



ANNUAL REPORT 2012-2013



authored by

**The Home Modification Information
Clearinghouse Team**

for

City Futures
Built Environment
University of New South Wales
December 2013

ISBN 978-0-7334-3355-9



CITYFUTURES**

ACKNOWLEDGEMENTS

This material has been published by the Home Modification Information Clearinghouse within the City Futures Research Centre, Faculty of the Built Environment, University of New South Wales.

This material was produced with funding from the Australian Department of Social Services (DoSS), and Ageing, Disability & Home Care (ADHC), a part of the NSW Department of Family and Community Services (FACS).

We would like to thank and acknowledge the assistance of Bill Randolph, Margaret Noble, Ianina Rubinsztein and Danielle del Pizzo at the Faculty of the Built Environment for all their help and assistance in day-to-day matters as this has been critical to the effective management of our research contracts.

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

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

DISCLAIMER

The opinions in this publication reflect the views of the HMinfo team and do not necessarily reflect those of City Futures, the University of New South Wales, the Department of Social Services, or the NSW Department of Family and Community Services. No responsibility is accepted by the University of New South Wales or our funders for the accuracy or omission of any statement, opinion, advice or information in this publication. The Home Modification Information Clearinghouse team gives no warranty that the information or data supplied contain no errors. However, all care and diligence has been used in processing, analysing and extracting the information. The Home Modification Information Clearinghouse will not be liable for any loss or damage suffered upon the use, directly or indirectly, of the information supplied in this document.

REPRODUCTION OF MATERIAL

Any table or material published in this document may be reproduced and published without further license, provided that it does not purport to be published under the authority of the Department of Health & Ageing, the Department of Family and Community Services, Ageing, Disability & Home Care, the Home and Community Care Program, the Community Care Supports Program, or the University of New South Wales. Acknowledgment must be made of this source. The preferred acknowledgment style is:

Home Modification Information Clearinghouse (2013). Annual report for the period 2012-2013. Sydney: Home Modification Information Clearinghouse, The University of New South Wales. December [online]. Available from www.homemods.info

ISBN: 978-0-7334-3355-9 ISSN: 1835-5498 (online)

CONTENTS

ACKNOWLEDGEMENTS.....	I
DISCLAIMER.....	I
REPRODUCTION OF MATERIAL.....	I
CONTENTS	II
1 INTRODUCTION	5
1.1 This Report	5
1.2 What is The Enabling Built Environments Program?	6
1.3 Objectives for the Enabling Built Environments Program.....	8
1.4 The Home Modification Information Clearinghouse	9
1.4.1 Mission	9
1.4.2 Key Tasks.....	9
1.4.3 Projects.....	9
1.5 City Futures.....	11
1.5.1 What is City Futures?.....	11
1.5.2 What Does City Futures Do?	11
1.5.3 City Futures Research Programs and Projects	12
2 OUR PEOPLE.....	14
2.1 Home Modification Clearinghouse Staff.....	14
2.1.1 Directors	14
2.1.2 Research Team	15
2.2 Home Modification Information Clearinghouse's Advisory Committee	17
2.2.1 Advisory Committee Members	17
2.3 Specialist Review Panels	21
2.3.1 Overview.....	21
2.3.2 Research Panel	21
2.3.3 Industry Panel.....	21
2.3.4 Consumer Panel	21
3 DIRECTOR'S REPORT.....	24
3.1 Executive Summary	24
3.2 HMinfo Workplan 2012-2013.....	26
3.3 Activities.....	33
3.3.1 Research & Publications	33
3.3.2 Reviewer & Assessor Roles.....	35
3.3.3 Teaching - Convened Courses.....	36
3.3.4 Research Student Supervision.....	36
3.3.5 FBE & UNSW Committees & Roles	37
3.3.6 External Committees & Roles	37

3.3.7	In the Media	37
4	WEBSITE STATISTICS (JULY 1ST 2012 TO JUNE 30TH 2013)	40
4.1	Overview	40
4.2	Webstats and Google Analytics Reports	40
4.2.1	Visitors in the last financial year by month (graphical)	40
4.2.2	Visitors in the last financial year by month (table).....	40
4.2.3	Visitors returning in the last financial year by month (graphical)	41
4.2.4	Visitors returning in the last financial year by month (table).....	41
4.2.5	Visitors since last financial year by country (graphical)	42
4.2.6	Visitors since last financial year by country (top 10)	42
4.2.7	Visitors since last financial year by region (graphical)	43
4.2.8	Visitors since last financial year by region (top 10).....	43
4.2.9	Visitors in the last financial year by city (graphical)	44
4.2.10	Visitors in the last financial year by city (top 10).....	44
4.2.11	Top Browsers used in the last financial year (graphical).....	45
4.2.12	Top Browsers used in the last financial year (table)	45
4.2.13	Google Analytics visits by country	46
4.2.14	Google Analytics visits by city	47
4.2.16	Top 10 HMinfo Publications downloaded	48
4.2.17	Top 10 Publication downloads for 2012/2013.....	48
5	FINANCE REPORT	50
6	WHAT DOES THE FUTURE HOLD?	53
7	GLOSSARY	58

fication

use

Enabling Bl

Home Modification Cleari

BLOCK LIBRARY SEARCH

Title:

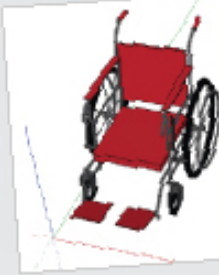
Minimum Uploaded
Year:

Description:

File Type:

Search Result

A90 Wheelchair (Man



SECTION ONE INTRODUCTION

1 INTRODUCTION

1.1 This Report

Welcome to the 2012/2013 Annual Report for the Home Modification Information Clearinghouse (HMinfo). The last financial year has seen important reforms to government including the *Living Longer Living Better* aged care reforms and the launch of the National Disability Insurance Scheme (NDIS).

HMinfo has responded to these changes by restructuring its contract compliance arrangements to separately identify the funding provided under the Commonwealth Home and Community Care (HACC) Program and the NSW Community Care Supports Program (CCSP) and their associated deliverables.

In this report you will find:

- An explanation of the work we do and the online information that we provide;
- Our goals and objectives;
- An introduction to our people;
- A statement from our Director summarising the team's key achievements from the last financial year, including research output, keynote presentations, international collaborations and media involvement;
- Website Statistics: these are compiled from Google Analytics and our website's inbuilt reporting capabilities. The data is analysed to identify areas which need optimization or changes in order to adapt to user trends, and ultimately to measure the effectiveness of our online strategy.
- A look into what the next year holds for us and what we plan to achieve.

For further information, visit the HMinfo website (www.homemods.info). It is free to register as a user and you may choose to receive regular updates from us.

To get more information, discuss issues or ask for assistance from our team, please email us at: hminfo@unsw.edu.au or call us directly on 1800 305 486 (free call).

For quick updates; join us on Twitter @HM_Info, 'like' us on Facebook by entering "HMinfo Clearinghouse" into the search engine, connect with us on LinkedIn, or follow us on Pinterest.



1.2 What is The Enabling Built Environments Program?

The Home Modification Information Clearinghouse (HMinfo) is a part of the Enabling Built Environments Program (EBEP) at the City Futures Research Centre (City Futures). EBEP currently includes three research streams:

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

Enabling Built Environments Program

The Enabling Built Environments Program (EBEP) is an initiative of the Faculty of the Built Environment at UNSW. Situated within the City Futures Research Centre, EBEP 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 (HACC), the NSW Community Care Supports Program (CCSP), and other industry partners such as Caroma-DORF. Our research is concerned with how the built environment, from home to town centre design level, impacts human function, quality of life and health/care costs for older people, younger people with disability, and their carers.

With the global advent of population ageing, 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. HMinfo benefits from its contract and casual research staff having a diverse skill set that includes; Industrial Design, Occupational Therapy, Social Sciences, Social Policy, Planning and Architecture.

EBEP receives recurrent funding from the HACC and CCSP programs for HMinfo as well as funding from a range of sources for other projects. These projects range from the macro level, e.g. the performance of town centres and housing supply; to the micro level, e.g. temperature regulation valves, smoke detectors and the like.

Home Modification Information Clearinghouse

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

HMinfo is currently housed at the University of New South Wales in the Faculty of the Built Environment. The project was first funded in May 2002. HMinfo reviews

and updates its published evidence over a 5 year cycle to maintain its currency and support evidence-based practice. The list of available online publications produced by our team includes:

Annotated web links: Annotated web links are an edited collection of national and international websites containing home modification and maintenance relevant information. Examples include the Access Consultants Association of Australia website and the US Adaptive Access website.

Annotated Bibliographies: The HMinfo team produces annotated bibliographies of the best references for particular topics of interest for industry and other researchers. An annotated bibliography consists of an organised list of references on a particular topic, including books, articles, web-based sources, or other documents. The purpose of an annotated bibliography is to:

- identify key information relevant to a particular topic;
- review and summarise what has been published about the topic; and
- critically evaluate references and their findings.

Evidence Based Practice Reviews: Evidence Based Practice Reviews are academically rigorous publications that are peer reviewed by specialist panels relevant to the topic. The evidence base built from these reviews is used to develop other products such as consumer and industry factsheets and checklists.

Consumer Factsheets: Consumer Factsheets provide information for consumers on how to apply the best practice information gleaned from the research that has been conducted.

Industry Factsheets and Checklists: Industry Factsheets and Checklists provide information for industry members on how to apply the best practice information gleaned from the research that has been conducted. The industry information includes a checklist for applying the principles developed from the research.

Occasional Research Papers and Summary Bulletins: Occasional Research Papers and Summary Bulletins are research publications produced by HMinfo that are based on methodologies other than systematic reviews. For instance, our summary bulletins summarise industry relevant hot topics identified by the HMinfo Advisory Committee, or the Forum section of the HMinfo website. Examples include articles on items such as thermostatic mixing valves or electrical safety within the bathroom and topics specific to an industry related concern or known practice failure.

