



The University of Sydney

Faculties of Health Sciences and Architecture

**Home Modification & Maintenance:
Information Clearing House Project**

Advisory Committee Minutes

Meeting of the HMM Information Clearinghouse Advisory Committee

19 August 2004

At 11.00am

**Dean's Meeting Room,
The Faculty of Architecture,
University of Sydney**

Present

Mr Ian Maxwell (Orange HMMS)
Ms Jane Bringolf (Independent Living Centre of NSW)
Ms Rebecca Rodgers (NSW Department of Veterans Affairs)
Mr Darrell Meredith (Motor Accident Authority)
Ms Kamala Jegaraj (Faculty of Health Sciences, University of Sydney)
Ms Catherine Bridge (Faculty of Health Sciences, University of Sydney)

Apologies

Mr Alan Meldrum (NSW Statewide Home Modification Service)
Mr Bob Champion (Health & Community Care Branch, NSW
Department of Health)

Chair

Assoc Prof Peter Phibbs (Faculty of Architecture, University of
Sydney)

Note taker

Ms Julie Cameron (Faculty of Health Sciences, University of Sydney)

Notes

Actions

1 Welcome, introduction & apologies

Peter opened the meeting at 11.00am and welcomed those present. Apologies were noted..

2 Minutes from the last meeting

Amendments to Section 5:

ABCB Consultation: Katy was invited to participate in the discussion of the draft Disability Standard and the Risk Assessment statement relating to accessible housing.

DADHC consultation: Katy also participated in the DADHC HACC review to develop models and policy to encourage builders to incorporate disability access into new homes.

3 Clearinghouse update

Strategic Plan

Staffing: Due to staffing constraints at the HMMInfo Clearing House, honours students have been employed to do administrative work to release Julie to do higher duties.

Short courses: The HMMInfo team is exploring the idea of conducting short courses and training for consumers and tradespersons relating to home modification issues. Preliminary discussions have been held with ILC, MBA and IAG.

DADHC is concerned that there is limited quality training for their contractors especially for those in rural areas. Ian Maxwell stated that the ongoing professional development puts increasing demands on the MBA. This raises the issue of lack of controls on the type of training provided in accredited programs. Jane Bringolf advised that it could be beneficial for HMMInfo to develop links with industry. Liaising with Property Services Training Australia (www.pstrain.com.au) in the development of competency standards and qualifications for access consultants maybe relevant to HMMInfo. Darrell Meredith informed us that a maximum amount of \$20,000 sponsorship is available for training through MAA. He offered to assist with proposal submission.

New platform: Negotiations are underway to move the website from the University server to the Better Service Delivery platform to attract a wider market and save on maintenance costs.

Ongoing negotiations regarding collaborative education
PP,KB,JC

Liaise with PSTA
PP, KB

Continue liaising
KB

International institutions: Katy plans to negotiate with international organisations like the Centre For Accessible Environments (U.K.) and The Center For Universal Design (U.S.) to jointly republish their home modification resources to include Australian content. Further discussions will be required with DADHC to cover potential costs. Copyright issues would need to be considered.

Negotiations with institutions **KB**

Webstats

A copy of the webstats report for the period from 20 May till 19 August is attached. Of particular importance is the number of visitors revisiting the site indicating that the website is potentially useful and of interest to them. Katy commented that visitors are downloading material and not submitting information to the site. This lack of incentive may be due to the fact that we have not enough new information on the site.

Website upgrades

Students have been employed to add new and appraised annotated web links to the Resource Library page and review the old links. A new search engine has been put in place to search by topic, disability and population. New material has been added to the Annotated Bibliographic Resources database which will be updated quarterly..

Sensors project

At the University's Information Technology Forum the director of NICTA stated that wireless and sensors are the next generation IT.

DOH has decided not to fund the sensor project. HMMInfo is investigating other potential industry partners through the University's linkage program to fund the project. Darrell suggested that Mark Bagshaw in IBM might be a useful contact

Contact Mark Bagshaw **PP**

Grabrail review

Katy presented drawings to illustrate grabrail fact sheets. A copy of the drawings are attached. These drawings are intended to convey information to the consumer on issues relating to obstructions and clearances and will be incorporated into the consumer and industry fact sheets in the grabrail systematic review. The following comments were provided:
Obstruction and Clearances: Ian Maxwell commented that the "50mm from the wall" in the drawing might be confusing for many people. It is not clear whether it is from the center of the rail or

Develop industry and consumer facts sheets **JC**

Request comments from Advisory Committee **KJ**

outside the line.

Optimal Grasp: Explanatory text needs to be added to show that the forefinger and thumb should touch.

Potential Issues: It was suggested that the diagram of the heater be replaced with the sun as a source of heat

Method for palmer measurement: Katy stated that evidence shows that the second palmer crease is ½ of the hand length and therefore provides dimension for the diameter. Explanatory text needs to be added to indicate that this factor may not be relevant for people with disabilities.

Amendments to drawings **KB**

Systematic reviews

The systematic reviews have been found to be very time consuming. The honours students are close to having two reviews completed:

1. Slip resistant surface coatings: are they suitable to people with mobility impairments?
2. Doorbells: can a flashing light be used as an effective doorbell?

