



# ANNUAL REPORT 2010-2011

authored by

**The Home Modification Information  
Clearinghouse Team**

for

**City Futures**  
Faculty of the Built Environment  
University of New South Wales  
November 2011

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*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**



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Cover Photo: Second photo from top courtesy of Bega Valley Home Modification and Maintenance Project

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## Enabling Environments Template

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

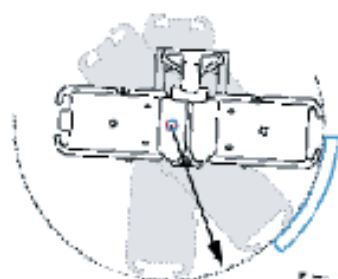
### fixed frame wheelchair



$r = 995\text{mm}$

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

### bathing trolley



$r = 1150\text{mm}$

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

### ambulance trolley



## SECTION ONE INTRODUCTION

# 1 INTRODUCTION

## 1.1 This Report

This report is a culmination of the past 12 months of new and exciting research opportunities, collaborations and changes in both the HMinfo research team and the Built Environment Faculty at UNSW. The most exciting news is that in 2011 The Home Modification Information Clearinghouse expanded its scope and split into three discrete research areas under the umbrella of the **Enabling Built Environments Program** within the **City Futures Research Centre**.

We have had a significant addition of skill and experience from new team members and are looking forward to an expansion of our team into a larger and more diverse program that encapsulates Enabling Environments as a whole, while the HMinfo Clearinghouse will continue its work on home modification interventions the domestic environment as a sub part of this larger strategic research program.

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.

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](http://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](mailto: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](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 CityFutures**

The Home Modification Information Clearinghouse is incorporated under the CityFutures research centre as a distinct and separate research program with a particular focus on 'Enabling and Socially Inclusive Environments'.

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.

### **1.2.1 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.

### **1.2.2 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.

### **1.2.3 CityFutures Research Programs and Projects**

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

- Enabling Built Environment Program
  - Home Modifications Information Clearinghouse
  - Housing for an older Australia

- Liveable Neighbourhoods
  - Livable Housing, Kitchen and Bathrooms
- 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

### 1.3 What is The Enabling Environments Program?

In 2011 The Home Modification Information Clearinghouse expanded its scope and split into three discrete areas under the umbrella of **Enabling Built Environment Program (EBEP)**. This program now covers the following research teams;

- Home Modifications Information Clearinghouse
- Housing for an Older Australia
- Liveable Neighbourhoods
- Liveable Housing, Kitchens and Bathrooms

The Enabling Built Environments program within the CityFutures Research Centre brings together a number of streams of funded research from organisations such as the Australian Housing and Urban Research Institute (AHURI); the Home and Community Care program and Industry entities like Caroma. All of our research is concerned with how the built environment at industrial to housing and town centre design levels impacts human function, quality of life and health/care costs for older people, people with disabilities and their carers.

#### 1.3.1 Objectives for the Enabling Environments Program

Our objectives continue to be:

- To build information and knowledge capacity within the residential and public construction sectors in order to improve design standards and to provide evidence for the effectiveness of special features to better the living environments of aged and/or people with disabilities, and their carers.
- Integrate diverse knowledge and cross-disciplinary research.
- Develop a leading edge enabling environments research cluster that will be accessible to the full range of industry and consumer target groups.
- Facilitate home and community care outcomes, focusing on residential and town centre design strategies.
- Promote innovative residential models for older people and people with disabilities within the building and development industry.
- Develop Factsheets detailing best practice principles for assessment and the setting of priorities for planning, assessment and intervention services.
- Promote the benefits and products of more enabling design to the broader community through mainstream media.

- Share information at International, National, State and Regional industry forums and liaise with peak regional providers and consumers.
- Ensure that there are effective links between built environment service providers and their end users.

Understanding the complex transactions between the built environment and humans has become an increasingly critical factor in creating and maintaining sustainable informal and self-care systems for all nations with the global advent of population ageing and increasing rights for social participation by those persons with some level of functional impairment. This research group benefits from its contract and casual staff having a diverse skill set that includes Industrial Design, Occupational Therapy, Social Sciences, Policy planning and Architecture. This research group receives recurrent core funding from the Home and Community Care Program and works on a range of projects concurrently from both the macro level like performance of town centres and housing supply to the micro level like temperature regulation valves, smoke detectors and the like.

Our focus is 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.

For example at the larger macro scale, some of our recently completed projects include:

### ***1.3.2 Liveable Communities photographic resource project***

Funded by: Local Government and Shires Association of NSW This project was the development of a local and relevant Photographic Database that could be used, among other things, to educate the community about makes a local area “liveable” from the perspective of older people and people with a disability. It set about obtaining a photographic collection of examples of parts of the built environment that were the responsibility of a council (i.e. accessible to all people and are publicly owned or managed) and also areas such as commercial areas, parks, banks etc. that people are free to access. The WHO Aged Friendly Environments checklist was used as a tool for selecting photographs for this digital repository. The images highlight good design and innovative solutions to environments that are pleasant, safe and accessible to people of all ages and abilities.



### ***1.3.3 AHURI 70636: Older Peoples Housing Policy***

This project sought to pull together the current research knowledge needed to inform the development of a housing policy for an Ageing Australia. The project looked broadly at the existing Australian literature on ageing with emphasis in the interactions between housing policy and the pension and taxation systems, the role of age specific housing (as opposed to mainstream housing) and the impact of transitional events on older people's lives. Specific issues include (but are not limited to) the areas of assets and income, housing assistance, home ownership, formal and informal care provision, health and wellbeing, social inclusion, housing design, housing modification, physical locale, and dwelling and neighbourhood quality. The key theme is those structures within the housing systems including finance, support services and tenure arrangements that enable households to access housing as their needs change over time.





#### **1.3.4 AHURI 70589: Age-Specific housing markets**

This research project seeks to better understand the nature of the age-specific housing market in Australia and what drives or does not encourage older people to seek age specific accommodation. Our research aims were as follows: to acquire knowledge and understanding of the nature of the age-specific housing market in Australia; how providers perceive the age-specific housing market and what they view as incentives and disincentives to invest therein and how older people perceive age specific housing; and what drives or does not encourage older people to seek age specific accommodation. Our multi-method research design involved a literature review, a survey questionnaire and in-depth semi-structured interviews of residents, providers and key national and State policy players. The interviews and survey data provided detailed information requiring the needs and expectations of low-moderate income older persons and the age specific housing market.

Further information regarding CityFutures and its research work is available from <http://www.fbe.unsw.edu.au/cf/>

### **1.4 Home Modification Information Clearinghouse**

The Home Modification Information Clearinghouse maintains a separate external website for its Research Program at: [www.homemods.info/](http://www.homemods.info/)

The website operates as a publically accessible informational service and is required as part of our funding contract with the Home and Community Care to deliver an online information service. 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.

The HMinfo Clearinghouse service 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. HMinfo 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.

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.

This includes the specific publications as defined by our funding agreement for 2010/2011 period.