Block Library: The Block Library is a collection of Computer Aided Drafting (CAD) assets developed specifically for the purpose of providing freely available Universal Design tools for both commercial and non-commercial stakeholders to create spaces which take into account the size and movement restrictions of accessible mobility products. The Block Library is an essential step in facilitating the participation and social inclusion of people with disability in both private and public space design and redesign. These simple but significant downloadable drawings and models provide all with the knowledge of space and other environmental requirements for the safe and effective access of a range of mobility products from wheelchairs to ambulance trolleys.

Case Study Library: The Case Study Library showcases actual home modification cases submitted by website users so they can be reused for problem sensing and

problem solving. The aim of the database is to assist better and more effective practice outcomes.

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

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

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

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

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

1.3 Objectives for the Enabling Built 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.

1.4 The Home Modification Information Clearinghouse

1.4.1 Mission

To collate, review, develop and disseminate evidence-based home modification knowledge in order to enhance the independence and wellbeing of older people and younger people with disability, provide safe working environments for their carers and careworkers, and promote evidence-based best practice among home modification practitioners and prescribers.

1.4.2 Key Tasks

- The collection and critical review of relevant national and international literature.
- The dissemination of findings in accessible and multiple formats, including knowledge translation, to the community, industry and other key stakeholders, to enable consumers and their carers to make informed choices and access evidence-based interventions.

1.4.3 Projects

Environmental Assessment & Modification for Australian Occupational Therapists

Environmental modification is not a one size fits all approach, nor is there a 'cookbook' that can solve the challenges of the built environment for those with access and functional difficulties.

As a summary bulletin for the occupational therapy profession, this paper seeks to collate and summarise the information available to occupational therapists and occupational therapy students, provide a frame of reference, and be an easily accessible resource relevant to the Australian occupational therapist and their work.

Home Modifications in Aboriginal Housing

Current housing provision for Aboriginal people is inappropriate due to its lack of cultural relevance, incompatibility with the geographic landscape, poor design and state of disrepair, and its inability to cater to the functional impairment of Aboriginal older people and people with disabilities. Inadequate housing supply, inappropriate home environments and a high incidence of disability and long-term health issues has led to compounded disadvantage, which means that many Aboriginal people

with disabilities may face heightened difficulties. The complex relationship between inadequate housing supply, poor housing conditions, overcrowding, and health and disability needs to be explored further in order to design the most effective home environments in remote Aboriginal communities.

Landscape Modification

Consumer and Industry Factsheets provided a framework for approaching landscape modifications. They are based on the Occasional Research Paper published in February 2012 which explored and analysed the approach of improving accessibility to homes by modifying the surrounding landscape as an alternative to installing a ramp or lift.

The OT Forum and Mailing List

The Occupational Therapist (OT) Mailing List was integrated with the HMinfo website in April 2013. This ensures that conversations are synchronised between both the Mailing List and Forum systems.

The OT Forum is an online forum for therapists who are interested in home modifications. The forum hierarchy follows standard online forum conventions: Categories, Threads, Posts. Conversations are represented as Threads, which contain replies/messages in the form of Posts. Threads are categorised based on their topic of conversation.

Originally, conversations were solely carried out via a members-only electronic mailing list, formerly known as the listserv.

The electronic mailing list still provides a familiar and convenient method to communicate with other OTs. It is especially useful when a user cannot access the website from their location, but are able to send and receive emails through their email client.

Emails sent to the mailing list are distributed to members of the mailing list and automatically posted on the OT Forum as either a Thread or a Post, depending on whether the email is a reply to an existing conversation or contains a new conversation. Replies to Threads via the website are sent to the members of the mailing list to ensure that replies are received by members who are only able to access the mailing list.

Website Accessibility Upgrades

Digital Access at Vision Australia conducted an Accessibility Audit of the HMinfo website in April 2013. The website was assessed against the Web Content Accessibility Guidelines [WCAG] 2.0 specifications. The website complied with the majority of WCAG 2.0 criteria. There were issues with 13 of the criteria raised in the audit. These issues have now been addressed or are in the process of being addressed. The HMinfo website will be periodically re-audited.

1.5 City Futures

HMinfo is incorporated under the City Futures Research Centre (City Futures) 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 City Futures 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.

1.5.1 What is City Futures?

City Futures 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, City Futures 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 City Futures 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.

1.5.2 What Does City Futures Do?

The core activity for City Futures 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, City Futures 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.

City Futures 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, City Futures is committed to research and training that will contribute to better urban outcomes for Australia and beyond.

1.5.3 City Futures Research Programs and Projects

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

- Enabling Built Environments Program
 - Home Modifications Information Clearinghouse
 - Housing for an older Australia
 - Liveable Neighbourhoods
- Healthy Built Environments Program
- Housing Policy and Practice
- Spatial Modelling and Urban Information
- Sustainability and Climate Change Adaptation
- Urban Planning and Policy & High Density Living

Further information regarding City Futures and its research work is available from the City Futures website (www.fbe.unsw.edu.au/cf).



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. Peter resigned from his role as co-director in early 2013 to focus on his new role at The University of Sydney. HMinfo gratefully acknowledges his input and expertise over the past 10 years.

2.1.2 Research Team



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



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



Laura Davy is a part-time Research Associate with the Enabling Built Environment Program, City Futures Research Centre. Laura completed a Masters in Political Theory at the London School of Economics and Political Science in 2012, and also holds a Bachelor of Arts in Communication with First Class Honours in Social, Political and Historical Studies from the University of Technology, Sydney. She is currently a PhD candidate at the University of Sydney's Department of Sociology and Social Policy, where she is pursuing her research interests in critical disability studies and political philosophy.



Nicole McNamara obtained a Bachelor of Arts from the University of Sydney in 2010 with Honours in Human Geography. Nicole completed a Master of Philosophy in Planning and Urban Development at UNSW in early 2013 where she worked with the High Density Living Program in the City Futures Research Centre, before joining the HMinfo team in May 2013. Nicole has a special interest in social cohesion, citizenship, and livable cities.



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.



Joanne Quinn is an industrial designer and researcher with a particular interest in universal design, usability, and innovation. In addition to many years of experience in product design and management in the manufacturing industry, she obtained a MSc by research, and has worked on numerous research projects related to ageing, design, usability, and innovation, at UNSW. She has also taught in architecture and industrial design programs, and supervised postgraduate research and design projects, on a sessional basis. Joanne's recent PhD titled 'A Home for all Ages' focused on the design of home environments for the ageing population. Her recent implementation of this research in the modification of an existing dwelling has provided valuable insight into the implications of universal and flexible housing design for home owners, designers and builders. Joanne joined HMinfo in September 2012.

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.

2.2.1 Advisory Committee Members



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



Susan Dinley, Occupational Therapist, has had extensive clinical experience in many clinical areas since 1984. Within the occupational therapy profession she has received recognition for her contribution on present and future issues pertinent to the profession. Susan is an honorary committee member on many government and private enterprise working parties, providing feedback on proposed policy initiatives and the impact on occupational therapy services.



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



Annette Hanly is a practicing Occupational Therapist who has worked extensively in the field of Home Modifications both in the UK and now Australia. She is the current occupational therapist Divisional Manager for the South Coast Home Modification and Maintenance Service, trading as SCOPE Access. This occupational therapist Division provides both direct and in-house home modification assessments and/or support & review to external occupational therapists for over 1600 home modification referrals annually. Annette has a keen interest in developing services that promote choice and safety for people within their preferred home environment.



Margaret Kay is attending in her role as the nominated representative for Community Care forum of the NSW 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 NSW, 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.



Greg Killeen is the Senior Policy and Advocacy Officer, Spinal Cord Injuries Australia (SCIA), where he has worked since July 1991. Greg was the SCIA Information Officer providing information and referral to people with disability, their families, friends, carers, the general community including people working in related disciplines who required information on home modifications and maintenance, access to buildings and the built environment etc. Greg is currently the SCIA Senior Policy and Advocacy Officer and predominantly works on systemic advocacy. He is also an active member on various government, non-government and community organisations. Greg also has quadriplegia and the lived experience of physical disability.



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 past 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 NSW Health / Campbelltown Hospital rebuild.



Nicholas Loder has worked for Housing NSW for over 10 years. Prior to this Nick worked in a variety of private architectural practices working on Educational, Correctional Services, multi-residential, heritage, private residential and industrial developments for over 30 years. Nick is currently Senior Project Officer in the Asset Division at Ashfield Head Office, and is responsible for updating the LAHC's Design Requirements/Design Standards to reflect the NSW government's current access and economic priorities. 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 ANUHD (NSW) and RI Australia.



Steve Malvern is the Project Manager for the New South Wales Statewide Level 3 Home Modification Service. The Statewide project undertakes all HACCC/CCSP funded major modification works valued over \$20,000 throughout NSW. He has held management positions within the industry for the past eleven years and enjoys being able to assist people to remain living at home.



Ian Maxwell is a foundation member of the HMinfo 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 2010 to 2012. He worked for many years as the senior builder and manager for the Wesley Home Modification and Maintenance Service. Ian resigned from the committee in late 2012 and we thank him for his valuable input and expertise over the past ten years.



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



Wendy Noller is currently Manager Policy and Reform, Community Inclusion at the Ageing, Disability and Home Care (ADHC) agency in the Department of Family and Community Services. In this role, Wendy provides policy advice and direction to key stakeholders such as non-government organisations, ADHC regions and government partners. Key work areas include transitioning the community care sector to the National Disability Insurance Scheme, the Younger Onset Dementia Program pilot, policy development, and reform to service delivery. Wendy holds an undergraduate and a Master's degree in social work, and has worked in direct care, quality management, contract management and policy roles in the broad disability field.



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 works 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.



