ANNUAL REPORT
2009-2010

authored by

**The Home Modification Information
Clearinghouse Team**

for

City Futures
Faculty of the Built Environment
University of New South Wales
October 2010

hacc
home and community care
A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

UNSW
THE UNIVERSITY OF NEW SOUTH WALES

BUILT ENVIRONMENT

ACKNOWLEDGEMENTS

DISCLAIMER

REPRODUCTION OF MATERIAL

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

fixed frame wheelchair
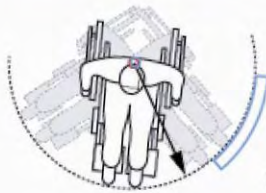
r = 995mm

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

860mm

bathing trolley
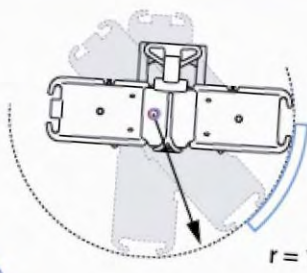
r = 1150mm

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

1:50

550mm

ambulance trolley
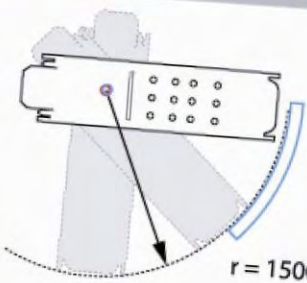
r = 1500mm

SECTION ONE
INTRODUCTION

1 INTRODUCTION

1.1 This Report

I am pleased to present to you the 2009/2010 Annual Report for the Home Modification Information Clearinghouse. A highlight of our past year was welcoming Ed Steinfield, Professor of Architecture and Director, Center for Inclusive Design and Environmental Access, University of Buffalo. In his inaugural lecture on 'Enabling Environments Around the World', Ed shared his perspectives and experiences concerning the creation of enabling environments developed in his role as advisor on access for the United Nations (UN). In his presentation Ed challenging stakeholders at international, national and local levels to communicate, develop, adopt and implement best accessibility practices and policies. He outlined key issues in the developed and developing worlds as well as identifying research and development needs.

Figure 1: Ed Steinfeld, Nick Loder and Catherine Bridge visiting some new Department of Housing in Parramatta that incorporates the Universal Design paradigm

We have also begun production of our Enabling Environments Template, which is the first stage of our Enabling Environments Block Library project. The Enabling Template itself is a simple and innovative initiative aimed at supporting the social inclusion and participation of all people through the provision of accessible and Universal Design tools for use by students, professionals, occupational therapists and carers alike. One

example of significance and importance of a widely available resource such as this is the A90 wheelchair. Australian Standards 1428 has recently updated their wheelchair size standards to incorporate larger A90 dimensions. To date, there is no available Australian design resource apart from the standard itself with these newly regulated dimensions, or circulation space requirements. Another example is the NSW Ambulance trolley. Unrestricted access of an ambulance trolley becomes a very important issue for those with increasing health care concerns, however for those who are redesigning a residential or shared space there is currently no freely available resource for the current size and circulation space requirements of this important health care product. For instance, all public spaces and the entry areas of strata title developments would benefit from ensuring that any design or retrofit solutions were based on ambulance trolley access not wheelchair access alone, as lack of access has been linked to Occupational Health Injuries for ambulance personnel and a greater likelihood of poor heath outcomes or death for those in need. Figure 2 shows an image of our Enabling Template.
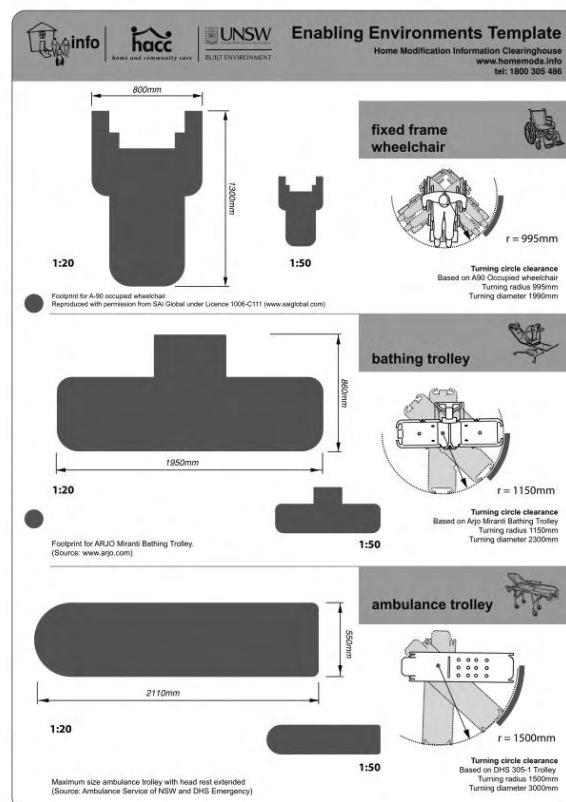
Figure 2: HMinfo Enabling Environments Template (Not to scale). Actual size: A4 Material: 0.5mm Die Cut Polyester

Another important event for our research team was our relocation within the Faculty of the Built Environment, from level one to level three. We were originally located within the Centre of Health Assets Australasia but moved to CityFutures in line with the Faculties strategic plan for research growth. Despite the move we have managed to maintain our close link to health based design initiatives' including sharing some of our research staff. We are now co-located with the new 'Healthy Built Environment Program' and we are looking forward to further growth in the year ahead. A major advantage of the move is having more space for future growth and our close contact

with the Industrial Design and Interior Architecture programs as a result of being on the same floor. Because we rely on non-recurrent funding we have very few contract staff (both of whom are part-time) and instead rely heavily on getting and keeping excellent casual staff. Because of our inability to offer longer-term employment we both welcomed new faces whilst saying farewells to others.

In this report you will find:

→ An explanation of the work we do and the online information that we provide;

→ Our goals and objectives;

→ An introduction to our people;

→ A statement from our Director summarising the team's key achievements from the last financial year, including research output, keynote presentations, international collaborations and media involvement;

→ A *Webstats* report: this reports on our website's Internet data for the purpose of better understanding and optimizing our websites usage. This website reports by providing measurement data, that has been collected and analysed regarding our website visitors and their online activities; and

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

For further information visit the Clearinghouse website at www.homemods.info. It is free to register and by doing so you will receive regular updates from us. To get more information, discuss issues or ask for assistance from our team, please email us at hminfo@unsw.edu.au or call us directly on 1800 305 486 (freecall).

For quick updates join us on Twitter http://twitter.com/hm_info or ask to become our friend at Facebook http://www.facebook.com by entering "HMinfo Clearinghouse" into the search engine.

1.2 What is the Home Modification Information Clearinghouse?

The Home Modification Information (HMinfo) Clearinghouse seeks to build an evidence base for home modifications and retrofit interventions in order to create safe and enabling living environments for frail older people, people with disabilities and their carers. HMinfo is lead by Dr Catherine Bridge who has a tenured appointment within the Faculty of the Built Environment as an Associate Professor. HMinfo is a part of an interdisciplinary research cluster concerned with gathering the evidence needed to underpin the creation and cost-effective management of more liveable environments that include people with disabilities; those who are ageing and carers. HMinfo benefits from staff having a diverse skill set that includes Industrial Design, Occupational Therapy, Social Sciences and Architecture. Our part-time research associates and administrative and web personnel are funded via recurrent and non-recurrent funding made available via the Home and Community Care (HACC)

Program in partnership with the NSW Department of Human Services, Ageing, Disability and Home Care (ADHC).

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

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

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

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

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

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

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

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

services, service providers, designers, architects and those with a policy interest in this area. An edited collection of articles, books, CDs and other reference materials can be searched using our indexed lists, or by an open search using our tailored search engine http://www.homemods.info/search.

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

1.3 Objectives

Are objectives are to:

→ Build information and knowledge capacity within the residential construction sector in order to improve standard home design 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 Home Modification Information Clearinghouse that will be accessible to the full range of industry and consumer target groups.

→ Facilitate home and community care outcomes, focusing on home modification across NSW.

→ Promote innovative housing 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 the home modification services.

→ Promote the benefits and products of home modification and adaptable housing 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 home modification service providers and consumers.

1.4 The Centre for Health Assets Australasia (CHAA) and CityFutures

The Home Modification Information Clearinghouse moved from the Centre for Health Assets Australasia and became incorporated under the CityFutures research centre agenda as a distinct and separate research program with a particular focus on 'Enabling and Socially Inclusive Environments' in March 2010.

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

1.4.1 What is CityFutures?

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

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

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

1.4.2 What Does CityFutures Do?

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

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

1.4.3 CityFutures Research Programs and Projects

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

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

Further information regarding CityFutures and its research work is available from www.fbe.unsw.edu.au

SECTION TWO
OUR PEOPLE

2 OUR PEOPLE

2.1 Home Modification Clearinghouse Staff

2.1.1 Directors

Associate Professor Catherine Bridge is an academic within the Faculty of the Built Environment at the University of New South Wales. Catherine (Katy) has an international reputation in the area of research concerning housing; disability; ageing and care, as evidenced by invited participation in: International Design Awards as a judge; International forums and publications; Commonwealth Governments Building for the Future Consumer information committee; National and State based Home and Community Care planning; Invited presentations as a part of the AHURI roundtable on housing policy for an older Australia and the productivity commissions roundtable on 'Accommodation and Aged Care' as one of Australia's experts on housing solutions for older people. Catherine directs the Home Modification Information Clearinghouse, a contract research initiative funded continuously since 2002 by the Home and Community Care Program. Catherine chairs the age-friendly working group for the Council of the Ageing, is a director of the Board of the Independent Living Centre of NSW; is a Member of the Standards Australia Visitable, Adaptable and Modified Housing Committee; Member of; Australian Network for Universal Housing Design (ANUHD) and Member of the Australian Association of Gerontology.
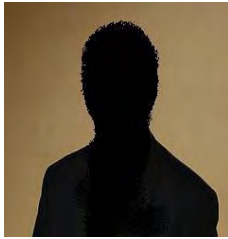
Professor Peter Phibbs is the inaugural Chair of the Urban Research Program at the University of Western Sydney. He completed a review in 1999 of home modification services for the NSW Department responsible for Home and Community Care (HACC) raising the issue of the importance of knowledge development and information sharing in this area. Subsequently he helped establish, with Catherine Bridge, the HMinfo Clearinghouse at the University of Sydney. Peter has been engaged in a variety of research projects in the areas of home modification, and was instrumental in producing the YouTube video "off the rails" for HMinfo.

