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AUSTRALIA



*home and community care*  
Funded by the Australian Government  
Department of Social Services



**Family &  
Community Services**  
Ageing, Disability & Home Care

# ANNUAL

## REPORT 2013 - 2014

Authored by  
**The Home Modification Information Clearinghouse**

for

**City Futures  
Built Environment**  
University of New South Wales

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# introduction

SECTION 1

# 1 Introduction

## This Report

Welcome to the 2013/2014 Annual Report for the Home Modification Information Clearinghouse (HMinfo). The Home Modification Information (HMinfo) Clearinghouse, established in 2002, is an information service tasked with collating, reviewing and creating the evidence base for best practice in modification of the home environment to support people with problems in self-care, participation and autonomy.

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 optimisation 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 \(www.homemods.info\)](http://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](mailto: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 "Home Modification Information Clearinghouse (UNSW)" into the search engine, connect with us on LinkedIn, or follow us on Pinterest.





## 1.1 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 NSW Home and Community Care Program (HACC), the NSW Community Care Supports Program (CCSP), Council of the Ageing NSW, the Australian Research Council (ARC) and other industry partners such as Caroma-DORF.

EBEP's 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.

## 1.2 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 produce academically rigorous research-based documents on Home Modification policy and practice. Prior to publication, these documents are reviewed by Specialist Review Panels, comprising academic peer reviewers; expert practitioners in the fields of design, architecture, building, and occupational therapy; and consumer representatives for older people, people with disability, and carers.

The list of available online publications produced by our team includes the following:

**Annotated web links HMinfo:** [Annotated web links](#) are an edited collection of international and national websites containing information relevant to home modification decisions. Examples include the [Association of Consultants in Access Australia](#) website and the US [Adaptive Access](#) website.

Translating high quality research specific to better design and building practice



### Annotated Web Links

[Annotated Web Links](#) are an edited collection of international and national websites containing information relevant to home modifications, ageing and disability.

ANNOTATED WEB LINK SEARCH

Title:	<input type="text"/>	Abstract:	<input type="text"/>
Minimum	<input type="text"/>	Maximum	<input type="text"/>
Publication Year:	<input type="text"/>	Publication Year:	<input type="text"/>
	<input type="text"/>	Sort By:	<input type="text"/> A-Z <input type="text"/>

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.

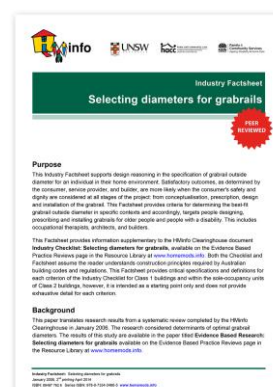
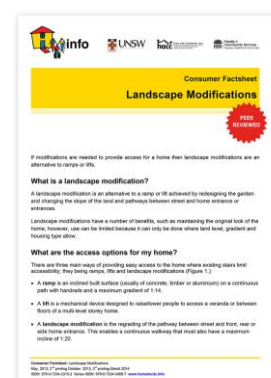
**Evidence Based Practice Reviews:** Evidence Based Practice Reviews are academically rigorous publications that are peer reviewed by specialist panels relevant to the topic. The evidence base built from these reviews is used to develop other products such as consumer and industry factsheets and checklists.

**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



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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.

**Newsletter:** HMinfo produces a quarterly newsletter containing information relating to home modification and maintenance issues and disability. Each publication contains an

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article, book review, and a website review, as well as upcoming publications, training and events.

### **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

#### Arranging Home Modifications

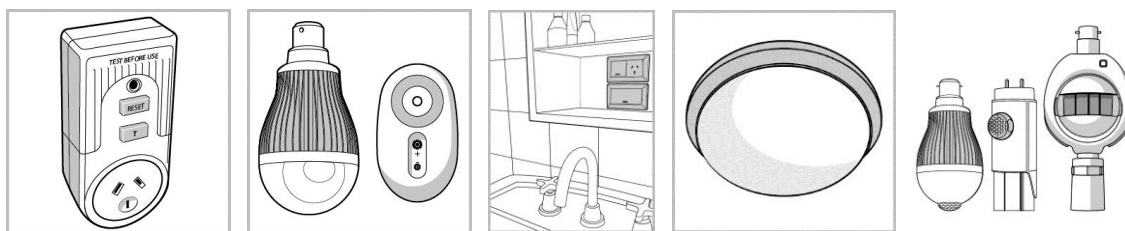
Most existing homes are not designed to accommodate older people, younger people with a disability, or carers and if you need help to:

- get in and out of your own home;
- go to the toilet;
- shower and dress yourself; or
- prepare your own meals.

Modifying your home may enable you to remain in the same home longer.

This consumer factsheet assists consumers to navigate their way to arranging home modifications in Australia.

#### Electrical Safety in Bathrooms 2nd ed.



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. It 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.

## Gardening at Home



This Summary Bulletin recognises the importance of providing a safe and accessible environment for older people and those living with a disability when they enjoy and tend to a garden – be it their own private garden or a shared community area. This report provides a reference for modifying or designing garden spaces to be appropriate for a safe and enjoyable gardening experience for all abilities and ages.

## Home Design for Carers



This HMinfo Occasional Research Paper focuses on carers, that is those who deliver informal (unpaid) care to young people with disability (<65 years), and particularly those carers who share their home with the person they are caring for, as well as the housing design considerations that may support carers in their caring role.

Both carers, who are usually family members or partners, and support workers, who are paid to provide care to a person with disability, need supportive and safe environments in which to care for people with disability.



## Reprinted HMinfo publications: Consumer Factsheets, Industry Factsheets, Industry Checklists, Summary Bulletins and Occasional Papers

All existing HMinfo publications were reprinted and formatted to improve their accessibility and aesthetics; the amendments are summarised below.

All publications:

- New, comprehensive templates for each publication type, reflecting new format and structure
- New logos and branding for HMinfo, UNSW, HACC-DSS and FACS

## Summary Bulletins, Evidence Based Research:

- Expanded 'Acknowledgements' section, including acknowledgement of Illustrators and Specialist Review Panel
- Added 'Publication History' section
- Added 'Author Contribution' section
- Expanded 'Reproduction of Material' section, with copyright agreement text from SAI Global
- New Series ISBN

## Factsheets and checklists

One off funds were provided for updating the HMinfo website and publications to reflect the changes to the Home and Community Care Program arising from the Council of Australian Government changes to ageing and disability services programs.



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## 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, each consisting of multiple compliance requirements. In total, 34 website development action items were designed to address each requirement. The majority of these action items have been completed. There are two remaining action items which are in the process of being addressed. The HMinfo website will be periodically re-audited.

## Website Usability Upgrades

The Physical Disability Council of NSW ("PDCN") completed a usability review of the HMinfo website in June 2014.

Feedback which emerged from the PDCN review assisted HMinfo in discovering various usability issues present on the HMinfo website. The majority of identified issues were non-technical and those that were technical were not related to the implementation of the WCAG 2.0 specifications.

Flaws in the website's usability were primarily attributed to the spatial layout of elements, use of terminology, and organisation of information. Complex and ineffective search forms were also of concern.

An internal action plan ("HMinfo Website Action Plan") constituting of an action plan developed by the PDCN and outcomes of in-house analysis of user feedback was generated to address all identified usability issues.

The HMinfo Website Action Plan was submitted to the Advisory Committee during the Advisory Committee Meeting held in September 2014.

A minor percentage of high priority items in the action plan have been addressed. It is expected that focus on completing the HMinfo Website Action Plan will increase during 2015 as current web development is focused on completing the Website Accessibility Upgrades.

The website has undergone the following major enhancements since the last annual report:

- **Increased Navigation Speed** – Website-wide optimisations were made to decrease processing speeds and thus improve the user experience, particularly in the Service Directory. Loading time was reduced by approximately 7.5 seconds.
- **Font Resizing** – was demonstrated on screen during the meeting: Modifications were made to the HMinfo website to allow its layout to adjust according to font sizes,

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eliminating the limitations inherent in fixed layouts combined with variable font sizes. CB explained the toolbar featuring keyboard shortcuts added to the header of the website to provide accessible font resizing controls.

- **Accessibility upgrades** – to enable all users to access all of our website. This undertaking is currently 94% complete.
- **Link Management** – Due to the vast number of pages on the website, the possibility of links to external websites breaking is significantly high. Manually checking and updating each link on the website would require substantial administrative resources. As an information service, ensuring that links on the website are up-to-date is important. Links to relevant content also improve the website's ranking in search engine results. A component was developed for the website to facilitate the management of broken links. It identifies links on the website and checks their validity, automatically updates links to pages which have been moved, and submits a weekly report to HMinfo administration staff to detail links which require manual adjustment.
- **Usability** – has been improved by ensuring that links on the website employ different shapes to inform users of their location and selection state. For instance, a selected link will add a large border around the link text. Menu links use a combination of icons and borders to indicate their selection state.
- **Search Engine Optimisation** – The website was developed with a core set of Search Engine Optimisations (SEO), such as search engine friendly URLs and proper use of tags according to the World Wide Web Consortium. In order to improve the websites search engine ranking, further optimisations were added, such as:
  - Meta keywords and descriptions for content pages
  - A dynamically generated sitemap which search engines use to index the website efficiently
  - User sitemap which serves to define link consistency between the websites main menu and the websites content hierarchy
  - The website was registered on Google Webmaster Tools to improve Google's initial website indexing response time.
- **Versioning System** – A versioning system was added to the website to enable staff to view changes to publications and other website content. Previously, checking old publication versions required restoring website backups. Comparing old and new versions of a publication was therefore dependant on a manual and technical

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process. Each change to a publication is logged. The information includes the staff member name and time of the change. Furthermore, statistics are maintained across various versions of a publication, rather than resetting statistics for every new version.

- **Accessible Forms** – Data-entry forms were intuitive for sighted users due to their layout and labelling, however non-sighted users would have found some fields difficult to populate. Labels were added to forms which screen readers can associate to data entry fields. The labels can also be used as shortcuts to begin entering data into a field, which benefits all website users. Form layouts were updated to exclude elements which would add confusion, such as isolated compulsory field markers which are only intuitive to sighted users.
- **Automated Email Handling** – Email handling has been automated to ensure that bounce-backs from registered users are dealt with according to the type of response received. For instance, a bounce-back from a user who has changed their email address will lead to their account being deactivated. Initially, emails to their account are temporarily suspended. Upon further bounce-backs, the user's account is deactivated and staff are notified. The notification prompts staff to contact the user via other available means with the intention of reactivating their account using an updated email address. Streamlining the email handling process is aimed at improving user retention as well as allowing HMinfo to allocate staff resources more efficiently.
- **Website Traffic Source Tracking** – A network component was developed to trace incoming traffic to its source. The purpose of uncovering the source of website traffic is to gain an insight into the percentage of visitors who are considered to be part of our target audience. Data is collected as part of the User Data collection increases, which were implemented during the last reporting period. The website's block library usage report has been integrated with the newly collected data from the network component. In future, website reports will be able to use the data to provide an extra layer of information.
- **Forum Search** – A keyword based search was added to each Forum section on the website to enable users to conveniently find conversations. Prior to this addition, users attempting to find conversations would have needed to use the website's global search function. Global search results include pages from all sections of the website, thus there is a greater possibility of including irrelevant results.

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## **1.5 Enabling Built Environments Program**

There are a number of funded projects outside the Home Modification Clearinghouse that are funded and together compromise the full suite of our research programs. A short précis of each of these follows:

### **1.5.1 Caring for the carer: home design and modification for carers of young people with disability**

Funded by: ADHC (NSW Department of Family and Community Services) & Australian Government Department of Health and Ageing

**Status:** Completed in 2014

This research project was funded through research surpluses carried forward from previous years as approved by the NSW Department of Family and Community Services - Ageing, Disability and Home Care. The research identified ways of supporting carers of young people with disability by modifying the home environment to ensure a safe environment, which supports the person with disability to be as independent as possible, as well as providing respite and privacy for the carer.