Stacey Sheppard Smith is the executive officer of the New South Wales Home Modification Maintenance Service State Council, the peak organisation for the home modification and maintenance industry in NSW. Stacey has worked in the HACCC 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 until early 2013. We thank Stacey for her commitment over the past eight years.



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. The 2012-2013 financial year will be Shalla's last year standing on the Advisory Committee and we thank her for her contribution to HMinfo.

2.3 Specialist Review Panels

2.3.1 Overview

The Specialist Review Panels provide HMinfo with the expertise for a comprehensive review process for their published documents. The review aims to fulfill the function of a traditional academic peer-review of HMinfo documents by researchers in the same field. However, the review also contributes the valuable knowledge of experts in other fields, including design, building and healthcare, as well as the experiences of people with a wide range of disabilities.

The Specialist Review Panels are comprised of three regular panels of four to seven members: the Consumer Panel, Industry Panel, and Research Panel. These panels provide specialist advice and represent the viewpoint of a wide range of stakeholders. Accordingly, panel membership aims to include members with various backgrounds and experiences. At times, publications may require the co-opting of people with a specific speciality or expertise as guest expert reviewers. These participants are not required to provide ongoing peer review as in the case of the regular Specialist Review Panel members.

The inaugural term for membership of the Research Panel, Industry Panel, and Consumer Panel is 18 months. Subsequent terms will be 12 month periods.

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

2.3.2 Research Panel

- Karen Roberts, Caulfield General Medical Practice
- Professor Lindy Clemson, University of Sydney
- Associate Professor Stephen Harfield, University of Technology Sydney
- Professor Satoshi Kose, department of Architecture, Faculty of Design, Shizoka University of Art and Culture
- Jordana Maisel, Adjunct Assistant Professor, School of Architecture and Planning, University of Buffalo

2.3.3 Industry Panel

- Beverley Garlick, Royal Australian Inst. of Architects, New South Wales
- Keith Stevenson, Auburn, Holroyd, Parramatta HMM Service
- Peter Meredith, Master Builder's Assoc., New South Wales
- Sandra Lightfoot-Collins, Macarthur HMMS
- Vanessa Richards, Upper Hunter Home Modification and Maintenance Service

2.3.4 Consumer Panel

- Glen Redmayne, Marrickville Council
- Greg Killeen, Spinal Cord Injuries Australia

- Irene Truscott, Deafness Council of NSW
- Grace Selway & Les Elkins, Tenant Participation Resource Services
- Consumer representative, MS Society Ltd
- Sue Egan, Physical Disabilities Council of Australia

SECTION THREE DIRECTOR'S REPORT



3 DIRECTOR'S REPORT

3.1 Executive Summary

The Home Modification Clearinghouse service continues to provide high-quality, peer-reviewed research on home modifications, researching new technologies and practices in the domestic building industry relevant to older persons, people with disabilities and their carers. The HMinfo service enables choice and control in decision-making and facilitates social and economic participation for the most vulnerable in our community. This information is valued by governments and the community alike and continues to address knowledge and service gaps and practice challenges related to creating and maintaining housing that supports and enables its residents.

It is with pleasure that I present this year's annual report and audited account statement for the year ending June 2013. The period from June 2012 to 2013 has been a very busy and productive year. A highlight of which was the launch of our new website at NSW Parliament house. The Hon Andrew Constance MP, the then NSW Minister for Ageing and Minister for Disability Services revealed the new look HMinfo website at the Parliament House event on March 14th of this year. Also in attendance were BE Dean, Professor Alec Tzannes; Professor Bill Randolph, BE Associate Dean (Research); Chris Chippendale, Executive Director, Community Care Directorate, ADAHC; Stephen Gal A/Executive Director, Community Care Directorate, ADAHC and Professor Peter Phibbs, Head of Discipline, Urban Redevelopment, Renewal and Planning (URRP), USyd and co-founder of the original Home Modification Clearinghouse Service).



Figure 1 Photo taken at the website launch NSW Parliament house (left to right; Hon Andrew Constance, Lyndal Millikan, Associate Professor Bridge, Professor Bill Randolph, Professor Alec Tzannes)

This year, Australia has entered a major period of reform that will see our service system radically transform and in which historic developments such as the establishment of the National Disability Insurance Authority (NDIA) have been hallmarks. Additionally the launch of the 'My Aged Care' <www.myagedcare.gov.au> portal and the beginning of a new home and community care policy and practice space are significant and herald greater changes to come. Both policy reforms view appropriate home modifications, equipment and support choices as the basis for having an ordinary life within the community. Information makes informed choice possible, and evidence-based home modification information available in an accessible format supports consumers and professionals alike. Sharing Home modification Information and experiences enables all to know what works, for who, when and under what circumstances.

The public release of our research reports, fact sheets, checklists, newsletters, forums and tweets is made possible with the continued funding we receive from the Australian Government and the Government of New South Wales and is an essential part of being able to fulfil our mission of delivering evidence-based information relevant to the decision making needs of consumers, industry and government alike. Actively communicating the results of our research via our website, social media and forums is central to our mission of delivering a top quality, timely evidence-based research service to all Australians. Importantly, it is a very cost-effective investment with UNSW hosting the service and its administration, access to five Australian Research Council scholarships and a growing cohort of research students. Not only is it growing our sector and service knowledge now but the research training and experience provided is also enabling the next generation of researchers required for this service sector into the future.

Last but not least, I want to say a big thank you on behalf of the Home Modification Clearinghouse Service to all its many dedicated and reliable volunteers, our Service Team and our Advisory Committee, paid workers and volunteers alike, all of whom provide and continue to produce the evidence-based materials, field the myriad inquiries from professionals and consumers alike and work to maintain the knowledge-base, website and forums on a daily basis.



Associate Professor Catherine Bridge,

Home Modification Information Clearinghouse Program Director

3.2 HMinfo Workplan 2012-2013

The Council of Australian Governments (COAG) has agreed to major reforms to the organisation, funding and delivery of health and community services in the aged care and disability sectors. The reforms, including the National Disability Insurance Scheme (NDIS)¹ and *Living Longer Living Better* aged care reform package², aim to provide better access to services, improved local accountability and transparency, and greater responsiveness to local communities. COAG is committed to a national approach to supporting ageing Australians and people with disability to maximise their potential and participate as equal citizens in Australian society. As part of this process HMinfo has separated its funding and activities into two streams and, in recognition of the fact that HMinfo is the only service of its kind in Australia, is planning a national approach to its work.

No.	Strategy	Performance Indicators	Performance Indicator Targets	Results for 2012/2013
1	Activity: Develop and disseminate home maintenance and modification knowledge in order to improve outcomes in direct service provision as well as improving outcomes for the general community through capacity building activities: Maintain HMinfo website to current standard Upgrade website to improve user-friendliness, enhance content management capacity and update branding Collect and critically review relevant national and international	HMinfo website maintained to current standard HMinfo website upgraded as specified	HMinfo website accessible with current evidence materials available	HMinfo website upgraded and relaunched with no disruption to access and uptime.
		Emerging and updated research findings available on website in accessible formats Systematic reviews or Summary Bulletins produced to update existing materials Quarterly newsletter produced Factsheets produced/updated when there are changes in the evidence base related to a topic.	HMinfo website more user-friendly (e.g. One-off usability testing with a subset of disabled users until satisfaction rating 70% or greater is achieved).	HMinfo website has undergone rigorous Accessibility Testing by Vision Australia and a comprehensive report and action list developed by that consultancy. The action list is currently being undertaken by Helmut Hoss (HMinfo IT Consultant). Upon the completion of this process, a Usability testing program will be designed and implemented targeting users who identify as Ageing Disabled

¹ Visit [ADHC's website](#) for information on the NDIS and [Disability Care Australia's website](#) for further information.

² Visit the [Living Longer Living Better website](#)

No.	Strategy	Performance Indicators	Performance Indicator Targets	Results for 2012/2013
	<p>literature to maintain currency of published evidence base through regular reviews of evidence on HMinfo (5 year cycle or as new evidence emerges). Priority to areas that have not been reviewed since commencement of website.</p> <p>Review and disseminate current research and evidence on enabling environments, successful and innovative housing models for older people and on home modifications for older people and their carers to Commonwealth HACC program funded service providers and related sectors.³</p> <p>Produce quarterly newsletters highlighting emerging and updated evidence and issues of interest to home modification practitioners and other stakeholders</p> <p>Update/develop factsheets as required to match emerging/updated evidence.</p>		<p>HMinfo website enhanced content management and updated branding.</p>	<p>CMS systems have been significantly upgraded to improve registered users access to resources, forums and email based discussions groups.</p> <p>All publications have been catalogued by age and branding and a program of publication update and rebranding has commenced.</p> <p>Major upgrades include: LGA-based service areas coverage search engine Accessible Google Maps component Newsletter mass mail-out including newsletter tracking capabilities Home Modification Provider accounts Social media integration</p>
			HMinfo website increasing trend demonstrated in the no. of website registrations; and hits and downloads	Quarterly reports to HMinfo Advisory Committee show trend of gradual increase on net registrations and downloads. See 3.8 for details on hits.
			All reviewed/updated research published and accessible on HMinfo website within one month of finalisation of review/update	This is written into the publishing protocol.

³ HMinfo is not funded as an information service, so does not have the resources to collect data on the number of phone calls or emails received and whether they result in a referral etc. If a resource-neutral way to collect these data can be identified, then they will be collected and reported.