- investigate the evidence based practice deliverable “Investigating bridging and earth berming as a level access solution.” Publication in peer-review.
- research and develop approaches to post home modification follow up on the completion of minor modifications by allied health professional”. Publication in peer-review
- conduct a user appraisal of the contribution of environmental factors on the independence and well-being of older people in three regional town centres. In consultation with ADHC this funding was leveraged to an ARC Linkage grant application submitted in November 2010 but was unsuccessful so this project in partnership with the Local Government and Shires Association and COTA-NSW will commence in early 2012.

## **1.5 New areas of research for 2011-2012**

### **1.5.1 AUSTRALIAN RESEARCH COUNCIL: Linkage Projects Round 1 – 2012 (LP120100395)**

Livable bathrooms for older people: Designing out dependence in activities of daily living Current bathroom environments may not support the functional performance of older people and the assistive technologies helpful for bathing are under-developed and underutilised among older people living at home. A lack of knowledge about bathing environments, uncertainty about the design preferences of older people, lack of basic human factors data, design guides and standards without adequate validation process, and reports of design practice not based on empirical evidence are hallmarks of current bathroom design research. As part of collaboration with GWA the largest single supplier of Australian sanitary ware, this research will assist in incorporating human factor and computational knowledge obtained in partnership with older people.

### **1.5.2 AHURI 70687 Downsizing amongst older Australians**

Although it is popularly thought that older people prefer to downsize to smaller dwellings, the evidence suggests there is a reluctance to do so (Judd et al. 2010).

This is partly because of the strong attachments to their existing home and the need for space for post-retirement activities important for health and wellbeing.

This study seeks to quantify the extent of downsizing, as well as the social, psychological and financial and policy drivers behind such moves.

The study will involve analysing ABS Census data, conducting a national survey of older people contemplating downsizing, interviewing 60 older people in three states and draw on findings from forums with policy makers.

## 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.





**Rachael Walls** is currently employed as the Administration Manager and is also managing a research load with the team. Rachel comes from a background of film and animation and has a Masters Degree in Animation. She has a number of international publications and presentations and is experienced in the areas of website development and information dissemination using visual media.



**Yong Moon Jung** completed a Bachelor and a Master of Arts Degree in Social Work at the Seoul National University. After working as a senior researcher at the Gallup Korea Research Centre for five years, 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 into wider gerontological and built environment concerns. His research focus includes population ageing, income security and health care system for older people, enabling built environments, and inclusive housing design.

He is currently undertaking a PhD at the Faculty of Education and Social Work, University of Sydney. The topic of his thesis is about how poverty is perceived by a society, and how this perception influences the policy making process in the area of poverty management and the life experience of disadvantaged people.



**Toni Adams** has background in Science (Immunology) and post graduate qualifications in Management. She has extensive experience in the area of ageing and disability, and policy development and is currently a consultant to the Aged and Community Care sector, including government. From her many years working for Commonwealth and NSW government departments, Toni has an extensive knowledge of the non-government and government sectors, especially in ageing, disability and community care. Toni has particular expertise in Organisational Change Management, Strategic Planning, Program Administration, Communications, and Project Management.



**Noreen Kirkman** is the incumbent Research Librarian for HMinfo seconded from the main Library of UNSW from February 2011. Noreen has BA from JCU, a DipEd Qld and recently completed a PhD in the field of Australian history. She will remain with the Clearinghouse until August 2011.



**Laura Davy** graduated from the University of Technology, Sydney in 2008 with a Bachelor of Arts in Communications (Honours), with a final year thesis in the area of disability studies. She has experience in the disability advocacy sector, and plans to begin a Masters degree in 2012 at the London School of Economics and Political Science 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 associate with the HMinfo team and is looking at the opportunities of bridging and berming as a level access solution in domestic environments. Over the past 8 years she has been a sessional Lecturer in the faculty of Industrial Design for both UNSW and UTS. She also continues to act as an expert witness for legal cases which rely on Industrial Design and Ergonomics advice. Phillippa is currently in the planning stages of her PhD.



**David Cunningham** held the position of Research Librarian for HMinfo as a rotation from the main Library of UNSW from May 2010 until December 2010. David brought unique skills and perspectives to the team and presented a paper on "Asking and finding at [www.homemods.info](http://www.homemods.info)" at 'Synergy' - The 2010 biennial NSW HMMS State Conference.



**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. Anne Marie will finish her time on the Committee this year and we wish her all the best in her new ventures.



**Nicholas Loder** has worked for Housing NSW for 8 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 and recently was instrumental in the NSWHealth / Campbelltown Hospital rebuild.



**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<sup>1</sup> 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.

When the peer-review process was first established it was designed to be reviewed every 2 years to ensure that we had sufficient qualified reviewers. Our last review was in 2010 and we anticipate that in moving forward and with the hoped for establishment of an International Journal in collaboration with similar groups in the USA, Sweden, Canada, Ireland and the UK that an International academic panel will be established sometime in 2012. Our publications quality relies on the voluntary efforts of many people and we would like to acknowledge and thank all the participants listed below for their involvement.

### 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

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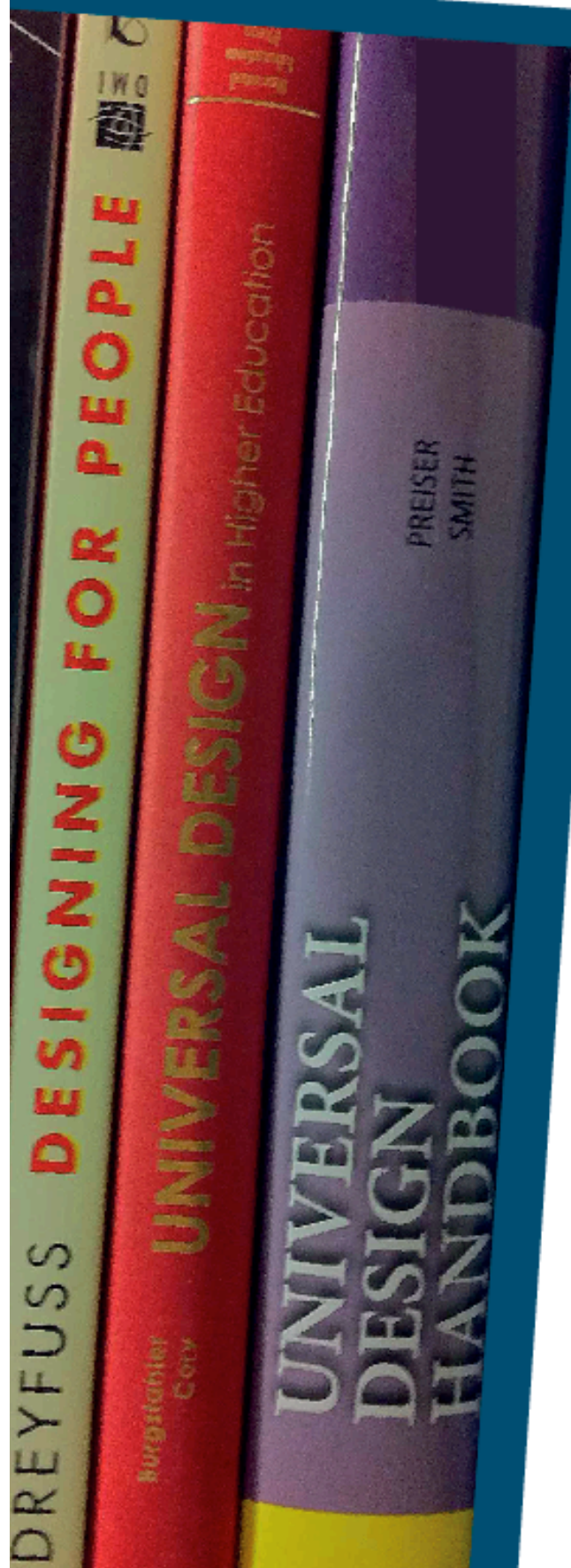
<sup>1</sup> These are a meta analysis of all published materials based on the [Protocol Guidelines for Systematic Reviews of Home Modification Information to Inform Best Practice](#). This sets out the methodology we use to identify, appraise, select and synthesise all research evidence relevant to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

