits to recipients and the broader community. Evidence is considered internationally, across areas of health and housing.

A systematic search of literature on the effects of home modifications was conducted to determine what research had been published on the overlap of housing and health, and to understand what other studies had observed or measured home modification interventions in all contexts.

Home modifications can lead to a range of health related improvements. A majority of the research across all themes was found to support the positive effects of a home modification intervention.

Further research is needed across all effect themes using single factor studies of home modifications because many of the included studies in this review are multifactorial. Also, the evidence base of home modifications will benefit from clearer definitions to differentiate research measuring home modification, assistive technology and moving furniture.

While many of the home modification interventions were targeted at older community dwelling adults, research also investigated the effects of home modifications on people living with a disability or chronic illness regardless of age.

Downsizing amongst Older Australians funded by AHURI (Completed in October 2014)

Downsizing means moving to a house with a smaller sized dwelling and/or monetary value. For the purposes of this study, a reduction in the number of bedrooms is used as a proxy for downsizing in analysing ABS and other survey data. The study involved analysis of relevant ABS data and a national questionnaire survey of 2819 older people who had moved since turning 50 years of age.

Forty-three per cent of survey respondents who had relocated had downsized. Around half had downsized or moved only once since turning 50 years of age, and a little under a third had moved more than twice.

Downsizers were found to be marginally more likely to be older, female, single, living in one-person households, fully retired as opposed to working, and dependent upon either superannuation or the full Age Pension for their income. Compared to other movers, they were more likely to move into retirement villages, multi-unit or single storey dwellings. They were more likely to move locally rather than go elsewhere in the state or inter-state.

Motivations for downsizing were mainly matters of choice: the most common reason was a desire for a change in lifestyle, retirement, children leaving home and financial gain. Financial difficulty figured in relatively few cases and constraint was more to do with physical factors such as inability to maintain the home and/or garden.

Around three-quarters of respondents found the process of downsizing, or moving without downsizing, 'fairly easy' or 'very easy'. For the remaining quarter the key difficulties related to availability of suitable housing, its cost and affordability, and the suitability of its location. Negative outcomes were often associated with the financial arrangements of the retirement village loan/lease model due to unforeseen or escalating weekly/monthly fees, or the lack of capital gain inherent in the loan/lease model.

Possible specific policy interventions to address difficulties faced by some downsizers are canvassed. Specialised services to assist older people in the moving and downsizing process might include forward planning for housing and care needs, financial advice and assistance in the moving process. Downsizers could also benefit from improved information about housing choices and the practical aspects of downsizing. Finally, financial disincentives to downsizing, including those related to the purchase and transfer of housing (e.g. stamp duty) and eligibility for the Age Pension might be addressed.

Housing Assistance and Choice and Control for People with Disability funded by AHURI Completed in August 2015

This research project supports the Evidence-Based Policy Enquiry Individualised forms of welfare provision and reform of Australia's housing assistance system. It will draw on primary and secondary evidence to examine how the supply and prevailing institutional structures of housing assistance programs influence choice and control for people with disability. It will develop a typology of housing models to scope policy options to increase housing choice for people with disability in the context of the NDIS.

1.2 Home Modification Information Clearinghouse (HMinfo)

HMinfo's 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 safe working environments for their carers and careworkers, and promote evidence-based best practice among home modification practitioners and prescribers.

HMinfo 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.

1.2.1 HMinfo Home Modification Research Publications

HMinfo produce 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

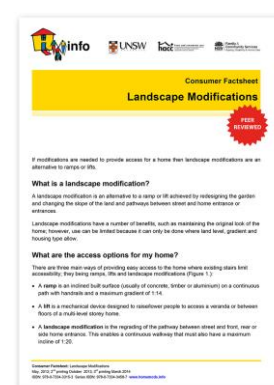
building practice is examined. The literature search includes: databases of research studies in books and academic journals; legislation, Building Codes and Standards; Government, industry and consumer group websites; the HMinfo library collection of home modification publications and materials; grey literature documents, including industry guides and manufacturers' specifications; and anecdotal evidence from 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.

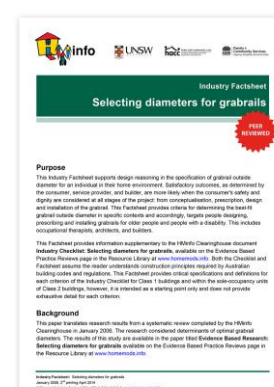
Most Consumer Factsheets are derived from Home Modification Evidence Based Practice Reviews, Occasional Papers or Summary Bulletins. Other Consumer Factsheets are developed in direct response to the need for a concise guide to arranging home modifications, or undertaking a particular type of modification.



Home Modification Industry Factsheets and Checklists

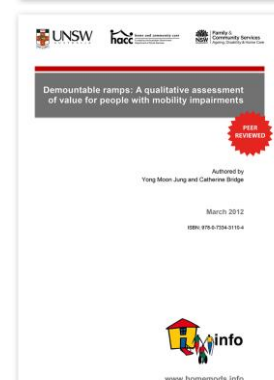
HMinfo [Industry Factsheets and Checklists](#) translate research evidence for home modification design and building practices into information that will assist home modification prescribers and practitioners.

Industry Factsheets and Checklists are derived from Home Modification Evidence Based Practice Reviews and Occasional Papers.



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.



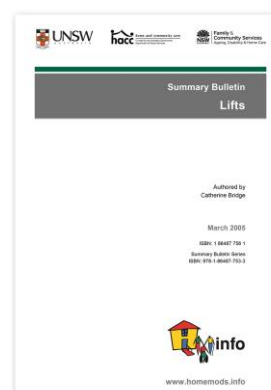
Occasional Research Papers include a systematic review of literature on the issue, and examine the policy impact and practice concerns. Many papers also report an original research study that is undertaken in response to the issue. Common types of study are design analyses, cost-benefit analyses, and 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, and 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 also 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 3,588 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.

Translating high quality research specific to better design and building practice



Annotated Web Links

[Annotated Web Links](#) are an edited collection of international and national websites containing information relevant to home modifications, ageing and disability.

ANNOTATED WEB LINK SEARCH

Title:	<input type="text"/>	Abstract:	<input type="text"/>
Minimum Publication Year:	<input type="text"/>	Maximum Publication Year:	<input type="text"/>
Sort By:		<input type="text"/>	<input type="text"/>

Block Library

The HMinfo [Block Library](#) is a collection of Computer Aided Drafting (CAD) assets developed specifically for the purpose of providing 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 [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 the database is to assist better and more effective practice outcomes.

Forums

The [Forums](#) provide an opportunity for subscribers to exchange ideas and information relating to home modification for older people and people with a disability. Subscribers include Home Modification and Home Maintenance Service Providers, Occupational Therapists, Designers, Builders, Tradespersons, Consumers and Researchers – anyone with a particular interest in Home Modification for older people and people with disability.

Research Library

HMinfo edits and maintains an electronic [Research Library](#) database with over 3,000 online and hardcopy materials that are relevant to the sector. This is an in-depth collection of materials on home modifications and related subjects, and is housed on-site. The Research Library supports scholarly research and includes primary as well as secondary sources. The collection can be searched using our indexed lists, or by an open search using our tailored [search engine](#).

Upcoming training and/or events: An [Events calendar](#) of all courses and conferences relevant to home modification service providers is maintained and updated.

Additionally, we share publications submitted to us by the sector and manage a number of databases that allow users to search for home modification relevant services and one-off events. We aim to be a one-stop shop that supports best practice service provision, and as such our users are consumers of home modification services, service providers, designers, architects and those with a policy interest in this area.

HMinfo aims to share research findings and explore opportunities to facilitate enabling environments in all areas of living: from personal spaces in the home to public spaces at play, education, work and the urban landscape in general. We welcome enquiries from government, for-profit and not-for-profit organisations seeking to fund research relevant to our stakeholder groups.

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.



our people

SECTION 2



2 OUR PEOPLE

2.1 Home Modification Information Clearinghouse Staff



Associate 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) under which the Livable Bathroom work and Livable community work sit. A core component of this suite of research is the Home Modification Information Clearinghouse, which has been funded continuously since 2002 by the Home and Community Care Program. Catherine is a Member of the Standards Australia Visitable, Adaptable and Modified Housing Committee; the Australian Network for Universal Housing Design and is a member of COTA NSW Policy Advisory Group. In 2014 Catherine was an International Judge for the Universal Design Student Awards in Ireland and a judge for the University of Sydney's Halloran Trust Blue Sky Project Grants. Catherine was also appointed to the Competition Advisory Panel by Urbis for the Harbord Diggers Design Competition and she supported the Master of Architecture Students who won both first prizes in the National Affordable Housing Consortium (NAHC) 'Whole of Life, Whole of Use' Design Competition.



Toni Adams has a background in Science (Immunology) and post graduate qualifications in Management. She has extensive experience in the area of ageing and disability, and policy development and is currently a consultant to the Aged and Community Care sector, including government. From her many years working for Commonwealth and NSW government departments, Toni has an extensive knowledge of the non-government and government sectors, especially in ageing, disability and community care. Toni has a particular interest in ageing in place and strata title.



Phillippa Carnemolla received a Bachelor of Industrial Design from the University of Technology, Sydney in 1995 and a Masters of Design (Research) from the University of Technology, Sydney in 2002. Over the past 12 years she has been a sessional Lecturer in the faculty of Industrial Design for both UNSW and UTS. She also continues to act as an expert witness for legal cases which rely on Industrial Design and Ergonomics advice. Phillippa is currently working toward her PhD in the area of financial implications of home modifications with regard to costs associated with waged care provision.



Sophia Maalson obtained a Bachelor of Arts with first class Honours in anthropology from the University of Queensland before completing her PhD in Human Geography at the University of Sydney. She has a strong interest in urban geography which she pursued as a postdoctoral researcher on the Programmable City Project at Maynooth University, Ireland. On her return to Australia, she joined the HMinfo team as a research associate. Sophia has wide range of interests and has published on geographies of gender and online feminist activism, music and cultural geographies, smart cities, and qualitative research methods.



Alice McNamara has a background in media communications and earlier in her career worked in radio and television production. Before working for HMinfo Alice worked in administrative roles in the design and publishing industries. Alice is currently completing a master of communication management at UTS.



Nicole McNamara obtained a Bachelor of Arts from the University of Sydney in 2010 with Honours in Human Geography. Nicole completed a Master of Philosophy in Planning and Urban Development at UNSW in early 2013 where she worked with the High Density Living Program in the City Futures Research Centre, before joining the HMinfo team in May 2013 as Research Associate. Nicole has a special interest in social cohesion, citizenship, and liveable cities. Nicole is currently a PhD candidate at Macquarie University and works part-time for HMinfo.



Joanne Quinn is an industrial designer, whose experience spans product design and management, teaching in undergraduate and graduate design and architecture programs, and research on ageing, design, usability and innovation. Joanne's doctoral research on 'A home for all ages' focused on flexible and universal housing design for the ageing population. This research interest, combined with carer experience and knowledge of cost-effective implementation of designs in manufacturing and home building, inform Joanne's work as a Research Associate at HMinfo.



Michelle Svenger has a Masters in Design from UTS and a Diploma of Marketing. She has been helping the team with a mixture of design, marketing and administration support. Michelle also has had personal experience as a carer with the day to day needs of people living with disabilities.

2.2 HMinfo Advisory Committee



Michael Bleasdale is the CEO Home Modifications Australia (MOD.A). Prior to this he worked as Senior Policy Officer at HMinfo from September 2013 to February 2014. Michael has worked in the community sector for thirty years, working initially as a disability support practitioner and manager. Later on he was the Principal Researcher at the Disability Studies and Research Institute, before becoming an Executive Director at People with Disability Australia, and later at the Attendant Care Industry Association. He has published research on housing and support arrangements for people with disability, and written widely on issues of human rights for people with disability, and on self-determination and individualised funding. Michael has taught introduction to disability subjects at the Australian Catholic University and Charles Sturt University, and was the subject Coordinator for Habilitation at Charles Sturt in 2006. In addition he has developed and delivered training, developed competency based vocational training packages, and undertaken independent consultancy projects.



Max Bosotti, Max is the Chief Executive Officer of the Paraplegic and Quadriplegic Association of NSW (ParaQuad NSW) a community organisation that supports people with a spinal cord injury (SCI) across NSW. Prior to joining ParaQuad in 2006 Max has 36 years' experience in senior line positions in the petroleum, investment banking and high technology industries. 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.



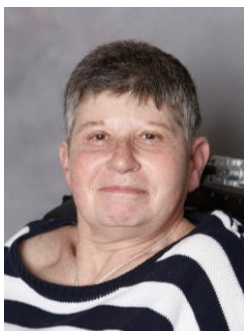
Robyn Chapman graduated and worked as a physiotherapist within the private, not-for-profit and public sectors before moving into management roles within the not-for-profit disability sector. In these roles Robyn developed an understanding of the need for universal environments that enable people to enjoy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



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.