Ongoing supervision **KB**

Ian Maxwell commented that suppliers have difficulty in sourcing appropriate slip resistant tiling materials. Katy suggested that what is required is a kit with some samples and product illustrations made available in every showroom. This could be a collaborative project for the ILC, HMMInfo and industry partner. Rebecca commented on how important 'fashion' is in client perception of acceptable alternatives

Discuss and develop concept **PP,KB,JB,JC**

Timber slip resistance

Linda Feinberg from the University timber workshop and Katy Bridge plan to meet with the timber industry and the National Park and Wildlife to discuss collaborative research through an ARC proposal. The specific proposal has not yet been finalised

Liaise with Linda to complete proposal **KB**

4 Clearinghouse promotion

Julie Cameron has been implementing the training strategy put in place in November 2003. See appendix for a copy of the progress report. Focus has been on the home modification services. There has been varying success with the training. Jane Bringolf stated that the best form of promotion is by word of mouth and therefore we need to concentrate on continually improving the product and drive requests. She suggested that we request for submissions and use a semi structured interview format to prompt ideas and promote contributions every month or every two months. Ian Maxwell advised that we promote the

Continue with promotion **JC**

project not only to the services but also to the auspicing bodies.

Kamala has been contacting the services to ensure that the contact details are up to date on the website. She has also been canvassing the hot topics.

Continue liaising
with services **KJ**

Ian Maxwell advised that the State Council has agreed to disseminate information for HMMInfo. A member of the HMMInfo project team has been invited to attend the next State Council meeting to be held on the 6th and 7th of September and put forward the proposal of using the HMMInfo logo on all generic home modification services forms.

Ian Maxwell will be the State Council representative at the Standards Australia meetings. Ian and Katy Bridge will contact Mark Flynn to set up a meeting with Standards Australia.

Set up Standards
meeting **KB**

5 Other business

Listserv hot topics

All agreed that the following would be a hot topic: DVA requirement to include thermostatic mixing valves in all major bathroom modifications and issues relating to ongoing maintenance – who is responsible for the checking and maintenance of these valves after it has been installed? Ian described a case where a HMS plumber was sued and found liable for TMV installation. As a result many plumbers are now refusing to install TMVs. Katy Bridge will be putting up this hot topic on the HMM website server. Rebecca Rodgers suggested other hot topics such as suction and or clamp on rails and storm tech. Ian Maxwell suggested a topic on hobless shower as per Australian standard.

Put up hot topic on
server **KB**

Develop list of
potential hot topics
JC

Future meetings

It was agreed that future advisory committee meetings be held at 2.45pm for a 3.00pm start

Advise all
committee
members **KJ**

6 Next Advisory Committee Meeting

The next meeting will be held on the 25 November at the Faculty of Health Sciences, Lidcombe.

Meeting closed at 1.00pm

APPENDIX 1

HMMInfo Website Promotion Progress Report 27 July 2004

Consistent with the agreed HMMInfo Website Promotion Strategy dated 13 November 2003 the project team has implemented the following activities. This report supersedes the Website Promotion Strategy dated 18 May 2004.

1. HMM Service Providers

The training followed the protocol set out in the HMMInfo website familiarisation and training day agenda as agreed by the Project Advisory Committee. The familiarisation sessions provided information set out in section 1 of the training handbook. The training day agenda consists of a list of tasks that reflect the aims of the proposed modules 1 – 5 of the training handbook.

In the absence of sufficient computers, training included familiarisation and a presentation in the form of an online demonstration simulating modules 1 – 5.

Level 3 Statewide annual conference

Training for level 2 and 3 HMS was held on 7 November 2003 at the Faculty of Architecture, University of Sydney.

Level 2 Regional meetings

- Metropolitan North 29 January 2004
- Familiarisation session in the training handbook
- Western Region, Riverina Murray services 24 February 2004
- Familiarisation session in the training handbook
- Metropolitan Southeast and Southwest 26 February 2004
- Familiarisation session and Modules 1 -5
- Northern Region, New England service 12 March 2004
- Familiarisation session and Modules 1 -5
- Northern Region, Far North Coast & Coffs Harbour services 16 March 2004
- Familiarisation session
- Western Region, Orana Far West and Central West service 25 March 2004
- Familiarisation session and modules 1 -5
- Southern Region, Illawarra and Southern Highlands 26 March 2004
- Familiarisation session and Modules 1 -5
- Hunter Region 15 April 2004
- Familiarisation session and Modules 1 -5
- Metropolitan West 3 August 2004
- Online demonstration with Modules 1 -5

Level 1 HMM Service Providers

➤ Ryde Hunters Hill Service (Metro North)	1 March 2004
➤ Hornsby Ku-ring-gai Service (Metro North)	10 March 2004
➤ Sutherland Shire Service (Metro Southeast)	29 March 2004
➤ Leichhardt Service (Metro Southwest)	30 March 2004
➤ Berrima Service (Metro Southwest)	31 May 2004
➤ Western Region	5 July 2004
	6 July 2004
	19 July 2004
	20 July 2004