- Peter Meredith, Master Builder's Assoc., NSW
- Keith Stevenson, Auburn, Holroyd, Parramatta HMM Service
- Vanessa Richards, Upper Hunter Home Modification and Maintenance Service

***Consumer Panel***

- Sue Egan, Physical Disabilities Council of Australia
- Greg Killeen, Spinal Cord Injuries Australia
- Janne Bidenko, Deaf Blind Association Australia
- Ross Smith, Central Sydney Regional Public Tenants Association
- 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**

I take pleasure in sharing with you this year's 2010/11 annual report. Standouts in 2011 have been the addition of significant additional research capacity in the form of both new PhD scholarships awarded and several key successes in terms of significant new projects being awarded. Key to our ARC-Linkage success with Caroma was the development and agreement of a Memorandum of Understanding (MOU) between Caroma Industries Ltd. Which was officially signed on April 27th 2011. The MOU in a non-contractual manner sets out the mutual aims of collaborative research and teaching that benefits both parties. It sets up a frame where mutually agreeable research projects and research work plans are possible in the area of design and manufacture of sanitary ware and bathroom fixtures.

To date two Industrial design studios, some contract research re bathroom innovation and a three-year, ARC-Linkage project proposal bid have been achieved through the collaboration. Our ARC-Linkage grant which will commence after contracting in early 2012 aims to establish the design fundamentals needed for the development of more flexible, innovative and safer bathroom fixtures and domestic bathroom environments for older Australians. Bathrooms are for people, yet even the most sophisticated Computer Aided Design (CAD) applications for architects; Industrial designers and engineers do not cater for older people's human factors requirements (i.e. their dynamic and static anthropometrics) and so there is a lack of any reliable and valid data to guide product innovation and the spatial envelopes required for efficient and effective bathroom design. We anticipate this research of being of great value to architects, product designers and older people and believe it will contribute to better bathroom design for all.

Another significant change for the whole Home and Community Care sector is the result of the National Health and Hospitals Network Agreement. Under this agreement, the Commonwealth Government will take full funding, policy, management and delivery responsibility for a national aged care system from July 2011 and as a result the current HACC Agreement between the Commonwealth and NSW will cease on 30 June 2011. Consequently, the transition from State to Commonwealth funding and the end of the HACC Triennial Plan 2008-11 strategic directions means that a lot of what the future holds is still uncertain for many NSW Home and Community Care services including HMinfo.

Despite uncertainty the need for good advice and demand for home modification services will continue to increase sharply over the coming years and this has been reaffirmed in the review of the future directions for Home and Community Care Home Modification Services and while this review is yet to be released I understand that it will seek to provide clarity greater, standardization and streamlining of assessment pathways all with a view to better clinical outcomes. The Home Maintenance and Modification Services review is timely and will I believe position the sector's operational capacities

so as to address the challenges presented by population ageing and a limited supply of new housing stock coming on line. This is critical given that according to the most recent State of Supply report<sup>2</sup> the stock of private dwellings in Australia is estimated to be 9,009,000 dwellings while less than two per cent of new housing stock is added annually.

Moreover for community care, to be provided a safe and secure home-base is essential as is a service philosophy that places appropriate emphasis on the importance of establishing services to help people live in their own homes and retain independence, dignity and choice. So I am pleased to report that NSW has actively moved closer towards adoption of an evidence-based practice designed to enhance individual autonomy, independence and quality of life of people requiring support to live at home in their community. This is based on the adoption of an enabling philosophy and I believe that the information provided by HMinfo to consumers and industry alike is an essential part of this framework. Importantly, HMinfo has extended its impact in the broader National and International policy community over the last year and the range of requests for input from organisations like the Productivity Commission, Aged Care Associations and our invited presentations and our media presence gives some measure of that.

Nevertheless, I am writing this report amidst a great deal of change, both sector change and internal administrative change. For example, 2010 saw us amalgamate with the City Futures Research Centre and 2012 will see us really starting to benefit from a more integrated workspace specially designed to ensure cross-fertilization of ideas. Our newly refurbished and purpose built office spaces will see us back on level three, right in the heart of the Built Environments Faculties operations and will increase our ability to access a growing body of expertise from housing economists, strata title experts, construction law and geo-spatial modeling researchers. While change is not always comfortable it is often necessary and in this case it brings lots of opportunities and I believe will be the start of even bigger things in the coming year.

Lastly, I would like to thank all the people both external partners and UNSW staff who have worked hard to help us deliver important, relevant and timely research.



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

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<sup>2</sup> National Housing Supply Council, Australian Government, (2010) *National Housing Supply Council – 2nd State of Supply Report*. Available online from [www.fahcsia.gov.au/sa/...supply/.../StateofSupplyReport\\_2010.pdf](http://www.fahcsia.gov.au/sa/...supply/.../StateofSupplyReport_2010.pdf)

### 3.2 HMinfo Clearinghouse Triennial Strategic Plan 2009-2011

This plan was included in the 2009/2010 Annual Report however the status of each area has been updated to reflect the progress made in that area.

<b>Goal 1-Leadership in research</b> <b>BE AMONGST THE TOP 3 OF AUSTRALIAN UNIVERSITIES IN RESEARCH PERFORMANCE CONCENTRATING ON DEFINED STRENGTHS BY:</b>				
<b>Quality Indicator<sup>3</sup></b>	<b>Strategic Initiative<sup>4</sup></b>	<b>University Goal</b> B2B rev 09	<b>HMinfo Level Goals<sup>5</sup></b>	<b>Status</b>
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.	Excellent progress. From previous report, additional 2 PhD candidates attracted. (co-supervised by A/Professor Bridge).
2. Documented evidence of impact and outcome as assessed by the Excellence in Research for Australia (ERA) <sup>6</sup> 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.	Progress made - ongoing (25%) –From previous report, 2 additional ARC grants applied for, and contribution to a CRC grant.