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



Jordana Goodman is the Policy Officer of the Physical Disability Council of NSW (PDCN), which is the peak body responsible for representing persons with physical disabilities across New South Wales. Jordana provides feedback to Local Councils, State and Commonwealth Government Departments on government initiatives and campaigns that impact on the daily lives of people with physical disability. Her particular focus is in the areas of accessible public transport and accommodation for all people with physical disability, no matter whether in receipt of the NDIS, and those that are not.



Annette Hanly is a practicing Occupational Therapist and the Divisional Manager for OT services within the South Coast Home Modification and Maintenance Service, trading as SCOPE Access. She has worked extensively in the field of Home Modifications both in the UK and now Australia. The OT Division of SCOPE Access provides direct home modification assessments and peer support / review to external occupational therapists for over 3000 home modification referrals annually. 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.



Margaret Kay is attending in her role as the nominated representative for Community Care Issues Forum. Margaret's expertise and her perspective as part of her role as Senior Policy Officer, Ageing and Disability, Policy, with Local Government NSW, is invaluable. Margaret works with Local Government to ensure that older people, people with disabilities, and carers are appropriately considered and represented in council plans, policies and programs.



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, travel, transport, holidays and travel, health and medical support services, 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 as well as individual advocacy when required. He is also an active member on various government, non-government and community committees and

organisations.



Nicholas Loder Architect, Senior Project Officer, NSW Land and Housing Corporation, Family and Community Services. Since 2003 he has provided design policy advice for all new construction and major refurbishments for LAHC projects, especially on access standards and Liveable Housing design features. Prior to working in state government Nicholas spent nearly twenty years in various small to medium sized architectural firms on medium density housing, commercial, heritage and industrial projects. Nicholas sits on various committees including the NSW Chapter Australasian Housing Institute, Urban Development Institute of Australia's NSW Communities Sub-Committee, and a volunteer member of various architectural associations including AAA, DOCOMOMO NSW, and the Twentieth Century Society of NSW.



Bryan Molan is a licensed builder with over thirty years' experience in the building industry, seven of which have been in the home modification sector. He currently works for 3Bridges Community (formerly Keystone Community Solutions) as their Home Modification and Maintenance Manager which holds the level 1 and 2 funding for the South East Sydney region. He is also serving on the Home Modifications Australia board and holds the position of Vice Chairperson.



Teresa Petric (BSW UNSW) is the Manager Policy and Projects in Ageing, Disability and Home Care, Department of Family and Community Services. In this role Teresa manages operational policy and program requirements for the NSW Community Care Support Program (CCSP). The CCSP provides funding for the provision of community care services to younger people with disability (people under 65 years of age or under 50 years of age for Aboriginal and Torres Strait Islander People).

2.3 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 Consumer Panel, Industry Panel, and Research 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 speciality or expertise as guest expert reviewers. These participants are not required to provide ongoing peer review as in the case of the regular Specialist Review Panel members.

HMinfo would like to acknowledge and thank all the participants listed below for their involvement during 2014-2015.

2.3.1 Research Panel Members

- Professor Dorothy Bruck, College of Arts, Victoria University (Guest Expert Panel)
- Associate Professor Oya Demirbilek, Built Environment, University of New South Wales (Guest Expert Panel)
- Associate Professor Karen Fisher, Social Policy Research Centre, University of New South Wales (Guest Expert Panel)

2.3.2 Industry Panel Members

- Colin Jensen, Ageing, Disability and Home Care, Department of Human Services NSW (Guest Expert Panel)
- Sarah Judd, Carers NSW (Guest Expert Panel)
- Lyndal Millikan, Occupational Therapist, Healthstrong (Guest Expert Panel)
- Bryan Molan, Home Modification & Maintenance Service, 3Bridges (Guest Expert Panel)

-
- Margaret Neuss, Occupational Therapist, Southern Cross University (Guest Expert Panel)
 - John Templeman, Home Modifications Australia [MOD.A] (Guest Expert Panel)
 - Richard Waterfield, Home Modifications Australia [MOD.A] (Guest Expert Panel)

2.3.3 Consumer Panel Members

- Jannis Hayman, Carer (Guest Expert Panel)
- Dr Janice Herbert, National Seniors
- Greg Killeen, Spinal Cord Injuries Australia
- A/Superintendent Michael Ollerenshaw, Fire & Rescue NSW (Guest Expert Panel)
- Senior Fire Fighter Melanie Rebane, Fire & Rescue NSW (Guest Expert Panel)
- Keith Shinn, Deafness Forum of Australia

director's

REPORT – SECTION 3



3 DIRECTOR'S REPORT

"May you live in interesting times" is an English expression purported to be a translation of a traditional Chinese curse and the 2014/2015 year has certainly not been an easy one. We are in the midst of the biggest reforms of Aged Care and of Disability for the last 50 years and there has been a lot of uncertainty across the entire community care sector and particularly in terms of funding and sustainability. Also, we said goodbye to the City Futures Research Centre and established a standalone entity housed within the discipline of Architecture and Design. I also took on the research leadership for the Community Engagement stream of the Commonwealth Research Centre Low Carbon Living so as to try and better bring together sustainability and inclusion of vulnerable groups into the new liveability metrics and mantra.

The Advisory Committee met four times in 2014-2015, with one of our major focuses being the management of the HACC and NDIS transition and management processes to ensure our activities remain aligned with our overall research objectives, and those of our industry and consumer partners. Importantly, I am very pleased and proud to report that the Home Modification Information Clearinghouse has been recognised as being of high value to both the Commonwealth and the NSW State Governments and as a result has been successful in being reclassified as sector support and has been re-funded to continue to provide our important evidence-based services through to 2017. Currently, HMinfo receives funding from the Commonwealth Home Support Program (77%), and from the NSW Department of Family and Community Services (Ageing, Disability and Home Care agency (23%) under their Community Care Supports Program.

Towards this end, I need to say a very big thank you, on behalf of the Home Modification Information Clearinghouse to all its many dedicated and reliable the HMinfo team and our Advisory Committee, paid workers and volunteers. All contribute to producing the evidence-based materials, fielding the myriad inquiries from professionals and consumers alike, and working to maintain the knowledge-base, website and forums on a daily basis.



Associate Professor Catherine Bridge,

Home Modification Information Clearinghouse Program Director

3.2 HMinfo Strategic Plan 2013/2015

This Strategic Plan 2013-2015 covers only those activities funded by HMinfo's government partners: the Commonwealth Department of Social Services, under the Commonwealth Home and Community Care Program, and the NSW Department of Family and Community Services (Ageing, Disability and Home Care), under the NSW Community Care Supports Program.

No.	HMinfo Strategy	UNSW B2B	HMinfo Activity	Indicator
1	Building and maintaining the evidence base	Research: Developing and expanding research linkages with industry in Australia and internationally, and encouraging strategic collaboration of our staff in areas of strength with the best in their fields globally.	Work with DSS and FACS-ADHC to agree priority research activities in proportion to the funding provided by each party and as per the contracts with each party. Work with Advisory Committee members to identify emerging priorities for future research Priority options identified by the HMinfo Advisory Committee for the consideration of DSS and FACS-ADHC include: 1.1 Continue to update and review evidence published on HMinfo website 1.2 Bariatric design considerations in private homes 1.3 Flooring: what works for different groups e.g. epilepsy, wheelchairs etc. 1.4 External grab rails and coatings: consideration of factors, including extreme temperatures 1.5 Design Guidelines for private dwellings to inform decision making for people who are building, buying, renovating or modifying homes to support disability or ageing in place. 1.6 Implications of new building technologies and practices on home modifications. Priority to grab rail installation in steel framed and strata title buildings.	Priority activities agreed with DSS Priority activities agreed with FACS-ADHC Agreed priority activities completed within timeframes Emerging research priorities identified and documented Other sources of funding investigated for priority activities that cannot be undertaken within 2013-14 recurrent funding from DSS and FACS-ADHC (See 4.7)

No.	HMinfo Strategy	UNSW B2B	HMinfo Activity	Indicator
2	Disseminating the evidence base	<p>Research:</p> <p>Publishing and communicating our research achievements in journals and outlets of the highest standing internationally, enhancing the reputation of UNSW and improving the profile of high-impact UNSW research and researchers.</p> <p>Community Engagement:</p> <p>Being a source of expertise and thought leadership in our communities and a significant initiator of and contributor to public debate.</p> <p>Driving expanding linkages and partnerships with donors, business, industry, the professions, schools, community organisations,</p>	<p>Work with DSS and FACS-ADHC to agree priority dissemination activities in proportion to the funding provided by each party and as per the contracts with each party.</p> <p>Priority options identified by the HMinfo Advisory Committee for the consideration of DSS and FACS-ADHC include:</p> <p>2.1 Maintain HMinfo website to current standard once access upgrades are completed</p> <p>2.2 Continue to publish new and updated research relevant to home modifications and enabling environments for older people and younger people with disability in formats appropriate to professional and lay audiences (knowledge translation)</p> <p>2.3 Continue to publish HMinfo newsletters in current format</p> <p>2.4 Set up and maintain reciprocal links with relevant websites where possible e.g. <i>myagedcare.gov.au</i>, NDIS etc.</p> <p>2.5 Work with HMMSC to enhance links with OTs through OT Australia, OT listserv and OT training institutions</p> <p>2.6 Enhance links with building and design practitioners and students through B&D listserv with topics such as: using the block library to ensure ambulance trolleys can negotiate ramp switchbacks; understanding BCA and Standards in modifications to private dwellings; role of OTs in home modifications etc.</p> <p>2.7 Enhance and maintain links with professional and consumer groups though providing material in the HMinfo Newsletters for republication on their newsletters and websites e.g. ARATA</p> <p>2.8 Enhance and maintain links with NDIS and ensure that needs of all disability groups are included in HMinfo publications where relevant</p> <p>2.9 Work with FACS-ADHC to build links with Ability Links providers</p>	<p>HMinfo website upgrades completed, including enhanced disability access</p> <p>HMinfo website maintained to standard</p> <p>New and updated information loaded to HMinfo as available and outdated information removed.</p> <p>HMinfo newsletters distributed to professional and consumer links</p> <p>Key national professional and consumer links identified</p> <p>Liaison established with key links</p> <p>Reciprocal links set up on relevant professional and consumer websites; priority to <i>MyAgedCare</i> and NDIS websites</p>

No.	HMinfo Strategy	UNSW B2B	HMinfo Activity	Indicator
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government, academic
and international bodies.

No.	HMinfo Strategy	UNSW B2B	HMinfo Activity	Indicator
3	Stakeholder engagement: <ol style="list-style-type: none"> 1. Government stakeholders 2. Industry stakeholders 3. Consumer stakeholders 4. Research stakeholders 	Community Engagement: <p>Being a source of expertise and thought leadership in our communities and a significant initiator of and contributor to public debate.</p> <p>Driving expanding linkages and partnerships with donors, business, industry, the professions, schools, community organisations, government, academic and international bodies.</p>	<p>Work with DSS and FACS-ADHC to agree priority Community engagement activities in proportion to the funding provided by each party and as per the contracts with each party.</p> <p>Priority options identified by the HMinfo Advisory Committee for the consideration of DSS and FACS-ADHC include:</p> <ol style="list-style-type: none"> 3.1 Review government stakeholders and HMinfo Advisory Committee representation e.g. DSS, NDIA, LHA and other national stakeholders 3.2 Review industry stakeholders and HMinfo Advisory Committee representation e.g. MBA, HIA, RI Australia, OT Australia, ILC Australia members, Access Consultants Australia, NDS, NCOSS etc. 3.3 Review consumer stakeholders and HMinfo Advisory Committee representation e.g. AFDO, PDCA etc. 3.4 Maintain existing links with research stakeholders and develop new ones as appropriate 3.5 Update/develop MOUs with key industry partners including HMMSC and all ILCs 3.6 Contribute to reviews and reforms undertaken by government industry partners e.g. Home Modifications Review (DSS-HACC), Community Transport Review (DSS-HACC) 3.7 Contribute where appropriate to other reviews and changes which impact on older people and people with a disability with respect to their home and community environments. 	<p>HMinfo Advisory Committee has national and state representation across a range of government, non-government, provider and consumer stakeholders</p> <p>HMinfo Advisory Committee members are active and effective contributors</p> <p>MOU with HMMSC updated</p> <p>All ILCs approached to enter into MOUs with HMinfo</p> <p>HMinfo participates in and contributes to reviews and reforms undertaken by government stakeholders</p> <p>Research stakeholders approached to set out reciprocal benefits of working with HMinfo</p>