2.1.2 Research Team

Lyndal Millikan is an occupational therapist with postgraduate qualifications in Business Administration and Health Law. She is currently completing her Masters in Health Science at the University of Sydney and has a special interest in the effect of the built environment on individual performance. Lyndal is currently on maternity leave, and will return in 2011.

Louisa Achille was brought in to work as administrator for HMinfo from February - September 2010. Previously Louisa has worked as an administrator for numerous organisations including The University of Sydney, Sainsburys in London and even Forensic psychiatrists in Nottingham. Louisa considers herself an administrator by day and documentarian by night and is currently working on a documentary about the fabulous world of collectors.

Yong Moon Jung completed a Bachelor and a Master of Arts Degree in Social Work at the Faculty of Education and Social Work, University of Sydney. He joined the HMinfo project team in 2007 and has conducted a number of projects associated with supporting ageing in place. Working as a research associate, he has been involved in evidence-based systematic literature reviews, occasional papers, and reviews of Australian government policies. He has also contributed to the team as a methodologist as he has a strong quantitative background, with a sound knowledge of advanced statistics and extensive experience of data analysis. Research experience with HMinfo has expanded his research interests from traditional social policy issues including poverty and social security into gerontological concerns such as health support system for older people and built environments for people who experience functional decline.

George Martin joined the team in early June 2009 in a research and administrative support capacity. He left in December 2009 to complete his economic studies.
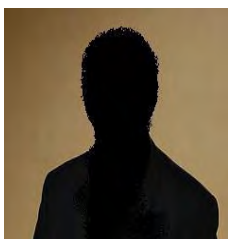
Susan Mills worked as our dedicated librarian for the 2009 – 2010 financial year. Susan was the inaugural librarian in an ongoing rotation plan negotiated with the library of NSW. Her role involved providing systematic search support, maintaining the Home Modification Information Clearinghouse library and its associated database, not to mention the inputting of all our publication data into ResPubs the new vehicle for the collection of publication data for the Commonwealth Excellence in Research Activity (ERA) and for the annual Higher Education Research Data Collection (HERDC) plus managing our rapidly expanding resource library.

Laura Davy graduated from the University of Technology, Sydney in 2008 with a Bachelor of Arts in Communications (Honours), writing her final year thesis in the area of disability studies. She has experience in the disability advocacy sector, and plans to begin a PhD next year exploring discourses of rights and societal interdependence and their implications for people with intellectual disability.

Phillippa Carnemolla received a Bachelor of Industrial Design from the University of Technology, Sydney in 1995 and a Masters of Design (Research) from the University of Technology, Sydney in 2002. Phillippa is currently employed as a research assistant with the HMinfo team, working on a positional paper assessing the substitutability of waged care for home design modifications. Over the past 7 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.
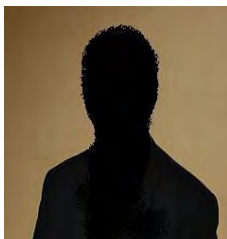
Kelly Walcot originally trained as an occupational therapist and has 10 years clinical experience. Her interests lie in using evidence based practice to improve clinical interventions. She jointed the HMinfo team in May 2010 to fill in for Lyndal Millikan while on maternity leave.

Gordon Heydon is a Drupal web developer and has been working with the HMinfo team since 2006. His background is in utility billing, warehouse management, e-commerce and content management systems for the web.

Ashley Maher is a specialist in IT Project Management with a focus on quality assurance and risk management. Since he established his own consultancy business in 1999 his projects have included the trial of ARPNET (the precursor of the internet), and a period as Education Resource Centre Computer Coordinator. Ashley has had a diverse clientele including mobile phone retailers, the Department of Education, Port Phillip Sea Pilots, the University of UNSW and the University of Wollongong, St George Bank, and NASA.

2.2 Home Modification Information Clearinghouse's Advisory Committee

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

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

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

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

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

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

Anne Marie Elias has over 20 years experience in advocacy and communication management, having worked in the corporate, government and community sectors. Anne-Marie has developed wide ranging campaigns, policies and strategies for people from non English speaking backgrounds, Indigenous Australians, young people, mature aged people, women, and people with disabilities. She held executive positions in the Australian Tax Office and Workplace Authority managing national programs targeting vulnerable groups. Anne-Marie holds a Masters in Communication Management from UTS and is looking forward to further postgraduate study on ageing.

Nicholas Loder has worked for Housing NSW for 7 years. Prior to this Nick worked in a variety of private practices working on Education, Corrective Services, multi-residential, heritage, residential and industrial developments for over 25 years. Nick is currently Senior Policy Officer in the Asset Division at Ashfield Head Office, which is currently reviewing Housing NSW's *Design Requirements* to further strengthen Universal Housing principles, environmental sustainability targets and maintenance reducing product specifications for all of its new construction and refurbishments. Nick has a degree in Architecture, has completed a Masters degree in the Built Environment, a graduate diploma in public sector management and is a member of IPAA NSW.

Roslyn Barlow has been working as an Occupational Therapist for the past 16 years in a variety of clinical areas. Having also earned a degree in exercise physiology and worked as an exercise physiologist and Pilates instructor she re-entered the workforce after a short break as an Occupational Therapist for her local Home Modification and Maintenance Service. She felt that one of the main issues affecting people in the community was access and falls prevention. Roslyn has a great interest in evidence based practice for the home modifications industry and feels privileged to be a member of the HMinfo Advisory Committee as it gives her the opportunity to stay up to date with the latest research, research ideas and future research needs, as well as the opportunity to be involved in educational forums.

Amelia Starr is the Senior Policy Officer at the Disability Council of NSW and the current National Convenor of the Australian Network for Universal Housing Design (ANUHD). An occupational therapist and accredited access consultant, Amelia has worked in the area of environmental access and training for over 10 years. Her expertise in the area of community access has been gained through working in the disability and design sector in both Australia and the United Kingdom. Amelia undertook a Winston Churchill Fellowship investigating the planning, design and implementation of 'Universal Housing' design in Japan, Canada, USA, United Kingdom and Norway. Amelia is passionate about housing choice and is committed to policy and research that promotes inclusive, 'lifecycle sensitive' housing for all.
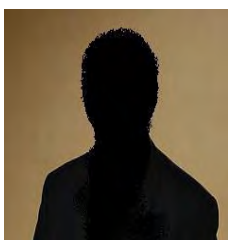
Mark Flynn is the A/Manager HACC Policy within the NSW Department of Human Services – Ageing, Disability and Home Care (our funder). Mark is based at the ADHC central office and brings with him many years of experience and involvement with the rollout of the Home and Community Care program within NSW and is responsible for strategy, reporting and management. Mark has a special interest in Home Modification and Maintenance and a background relevant to understanding Built Environment outcomes.

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

Sandi Lightfoot-Collins is an Occupational Therapist who has been coordinating the Home Modifications Service Level 1 and 2 for the Macarthur and Sydney South West regions, for the last 11 years. She conducts training with the Occupational Therapy Association of NSW in environmental modifications, and upon request by other HACC services. She is a member of the NSW Home Modification State Council as the Occupational Therapy and South West regional representative.
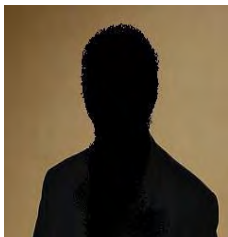
Susan Dinley, occupational therapist, has had extensive clinical experience in many clinical areas since 1984. Within the occupational therapy profession she has received recognition for her contribution on present and future issues pertinent to the profession. Susan is an honorary committee member on many government and private enterprise working parties, providing feedback on proposed policy initiatives and the impact on occupational therapy services.

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

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

2.3 Specialist Review Panels

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

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

2.3.1 Research Panel

→ Lindy Clemson, University of Sydney

→ Desleigh De Jonge, University of Queensland

→ Stephen Harfield, University of Technology, Sydney

→ Lisel O'Dwyer, Flinders University

→ Karen Roberts, Caulfield General Medical Practice

2.3.2 Industry Panel

→ Beverley Garlick, Royal Australian Inst. of Architects, NSW

→ Sandra Lightfoot-Collins, Macarthur HMMS

→ Peter Meredith, Master Builder's Assoc., NSW

→ Keith Stevenson, Auburn, Holroyd, Parramatta HMM Service

→ Vanessa Richards, Upper Hunter Home Modification and Maintenance Service

2.3.3 Consumer Panel

→ Sue Egan, Physical Disabilities Council of Australia

→ Greg Killeen, Spinal Chord Injuries Australia

→ Janne Bidenko, Deaf Blind Association Australia

→ Ross Smith, Central Sydney Regional Public Tenants Association

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

→ Jamilia Haworth, MS Society Ltd

→ Sarah Fogg, The Benevolent Society

→ Glen Redmayne, Marrickville Council

→ Irene Truscott, Deafness Forum of Australia

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

SECTION THREE
DIRECTOR'S REPORT

3 DIRECTOR'S REPORT

3.1 Executive Summary

The year 2009 to 2010 has been an extremely busy and productive year and one that I am proud to look back on. The year got off to a great start with the visit of Professor Steinfeld from the State University of New York at Buffalo in the United States and the delivery of the final report to AHURI summarising the findings of our work on Reserve Mortgages. In terms of visitors, we have also had a delegation from Japan of those concerned with care services for Ageing: a visit by Dr Judith Phillips of Swansea University who is a part of the Inclusive Design for Getting Outdoors consortia and a visit from Dr Gerald Craddock, Chief Officer of the Centre for Excellence in Universal Design in Ireland.