<sup>3</sup> **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.

<sup>4</sup> **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).

<sup>5</sup> **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)

<sup>6</sup> 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.	ongoing link 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: <ul style="list-style-type: none"> <li>• Funding acquittals</li> <li>• Budget management</li> <li>• Quarterly reporting to CityFutures board</li> <li>• Management of associated paperwork for GMO and Legal office.</li> </ul>	Team continues to have dedicated part-time administrative support paid for by Faculty research levy. with InfoEd and NSS training undertaken.  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	<ul style="list-style-type: none"> <li>• Ensure that all research associates have ethical training and that all projects have ethical protocols, which are approved and adhered to.</li> <li>• UNSW Ethics P&amp;P is incorporated into HMinfo P&amp;P and is part of orientation for all new team members.</li> </ul>	Excellent progress made - ongoing  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 <sup>7</sup> to enable research performance.	Providing an excellent research environment, with cutting-edge research facilities and equipment.	<ul style="list-style-type: none"> <li>• Upgrade all team computers to enable up-to-date and relevant software including Microsoft Office, Adobe Acrobat Professional and SPSS etc.</li> <li>• Reorganise, monitor and enhance research library and publication support.</li> <li>• Access for all team members to relevant academic supervision and support.</li> </ul>	<p>Excellent progress made ongoing (100%) – All team computers have been upgraded and appropriate software installed.</p> <p>Research librarian has updated library and all eligible publications have been entered into ResPubs.</p> <p>Each associate meets regularly with research mentor.</p>
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.	1 x submission to Journal of Ophthalmic and Physiological Optics

<sup>7</sup> These aspects can be mental and social, mechanical, chemical, physical, or electronic.

<b>Goal 2- Community Impact</b> <b>VALUED PARTNER WITH KEY COMMUNITIES, MAKING AN IMPACT ON CONTEMPORARY ISSUES BY:</b>				
<b>Quality Indicator</b>	<b>Strategic Initiative</b>	<b>University Goal B2B rev 09</b>	<b>HMInfo Level Goals</b>	<b>Status</b>
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.  Research cited on both NSW Health and QLD Health websites.
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	<ul style="list-style-type: none"> <li>Website to reach target of 95% uptime.</li> <li>Website content to reflect best-practice as evidenced by international peer-review.</li> <li>User feedback reflects that 90% of functionality meets or exceeds satisfaction as measured using online survey technology.</li> </ul>	<p>Weblogs indicate that this KPI has been met for the 2010-2011 year.</p> <p>Website to be reviewed and update in line with changes in accessibility, user interface and user experience evidence. This process has been put out to tender and will occur in the 2011-2012 financial year.</p> <p>Following website redevelopment, all users will be requested to complete an online survey with regard to these criteria. This is to occur at the end of the 2011-2012 financial year.</p>
3. Our Advisory	Further	Driving expanding	Ensure	Membership to

Committee and the CityFutures Board have the depth of knowledge and skill to provide effective and competent advice/ management support.	develop profile in industry and professional groups	linkages and partnerships with donors, business, industry, the professions, community organizations, and government, academic and international bodies.	representation on Advisory Committee, CityFutures Board etc of a minimum of 50% appropriate industry/professional members e.g. identify and approach: <ul style="list-style-type: none"> <li>Building / Construction peak bodies for inclusion to HMinfo Advisory Committee/ review panels.</li> </ul>	the HMinfo Advisory Committee and Peer review committees will now have a 2 year tenure. All positions will be open for expressions of interest in October 2011, and then in October 2013
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.	(50%) – Continued membership of Faculty OH&S committee; AS4299 Committee reconvened in 2011.

<b>Goal 3-Outstanding service</b>				
<b>IMPROVE UNDERLYING LEADERSHIP AND OPERATIONAL CAPABILITIES BY:</b>				
<b>Quality Indicator</b>	<b>Strategic Initiative</b>	<b>University Goal B2B rev 09</b>	<b>HMInfo Level Goals</b>	<b>Status</b>
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.	<p>Six month rotation continues with UNSW library staff.</p> <p>Recurrent funding bid made to ADHC to support level B academic appointment successful with recruitment process to commence 2011-2012 financial year.</p> <p>All new staff recruited in 2012-2011 financial year have significant research delivery history and/or PhD.</p>
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	<ul style="list-style-type: none"> <li>Annual development / review and reporting in-line with Strategic planning</li> <li>All publications, administrative materials etc are available for users via the website.</li> </ul>	<p>Some progress made ongoing (75%) – all staff on full-time contract to participate in annual appraisal.</p> <p>All current research policy and strategic directives available to general public on website.</p>
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.	<p>Good progress made ongoing (50% from last report, 75% from commencement of Triennial Plan) – P&amp;P manual updated and maintained by Administrative Manager.</p> <p>Index log of reviews now kept.</p>
4. All team members to take responsibility for at least one project and/or one administrative process development maintenance and	Develop and support team members' initiative integrity, accountability and personal autonomy.	Developing uniform, simplified, responsive and effective operating models and	A project Gantt will be created and updated for each research project and for all key 'administration activities so as to clarify	Good progress made ongoing (50%) – all research associates responsible for tabling, maintaining and closing project related operational

implementation.		information systems	steps/stages, tasks individual responsibilities and their associated timelines.	files in line with standard project management accountability.
5. That Memoranda of Understanding be developed, reviewed and maintained with other relevant partner organizations	Develop inclusive partnerships with other agencies to develop a reciprocal process for consultation and information sharing to support systemic advocacy issues.	Developing and expanding industry and research linkages both in Australia and internationally	<ul style="list-style-type: none"> <li>• The quality of service meets and/or exceeds the expectations of our users.</li> <li>• All parties involved in addressing individual and sector issues are satisfied that the level and style of communication is achieving the best possible outcomes.</li> <li>• Systemic issues affecting the sector are being effectively represented to decision makers.</li> </ul>	Excellent progress made ongoing (75%) – There are four MOU's in place in Australia and projects planned for 1 international collaboration.

<b>Goal 4-resource management</b> <b>MAXIMISE THE AVAILABILITY OF RESOURCES AND THE ASSIGNMENT OF RESOURCES TOPRIORITY AREAS BY:</b>				
<b>Quality Indicator</b>	<b>Strategic Initiative</b>	<b>University Goal B2B rev 09</b>	<b>HMInfo Level Goals</b>	<b>Status</b>
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. 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	<ul style="list-style-type: none"> <li>• All deliverable and other contractual requirements are being met in a timely and efficient manner.</li> <li>• Identify and pursue opportunities to generate additional research income</li> <li>• Implement strategies that achieve a cost saving without adversely impacting deliverable quality.</li> <li>• Maintain and enhance financial management systems and skills as evidenced by appropriate access of and use of available resources and reduced administrative costs/time.</li> </ul>	<p>Meetings with Home and Community Care at State and Commonwealth initiated, ongoing discussions.</p> <p>Additional research income secured by successful grant application to Faculty of the Built Environment; AHURI, LGSA and The Australian Research Council via the Linkage program</p> <p>Cost saving activities such as project based and performance budgeting implemented.</p> <p>Financial Management training has been given to Administration Manager who is now able to manage research funds, and reduce need for additional external consultation.</p>



### 3.3 Activities

#### 3.3.1 Reviewer & Assessor Roles

- 2010 – Present: Peer reviewer for Landscape and Urban Planning; An International Journal of Landscape Ecology, Planning and Design, Elsevier
- 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.