### **1.5.2 Livable bathrooms for older people: designing out dependence in activities of daily living**

Funded By: ARC, GWA International

**Status:** Ongoing

Current bathroom environments may not support the functional performance of older people and the assistive technologies helpful for bathing are under-developed and underutilised among older people living at home.

A lack of knowledge about bathing environments, uncertainty about the design preferences of older people, lack of basic human factors data, design guides and standards without adequate validation process, and reports of design practice not based on empirical evidence, are hallmarks of current bathroom design research.

As part of a collaboration with GWA, the largest single supplier of Australian sanitary ware, this research will assist in incorporating human factor and computational knowledge obtained in partnership with older people.

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### **1.5.3 Home modification and maintenance review**

Funded By: KMPG

Status: Completed in 2014

KPMG has entered into an agreement with the Home Modification Information Clearinghouse to review Home Modifications and Maintenance for the Department of Health and Ageing. The Home Modification Information Clearinghouse role is to:

- Provide advice and guidance relating to the literature review component of the Review, which will examine evidence of good practice and implications for future service delivery.
- Provide guidance and feedback on the key issues and questions to be discussed during consultations with jurisdictional governments, and with providers and sector representatives.
- Provide advice and guidance on mapping of current service provision and available data to inform this service mapping.

### **1.5.4 Systematic review of home modification evidence base**

Funded By: NSW Home Modification and Maintenance State Council (HMMS)

Status: Ongoing

This project, a systematic review of the intervention of home modifications, is critical for the survival and growth of a national home modification program for the following reasons:

It systematically defines the evidence base around the benefits, value and outcomes of home modifications as an intervention – providing critical support for the future of a home modification program/service.

It provides a foundation for developing training and education programs around home modifications

### **1.5.5 Building criteria, vision and luminance contrast**

Funded by: Association of Consultants in Access Australia Inc.

Project leader: A/Prof Catherine Bridge

**Status:** Ongoing

This project examines how people with normal and impaired vision with their physical characteristics identify and rate building elements possessing various luminance and chromatic contrasts in terms of their appearance and functionality. The tasks performed in the project are expected to provide description regarding the recommended contrast and the preferred combinations of colours and/or materials that sufficiently support the identification and comfort for people with various types of vision. The aim of the project

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is to establish inclusive design criteria/ guidelines that enable architects and designers to apply or combine the colours and/or materials of building elements providing luminance and chromatic contrast that support visibility/ detectability and visual comfort for people with various types of visual conditions.

### **1.5.6 City of Sydney - Crown St upgrade**

Funded by: City of Sydney

**Status:** Ongoing

These funds were for providing evidence-based advice to the City of Sydney to ensure that the Crown Street upgrade was accessible and met the needs of older people and people with disability in terms of access and usability. Children, youth, visitors, people growing older, people with a disability and their carers all have the same rights to participate in the community as everyone else.

Planning is vital if we are to meet the future needs of our community particularly as all councils have an obligation to comply with and support International, National and State based inclusion legislation and policy.

Tools that support planning also need to link back to key datasets (assets, maintenance, costing etc.), not to mention council policies and strategies.

Benefits include all users having a more positive experience; decrease in complaints on the grounds of discrimination; and cost reductions, as costly retrofitting and unplanned maintenance may be reduced and better managed.

### **1.5.7 Moving to my home: housing aspirations, transitions and outcomes of people with disability**

Funded by: Australian Housing and Urban Research Institute (AHURI)

These funds were provided to investigate the barriers but also those 'success factors' enabling people with disability to move into housing better suits their preferences and needs.

The primary research questions included:

- Understanding emergent practices in the funding and delivery of disability support and their impact on housing demand amongst people with disabilities
- The way that people with disabilities secure preferred housing living arrangements, and
- The shelter and non-shelter outcomes for people with disabilities who obtain their preferred housing living arrangements.

## 1.6 City Futures

HMinfo is housed 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.

### 1.6.1 What is City Futures?



City Futures is Australia's leading urban policy research centre. Led by Professor Bill Randolph since our 2004 founding, we achieved the only 5- star rating in Australia for Urban & Regional Planning under the 2012 Excellence in Research for Australia assessment. Our work spans the interrelated areas of urban planning, housing, design, development and social policy.

City Futures works closely with the leaders in the field. We collaborate with several other research groups, both at UNSW and at universities across Australia, Asia and Europe. Our applied focus also involves strong partnerships with local, state and federal government agencies as well as industry stakeholders and community groups.

City Futures has a robust track record on external research income. Our 2013 receipts totaled over \$2 million. In the main, this funding is provided by the Australian Research Council, the Australian Housing and Urban Research Institute and the NSW Department of Health. Other project sponsors include state government departments, local councils and private companies.

City Futures has strong scholarship credentials. We have authored over 180 academic publications in the five years to 2013, and Professor Hal Pawson is the Australasian editor of the highly rated international journal *Housing Studies*.

### 1.6.2 What Does City Futures Do?

City Futures is interdisciplinary in outlook and activity and avowedly applied in the focus of its research.

- City Futures contributes to debates in the field through the generation of empirical evidence and development of conceptual frameworks.
- The core activities for City Futures are research, research training and building a value-adding network of connections with government, industry and the community.

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- City Futures is strongly committed to training the next generation of urban research scholars through an active postgraduate research program.
  - City Futures acts as a focus for the dissemination of research findings from staff working in or associated with the Centre.

### **1.6.3 City Futures Research Programs and Projects**

The Enabling Built Environments Program (EBEP) has a focus on the key areas of micro-accessibility and mobility issues in the built environment particularly for seniors and those with mobility impairments. Key funding support comes from several sources, notably NSW Family & Community Services, Ageing Disability and Homecare (ADHC) and the Commonwealth Department of Health and Ageing. The Healthy Built Environments Program (HBEP) was established with funding from the NSW Ministry of Health and is dedicated to understanding and promoting how the planning and design of cities can be made more supportive of healthy ways of living.

Further information regarding City Futures and its research work is available from the [City Futures website](#).



# our people

SECTION 2

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## 2 Our People

### 2.1 Home Modification Information Clearinghouse Staff

#### 2.1.1 Directors



**Associate Professor Catherine Bridge** has an international reputation in the area of research concerning housing, disability, ageing and care. Catherine directs the Enabling Built Environments Program (EBEP) under which the Livable Bathroom work and Livable community work sit. A core component of this suite of research is the Home Modification Information Clearinghouse, which has been funded continuously since 2002 by the Home and Community Care Program. Catherine is a Member of the Standards Australia Visitable, Adaptable and Modified Housing Committee; the Australian Network for Universal Housing Design and is a member of COTA NSW Policy Advisory Group. In 2014 Catherine was an International Judge for the Universal Design Student Awards in Ireland and a judge for the University of Sydney's Halloran Trust Blue Sky Project Grants. Catherine was also appointed to the Competition Advisory Panel by Urbis for the Harbord Diggers Design Competition and she supported the Master of Architecture Students who won both first prizes in the National Affordable Housing Consortium (NAHC) 'Whole of Life, Whole of Use' Design Competition.

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### 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** 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. Laura departed her role as a part-time Research Associate at HMinfo in April 2014 to focus on completing her PhD. We thank her for her work over the last two years and wish her well in her studies.



**Alice McNamara** has a background in media communications and earlier in her career worked in radio and television production. Before working for HMinfo Alice worked in administrative roles in the design and publishing industries. Alice is currently completing a master of communication management at UTS.



**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 as Research Associate. Nicole has a special interest in social cohesion, citizenship, and livable cities. Nicole is currently a PhD candidate at Macquarie University and works part-time for HMinfo.



**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. Lyndal resigned from her role in 2013. We wish her all the best in her new role.



**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 an MSc by research, and has worked on numerous research projects related to ageing, design, usability, and innovation, at UNSW. Joanne 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.



**Michelle Svenger** has an Masters in Design from UTS and a Diploma of Marketing. She has been helping the team with a mixture of design, marketing and administration support. Michelle also has had personal experience as a carer with the day to day needs of people living with disabilities.



**Michael Bleasdale** is the CEO of the NSW Home Modification and Maintenance Services State Council, soon to become Home Modifications Australia (MOD.A). He worked as Senior Policy Officer at HMinfo from September 2013 to February 2014. Michael has worked in the community sector for thirty years, working initially as a disability support practitioner and manager. He has published research on housing and support arrangements for people with disability, and on guardianship in Austral, and written widely on issues of human rights for people with disability, and on self-determination and individualised funding. Michael has taught

introduction to disability subjects at the Australian Catholic University and Charles Sturt University, and was the subject Coordinator for Habilitation at Charles Sturt in 2006. In addition he has developed and delivered training, developed competency based vocational training packages, and undertaken independent consultancy projects.

Outside of work Michael has served on a number of management and advisory committees.

## 2.2 Home Modification Information Clearinghouse's Advisory Committee

The HMinfo Advisory Committee represents a wide cross-section of stakeholders, including representatives from government, consumer and peak disability groups.

DSS – Vanessa D'Souza and Candice Ungaro – were on the committee as Honorary members.

### 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 and the Divisional Manager for OT services within the South Coast Home Modification and Maintenance Service, trading as SCOPE Access. She has worked extensively in the field of Home Modifications both in the UK and now Australia. The OT Division of SCOPE Access provides direct home modification assessments and peer support / review to external occupational therapists for over 3000 home modification referrals annually. Annette is committed to developing services that promote choice and safety for people within their preferred home environment and has a keen interest in the use of technology to streamline and customise all consultation and prescription practices.



**Margaret Kay** is attending in her role as the nominated representative for Community Care Issues Forum. Margaret's expertise and her perspective as part of her role as Senior Policy Officer, Ageing and Disability, Policy, with 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 council plans, policies and programs.



**Greg Killeen** has been working at Spinal Cord Injuries Australia (SCIA), since July 1991. Greg was the SCIA Information Officer providing information and referral to people with disability, their families, friends, carers, professionals and the general community, including people working in related disciplines who required information on home modifications and maintenance, access to buildings and the built environment, travel, transport,

assistive technology etc. Greg was recruited to work as the SCIA Senior Policy and Advocacy Officer and predominantly works on systemic advocacy as well as individual advocacy when required. He is also an active member on various government, non-government and community committees and organisations. Greg also has quadriplegia and the lived experience of physical disability.



**Teresa Petric** (BSW UNSW) is the Manager Policy and Projects in Ageing, Disability and Home Care, Department of Family and Community Services. In this role Teresa manages operational policy and program requirements for the NSW Community Care Support Program (CCSP). The CCSP provides funding for community care service to younger people with disability (people under 65 years of age or under 50 years of age for Aboriginal and Torres Strait Islander People).



**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. Now works for NSW Health.



**Nicholas Loder** has worked for Housing NSW for over 10 years and is now the Senior Project Officer. 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



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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 HACC/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.



**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 3Bridges Community (formerly 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.



**Jordana Goodman** is the Policy 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. Jordana provides feedback to Local Councils, State and Commonwealth Government Departments on government initiatives and campaigns that impact on the daily lives of people with physical disability. Her particular focus is in the areas of accessible public transport and accommodation.



**Michael Bleasdale** is the CEO of the NSW Home Modification and Maintenance Services State Council, soon to become Home Modifications Australia (MOD.A). Previously, Executive Director of the Attendant Care Industry Association, and People with Disability Australia. He has worked in the community sector for thirty years, working as a disability support practitioner and manager in the UK and in NSW, providing direct support to individuals with intellectual disability living in their own homes. Michael was also the Principal Researcher at the Disability Studies and Research Institute from 2004-2005, where he published research on housing and support arrangements for people with disability, and on guardianship in Australia. He worked as Senior Policy Officer at the Home Modification Information Clearing House from September 2013 to February 2014. He has written on issues of human rights for people with disability, and on self-determination and individualised funding, which draws on his experiences as a direct service provider, and as a leader in the process of engagement with people with disability around the design and implementation of the NDIS. Michael has taught introduction to disability subjects at the Australian Catholic University and Charles Sturt University, and was the subject Coordinator for Habilitation at Charles Sturt in 2006. In addition he has developed and delivered training, developed competency based vocational training packages, and undertaken independent consultancy projects. Michael has served on a number of management and advisory committees, including as a Director on the Board of the NSW Council for Intellectual Disability, the Intellectual Disability Rights Service, and on the NSW Ombudsman's Disability Deaths Advisory Committee. He is the Treasurer on the Board of the Australian Council of Social Service, and in that capacity also sits on the Community Services and Health Industry Skills Council Industry Reference Group for the Community Services and Development.