No.	HMinfo Strategy	UNSW B2B	HMinfo Activity	Indicator
No.	HMinfo Strategy	UNSW B2B	HMinfo Activity	Indicator
4	Governance	<p>Capabilities:</p> <p>Providing an environment attractive to staff of high quality.</p> <p>Developing a strong leadership culture where supervisors are equipped to resolve staff issues at the local workplace level.</p> <p>Maintaining a performance based meritocracy through:</p> <ul style="list-style-type: none"> a) Continuously improving and investing in the capability of our staff b) Providing remuneration, rewards and opportunities aligned with performance c) Ensuring rigorous, fair processes for hiring, promotions and succession d) Ensuring regular performance reviews of high integrity. <p>Maintaining effective governance and management structures with clear accountabilities and interfaces.</p> <p>Strengthening two-way communication between all staff.</p> <p>Encouraging teamwork and ensuring high service standards.</p> <p>Achieving best practice in safety.</p>	<ul style="list-style-type: none"> a. Manage HMinfo activities within HACC and CCSP grant budgets b. Meet all compliance requirements of HACC and CCSP contracts c. Review representation on HMinfo Advisory Committee to create a more national focus, reflecting HMinfo's position as the only body in Australia providing evidence based information on home modifications and enabling environments d. Provide secretariat services to the HMinfo Advisory Committee e. Undertake formal staff reviews for all HMinfo staff annually f. Develop succession plan to ensure continuity of HMinfo service for duration of funding 	<p>All HMinfo activities managed within allocated budgets</p> <p>All HMinfo contract compliance requirements met</p> <p>HMinfo Advisory Committee has appropriate national focus and representation</p> <p>Secretariat services provided to HMinfo Advisory Committee</p> <p>All HMinfo staff have completed annual reviews</p> <p>Succession Plan agreed with CFRC Director</p> <p>Grant funds</p>

No.	HMinfo Strategy	UNSW B2B	HMinfo Activity	Indicator
		<p>Achieving high standards in environmental sustainability.</p> <p>Resources:</p> <p>Maximise the availability of resources and the assignment of resources to priority areas</p> <p>Developing new and maximising existing sources of external income.</p> <p>Supporting effective cost management and resource allocation through excellent staff, processes and systems</p> <p>Developing uniform, simplified, responsive and effective operating models and information systems</p> <p>Managing reputational, financial and operational risks effectively.</p>	<p>contracts</p> <p>g. Apply for grant funds to grow and promote HMinfo objectives to support older people and younger people with disability with respect to their home and community environments e.g.</p> <ul style="list-style-type: none"> • NDIS consumer expenditure on home modifications • Expansion of block library for designers and builders • Other priority topics identified by funders, professionals and consumers. 	<p>applied for when available</p>

3.3 HMinfo Workplans 2014/2015

Community Care Support Program (CCSP) Workplan 1 July 2013 to 30 June 2015

Please note the output for HMinfo are the same for (HACC) 77% and (DSS) 23% as they both contribute to the total output.

1 Strategy		Building and maintaining the evidence base		
Activities		Performance Indicators	Performance Indicator Targets	Reporting for 2014-2015
<p>Work with FACS-ADHC to agree priority research activities in proportion to the funding provided by them and as per the contract with them.</p> <p>Work with the HMinfo Advisory Committee members to identify emerging priorities for future research.</p> <p>Priority options identified by the HMinfo Advisory Committee for the consideration of FACS-ADHC include:</p> <p>1.1 Continue to update and review evidence published on HMinfo website</p> <p>1.2 DIY Home Modifications: Point of Sale Support for People with Disability and their Carers (non-recurrent project)</p> <p>1.3 Bariatric design considerations in private homes</p> <p>1.4 Flooring: what works for different groups e.g. epilepsy, wheelchairs etc.</p> <p>1.5 External grab rails and coatings: consideration of factors, including extreme temperatures</p> <p>1.6 Design Guidelines for private dwellings to inform decision making for people who are building, buying, renovating or modifying</p>		Priority activities agreed with ADHC	ADHC agree priority activities and CCSP workplan 2013-14	<p>DSS agreed to Priority No 1.1 <u>only</u>, on 26 February 2014.</p> <p>Therefore all other research priorities are attributed to this workplan only.</p>
		Agreed priority activities completed within timeframes	No of agreed priority activities completed within timeframe	<p>1.1 – Completed within timeframe.</p> <p>1.2 - The DIY project is completed and in peer review. The project will be acquitted before December 31st 2015</p> <p>1.3-1.7 – unable to secure funding for these priorities.</p>
		Other sources of funding investigated for priority activities that cannot be undertaken within 2013-14 recurrent funding from DSS and/or ADHC (See 4.7)	No. of other sources of funding identified to address priority activities not currently funded.	Wrote several times to NDIA regarding alternate funding for research to support NDIS but to date there has been no response.

1 Strategy		Building and maintaining the evidence base		
	homes to support disability or ageing in place.			
1.7	Implications of new building technologies and practices on home modifications. Priority to grab rail installation in steel framed and strata title buildings.			
1.8	Research content for a Consumer factsheet on <i>"What does person-centred care mean to Home Modification services?"</i>			
1.9	Identify other contributions that HMinfo could make to assist the service sector, including HM providers, to be more aware of the impact of the disability reforms.			
1.10	Research the design requirements of carers of young people with disability.			
2 Strategy		Disseminating the evidence base		
Activities		Performance Indicators	Performance Indicator Targets	Reporting for 2014-2015
Undertake the following priority dissemination activities in proportion to the funding provided by DSS and as agreed.		HMinfo website upgrades completed, including enhanced disability access	% Increase in website visits (>25,695) % Increase in total page views (>109,284) % Increase in returning visitors	Number of registered website users: 1167 individuals/organisations 16.16% increase in website visits (Total unique visitors for July 1st 2014-Jun 30 2015 was 22,275) 5.5% increase in website page views (70,060) 0.38% decrease in returning visitors Some functions formerly available only via the website can now be accessed via HMinfo social media
2.1	Maintain HMinfo website to current standard once access upgrades are completed			
2.2	Continue to publish new and updated research relevant to home modifications and enabling environments for older people in formats appropriate to professional and lay audiences (knowledge translation)			
2.3	Continue to publish HMinfo newsletters in			

2 Strategy	Disseminating the evidence base
<p>current format</p> <p>2.4 Set up and maintain reciprocal links with <i>myagedcare.gov.au</i></p> <p>2.5 Work with ILCA, OT Australia and HMMSC to promote crosslinks between websites</p> <p>2.6 Enhance knowledge of home modifications for consumers and other interested parties through Home Modification Discussion Group Forum.</p> <p>2.7 Enhance links with building and design practitioners and students through Home Modification Professionals Forum</p> <p>2.8 Enhance links with OTs through Occupational Therapists Forum</p> <p>2.9 Enhance and maintain links with professional and consumer groups by providing material in the HMinfo Newsletters for republication on their newsletters and websites e.g. CoTA</p> <p>2.10 Liaise with SAI Global re ongoing protocol to cover inclusion of Standards Australia information in all HMinfo research publications.</p>	<p>such as news, conferences and events therefore do not count as web views.</p> <hr/> <p>% Increase in contacts from social media portals by type</p> <p>Facebook:</p> <ul style="list-style-type: none"> Lifetime total likes > 62.67% Ave daily reach = 5.0 Pay-per-lead (PPL) this metric measures referrals from other websites and as such is proxy for reach. Referrals to website > 4.33% <p>Twitter:</p> <ul style="list-style-type: none"> Lifetime followers > 42.11% Referrals to website > 141.18% <p>LinkedIn:</p> <ul style="list-style-type: none"> Lifetime followers < 29.58% Referrals to website < 68.42% <hr/> <p>% Users who rate HMinfo website accessibility positively</p> <p>Follow up action from Vision Australia accessibility report implemented in 2014-15 100% complete.</p> <p>Follow up action from The Physical Disability Council of NSW (PDCN) regarding website usability implemented in 2014-15, 50% complete.</p> <p>Mobile users currently make up 11% of the website audience and the following issues were identified for remediation as this is a growing</p>

2 Strategy

Disseminating the evidence base

		market. Received feedback that buttons are considered too close to each other when viewed on mobile devices. This has been prioritized for remediation in 2015/16
HMinfo website maintained to standard	HMinfo website available 24/7	99.9%
New and updated information loaded to HMinfo as available and outdated information removed.	HMinfo content reviewed on a rolling 5 year cycle or as new information becomes available	All publications over five years old have been identified and prioritised for review.
	HMinfo website has only current information on it	Additional publications were identified for review where regulatory changes e.g. fire safety, meant that urgent review was required.
HMinfo newsletters distributed to professional and consumer links	No of newsletters distributed	1/07/14-30/06/15: 4
	No of downloads of newsletter from website	91 direct downloads but it is also circulated to all registered and subscribed users (1167 individuals or organisations)
Key national professional and consumer links identified and maintained	Occupational Therapists (OT) Mailing List moderated and maintained	Number of registered individual OT's: 593 Traffic: 154 Threads Generated: 118 Threads Maintained: 118

2 Strategy

Disseminating the evidence base

Home Modification Professionals Forum and OT Forum moderated and maintained

Traffic: 0

Threads Generated: 2

Threads Maintained: 2

Linked to collaboration with MODA which commenced late 2014-15. Expected to ramp up in 2015-16.

Home Modification Discussion Group Forum moderated and maintained

This was a new forum set up in anticipation of increased consumer demand for information on home modifications arising from the reforms.

This Forum is not compatible with new CHSP classification of Sector Support. Will be discussing this with DoH as this is a reduction of access for consumers to information to inform their decision making, which is exacerbated by HMinfo being delisted from MyAgedCare.

No specific funding from CCSP or NDIA to continue this role with respect to people with disability.

No of other key professional links identified and approached/maintained

Completed in 2013-14

2 Strategy

Disseminating the evidence base

Liaison established with key professional and consumer groups

No of links established

Links have been established with:

- National Disability Insurance Agency
- Council on the Ageing
- Modifications Australia (MOD.A)
- Community Housing Federation of Australia
- Occupational Therapy Australia
- Livable Housing Australia
- Master Builders Association
- National Aged Care Alliance
- National Disability Services
- Independent Living Centres Australia
- Physical Disability Consumer Networks
- Centre for Applied Disability Research (there is no equivalent for applied ageing research)
- Spinal Cord Industry Association (SCIA)
- Paraquad
- People with Disability
- Vision Australia
- Lifetime Time Care and Support (LTCS)
- COTA NSW
- Local Government and Shires

2 Strategy

Disseminating the evidence base

		<ul style="list-style-type: none"> Associations of NSW • MOD.A • NSW Land and Housing Corp (Strategic Assets Management Group) • ILC NSW • PDC NSW • DVA • FACS-ADHC • NSW OT advisors group • Livable Housing Australia.
Reciprocal links set up on relevant professional and consumer websites	HMinfo listed on NDIS website or equivalent	Process not available yet for free services, only for paid services. Have drawn this to NDIA's attention. No response.
	HMinfo listed on websites of States/Territories for disability services outside the NDIS.	ADHC Supplier Directory
	HMinfo listed on other relevant websites (number)	11
SAI Global approached to confirm ongoing arrangements	New arrangements agreed for citing and using Australian Standards material	Completed in 2013-2014
	HMinfo Research and Publication Protocols updated to include SAI Global input at review stage	Completed in 2013-2014

3 Strategy

Stakeholder engagement

Activities	Performance Indicators	Performance Indicator Targets	Reporting for 2014-2015
Undertake the following priority community engagement activities in proportion to the funding provided by DSS and as agreed.	HMinfo Advisory Committee has national and state representation across a range of government, non-government, provider and consumer stakeholders	HMinfo Advisory Committee has relevant national and/or state representation from each stakeholder group	Current Advisory Committee members comprise representatives from government, industry and consumer groups as follows: SCOPE Access, KeyStone HMM service, LTCS, SCIA, COTA NSW, Local Government and Shires Associations of NSW, MOD.A, NSW Land and Housing Corp.- Strategic Assets Management Group, ILC NSW, PDC NSW, DVA, FACS-ADHC, NSW OT advisors group, Paraquad, Livable Housing Australia.
3.1 Review government stakeholders and HMinfo Advisory Committee representation to reflect a more national focus			
3.2 Review industry stakeholders and HMinfo Advisory Committee representation to reflect a more national focus e.g. MBA, HIA, OT Australia, ILCA, NACA, Access Consultants Australia etc.			
3.3 Review consumer stakeholders and HMinfo Advisory Committee representation to reflect a more national focus e.g. COTA,			
3.4 Maintain existing links with research stakeholders and develop new ones as appropriate	HMinfo Advisory Committee members are active and effective contributors	% of HMinfo Advisory Committee meetings attended or contributed to by each member	For the period 01/07/14 – 30/06/15: Advisory Committee Members attended the 4 Advisory Committee meetings as follows: <ul style="list-style-type: none"> • 11 in September • 11 in December • 9 in March • 7 in June
3.5 Update/develop MOUs with key industry partners including HMMSC, OT Australia and ILCA			
3.6 Contribute to reviews and reforms undertaken by government industry partners e.g. Home Modifications Review (DSS-HACC),			
3.7 Contribute where appropriate to other reviews and changes which impact on older people with respect to their home and community environments.	MOU with HMMSC updated	MOU updated and implemented	MOU updated and implemented Completed in 2013-14 NB HMMSC now known as MOD.A
	ILCA approached to enter into MOU with HMinfo	ILCA approached	On the 6th June 2014 ILCA advised <i>"the ILCA is a collaborative network, and is not an organisation. It has not a legal entity, nor is it part of one."</i>

3 Strategy

Stakeholder engagement

		<p><i>Therefore, the ILCA cannot enter into an MOU or into any other agreement”.</i></p> <p>HMinfo continues to network with individual ILCs as appropriate.</p>
	ILCA MOU signed	See above
OTA approached to enter into MOU with HMinfo	OTA approached	20/03/2014, negotiations delayed due to change of office bearers meeting pending. Agreement has been reached that all parties would prefer a tripartite MOU with HMinfo, MODA and OTA. This will be pursued in 2015-16.
	OTA MOU signed	See above
HMinfo participates in and contributes to reviews and reforms undertaken by government stakeholders	No of invitations to HMinfo to contribute to reviews and reforms undertaken by government stakeholders	<p>ADHC- FACS Request for a meeting regarding Livable communities</p> <p>FACS-ADHC Copy of Group Home Design Guidelines for sharing</p> <p>Department of veterans Affairs and Lifetime Care and Support Request for examples of HMinfo impacts on their organisations’ policies and/or practices.</p> <p>Centre for Applied Disability Research Application to become a Knowledge Partner of the Centre for Applied Disability Research</p>

3 Strategy

Stakeholder engagement

NDIA Request to become a research partner

Department of Transport, Planning and Local Infrastructure EBEP and HMinfo Resources to support social housing

NSW Planning UD and EBEP and HMinfo

NSW Ministerial Advisory Committee on Ageing Universal Design etc.

