



Meeting Minutes

HMinfo Advisory Committee Meeting

9 December 2021

3-4 pm

Zoom

Welcome, Introduction, Attendance & Apologies

Konstantina Vasilakopoulou opened the meeting at 3.00pm.

Attending via Zoom

Prof Catherine Bridge (CB)	Home Modification Information Clearinghouse (HMinfo)
Deborah Hammond (DH)	Occupational Therapy Australia (OTA)
Annette Hanly (AH)	SCOPE Home Access
Karen Appleby (KA)	Council on Ageing NSW (COTA)
Douglas McDonald (DM)	National Disability Insurance Agency (NDIA)
Greg Killeen (GK)	Spinal Cord Injuries Australia (SCIA)
Susan Dinley (SD)	Department of Veteran Affairs (DVA)
Hayley Stone (HS)	Physical Disability Council of NSW (PDCN)
Cheryl Slade (CS)	Lifetime Support SA
Steve Pretzel (SP)	Technology for Ageing and Disability WA (MOD.A)
Katie Hammill	3 Bridges Community
Andrew Chia (AC)	Assistive Technology Australia (ATA)
David Sinclair (DS)	Assistive Technologies Suppliers Australia (ATSA)

Apologies

Nicholas Loder (NL)	NSW Land and Housing Corporation (LAHC)
Anthony Ryan (AR)	Young Care (YC)
Julian Werrett (JW)	3 Bridges Community
Lyndal Millikan (LM)	iCare
Matthew Hilder (MH)	Wesley Mission
George Latter (GL)	Bunnings
David Clarke (DC)	Paraquad
Irene Stein (IS)	National Seniors Australia (NSA)
Frank Riggio (FR)	A1 Building Solutions NSW
Suzette Skobier (SS)	Australian Government Department of Health (DOH)

Chair

Konstantina Vasilakopoulou Home Modification Information Clearinghouse (HMinfo)

Minute Taker

Konstantina Vasilakopoulou Home Modification Information Clearinghouse (HMinfo)

Approval of Minutes of Last Meeting

The Minutes from 9 September 2021 meeting were approved by the Committee members.

Follow up actions from 9 September 2021 meeting:

- (i) KV to put link to MOD.A. survey for the new CHSP payment arrangements on the HMinfo website.
- (ii) KV to review information on the installation of grab rails in metal structures and forward all information to AH for use from the SCOPE Access builders.

1. HMinfo Website

Action

1.1 HMinfo Website maintenance

A strategy to improve website user acquisition by using Google Ads was developed, documented and implemented for Consumer Factsheets earlier in the year. There were 652 clicks obtained through Google Ads at the end of September 2021 and 1257 clicks obtained at the end of November 2021, representing a 48% increase in visibility. This indicates that the strategy of setting up appropriate keywords, abstracts and descriptions of the HMinfo website content has been successful.

1.2 HMinfo Development

Over the year, email providers have increased measures designed to protect user privacy. Heightened privacy has introduced administrative challenges as bounce-back emails may no longer contain any information about the intended recipient.

A tool was added to the HMinfo website that can assist staff determine the identity connected to a bounce-back email without compromising the privacy of the user.

A chatbot (a web-based robot that interacts with users via a chat interface) is being developed for the HMinfo website to assist users with their queries.

The chatbot will source information from the HMinfo website, including the FAQs section, and include a back-end to fine tune its detection of queries and appropriate responses.

Estimated delivery: February 2022

1.3 Website Report

The Advisory Committee members were informed of the HMinfo's website visibility during the period September-November 2021. The details that were shared include:

- Location of main audience
- Top 10 reads
- Top 10 downloads

CB asked for Member's opinions about how the HMinfo Clearinghouse website can expand its interstate audience. Some members offered to include a small blurb about HMinfo in their organisations' upcoming newsletters.

KV to share a blurb about HMinfo and ask the members to include in their upcoming newsletters

2. Publications and Research Activities

Action

a. HMinfo Publications

i. Current

1. **Industry Factsheet:** Home automations for older people and people with mobility limitations

ii. Future

1. **Consumer Factsheet:** Home automations for older people and people with mobility limitations
2. **2nd edition: Summary Bulletin:** Home Fire Safety Egress (2005)

b. Suggestions from ACM

1. Various lift styles and alternatives
2. What home modifications and repairs need to be reported to the insurance companies
3. Use of sensors for the home

2.1 Grant Applications

- (a) Stopgap Scheme: HMinfo secured \$11.5k for continuing works in the Livability Lab that were affected by COVID.
- (b) Research Infrastructure grant: expecting results

3. Events & Training

Action

- (a) CB will present in Ramping it up, national Home Modifications Conference in February 2022

4. Governance & Administration

Action

- (a) CHSP providers are transitioning to payment in arrears and more consistent unit prices from July. HMinfo, as a SSD service will stay on the existing payment and reporting arrangements.

5. EBEP Funded Projects

Action

5.1 GWA / Caroma: Under basin clearances for wheelchairs

Agreement Variation for project extension to June 2022

6. Reports from Committee Members

Action

DM

- A number of NDIA initiatives will be released early 2022: Guidance material for the BRM; a guide for building professionals and a guide for home mod assessors. The home Mods operational guideline is currently being reviewed.

DS

- Legislation changes that are currently being discussed and are relevant to repairs and maintenance and who can carry out the

Governance: HMinfo Advisory Committee Meeting Minutes
maintenance/repair, could impact the ageing and disability sectors,
when medical equipment is used in the home.

- Aged Care Royal Commission: The properties will probably be leased/rented rather than purchased in the future. This will have implications on how someone funds modifications in their home.

KA

- Building Better Homes campaign: Governments will not adopt minimum accessibility requirements due to the increased cost involved. The efforts are going to be continued in 2022 for political parties to support minimum accessibility requirements in all homes. Other bodies that could be approached to support the campaign would be: insurance companies, CSIRO.

DH

- Access to public areas such as the Sydney airport and the fish market will be significantly improved soon.

Close

Konstantina closed the meeting at 4.16 pm.

Next Advisory Committee Meeting 10 March 2022