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## 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 Centre
- Professor Lindy Clemson, University of Sydney
- Associate Professor Stephen Harfield, University of Technology Sydney
- Professor Satoshi Kose, Department of Architecture, Faculty of Design, Shizuoka University of Art and Culture
- Jordana Maisel, Center for Inclusive Design and Environmental Access, University at Buffalo, State University of NY
- Associate Professor Karen Fisher, Social Policy Research Centre, UNSW

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### **2.3.3 Industry Panel**

- Beverley Garlick, Royal Australian Inst. of Architects, New South Wales
- Keith Stevenson, NSW Home Modification & Maintenance State Council
- Peter Meredith, Master Builder's Assoc., New South Wales
- Sandra Lightfoot-Collins, NSW Health
- Vanessa Richards, Upper Hunter Home Modification and Maintenance Service
- Nell Rickard Nell Rickard Landscape Architect, Australian Institute of Landscape Architects (Guest Expert Reviewer)
- Home Support Policy Section, HACC Branch within the Department of Social Services (Guest Expert Panel)
- Samantha French, People With Disability Australia (Guest Expert Panel)
- Teresa Petric, Ageing, Disability and Home Care, NSW Department of Family and Community Services (Guest Expert Panel)
- John Stolk, Energy Safe Victoria (Guest Expert Panel)
- Mark Dearlove, Master Electricians Australia (Guest Expert Panel)
- Sarah Judd, Policy and Development Officer, Carers NSW

### **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
- Jane Bryce, Guide Dogs NSW/ACT
- Jannis Hayman, Carer

# director's

REPORT – SECTION 3



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## 3 Director's Report

### 3.1 Executive Summary

It is with pleasure that I present this year's annual report and audited account statement for the year ending June 2014. The period from June 2013 to 2014 has been a very busy and productive year. The Home Modification Information Clearinghouse continues to provide high-quality, peer-reviewed research on home modifications. 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.

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 it's 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 base 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 Information Clearinghouse 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

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### **3.2 HMinfo Strategic Plan 2013 – 2015**

The HMinfo Strategic Plan 2013 -2015 was developed in consultation with the HMinfo Advisory Committee and endorsed by the key HMinfo funding agencies, the Department of Social Services and the NSW Department of Family and Community Services (Ageing, Disability and Home Care). The Strategic Plan links the University of NSW high level strategic plan, UNSW B2B, with the HMinfo Strategies and indicators.

### **3.3 HMinfo Workplans 2013-2015**

The department of Social Services required a separate work plan in a specific format for their funding (HACC). Therefore the same format was used for the Community Care Support Program fund from FACS-ADHC.

These workplans were prepared in the context of two major transitions in the delivery of services to older people, with disability and carers. These transitions are:

1. The separation of the former Home and Community Care (HACC) Program into the Commonwealth HACC Program, which is aimed at people with functional disability aged  $\geq 65$  years ( $\geq 50$  years for Aboriginal people) and their carers, and the NSW Community Care Supports program (CCSP), which is aimed at younger people with functional disability aged  $< 65$  years ( $< 50$  years for Aboriginal people) and their carers.
2. The implementation of the National Disability Insurance Scheme (NDIS) to replace the former Disability Services programs.

Both transitions are occurring over a number of years and will have major impact on all existing service systems that support people with disability and their carers, but especially the community care, disability, housing and health systems. In the case of younger people with disability the changes provide an opportunity to embed person-centred care and consumer choice and independence into the NDIS from the beginning. However, this will mean substantial cultural change for all service providers and for younger people with disability and their families.

# strategy

SECTION 4



Please note the output for HMinfo are the same for (HACC) 77% and (DSS) 23% as they both contribute to the total output.

#### 4.1 Community Care Support Program (CCSP) Workplan 1 July 2013 to 30 June 2015

1	Strategy	Building and maintaining the evidence base		
	Activities	Performance Indicators	Performance Indicator Targets	Reporting for 2013-14
	Work with FACS-ADHC to agree priority research activities in proportion to the funding provided by them and as per the contract with them.	Priority activities agreed with ADHC	ADHC agree priority activities and CCSP workplan 2013-14	DSS agreed to Priority No 1.1 only <sub>1</sub> on 26 February 2014.
	Work with the HMinfo Advisory Committee members to identify emerging priorities for future research.	Agreed priority activities completed within timeframes	No of agreed priority activities completed within timeframe	1.1 - 25 publications reprinted by 30 June 2014. 2 editions forthcoming.
	Priority options identified by the HMinfo Advisory Committee for the consideration of FACS-ADHC include:			1.2 - The DIY project is underway and on track
	1.1 Continue to update and review evidence published on HMinfo website	Other sources of funding investigated for priority activities that cannot be undertaken within 2013-14 recurrent funding from DSS and/or ADHC (See 4.7)	No. of other sources of funding identified to address priority activities not currently funded.	1.3-1.7 - awaiting funds to commence.
	1.2 DIY Home Modifications: Point of Sale Support for People with Disability and their Carers (non-recurrent project)			Six external sources of funding identified and approached:
	1.3 Bariatric design considerations in private homes			<ul style="list-style-type: none"> <li>• DVA (said no)</li> <li>• NACA (in discussion with)</li> <li>• HMMS State Council (ongoing discussions)</li> <li>• NDIA (no response yet)</li> <li>• DSS (3 applications awaiting outcome)</li> <li>• IRT Research Foundation (one application)</li> </ul>
	1.4 Flooring: what works for different groups e.g. epilepsy, wheelchairs etc.			1.8 – Continuing
	1.5 External grab rails and coatings: consideration of factors, including extreme temperatures			1.9 – reviewing metadata and keyword search to improve time it takes to find information.
	1.6 Design Guidelines for private dwellings to inform decision making for people who are building, buying, renovating or modifying homes to support disability or ageing in place.			

1	Strategy	Building and maintaining the evidence base
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|-----|---|---|
| 1.7 | Implications of new building technologies and practices on home modifications. Priority to grab rail installation in steel framed and strata title buildings.       | 1.10 Completed and published as "Caring for the Carer: Home design and modification for carers of young people with disability" |
| 1.8 | Research content for a Consumer factsheet on <i>"What does person-centred care mean to Home Modification services?"</i>   |   |
| 1.9 | Identify other contributions that HMinfo could make to assist the service sector, including HM providers, to be more aware of the impact of the disability reforms. |   |
| 1.1 | Research the design requirements of carers of young people with disability.   |   |

2	Strategy	Disseminating the evidence base	
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Activities	Performance Indicators	Performance Indicator Targets	Reporting for 2013-14
Undertake the following priority dissemination activities in proportion to the funding provided by DoSS and as agreed.	HMinfo website upgrades completed, including enhanced disability access	% Increase in website visits (>25,695) % Increase in total page views (>109,284) % Increase in returning visitors	Number of registered website users: 1099 individuals/organisations 40% decrease in website visits (Total unique visitors for July 1 <sup>st</sup> 2013-Jun 30 2014 was 19,176) 37% decrease in website page views (66,373) 34% increase in returning visitors Some functions formerly available only via the website can now be accessed via HMinfo social media such as news, conferences and events.
2.1. Maintain HMinfo website to current standard once access upgrades are completed			
2.2. Continue to publish new and updated research relevant to home modifications and enabling environments for older people in formats appropriate to professional and lay audiences (knowledge translation)			
2.3. Continue to publish HMinfo newsletters in			

current format			Additionally, feedback from stakeholders indicate that this decrease is primarily due to the uncertainty arising from the implementation of the aged care reforms and NDIS as people are deferring making decisions about home modifications until the new arrangements become clearer.
1.1. Set up and maintain reciprocal links with <i>myagedcare.gov.au</i>			
1.2. Work with ILCA, OT Australia and HMMSC to promote crosslinks between websites			
1.3. Enhance knowledge of home modifications for consumers and other interested parties through Home Modification Discussion Group Forum.			
1.4. Enhance links with building and design practitioners and students through Home Modification Professionals Forum		% Increase in contacts from social media portals by type	Facebook: Lifetime total likes > 41% Ave daily reach = 5.3 ppl Referrals to website < 31.39%
1.5. Enhance links with OTs through Occupational Therapists Forum			Twitter: Lifetime followers > 60% Referrals to website > 13.43%
1.6. Enhance and maintain links with professional and consumer groups by providing material in the HMinfo Newsletters for republication on their newsletters and websites e.g. CoTA			LinkedIn: Referrals to website > 10.94%
1.7. Liaise with SAI Global re ongoing protocol to cover inclusion of Standards Australia information in all HMinfo research publications.			Pinterest: Referrals to website > 2.22%
		% Users who rate HMinfo website accessibility positively	Vision Australia were commissioned to audit website accessibility report delivered and follow up action undertaken in 2014-15
	HMinfo website maintained to standard	HMinfo website available 24/7	99.9%

2	Strategy	Disseminating the evidence base	
	New and updated information loaded to HMinfo as available and outdated information removed.	<p>HMinfo content reviewed on a rolling 5 year cycle or as new information becomes available</p> <p>HMinfo website has only current information on it</p>	<p>Content review completed for all published HMinfo publications due to UNSW and Funders re-branding. In response, HMinfo has updated the publication style and simultaneously conducted a content review. Additionally, all publications over five years old were identified and prioritised for review.</p> <p>An automated link checker was installed on the backend of the website to notify of any broken or changed links which the team then actioned. Any critical sector information and contact details are updated immediately as information became available and we worked with Government, Industry and Consumer stakeholders to create a new <i>“Arranging home modification factsheet”</i> in order to respond to Aged Care and NDIS reforms</p>
	HMinfo newsletters distributed to professional and consumer links	<p>No of newsletters distributed</p> <p>No of downloads of newsletter from website</p>	<p>1/07/13-30/06/14: 4</p> <p>125 direct downloads but it is also circulated to all registered and subscribed users (1099 individuals or organisations)</p>
	Key national professional and consumer links identified and maintained	Occupational Therapists (OT) Mailing List moderated and maintained	<p>Number of registered individual OT's: 659</p> <p>Traffic: 329</p>

Threads Generated: 180

Threads Maintained: 182

Home Modification Professionals Forum and OT Forum moderated and maintained

No Specialist Home Modification infrastructure exists in states other than NSW and the peak body in NSW which previously provided this service for their members has seen their membership substantially decrease with the aged care and NDIS reforms.

Traffic: 0

Threads Generated: 1

Threads Maintained: 1

Home Modification Discussion Group Forum moderated and maintained

This a new forum set up in anticipation of increased consumer demand for information on home modifications arising from the reforms. HMinfo has been responding to an increasing number of consumers being referred by My Aged Care on an individual basis, which HMinfo is not funded for. As resources allow, the frequently asked questions will be transferred to the Forum to facilitate access for consumers.

