Advisory Committee Minutes

Meeting of the HM Information Clearinghouse Advisory Committee
5th September 2013
At 2.30 p.m.
Dean's Meeting Room
Level 5, Red Centre West Wing,
The Faculty of the Built Environment
University of NSW

Present	Bryan Molan *(BM)*	HMMS State Council
	Greg Killeen *(GK)*	SCIA
	Jordana Goodman *(JG)* (phone in)	PDC NSW
	Margaret Kay *(MK)*	LGA
	Nicholas Loder *(NL)*	Housing NSW
	Sandi Lightfoot *(SL)* (phone in)	NSW Ministry of Health
	Susan Dinley *(SD)* (phone in)	DVA
Apologies	David Gonzalez	Lifetime Care
	Lesley Radbron	Lifetime Care
	Lisa Langley	COTA NSW
	Ruth Robinson	PDC NSW
	Vanessa D'Souza	DoHA
	Wendy Noller	ADHC
	Candice Ungaro	DoHA
	Steve Malvern	NSW HMS
	Robyn Chapman	ILC
	Annette Hanly	SCOPE Access
	Lucy Moore *No longer with ADHC	ADHC
Chair	A/P Catherine Bridge *(CB)*	
Note taker	Nicole McNamara *(NM)*	

Notes	*Actions*

Welcome, introduction & apologies

A/Professor Catherine Bridge *(CB)* opened the meeting at 2.30 p.m.

Apologies were noted.

The Agenda for the meeting was approved by all.

Minutes from the last meeting were accepted without alteration.

Business Arising

- **Accessibility Audit**

CB noted the need to follow up with PDC NSW re: potential participants for usablity testing of the HMinfo website, and provided a quick overview of the Accessibility Audit commissioned with Vision Australia.	*HMinfo* to check accessibility in domestic housing online factsheet has been updated
- GK mentioned the Opera House website has a weekly review of accessibility	*GK* to follow up with Opera House
- GK mentioned the UrbanAgiNation Conference at Olympic Park 9-11 Sept	*NM to* add these events to the news page.
- NL mentioned the upcoming RI Australia/ANUHD 'Housing 2020 Workshop', Sydney CBD, by invitation.	

CB reminded Members of Professor Satoshi Kose's visit in November and organising a special lunch.

Professor Kose is a leading Japanese Academic in the Universal Design Movement. He will give an address on Lessons from Japan on Nov 6th as part of the Utzon Lecture Series and will be a Keynote speaker

- SL is keen to be involved in a lunch with Professor Kose	*HMinfo* to follow up

CB outlined that the business arising from the previous meeting will be addressed further in today's meeting, including; Maintenance Project with DVA, Regional Town Centres and DIY Modifications.

Notes   *Actions*

Clearinghouse Updates

1. Webstats

CB outlined the quarterly WebStats and Google Analytics reports, including:

- Total Page Views to Date: 842,207
  (increase of from 15,424 last meeting total 826,783)

- Total Visitors to Date: 243,188

  (increase of 3,791 from last meeting total 239,397)

- Total Registered Users: 961

  (net increase of 23 from last meeting total 938)

- List serv members: 521

  (19 net increase from 502)

CB noted that although the website is on an upwards trajectory, it is still tracking lower than 2009/10 high points

- BM asked if there was an exit survey for people who access the site and the impact of the NDIS on the website.

NM & *CB* to follow up *why* the website is tracking lower with IT and look into an exit survey or button re NDIS

WebStat and Google Analytics reports on website visitors since last report included: number of visitors and visits; returning visitors and new visits; visitors by country, region and city (Australia is the top Country; followed by the USA, UK, Canada, India, Russia & Germany…); mode of access (browsers, traditional, mobile devices, and social media), and languages read.

CB noted that almost 50% of the current traffic on the website is people who have visited before.

CB noted a discrepancy between the Google Analytics and Webstats numbers for visitors = approximately 200.

The full reports were included in the document package.

Notes   *Actions*

Top 10 HMinfo Publications Downloaded since last report

Rank	Publication Title	Reads
1	Landscape Modification: an alternative to residential access ramps and lifts	338
2	Follow-up efficacy post-environmental modifications; a guide for clinical practice	299
3	A Guide to Landscape modification: Industry Factsheet – Issue 4	280
4	Home Modifications in Aboriginal Housing	292
5	Summary Bulletin: Environmental Assessment & Modification for Australian Occupational Therapists	181
6	Dementia Design Guidelines: Home and Community Care Capital Works Program, 2nd Edition	131
7	Orientation: Evidence Based Research: Effectiveness of Grabrail Orientations During the Sit-to-Stand Transfer	111
8	Landscape Modification – Consumer Factsheet	100
9	Landscape Modifications – Industry Checklist	96
10	Stairs – A Summary Bulletin	93

CB spoke on the high numbers of reads that noted that the top report in the last quarter was Landscape Modification: an alternative to residential access ramps and lifts.