Human Rights Commission Universal Design etc.

DSS Response to KPMG Service Group 5 Report for HACC/CHSP Transition

FACS-ADHC Re Caring for the Carer Home Mods paper

FACS-ADHC Consumer peers for home modifications project (ILCNSW)

My Aged Care Feedback on website navigation difficulties

NDIA Follow up on letter of 5/6/14 re Invitation to sit on HMinfo AC

Enable NSW Invitation to sit on HMinfo AC

3 Strategy

Stakeholder engagement

National Disability Services Invitation to be on the HMinfo mailing list

NDIA Requesting NDIA rep on AC

FACS-ADHC Access to NDS NSW IDF monies

FACS-ADHC Listing HMinfo
Research link on ADHC Research webpage

Department of Social Services
Submission re CHSP Discussion Paper

Department of Social Services
Service Group Reviews – publication date

FACS-ADHC Meeting with HMinfo

Department of Social Services
Meeting with HMinfo

Department of Social Services (NSW office) HMinfo liaison with OACQC

Department of Veterans Affairs
Funding sources for Block library for scooters

National Disability Services Request for meeting on 12/5/14

FACS-ADHC Notification of new

3 Strategy

Stakeholder engagement

privacy Statement on website

Department of Social Services (NSW office) Notification of new privacy Statement on website

Department of Social Services (NSW office) Annual Report (revised)

NDIA Requesting NDIA rep on AC

NDIA NDIS and how EBEP/HMinfo can contribute etc. with publications and information attached

NDIA Outlook invitation to meeting on 7/4/14 to discuss HMinfo-NDIA liaison re HMods

FACS-ADHC Future of Research Funding under Disability Reforms F/U

Department of Social Services (NSW office) HMinfo Annual Report 2012-13 and HMinfo Workplan 2013-15 amendments

DVA: DVA contribution to Home Mods History

Department of Social Services (NSW office) Annual Report & letter

National Disability Insurance Agency Future of Research Funding under

3 Strategy

Stakeholder engagement

		<p>Disability Reforms</p> <p>Minister for Ageing and Disability Future of Research Funding under Aged Care and Disability Reforms</p> <p>NSW Department of Family and Community Services – ADHC Future of Research Funding under Disability Reforms</p> <p>Department of Social Services (hard copy) Future of Research Funding under Aged Care Reforms</p> <p>NDIA Registration as a Provider of services to prospective NDIS participants</p> <p>FACS-ADHC ADHC Supplier directory listings</p>
Research stakeholders approached to set out reciprocal benefits of working with HMinfo.	No. of papers/seminars/posters etc. delivered at no. of conferences/seminars/forums	Papers et al delivered: 11 Events attended: 13
	No of citations of HMinfo research in published articles	76
	No of invitations to HMinfo to contribute to other researchers' work.	4

4 Strategy		Governance		
Activities		Performance Indicators	Performance Indicator Targets	Reporting for 2014-2015
4.1	Manage HMinfo activities within HACC grant proportion of HMinfo budget	HMinfo has current Strategic Plan and Workplans	Strategic Plan 2013-15 signed off	Signed off on: 26 February 2014
4.2	Meet all compliance requirements of HACC contracts		HACC Workplan 2013-15 signed off	Signed off on at:
4.3	Review representation on HMinfo Advisory Committee to create a more national focus, reflecting HMinfo's position as the only body in Australia providing evidence based information on home modifications and enabling environments	All HMinfo activities managed within allocated budgets	Expenditure monitored monthly	Expenditure monitored monthly.
4.4	Provide secretariat services to the HMinfo Advisory Committee		HMinfo funds fully expended on approved activities	Funds fully expended on approved activities.
4.5	Undertake formal staff reviews for all HMinfo staff annually		Approval received for application of any unexpended funds to agreed priority activities	Not applicable.
4.6	Develop succession plan to ensure continuity of HMinfo service for duration of funding contracts	All HMinfo contract compliance requirements met	HMinfo acquittals submitted on time and in the correct format	Acquittal submitted
4.7	Apply for grant funds to grow and promote HMinfo objectives to support older people with respect to their home and community environments e.g.		HMinfo reports submitted on time or as requested	Reports submitted on time or as requested.
			HMinfo quality compliance met as specified	Met with as specified.
	<ul style="list-style-type: none"> Expansion of block library for designers and builders Other priority topics identified by funders, professionals and consumers. 	HMinfo Advisory Committee has appropriate national focus and representation	Membership of Advisory Committee includes representatives of government industry partners and key consumer and industry stakeholders	Members include: government partners and key consumer and industry stakeholders, but not DSS who have indicated that they do not wish to be represented on the Advisory Committee. This does limit the effectiveness of the Advisory Committee as Commonwealth

		government input to research activities and priorities would be valuable.
Secretariat services provided to HMinfo Advisory Committee	Minutes of quarterly meetings provided within two weeks of each Advisory Committee meeting	Agenda, Minutes and materials emailed to Committee Members within timeframes as per Advisory Committee Meeting organisation protocols.
	Agenda and reading materials provided one week before each Advisory Committee meeting.	
All HMinfo staff have completed annual reviews	Staff reviews completed within UNSW prescribed timeframes	Completed.
Succession Plan agreed with CFRC Director	Succession plan agreed	Completed
Grant funds applied for when available	No of applications made	0
	No of applications successful	0
	Quantum of new funds received	0

Commonwealth Home and Community Care (HACC) Program Workplan 1 July 2013 to 30 June 2015

Please note the output for HMinfo are the same for (HACC) 77% and (DSS) 23% as they both contribute to the total output.

1 Strategy		Building and maintaining the evidence base		
Activities		Performance Indicators	Performance Indicator Targets	Reporting for 2014-2015
Work with DSS to agree priority research activities in proportion to the funding provided by them and as per the contract with them.		Priority activities agreed with DSS	DSS agree priority activities and HACC workplan 2013-14	DSS agreed to Priority No 1.1 only, on 26 February 2014
Work with Advisory Committee members to identify emerging priorities for future research		Agreed priority activity completed within timeframe	Agreed priority activity completed within timeframe	Yes
The only research Priority option agreed to by DSS is:				
1.1	Continue to update and review evidence published on HMinfo website	Other sources of funding investigated for priority activities that cannot be undertaken within 2013-14 recurrent funding from DSS and/or ADHC (See 4.7)	No. of other sources of funding identified to address priority activities not currently funded.	DSS confirmed on the 4 th March 2014 that "As per advice we provided previously (29 August 2012), the Commonwealth HACC program will not be funding any research priorities with core-non-recurrent funding because as per the original ADHC schedule, HACC funding has not historically been used to fund research; rather, HACC funding has always been directed towards providing a Clearinghouse of information as well as a website that hosts research and development in the home modification arena. During the existing contractual arrangement, the Commonwealth remains committed to maintaining

1 Strategy

Building and maintaining the evidence base

service delivery in line with previous State government arrangements”.

NB Notwithstanding the above statement, the pre-existing State government arrangements always did fund HMinfo for specific research activities as prioritised by ADHC and advised by the HMinfo Advisory Committee.

2 Strategy		Disseminating the evidence base		
Activities		Performance Indicators	Performance Indicator Targets	Reporting for 2014-2015
Undertake the following priority dissemination activities in proportion to the funding provided by DSS and as agreed.		HMinfo website upgrades completed, including enhanced disability access	% Increase in website visits (>25,695)	Number of registered website users: 1167 individuals/organisations
2.1	Maintain HMinfo website to current standard once access upgrades are completed		% Increase in total page views (>109,284)	16.16% increase in website visits (Total unique visitors for July 1 st 2014-Jun 30 2015 was 22,275)
2.2	Continue to publish new and updated research relevant to home modifications and enabling environments for older people in formats appropriate to professional and lay audiences (knowledge translation)		% Increase in returning visitors	5.5% increase in website page views (70,060)
2.3	Continue to publish HMinfo newsletters in current format			0.38% decrease in returning visitors
2.4	Set up and maintain reciprocal links with <i>myagedcare.gov.au</i>			Some functions formerly available only via the website can now be accessed via HMinfo social media such as news, conferences and events therefore do not count as web views.
2.5	Work with ILCA, OT Australia and HMMSC to promote crosslinks between websites			Additionally, since DSS removed HMinfo from My Aged Care, there has been a significant decrease in My Aged Care referrals and in assessors, care planners and service providers accessing HMinfo
2.6	Enhance knowledge of home modifications for consumers and other interested parties through Home Modification Discussion Group Forum.			
2.7	Enhance links with building and design practitioners and students through Home Modification Professionals Forum			
2.8	Enhance links with OTs through Occupational Therapists Forum		% Increase in contacts from social media portals by type	Facebook:
2.9	Enhance and maintain links with professional and consumer groups by providing material in the HMinfo Newsletters for republication on their newsletters and			<ul style="list-style-type: none"> Lifetime total likes > 62.67% Ave daily reach = 5.0 Pay-per-lead (PPL) this metric measures referrals from other websites and

2 Strategy

Disseminating the evidence base

websites e.g. CoTA
2.10 Liaise with SAI Global re ongoing protocol to cover inclusion of Standards Australia information in all HMinfo research publications.

as such is proxy for reach.

- Referrals to website > 4.33%

Twitter:

- Lifetime followers > 42.11%
- Referrals to website > 141.18%

LinkedIn:

- Lifetime followers < 29.58%
- Referrals to website < 68.42%

% Users who rate HMinfo website accessibility positively

Follow up action from Vision Australia accessibility report implemented in 2014-15

HMinfo website maintained to standard

HMinfo website available 24/7

99.9 %

New and updated information loaded to HMinfo as available and outdated information removed.

HMinfo content reviewed on a rolling 5 year cycle or as new information becomes available

All publications over five years old have been identified and prioritised for review.

HMinfo website has only current information on it

Additional publications were identified for review where regulatory changes e.g. fire safety, meant that urgent review was required.

Resource constraints mean that identified reviews will take some time to complete.

HMinfo newsletters distributed to professional

No of newsletters distributed

1/07/14-30/06/15: 4

2 Strategy

Disseminating the evidence base

and consumer links	No of downloads of newsletter from website	91 direct downloads but it is also circulated to all registered and subscribed users (1167 individuals or organisations)
Key national professional and consumer links identified and maintained	Occupational Therapists (OT) Mailing List moderated and maintained	Number of registered individual OT's: 593 Traffic: 154 Threads Generated: 118 Threads Maintained: 118
	Home Modification Professionals Forum and OT Forum moderated and maintained	Traffic: 0 Threads Generated: 2 Threads Maintained: 2 Linked to collaboration with MODA which commenced late 2014-15. Expected to ramp up in 2015-16.
	Home Modification Discussion Group Forum moderated and maintained	This was a new forum set up in anticipation of increased consumer demand for information on home modifications arising from the reforms. This Forum is not compatible with new classification of Sector Support. Will be discussing this with DoH as this is a reduction of access for consumers to information to inform their decision making, which is exacerbated by HMinfo being delisted from MyAgedCare.