Traffic: 0

Threads Generated: 3

Threads Maintained: 4

2	Strategy	Disseminating the evidence base	
		No of other key professional links identified and approached/maintained	1/07/13-30/06/14: 4
	Liaison established with key professional and consumer groups	No of links established	Links have been established with: <ul style="list-style-type: none"> <li>• National Disability Insurance Agency</li> <li>• Council on the Ageing</li> <li>• Modifications Australia</li> <li>• Community Housing Federation of Australia</li> <li>• Occupational Therapy Australia</li> <li>• Livable Housing Australia</li> <li>• Master Builders Association</li> <li>• National Aged Care Alliance</li> <li>• National Disability Services</li> <li>• Independent Living Centres Australia</li> <li>• Physical Disability Consumer Networks</li> <li>• Centre for Applied Disability Research (there is no equivalent for applied ageing research)</li> </ul>
		HMinfo listed on MyAgedCare website	HMinfo was listed on the My Aged Care website as at 31 Dec 2013.
		No of referrals from MyAgedCare	21 via phone
		HMinfo listed on other websites	11

2 Strategy		Disseminating the evidence base	
		(No.)	
	SAI Global approached to confirm ongoing arrangements	New arrangements agreed for citing and using Australian Standards material	Signed off March 2014
		HMinfo Research and Publication Protocols updated to include SAI Global input at review stage	7 April 2014

3 Strategy		Stakeholder engagement	
Activities	Performance Indicators	Performance Indicator Targets	Reporting for 2013-14
Undertake the following priority community engagement activities in proportion to the funding provided by DoSS and as agreed.			
3.1 Review government stakeholders and HMinfo Advisory Committee representation to reflect a more national focus	HMinfo Advisory Committee has national and state representation across a range of government, non-government, provider and consumer stakeholders	HMinfo Advisory Committee has relevant national and/or state representation from each stakeholder group	Advisory Committee has relevant national and/or state representation from each stakeholder group.
3.2 Review industry stakeholders and HMinfo Advisory Committee representation to reflect a more national focus e.g. MBA, HIA, OT Australia, ILCA, NACA, Access Consultants Australia etc.			Awaiting a response from NDIA to nominate a representative. Invited a representative from MBA, OTA, NDIA and are also in discussions with NACA as to appropriate representation on AC.
3.3 Review consumer stakeholders and HMinfo Advisory Committee representation to reflect a more national focus e.g. COTA,	HMinfo Advisory Committee members are active and effective contributors	% of HMinfo Advisory Committee meetings attended or contributed to by each member	For the period 01/07/13 – 30/06/14: 33 Advisory Committee Members attended the 4 Advisory Committee meetings (7 in Sept, 6 in Dec, 10 in March and 10 in June), and 8 attended the Strategic Planning Day.
3.4 Maintain existing links with research stakeholders and develop new ones as			

3	Strategy	Stakeholder engagement		
	appropriate	MOU with HMMSC updated	MOU updated and implemented	03/04/2014
3.5	Update/develop MOUs with key industry partners including HMMSC, OT Australia and ILCA	ILCA approached to enter into MOU with HMinfo	ILCA approached	<i>On the 6th June 2014 ILCA advised "the ILCA is a collaborative network, and is not an organisation. It has not a legal entity, nor is it part of one. Therefore, the ILCA cannot enter into an MOU or into any other agreement".</i>
3.6	Contribute to reviews and reforms undertaken by government industry partners e.g. Home Modifications Review (DoSS-HACC),		ILCA MOU signed	
3.7	Contribute where appropriate to other reviews and changes which impact on older people with respect to their home and community environments.			See above
		OTA approached to enter into MOU with HMinfo	OTA approached	20/03/2014
			OTA MOU signed	Due: 30/06/2014
		HMinfo participates in and contributes to reviews and reforms undertaken by government stakeholders	No of invitations to HMinfo to contribute to reviews and reforms undertaken by government stakeholders	HMinfo has provided numerous papers and relevant documents, including a <i>History of HACC &amp; Home Mods services</i> , to KPMG for the national review of HACC.  HMinfo also provided feedback on the Literature Review undertaken by KPMG
		Research stakeholders approached to set out reciprocal benefits of working with HMinfo.	No. of papers/seminars/posters etc. delivered at no. of conferences/seminars/forums	Papers et al delivered: 11 Events attended: 13
			No of citations of HMinfo research in published articles	14



3	Strategy	Stakeholder engagement
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No of invitations to HMinfo to contribute to other researchers' work.	5
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4	Strategy	Governance
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Activities	Performance Indicators	Performance Indicator Targets	Reporting for 2013-14
4.1 Manage HMinfo activities within HACC grant proportion of HMinfo budget	HMinfo has current Strategic Plan and Workplans	<b>Strategic Plan 2013-15 signed off</b>	Signed off on at: 26 February 2014
4.2 Meet all compliance requirements of HACC contracts		HACC Workplan 2013-15 signed off	Signed off on: 26 February 2014
4.3 Review representation on HMinfo Advisory Committee to create a more national focus, reflecting HMinfo's position as the only body in Australia providing evidence based information on home modifications and enabling environments	All HMinfo activities managed within allocated budgets	Expenditure monitored monthly	Expenditure monitored on a monthly basis with CFRC centre manager.
4.4 Provide secretariat services to the HMinfo Advisory Committee		HMinfo funds fully expended on approved activities	Funds expended as per budget.
4.5 Undertake formal staff reviews for all HMinfo staff annually		Approval received for application of any unexpended funds to agreed priority activities	Transition Cost Funding was paid on the 15 June 2013. Projects tasks were completed in 2013-14 as monies not received into HMinfo account until July 2013.
4.6 Develop succession plan to ensure continuity of HMinfo service for duration of funding contracts			
4.7 Apply for grant funds to grow and promote HMinfo objectives to support older people with respect to their home and community environments e.g.	All HMinfo contract compliance requirements met	HMinfo acquittals submitted on time and in the correct format	The acquittal for the recurrent funds was submitted on time. There was confusion over the date of receipt of the Transition funding which appeared in HMinfo's account in July 2013. This delay resulted in the acquittal for those

- Expansion of block library for designers and builders
- Other priority topics identified by funders, professionals and consumers.

funds being submitted late once the dates were clarified.

HMinfo reports submitted on time or as requested

There was with submitting the first Activity Report due to waiting for DSS approval of the amended Activity Workplan (received 26 Feb 2014).

HMinfo quality compliance met as specified

Met as specified.

HMinfo Advisory Committee has appropriate national focus and representation

Membership of Advisory Committee includes representatives of government industry partners and key consumer and industry stakeholders

Members include: government (Federal and State), industry partners and key consumer and industry stakeholders.

Secretariat services provided to HMinfo Advisory Committee

Minutes of quarterly meetings provided within two weeks of each Advisory Committee meeting

Minutes and materials emailed to Committee Members within timeframes. This is written into the Advisory Committee Meeting organisation protocol.

Agenda and reading materials provided one week before each Advisory Committee meeting.

All HMinfo staff have completed annual reviews

Staff reviews completed within UNSW prescribed timeframes

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.

Succession Plan agreed with CFRC Director

Succession plan agreed

Completed

4	Strategy	Governance	
	Grant funds applied for when available	No of applications made	5
		No of applications successful	Awaiting outcome
		Quantum of new funds received	Awaiting outcome

Please note the output for HMinfo are the same for (HACC) 77% and (DSS) 23% as they both contribute to the total output.

## 4.2 Commonwealth Home and Community Care (HACC) Program Workplan 1 July 2013 to 30 June 2015

1	Strategy	Building and maintaining the evidence base		
	Activities	Performance Indicators	Performance Indicator Targets	Reporting for 2013-14
	Work with DoSS to agree priority research activities in proportion to the funding provided by them and as per the contract with them.	Priority activities agreed with DSS	DSS agree priority activities and HACC workplan 2013-14	DSS agreed to Priority No 1.1 <u>only</u> , on 26 February 2014
	Work with Advisory Committee members to identify emerging priorities for future research	Agreed priority activity completed within timeframe	Agreed priority activity completed within timeframe	Yes
	The only research Priority option agreed to by DoSS is:			
	1.1. Continue to update and review evidence published on HMinfo website	Other sources of funding investigated for priority activities that cannot be undertaken within 2013-14 recurrent funding from DSS and/or ADHC (See 4.7)	No. of other sources of funding identified to address priority activities not currently funded.	<i>DSS confirmed on the 4<sup>th</sup> March 2014 that "As per advice we provided previously (29 August 2012), the Commonwealth HACC program will not be funding any research priorities with core-non-recurrent funding because as per the original ADHC schedule, HACC funding has not historically been used to fund research; rather, HACC funding has always been directed towards providing a Clearinghouse of information as well as a website that hosts research and development in the home modification arena. During the existing contractual arrangement, the Commonwealth remains committed to maintaining service delivery in line with previous State government arrangements".</i>

NB This statement does not take into account that HMinfo received non-recurrent HACC funding from 2002 until 30/6/12 to undertake specific research as approved by ADHC.

Activities	Performance Indicators	Performance Indicator Targets	Reporting for 2013-14
Undertake the following priority dissemination activities in proportion to the funding provided by DoSS and as agreed.	HMinfo website upgrades completed, including enhanced disability access	% Increase in website visits (>25,695) % Increase in total page views (>109,284) % Increase in returning visitors	Number of registered website users: 1099 individuals/organisations 40% decrease in website visits (Total unique visitors for July 1 <sup>st</sup> 2013-Jun 30 2014 was 19,176) 37% decrease in website page views (66,373) 34% increase in returning visitors Some functions formerly available only via the website can now be accessed via HMinfo social media such as news, conferences and events. Additionally, feedback from stakeholders indicate that this decrease is primarily due to the uncertainty arising from the implementation of the aged care reforms and NDIS as people are deferring making decisions about
2.1 Maintain HMinfo website to current standard once access upgrades are completed			
2.2 Continue to publish new and updated research relevant to home modifications and enabling environments for older people in formats appropriate to professional and lay audiences (knowledge translation)			
2.3 Continue to publish HMinfo newsletters in current format			
2.4 Set up and maintain reciprocal links with <i>myagedcare.gov.au</i>			
2.5 Work with ILCA, OT Australia and HMMSC to promote crosslinks between websites			
2.6 Enhance knowledge of home modifications for consumers and other interested parties through Home Modification Discussion			

2	Strategy	Disseminating the evidence base	
	Group Forum.		home modifications until the new arrangements become clearer.
2.7	Enhance links with building and design practitioners and students through Home Modification Professionals Forum		
2.8	Enhance links with OTs through Occupational Therapists Forum	% Increase in contacts from social media portals by type	Facebook:
2.9	Enhance and maintain links with professional and consumer groups by providing material in the HMinfo Newsletters for republication on their newsletters and websites e.g. CoTA		Lifetime total likes > 41%
2.10	Liaise with SAI Global re ongoing protocol to cover inclusion of Standards Australia information in all HMinfo research publications.		Ave daily reach = 5.3 ppl
			Referrals to website < 31.39%
			Twitter:
			Lifetime followers > 60%
			Referrals to website > 13.43%
			LinkedIn:
			Referrals to website > 10.94%
			Pinterest:
			Referrals to website > 2.22%
		% Users who rate HMinfo website accessibility positively	Vision Australia were commissioned to audit website accessibility report delivered and follow up action undertaken in 2014-15
	HMinfo website maintained to standard	HMinfo website available 24/7	99.9%
	New and updated information loaded to HMinfo as available and outdated information removed.	HMinfo content reviewed on a rolling 5 year cycle or as new information becomes available	Content review completed for all published HMinfo publications due to UNSW and Funders re-branding. In response, HMinfo has updated the publication style and simultaneously conducted a content review. Additionally, all publications over five years old were identified and prioritised for review.