Top 10 HMinfo Publications Downloaded

Rank	Publication Title	Reads
1	Consumer factsheet: - Arranging Home Modifications in state/territory	9054
2	Home Smoke Alarms: Hard Wired and Battery-Powered Systems - SUMMARY BULLETIN	3950
3	Dementia Design Guidelines: Home and Community Care Capital Works Program 2nd Edition	3518
4	Stairs - A Summary Bulletin	2983
5	Electrical Safety in the Bathroom - SUMMARY BULLETIN	2757
6	Industry Factsheet: Designing home environments for people with problems with cognition who display aggressive or self-injurious behaviour	2617
7	Industry Checklist: Designing home environments for people with problems with cognition who display aggressive or self-injurious	2514
8	Gardening at Home: Summary Bulletin	2456
9	Orientation: Evidence Based Research: Effectiveness of Grabrail Orientations During the Sit-to-Stand Transfer	2403
10	The Effectiveness of Ceiling Hoists in Transferring People with Disabilities - A systematic review	2313

CB noted the service HMinfo is providing in terms of publication/literature gaps.

- SL mentioned that she refers clients to the HMinfo website and publications on the website, including *Landscape Modifications*.

Notes	*Actions*

2. Website: HMinfo Website Status Report

CB provided an overview of the major upgrades the website has undergone in the last quarter including:

- **LGA-based Search**

The website Contractor has built custom software to enable a location-based search for home modification providers, and made this search tool user-friendly.

CB asked for feedback from the Members about this search tool.	Committee to inform HMinfo of any missing services from the list, esp from State Council.

CB noted that the website was performing well in terms of Search Engine Optimisation.

- **Accessible Google Maps**

Accessible Google Maps have numerous shortcomings. The Google Map on the HMinfo website has been extended beyond Google's original component to allow keyboard panning, zooming and commands visible to screen readers.

- **Newsletter Mass Mail-out**

Past newsletters were sent out using alternative means due to limitations on the previous website in regards to editing functions and mass-mail control. Newsletters can now be generated from templates, reducing editing time substantially while ensuring that a consistent format is maintained from one newsletter to the next. Templates include mail-merging functions similar to Microsoft Word.Tracking functions have been included in each newsletter to allow logging reads and links clicked. New mass-mailing controls allow administrators to start/stop mail outs and test individual newsletters before they are sent out publically.

CB gave examples of information the new mass-mail out system can generate.

- **Home Modification Provider Accounts**

The new automated account holder profile system ensures that end-users can manage their profiles simply, reducing the work load for HMinfo, and ensure that information is up-to-date.

CB requested feedback from Members about this service esp. regarding HMMS providers.	Committee to provide feedback

Notes	*Actions*

- **Social Media Integration**

  CB highlighted some of the social media areas HMinfo is now active in (to reach out to younger target audiences such as consumers) including Facebook, Twitter, YouTube and (soon) Pinterest. Referrals from social media websites are tracked and will be analysed once sufficient data has been collected.

- *NL* mentioned LinkedIn was a good discussion forum for professionals. - *GK* mentioned that there are international discussions on LinkedIn around topics such as accessible tourism	*HMinfo* to follow up on LinkedIn

- **Website development plan**

CB outlined the website development plan for the next 3 months including further accessibility upgrades, automated website statistics analysis, forum upgrades and case study section improvements. The forum/listserv is a closed group for practitioners and gives HMinfo important insight into information gaps and areas for further research – HMinfo aim to expand this service to include industry professionals such as Architects.	*BM, NL* & *CB* to talk about getting more of the industry involved in the listserv/forums

3. Publications and Research Activities

CB provided the following updates on current HMinfo research projects and activities. Printed reports (as indicated for each project update) were included in the document package.

- **Electrical safety in bathrooms**

  This document is complete and is currently awaiting a final review by Master Electricians Australia prior to publication. A draft version of this document was included in the document package.