2 Strategy

Disseminating the evidence base

	No of other key professional links identified and approached/maintained	Completed in 2013-14
Liaison established with key professional and consumer groups	No of links established	<p>Links have been established with:</p> <ul style="list-style-type: none"> • National Disability Insurance Agency • Council on the Ageing • Modifications Australia (MOD.A) • Community Housing Federation of Australia • Occupational Therapy Australia • Livable Housing Australia • Master Builders Association • National Aged Care Alliance • National Disability Services • Independent Living Centres Australia • Physical Disability Consumer Networks • Centre for Applied Disability Research (there is no equivalent for applied ageing research) • Spinal Cord Industry Association (SCIA) • Paraquad • People with Disability • Vision Australia • Lifetime Time Care and Support

2 Strategy

Disseminating the evidence base

		<ul style="list-style-type: none"> (LTCS) • COTA NSW • Local Government and Shires Associations of NSW • MOD.A • NSW Land and Housing Corp (Strategic Assets Management Group) • ILC NSW • PDC NSW • DVA • FACS-ADHC • NSW OT advisors group • Livable Housing Australia.
Reciprocal links set up on relevant professional and consumer websites	HMinfo listed on MyAgedCare website	HMinfo was listed on the My Aged Care website as at 31 Dec 2013 but DSS removed the listing in 2015. A request has been made to DSS and My Aged Care to relist HMinfo so that MyAgedCare advisors, RAS assessors and service providers can find HMinfo easily, but no response has been received to date (23/11/15).
	No of referrals from MyAgedCare	93 via phone (unfunded activity)
	HMinfo listed on other websites (No.)	11

2	Strategy	Disseminating the evidence base		
		SAI Global approached to confirm ongoing arrangements	New arrangements agreed for citing and using Australian Standards material	Completed in 2013-2014
			HMinfo Research and Publication Protocols updated to include SAI Global input at review stage	Completed in 2013-2014

3	Strategy	Stakeholder engagement		
	Activities	Performance Indicators	Performance Indicator Targets	Reporting for 2014-2015
	Undertake the following priority community engagement activities in proportion to the funding provided by DSS and as agreed.			
3.1	Review government stakeholders and HMinfo Advisory Committee representation to reflect a more national focus	HMinfo Advisory Committee has national and state representation across a range of government, non-government, provider and consumer stakeholders	HMinfo Advisory Committee has relevant national and/or state representation from each stakeholder group	DSS advised that they did not wish to be represented on the HMinfo Advisory Committee.
3.2	Review industry stakeholders and HMinfo Advisory Committee representation to reflect a more national focus e.g. MBA, HIA, OT Australia, ILCA, NACA, Access Consultants Australia etc.			Current Advisory Committee members comprise representatives from government, industry and consumer groups as follows:
3.3	Review consumer stakeholders and HMinfo Advisory Committee representation to reflect a more national focus e.g. COTA,			SCOPE Access, KeyStone HMM service, LTCS, SCIA, COTA NSW, Local Government and Shires Associations of NSW, MOD.A, NSW Land and Housing Corp.- Strategic Assets Management Group, ILC NSW, PDC NSW, DVA, FACS-ADHC, NSW OT advisors group, Paraquad, Livable Housing Australia.
3.4	Maintain existing links with research stakeholders and develop new ones as			

3 Strategy	Stakeholder engagement		
<p>appropriate</p> <p>3.5 Update/develop MOUs with key industry partners including HMMSC, OT Australia and ILCA</p> <p>3.6 Contribute to reviews and reforms undertaken by government industry partners e.g. Home Modifications Review (DSS-HACC),</p> <p>3.7 Contribute where appropriate to other reviews and changes which impact on older people with respect to their home and community environments.</p>	HMinfo Advisory Committee members are active and effective contributors	% of HMinfo Advisory Committee meetings attended or contributed to by each member	<p>For the period 01/07/14 – 30/06/15: Advisory Committee Members attended the 4 Advisory Committee meetings as follows:</p> <ul style="list-style-type: none"> • 11 in September • 11 in December • 9 in March • 7 in June
	MOU with HMMSC updated	MOU updated and implemented	<p>Completed in 2013-14</p> <p>NB HMMSC now known as MOD.A</p>
	ILCA approached to enter into MOU with HMinfo	<p>ILCA approached</p> <hr/> <p>ILCA MOU signed</p>	<p>On the 6th June 2014 ILCA advised <i>“the ILCA is a collaborative network, and is not an organisation. It has not a legal entity, nor is it part of one. Therefore, the ILCA cannot enter into an MOU or into any other agreement”</i>.</p> <p>HMinfo continues to network with individual ILCs as appropriate.</p>
	OTA approached to enter into MOU with HMinfo	<p>OTA approached</p> <hr/> <p>OTA MOU signed</p>	<p>20/03/2014, negotiations delayed due to change of office bearers meeting pending. Agreement has been reached that all parties would prefer a tripartite MOU with HMinfo MODA and OTA. This will be pursued in 2015-16.</p>

3 Strategy

Stakeholder engagement

HMinfo participates in and contributes to reviews and reforms undertaken by government stakeholders

No of invitations to HMinfo to contribute to reviews and reforms undertaken by government stakeholders

ADHC- FACS Request for a meeting regarding Livable communities
FACS-ADHC Copy of Group Home Design Guidelines for sharing
Department of veterans Affairs and Lifetime Care and Support Request for examples of HMinfo impacts on their organisations' policies and/or practices.
Centre for Applied Disability Research Application to become a Knowledge Partner of the Centre for Applied Disability Research
NDIA Request to become a research partner
Department of Transport, Planning and Local Infrastructure EBEP and HMinfo Resources to support social housing
NSW Planning UD and EBEP and HMinfo
NSW Ministerial Advisory Committee on Ageing Universal Design etc.
Human Rights Commission Universal Design etc.
DSS Response to KPMG Service Group 5 Report for HACC/CHSP Transition
FACS-ADHC Re Caring for the Carer Home Mods paper
FACS-ADHC Consumer peers for home modifications project

3 Strategy

Stakeholder engagement

(ILCNSW)
My Aged Care Feedback on website navigation difficulties
NDIA Follow up on letter of 5/6/14 re Invitation to sit on HMinfo AC
Enable NSW Invitation to sit on HMinfo AC
National Disability Services Invitation to be on the HMinfo mailing list
NDIA Requesting NDIA rep on AC
FACS-ADHC Access to NDS NSW IDF monies
FACS-ADHC Listing HMinfo
Research link on ADHC Research webpage
Department of Social Services Submission re CHSP Discussion Paper
Department of Social Services Service Group Reviews – publication date
FACS-ADHC Meeting with HMinfo
Department of Social Services Meeting with HMinfo
Department of Social Services (NSW office) HMinfo liaison with OACQC
Department of Veterans Affairs Funding sources for Block library for scooters
National Disability Services Request for meeting on 12/5/14

3 Strategy

Stakeholder engagement

FACS-ADHC Notification of new privacy Statement on website
Department of Social Services (NSW office) Notification of new privacy Statement on website
Department of Social Services (NSW office) Annual Report (revised)
NDIA Requesting NDIA rep on AC
NDIA NDIS and how EBEP/HMinfo can contribute etc. with publications and information attached
NDIA Outlook invitation to meeting on 7/4/14 to discuss HMinfo-NDIA liaison re HMods
FACS-ADHC Future of Research Funding under Disability Reforms F/U
Department of Social Services (NSW office) HMinfo Annual Report 2012-13 and HMinfo Workplan 2013-15 amendments
DVA: DVA contribution to Home Mods History
Department of Social Services (NSW office) Annual Report & letter
National Disability Insurance Agency Future of Research Funding under Disability Reforms
Minister for Ageing and Disability Future of Research Funding under Aged Care and Disability Reforms
NSW Department of Family and

3 Strategy

Stakeholder engagement

Community Services – ADHC Future of Research Funding under Disability Reforms
 Department of Social Services (hard copy) Future of Research Funding under Aged Care Reforms
 NDIA Registration as a Provider of services to prospective NDIS participants
 FACS-ADHC ADHC Supplier directory listings

Research stakeholders approached to set out reciprocal benefits of working with HMinfo.

No. of papers/seminars/posters etc. delivered at no. of conferences/seminars/forums

Papers et al delivered: 25
 Events attended:
 Walk21 Conference – Sydney. One paper, one walkshop
 Keynote Speaker at the Resilient Communities Summit – New Zealand.
 Occupational Therapy Australia's ACT & NSW Conference "Occupational Therapy: A Life Practice", Sydney.
 Spinal Cord Injuries Australia's "SCIA Independence Expo", Sydney.
 Akolade's 2nd Annual Managing Design for Success "Repurposing existing buildings from an inclusive design/ end-user perspective",

Sydney.

The International Federation on Ageing's 12th International Federation on Ageing Global Conference "Health, Security and Community" Hyderabad, India. Two papers

International Conference on Universal Design "UD2014", Lund University, Lund, Sweden. Four papers

National Disability Authority Ireland – June. Two papers

European Network for Housing Research (ENHR) Conference "Beyond Globalisation: Remaking Housing Policy in a Complex World", Edinburgh, Scotland.

Australian Universal Design Conference "Creating inclusive and liveable communities for all Australians", Sydney Town Hall, Sydney. Three papers

The International Association for Universal Design 5th International Conference for Universal Design 2014, Tokyo International Exchange Center, Japan. Universal Design

3 Strategy

Stakeholder engagement

Conference – Tokyo. Two papers presented, one awarded “Best Paper”

Keynote: Older Australian out and about in the global context: Their bathroom preferences and what this means for standards development and accessible tourism. Invited paper presented at the Symposium on Trends in Universal Design (STUD 2014). Kuala Lumpur

Keynote for Abbeyfield National Conference – Melbourne

Disability Shared Symposium in Canada

NSW Community Housing Conference – Better housing outcomes for people with disability, Sydney.

Carers NSW 2015 Biennial Conference, Sydney. Design Requirements of Carers of Young People with Disability.

No of citations of HMinfo research in published articles	76
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No of invitations to HMinfo to contribute to other researchers' work.	4
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4 Strategy Governance				
Activities		Performance Indicators	Performance Indicator Targets	Reporting for 2014-2015
4.1	Manage HMinfo activities within HACC grant proportion of HMinfo budget	HMinfo has current Strategic Plan and Workplans	Strategic Plan 2013-15 signed off	Signed off on: 26 February 2014
4.2	Meet all compliance requirements of HACC contracts		HACC Workplan 2013-15 signed off	Signed off on: 26 February 2014
4.3	Review representation on HMinfo Advisory Committee to create a more national focus, reflecting HMinfo's position as the only body in Australia providing evidence based information on home modifications and enabling environments	All HMinfo activities managed within allocated budgets	Expenditure monitored monthly	Expenditure monitored monthly.
			HMinfo funds fully expended on approved activities	Funds fully expended on approved activities.
			Approval received for application of any unexpended funds to agreed priority activities	Not applicable.
4.4	Provide secretariat services to the HMinfo Advisory Committee	All HMinfo contract compliance requirements met		
4.5	Undertake formal staff reviews for all HMinfo staff annually		HMinfo acquittals submitted on time and in the correct format	Acquittal submitted via e-FAR.
4.6	Develop succession plan to ensure continuity of HMinfo service for duration of funding contracts		HMinfo reports submitted on time or as requested	2014-15 Activity Workplan Report submitted on 7 December 2015.
4.7	Apply for grant funds to grow and promote HMinfo objectives to support older people with respect to their home and community environments e.g.		HMinfo quality compliance met as specified	Met.
	<ul style="list-style-type: none"> Expansion of block library for designers and builders Other priority topics identified by funders, professionals and consumers. 	HMinfo Advisory Committee has appropriate national focus and representation	Membership of Advisory Committee includes representatives of government industry partners and key consumer and industry stakeholders	Members include: government partners and key consumer and industry stakeholders, but not DSS who have indicated that they do not wish to be represented on the Advisory Committee. This does limit the effectiveness of the Advisory Committee as Commonwealth

4 Strategy

Governance

		government input to research activities and priorities would be valuable.
Secretariat services provided to HMinfo Advisory Committee	Minutes of quarterly meetings provided within two weeks of each Advisory Committee meeting Agenda and reading materials provided one week before each Advisory Committee meeting.	Agenda, Minutes and materials emailed to Committee Members within timeframes as per Advisory Committee Meeting organisation protocols.
All HMinfo staff have completed annual reviews	Staff reviews completed within UNSW prescribed timeframes	Completed
Succession Plan agreed with CFRC Director	Succession plan agreed	Completed
Grant funds applied for when available	No of applications made	DSS ACSIHAG (2) and Housing and Homelessness (1) Grant applications
	No of applications successful	DVA re Scooter research - addition to Enabling Block Library Template
	Quantum of new funds received	0

3.4 HMinfo Activities 2014/2015

3.4.1 Research & Publications

HMinfo Publications

- Bleasdale MP, McNamara NK, Zmudzki F, Bridge CE. (2014) Positioning Paper: DIY Home Modifications: Point-of-Sale Support for People with Disability and their Carers. Positioning Paper. Home Modification Information Clearinghouse, Sydney: UNSW Australia
- Davy L, Adams T, Bridge C. (2014) Caring for the Carer: Home design and modification for carers of young people with disability. Home Modification Information Clearinghouse, Sydney: UNSW Australia
- Quinn, J. & Millikan, L. (2015) Consumer Factsheet: Showering over the bathroom floor drain 2nd ed. Home Modification Information Clearinghouse, Sydney: UNSW Australia

Books & Book Chapters

- Whybrow S, Bridge C. (2015) Accessibility Outcomes in Disaster Recovery - A Critical Concern, a Minimum Requirement or an Afterthought? In Disaster and Development: an Occupational Perspective, 1st Edition. Editors: Rusford N, Thomas K. Chapter 17.