Critically, the last financial year has also seen some important and significant developments on the universal housing and human rights front. For instance, the National release of the 'Liveable Housing Design Guidelines' in June of this year is another step towards future-proofing new residential housing construction. We would like to commend Thérèse Rein, wife of former Prime Minister Kevin Rudd, who has just been awarded this year's Human Rights Medal for her work in the area of Universal Housing through the National Dialogue on Universal Housing Design. We were able to contribute our library and knowledge resources to the Liveable Housing discussions and to the Access & Heritage; Access & Heritage project and are very pleased to see their successes and recognition by the Australian Human Rights Commission in the form of nominations and awards. A major recommendation of the recently released Accessible Arts and Heritage executive summary for instance was the finding that the Access to Premises Standards 2010 should be amended to ensure that the heritage status of a building does not in itself lead to invocation of the "unjustifiable hardship" defence.

New non-recurrent ADHC funding was used to research how Home Modifications interact with and substitute for waged care; the economics behind decisions regarding choice of a ramp or a lift; and the issues for aboriginal people with disabilities in regard to finding appropriately designed housing. All three, publications because they differ from our standard systematic review approach stretched us in acquiring and refining methodologies and in building on our collaborations across the Home Maintenance and Modification Services and Non Government Organisation sectors. We are proud of what resulted and believe that the information resulting from these enquiries will benefit many Australians.

In addition, to our work on our funded ADHC research contract deliverables our researchers submitting an ARC-Linkage project grant applications in partnership with ADHC, Local Government and Shires Association and COTA-NSW to examine the liveability for older people of six regional NSW town centres. Our research group has also participated in another two new AHURI applications from CityFutures; one dealing with downsizing for older persons and another looking at design-related needs in allocation of social housing. We have also been engaged in a large National study funded by AHURI on low-moderate age-specific housing for low-income Australians and worked with the Local Government and Shires Association to develop a photo database of best practice built environment design and construction for NSW.

We have also continued our website maintenance and upgrading program and our website continues to be the primary service provision and information base for all those in NSW. Other users include all Australian States and Territories, and a growing number of users from other countries, of which traffic from the US is the

most significant. In May we relocated our server from Ac3 to the UNSW as a part of a University wide Drupal implementation strategy. This move was significant in both freeing up funding for research and development and in providing a server environment from which more cutting edge and best practice information technology initiatives' can be driven. Further, we are looking forward to launching a number of new website-related projects in early 2011 that will ensure that HMinfo remains a flexible and innovative service for the gathering and dissemination of evidence based practice across the sector.

This last year has also meant the opportunity to participate in the Academic Women in Leadership Program (AWIL), a leadership program for academic women to provide support in developing their leadership capabilities. Participation in this program which is based on merit and which was supported by our Faculty represented a wonderful opportunity to develop and network across UNSW. Talking of networking, throughout the year we have participated in a number of conferences and trade displays from those reporting on innovative teaching outcomes like the paper given at the ConnectED International Conference on Design Education concerning 'Virtual Environments for Access Design: Bringing together multidisciplinary teaching and learning for real world outcomes' to those concerning Comparative Housing Research in Delft where we gave two papers. Trade displays have also been on the agenda with the last year seeing us manning stalls for the NSW Falls Conference and the Home Maintenance and Modification Services Biennial conference respectively.

The sustained policy focus on older persons housing provided by the Australian Association of Gerontology's (AAG), "Hot Topic" for 2010 being "Housing and older Australians", meant that were numerous opportunities to present our research and discuss relevant issues with others across the sector. For instance, we were invited to give the keynote address on 'Social Sustainability and Influence of the Built Environment on Quality of Life' and invited to present on the 'Home as an Asset" as a part of the President's symposium at the National AAG Congress in Tasmania this month.

We are hoping that the New Year will provide us with more funding to enable us to appoint recurrently an appropriately skilled academic who is capable of undertaking the development and review of the universal design evidence needed to underpin the sectors needs and capability. Building the evidence base for universal design and building design for persons with disabilities is critical in contributing to the policy debate and in identifying both the potential policy levers around design and construction and the health benefits and outcomes on different built environment designs for those with dementia and intellectual disability, etc.

Last, I would personally like to say a very special thank you to our many wonderful volunteers including those who work tirelessly behind the scenes to review and comment on all our publications so that when they are made publically available they are maximally helpful. Without this work we could not achieve our goals and we know what it costs in your very busy schedules but your contributions are critical! The leadership of Bill Randolph and Simon Pinnegar of CityFutures and the Faculty of the Built Environment Executive and University has also been very important in keeping us going and in actively supporting our endeavours.

CBridge

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

3.2 HMinfo Clearinghouse Triennial Strategic Plan 2009-2011

We have made a commitment to ensure that our Strategic Plan is maintained as a living, evolving document that guides our decision making process, is underpinned by an Operational Plan and is reviewed regularly and updated on an annual basis.

Goal 1-Leadership in research				
BE AMONGST THE TOP 3 OF AUSTRALIAN UNIVERSITIES IN RESEARCH PERFORMANCE CONCENTRATING ON DEFINED STRENGTHS BY:				
Quality Indicator[2]	*Strategic Initiative[3]*	*University Goal* B2B rev 09	*HMInfo Level Goals[4]*	*Status*
1.Evidence of recruitment initiative	Improve the calibre and research capacity of our research associates.	Retaining, attracting and developing leading research staff	Attract at least one postgraduate/postdoctoral candidate during the triennium period.	Good progress made (75%) – one final year planning thesis supervised; two postgrad students with unit and one co-supervised with Vision Sciences just graduated with PhD. All research associates have honors or research masters qualifications.
2. Documented evidence of impact and outcome as assessed by the Excellence in Research for Australia (ERA)[5] that reflects UNSW key research areas.	That our research program and its associated outputs can be counted by ERA and align with UNSW key research areas.	Building and maintaining "critical mass" in key research areas	Ensure that HMinfo publications and research grants are recognised research activities by alignment of outputs with DEST recognized outputs and use of appropriate RFCD and SEO Codes.	Some progress made - ongoing (25%) – ARC-Linkage submitted; partner in 2 AHURI applications and proposal submitted to City of Sydney as a part of the MOU with our Faculty.

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

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

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

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

3. Sustain relationships with key international figures in the field of enabling environments, planning, design and architecture.	Develop and maintain international relations.	Encouraging collaboration of our staff with the best in their fields globally	Develop and obtain funding for at least one international research initiative during the triennium period.	Some progress made - ongoing (25%) – Linked to RERC in USA via SUNY at Buffalo.
4. Use Grants Management Office (GMO) expertise and systems into daily operations.	Demonstrate efficient and cohesive practices in operational and research support procedures.	Achieving best practice in identifying and obtaining research support.	Integrate UNSW systems such as NSS system and InfoEd grants management system procedures for improving grant management including: • Funding acquittals • Budget management • Quarterly reporting to CityFutures board • Management of associated paperwork for GMO and Legal office.	Good progress made (75%) – Dedicated part-time administrative support paid for by Faculty research levy. Access to InfoEd and NSS training in process. Financial spreadsheet piloted for CityFutures board reporting.
5. Adhere to Ethical Policies and Standards to research activity.	Creation of a research culture and access to education that promotes personal integrity and ethical behaviour.	Embedding integrity and professional values in our research culture	• Ensure that all research associates have ethical training and that all projects have ethical protocols, which are approved and adhered to. • UNSW Ethics P&P is incorporated into HMinfo P&P and is part of orientation for all new team members.	Excellent progress made - ongoing (90%) All projects that require Human Ethical approvals have it and Research Ethics induction and support materials developed and maintained for students and associates.
6. Evidence of up to date equipment and support, and appropriate environments for research activity.	Develop explicit procedures and systems to ensure allocation of appropriate facilities, tools and equipment, and techniques[6] to enable research performance.	Providing an excellent research environment, with cutting-edge research facilities and equipment.	• Upgrade all team computers to enable up-to-date and relevant software including Microsoft Office, Adobe Acrobat Professional and SPSS etc. • Reorganise, monitor and enhance research library and publication support. • Access for all team members to relevant academic supervision and support.	Excellent progress made ongoing (75%) – All team computers have been upgraded and appropriate software installed. Research librarian has updated library and all publications have been entered into ResPubs. Each associate meets regularly with research mentor.

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[6] These aspects can be mental and social, mechanical, chemical, physical, or electronic.

| 6. Team members to submit to at least one A* rated journal each financial year. | Demonstrate the impact and relevance of the HMinfo research program in the broader academic community. | Publishing and communicating our research achievements and their impact in journals and outlets of the highest standing. | Team members to commit to preparation and presentation (to team) of one item for this purpose. | Some progress made (25%) – articles prepared for ILC journal; one article published in Clinical and experimental optometry; and two book chapters. |

Goal 2- Community Impact **VALUED PARTNER WITH KEY COMMUNITIES, MAKING AN IMPACT ON CONTEMPORARY ISSUES BY:**				
Quality Indicator	*Strategic Initiative*	*University Goal* *B2B rev 09*	*HMInfo Level Goals*	*Status*
1. Provision of expertise at various levels of government, academia and industry.	Impact on positive health outcomes and built environment accessibility outcomes.	Be a leading source of expertise in our communities and a significant initiator of and contributor to public debate.	Produce evidence and research and make this publicly available, in accord with funding deliverable agreements.	Excellent progress made ongoing (75%) – Invited to contribute to Productivity Commission Roundtable; NDA Research roundtable and Home Modification and Maintenance Review Panel.
2. Our website will provide a stable and user-friendly platform to host project deliverables.	The website is hosted, maintained and managed such that it meets costs effectively and exceeds its users expectations	Publishing and communicating our research achievements and their impact in journals and outlets of the highest standing	• Website to reach target of 95% uptime. • Website content to reflect best-practice as evidenced by international peer-review. • User feedback reflects that 90% of functionality meets or exceeds satisfaction as measured using online survey technology.	Some progress made ongoing (25%) – website has been successfully relocated to UNSW where it has been very stable and u-tube, facebook and twitter functionality integrated, However, Drupal 7.0 Beta 3 was released in November 2010 and so we anticipate the necessity of upgrading the entire website sometime during 2011 to the new standards.
3. Our Advisory Committee and the CityFutures Board have the depth of knowledge and skill to provide effective and competent advice/ management support.	Further develop profile in industry and professional groups	Driving expanding linkages and partnerships with donors, business, industry, the professions, community organizations, and government, academic and international bodies.	Ensure representation on Advisory Committee, CityFutures Board etc of a minimum of 50% appropriate industry/professional members e.g. identify and approach: • Building / Construction peak bodies for inclusion to	Some progress made ongoing (25%) – LGSA has joined but inconsistent attendance from Home Modification and Maintenance State Council need to proactively follow-up HIA; MBA; RAIA and PIA.