No.	Strategy	Performance Indicators	Performance Indicator Targets	Results for 2012/2013
			A minimum of 3 systematic reviews or summary bulletins is produced annually ⁴ .	For 2012/13 year the following have been produced; Millikan, L. (2012). Summary Bulletin: Environmental Assessment & Modification for Australian Occupational Therapists. The Home Modification Information Clearinghouse, UNSW: www.homemods.info Publications pending: Quinn, J. & Bridge, C. (2013) Reeded decking. The Home Modification Information Clearinghouse, UNSW: www.homemods.info Quinn, J. (2013) Electrical safety. The Home Modification Information Clearinghouse, UNSW: www.homemods.info
			Quarterly newsletter published on HMinfo website	For 2012/13 year the following have been produced; Newsletter May 2012 Newsletter December 2012 Newsletter March 2013
			Factsheets updated/developed and published on website as required.	For 2012/13 year the following have been produced; Millikan, L. (2012). Managing water in the bathroom Consumer Factsheet. The Home Modification Information Clearinghouse, UNSW: www.homemods.info

⁴ The topic to be investigated determines the method and the timeframe

No.	Strategy	Performance Indicators	Performance Indicator Targets	Results for 2012/2013
				<p>Carnemolla, P. (2013). Landscape Modification instead of Ramps or Lifts in the home: <i>Consumer Factsheet Issue 6</i>. The Home Modification Information Clearinghouse, UNSW: www.homemods.info</p> <p>Carnemolla, P. (2013). A guide to Landscape Modification: <i>Industry Checklist Issue 4</i> (pp. 2). The Home Modification Information Clearinghouse, UNSW: www.homemods.info</p> <p>Carnemolla, P. (2013). A guide to Landscape Modification: <i>Industry Factsheet Issue 4</i> (Issue 4 ed., pp. 7). The Home Modification Information Clearinghouse, UNSW: www.homemods.info</p>
			No of website registrations.	<p>Website registrations as at June 30 2012: 940</p> <p>New website registrations for the 2012/13 period: 181</p>
			No of website hits and downloads.	<p>At June 30 2012 Hits: 30,377</p> <p>Content Downloads: HMinfo is beginning to collect comprehensive data on this and can report on downloads in the 2013/14 Annual Report</p> <p>At June 30 2013 Hits: 25,695 Content Downloads: 3,694</p>

No.	Strategy	Performance Indicators	Performance Indicator Targets	Results for 2012/2013
			Increase in website hits and downloads.	At June 30 2013 Hits: 15.41% decrease
2	<p>Activity: Promote home modification evidence base and the benefits of home modifications to industry and key stakeholders:</p> <p>Maintain liaison with government bodies including FaCS-ADHC, DoSS, FaHCSIA, NSW Planning, Standards Australia, NSW Finance and Services/Housing Assets, LGSA</p> <p>Maintain reciprocal arrangements with HMM State Council and ILCNSW</p> <p>Maintain liaison with relevant industry stakeholders, including support to specific industry groups e.g. occupational therapists, HMMS, and design and construction professionals.</p> <p>Maintain networks with other researchers and practitioners in the home modifications field across a broad range of disciplines.</p> <p>Contribute to key state and national conferences, seminars and forums on topics related to</p>	Key industry stakeholders identified	Key industry stakeholders list current.	Current list includes: Government stakeholders: DoSS, FACS-ADHC, DVA, NSW Housing, NSW Health, HNE Health, LTCS, LGA NSW, Disability Council NSW Industry stakeholders: ILC NSW, HMMSC, LCSA, , NSW HMMS, SCOPE Access Consumer stakeholders: COTA, PWDA, SCIA, PDCN, Carers NSW Research stakeholders: Specialist Review Panels, AAG, AHURI, CFRC, FBE, SPRC, IFA.
		Attend HMM State Council meetings and provide input to HMM State Council activities as per current MOU and provide input as required	No. of meetings with HMMSC. No. of HMinfo Clearinghouse Advisory Committee meetings (ACMs) held.	4 HMMSC meetings attended Quarterly ACMs held on; 06/09/2012, 13/12/12, 07/03/13 and 06/06/13.
		Director of HMinfo to continue liaison with ILCNSW and HMMSC as per current MOUs and provide input as required	Tri-annual review of MOU's with HMMS and ILCNSW.	MOU's to HMMS and ILC NSW currently under review.
		Stakeholders use website and receive newsletters etc.	No of newsletters distributed to key stakeholders. No of website hits and downloads from key stakeholders.	HMinfo is beginning to collect this data and can report on this in the 2013/14 Annual Report

No.	Strategy	Performance Indicators	Performance Indicator Targets	Results for 2012/2013
	home modifications and their use in supporting ageing in place and reducing ongoing care costs for relevant industries: aged care, allied health professionals, architects/designers, builders/home mods providers. Promote emerging research and evidence through publication on HMinfo website with links to related sites	Minimum of 4 conferences/seminars relevant to sector	No. of papers/seminars/posters etc. delivered at no. of conferences/seminars/forums.	Papers et al. delivered: 16 Events attended: 12
		HMinfo research cited in published articles	No of citations of HMinfo research in published articles.	As at June 30 2013: 8 citations of HMinfo research in published articles.
		OT forum moderated and maintained Construction and Consumer forum established and maintained	No of forum users, type of forum traffic and No of threads generated and maintained.	At June 30 2013 Number of forum users: 528 Traffic: 179 replies Threads generated: 181 Threads maintained: 179
3	Activity: Promote the benefits of home modifications and adaptable housing to the broader community: Maintain liaison with consumer groups e.g. Council of the Ageing Maintain accessibility of HMinfo website and ensure that consumer-targeted products are clear and concise.	Meet with Council of the Ageing quarterly (including telecon)	Contributions reflected in minutes of meetings.	3 of 4 COTA meetings attended.
		Consumer-targeted products on website are clear and accessible.	Clear and accessible consumer targeted products published on HMinfo website.	Consumer Factsheets added to front image-scroll of website to improve visibility.
4	Activity: Governance of HMinfo Clearinghouse Maintain relevant membership of and support the HMinfo Advisory committee Develop succession plan to ensure continuity of HMinfo service for duration of funding contract Undertake formal staff reviews for	Recruit DoSS rep on Advisory Committee	DoSS represented on Advisory Committee.	DoSS appointed an ex-officio representative who attended 2 of 4 meetings.
		Review membership of Advisory Committee (AC) and adjust where necessary.	Review of membership of Advisory Committee in line with terms of appointment and agreed annual strategic planning. Advisory Committee members	Membership confirmed bi-annually. All AC members attended at least two meetings in 2012-13. 8 AC members are registered website users.

No.	Strategy	Performance Indicators	Performance Indicator Targets	Results for 2012/2013
	all HMinfo staff annually Manage HMinfo activities within HACC grant budgets Apply for grant funds to grow and promote HACC/HMinfo objectives		contribute effectively to HMinfo.	2 AC members sit on Specialist Review Panels. 1 AC member is an OT forum member.
		Provide secretariat services to Advisory Committee.	Minutes of quarterly meetings; circulation of agenda items and reading materials (one week) before the Advisory Committee meeting.	Minutes and materials emailed to committee members within timeframes Strategic planning day for 2013-14 set for 24/10/2013
		Succession plan developed in consultation with staff and faculty	Succession plan signed off.	Recruitment activity underway: 2 past honours students are interested in RA roles starting 2014.
		Staff reviews booked and prepared for	Staff reviews undertaken and results documented in accord with UNSW HR policy for staff.	Due to changes in UNSW HR systems and staff changes this process has been delayed until the recruitment of a HR professional for the faculty.
		Monitor expenditure monthly	Transactions verified and journals undertaken where necessary. Expenditure within budget.	Financial acquittal process underway.
		Identify HACC and other sources of funds for research into the evidence base for accessible, supportive environments for older people, younger people with a disability, and their carers. Apply for fund/grants where eligible	No of applications prepared. No of successful applications. Quantum of new grant funds allocated.	No of applications prepared: Three No of successful applications: Two (recurrent) and one (non-recurrent). Recurrent to commence from 01/07/2012 and non-recurrent to commence from 01/07/2013 Funds allocated: \$717,664

3.3 Activities

3.3.1 Research & Publications

Refereed Journal Articles

Bridge, C. (2012). Age-specific housing in Australia for low to moderate income older people. *International Journal of Integrated Care*, Volume 12, 16th November 2012.

Bridge, C. (2012). Invited Commentary: Cities, environmental stressors, ageing and chronic disease. *Australasian Journal on Ageing*, 31(3), 140-140.
<http://dx.doi.org/10.1111/j.1741-6612.2012.00628.x>

Riazi, A., Boon, M. Y., Dain, S. J., & Bridge, C. (2013). Coping strategies may not be reflected by simulated performance-based measures of functional ability. *Journal of Optometry*, 6(2), 101-108. doi:
<http://dx.doi.org/10.1016/j.optom.2012.08.001>

AHURI Reports

Judd, B., Bridge, C., Davy, L., Adams, T., & Liu, E. (2012). Downsizing amongst older Australians. *AHURI Positioning Paper No.150*.

Other Research Reports

Carnemolla, P. (2013). *A guide to Landscape Modification: Industry Checklist - Issue 4*. Sydney: Home Modification Information Clearinghouse, The University of New South Wales: www.homemods.info

Carnemolla, P. (2013). *A guide to Landscape Modification: Industry Factsheet - Issue 4*. Sydney: Home Modification Information Clearinghouse, The University of New South Wales. www.homemods.info

Carnemolla, P. & Bridge, C. (2013). *Landscape Modification – Consumer Factsheet*. Sydney: Home Modification Information Clearinghouse, The University of New South Wales: www.homemods.info

Milikan, L. (2012). *Summary Bulletin: Environmental Assessment & Modification for Australian Occupational Therapists*. Sydney: Home Modification Information Clearinghouse, The University of New South Wales: www.homemods.info.