Refereed Journal Articles

- Bridge C, Carnemolla P. (Sep 2014) An enabling BIM block library: an online repository to facilitate social inclusion in Australia. Construction Innovation 14(4):477-492

Conference Proceedings & Presentations

- Bridge CE. (2014) Resilience and Ageing: Experiences. Resilient Communities Summit, Blenheim, N.Z., 29 Sep 2014 - 29 Sep 2014 (Conference Presentation)
- Bridge CE. (2015) What housing works for people with a disability, and what do disabled clients want and need? NSW Housing Conference - Setting New Directions, Sydney, 05 May 2015 - 06 May 2015 (Conference Presentation)
- Bridge C, Adams T. (2015) Design Requirements of Carers of Young People with Disability. Let's revolutionise caring: inclusion, innovation, diversity, Carers NSW 2015 Biennial Conference, 21 May 2015 - 22 May 2015 (Conference Presentation)
- Bridge CE, McNamara NK, Zmudzki F. (2014) DIY home modifications: Is there a connection to wellbeing and if so how might we demonstrate value?. European Network for Housing Research, Edinburgh, Scotland, 01 Jul 2014 - 04 Jul 2014. European network for housing research. (Conference Presentation)
- Bridge CE, Mintzes A, Demirbilek O. (2014) Older Australian out and about in the global context: Their bathroom preferences and what this means for standards

- development and accessible tourism. Symposium on Trends in Universal Design (STUD20124), Kuala Lumpur, 01 Dec 2014 - 12 Dec 2014. (Conference Presentation)
- Bridge CE, Sivaramen V, Thorne. J. (2014) The Liveability Project - Mobile crowdsourcing older persons opinions on town pavements. Walk 21 - Speed Dating Under the Big Top, Luna Park, Sydney, 21 Oct 2014 - 23 Oct 2014 (Conference Presentation)
- Bridge CE, Sivaramen V. (2014) Walk 21 - The Livability Project – Crown Street, Surry Hills. Walk21 - International Conference on Walking and Liveable Communities, Luna Park, Sydney, Australia, 21 Oct 2014 - 23 Oct 2014 (Conference Presentation)
- Carnemolla PK, Bridge C. (2014) How Home Modifications Support Ageing Well at Home: Towards a Lasting Housing Legacy. The 5th International Conference for Universal Design in Fukushima & Tokyo, Tokyo, Japan, 11 Nov 2014 - 13 Nov 2014. (Conference Presentation)
- Carnemolla PK, Bridge C. (2014) The potential of a home modification strategy – a universal design approach to existing housing. UD2014 Universal Design Conference, Lund, Sweden, 16 Jun 2014 - 18 Jun 2014. Proceedings editors: Caltenco H, Hedvall P, Larsson A, Rassmus-Grohn K, Rydeman B. Universal Design 2014: Three Days of Creativity and Diversity. IOS Press, Lund. 35: 259-268.
- Lukman A, Bridge CE, Dain SJ, Boon M. (2014) Developing Perception-Based Criteria of Inclusive (Architectural) Design. UD2014 Universal Design Conference, Lund, Sweden, 16 Jun 2014 - 18 Jun 2014. Proceedings editors: Caltenco H, Hedvall P, Larsson A, Rassmus-Grohn K, Rydeman B. Universal Design 2014: Three Days of Creativity and Diversity. IOS Press, Lund. 35: 109-118. 07
- McNamara NK, Bleasdale M, Bridge C. (2014) DIY Home Modifications: an Australian case-study of choice and control. Universal Design Conference, Lund, Sweden, 16 Jun 2014 - 18 Jun 2014. Proceedings editors: Caltenco H, Hedvall P, Larsson A, Rassmus-Grohn K, Rydeman B. Universal Design 2014: Three Days of Creativity and Diversity. IOS Press, Lund. 35: 119-128.
- McNamara N, Bridge C, Zmudzki F. (2014) Consumer Choice and DIY Home Modifications: Exploring Universally Designed Housing. The 5th International Conference for Universal Design in Fukushima & Tokyo, Tokyo, Japan, 11 Nov 2014 - 13 Nov 2014. (Conference Presentation)

website

SECTION 4



4 HMINFO WEBSITE

4.1 Website Overview 2014-2015

Total Page Views: 70060

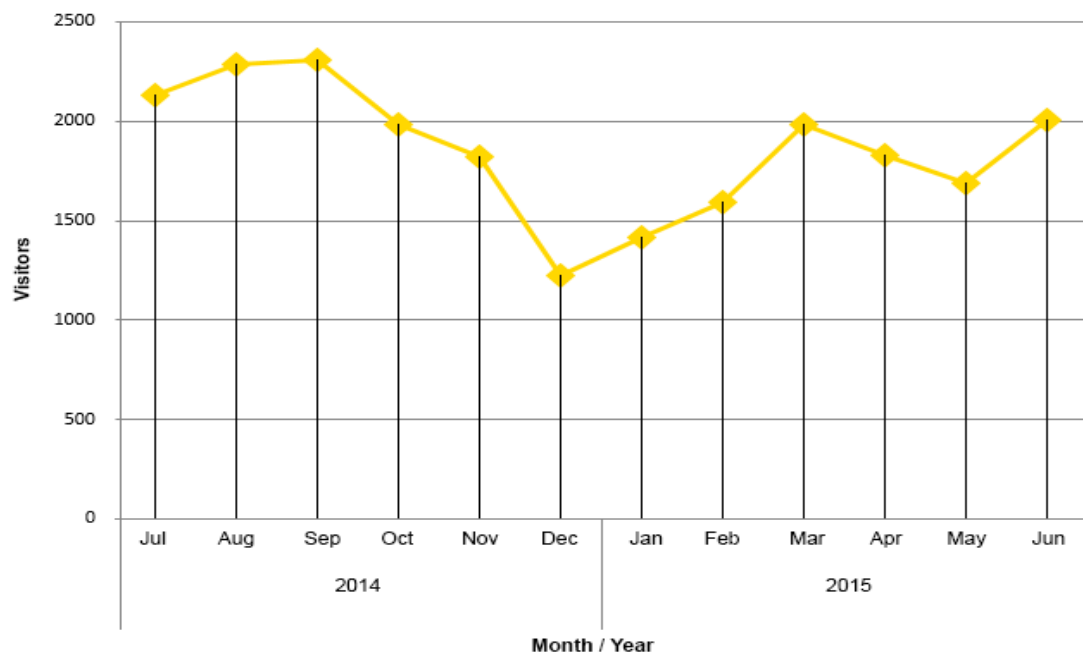
Total Visitors: 22275

Total New Website Registrations: 99

OT Forum/Mailing List Members: 597

4.2 Webstats and Google Analytics Reports

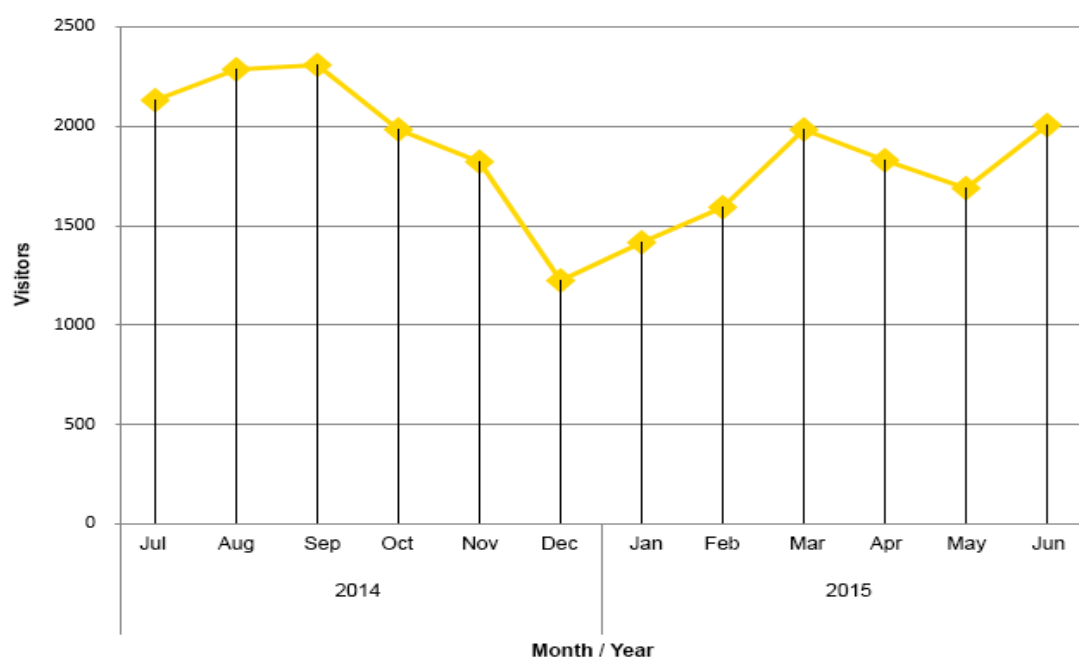
4.2.1 Visitors in the last financial year by month (graphical)



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

Month (year)	Visitors	Page views
July 2014	2132	7174
August 2014	2283	7512
September 2014	2310	6847
October 2014	1986	6872
November 2014	1822	5410
December 2014	1226	3652
January 2015	1412	4726
February 2015	1593	5134
March 2014	1986	6626
April 2015	1831	5961
May 2015	1689	4671
June 2015	2005	5475
Total	22,275	70,060

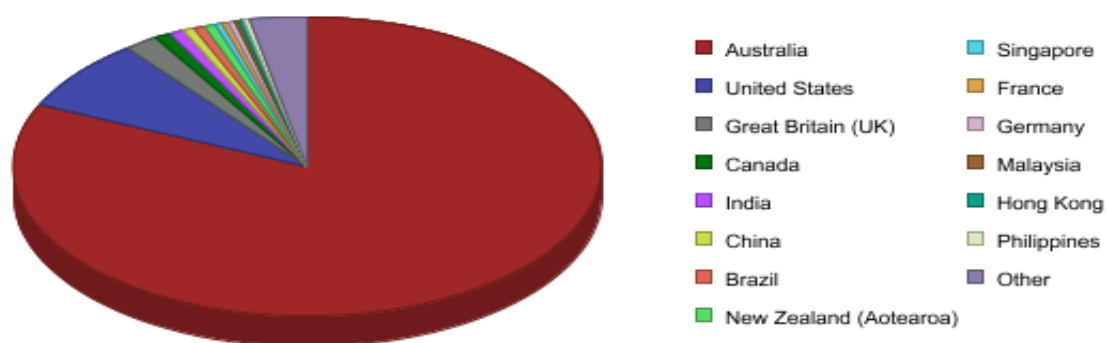
4.2.3 Visitors returning in the last financial year by month (graphical)



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

Month (year)	Number of returning visitors	% of Total returning visitors
July 2014	2132	7174
August 2014	2283	7512
September 2014	2310	6847
October 2014	1986	6872
November 2014	1822	5410
December 2014	1226	3652
January 2015	1412	4726
February 2015	1593	5134
March 2014	1986	6626
April 2015	1831	5961
May 2015	1689	4671
June 2015	2005	5475
Total	22,275	70,060

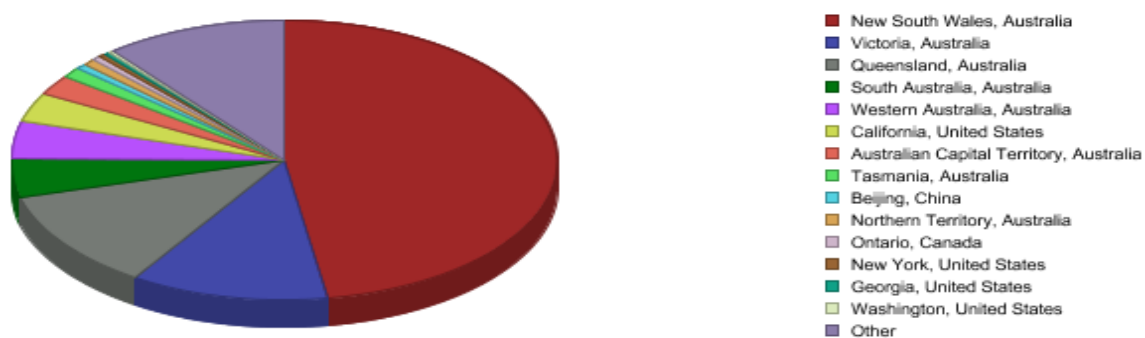
4.2.5 Visitors since last financial year by country (graphical)