			HMinfo Advisory Committee/ review panels.	
4. Safety and environmental accessibility are appropriately measured, communicated and promoted.	Ensure research centre activities and projects edify workplace safety and social environmental sustainability	Achieving high standards in safety and environmental sustainability	Evidence of liaison with Standards and Safety working groups to inform faculty/UNSW/ External Committees as appropriate.	Some progress made ongoing (25%) – membership of OH&S committee; AS4299 Committee reconvened in 2011.

Goal 3-Outstanding service

IMPROVE UNDERLYING LEADERSHIP AND OPERATIONAL CAPABILITIES BY:

Quality Indicator	Strategic Initiative	University Goal B2B rev 09	HMInfo Level Goals	Status
1. Recruitment and retention of high quality research / administrative staff with appropriate Qualification Experience, and Capacity	Pilot innovations with other faculties and support services (e.g. UNSW Library / Faculty of Economics) to better meet the research needs of the Centre.	Providing an environment attractive to staff of high quality	Develop and maintain team composition to meet deliverables within the designated timeframes.	Some progress made ongoing (25%) – Six month rotation established with UNSW library. Recurrent funding bid made to ADHC to support level B academic appointment. All new staff to demonstrate research delivery and or have PhD.
2. Demonstration of, strategic direction and transparency in all activities undertaken by the HMinfo Clearinghouse.	Demonstrate strategic direction and transparency	Developing leadership characterised by vitality, strategic direction, flexibility and transparency	• Annual development / review and reporting in-line with Strategic planning • All publications, administrative materials etc are available for users via the website.	Some progress made ongoing (25%) – all staff on full-time contract to participate in annual appraisal. All current research policy and strategic directives available to general public on website.
3. Current and operations focused Policy & Procedure manual available in both hard copy and online.	Demonstrate currency, operational functionality and usability in supporting documentation.	Streamlining governance and management structures, clarifying accountabilities and interfaces	HMinfo processes are reviewed regularly and updated / changed / removed in line with operational best practice and transparency.	Good progress made ongoing (50%) – P&P manual updated and maintained by administrative associate.
4. All team members to take responsibility for at least one project and/or one administrative process development maintenance and implementation.	Develop and support team members' initiative integrity, accountability and personal autonomy.	Developing uniform, simplified, responsive and effective operating models and information systems	A project Gantt will be created and updated for each research project and for all key 'administration activities so as to clarify steps/stages, tasks individual responsibilities and their associated timelines.	Good progress made ongoing (50%) – all research associates responsible for stabling, maintaining and closing project related operational files in line with standard project management accountability.
5. That Memoranda of Understanding be developed, reviewed and maintained with	Develop inclusive partnerships with other agencies to develop a reciprocal process for consultation	Developing and expanding industry and research	• The quality of service meets and/or exceeds the expectations of our users.	Excellent progress made ongoing (75%) – There are three MOU's in place and another about to be developed with

other relevant partner organizations	and information sharing to support systemic advocacy issues.	linkages both in Australia and internationally	• All parties involved in addressing individual and sector issues are satisfied that the level and style of communi-cation is achieving the best possible outcomes. • Systemic issues affecting the sector are being effectively represented to decision makers.	Caroma Dorf, an Industry Partner. We have also advocated for the sector in regard to the impact of new NSW Planning legislation on Home Maintenance and Modification Services.

Goal 4-resource management

MAXIMISE THE AVAILABILITY OF RESOURCES AND THE ASSIGNMENT OF RESOURCES TOPRIORITY AREAS BY:

Quality Indicator	Strategic Initiative	University Goal B2B rev 09	HMInfo Level Goals	Status
Risk identification is evident in all new activities proposed or undertaken regarding reputation of individuals and of the team and of the research centre regarding financial viability, operational viability and accountability	Reduction and/or elimination of risk of reputational, financial and operational loss.	Maximisation of available resources and assets and reduce risk to same, in order to best meet priority areas as identified by UNSW	Evidence of utilization of the UNSW risk identification process to analyze and review identified risk factors as part of an ongoing annual review / performance appraisal process.	Some progress made ongoing (25%) – Staff movements and relocation changes have resulted in some deliverable time overruns but all deliverables satisfactorily completed. More strategic action required.
Our resources are appropriate to the level of service provided.	A sustainable, secure organisation with a diverse financial base	Financial Viability	• All deliverable and other contractual requirements are being met in a timely and efficient manner. • Identify and pursue opportunities to generate additional research income • Implement strategies that achieve a cost saving without adversely impacting deliverable quality. • Maintain and enhance financial management systems and skills as evidenced by appropriate access of and use of available resources and reduced administrative costs/time.	Some progress made ongoing (25%) – Meetings with Home and Community Care at State and Commonwealth initiated, ongoing discussions.

3.3 Activities

3.3.1 Other Commissioned Research

Bridge, C., Judd, B., Morris, A., Phibbs, P., Flatau, P., Pugh, J. & Quinn, J. (2009) Age Specific Housing Markets and housing and care for low to moderate income older persons - AHURI Project 70589. Research consultancy awarded by the Australian Housing and Urban Research Institute. $189,162.00

Bridge, C. & Judd, B. (2010) Older peoples' housing: an essay - AHURI Project 70636. Research consultancy awarded by the Australian Housing and Urban Research Institute. $24,279.00

Bridge, C. & Judd, B. (2010) Liveable Communities photographic resource project. Research consultancy awarded by the Local Government and Shires Association of NSW.

3.3.2 Reviewer & Assessor Roles

2010 – Present: Peer reviewer for the journal of reviewer for Landscape and Urban Planning

2010: Book reviewer for the Australasian Journal on Ageing, Blackwell Publishing Asia. And the AAG book prize.

2009 – Present: Panel member of the Home Maintenance and Modification Services State Council Occupational Therapy factsheets program.

2009: Peer reviewer for the enabling environments chapter of the World Report on Disability and Rehabilitation.

1997 – Present: Peer reviewer for the Australian Occupational Therapy Journal, Wiley-Blackwell.

1996 – Present: Peer reviewer for the Australasian Journal on Ageing, Blackwell Publishing Asia.

3.3.3 Research & Publications

Whybrow, S. Sharma, V., Gupta, S., Rahim, A. Millikan, L. & Bridge. C. (2010) Legislation Anthropometry and Education: The Southeast Asian experience. In E. Steinfeld & Maisel, J. (Eds). Emerging Research and Strategies in Universal Design. Universal Design State of the Science Publication. Bentham Books. New York.144-152.

Bridge, C. and Elias, A-M. (2010), Future proofing our environments for an ageing population. In the Conference Proceedings of the 3rd International Urban Design Conference: Designs on our Future. Hoekwater, S. (Ed.) AST Management Pty Ltd. Southport BC, Qld. pp, 10-15.

Bridge, C. (2010). Home adaptations and modifications. (Chapter 28) In Curtin, M., Molineux, M. & J. Supyk (Eds.), *Occupational Therapy and Physical Dysfunction - Enabling Occupation* (6th Ed.): Elsevier Press pp. 409-429.

Jung, Y-M. (2010) Ceiling Hoists as part of a sustainable care strategy: Evidence based research, *Independent Living*, 26 (3) Spring (October). 24-25.

Davy, L., Bridge, C., Judd, B. Flatau, P., Morris, A. & Phibbs. P. (2010). Age specific housing for low to moderate-income older people. Positioning paper (Report No. 134). The University of NSW/UWS AHURI Research Centre. Available online from www.ahuri.edu.au/publications/projects/p70589

Bridge, C., Adams, T., Phibbs, P. Mathews, M. & Kendig, H. (2010). Reverse mortgages and older people: growth factors and implications for retirement decisions. Final Report (Report No. 146). The University of NSW/UWS AHURI Research Centre. Available online from www.ahuri.edu.au/publications/projects/p70512

Bridge, C., Takahashi, E., Chalise, H., Kiata, L., Ono, M., Iwakuma, M., Qiao, N. Ibrahim, R. and Wada, T. (2010). Sustaining 'aging in place': Towards a multidimensional analysis of informal care within the Asia Pacific region (Research report). Association of Pacific Rim Universities, University of Tokyo: Tokyo: Japan.

Jung, Y-M. & C. Bridge (2010) Rural Home Modification: Overview and Policy Issues. Sydney: Home Modification Information Clearinghouse, University of New South Wales. Available from: www.homemods.info/files/Rural and Remote Occ Paper.pdf.

Jung, Y-M. (2009) Home Modification for Sustainable Rural Community: Independent Living, 25 (2) Winter (July). 24-27.

Bridge, C. (2009). Universal Design Home: Designing for self. Invited paper Universal Design & Housing- 'Universal Design Home'. International Conference on Universal Design in the Built Environment: MUSAWAH: sharing the world. Kuala Lumpur, Malaysia. pp. 1-8.

Home Modification Information Clearinghouse, (2009). Annual Report for the Period 2008 - 2009. Sydney: The University of New South Wales. Available from www.homemods.info/files/HMinfo_AnnualReport2008-09_Final_0.pdf.

3.3.4 In Peer Review

Riazi A; Boon M.Y; Dain S.J. and Bridge C. (2010). Assessing functional ability to do activities of daily living in people with macular degeneration using the Melbourne Low Vision Index. Submitted to the Journal of Ophthalmic and Physiological Optics (under review).

Carnemolla, P. & Bridge, C. (in press). *Home Modifications and their impact on waged care substitution*. Home Modification Information Clearinghouse, University of New South Wales.

Walls, R & Bridge, C. (in press) *Review of Aboriginal Housing Guidelines*. Home Modification Information Clearinghouse, University of New South Wales.