2	Strategy	Disseminating the evidence base	
		HMinfo website has only current information on it	An automated link checker was installed on the backend of the website to notify of any broken or changed links which the team then actioned. Any critical sector information and contact details are updated immediately as information became available and we worked with Government, Industry and Consumer stakeholders to create a new <i>"Arranging home modification factsheet"</i> in order to respond to Aged Care and NDIS reforms
	HMinfo newsletters distributed to professional and consumer links	No of newsletters distributed	1/07/13-30/06/14: 4
		No of downloads of newsletter from website	125 direct downloads but it is also circulated to all registered and subscribed users (1099 individuals or organisations)
	Key national professional and consumer links identified and maintained	Occupational Therapists (OT) Mailing List moderated and maintained	Number of registered individual OT's: 659 Traffic: 329 Threads Generated: 180 Threads Maintained: 182
		Home Modification Professionals Forum and OT Forum moderated and maintained	No Specialist Home Modification infrastructure exists in states other than NSW and the peak body in NSW which previously provided this service for their members has seen their membership substantially decrease with the aged care and

2	Strategy	Disseminating the evidence base	
			<p>NDIS reforms. Traffic: 0 Threads Generated: 1 Threads Maintained: 1</p> <hr/> <p>Home Modification Discussion Group Forum moderated and maintained</p> <p>This a new forum set up in anticipation of increased consumer demand for information on home modifications arising from the reforms. HMinfo has been responding to an increasing number of consumers being referred by My Aged Care on an individual basis, which HMinfo is not funded for. As resources allow, the frequently asked questions will be transferred to the Forum to facilitate access for consumers. Traffic: 0 Threads Generated: 3 Threads Maintained: 4</p> <hr/> <p>No of other key professional links identified and approached/maintained</p> <p>1/07/13-30/06/14: 4</p>
	Liaison established with key professional and consumer groups	No of links established	<p>Links have been established with:</p> <ul style="list-style-type: none"> <li>• National Disability Insurance Agency</li> <li>• Council on the Ageing</li> <li>• Modifications Australia</li> <li>• Community Housing Federation of</li> </ul>



		Australia <ul style="list-style-type: none"> <li>• Occupational Therapy Australia</li> <li>• Livable Housing Australia</li> <li>• Master Builders Association</li> <li>• National Aged Care Alliance</li> <li>• National Disability Services</li> <li>• Independent Living Centres Australia</li> <li>• Physical Disability Consumer Networks</li> <li>• Centre for Applied Disability Research (there is no equivalent for applied ageing research)</li> </ul>
Reciprocal links set up on relevant professional and consumer websites	HMinfo listed on MyAgedCare website	HMinfo was listed on the My Aged Care website as at 31 Dec 2013.
	No of referrals from MyAgedCare	21 via phone
	HMinfo listed on other websites (No.)	11
SAI Global approached to confirm ongoing arrangements	New arrangements agreed for citing and using Australian Standards material	Signed off March 2014
	HMinfo Research and Publication Protocols updated to include SAI Global input at review stage	7 April 2014

3 Strategy		Stakeholder engagement	
Activities	Performance Indicators	Performance Indicator Targets	Reporting for 2013-14
Undertake the following priority community engagement activities in proportion to the funding provided by DoSS and as agreed.	HMinfo Advisory Committee has national and state representation across a range of government, non-government, provider and consumer stakeholders	HMinfo Advisory Committee has relevant national and/or state representation from each stakeholder group	Advisory Committee has relevant national and/or state representation from each stakeholder group. Awaiting a response from NDIA to nominate a representative. Invited a representative from MBA, OTA, NDIA and are also in discussions with NACA as to appropriate representation on AC.
3.1 Review government stakeholders and HMinfo Advisory Committee representation to reflect a more national focus			
3.2 Review industry stakeholders and HMinfo Advisory Committee representation to reflect a more national focus e.g. MBA, HIA, OT Australia, ILCA, NACA, Access Consultants Australia etc.			
3.3 Review consumer stakeholders and HMinfo Advisory Committee representation to reflect a more national focus e.g. COTA,	HMinfo Advisory Committee members are active and effective contributors	% of HMinfo Advisory Committee meetings attended or contributed to by each member	For the period 01/07/13 – 30/06/14: 33 Advisory Committee Members attended the 4 Advisory Committee meetings (7 in Sept, 6 in Dec, 10 in March and 10 in June), and 8 attended the Strategic Planning Day.
3.4 Maintain existing links with research stakeholders and develop new ones as appropriate			
3.5 Update/develop MOUs with key industry partners including HMMSC, OT Australia and ILCA	MOU with HMMSC updated	MOU updated and implemented	03/04/2014
3.6 Contribute to reviews and reforms undertaken by government industry partners e.g. Home Modifications Review (DoSS-HACC),	ILCA approached to enter into MOU with HMinfo	ILCA approached	<i>On the 6th June 2014 ILCA advised "the ILCA is a collaborative network, and is not an organisation. It has not a legal entity, nor is it part of one. Therefore, the ILCA cannot enter into an MOU or into any other agreement".</i>
3.7 Contribute where appropriate to other reviews and changes which impact on older people with respect to their home and community environments.		ILCA MOU signed	See above
	OTA approached to enter	OTA approached	20/03/2014

3	Strategy	Stakeholder engagement	
	into MOU with HMinfo	OTA MOU signed	Due: 30/06/2014
	HMinfo participates in and contributes to reviews and reforms undertaken by government stakeholders	No of invitations to HMinfo to contribute to reviews and reforms undertaken by government stakeholders	HMinfo has provided numerous papers and relevant documents, including a <i>History of HACC &amp; Home Mods services</i> , to KPMG for the national review of HACC. HMinfo also provided feedback on the Literature Review undertaken by KPMG
	Research stakeholders approached to set out reciprocal benefits of working with HMinfo.	No. of papers/seminars/posters etc. delivered at no. of conferences/seminars/forums	Papers et al delivered: 11 Events attended: 13
		No of citations of HMinfo research in published articles	14
		No of invitations to HMinfo to contribute to other researchers' work.	5

4 Strategy		Governance	
Activities	Performance Indicators	Performance Indicator Targets	Reporting for 2013-14
4.1 Manage HMinfo activities within HACC grant proportion of HMinfo budget	HMinfo has current Strategic Plan and Workplans	Strategic Plan 2013-15 signed off	Signed off on at: 26 February 2014
4.2 Meet all compliance requirements of HACC contracts		HACC Workplan 2013-15 signed off	Signed off on: 26 February 2014
4.3 Review representation on HMinfo Advisory Committee to create a more national focus, reflecting HMinfo's position as the only body in Australia providing evidence based information on home modifications and enabling environments	All HMinfo activities managed within allocated budgets	Expenditure monitored monthly	Expenditure monitored on a monthly basis with CFRC centre manager.
		HMinfo funds fully expended on approved activities	Funds expended as per budget.
		Approval received for application of any unexpended funds to agreed priority activities	Transition Cost Funding was paid on the 15 June 2013. Projects tasks were completed in 2013-14 as monies not received into HMinfo account until July 2013.
4.4 Provide secretariat services to the HMinfo Advisory Committee	All HMinfo contract compliance requirements met	HMinfo acquittals submitted on time and in the correct format	The acquittal for the recurrent funds was submitted on time. There was confusion over the date of receipt of the Transition funding which appeared in HMinfo's account in July 2013. This delay resulted in the acquittal for those funds being submitted late once the dates were clarified.
4.5 Undertake formal staff reviews for all HMinfo staff annually			
4.6 Develop succession plan to ensure continuity of HMinfo service for duration of funding contracts			
4.7 Apply for grant funds to grow and promote HMinfo objectives to support older people with respect to their home and community environments e.g.			
<ul style="list-style-type: none"> <li>• Expansion of block library for designers and builders</li> <li>• Other priority topics identified by funders, professionals and consumers.</li> </ul>		HMinfo reports submitted on time or as requested	There was with submitting the first Activity Report due to waiting for DSS approval of the amended Activity Workplan (received 26 February 2014).

	HMinfo quality compliance met as specified	Met as specified.
HMinfo Advisory Committee has appropriate national focus and representation	Membership of Advisory Committee includes representatives of government industry partners and key consumer and industry stakeholders	Members include: government (Federal and State), industry partners and key consumer and industry stakeholders.
Secretariat services provided to HMinfo Advisory Committee	Minutes of quarterly meetings provided within two weeks of each Advisory Committee meeting	Minutes and materials emailed to Committee Members within timeframes. This is written into the Advisory Committee Meeting organisation protocol.
	Agenda and reading materials provided one week before each Advisory Committee meeting.	
All HMinfo staff have completed annual reviews	Staff reviews completed within UNSW prescribed timeframes	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.
Succession Plan agreed with CFRC Director	Succession plan agreed	Completed
Grant funds applied for when available	No of applications made	5
	No of applications successful	Awaiting outcome
	Quantum of new funds received	Awaiting outcome

## 4.3 Activities

### Research & Publications

#### 4.3.1 Refereed Journal Articles

- Bridge, C., & Carnemolla, P. K. (2014). An enabling BIM block library: An online repository to facilitate social inclusion in Australia. *Construction Innovation Special Issue: Design Creativity*, 14(4). Retrieved from <http://www.emeraldinsight.com/journals.htm?articleid=1939554&show=html>
- Bridge, C. E. (2013). Community planning for older people: How iPads can help. In *Living Well Longer: Research in Ageing in the Illawarra*. University of Wollongong, NSW.
- Bridge, C. E. (2013). Using technology to assist older people create age friendly town centres (Part 1). In *Australian Age-friendly Cities and Communities Conference*. Canberra, ACT.
- Bridge, C. E., Demirebilek, O., & Mintzes, A. (2013). Older persons actively designing better cities and municipalities. In *International Istanbul Initiative on Ageing*. Istanbul, Turkey.
- Carnemolla, P. and Bridge, C. (2014) Summary Bulletin: Gardening at Home [2<sup>nd</sup> Ed.]. Sydney: Home Modification Information Clearinghouse, University of New South Wales. [www.homemods.info](http://www.homemods.info).
- Judd, B., Liu, E. Y., Easthope, H., Davy, L., & Bridge, C. (2014). *Downsizing amongst older Australians*. Melbourne: Australian Housing and Urban Research Institute. Retrieved from <http://www.ahuri.edu.au/publications/projects/p70687>
- McNamara, N. K., Adams, T., Bridge, C., Carnemolla, P., & Quinn, J. (2014). Consumer Factsheet: Arranging Home Modifications. Sydney, University of New South Wales: Home Modification Information Clearinghouse. Retrieved from <http://www.homemods.info/>
- Quinn, J.M & Bridge, C. (2014). *Summary Bulletin: Electrical Safety in the Bathroom 2ed.* Summary Bulletin. Home Modification Information Clearinghouse House, University of New South Wales: [www.homemods.info](http://www.homemods.info).
- 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.

#### 4.3.2 Conferences & Presentations

- Bridge, C. (2014) Modify or move: An issue for many older people without care or wanting to selfcare. Paper Presented at *The International Federation on Ageing's 12th International Federation on Ageing Global Conference: Health, Security and Community*. HICC Hyderabad, India, 10 – 13 June 2014.