4.2.6 Visitors since last financial year by country (top 10)

Country	Visits	% of Total Visitors
Australia	18,113	82
United States	1,696	8
Great Britain (UK)	412	2
Canada	198	1
India	166	1
China	156	1
Brazil	132	1
New Zealand (Aotearoa)	129	0.6
Singapore	86	0.4
France	81	0.4

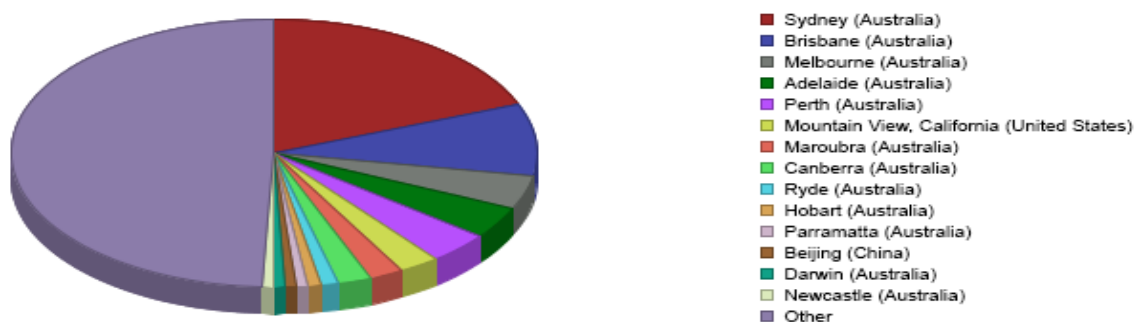
4.2.7 Visitors since last financial year by region (graphical)



4.2.8 Visitors since last financial year by region (top 10)

Region	Visits	% of Total Visitors
New South Wales, Australia	10232	48
Victoria, Australia	2525	12
Queensland, Australia	2484	12
South Australia, Australia	939	4
Western Australia, Australia	930	4
California, United States	734	3
Australian Capital Territory, Australia	503	2
Tasmania, Australia	243	1
Beijing, China	149	1
Northern Territory, Australia	145	1

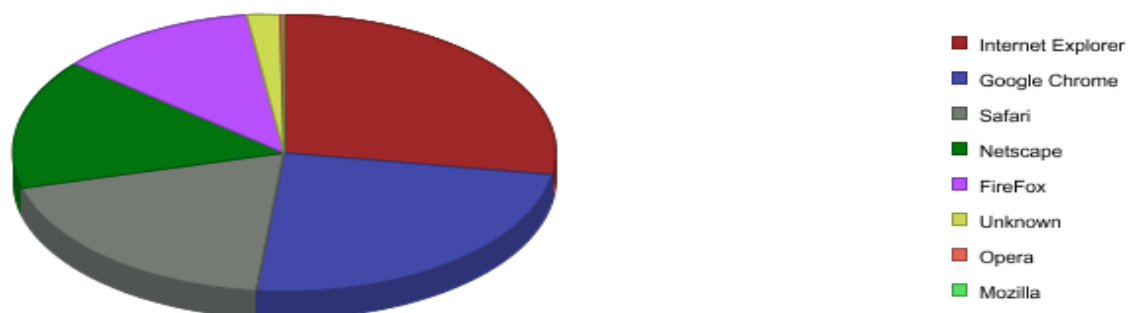
4.2.9 Visitors in the last financial year by city (graphical)



4.2.10 Visitors in the last financial year by city (top 10)

City	Visits	% of Total
Sydney (Australia)	3922	19
Brisbane (Australia)	1805	9
Melbourne (Australia)	849	4
Adelaide (Australia)	795	4
Perth (Australia)	769	4
Mountain View, California (United States)	510	2
Maroubra (Australia)	436	2
Canberra (Australia)	413	2
Ryde (Australia)	231	1
Hobart (Australia)	171	0.8

4.2.11 Top Browsers used in the last financial year (graphical)



4.2.12 Top Browsers used in the last financial year (table)

Browser	Visits	% of Total
Internet Explorer	6,113	28
Google Chrome	5,354	24
Safari	4,272	19
Netscape	3,357	15
FireFox	2,601	12
Opera	36	2

4.2.13 Google Analytics visits by country

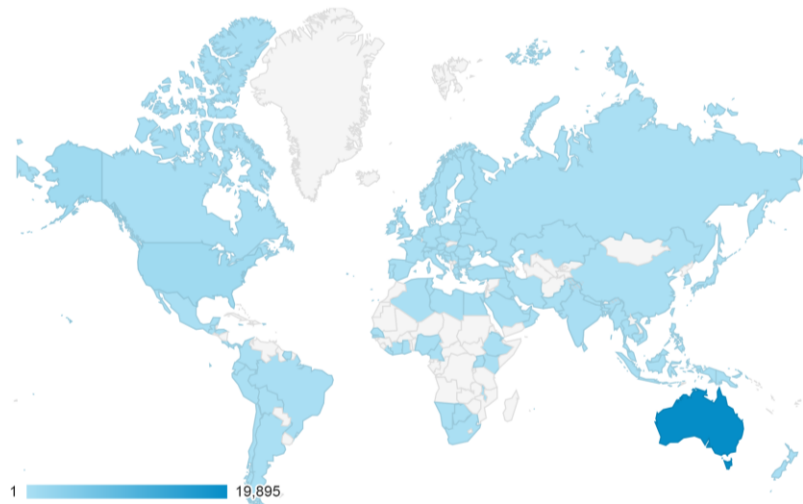
Location

Jul 1, 2014 - Jun 30, 2015

All Sessions
100.00%

Map Overlay

Summary



Country	Acquisition			Behavior			Conversions		
	Sessions	% New Sessions	New Users	Bounce Rate	Pages / Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value
	23,538 % of Total: 100.00% (23,538)	56.83% Avg for View: 56.81% (0.03%)	13,377 % of Total: 100.03% (13,373)	59.07% Avg for View: 59.07% (0.00%)	2.64 Avg for View: 2.64 (0.00%)	00:02:14 Avg for View: 00:02:14 (0.00%)	0.00% Avg for View: 0.00% (0.00%)	0 % of Total: 0.00% (0)	\$0.00 % of Total: 0.00% (\$0.00)
1. Australia	19,895 (84.52%)	52.48%	10,441 (78.05%)	55.68%	2.80	00:02:27	0.00%	0 (0.00%)	\$0.00 (0.00%)
2. United States	1,280 (5.44%)	75.94%	972 (7.27%)	73.75%	1.89	00:01:08	0.00%	0 (0.00%)	\$0.00 (0.00%)
3. United Kingdom	439 (1.87%)	79.27%	348 (2.60%)	76.77%	1.77	00:01:06	0.00%	0 (0.00%)	\$0.00 (0.00%)
4. Canada	214 (0.91%)	78.04%	167 (1.25%)	73.83%	1.99	00:01:47	0.00%	0 (0.00%)	\$0.00 (0.00%)
5. India	181 (0.77%)	92.27%	167 (1.25%)	81.22%	1.47	00:00:36	0.00%	0 (0.00%)	\$0.00 (0.00%)
6. Brazil	134 (0.57%)	99.25%	133 (0.99%)	97.76%	1.03	00:00:02	0.00%	0 (0.00%)	\$0.00 (0.00%)
7. New Zealand	134 (0.57%)	61.19%	82 (0.61%)	68.66%	1.87	00:01:28	0.00%	0 (0.00%)	\$0.00 (0.00%)
8. Singapore	90 (0.38%)	78.89%	71 (0.53%)	70.00%	2.31	00:00:52	0.00%	0 (0.00%)	\$0.00 (0.00%)
9. (not set)	71 (0.30%)	97.18%	69 (0.52%)	80.28%	1.25	00:00:23	0.00%	0 (0.00%)	\$0.00 (0.00%)
10. Germany	70 (0.30%)	60.00%	42 (0.31%)	81.43%	1.30	00:00:16	0.00%	0 (0.00%)	\$0.00 (0.00%)

Rows 1 - 10 of 109

4.2.14 Google Analytics visits by city

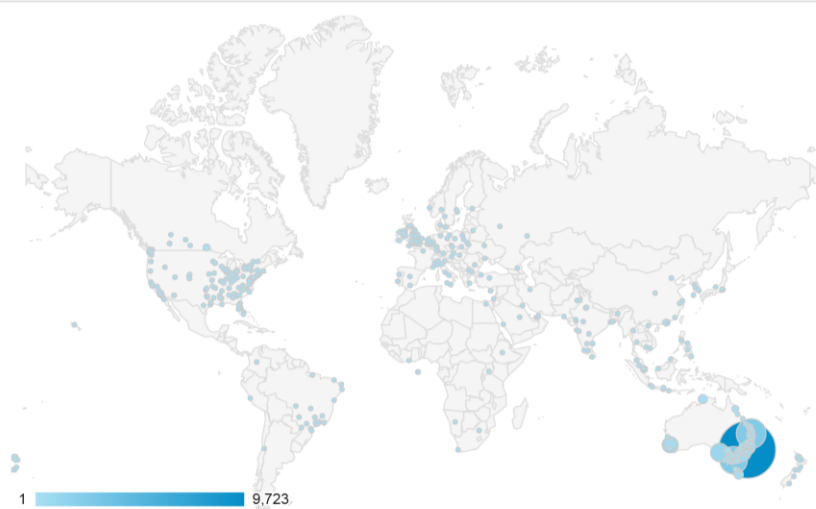
Location

Jul 1, 2014 - Jun 30, 2015

All Sessions
100.00%

Map Overlay

Summary



City	Acquisition			Behavior			Conversions		
	Sessions	% New Sessions	New Users	Bounce Rate	Pages / Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value
	23,538 % of Total: 100.00% (23,538)	56.83% Avg for View: 56.81% (0.03%)	13,377 % of Total: 100.03% (13,373)	59.07% Avg for View: 59.07% (0.00%)	2.64 Avg for View: 2.64 (0.00%)	00:02:14 Avg for View: 00:02:14 (0.00%)	0.00% Avg for View: 0.00% (0.00%)	0 % of Total: 0.00% (0)	\$0.00 % of Total: 0.00% (\$0.00)
1. Sydney	9,723 (41.31%)	52.32%	5,087 (38.03%)	51.52%	2.78	00:02:29	0.00%	0 (0.00%)	\$0.00 (0.00%)
2. Brisbane	2,413 (10.25%)	51.68%	1,247 (9.32%)	63.86%	2.59	00:02:16	0.00%	0 (0.00%)	\$0.00 (0.00%)
3. Melbourne	2,367 (10.06%)	59.57%	1,410 (10.54%)	59.65%	2.90	00:02:33	0.00%	0 (0.00%)	\$0.00 (0.00%)
4. Perth	985 (4.18%)	49.64%	489 (3.66%)	56.45%	3.10	00:02:41	0.00%	0 (0.00%)	\$0.00 (0.00%)
5. Adelaide	917 (3.90%)	45.91%	421 (3.15%)	62.05%	2.75	00:02:27	0.00%	0 (0.00%)	\$0.00 (0.00%)
6. Canberra	638 (2.71%)	63.32%	404 (3.02%)	53.29%	3.09	00:02:48	0.00%	0 (0.00%)	\$0.00 (0.00%)
7. Newcastle	502 (2.13%)	52.79%	265 (1.98%)	53.98%	3.18	00:02:02	0.00%	0 (0.00%)	\$0.00 (0.00%)
8. (not set)	372 (1.58%)	90.86%	338 (2.53%)	74.73%	1.58	00:01:00	0.00%	0 (0.00%)	\$0.00 (0.00%)
9. Wollongong	294 (1.25%)	56.80%	167 (1.25%)	60.54%	2.28	00:01:53	0.00%	0 (0.00%)	\$0.00 (0.00%)
10. Hobart	168 (0.71%)	36.90%	62 (0.46%)	61.31%	2.71	00:01:59	0.00%	0 (0.00%)	\$0.00 (0.00%)

Rows 1 - 10 of 1296

4.2.15 Top 10 HMinfo Publication Reads for 2014-2015

Rank	Publication Title	Reads
1	Summary Bulletin: Electrical Safety in Bathrooms 2nd ed.	1998
2	Caring for the Carer: Home design and modification for carers of young people with disability	1982
3	DIY Home Modifications: Point-of-Sale Support for People with Disability and their Carers Positioning Paper	1650
4	A user appraisal of the contribution of built environment factors to the independence and wellbeing of older people in two NSW regional town centres	1376
5	Consumer Factsheet: Arranging Home Modifications	1375
6	Summary Bulletin: Environmental Assessment & Modification for Australian Occupational Therapists	1260
7	Summary Bulletin: Gardening at Home	1212
8	The Effectiveness of Ceiling Hoists in Transferring People with Disabilities - A systematic review	1192
9	Landscape Modification: an alternative to residential access ramps and lifts	1151
10	Orientation: Evidence Based Research: Effectiveness of Grabrail Orientations During the Sit-to-Stand Transfer	1045

4.2.16 Top 10 Publication downloads for 2014-2015

Rank	Publication Title	Downloads
1	Summary Bulletin: Electrical Safety in Bathrooms 2nd ed.	1173
2	The Effectiveness of Ceiling Hoists in Transferring People with Disabilities - A systematic review	980
3	DIY Home Modifications: Point-of-Sale Support for People with Disability and their Carers Positioning Paper	875
4	Caring for the Carer: Home design and modification for carers of young people with disability	661
5	Summary Bulletin: Environmental Assessment & Modification for Australian Occupational Therapists	515
6	Orientation: Evidence Based Research: Effectiveness of Grabrail Orientations During the Sit-to-Stand Transfer	468
7	Consumer Factsheet: Arranging Home Modifications	346
8	A user appraisal of the contribution of built environment factors to the independence and wellbeing of older people in two NSW regional town centres	268
9	Diameter: Evidence Based Research: Selecting Diameters for Grabrails	241
10	Consumer Bulletin: Showering over the bathroom floor drain	240

4.3 Website Accessibility

4.3.1 Website Accessibility Upgrades

Digital Access at Vision Australia conducted an Accessibility Audit of the HMinfo website in April 2013. The website was assessed against the Web Content Accessibility Guidelines [WCAG] 2.0 specifications. The website complied with the majority of WCAG 2.0 criteria. There were issues with 13 of the criteria raised in the audit, each consisting of multiple compliance requirements. In total, 34 website development action items were designed to address each requirement. The majority of these action items have been completed. There is one remaining action item which is in the process of being addressed. The HMinfo website will be periodically re-audited.