Walls, R., Millikan, L., Bridge, C., & Davy, L. (2013). *Home Modifications in Aboriginal Housing Occasional Paper*. Sydney: Home Modification Information Clearinghouse, The University of New South Wales: www.homemods.info

Refereed Conference Papers

- Bridge, C., Demirbilek, C., Cummings, S., & Mintzes, A. (2013). *Houses as places of self-care and enablers of bathing: Beyond bricks and mortar*. Paper presented at the 7th Australasian Housing Researchers' Conference (AHRC). Perth, 6-8 February 2013.
- Carnemolla, P. (2013). *Understanding how home modifications substitute for community care-giving*. Paper presented at the 10th AHURI Postgraduate Research Symposium. Perth, 6-7 February 2013. www.homemods.info
- Judd, B., Bridge, C., Easthope, E., & Liu, E. (2013). *Downsizing: motivations, processes and outcomes for older Australians* paper presented at the 7th Australasian Housing Researchers' Conference (AHRC). Perth, 6-8 February 2013.
- Judd, B., Bridge, C., Davy, L., Adams, T., & Liu, E. (2012). *Downsizing in Later Life: Myths and Realities Concerning the Movement of Older People in the Housing Market*. Paper presented at the European Network of Housing Research Conference, Lillehammer.
- Jung, Y. M., & Bridge, C. (2013). *Economic dimensions of home modification: Cost-benefit comparison between ramps and lifts*. Paper presented at the 7th Australasian Housing Researchers' Conference (AHRC). Perth, 6-8 February.

Other Conference Papers and Presentations

- Bridge, C. (2013). *The Good, Bad & Ugly Walk - Study through Wollongong*. U3A Wollongong - Inc., Salvation Army Centre, Wollongong, 6th May, 2013.
- Bridge, C. (2012). *Housing Australia's Ageing Population: Current Trends and Future Challenges*. Webinar. <https://www.regodirect.com.au/aag29/>
- Bridge, C. (2012). *Research into Affordable Housing*. Paper presented at the Northern Region Conference 2012 - People Matter, Ballina, NSW, 29-30th November, 2012.
- Bridge, C. (2012) *Housing quality and modification as potential substitutes for waged community care services*, presented at the Contemporary Community Care Forum, Brisbane, 17th November, 2012.
- Bridge, C. (2012). *Home Modifications Role in Self Care: Building an Evidence Base*. Keynote presentation at the National Home Modifications Conference, Darling Harbour, 10-11th September, 2012.
- Bridge, C. & Phibbs, P. (2012) *Affordable and appropriate housing*. Invited presentation to Ageing Roundtable. NSW State Government Department of Human Services, Sydney, Australia, 15th September, 2012.
- Carnemolla, P. (2013). *Our health WILL change - why home modifications are important*. Paper presented at the BrightSparks - AMPLIFY Festival Conference, Sydney, Australia, 4th June, 2013.

Carnemolla, P. (2012). *Enabling Environments Program Overview*. Paper presented at Luminocity, Pier 2/3, Hickson Rd, Walsh Bay, 15 – 22nd November, 2012

Millikan, L. (2013) *The Home Modification Information Clearinghouse Project*, In-service presentation to St George Hospital Occupational Therapy Department. St George Hospital, Kogarah, 5th June, 2013.

Millikan, L. (2012). *Using HMinfo Resources in Evidence Based Practice*. Presentation at the National Home Modifications Conference, Darling Harbour, 10-11th September, 2012.

Millikan, L. (2012). *The Home Modification Information Clearinghouse Project*. Presentation at the National Home Modifications Conference, Darling Harbour, 10-11th September, 2012.

Other Publications

Bridge, C. & Riazi, A. (2013). Potential Environmental Hazard: From Perspectives of People with Central Vision Loss Who Reside in Sydney, *Independent Living* 29(1) 16-21.

Submissions

Bridge, C. (2013) A New Planning System for NSW – Submission from the Enabling Environments Unit of City Futures Research Centre NSW, UNSW: www.homemods.info

3.3.2 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.

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

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

3.3.3 Teaching - Convened Courses

A/Prof Catherine Bridge

2012 Session 2:

→ ARCH7111: Design Studio 1: Studio on Inclusive Design

2013 Session 1:

→ ARCH1495: Honours Research Thesis

→ ARCH1394: Honours Studio

→ BENV1384: Design Research Methods

3.3.4 Research Student Supervision

Bridge, C. (2010-2013) Jenny Fishpool, MPhil Title: Home visiting follow-up of Home Maintenance and Modification Services, Built Environment, UNSW.

Bridge, C. (2012-2013) Toni Adams. PhD Title: Older People's Experiences of Strata Title Living: What Works and What Doesn't, Built Environment, UNSW.

Bridge, C. (2012-2013) Phillippa Carnemolla. PhD Title: Enabling built environments: Home modification as a substitute for community care, Built Environment, UNSW.

Bridge, C. (2007-2013) Gary Shiels. PhD Title: Planning for aging, Built Environment, UNSW.

Bridge, C. (2012-2013) Stephen Davey. PhD Title: Utilising computer game peripherals for a responsive and adaptive bathroom environment to enable autonomous and independent ambient assisted living., Built Environment, UNSW.

Bridge, C. (2012-2013) Alicia Mintzes. PhD Title: Promoting quality of life: Maintaining independence and dignity in the home bathroom, Built Environment, UNSW.

Bridge, C. (2012-2013) Peter Sweatman. PhD Title: Evidence based bathroom product design: creative liveable bathroom environments for older people, Built Environment, UNSW.

Bridge, C. (2013-2013) Elaine Tan. MPhil Title: Evaluating the effectiveness of the Department of Veteran's Affairs (DVA) HomeFront Program in preventing falls among veterans and war widows in the home environment. Built Environment, UNSW.

3.3.5 FBE & UNSW Committees & Roles

A/Prof Catherine Bridge

Built Environment - Faculty Presiding Member

City Futures Research Centre Board - Voting Member

Built Environment - Faculty Occupational Health and Safety Committee Member

3.3.6 External Committees & Roles

A/Prof Catherine Bridge

2009 – Present: Invited member Council of the Ageing (COTA) Policy Council

2008 – 2012: Director, Independent Living Centre of NSW Board

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

Phillippa Carnemolla

2003 – Present: Human Factors and Ergonomics Society Australia (HFESA)

2013- Present: Member of RI Australia Network

Lyndal Millikan

2009 – Present: Member of OT Reference Group, NSW Home Modification and Maintenance State Council

2009 – Present Member of OT Forum

3.3.7 In the Media

Built Environment. (2013, May 1). Phillippa Carnemolla and Bright Sparks. *BE News*. Retrieved from <http://www.be.unsw.edu.au/content/phillippa-carnemolla-and-bright-sparks>

Built Environment. (2013, March 14). HMinfo reaches 10 years of research excellence. *BE News*. Retrieved from <http://www.be.unsw.edu.au/content/hminfo-reaches-10-years-research-excellence>

Bernard, S. (2013, May 31) Affordability debate hits higher level. *Courier Mail*. Retrieved from www.ahuri.edu.au/downloads/media/2013/Affordability_debate_hits_higher_level.pdf

Cashmore, C. (2013, April 15). There's little evidence to suggest a downsizing rush. *Property Observer*. Retrieved from <http://www.propertyobserver.com.au/residential/there-s-little-evidence-to-suggest-a-downsizing-rush-catherine-cashmore/2013041460355>

- Nicholls, S., & Wellings, S. (2013, February 9). Empty-nesters fly the coop in search for apartments as house prices grow in value. *The Sydney Morning Herald*. Retrieved from <http://smh.domain.com.au/emptynesters-fly-the-coop-in-search-for-apartments-as-house-prices-grow-in-value-20130208-2e3sj.html>
- Singerman, D. (2013, January 17). Livable bathroom design among keys to healthy Australian homes. *Architecture & Design*. Retrieved from <http://www.architectureanddesign.com.au/comment/livable-bathroom-design-among-keys-to-healthy-aust>
- Wellings, S. (2013, February 9). Get set for the next wave of downsizers. *The Sydney Morning Herald*. Retrieved from <http://smh.domain.com.au/emptynesters-fly-the-coop-in-search-for-apartments-as-house-prices-grow-in-value-20130208-2e3sj.html>