- Bridge, C. (2014). Repurposing existing buildings from an inclusive design/ end-user perspective. ). Paper presented at *Akolade's 2nd Annual Managing Design for Success Forum*. Australia, 8 May 2014.
- Bridge, C. E. (2013). Using technology to assist older people create age friendly town centres (Part 1). Paper presented at *Australian Age-friendly Cities and Communities Conference*. Canberra, ACT, 9 Oct 2013.
- Bridge, C. E., Demirbilek, O., & Mintzes, A. (2013). Older persons actively designing better cities and municipalities. Paper presented at *International Istanbul Initiative on Ageing*, Istanbul, Turkey, October 4-6, 2013.
- Bridge, C. E. (2013). Community planning for older people: How iPads can help. Paper presented at *Living Well Longer: Research in Ageing in the Illawarra*. University of Wollongong, 8 November 2013, NSW.
- Carnemolla, P.K., Bridge, C.E. (eds.), 2014, 'The potential of a home modification strategy? a universal design approach to existing housing', in *Universal Design 2014: Three Days of Creativity and Diversity*, IOS Press, pp. 259 – 268. Paper presented at UD2014 Universal Design Conference, Lund, Sweden, 16 - 18 June 2014, <http://dx.doi.org/10.3233/978-1-61499-403-9-259>.
- Judd, B., Liu, E. Y., Easthope, H., & Bridge, C. (2014). Downsizers and Other Movers: The Housing Options, Choices and Dilemmas of Older Australians. Paper presented at UD2014 (Ed.), *International Conference on Universal Design*. Lund, Sweden, 16 - 18 June 2014. Retrieved from: <http://ebooks.iospress.nl/volumearticle/36460>, DOI: 10.3233/978-1-61499-403-9-129.
- Judd, B. H., Bridge, C., Liu, E., Easthope, H., & Davy, L. (2013). Downsizing: Barriers and Policy Options for Australia's Ageing Population. Presented at European Network for Housing Research Conference, Tarragona, Spain, 19 June - 22 December 2013. Retrieved from: [http://www.be.unsw.edu.au/profile/bruce\\_judd](http://www.be.unsw.edu.au/profile/bruce_judd).
- Judd, B., Liu, E.Y., Easthope, H., Bridge, C.E. (eds.) (2013). 'Understanding Downsizing in Later Life and its Implications for Housing and Urban Policy', in *State of Australian Cities Conference 2013: Refereed Proceedings*, SOAC Research Network, presented at State of Australian Cities Conference 2013, Sydney, 27 - 29 November 2013, <http://www.soacconference.com.au/wp-content/uploads/2013/12/Judd-social.pdf>
- Lukman, A., Bridge C.E., Dain, S., Boon, M. (eds.) (2014). 'Developing Perception-Based Criteria of Inclusive (Architectural) Design', in *Universal Design 2014: Three Days of Creativity and Diversity*, IOS Press, pp. 109 - 118, presented at UD2014, the International Conference on Universal Design, Lund, Sweden, 2 - 4 June 2014, <http://dx.doi.org/10.3233/978-1-61499-403-9-109>

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McNamara, N. K., Bridge, C., & Bleasdale, M. (2014). DIY Home Modifications: an Australian case-study of choice and control. Paper presented at *UD2014 Universal Design Conference*. Lund, Sweden, 16 - 18 June 2014. Retrieved from: <http://ebooks.iospress.nl/volumearticle/36459>, DOI: 10.3233/978-1-61499-403-9-119

#### **4.3.3 Reviewer & Assessor Roles**

2014- Scientific paper reviewer for the 5th International Conference for Universal Design.

2014 - Reviewer for the Journal of Applied Gerontology, SAGE publications

2014- Reviewer for Australian Research Council DECRA Awards

2014 – Reviewer for the Henry Halloran Trust Urban Research festival prize

2014 – Appointed competition assessment panel (CAP) member of the Harbord Diggers Design Competition

2013 – Reviewer for the Journal of Urban Policy and Research, Taylor & Francis

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.



#### **4.3.4 Teaching - Convened Courses**

##### **A/Prof Catherine Bridge**

ARCH1496: Honours Research Thesis 2 (18 UOC)

BENV1384: Design research methods (6 UOC)

IDES2201: Ergonomics lecture

#### **4.3.5 Research Student Supervision**

2014-2016: Aldyfra Lukman, candidate for PhD (UNSW) Built Environment, Developing design criteria based on perception of people with and without visual impairment

2013 – 2015: Elaine Tam, candidate for MPhil (UNSW) Built Environment, Evaluating the effectiveness of the Department of Veterans' Affairs' (DVA) HomeFront Program in preventing falls among veterans and war widows in the home environment

2010 – 2014: Gary Shiels, candidate for PhD (UNSW) Built Environment, Planning for Ageing: A Healthy Lifestyle in an Age-Friendly Built Environment

2012-2015: Peter Sweatman, candidate for PhD (UNSW) Built Environment, Evidence based bathroom product design: Creating livable bathroom environments for older people

2012-2015: Stephen Davey, candidate for PhD (UNSW) Built Environment, Utilising computer game peripherals for a responsive and adaptive bathroom environment to enable autonomous and independent Ambient Assisted Living.

2012-2015: Alicia Mintzes, candidate for PhD (UNSW) Built Environment, Promoting quality of life: Maintaining independence and dignity in the home bathroom

2012-2015: Phillipa Carnemolla, candidate for PhD (UNSW) Built Environment, Enabling Built Environments: Home modification as a substitute for community care

2011-2014: Jennifer Fishpool, candidate for MPhil (UNSW) Built Environment, Evaluating Occupational Therapy Home Visit Follow-up in the Hunter New England Health Region

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#### **4.3.6 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

#### **4.3.7 External Committees & Roles**

##### **A/Prof Catherine Bridge**

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

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

#### **4.3.8 In the Media**

Adie, K. (2013, October 5). Homes for Whole of Life (News and Features), *The Sydney Morning Herald* (Sydney, Australia), p.21. Retrieved from: Cengage Learning, Inc.

Bleby, M. (2014, April 30). Unable to downsize as they wish, baby boomers are staying in their old homes longer. *The Sydney Morning Herald*. Retrieved from <http://www.smh.com.au/business/unable-to-downsize-as-they-wish-baby-boomers-are-staying-in-their-old-homes-longer-20140429-37fsv.html>

Cencigh-Albulario, L. (2014, March 9). All cashed up with nowhere to go: A shortage of age-appropriate housing is seeing more retirees abandon their downsizing plans. *Sunday Telegraph* [Sydney].

Hogan, A. (2014, February 5). Happy with a empty nest [Audio podcast]. *Breakfast*, 702 ABC Sydney. Retrieved from <http://blogs.abc.net.au/nsw/2014/02/happy-with-a-empty-nest.html>

Lague, M. (2014, February 12). Apartment sales buoy builders. *West Australian*.

Mackintosh, L. (2014, February 4). The empty nesters [Audio podcast]. *Drive*, 612 ABC Brisbane. Retrieved from <http://blogs.abc.net.au/nsw/2014/02/happy-with-a-empty-nest.html>

- Mitchell, N. (2014, June 2). Do older Australians really want less space as they age? [Audio podcast]. *ABC Life Matters*, Retrieved from: <http://www.abc.net.au/radionational/programs/lifematters/downsizing/5487436>
- O'Keeffe, D. (2013, October 29). Tackling Homelessness and Housing for Seniors, *Australian Aging Agenda*, Retrieved from: <http://www.australianageingagenda.com.au/2013/10/29/tackling-homelessness-and-housing-for-seniors/>.
- Packham, R. (2014, March 22). Trading size for lifestyle. *The Sydney Morning Herald* [Sydney]. Retrieved from <http://smh.domain.com.au/real-estate-news/trading-size-for-lifestyle-20140320-355ea.html>
- Retirement Baby boomers forced to downsize, Moving near mum's - at 60. (2014, May 26). *The Australian Financial Review*. Retrieved from: [http://www.ahuri.edu.au/media/media\\_coverage](http://www.ahuri.edu.au/media/media_coverage).
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- Tolhurst, C. (2013, November 22). Decision Time for Boomers. *The Sydney Morning Herald: Financial Review* [Sydney].
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# website

SECTION 5



## 5 Website Statistics

(July 1st 2013 to June 30th 2014)

### 5.1 Overview 2013-2014

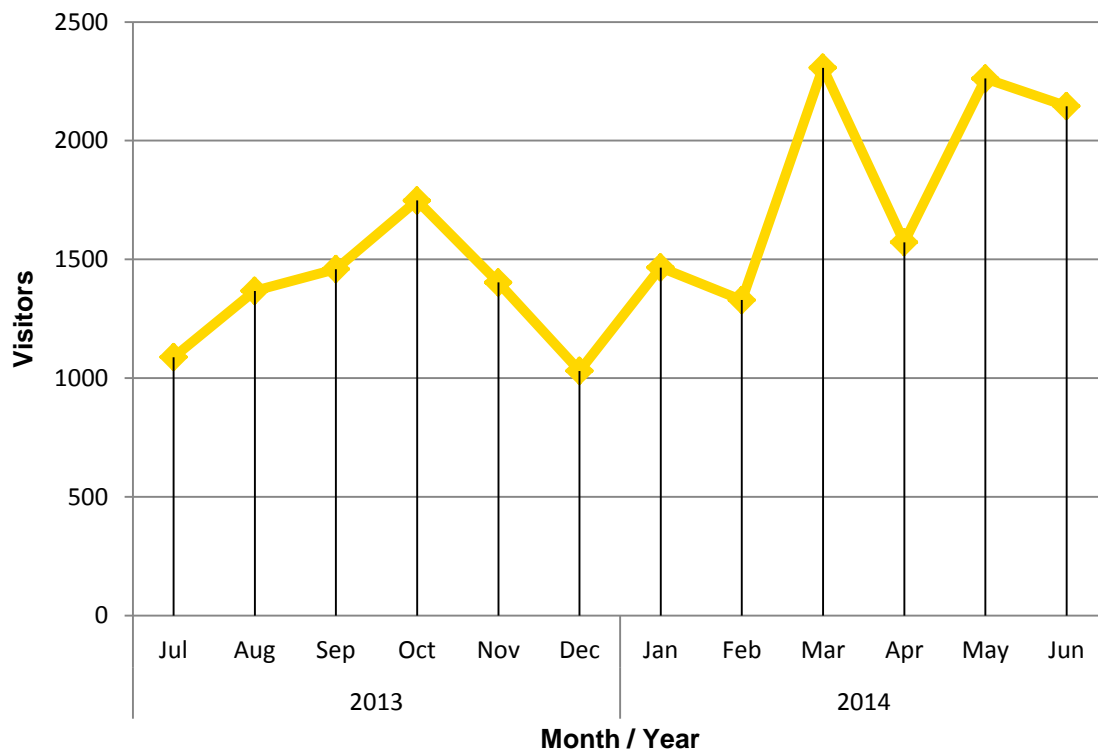
**Total Page Views: 66,373**

**Total Visitors: 19,176**

**Total New Website Registrations: 142**

### 5.2 Webstats and Google Analytics Reports

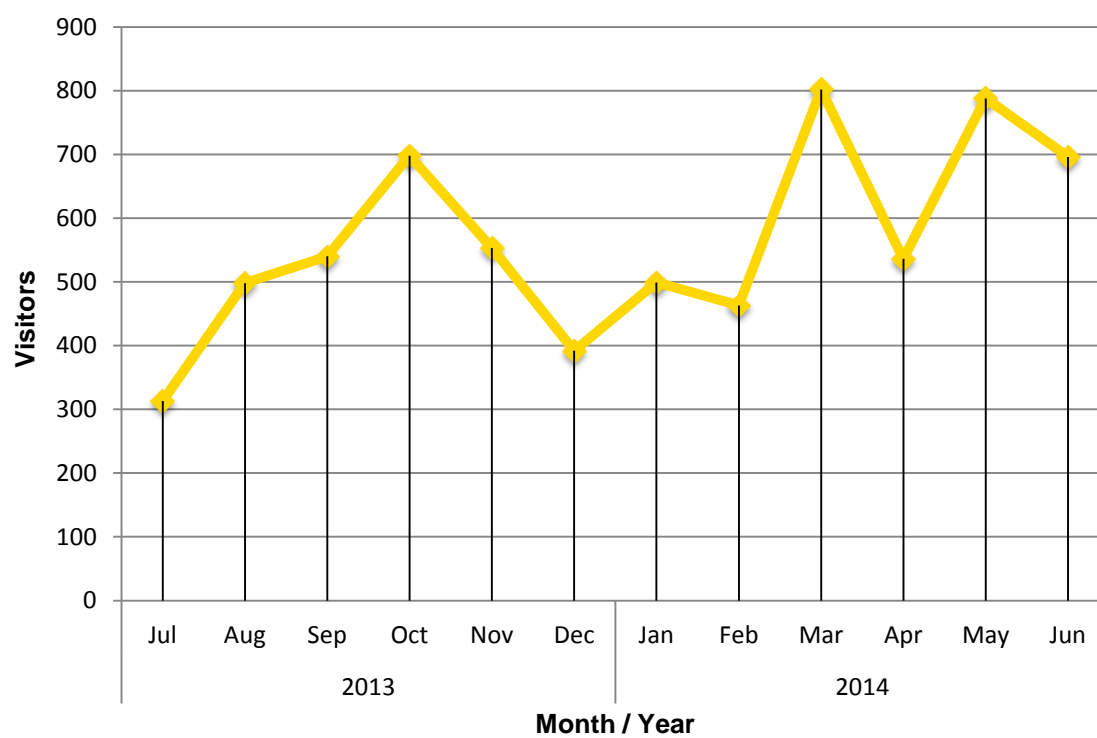
#### 5.2.1 Visitors in the last financial year by month (graphical)