  CB spoke on the triple peer-review process of HMinfo publications by Specialist Review Panel/s and updated HMinfo policy which requires that reviewers (with their permission) are acknowledged. This is the first document where this has been done.

CB asked for Members' feedback on this new policy – discussion was positive.	Committee to provide feedback

- *General discussion* of electric safety in bathrooms where home mods have been carried out and the legal issues surrounding modifications and water, and the ease of reading and understanding the document was praised.

  CB noted the contract with Standards that HMinfo now has regarding drawings and text, and advised that the document fills a large knowledge gap for Standards and is an *advisory* document.

Notes   ***Actions***

- **Gardening at Home**

  This document is currently being re-written as services, technologies and evidence bases have developed and changed since its original publication.

  The document has been updated to include vertical gardens and one DRAFT copy supplied at the meeting.

  - *General discussion* about tools, plantings and garden maintenance services.

- **Slip-resistant floor surfaces**

  This project highlights the lack of information on slip-resistant floor surfaces available for consumers/designers to make informed choices. A draft version of this document was included in the document package.

  - *General discussion* of the usefulness of the document for Councils, for large public spaces, foot paths and aesthetics, usefulness for swimming pools. It was mentioned that Standards regarding this are now out-of-date, hence the timeliness of this document.

    CB highlighted the innovative checklist used in the document.

  - *MK* questioned whether the document covers internal and external surfaces and was specific to the home environment – the document is specific to the home and does cover both internal and external surfaces.

  - *NL* mentioned a slip-resistance trial currently underway in NSW.   *CB* to put *JQ* in contact with *NL*

- **Use of reeded (ribbed) timber for decks, ramps and path**

  This is an update of the 2003 Evidence Based Research document – addresses changes in regulations, materials and practices. The document is awaiting modification to fit with the new Summary Bulletin on *Slip-resistant floor surfaces.*

- **Selecting coatings for tiled floors**

  This document is currently in progress and as above is awaiting completion of the new Summary Bulletin on *Slip-resistant floor surfaces* before continuing.

- **Enabling Block Library – Journal Article**

  This is a draft Journal Article based on the Block Library project (a digital library of CAD and BIM models of mobility aids and tools to assist in the spatial understanding of accessible environments) which will fill the literature gap in Accessibility.

Notes	*Actions*

- *General discussion* of the usefulness of this research in assessing DA's, in ensuring Strata scheme buildings are fully accessible, providing highly useful information for the design of group homes and aged care facilities.

- *General discussion* on standards, changing dimensions and developments in assistive devices such as motorised wheelchairs.

   CB requested any comments or suggestions for further Block Libraries/Expansion.

- *GK* mentioned his own experiences of ensuring a building was accessible

   GK to post on the general forum

- **A user appraisal of the contribution of built environment factors to the independence and well being of older people in two NSW regional town centres**

   This document is the same as at last meeting and is currently out for review.

- **Home Design for Carers**

   New project which aims to address the literature gap on design/home modifications from the carers' perspective.

   The literature search is complete and the project is currently at the literature review stage. The project has highlighted the need for space/s that are inaccessible in the home for the carer as an escape. The project focuses on the features of the physical home environment that enable carers to continue caring comfortably and sustainably.

- *General discussion* of carers and the NDIS, and the problems of employee/employer relationships between carers/cared for.

- **Walk in baths**

   Factsheet covers all the things that consumers and OTs will need to consider when contemplating a walk in bath modification, including suitability for the individual. A draft version of this document was included in the document package.

- *General discussion* about the numerous service providers for walk in baths and the options for doors, seals, holes in the side of the bath, and the subsequent issues/problems that could occur. Discussion about pole devices for patient transfer in and out of the bath and load weighting, as well as portable suction grab rails, their effectiveness, life-span, usefulness for travel and for OT's when planning modifications.

- *NL* requested research into vertical grab rails for the shower.

   HMinfo to follow up

Notes	*Actions*

4. Events & Training

CB provided the following update on recent and upcoming events.

- **Lunch with Professor Satoshi Kose**

The lunch will be arranged for the same day as Kose's lecture (Nov 6th), possible late lunch at UNSW around 2pm.	*HMinfo* to organise & invite Members
CB mentioned the upcoming 40th Anniversary of the Opera House and the potential to contribute to the 4th International Utzon Symposium entitled "what would Utzon do now?" 7-9 March, 2014, Sydney. For instance, *How would Utzon consider access?*	*CB, NL & GK* to discuss an event around the Opera House Anniversary.