#### 3.3.2 Research & Publications

- Carnemolla, P. & Bridge, C. (2011). *Home Modifications and their impact on waged care substitution*. Home Modification Information Clearinghouse, University of New South Wales. Available from [www.homemods.info](http://www.homemods.info)
- Walls, R & Bridge, C, (2011), 'Home modifications and inclusive design in Aboriginal housing', in *Proceedings of the International Conference on Best Practices in Universal Design: Festival of International Conferences on Caregiving, Disability, Aging and Technology (FICCDAT), June 5-8, 2011, Toronto*, FICCDAT, Toronto, presented at International Conference on Best Practices in Universal Design: Festival of International Conferences on Caregiving, Disability, Aging and Technology (FICCDAT), Toronto, June 5-8, 2011
- Carnemolla, PK & Bridge, C, (2011), 'Home modifications and their impact on waged care substitution', in *Proceedings of the International Conference on Best Practices in Universal Design: Festival of International Conferences on Caregiving, Disability, Aging and Technology (FICCDAT), June 5-8, 2011, Toronto*, FICCDAT, Toronto, presented at International Conference on Best Practices in Universal Design: Festival of International Conferences on Caregiving, Disability, Aging and Technology (FICCDAT), Toronto, June 5-8, 2011
- Jung, Y-M & Bridge, C, (2011), 'Economic dimensions of home modification: Cost-benefit comparison between ramps and lifts', in *Proceedings of the International Conference on Best Practices in Universal Design: Festival of International Conferences on Caregiving, Disability, Aging and Technology (FICCDAT), June 5-8, 2011, Toronto*, FICCDAT, Toronto, presented at International Conference on Best Practices in Universal Design: Festival of International Conferences on Caregiving, Disability, Aging and Technology (FICCDAT), Toronto, June 5-8, 2011
- Newman, R & Bridge, C, (2011), 'Universal and adaptable housing design in Australia: Policy, progress and problems', in *Proceedings of the International Conference on Best Practices in Universal Design: Festival of International Conferences on Caregiving, Disability, Aging and Technology (FICCDAT), June 5-8, 2011, Toronto*, FICCDAT, Toronto, presented at International Conference on Best Practices in Universal Design: Festival of International Conferences on

Caregiving, Disability, Aging and Technology (FICCDAT), Toronto, June 5-8, 2011

Bridge, C., Davy, L., Judd, B., Flatau, P., Morris, A. and Phibbs, P. (2011) Age-Specific Housing for Low to Moderate-Income Older People', AHURI Final Report No 174, September 2011.

Bridge, C, Nguyen, T & Plume, JD, (2010), 'Virtual environments for access design: Bringing together multidisciplinary teaching and learning for real world outcomes', in *ConnectED 2010: proceedings of the 2nd International Conference on Design Education*, University of New South Wales, Sydney, pp. 190 - 194, <http://connected2010.e proceedings.com.au/papers/p190.pdf>

Home Modification Information Clearinghouse, (2010). Annual Report for the Period 2009-2010. Sydney: The University of New South Wales. Available from [www.homemods.info](http://www.homemods.info)

Jung, Y-M, Bridge, C & Mills, S, (2010), Cost-benefit analysis of ramps versus lifts., Home Modification Information Clearinghouse, University of New South Wales, Sydney, NSW., [http://www.homemods.info/files/EBP\\_Ramps%20&%20Lifts\\_Final\\_YM.pdf](http://www.homemods.info/files/EBP_Ramps%20&%20Lifts_Final_YM.pdf)

### **3.3.3 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).

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

### 3.3.4 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 NSW.
- Olsberg, D., Howe, A. & Bridge, C. (2010, 17<sup>th</sup> 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, 1<sup>st</sup> 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, 28<sup>th</sup> September). Reverse mortgages and older people growth factors and implications for retirement decisions. *AHURI Research Seminar Older people and housing: the latest evidence*. The Art Gallery of South Australia, Adelaide.
- Bridge, C. (2010, 25<sup>th</sup> September). 'Future-Proofing our Environments for an Ageing Population.' *2010 BE Research Seminar Series*. UNSW, Sydney, Australia.
- Fishpool, J. (2010, 15<sup>th</sup> 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, 15<sup>th</sup> September). Asking and finding at [www.homemods.info](http://www.homemods.info). 'Synergy' - The 2010 biennial NSW HMMS State Conference, Crowne Plaza, Lovedale Hunter Valley.
- Millikan, L. (2010, 14<sup>th</sup> 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, 11<sup>th</sup> 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.
- Riazi, A., Boon M.Y., Dain S.J. & Bridge, C. '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, 21-23 July 2010

### **3.3.5 Exhibitions - Category:**

Bridge, C., Carnemolla, P., Walcot, K., Millikan, L., Cunningham, D. & Jung, Y.M. 2010 Synergy' - The 2010 biennial NSW HMMS State Conference', Home Modification Information Clearinghouse Trade Display, Crowne Plaza, Lovedale Hunter Valley, 14-15 September.

### **3.3.6 Visiting Scholars**

Prof. Dr. Barbara Klein, Vice Dean Professor for Organisation and Management in Social Work Fachhochschule Frankfurt am Main - University of Applied Sciences (October 2<sup>nd</sup> 2011).

Prof. Klein is a professor for organisation and management in social work at the University of Applied Sciences in Frankfurt, Germany. Dr Klein's interests are how to maintain independent living and quality of life using technology. Currently Dr Klein is working on a IRSES-project of the European Union on the role of telecare and telehealth and other means to maintain independent living.

### **3.3.7 Teaching - Convened Courses**

- IDES1031-6 UOC 90th percentile design and inclusive design issues. Invited lecture for 2nd Year Industrial Design Studio 1
- PLAN3015-6 UOC *Social Planning*: What role does the built environment play in the experience of disability?
- BENV2949-6 UOC Inclusive planning and social sustainability. Invited lecture for Healthy Planning Summer School 2010

### **3.3.8 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. (2009-2010) Jenny Fishpool, MPhil Title: *Home visiting follow-up of Home Maintenance and Modification Services*, Built Environment, UNSW.

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

Bridge, C. (2010) Co supervisor with A/Prof Linda Corkery for Jason Yi-Kai Chuang. *Healing landscapes for those with Spinal Cord Injury*. Built Environment, UNSW.