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

Month (year)	Visitors	Page views
July 2013	5178	1088
August 2013	5181	1367
September 2013	5730	1459
October 2013	6170	1748
November 2013	4671	1403
December 2013	3534	1030
January 2014	4846	1466
February 2014	4106	1329
March 2014	7063	2307
April 2014	5616	1572
May 2014	7410	2262
June 2014	6868	2145
Total	66373	19176

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

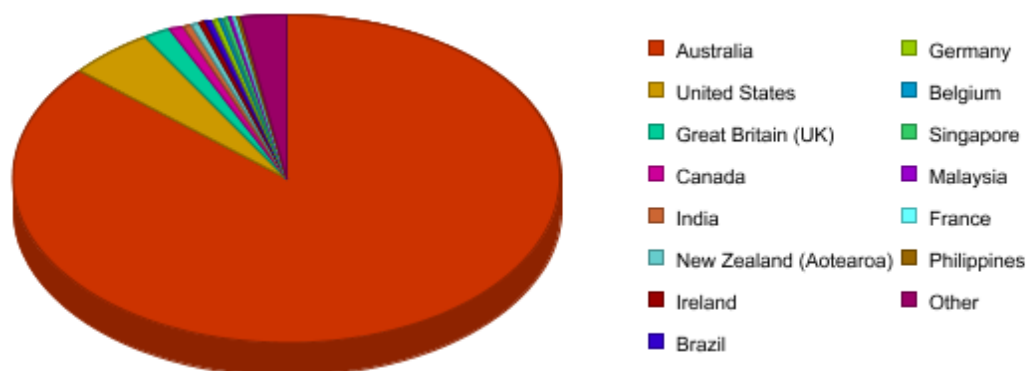


#### 5.2.4 Visitors returning in the last financial year by month (table)

Month (year)	Number of returning visitors	% of Total returning visitors
July 2013	313	0.85
August 2013	498	1.35
September 2013	540	1.46
October 2013	698	1.89
November 2013	553	1.5
December 2013	392	1.06
January 2014	499	1.35
February 2014	463	1.25
March 2014	802	2.17
April 2014	536	1.45
May 2014	788	2.13
June 2014	696	1.89
Total	6778	18.35



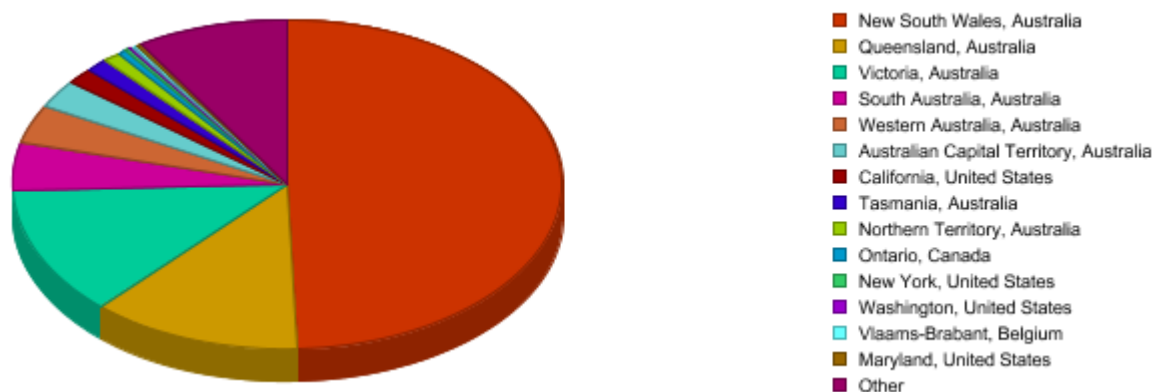
### 5.2.5 Visitors since last financial year by country (graphical)



### 5.2.6 Visitors since last financial year by country (top 10)

Country	Visits	% of Total Visitors
Australia	16552	86.4
United States	963	5.03
Great Britain (UK)	291	1.52
Canada	174	0.91
India	93	0.49
New Zealand (Aotearoa)	88	0.46
Ireland	83	0.43
Brazil	81	0.42
Germany	67	0.35
Belgium	62	0.32

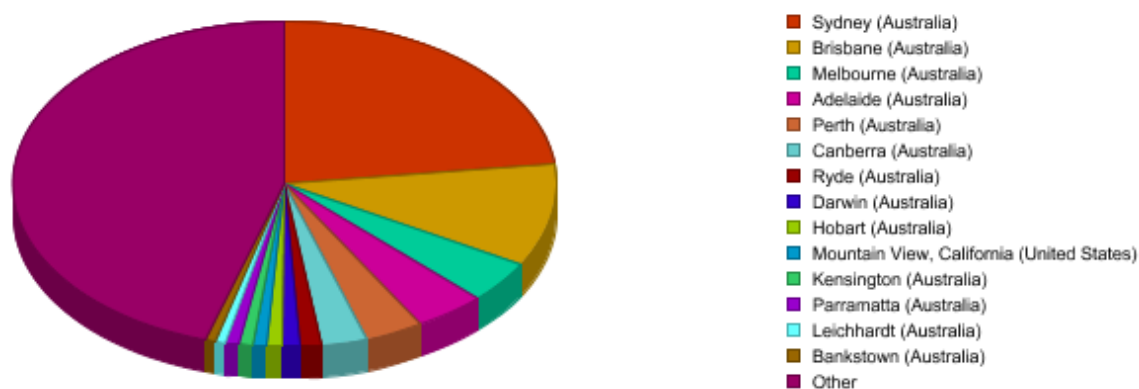
### 5.2.7 Visitors since last financial year by region (graphical)



### 5.2.8 Visitors since last financial year by region (top 10)

Region	Visits	% of Total Visitors
New South Wales, Australia	9001	49.37
Queensland, Australia	2278	12.5
Victoria, Australia	2267	12.44
South Australia, Australia	854	4.68
Western Australia, Australia	708	3.88
Australian Capital Territory, Australia	493	2.7
California, United States	287	1.57
Tasmania, Australia	232	1.27
Northern Territory, Australia	202	1.11
Ontario, Canada	84	0.46

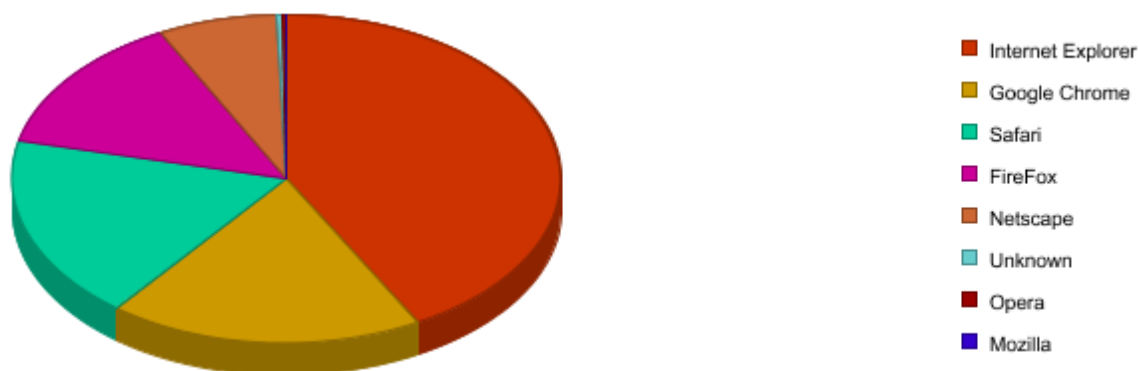
### 5.2.9 Visitors in the last financial year by city (graphical)



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

City	Visits	% of Total
Sydney (Australia)	4068	23.12
Brisbane (Australia)	1772	10.07
Melbourne (Australia)	751	4.27
Adelaide (Australia)	737	4.19
Perth (Australia)	597	3.39
Canberra (Australia)	480	2.73
Ryde (Australia)	234	1.33
Darwin (Australia)	186	1.06
Hobart (Australia)	153	0.87
Mountain View, California (United States)	147	0.84

### 5.2.11 Top Browsers used in the last financial year (graphical)



### 5.2.12 Top Browsers used in the last financial year (table)

Browser	Visits	% of Total
Internet Explorer	8075	42.03
Google Chrome	3580	18.64
Safari	3458	18
FireFox	2639	13.74
Netscape	1357	7.06
Unknown	65	0.34
Opera	31	0.16
Mozilla	6	0.03

## 5.2.13 Google Analytics visits by country

Google Analytics

Location

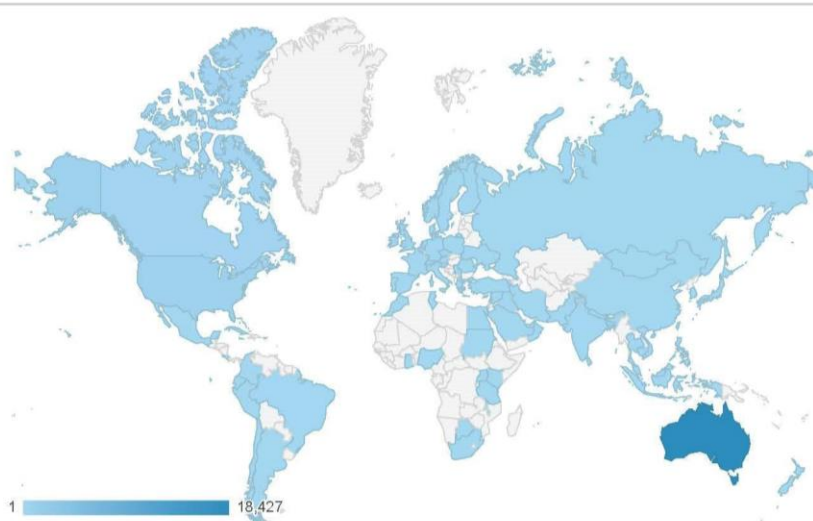
1 Jul 2013 - 30 Jun 2014

All Sessions  
100.00%

+ Add Segment

Map Overlay

Summary



Country/Territory	Acquisition			Behaviour			Conversions		
	Sessions	% New Sessions	New Users	Bounce Rate	Pages / Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value
	20,572 % of Total: 100.00% (20,572)	50.52% Site Avg: 50.48% (0.08%)	10,392 % of Total: 100.08% (10,384)	59.95% Site Avg: 59.95% (0.00%)	2.83 Site Avg: 2.83 (0.00%)	00:02:29 Site Avg: 00:02:29 (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	18,427 (89.57%)	47.24%	8,704 (83.76%)	58.08%	2.93	00:02:38	0.00%	0 (0.00%)	\$0.00 (0.00%)
2. United States	637 (3.10%)	82.73%	527 (5.07%)	73.16%	1.97	00:01:17	0.00%	0 (0.00%)	\$0.00 (0.00%)
3. United Kingdom	292 (1.42%)	71.23%	208 (2.00%)	78.08%	1.76	00:00:51	0.00%	0 (0.00%)	\$0.00 (0.00%)
4. Canada	149 (0.72%)	77.18%	115 (1.11%)	74.50%	2.17	00:01:28	0.00%	0 (0.00%)	\$0.00 (0.00%)
5. India	99 (0.48%)	91.92%	91 (0.88%)	83.84%	1.32	00:00:29	0.00%	0 (0.00%)	\$0.00 (0.00%)
6. New Zealand	87 (0.42%)	42.53%	37 (0.36%)	64.37%	3.13	00:02:31	0.00%	0 (0.00%)	\$0.00 (0.00%)
7. Ireland	81 (0.39%)	51.85%	42 (0.40%)	58.02%	2.83	00:01:39	0.00%	0 (0.00%)	\$0.00 (0.00%)
8. Brazil	74 (0.36%)	98.65%	73 (0.70%)	98.65%	1.01	00:00:00	0.00%	0 (0.00%)	\$0.00 (0.00%)
9. Germany	57 (0.28%)	36.84%	21 (0.20%)	78.95%	1.47	00:00:37	0.00%	0 (0.00%)	\$0.00 (0.00%)
10. Singapore	42 (0.20%)	83.33%	35 (0.34%)	78.57%	1.36	00:00:48	0.00%	0 (0.00%)	\$0.00 (0.00%)