3.3.5 Presentations

Bridge, C. (2010, 25th November) Aged-specific housing for low to moderate income older people. 2010 ACS Northern Region Conference. Armidale Return Services League Club, Armidale.

Fishpool, J. (2010, November 3-6) Efficacy of follow up practices by occupational therapists in rural and remote community health. National SARRAH Conference 2010 9th National Rural and Remote Allied Health Conference: New Frontiers in Allied Health: Gathering Pearls of Wisdom. Albury Entertainment Centre,
Albury.

Olsberg, D., Howe, A. & Bridge, C. (2010, 17th November) resident's Symposium: Critical Research Issues in Housing for Older People. Australian Association of Gerontology, 43rd National Conference Islands of Ageing: Building Bridges for people, policy and practice**.** Hotel Grand Chancellor, Hobart, Tasmania

Bridge, C. (2010, 1st November) UD and Australian Social Housing Policy: Are we there yet? *3rd International Conference for Universal Design*. ACT Hamamatsu, Honshu, Japan.

Fishpool, J. (2010, October 20-22) Efficacy of follow up practices by occupational therapists in rural and remote community health. 2nd Rural and Remote Health Conference. Cable Beach Club Resort and Spa, Broome, Western Australia.

Bridge, C. (2010, 28th September) Reverse mortgages and older people growth factors and implications for retirement decisions. *AHURI Research Seminar Older people and housing: the latest evidence*. Art Gallery of South Australia, Adelaide.

Fishpool, J. (2010, 15th September) Home modification follow-up by Occupational Therapists: Consumer outcomes. 'Synergy' - The 2010 biennial NSW HMMS State Conference, Crowne Plaza, Lovedale Hunter Valley.

Cunningham, D. (2010, 15th September) Asking and finding at www.homemods.info. 'Synergy' - The 2010 biennial NSW HMMS State Conference, Crowne Plaza, Lovedale Hunter Valley.

Millikan, L. (2010, 14th September) Small 'r 'research to big 'R' research in home mods: Building our evidence. 'Synergy' - The 2010 biennial NSW HMMS State Conference, Crowne Plaza, Lovedale Hunter Valley.

Bridge, C. (2010, 11th August) Reverse mortgages and older people growth factors and implications for retirement decisions. AHURI Research Seminar Older people and housing: the latest evidence. Rydges Lakeside Canberra: 1 London Circuit, Canberra

Bridge, C. (2010, 27th August) Dementia friendly environments. *Dementia Collaborative Research Centre - Lab Meeting*, UNSW.

Bridge, C. Nuygen, T. & Plume, J. (2010, 28th June) Virtual Environments for Access Design: Bringing together multidisciplinary teaching and learning for real world outcomes. *2nd ConnectED International Conference on Design Education* 28th Sydney, Australia.

Riazi A; Boon M.Y; Dain S.J. and Bridge C. (2010, July 21-23rd). Difficulties in reading small print materials on today's home appliances for people with visual impairment. *Fourth International Convention for Rehabilitation Engineering & Assistive Technology*. Shanghai China.

Judd, B., Bridge, C. & Olsberg, D. (2010, 3rd -6th May). Housing and Older People (Symposium presentation). *International Federation on Ageing 10th Global Conference 2010 'Climate Change: Ageing into the Future'*.Melbourne Convention Centre, Melbourne, Vivtoria.

Bridge, C. (2010, 15 & 16th April). Social Sustainability and Influence of the Built Environment on Quality of Life (Keynote presentation). *The Australian Association of Gerontology Rural Division Conference on 'Ageing at home: sustainable housing and communities for older people'*. Ballina RSL, Ballina, NSW.

Bridge, C. (2010, 24-25th March). Using the house to fund ageing in place: Benefits and dangers post recession. *Comparative Housing Research: Approaches and Policy Challenges in a New International Era*, OTB Research Institute and the Faculty of Architecture at Delft University of Technology in the Netherlands.

Bridge, C. (2009, 25th November) An overview of the Australian Aged Care System as it pertains to informal care and AT technologies *A Day of AT at the ILC*, ILC-NSW, Parramatta, NSW.

Bridge, C. (2009, 24th November) Age Friendly Environments: Home and Beyond. *Sutherland Council: Ageing Well Forum 2009*, Gymea Tradies, Gymea.

Milliken, L (2009, 24th November) Rural and Remote Housing issues, with a particular emphasis on issues affecting the current and future provision of HMM services to these areas. *SCOPE Access AGM*, Wollongong Golf Club. Wollongong, NSW.

Bridge, C., Phibbs, P., Kendig, H., Mathews, M. & Cooper, B. (2009, 9th November) The costs & benefits of using private housing as the 'Home Base' for care for older people. *CHRANZ Australasian Forum, "Housing in an Ageing Society",* Wellington, NZ.

Milliken, L. & Jung, Y-M. (2009, October 20th) Improving our Existing Homes - Building an Evidence Base for Housing Retrofit, Invited paper presented at the request of the Japanese delegation visit and invited presentation on Ageing, Housing and Home Care in Australia, UNSW, Sydney, Australia.

Bridge, C. (2009, October 20th) *The Costs and Benefits of Using Private Housing as the 'Home Base' for Care for Older People.* Invited paper presented at the request of the Japanese delegation visit and invited presentation on Ageing, Housing and Home Care in Australia, UNSW, Sydney, Australia.

Bridge, C. (2009, October 29th). *Regulator/Consumer Consultation on Reverse Mortgages and older Australians*, Invited presentation to the SEQUAL Summit 2009, Reserve Bank of Australia Training Facility, Kirribilli, Sydney, Australia.

Bridge, C. (2009, October 30th). *Customer Perspective of The Benefits and Impact of Equity Release.* Invited presentation for the SEQUAL Summit 2009, Reserve Bank of Australia Training Facility, Kirribilli, Sydney, Australia.

Bridge, C. (2009, September 24th). *Defining well-designed environments: Are evidence-based design and sustainable design incompatible?* Invited Paper presented at the 12th Annual Health Facilities and Design Summit, Sydney, Australia.

Adams, T., Bridge, C., Mathews, M., Phibbs, P. & H. Kendig (2009, July, 10th) *Reverse Mortgages & older people implications for retirement Preliminary findings from media, literature and national legislation.* Paper presented at the 11th Australian Social Policy Conference, An Inclusive Society? Practicalities and Possibilities, Social Policy research Centre, University of New South Wales, Sydney, Australia.

Bridge, C., Phibbs, P., Kendig, H., Mathews, M. & Cooper, B. (2009, May 21st). *The costs & benefits of using private housing as the 'Home Base' for care for older people.* Invited paper presentation AHURI Research Seminar, Dolltone House, Sydney, Australia.

Bridge, C. (2009, 26th August). *Translating Practice-Based Research into Improved Aged and Disabled Housing Services.* Paper presented at the NSW Home and Community Care & Community Care Conference: Connecting with our community. Darling Harbour Convention Centre, Sydney, Australia.

Bridge, C. & Jones, A. (2009, 5-7th August). *What is the housing problem for older Australians?: Building evidence for policy*. Paper presented at the Asia Pacific Network of Housing and Australasian Housing Researchers Conference. Sydney, Australia.

Bridge, C. (2009, July 5-9th). *An analysis of informal care across six Asia-Pacific counties: A policy makers perspective.* Poster presented at the 19th IAGG World Congress of Gerontology and Geriatrics. Paris, France.

Bridge, C. *Phibbs, P., Mathew, M. & Adams, T.* (2009, *July 5-9th*). *An Australian perspective on home equity release products for older people: panacea or threat to ageing in place?* Poster presented at the 19th IAGG World Congress of Gerontology and Geriatrics Paris, France.

3.3.6 Exhibitions - Category:

'Synergy' - The 2010 biennial NSW HMMS State Conference. Home Modification Information Clearinghouse Trade Display (14-15th September, 2010), Crowne Plaza, Lovedale Hunter Valley.

Falls Prevention (2010, 23rd June), NSW Falls Prevention Network Meeting, Mathews Theatres and Pavilions at UNSW.

3.3.7 Visiting Scholars

Dr Gerald Craddock, Chief Officer of the Centre for Excellence in Universal Design in Ireland. (August 8th 2010)

> Dr Ger Craddock took up the post as Chief Officer of the Centre for Excellence in Universal Design in April 2007. He has lead several EU projects: KPT (Keeping Pace with Technology) project; E4 (Education for Employment) Project; ILT (Inclusive Learning through Technology) Project; and RT (Reuse Technology) Centre. He is a visiting lecturer in the UCD Education and Engineering Departments and the DIT Kevin Street Engineering Department.

Professor Judith Phillips from Swansea University visited with us following on from presenting at the *International Federation on Ageing 10th Global Conference 2010 'Climate Change: Ageing into the Future'.* (12th May, 2010)

> Judith Phillips is Professor of Gerontology and Social Work and Head of the School of Human Sciences. Judith is a member of the Interdisciplinary Research Centre on Ageing at Swansea University and co-director of the Older People and Ageing Research and Development Network in Wales. She is President Elect of the British Society of Gerontology. Judith is also editor of the Policy Press series on 'Ageing across the Lifecourse'; she is a Fellow of the Gerontological Society of America and is a member of the advisory board for the Canada Research Chair programme. Her research interests are in social aspects of ageing, social work, social care, carers in employment, housing and retirement communities, intergenerational networks, carework and older offenders.

Professor of Architecture and Director, Center for Inclusive Design and Environmental Access (IDEA) (8th-11th, November, 2009)

> Ed brought his experiences of enabling environments from around the world, challenging stakeholders at international, national and local levels to communicate, develop, adopt and implement best accessibility practices and policies. He outlined key issues in the developed and developing worlds as well as identifying research and development needs.

3.3.8 Teaching - Convened Courses

Bridge, C., (2010). *Inclusive planning and social sustainability.* Invited lecture for Healthy Planning Summer School 2009-10 for Susan Thompson (BENV2949-6 UOC), UNSW.