Follow up required

- Woollhara / Waverly Service (Metro Southeast)
- Bankstown Service (Metro Southwest)
- Fairfield Service (Metro Southwest)
- Liverpool Service (Metro Southwest)
- Wesley Service (Metro Southwest)
- Macarthur Service (Metro Southwest)
- Byron-Ballina HMMS (Northern Region)
- Casino/Kyogle HACC (Northern Region)
- Clarence Valley HMMS (Northern Region)
- Gloucester Home (Northern Region)
- Goori HMMS (Northern Region)
- Great Lakes HMS (Northern Region)
- Hastings HMMS (Northern Region)
- Lismore HMMS (Northern Region)
- Macleay HMMS (Northern Region)
- Mid Richmond (Northern Region)
- Nambucca/Bellingen HMMS (Northern Region)
- Manning HMMS (Northern Region)
- Tweed River HMMS (Northern Region)

Other

Far North Region has been contacted. As a number of services (approximately 3 of 7) indicated they would not attend a training session, training was postponed until HMMInfo had additional activities in the region. Central North training will also be scheduled to coincide with Far North Region training. Alternatively, it may be possible to arrange training during the combined Far North and Central North regional meeting which will be held in late August / September.

Lower North Shore (Metro North) service coordinator advises that the service does not have access to the internet although the internet is available within the auspice body, Lane Cove Community Aid. HMMInfo wrote to the managing director of the auspice body regarding access to the internet for the HMS. The request was denied.

Randwick (Metro Southeast) service was unable to attend the regional meeting and training held 26 February. Randwick Council, the auspice body, requires all council employees seek permission in writing to attend seminars, workshops etc. HMMInfo has written to Council's General Manager requesting permission for the service coordinator to attend. To date the GM has not responded.

2. Home Modification Service Providers

Relevant organisations

- Paraquad 31 March 2004
Familiarisation session
- Independent Living Centre 15 July 2004
Familiarisation & training modules 1 -5
- Greater Murray Area Health Service
Occupational Therapy Regional Meeting 11 May 2004
Familiarisation session

To confirm dates for presentation with

- Spastic Centre
- Department of Veterans' Affairs

OT dept & teaching hospitals

Industry Forums

HMMInfo quarterly newsletter continues to be issued to selected industry groups including National and State Occupational Therapy Association, Royal Institute of Architects, Master Builders Association, Housing Industry Association, Australian Institute of Building.

- AHURI Housing Futures annual conference 27 November 2003
Presentation: Overview of website
- Northern Region HACC forum 10 December 2003
Familiarisation session

- State Council biennial conference 3-4 May 2004
Presentation: Overview of website development
- Northern Region sub-regional HACC forum
Ryde Hunters Hill 1 July 2004
Familiarisation session
- Northern Region sub-regional HACC forum
Hornsby Ku-ring-gai 1 July 2004
Familiarisation session
- Greater Murray Health sub-regional HACC forum

Wagga Wagga Familiarisation session	5 July 2004
➤ Greater Murray Health sub-regional HACC forum Griffith Familiarisation session	6 July 2004
➤ Greater Murray Health sub-regional HACC forum Deniliquin Familiarisation session	20 July 2004
➤ NSW Assoc of Occupational Therapy annual conference Presentation: HMMInfo use in Evidence Based Practice	21-22 Oct 2004

Follow up required

15 Area Health Services Occupational Therapy Regional Meetings
Regional and sub regional HACC Forums

3. Policy / Legislation

Regional Organisations of Councils

All Regional Organisations of Councils have been contacted. Only Southwest Sydney ROC and Western Sydney ROC have dedicated Access Forums.

- Presentation at SSROC 5 February 2004
- Letter of introduction and recommendation for presentation sent to WSROC. No response received to date.
- Contact other ROC re general presentations to relevant Council staff
- Local Council Access Committees

4. Consumers

Nil contacted to date

Appendix 2

WebStats Summary

Data Summary for period from May20th till August 19th 2004

- 508 visitors since May this year.
- Average 48 unique visitors a day to the website
- 3,751 page views
 - 195 average daily page views
 - 29 average page views per hour
- 100% visitors from Australia
- 95 Website referral from four web search engines; Google (88%), Ninemsn (6%), yahoo (5%), altavista (1%) and netscape (1%).

Referring WebPages

<http://www.ot.fhs.usyd.edu.au/projects.html> (25) OLS

<http://www.nrahs.nsw.gov.au/support/index.php> (4) Northern Rivers Area Health Service

http://www.ciap.health.nsw.gov.au/Allied_Health (1) Clinical Information Access Program (CIAP) Allied Health

<http://www.cca.org.au/content.asp> (1) Novita Childrens Services SA - Disability Services Links

Listserve Statistics

17 new postings

Registered users: (101, 78 old)

New users: 23

Conferences: 4

- Access and Egress: (11, 8 new)
- General: (12, 8 new)
- Grabrails and handrails: (14,1 new)
- Legislation, Building Codes and Australian Standards (5, 0 new)