- **Evening lecture: Professor Satoshi Kose**

Professor Satoshi Kose, as a guest of the Faculty of the Built Environment, will be speaking at the Utzon Lectures on 6th November. Professor Kose will be speaking on housing; he is largely responsible for the change in building regulations in Japan, for the 'Heartfelt Building Law'. This lecture is free and open to all (though Professor Kose is also speaking at the Access Conference, that is a paid event).

An information sheet was included in the document package.

- **Strategic Planning Day**

Strategic Planning Day set for Thursday October 24th	*HMinfo* to organise

5. Changes to Admin/Governance new reports

- **DoHA**

CB mentioned that HMinfo has been allocated $40,000 in recent transition funding round, and HMinfo has also been recommended by ADHC for tier 2 funding going forward into the next triennium after 2015, but DoHA will have the final say.

- *General discussion* of funding sources.

Other Funded Projects

CB provided the following update on other research projects being undertaken by Enabling Environments, not funded by the HMinfo Clearinghouse.

- **ARC Linkage: Livable Bathrooms**

  The Livable Bathrooms project is a 3-year ARC Linkage project with Caroma.

  The survey (primarily about bathroom abilities) is underway and the third and final reminder letter (with survey included in the package) is about to be sent out. The survey response is approximately at 25% and went out to a sub-census population (in excess of 16 thousand Australians).

  HMinfo is about to commission a livability laboratory at UNSW for the anthropometric and spatial testing part of the project Concurrent with survey analysis is telephone interviewing a proportion of survey respondents. The interviews will obtain more nuanced data and stories about Bathrooms.

- **DIY Home Modifications: Point of Sale Support for People with Disability and their Careres**

  This is a project for ADHC related to the NDIS and will run from August 2013 to July 2014.

  The project aims to work with industry to produce Point of Sale support items and develop resources which can solve issues surrounding DIY modifications.

  The project will explore what motivates individuals to modify and why, expanding on existing knowledge of motivators such as ease and cost, autonomy and control, and gift-relationships, and work with industry to understand the processes involved in providing information, advice and support to consumers.

Grant Applications

CB provided the following overview of current research grant applications.

- **Evaluation framework for Livable Housing Australia**

  Prepared for the NGS Livable Housing Australia (LHA)
  An application has been made for this project. It has yet to be determined.
  General discussion of the assessment tool to evaluate the finished product and aging in place.

Notes   *Actions*

- **Piloting of 'Liveability Mobile Application' to map walkability in three village main streets of the City of Sydney**

  Grant application submitted to the City of Sydney – awaiting result.

- **Ongoing Maintenance of Home Modifications: Research project proposal**

  This is a project with Lifetime Care and DVA.

  The project proposal is currently being revised for re-submission to DVA to accommodate the NDIS.

  - *General discussion* of ongoing maintenance of home modifications, including surface treatments, who has the responsibility for maintenance, funding, and quality assurance.

- **AHURI: Accommodating DisabilityCare: Maximising Housing Options in a Reformed Disability Sector**

  This project is being led by Dr Ilan Vizel and was a response to a call for proposals by AHURI and is now awaiting peer-review assessment reports.

  - *General discussion* of disability access in social housing in NSW and universal housing design.

Other Business

- **Expectations of Advisory Committee Members**

  CB spoke on the expectations of Advisory Committee Members including; registering as a user on the HMinfo website and attending a minimum of two meetings per year.

  CB suggested that HMinfo could contact Members who aren't registered to help with the process.   *NM* to contact Members

  - *MK, SL, NL, BM, JG* & *GK* agreed that a minimum attendance is reasonable and *MK* suggested that this could be discussed at the Strategic Planning Day, as well as the purpose of the Committee, and the role/s of Members.   *HMinfo* to add to Strategic Planning Day Agenda

Notes	*Actions*

- **DoHA Policy on Home Modifications**

  NL outlined the Modifications and Alterations to home policies, including permissions and tenants' responsibilities.

  > *NL* to provide links to policies for HMinfo website News page

- **Local Government**

  MK mentioned that the roll out of the NDIS has highlighted numerous issues surrounding access to information for consumers and local government, and highlighted the importance of the *Walk and Talk* project for disseminating information.

- *General discussion* of future conferences, Universal Design and Accessibility in Norway, and the difference between local and international design.

Next Advisory Committee Meeting

Meeting closed at 4.45pm.

The next meeting will be held on Thursday the 5th December 2013 at the Faculty of The Built Environment, University of NSW at 2.30pm.