Bridge, C., (2010). 90th percentile design and inclusive design issues. Invited lecture for 2nd Year Industrial Design Studio 1 for Steve Ward, (IDES1031-6 UOC), Sem 1, UNSW.

Bridge, C., (2010). *Social Planning: What role does the built environment play in the experience of disability?* Invited lecture for 4th year Social Planning Program for Nancy Marshall (PLAN3015-6 UOC), Sem 1, UNSW.

Bridge, C., (2009). *Health Facility Design Studio Critique.* Invited design critique panel member 2nd year Masters of Architecture Design Studio for Russel Lowe (ARCH7112-6 UOC), Sem 2, UNSW.

3.3.9 Research Student Supervision

Bridge, C., (2008-2010) Associate-supervisor for Abbas Riazi, PhD Title: *Perspectives of people with macular degeneration and their service providers on home modification and assistive devices*, School of Optometry and Vision Science, UNSW.

Bridge, C., (2009) Jenny Fishpool, MPhil Title: Home visiting follow-up of Home Maintenance and Modification Services, Faculty Built Environment, UNSW.

Bridge, C., (2010). *Planning Project.* Supervisor for Rachael Newman, Thesis Title: *Inclusive Housing Design*, BPlan Thesis (PLAN4132) Sem 2, UNSW.

3.3.10 FBE & UNSW Committees & Roles

Voting member CityFutures Research Centre Board

Faculty representative on the Health Planning and Management Library Committee

Faculty of the Built Environment Occupational Health and Safety committee member.

3.3.11 External Committees & Roles

2008-2009: Director, Independent Living Centre of NSW Board

2009: Chairperson Council of the Ageing working party on Age Friendly communities

2002 – Present: Invited Member Standards Australia ME064 Committee for Adaptable housing AS4299

2006-present: Invited Member, Australian Network for Universal Housing Design

3.3.12 In the Media

Bridge, C. (2010) The middle Ground… 'Building a Big Australia. On the Cover A Big Australia can we cope, Uniken (Issue 58). September/October.

Delaney, A. (2009, November 18th) *Older people and the heat.* ABC local radio Interview.
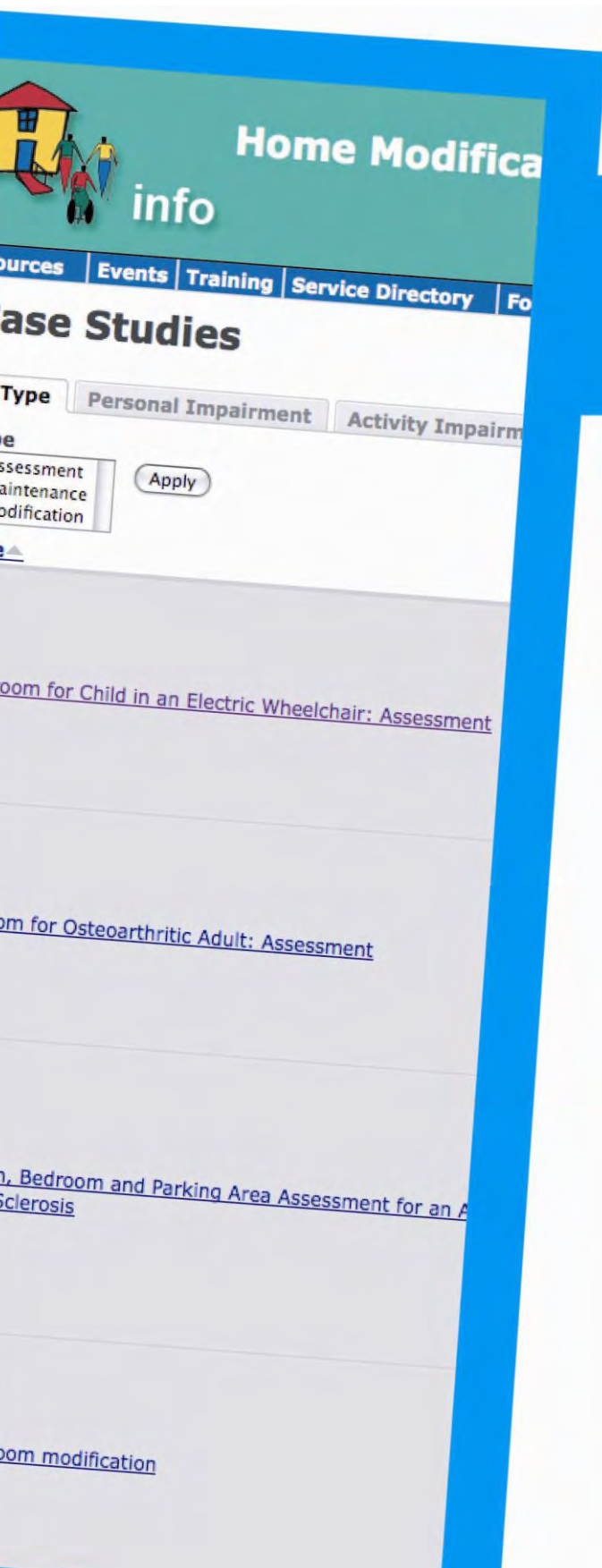
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Figure 3: Photo used in 'Building a Big Australia', Uniken (58). September/October, p 9

Home Modifica...

info

...urces | Events | Training | Service Directory | Fo...

...ase Studies

...Type | Personal Impairment | Activity Impairm...

...ssessment
...aintenance
...odification

Apply

...oom for Child in an Electric Wheelchair: Assessment

...om for Osteoarthritic Adult: Assessment

..., Bedroom and Parking Area Assessment for an A...
...Sclerosis

...om modification
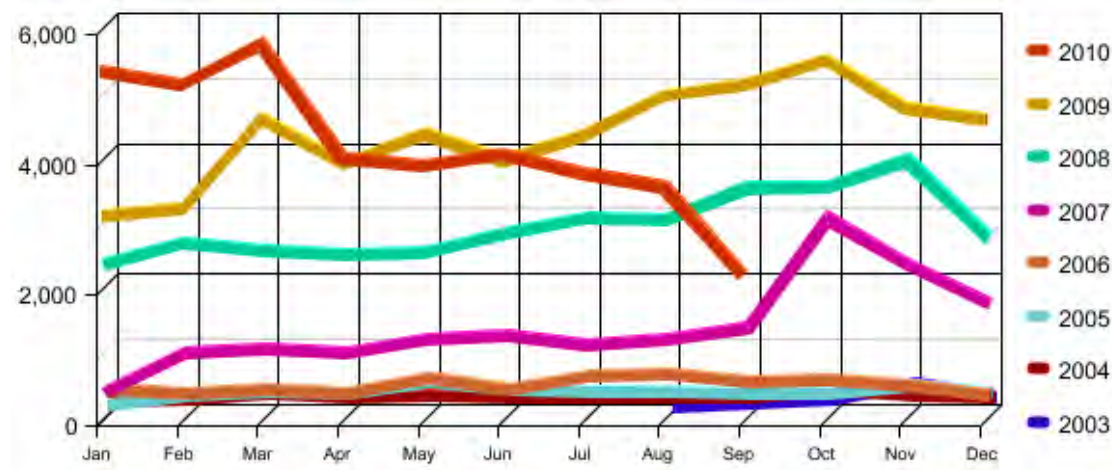
4 WEBSITE STATISTICS

4.1 Overview

Total Page Views to Date: 535,469

Total Visitors to Date: 153,708
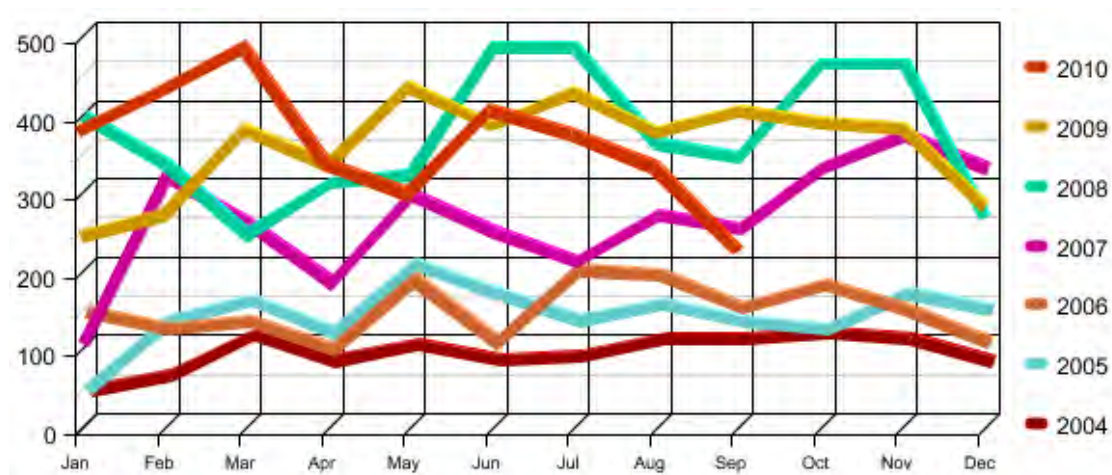
4.2 *Webstat* Reports

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

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

| Month (year)	Number of Visitors	% of Total
July (2009)	4,342	7.561562
August	4,932	8.589043
September	5,099	8.879872
October	5,500	9.57821
November	4,751	8.273832
December	4,574	7.965588
January (2010)	5,340	9.299572
February	5,139	8.949532
March	5,734	9.98572
April	4,026	7.01125
May	3,894	6.781373
June	4,091	7.124447
Total Monthly Visitors	57,422	100%

4.2.3 Visitors returning in the last financial year, by month

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

| Month (year)	Number of returning Visitors	% of Total
July (2009)	426	8.177468
August	376	8.786429
September	404	8.481949
October	390	8.286211
November	381	6.111353
December	281	8.264463
January (2010)	380	9.351892
February	430	10.52632
March	484	7.416268
April	341	6.546324
May	301	8.786429
June	404	8.786429
Total Monthly Visitors	4598	100%