### **3.3.9 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.

### **3.3.10 External Committees & Roles**

2008 - present: 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

### **3.3.11 In the Media**

- Bridge, C. (2011). *Over-65s will struggle to own home*, the Australian <http://www.theaustralian.com.au/business/property/over-65s-will-struggle-to-own-home/story-fn9656lz-1226138255514>
- Bridge, C. (2011). *Retiring with debt*. Mornings with Greg Cery 4BC1116 Brisbane local (radio interview).
- Bridge, C. (2011). *Age-Specific Housing*. An interview with David Oldfield Radio 2UE National (radio interview).
- Bridge, C. (2011). *Mortgage free retirement*. An interview with Deb Cameron morning show – ABC radio National (radio interview).
- Bridge, C. (2011). *Reverse Mortgages*. An interview with Virginia Trioli and was on ABC News Breakfast (TV interview)



## SECTION FOUR WEBSITE

## 4 WEBSITE STATISTICS (JULY 1<sup>ST</sup> 2010 TO JUNE 30<sup>TH</sup> 2011)

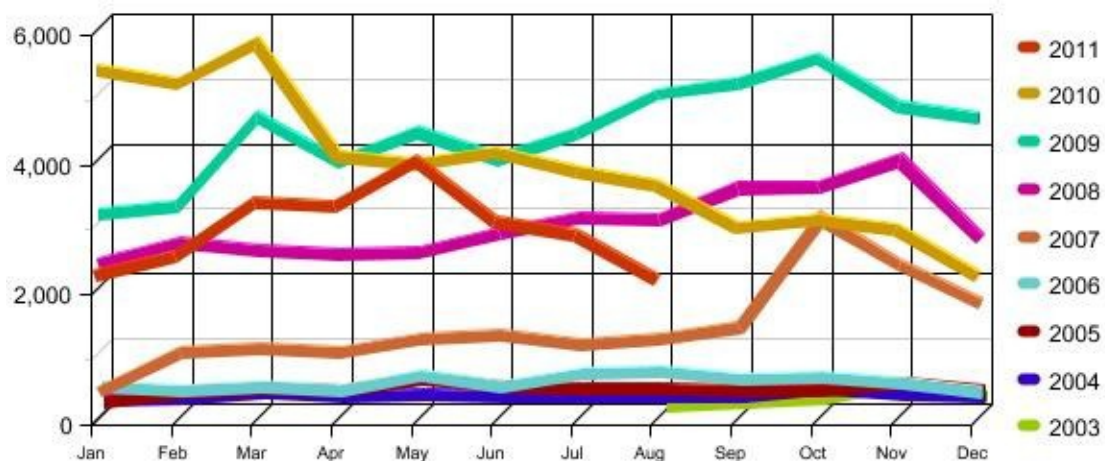
### 4.1 Overview

Total Page Views for 2010-2011: 115, 743

Total Visitors for 2010 - 2011: 36,730

### 4.2 Webstat Reports

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

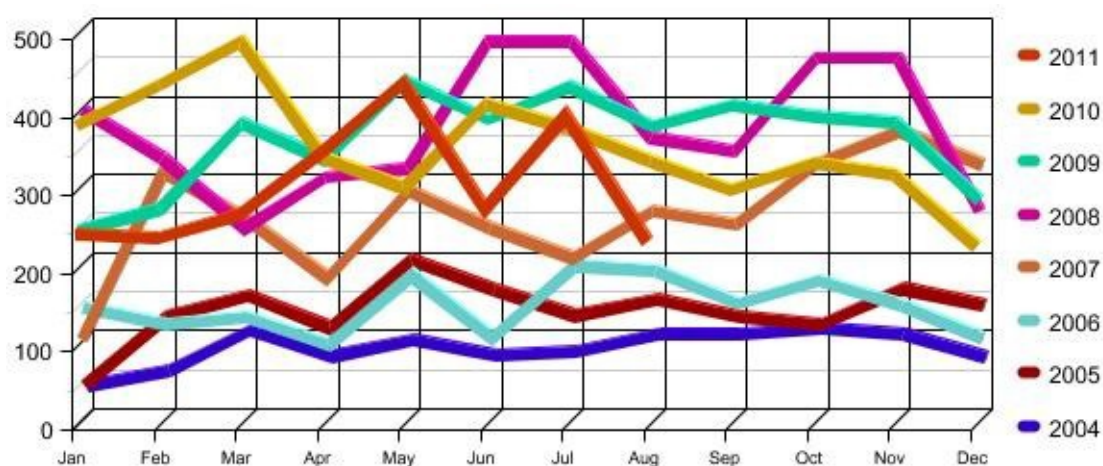


#### 4.2.2 Visitors in the last financial year, by month (table)

	Page views	Visitors
July 2010	12 167	3 783
August 2010	14 212	3 582
September 2010	10 253	2 925
October 2010	10 197	3 031
November 2010	9 530	2 910
December 2010	7 365	2 145
January 2011	7 524	2 230
February 2011	7 528	2 507
March 2011	9 101	3 308
April 2011	9 319	3 293
May 2011	10 885	3 965
June 2011	7 662	3 051



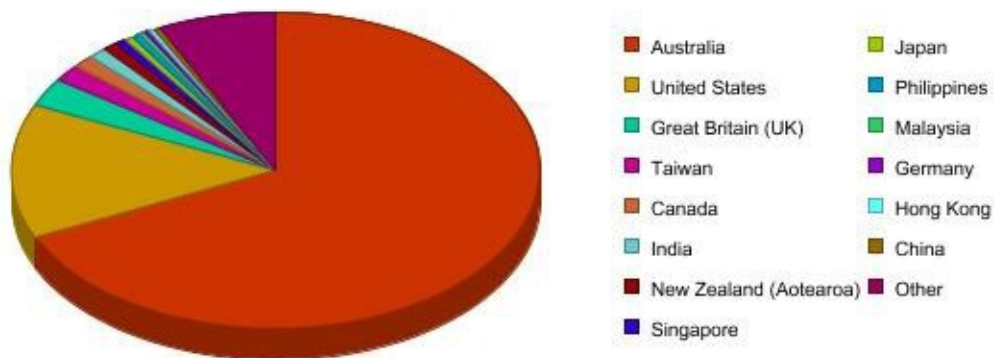
#### 4.2.3 Visitors returning in the last financial year, by month



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

Month (year)	Number of returning Visitors	% of Total
July	377	1.64
August	334	1.46
September	299	1.3
October	333	1.45
November	318	1.39
December	227	0.99
January (2010)	244	1.06
February	240	1.05
March	269	1.17
April	348	1.52
May	437	1.9
June	277	1.21
Total		