fo | Home Modification
Information
Clearinghouse

SECTION FOUR WEBSITE



4 WEBSITE STATISTICS (JULY 1ST 2012 TO JUNE 30TH 2013)

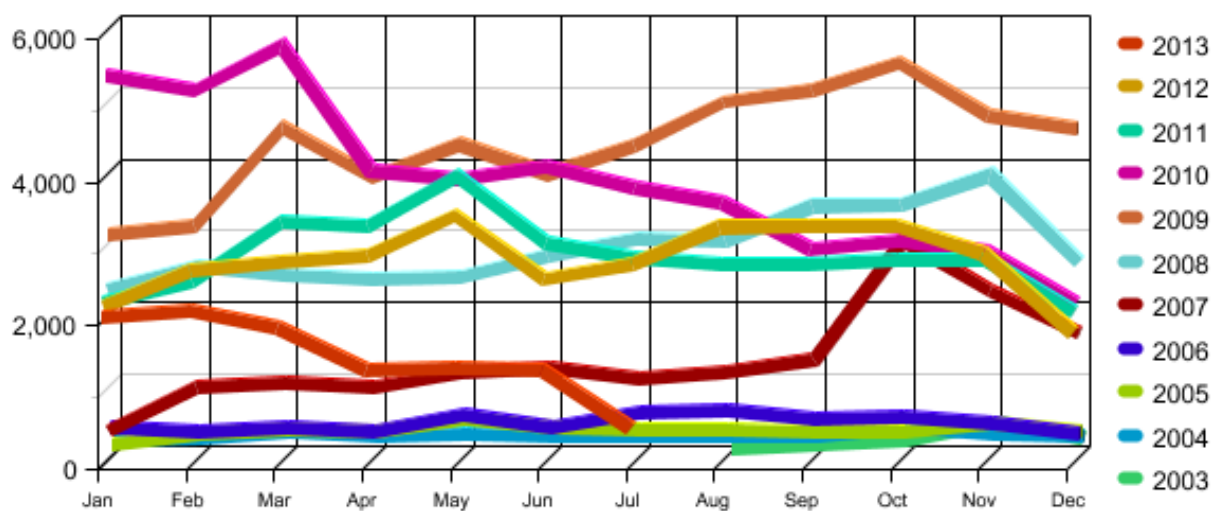
4.1 Overview

Total Page Views for 2012-2013: 109,284

Total Visitors for 2012-2013: 27,261

4.2 Webstats and Google Analytics Reports

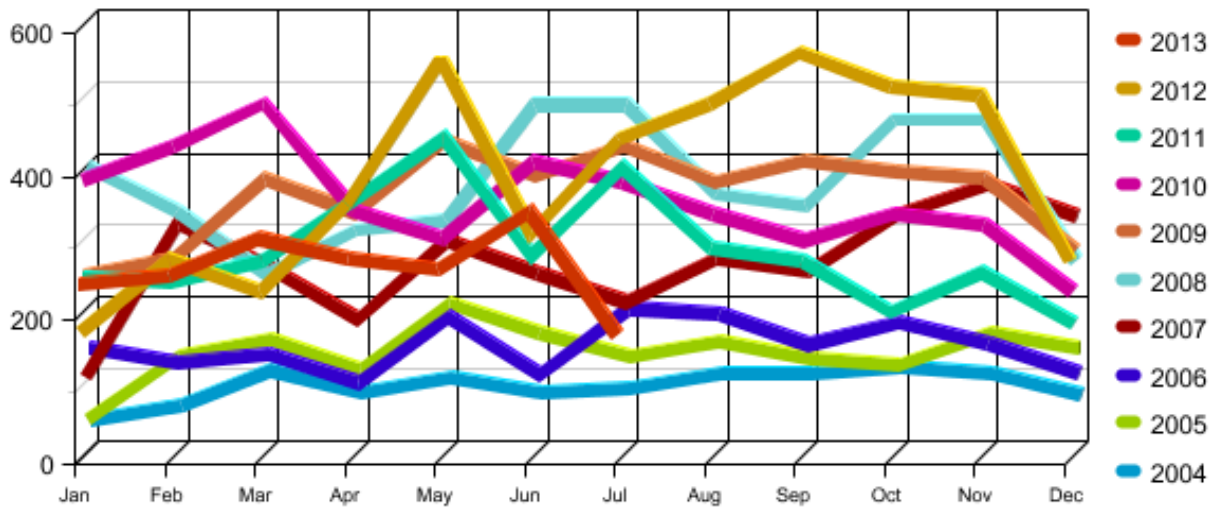
4.2.1 Visitors in the last financial year by month (graphical)



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

Month (year)	Visitors	Page views
July 2012	2,748	9,770
August 2012	3,266	11,705
September 2012	3,268	11,040
October 2012	3,274	11,124
November 2012	2,896	10,847
December 2012	1,801	9,292
January 2013	2,053	10,429
February 2013	2,132	9,199
March 2013	1,906	8,984
April 2013	1,310	6,238
May 2013	1,318	5,465
June 2013	1,289	5,191
Total	27,261	109,284

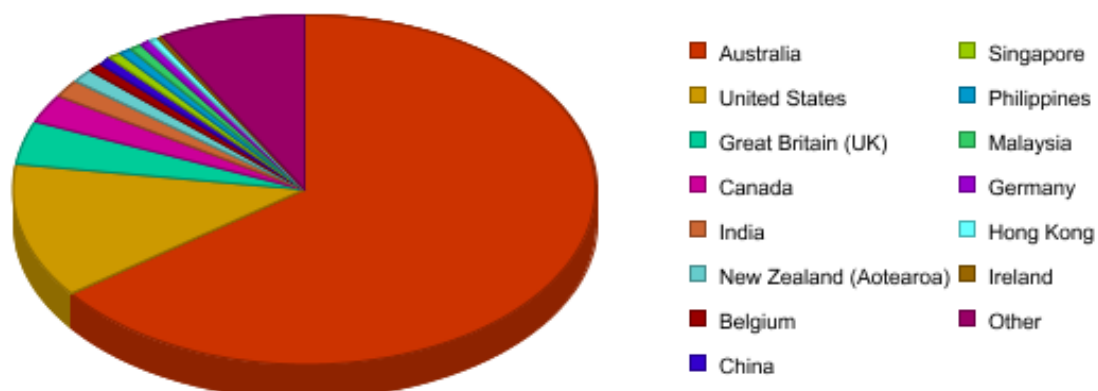
4.2.3 Visitors returning in the last financial year by month (graphical)



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

Month (year)	Number of returning visitors	% of Total returning visitors
July 2012	438	9.8
August 2012	491	11.0
September 2012	559	12.5
October 2012	513	11.5
November 2012	502	11.2
December 2012	271	6.1
January 2013	242	5.4
February 2013	255	5.7
March 2013	305	6.8
April 2013	278	6.2
May 2013	263	5.9
June 2013	340	6.7
Total	4,457	

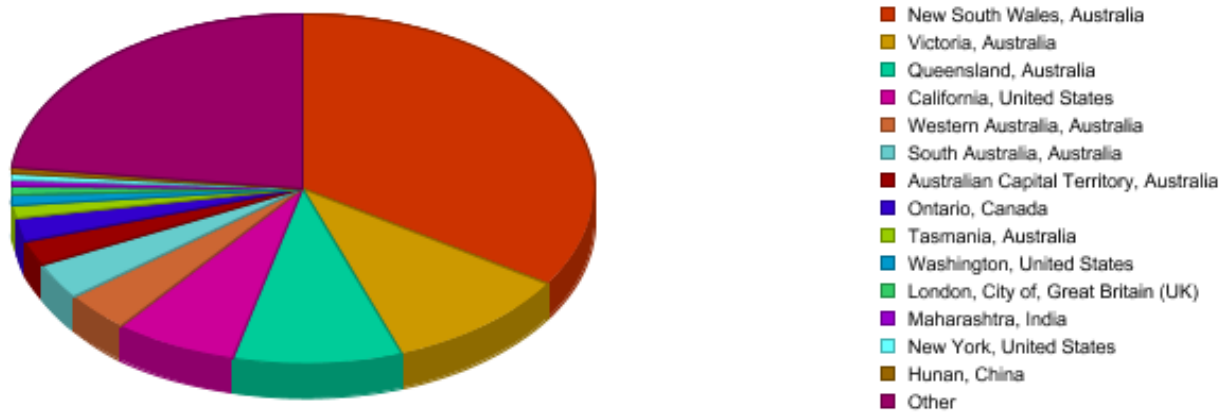
4.2.5 Visitors since last financial year by country (graphical)



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

Country	Visits	% of Total Visitors
Australia	17,172	63.0
United States	3,546	13.0
Great Britain (UK)	1,105	4.0
Canada	767	2.8
India	484	1.8
New Zealand (Aotearoa)	322	1.2
Belgium	234	0.7
China	222	0.8
Singapore	200	0.7
Philippines	198	0.7

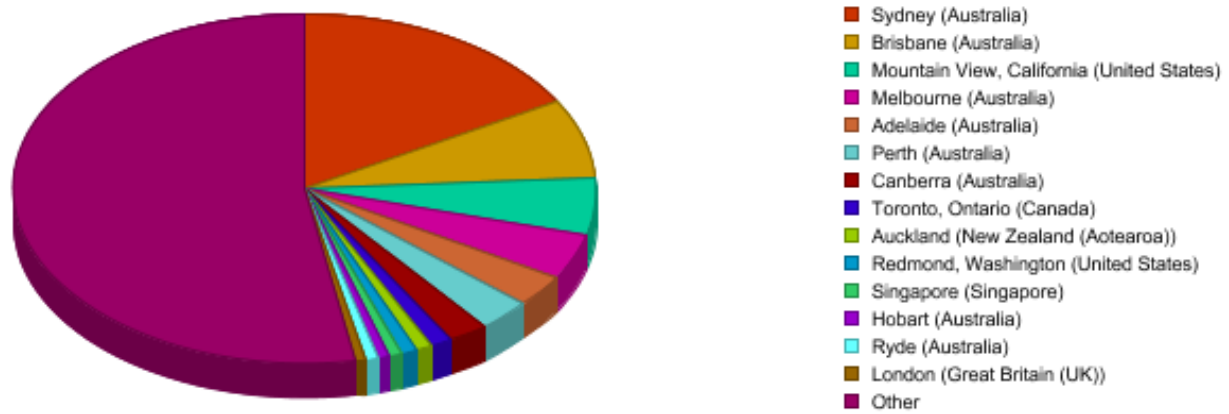
4.2.7 Visitors since last financial year by region (graphical)



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

Region	Visits	% of Total Visitors
New South Wales, Australia	8322	33.5
Victoria, Australia	2502	10.1
Queensland, Australia	2259	9.1
California, United States	1759	7.0
Western Australia, Australia	872	3.5
South Australia, Australia	836	3.4
Australian Capital Territory, Australia	573	2.3
Ontario, Canada	554	2.2
Tasmania, Australia	299	1.2
Washington, United States	285	1.1

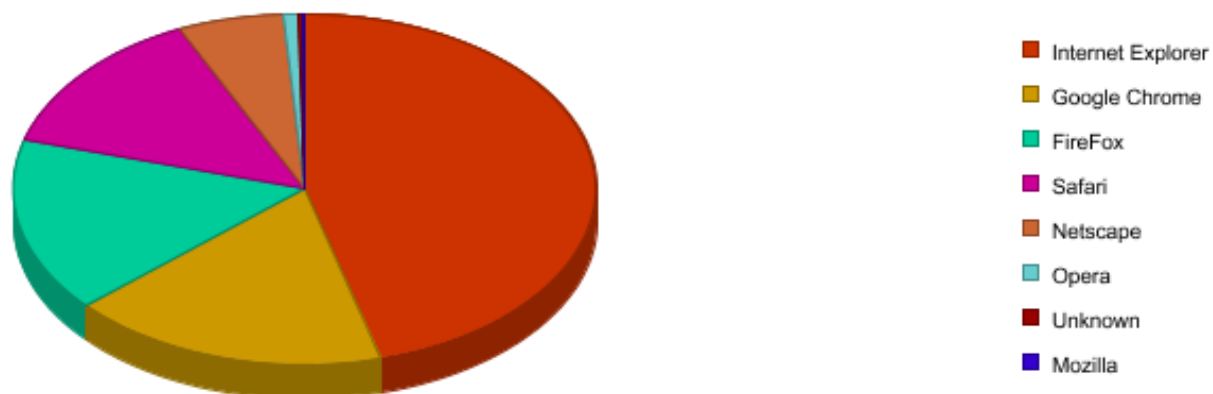
4.2.9 Visitors in the last financial year by city (graphical)