4.2.5 Visitors since last financial year, by country
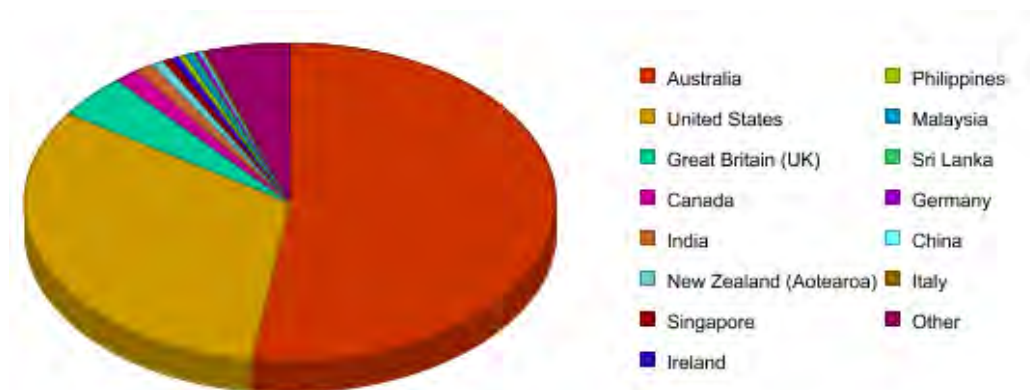
Top country: Australia: 29,993 (52.30%)

Followed by: United States (32.07%), UK (4.51%), Canada (1.45%), India (1.10%) New Zealand (0.72%), Singapore (0.59%), Ireland (0.48%), Philippines (0.42%), Malaysia (0.30%) and other (6.06%)

4.2.6 Visitors since last financial year by region
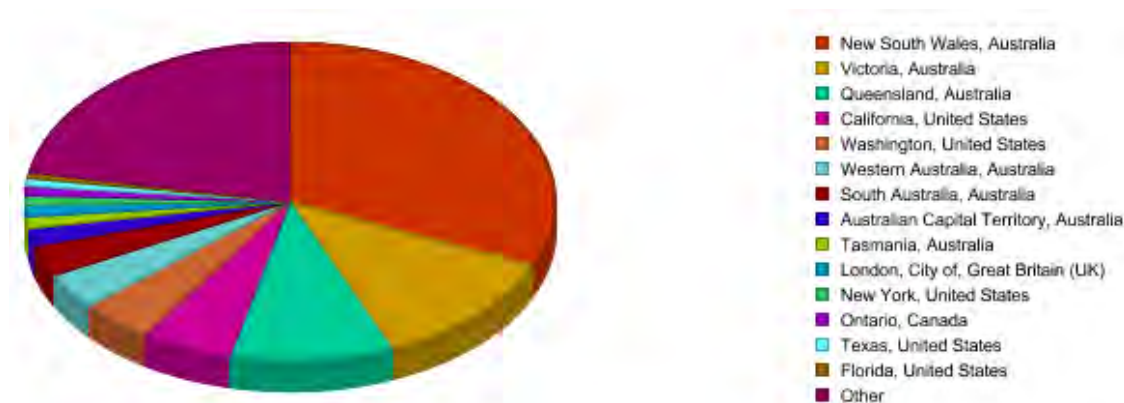
Top region: New South Wales, Australia: 14,667 (31.48)

Followed by: Victoria, Australia (12.26%), Queensland, Australia (9.92%), California, United States (5.58%), Washington, United States (4.34%), Western Australia, Australia (3.71%), South Australia, Australia (3.25%), Australian Capital Territory, Australia (1.73%), Tasmania, Australia (1.19%), London, United Kingdom, (1.17%) and other (25.37%).

4.2.7 Visitors in the last financial year by city
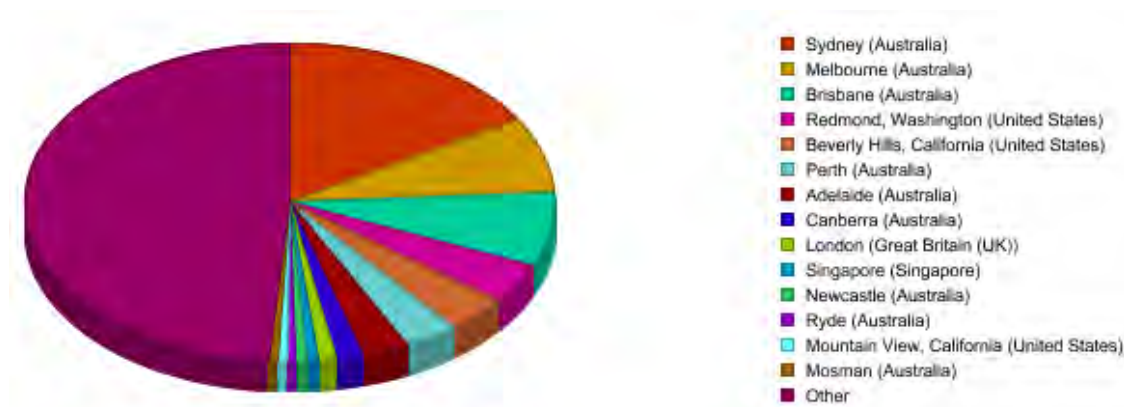
Top city: Sydney, Australia: 7,621 (16.37%)

Followed by: Melbourne, Australia (7.72%), Brisbane, Australia (7.50%), Redmond, Washington, United States (4.07%), Beverly Hills, California, United States (3.71%),Perth, Australia (3.35%), Adelaide, Australia (2.85%), Canberra, Australia (1.58%), London, UK (1.12%), Singapore, Singapore (0.69%) and other (51.04%)

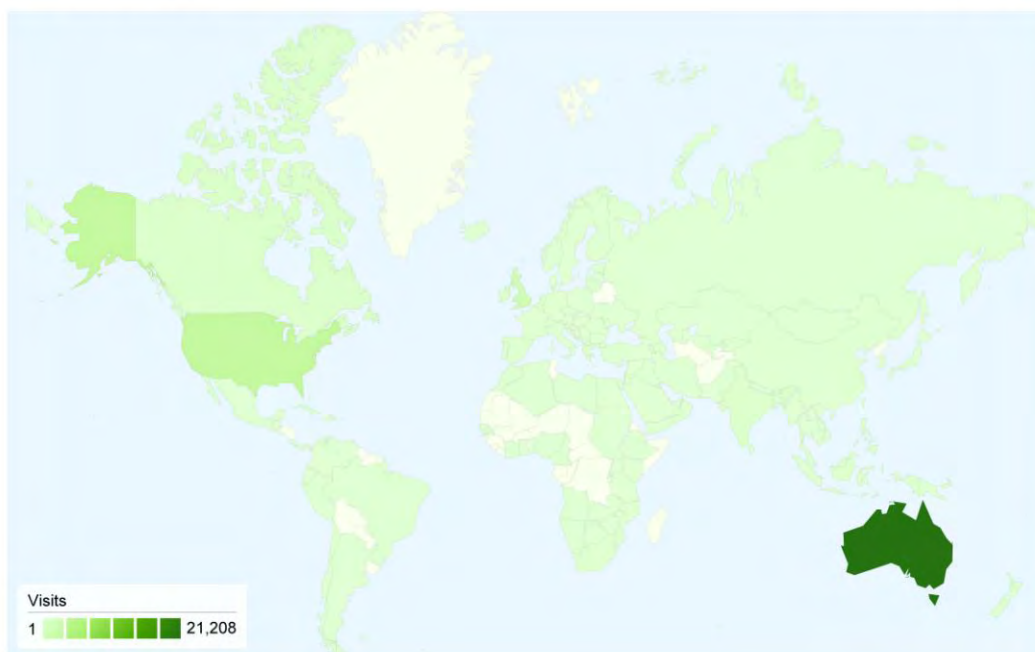### 4.2.8 Top Browsers used in the last financial year

Top Browser: Internet explorer: 43,736 (76.17%)

Followed by: Firefox (15.98%), Safari (5.30%), Netscape (1.00%), Google Chrome (0.95%), Opera (0.39%), Mozilla (0.15%), unknown (0.05%), and Konqueror (0.01%).

4.2.9 Google Analytics visits by country

Visits
1 — 21,208

30,313 visits came from 148 countries/territories

Site Usage

Visits 30,313 % of Site Total: 100.00%	Pages/Visit 2.74 Site Avg: 2.74 (0.00%)	Avg. Time on Site 00:01:55 Site Avg: 00:01:55 (0.00%)	% New Visits 83.06% Site Avg: 83.04% (0.03%)	Bounce Rate 63.74% Site Avg: 63.74% (0.00%)

Country/Territory	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
Australia	21,208	3.14	00:02:12	78.77%	59.22%
United States	3,162	1.88	00:00:56	94.43%	73.43%
United Kingdom	1,678	1.51	00:00:44	95.95%	80.57%
Canada	553	2.19	00:01:20	91.86%	73.60%
India	436	1.62	00:01:14	92.20%	76.15%
Singapore	261	2.16	00:01:56	86.59%	66.67%
New Zealand	251	3.00	00:02:43	90.44%	58.57%
Ireland	185	2.50	00:08:26	91.35%	75.14%
Philippines	141	1.58	00:01:36	92.91%	75.18%
Malaysia	125	1.58	00:01:35	76.80%	77.60%
					1 - 10 of 148