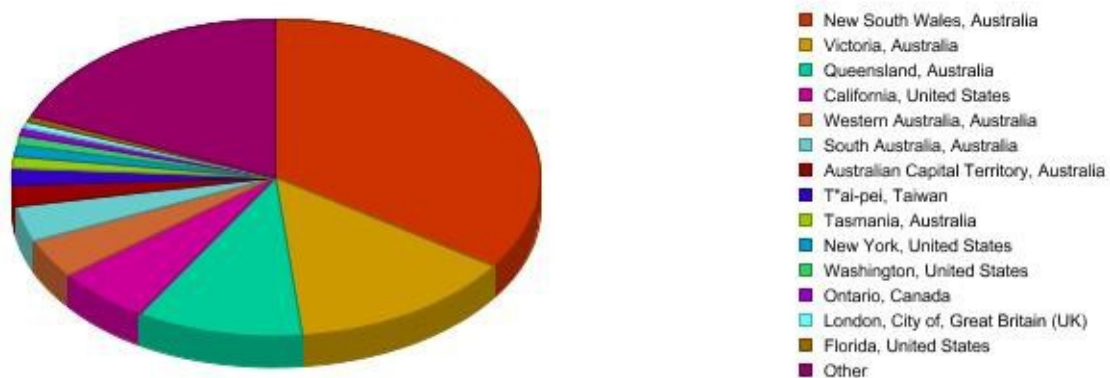
#### 4.2.5 Visitors since last financial year, by country



Top country: Australia:

Followed by: United States, Great Britain, Taiwan, Canada, India, New Zealand (Aotearoa), Singapore, Japan, The Philippines.

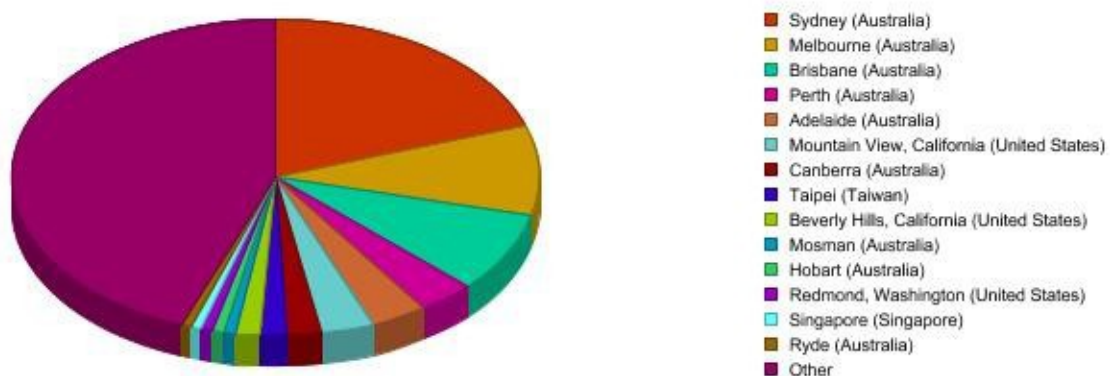
#### 4.2.6 Visitors since last financial year by region



Top region:

Followed by:

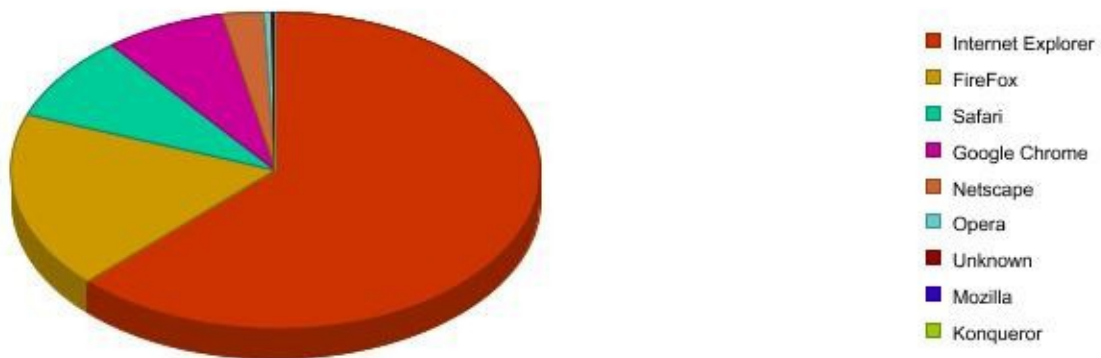
#### 4.2.7 Visitors in the last financial year by city



Top city: Sydney, Australia

Followed by: Melbourne, Brisbane, Perth, Adelaide, Mountain View (US), Canberra, Taipei, Beverly Hills (US), Mosman.

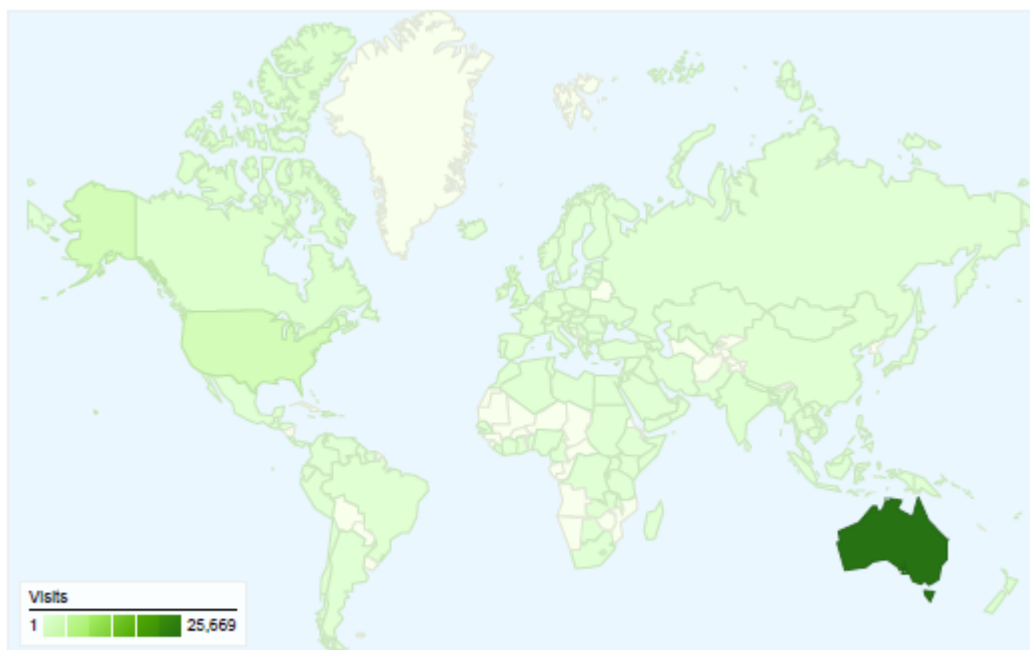
#### 4.2.8 Top Browsers used in the last financial year



Top Browser:

Followed by:

#### 4.2.9 Google Analytics visits by country



33,095 visits came from 151 countries/territories

#### 4.2.10 Google Analytics visits by city



33,095 visits came from 2,449 cities

#### **4.2.11 Top 10 HMinfo Publications downloaded**

<b>Rank</b>	<b>Publication Title</b>	<b>Reads</b>
1	Consumer Factsheet: - Arranging Home Modifications in Western Australia	2933
2	Consumer Factsheet: - Arranging Home Modifications in Victoria	2865
3	Consumer Factsheet: - Arranging Home Modifications in the Northern Territory	2811
4	Consumer Factsheet: - Arranging Home Modifications in New South Wales	2779
5	Consumer Factsheet: - Arranging Home Modifications in the A.C.T.	2763
6	Consumer Factsheet: - Arranging Home Modifications in South Australia	2741
7	Consumer Factsheet: - Arranging Home Modifications in Queensland	2642
8	Dementia Design Guidelines: Home and Community Care Capital Works Program 2nd Edition	2639
9	Consumer Factsheet: - Arranging Home Modifications in Tasmania	2634
10	Industry Checklist: Designing home environments for people with problems with cognition who display aggressive or self-injurious	2153



## SECTION FIVE FINANCIAL REPORT

## 1.1 Financial Acquittal for the 2010-2011 period

Date: 07 December 2011

The disclosures in this section have been taken from the Financial Report for the year ending 30 June 2011.