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

Country	Visits	% of Total
Sydney (Australia)	4136	16.7
Brisbane (Australia)	1816	7.3
Mountain View, California (United States)	1333	5.4
Melbourne (Australia)	1010	4.1
Adelaide (Australia)	748	3.0
Perth (Australia)	687	2.8
Canberra (Australia)	538	2.2
Toronto, Ontario (Canada)	322	1.3
Auckland (New Zealand (Aotearoa))	235	1.0
Redmond, Washington (United States)	218	0.9

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



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

Browser	Visits	% of Total
Internet Explorer	12434	45.6
Google Chrome	4848	17.8
FireFox	4335	15.9
Safari	3646	13.4
Netscape	1664	6.1
Opera	250	0.9
Unknown	54	0.2
Mozilla	30	0.1

4.2.13 Google Analytics visits by country



http://www.homemods.info - http://www.homemods.info
www.homemods.info

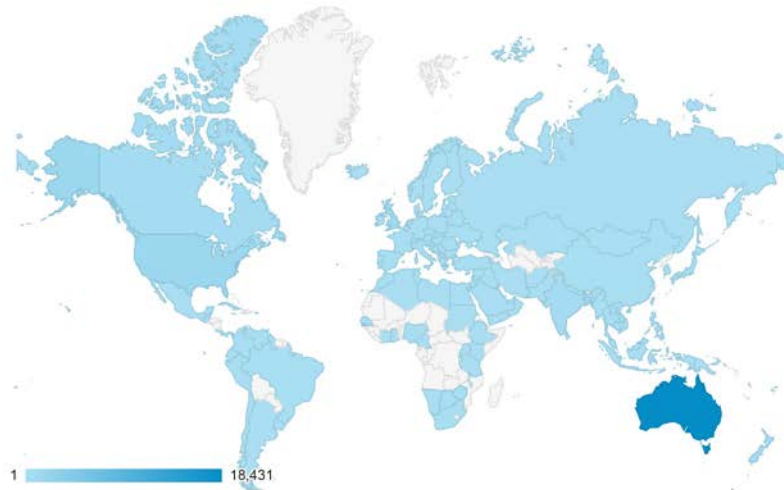
Location

Jul 1, 2012 - Jun 30, 2013

All Visits
100.00%

Map Overlay

Summary



Country / Territory	Acquisition			Behavior			Conversions		
	Visits	% New Visits	New Visits	Bounce Rate	Pages / Visit	Avg. Visit Duration	Goal Conversion Rate	Goal Completions	Goal Value
	25,695 % of Total: 100.00% (25,695)	70.39% Site Avg: 70.35% (0.06%)	18,087 % of Total: 100.06% (18,076)	57.56% Site Avg: 57.56% (0.00%)	2.79 Site Avg: 2.79 (0.00%)	00:02:14 Site Avg: 00:02:14 (0.00%)	0.00% Site Avg: 0.00% (0.00%)	0 % of Total: 0.00% (0)	\$0.00 % of Total: 0.00% (\$0.00)
1. Australia	18,431	65.10%	11,999	52.30%	3.18	00:02:36	0.00%	0	\$0.00
2. United States	1,652	91.16%	1,506	72.09%	1.68	00:00:55	0.00%	0	\$0.00
3. United Kingdom	1,018	81.73%	832	69.74%	1.71	00:01:11	0.00%	0	\$0.00
4. India	458	80.35%	368	66.81%	2.82	00:05:00	0.00%	0	\$0.00
5. New Zealand	438	27.17%	119	83.56%	1.74	00:00:57	0.00%	0	\$0.00
6. Canada	433	87.99%	381	67.67%	1.84	00:01:05	0.00%	0	\$0.00
7. (not set)	232	90.95%	211	68.97%	1.69	00:01:09	0.00%	0	\$0.00
8. Malaysia	199	89.45%	178	67.84%	2.17	00:01:16	0.00%	0	\$0.00
9. Philippines	188	88.83%	167	81.38%	1.57	00:00:40	0.00%	0	\$0.00
10. Singapore	185	92.43%	171	73.51%	1.82	00:01:06	0.00%	0	\$0.00

Rows 1 - 10 of 140

4.2.14 Google Analytics visits by city



<http://www.homemods.info> - <http://www.homemods.info>
www.homemods.info

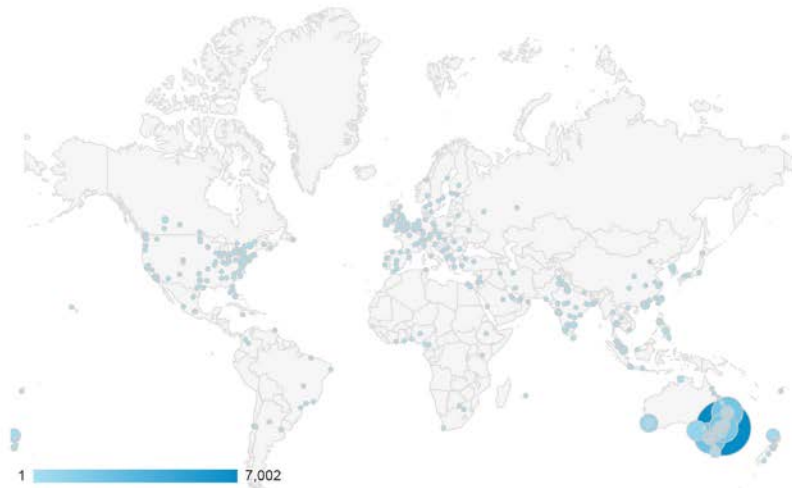
Location

Jul 1, 2012 - Jun 30, 2013

All Visits
100.00%

Map Overlay

Summary



City	Acquisition			Behavior			Conversions		
	Visits	% New Visits	New Visits	Bounce Rate	Pages / Visit	Avg. Visit Duration	Goal Conversion Rate	Goal Completions	Goal Value
	25,695 % of Total: 100.00% (25,695)	70.39% Site Avg: 70.35% (0.06%)	18,087 % of Total: 100.06% (18,076)	57.56% Site Avg: 57.56% (0.00%)	2.79 Site Avg: 2.79 (0.00%)	00:02:14 Site Avg: 00:02:14 (0.00%)	0.00% Site Avg: 0.00% (0.00%)	0 % of Total: 0.00% (0)	\$0.00 % of Total: 0.00% (\$0.00)
1. Sydney	8,956	62.89%	5,632	50.71%	3.40	00:02:56	0.00%	0	\$0.00
2. Melbourne	2,616	70.57%	1,846	59.71%	2.72	00:02:03	0.00%	0	\$0.00
3. Brisbane	2,462	68.89%	1,696	55.00%	2.84	00:02:05	0.00%	0	\$0.00
4. Adelaide	924	63.74%	589	52.71%	2.77	00:03:04	0.00%	0	\$0.00
5. Perth	871	69.35%	604	53.85%	3.19	00:02:14	0.00%	0	\$0.00
6. Canberra	637	63.42%	404	49.14%	3.45	00:02:21	0.00%	0	\$0.00
7. (not set)	370	91.35%	338	72.70%	1.65	00:01:03	0.00%	0	\$0.00
8. Newcastle	350	47.71%	167	42.57%	3.46	00:02:16	0.00%	0	\$0.00
9. Auckland	339	16.22%	55	93.51%	1.20	00:00:24	0.00%	0	\$0.00
10. London	220	77.27%	170	68.64%	1.85	00:00:58	0.00%	0	\$0.00

Rows 1 - 10 of 1981

4.2.16 Top 10 HMinfo Publications downloaded

Rank	Publication Title	Reads
1	Consumer Factsheet: - Arranging Home Modification	9,178
2	Home Smoke Alarms: Hard Wired and Battery-Powered Systems - Summary Bulletin	3,965
3	Dementia Design Guidelines: Home and Community Care Capital Works Program 2nd Edition	3,548
4	Stairs - A Summary Bulletin	3,006
5	Industry Factsheet: Designing home environments for people with problems with cognition who display aggressive or self-injurious behaviour	2,773
6	Industry Checklist: Designing home environments for people with problems with cognition who display aggressive or self-injurious	2,632
7	Gardening at Home: Summary Bulletin	2,531
8	Electrical Safety in the Bathroom - Summary Bulletin	2,467
9	Orientation: Evidence Based Research: Effectiveness of Grabrail Orientations During the Sit-to-Stand Transfer	2,423
10	Designing home environments for people who experience problems with cognition and who display aggressive or self-injurious behaviour	2,337

4.2.17 Top 10 Publication downloads for 2012/2013

Rank	Publication Title	Reads
1	The Effectiveness of Ceiling Hoists in Transferring People with Disabilities - A systematic review	2,228
2	Understanding Aboriginal Australians for more Effective Provision of Home Modification Services - SUMMARY BULLETIN	1,863
3	Orientation: Consumer Factsheet: Effectiveness of Grabrail Orientations During the Sit-to-Stand Transfer	1,855
4	Home Water Management: Summary Bulletin	1,803
5	Consumer Factsheet: Looking at installing your own grabrail? Here are some issues to consider.	1,798
6	Orientation: Industry Factsheet: Effectiveness of Grabrail Orientations During the Sit-to-Stand Transfer	1,762
7	Thermostatic Mixing Valves - SUMMARY BULLETIN	1,733
8	Consumer Factsheet: Ramps or lifts for residential properties: comparing their costs and benefits	1,698
9	Consumer Factsheet: - Selecting Coatings for Tiled Floors.	1,668
10	Orientation: Industry Checklist: Effectiveness of Grabrail Orientations During the Sit-to-Stand Transfer	1,654

A close-up photograph of a pen writing on a document. The pen is silver and black, and it is writing the number '36803' in blue ink. Other numbers visible on the document include '62', '27', and '3'. The image is part of a larger graphic with orange bars.