4.2.10 Google Analytics visits by city
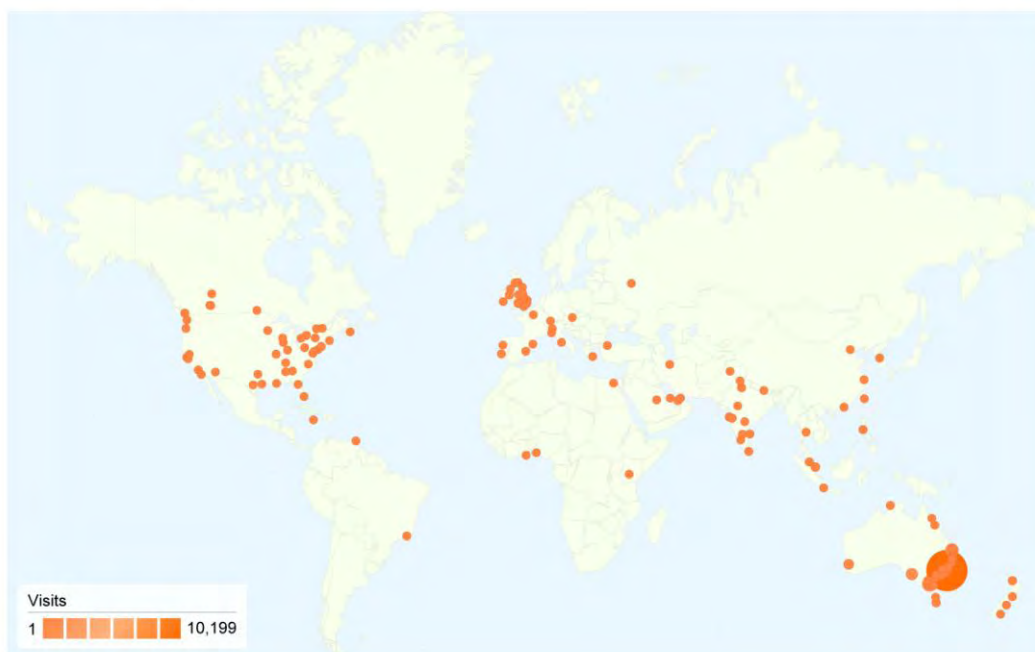
Visits
1 ▮▮▮▮▮▮ 10,199

30,313 visits came from 3,216 cities

Site Usage				
Visits **30,313** % of Site Total: 100.00%	**Pages/Visit** **2.74** Site Avg: 2.74 (0.00%)	**Avg. Time on Site** **00:01:55** Site Avg: 00:01:55 (0.00%)	**% New Visits** **83.06%** Site Avg: 83.04% (0.03%)	**Bounce Rate** **63.74%** Site Avg: 63.74% (0.00%)

City	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
Sydney	10,199	3.67	00:02:54	73.27%	54.85%
Melbourne	1,961	2.60	00:01:28	84.65%	65.53%
Melbourne	1,878	2.34	00:01:22	86.85%	66.77%
Brisbane	1,474	2.77	00:01:43	84.40%	60.65%
Brisbane	1,433	2.80	00:01:35	83.18%	62.94%
Adelaide	1,055	2.92	00:01:41	81.23%	59.15%
Perth	554	2.09	00:01:21	93.50%	70.76%
Perth	554	1.95	00:00:48	93.14%	70.22%
London	385	1.57	00:00:44	97.14%	82.08%
Canberra	297	2.35	00:01:46	71.72%	58.25%
					1 - 10 of 3,216

4.2.11 Top 10 HMinfo Publications downloaded

Rank	Publication Title	Reads
1	Consumer Factsheet: - Arranging Home Modifications	2449
2	Dementia Design Guidelines: Home and Community Care Capital Works Program (2nd Edition)	2188
3	Home Smoke Alarms: Hard Wired and Battery-Powered Systems - SUMMARY BULLETIN	1971
4	Industry Checklist: Designing home environments for people with problems with cognition who display aggressive or self-injurious	1949
5	Gardening at Home: Summary Bulletin	1681
6	Industry Factsheet: Designing home environments for people with problems with cognition who display aggressive or self-injurious	1429
7	Designing home environments for people who experience problems with cognition and who display aggressive or self-injurious behaviour	1403
8	Thermostatic Mixing Valves – Summary Bulletin	1257
9	Understanding Aboriginal Australians for more Effective Provision of Home Modification Services – Summary Bulletin	1222
10	Orientation: Evidence Based Research: Effectiveness of Grabrail Orientations During the Sit-to-Stand Transfer	1156

SECTION FIVE
FINANCIAL REPORT

FINANCE REPORT
Financial Acquittal for the 2009-2010 period

Date: 16 December 2010

The disclosures in this section have been taken from the Financial Report for the year ending 30 June 2010.

Recurrent funding
Income: the Home Modification Information Clearinghouse Project was granted $71,287.00 (GST Exclusive) in recurrent funding for the financial year 2009/10.

Expenditure: The grant was spent on research related expenses. There is $1,161.64 carried forward into 2010/11.

The reason for the carry forward is to cover the costs of production of our Enabling Environments Template pilot hardware version produced and distributed at the Home Modification State Conference in July 2010.

Non-recurrent funding
Income: non-recurrent funding totalled $417,311.00 (GST Exclusive) for the financial year 2009/10. However, $257,000 was allocated in the 2008/09 year, which was pre-approved to be carried forward, and the majority of this was expended in the 2009/10 financial year. There was a remainder of $4,816.32, and this is being retained to continue research on the Aboriginal Housing report.

Expenditure: There were no expenditure during the financial year 2009/10, and the whole funding will be carried forward into the year 2010/11.

The reason for the carry forward is that the grant was awarded at the end of the 2009/10 fiscal year, and therefore it was not possible to expend this awarded amount for any research during 2009/10 financial period. The full amount is being requested for retention, and we include a copy of our letter of award, which stipulates that "it is recognised that it may not be possible for your organisation to expend all of the $417,311 allocation in the 2009/10 year...Please attach a copy of this letter to your 2009/10 acquittals as approval to carry forward unexpended funding." This letter (ref. AH 10/17124) is included as per your instructions.

I certify that this report has been prepared with the University's accounting practices and procedures and reflects the transactions as recorded in the University's general ledger.
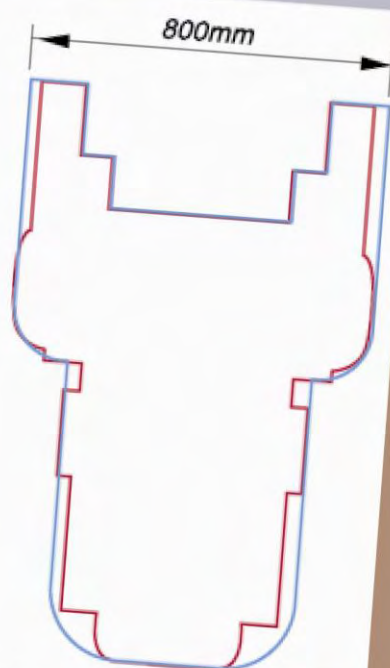
Name: Zhiyu LIU
Title: Senior Research Finance Officer, CPA
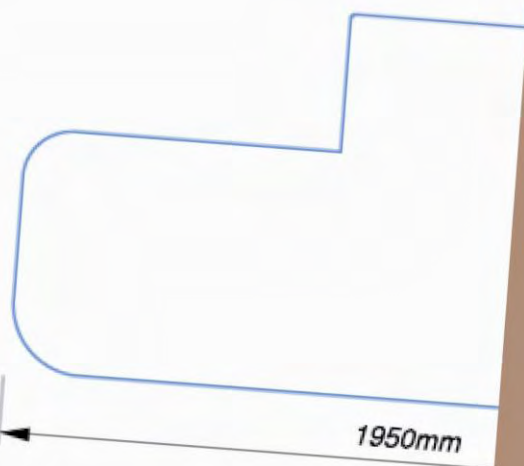The University of New South Wales

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home and community care

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Footprint for A-90 occupied wheelchair.
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5 WHAT DOES THE FUTURE HOLD?

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

Universal Design appointment

In preparation for the next 12 months of growth and development, we are hoping for approval of recurrent funding with which to appoint on an ongoing basis a professionally and academically appropriately skilled person who is capable of undertaking the development and review of universal design evidence needed to underpin the sectors needs and capability. In addition the appointment will provide suitable expertise and skills to improve the evidence base for universal design and building design for persons with disabilities. Such an evidence base is critical in contributing to the policy debate and in identifying both the potential policy levers around design and construction and the health benefits and outcomes on different built environment designs for those with dementia and intellectual disability, etc.

Industry linkages

HMinfo have in place a number of industry-linked research projects, which will merge HMinfo's high-level research skills with funding support and commercial expertise. These long-term projects will enable HMinfo to grow further with an international research centre and laboratories as well as new PhD projects in development.

International Universal Design Journal project

Discussion have commenced with a number of key international stakeholders about the conjoint development of an ISI registered e-journal. The idea would be to three categories

1. theoretical and conceptual reviews

2. systematic reviews and meta analyses (somewhat different, I think)

3. empirical research

Much more needs to be sorted out but the buildings blocks are now in place. We have had some preliminary discussions and there was some consensus around a more traditional journal format but one that allows more periodic publishing as this would get a better turnaround time for people who need the publications for tenure and promotion. For example, instead of publishing on a rolling schedule we may do it in batches of three minimum on a rolling schedule. Then each issue gets a number but they might come out quarterly if the review and editing gets done fast or semi annually id slower. The current preliminary discussions have tentatively linked the US components to the recently awarded RERC funding grant.

Enabling Environments Block Library and subsequent templates.

With the first of the Enabling Environments Template already being distributed, our goal is to provide a digital library of templates, scaled drawings and 3 Dimensional CAD models of important accessibility tools via the web in the next 12 months. The primary intention of such a site is to provide freely available Universal Design tools for education, local communities and 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. We believe that the Enabling

Environments Template Library is a crucial step to facilitating the participation and social inclusion of the aged and disabled in both private and public space design and redesign. These simple but significant downloadable drawings and models will arm all with the knowledge of space and other environmental requirements for the safe and effective access of a range of mobility products.

Website

We are planning a large-scale upgrade of the website in 2011 which will result in a much more user-friendly interface and simple navigation.

Partnership with the UNSW Disability Studies Research Centre (DSRC)

While the Disability Studies Research Centre has been reviewed and will be disbanded, its research affiliates network of which we are a part will continue and will grow and UNSW has publicly reaffirmed its committment to disability studies and research, with ongoing work in this field across the University (including in SPRC, SSIS, Faculty of Law, Faculty of the Build Environment and other disciplines). Further, DSRC activities identified disability related research and teaching across UNSW and the University will continue to build on these opportunities for collaboration, joint-supervision and teaching in disability studies.

The following twelve months will involve both growth and change for HMinfo, we welcome all the challenges this growth will bring.

SECTION SEVEN
GLOSSARY

6 GLOSSARY

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

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

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