### ***Recurrent funding***

**Income:** the Home Modification Information Clearinghouse Project was granted \$217,901.36 (GST Exclusive) in recurrent funding for the financial year 2010/2011. There was \$1,161.64 carry forward from the previous financial year.

**Expenditure:** The grant was spent on salaries for research associated staff and other expenses; there is \$83,200.82 carried forward into 2011/2012.

### ***Non-recurrent funding***

**Income:** non-recurrent funding totaled \$0.00 (GST Exclusive) during 2010/2011.

**Expenditure:** Total expenditure of \$0.00 (GST Exclusive) for operating costs, was spent over the year 2010/2011 (i.e. salaries and miscellaneous items such as overheads, minor equipment, stationary and contractor payments).

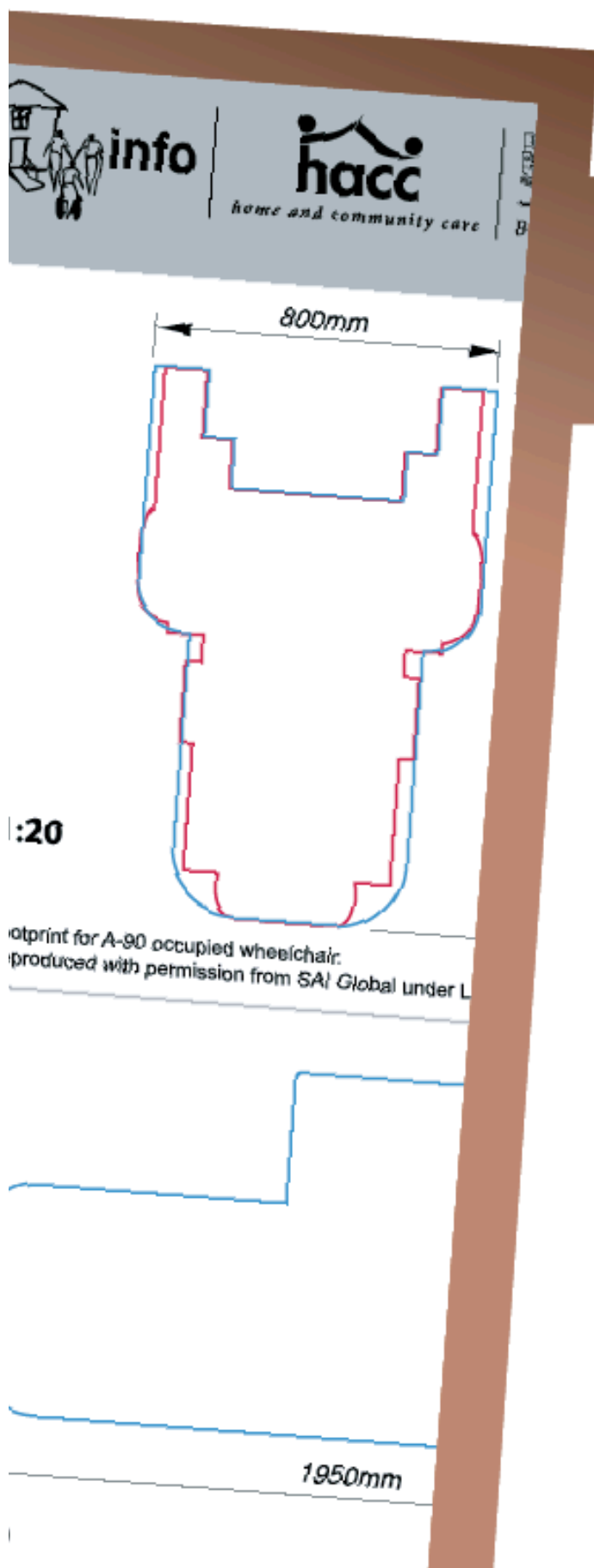
An amount of \$84,362.46 (GST Exclusive) was therefore unable to be spent before 30 June 2010, and will be carried forward into the year 2011/2012.

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: Zac Liu  
Title: Senior Research Finance Officer, CPA  
The University of New South Wales





## SECTION SIX LOOKING AHEAD

## 6 WHAT DOES THE FUTURE HOLD?

The achievements of HMinfo throughout the year demonstrate high quality research internationally, and the diverse and valuable skill set that has been cultivated. There are a number 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.

- **Inclusive Design appointment**

In preparation for the next 12 months of growth and development, there will be an appointment on an ongoing basis of a professionally and academically 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 with The Enabling Environments project. This will bring together existing high-level research skills with funding support and commercial expertise. These long-term projects will facilitate The Enabling Environments project to grow further with an international research centre and laboratories as well as new PhD projects in development.

- **International Inclusive Built Environment Journal project**

Discussions from 2010 have resulted in a number of key international stakeholders to develop a conjoint ISI registered e-journal. The (yet to be titled) journal is to cover three categories

1. theoretical and conceptual reviews
2. systematic reviews and meta analyses of the evidence
3. empirical research

This project has now entered the concrete planning phase. Policies and procedures around publication frequency, peer review, and other relevant issues are being developed in line with internationally A ranked journals. In order to ensure that this journal does meet this high standards required for longevity and academic rigour, this process is being undertaken carefully and with much consultation.

- **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. The next part of this project has now been funded by a grant successfully obtained by research associate Phillippa Carnemolla. 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**

There will be a large-scale upgrade of the website to better fit with the new UNSW branding guidelines but which will result in a much more user-friendly interface and simpler navigation. This project has been successfully tendered and will roll-out in early 2012.



## SECTION SEVEN GLOSSARY

## 7 GLOSSARY

ADHC	Ageing, Disability and Home Care (ADHC) is part of the Department of Family and Community Services.
CityFutures	City Futures Research Centre
DSRC	Disability Studies Research Centre, UNSW
DADHC	Department of Ageing, Disability & Home Care (now ADHC)
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  
Red Centre (West Wing)  
UNSW Sydney NSW 2052  
AUSTRALIA

**[www.homemods.info](http://www.homemods.info)**

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**Tel:** 1800 305 486

**Fax:** +61 2 9385 5935