SECTION FIVE FINANCIAL REPORT

5 FINANCE REPORT

Financial Acquittal for the 2012/13 period

Date: 29 November 2013

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

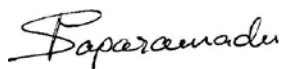
Dofs/A ID 17483 [RM08858, RM07141, RG123650, & RG123650-A]

Income: the Home Modification Information Clearinghouse Project (ID 17483) was granted Recurrent fund of \$52,444, and Non Recurrent fund of \$287,222 (both GST exclusive) for the financial year 2012/2013. There is \$85,654 carried forward from 2011/12, and \$84,651 carried forward from 2010/11.

Expenditure: The grant was spent on salaries for research associated staff and other expenses; there is \$298,870 carried forward into 2012/2013.

The Non Recurrent fund \$287,222 was received on the 17th July 2013, and therefore not spent during 2012/13.

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: Marie Saparamadu
Title: Senior Manager, Research Finance Office
The University of New South Wales

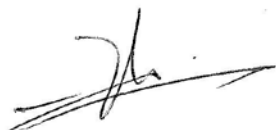
Date: 28 March 2014

The disclosures in this section have been taken from the UNSW financial system.

Income: The Home Modification Information Clearinghouse Project 12/15 (UNSW Project Account RG123649) was granted \$174,717 (GST Exclusive) for the financial year 2012/13.

Expenditure: The grant was spent on research related expenses. The total expense for the financial year 2012/13 is \$122,305. There is \$52,412 carried forward into the financial year 2013/14.

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.

A handwritten signature in black ink, appearing to be 'Zac Liu', with a long horizontal stroke extending to the right.

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

SECTION SIX LOOKING AHEAD



Original Housing

When considering home modification to assist consumers, design

abrails and more

gister
line here

REGIST

6 WHAT DOES THE FUTURE HOLD?

HMinfo continues to produce high quality research internationally, foster discussion about best practice home modification at home and overseas, and build an evidence base for accessible, enabling home environments. HMinfo's achievements in the 2012-2013 period demonstrate our valuable, diverse, and growing skill set. On March 14th, 2013 HMinfo celebrated the 10th anniversary of the HMinfo website. This was celebrated at Parliament House, where HMinfo also launched its new website.

There are a numerous projects currently underway or nearing completion and in development for the 2013-2014 period. These exciting projects are as follows:

Home Design for Carers

This research paper reviews available literature on home design for carers. The key research questions it seeks to answer are:

- How can the design of physical space in the home and particular home environment features support the roles of family (informal) carers?
- When designing home environments, what design features and considerations should Occupational Therapists and other home design professionals keep in mind to cater to the needs and preferences of family carers?

Early findings from this review include the need for space/s in the home for carers to retreat to for 'time-out' for themselves, and the need for home design professionals to consult more with carers in a 'whole of family' approach in order to take into account their built environment needs and perspectives and to ensure the continued effectiveness of home modification interventions. The report will adopt a thematic/exploratory literature review methodology rather than a systematic review methodology due to the limited body of research on this specific topic. As such, a key aim of the project is to identify broad themes and issues around the home environment and carer needs as a guide to future research, and to make a list of general recommendations for home design professionals to consider when implementing home modification interventions.

DIY Home Modifications Point of Sale Project

This project addresses the issue of people undertaking home modifications themselves, and buying components from retail stores, catalogues and websites where they are unlikely to receive information about the suitability of the products, nor about how to install or maintain them. Funded by the NSW Department of Family and Community Services, the research aims to understand why people choose this option and to document their experiences, so that targeted information can be made available to people in the future at the point of sale. The research will present the perspectives of people with disability and carers who have undertaken home modifications DIY, and those of retailers, disability organisations and government departments. The project is due to conclude towards the end of 2014.

Electrical Safety in Bathrooms

The update of the 2005 Summary Bulletin on Electrical Safety in Bathrooms addresses changes in regulations and the prevalence of open-plan shower areas and hand-held showers, in both contemporary bathroom designs and in modified bathrooms.

The new Summary Bulletin examines the current regulations for electrical safety in the bathroom and the need for additional safety provisions when hand-held showers and open-plan shower areas are included. A wide range of approaches for increasing electrical safety are reviewed, including the use of safety switches; methods of preventing accidental water spray from showers, and methods of protecting electrical devices from accidental water spray.

Slip-resistant floor surfaces

This new document is being developed to provide common background information on slip-resistance for the Reeded Decking and Tile Coating evidence-based reviews. Its structure is similar to the new *Electrical safety in bathrooms* Summary Bulletin, with original line drawings for all illustrations.

The Summary Bulletin will provide:

- An overview of regulations and standards related to slip-resistance
- The four Standards Australia slip-resistance tests and their corresponding slip-resistance classifications, and applicability of each to residential environments.
- A review of advantages and disadvantages of various methods of providing and maintain slip resistance on different flooring surfaces inside and outside the home.

Gardening at Home

Backyards of private homes are often an overlooked area of home modifications. This summary bulletin is a review and re-write of the summary bulletin of the same title published by HMinfo in 2007.

Many of the available services, technologies and evidence bases have developed and changed – meaning that a full update of this document is timely.

This new Summary Bulletin is intended to inform stakeholders about outdoor modifications, gardening safety and the benefits associated with being able to safely access and experience the outdoors at home.

Installing grabrails into walls in new-built homes and existing homes

Wall construction methods for new houses have changed dramatically in recent years. Similarly, new fastening technologies present new possibilities and challenges for installing grabrails in the home. This summary bulletin is being produced to address the issues that the industry and consumers may face when installing grabrails in new-built housing or when reinforcing walls for grabrails in an existing house.

The Summary Bulletin will provide:

- An overview of regulations and Standards related to reinforcing walls, new-built walls and the installation of grabrails
- An overview of available products; wall technologies, grabrail fixings/fastenings, and relevant methods of waterproofing and reinforcing walls
- A review of the advantages and disadvantages of the various methods for fastening grabrails to different types of walls inside the home

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

The update of the 2003 Evidence Based Research on *Use of reeded (ribbed) timber for decks, ramps and paths* addresses changes in applicable regulations, new decking materials, and contemporary decking construction practices. It involves a systematic review of the literature on evidence of the effectiveness of a reeded surface for preventing slips and falls.

Enabling Block Library

The Enabling Block Library is an important suite of open-access tools available on the HMinfo website which assist planners and designers to appropriately consider the functional range of older adults in the creation and renovation of urban infrastructure. Part of the long term goal of growing the library tools includes building a higher profile for the Block Library.

Livability Lab

The Livability Lab is a part of a larger ongoing project. Workshops with older co-designers will take place in the laboratory which is located on the UNSW Kensington Campus.

Website enhancements

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

While a strong focus on website accessibility will remain during the 2013-2014 period, other extensive additions are planned to be developed concurrently. These additions will serve to increase user engagement and retention, streamline publishing and searching of information on the website and improve navigation.

A sample of the planned enhancements for 2014 are summarised in Table 1 below.

Table 1: Planned website enhancements 2014

Addition	Function
Search engine optimisation (SEO)	Raises the websites ranking in search engine results for home modification related keywords, thus increasing the likelihood of potential stakeholders finding and using the website.
Internal logging of record changes	Enables research staff to quickly update publications by reviewing previous updates.
Case Study section separation into Assessment and Modification	Increases readability and search capabilities for end users and research staff.
Forum search	Allows specific and convenient searching of conversations in the forums.
Forum subscription	Notifies subscribed users of replies to their questions or comments, which will improve their engagement in conversations.
Link checker component	Maintains website links up-to-date, reducing cases where a user is taken to a non-existent website or web page.

Website usability testing

HMinfo are committed to usability testing of the website. This requires ethics approval; recruitment of participants through the Physical Disability Council; and their testing of the website, in one of the UNSW computer labs.

Usability testing would involve 3-10 participants with disabilities. The website would also be tested by other key stakeholder groups involved in home modification services, including builders and occupational therapists. There would be at least three trials.

SECTION SEVEN GLOSSARY

...attempt to...
...in dang...
...lent him...
earch¹
...aral] 1
...cover n

qualitative assess
y impairments

of demountable ramps

Grabrails and more

Register

Online here

7 GLOSSARY

ADHC	Ageing, Disability & Home Care (an agency of FACS)
City Futures	City Futures Research Centre
CCSP	NSW Community Care Supports Program
DSRC	Disability Studies Research Centre, UNSW
FACS	Department of Family and Community Services
DoSS	Department of Social Services
DVA	Department of Veteran's Affairs
FACS	NSW Department of Family and Community Services
HACC	Home & Community Care Program
HMMSC	Home Modification and Maintenance State Council
HMinfo	Home Modification Information Clearinghouse
NCOSS	National Council of Social Service
OT	Occupational Therapist
RERC	Rehabilitation Engineering Research Centre, NSW
SPRC	Social Policy Research Centre, UNSW
SSIS	Social Sciences & International Studies, UNSW
UN	United Nations



Home Modification Information Clearinghouse

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

www.homemods.info

Email: hminfo@unsw.edu.au

Tel: 1800 305 486

Fax: +61 2 9385 5935