4.3.2 Website Usability Upgrades

The Physical Disability Council of NSW (“PDCN”) completed a usability review of the HMinfo website in June 2014.

Feedback which emerged from the PDCN review assisted HMinfo in discovering various usability issues present on the HMinfo website. The majority of identified issues were non-technical and those that were technical were not related to the implementation of the WCAG 2.0 specifications.

Flaws in the website’s usability were primarily attributed to the spatial layout of elements, use of terminology, and organisation of information. Complex and ineffective search forms were also of concern.

An internal action plan (“HMinfo Website Action Plan”) constituting of an action plan developed by the PDCN and outcomes of in-house analysis of user feedback was generated to address all identified usability issues.

The HMinfo Website Action Plan was submitted to the Advisory Committee during the Advisory Committee Meeting held in September 2014.

Some high priority items in the action plan have been addressed. It is expected that the focus on completing the HMinfo Website Action Plan will increase during 2015 as current web development is focused on completing the Website Accessibility Upgrades.

The website has undergone the following major enhancements since the last Annual Report:

- **Colour Contrast Changes** – Background and foreground colours have been adjusted across the website to ensure that the websites contrast ratios pass Level

AAA requirements of the Web Content Accessibility Guidelines (WCAG) for small and large font sizes. Background images were adjusted where necessary to remove patterns which disrupt contrast ratios. Users will find it easier to distinguish characters on the website and newsletter due to these changes.

- **ZoomText Rendering Options** – ZoomText is a screen magnifier application which allows users to enlarge images and text on their desktop. According to Vision Australia, it is the most commonly used screen magnifier in Australia and the average magnification level is 400%. The website was adjusted to operate at up to 400% magnification.
- **Accessibility upgrades** – to enable all users to access all of our website. This undertaking is currently 98% complete.
- **Forum Search**– A keyword based search was added to each Forum section on the website to enable users to conveniently find conversations.
- **Event Calendar Usability Enhancement** – Feedback from users during the PDCN review indicated that pop-ups were presenting usability issues due to the manner in which they remove focus from the website and interrupt navigation flow. Event Calendar pop-up windows were replaced with conventional pages which display event information. Event information pages provide links back to their relevant calendar dates and also improve SEO due to the link hierarchy they establish.
- **Mega Menu Enhancements** – Recent enhancements are aimed at addressing issues which were experienced by users of assistive technology such as turbo-mice. Internal and external feedback suggested that the Menu Menu's transition speed was overly fast and did not allow users to effectively navigate menu options.

Mega Menu transition speeds have been adjusted to provide sufficient time for users to navigate menu options. In addition to speed adjustments, transition animations were added to indicate the timing of focus changes.

- **Administrator Interface Features** – A number of upgrades to the administrator interface were developed to improve productivity in regards to the management of website content:
 - Record ID Search – Staff members are able to locate records faster by querying records by their unique ID
 - Publication List Export - Allows staff members to efficiently review publication records to address inaccessible field data

- Newsletter Wizard – Standardises the newsletter layout by limiting newsletter authoring to content editing only
- **High Contrast Mode** – A High Contrast Mode was added to the website which alters colours and certain images for users who require higher contrasts to read the website comfortably. Users may switch contrast modes via a new toolbar in the websites header.
- **Improved Coverage Area Options** – Coverage Area options have been improved by allowing users to exclude LGAs when configuring their coverage area. The changes solve issues with postcodes located within overlapping LGA boundaries. Additionally, configuration forms have been divided into separate steps to simplify the designation of coverage areas for users of assistive technology.
- **Home Page Re-design** – The home page was redesigned using a new layout which increases exposure to areas of the website that were often missed by new visitors, such as recommended publications, the service directory and the user registration wizard. Emphasis on new publications has been balanced between an emphasis on frequently asked questions and a configurable list of popular publications.
- **Screen Reader Compatibility Improvements** – While the accessibility upgrades are nearing completion, a minor set of improvements have been released in the interim to address a few immediate issues in form layouts and the service directory.
- **Website Platform Upgrade** – The websites underlying platform has been upgraded to comply with the latest recommended specification from the World Wide Web Consortium. The new specification is known as HTML5 and introduces various benefits, including better mobile device support, higher cross-compatibility between browsers and improved accessibility functions.
- **Subscription Digest Layout Re-design** – Email templates were redesigned to increase user retention by providing information on new publications and events in an easy to read and aesthetic format. Links to social media are included to aid in improving HMinfo's prevalence on social media websites.

4.4 Website Enhancements

The HMinfo website is constantly adapting to changes in technology and increasing its capabilities to ensure stakeholders are provided with information efficiently.

Due to the outcomes of the PDCN review on the website's usability, web development for the 2014-2015 period will predominantly involve usability enhancements.

Accessibility upgrades will remain a higher priority until the remaining 2% of the accessibility action plan is completed.

Website enhancements intended to increase SEO and improve user engagement will be developed concurrently with usability and accessibility upgrades. Some of the planned enhancements for 2015 are summarised in Table 1 below:

Addition	Function
Google Custom Search integration	Enables users to search using synonyms via a familiar interface. Consumers lacking knowledge of academic terms are expected to benefit significantly from the new capabilities.
Newsletter ROS integration	Reduces administration time by providing an automated method of extracting information from the UNSW Research Output System for the purpose of authoring quarterly newsletters.
Record output options	Allows users to switch the layout of listed records throughout the website. Users will have the option to choose between a simple vertical list layout with increased usability for those using assistive technology and the existing cover flow layout which is aimed at users who prefer horizontal scrolling and thumbnails.

financial

REPORT – SECTION 5

5 FINANCE REPORT

5.1 DSS Financial Acquittal for the 2014-2015 period

DSS Financial Acquittal for the 2014/15 period



Financial Acquittal for the 2014/15 period

Date: 10 December 2015

This is the acquittal statement for Grant funds received from the Department of Social Services (DSS) under the Home and Community Care (HACC) Program.

The disclosures in this section have been taken from the UNSW financial system and DSS e-FAR system.

DSS Schedule ID HP-2-13-00580-01 (RG123649)

Income: the Home Modification Information Clearinghouse (9733) received recurrent funding of \$185,416 for the financial year 2014/15.

Expenditure: The funds were spent on salaries for research associated staff and other direct research expenses including salaries for website maintenance, updates and improvements. The grant was fully expended in the financial year 2014/15.

I certify that accounting records are maintained in accordance with the University's accounting policy and procedures, the Australian Accounting Standards, and the FP&A Act and requirements.

A handwritten signature in black ink, reading "Saparamadu", followed by a horizontal line.

Name: Marie Saparamadu CPA, ACMA, CGMA

Title: Associate Director, Research Finance Office

The University of New South Wales

5.2 FACS-ADHC Financial Acquittal for the 2014-2015 period

ADHC Financial Acquittal for the 2014/15 period



Financial Acquittal for the 2014/15 period

Date: 10 December 2015

The disclosures in this section have been taken from the UNSW financial system and ADHC's acquittal summary statement.

Dofs/A ID17483 (RG123650)

Income: the Home Modification Clearing project (ID 17483) was granted recurrent funding of \$55,056 for the financial year 2014/15.

Expenditure: The funds were spent on salaries for research associated staff and consumables. The grant was fully expended in the financial year 2014/15.

I certify that accounting records are maintained in accordance with the University's accounting policy and procedures, the Australian Accounting Standards, and the FP&A Act and requirements.

A handwritten signature in black ink, reading 'Saparamadu', written over a horizontal dashed line.

Name: Marie Saparamadu CPA, ACMA, CGMA

Title: Associate Director, Research Finance Office

The University of New South Wales

looking ahead

SECTION 6



6 WHAT DOES THE FUTURE HOLD?

HMinfo will continue to work with government to support the current reforms for aged care and for people with disability. This includes providing information and responding to calls for submissions regarding the changes and their implementation.

Of greatest concern is the lack of an evidence-based home environment assessment tool which takes into account aspects of the home such as function, tenure, building age, design and materials, the needs of other residents, including the carer, and the goals of the person with the functional disability. HMinfo will continue to seek funding to undertake the research and development of such a tool.

HMinfo has identified several emerging issues that impact older people and people with disability who would benefit from a modified home environment. The most significant of these are:

- **Cost:** the cost of major home modifications can be a barrier to people choosing this service, even when it would potentially reduce their ongoing care costs. There are few options for people to access funds that are affordable for those whose sole income is a Centrelink payment.
- **Strata title:** The increasing number of people living in strata title apartments has emphasized the additional barriers faced by older people and people with disability undertaking home modifications, as most home modifications will impact on common property and there is no requirement that the Owners Corporation agree. In addition, very few apartments are fully accessible as the 2010 *Access to Premises Standards* are poorly understood and the checks around compliance are weak.
- **Affordability:** The increasing unaffordability of housing in metropolitan areas with good access to services such as health, transport, training and employment, is a matter of concern. The constraints of the current market mean that most houses and apartments which are accessible or easily modified are too expensive for those whose sole income is a Centrelink payment or equivalent.

6.1 Older People and their Carers

HMinfo has identified that older people need simple tools to help them to make informed choices about the trade-offs between home modifications and ongoing care. This includes older people receiving appropriate information and support from MyAgedCare and from Regional Assessment Services and Aged Care Assessment Teams.

Since HMinfo has now been reclassified as a CHSP Service Support project, HMinfo will be working directly with those services which advise older people and their carers on what service mix will best meet their needs, in particular the Regional Assessment Services' assessors, occupational therapists and home modification providers. This support is particularly important for the Regional Assessment Services, as not all assessors will be aware of the cost benefit of home modifications and their potential to reduce ongoing care costs, enhance independence and increase self-care, while reducing carer burden.

As part of a submission to DSS about the CHSP, HMinfo suggested that home modifications should be seen as a multi-program service type, available equally to:

- Older people receiving CHSP services;
- Home Care Package care recipients; and
- Older people who, once their home modification is complete, will not need any other ongoing assistance for the foreseeable future.

6.2 People with Disability and their Carers

HMinfo has identified that people with disability who are NDIS participants also need access to simple tools to help them to make informed choices about the trade-offs between home modifications and ongoing care. However, for people with disability, this situation is more complex as most of them do not live in their own home but in their family carer's home or in rented accommodation. People with disability are also increasingly likely to live in strata title units and in shared accommodation or boarding houses. These home environments each have their challenges when it comes to home modifications to support independence and self-care.

glossary

SECTION 7



7 GLOSSARY

ADHC	Ageing, Disability & Home Care (an agency of FACS)
CCSP	NSW Community Care Supports Program
CHSP	Commonwealth Home Support programme
DSRC	Disability Studies Research Centre, UNSW
DSS	Department of Social Services
DVA	Department of Veteran's Affairs
FACS	NSW Department of Family and Community Services
HACC	Home & Community Care Program
HMMSC	Home Modification and Maintenance State Council
HMinfo	Home Modification Information Clearinghouse
MOD.A	Modifications Australia
NCOSS	National Council of Social Service
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
OT	Occupational Therapist
RERC	Rehabilitation Engineering Research Centre, NSW
SPRC	Social Policy Research Centre, UNSW
SSIS	Social Sciences & International Studies, UNSW
UN	United Nations



Home Modification Information Clearinghouse

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