Rows 1 - 10 of 89

## 5.2.14 Google Analytics visits by city

Google Analytics

Location

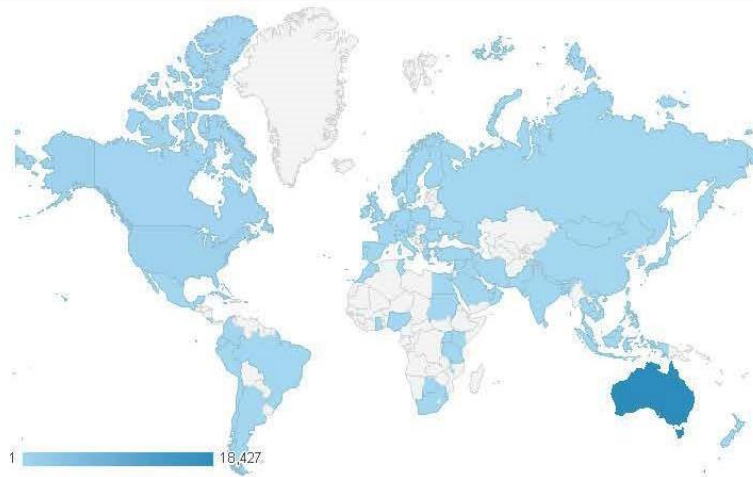
1 Jul 2013 - 30 Jun 2014

All Sessions  
100.00%

+ Add Segment

Map Overlay

Summary



Country/Territory	City	Acquisition			Behaviour			Conversions		
		Sessions	% New Sessions	New Users	Bounce Rate	Pages / Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value
		20,572 % of Total: 100.00% (20,572)	50.52% Site Avg: 50.48% (0.08%)	10,392 % of Total: 100.00% (10,384)	59.95% Site Avg: 59.95% (0.00%)	2.83 Site Avg: 2.83 (0.00%)	00:02:29 Site Avg: 00:02:29 (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 Sydney	8,940 (43.46%)	47.19%	4,219 (40.60%)	54.43%	2.88	00:02:56	0.00%	0 (0.00%)	\$0.00 (0.00%)
2..	Australia Melbourne	2,293 (11.15%)	51.90%	1,190 (11.45%)	63.54%	2.83	00:02:19	0.00%	0 (0.00%)	\$0.00 (0.00%)
3..	Australia Brisbane	2,191 (10.65%)	46.69%	1,023 (9.84%)	64.31%	2.78	00:01:59	0.00%	0 (0.00%)	\$0.00 (0.00%)
4..	Australia Adelaide	878 (4.27%)	50.91%	447 (4.30%)	58.88%	3.38	00:02:31	0.00%	0 (0.00%)	\$0.00 (0.00%)
5..	Australia Perth	691 (3.36%)	47.32%	327 (3.15%)	64.54%	2.92	00:02:18	0.00%	0 (0.00%)	\$0.00 (0.00%)
6..	Australia Canberra	548 (2.66%)	49.45%	271 (2.61%)	53.10%	2.91	00:02:28	0.00%	0 (0.00%)	\$0.00 (0.00%)
7..	Australia Newcastle	518 (2.52%)	43.05%	223 (2.15%)	59.46%	3.08	00:02:12	0.00%	0 (0.00%)	\$0.00 (0.00%)
8..	Australia Wollongong	272 (1.32%)	45.96%	125 (1.20%)	62.50%	2.36	00:02:01	0.00%	0 (0.00%)	\$0.00 (0.00%)
9..	Australia Darwin	190 (0.92%)	28.95%	55 (0.53%)	61.05%	2.63	00:01:58	0.00%	0 (0.00%)	\$0.00 (0.00%)
10..	Australia Hobart	182 (0.88%)	53.85%	96 (0.94%)	59.34%	3.50	00:02:40	0.00%	0 (0.00%)	\$0.00 (0.00%)

Rows 1 - 10 of 912

### 5.2.15 Top 10 HMinfo Publication Reads for 2013/2014

Rank	Publication Title	Reads
1	Landscape Modification: an alternative to residential access ramps and lifts	1165
2	Home Modifications in Aboriginal Housing	898
3	Demountable ramps: A qualitative assessment of value for people with mobility impairments.	822
4	Follow-up efficacy post environmental modifications; a guide for clinical practice.	715
5	A user appraisal of the contribution of built environment factors to the independence and wellbeing of older people in two NSW regional town centres	679
6	Summary Bulletin: Environmental Assessment & Modification for Australian Occupational Therapists	676
7	The Effectiveness of Ceiling Hoists in Transferring People with Disabilities - A systematic review	456
8	Dementia Design Guidelines: Home and Community Care Capital Works Program	450
9	Orientation: Evidence Based Research: Effectiveness of Grabrail Orientations During the Sit-to-Stand Transfer	443
10	Consumer Factsheet: Arranging Home Modifications	412

### 5.2.16 Top 10 Publication downloads for 2013/2014

Rank	Publication Title	Downloads
1	Home Modifications in Aboriginal Housing	2135
2	Landscape Modification: an alternative to residential access ramps and lifts	569
3	The Effectiveness of Ceiling Hoists in Transferring People with Disabilities - A systematic review	367
4	A user appraisal of the contribution of built environment factors to the independence and wellbeing of older people in two NSW regional town centres	277
5	Orientation: Evidence Based Research: Effectiveness of Grabrail Orientations During the Sit-to-Stand Transfer	243
6	Follow-up efficacy post environmental modifications; a guide for clinical practice.	195
7	Demountable ramps: A qualitative assessment of value for people with mobility impairments.	177
8	Consumer Factsheet: Looking at installing your own grabrail? Here are some issues to consider.	169
9	Stairs - A Summary Bulletin	168
10	Summary Bulletin: Electrical Safety in Bathrooms 2nd ed.	163



# financial

REPORT – SECTION 6

## 6 Finance Report

### 6.1 DSS Financial Acquittal for the 2013/14 period



#### Financial Acquittal for the 2013/14 period

Date: 14 October 2014

This is the acquittal statement for Grant funds received from the Department of Social Services (DSS) under the Home and Community Care (HACC) Program.

The disclosures in this section have been taken from the UNSW financial system and the DSS e-FAR system.

#### **DSS Schedule ID HP-2-13-00580-01-01[RG123649]**

**Income:** the Home Modification Information Clearinghouse (9733) received recurrent funding of \$177,687.

**Expenditure:** Grant funds were spent on salaries for research staff and other direct research expenses including salaries for website maintenance, updates and improvements. One-off usability audit costs relating to the audit conducted by the Physical Disability Council of NSW is included in the costs for the above period.

I certify that this report has been prepared in accordance with the University's accounting policy and procedures and reflects the transactions as recorded in the University's general ledger.

A handwritten signature in black ink, appearing to read 'Saparamadu'.

Name: Marie Saparamadu CPA, ACMA, CGMA  
Title: Senior Manager Decision Support & Research  
Research Finance Office  
University of New South Wales Sydney

## 6.2 ADHC Financial Acquittal for the 2013/14 period



### Financial Acquittal for the 2013/14 Period

Date: 05 January 2015

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

**Dofs/A ID 17483 [RG123650]**

**Income:** the Home Modification Information Clearinghouse project (ID 17483) was granted recurrent funding of \$53,750 for the financial year 2013/14.

**Expenditure:** The funds were spent on salaries for research associated staff and consumables. The grant was fully expended in the financial year 2013/14.

I certify that this report has been prepared as per the University's accounting practices and procedures and reflects the transactions as recorded in the University's general ledger.

A handwritten signature in cursive script, reading 'Marie Saparamadu', positioned above a horizontal dotted line.

Name: Marie Saparamadu CPA, ACMA, CGMA

Title: Senior Manager Decision Support & Research

Research Finance Office

The University of New South Wales

# looking ahead

SECTION 7



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## 7 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 2013-2014 period demonstrate our valuable, diverse, and growing skill set.

There are a numerous projects currently underway or nearing completion and in development for the 2014-2015 period. These exciting projects are as follows:

DIY Home Modifications: Point-of-Sale Support for People with Disability and their Carers.

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 Ageing, Disability and Home Care, 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.

### 7.1 Slip-resistant floor surfaces

This new Summary Bulletin provides common background information on slip-resistance for the Evidence-Based Practice Reviews on Reeded Decking and Tile Coatings. It includes:

- an overview of regulations and standards related to slip-resistance, including recent changes in BCA 2014 and the new SA HB 198 handbook;  
the four slip-resistance tests and their corresponding slip-resistance classifications from the relevant 2013 Australian Standards, and applicability of each to residential environments; and
- a review of advantages and disadvantages of various methods of providing and maintain slip resistance on different flooring surfaces inside and outside the home.

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

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

## 7.3 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.

## 7.4 Walk-in Baths

Walk-in baths are being touted by some bathroom suppliers as a new solution for access difficulties in bathrooms. These items are costly and large, and while they have some benefits there are a number of issues that should be considered before investing in one.

Walk-in baths offer the opportunity for people to enjoy the bathing experience of a sit-down bath but without having to climb over an edge and risk injuring themselves or slipping during this activity. The baths allow users to walk into and out of the bathtub via a doorway built into the side.

## 7.5 Managing Water in the Bathroom

The purpose of this factsheet is to assist people to make decisions about how they manage water in their bathroom. Bathrooms are used for a range of water activities, such as showering, bathing, and rinsing items. Some have toilets and even laundry facilities.

Most bathrooms are designed to manage water in a way that keeps the structural and electrical parts of the room dry, safe, and in good condition. There are special requirements for shower areas, as this is where most water is used.

For reasons such as poor health, impaired mobility, or home renovation, you may be unable to use the shower area. In this case you might consider showering over the drainage hole in your bathroom or laundry floor. Sometimes you might want to wash

pets or rinse dirty items over this drainage hole as well. This factsheet will help you to decide whether this is a safe option for you and your home.

HMinfo continues to seek sponsors for these priority research topics:

- Bariatric design considerations in private homes
- Flooring: what works for different groups e.g. epilepsy, wheelchairs etc.
- External grab rails and coatings: consideration of factors, including extreme temperatures
- Design Guidelines for private dwellings to inform decision making for people who are building, buying, renovating or modifying homes to support disability or ageing in place.
- Implications of new building technologies and practices on home modifications. Priority to grab rail installation in steel framed and strata title buildings.
- Research content for a Consumer factsheet on “What does person-centred care mean to Home Modification services?”

## **7.6 Website Enhancements**

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

Due to the outcomes of the PDCN review on the websites usability, web development for the 2014-2015 period will predominantly involve usability enhancements.

Accessibility upgrades will remain a higher priority until the remaining 6% of the accessibility action plan is completed.

Website enhancements intended to increase SEO and improve user engagement will be developed concurrently with usability and accessibility upgrades.

A sample of the planned enhancements for 2015 are summarised in Table 1 below.

Addition	Function
Subscription Digest layout re-design	Increases user retention by providing information on new publications and events in an easy to read and highly aesthetic format. Links to social media will be included to aid in improving HMinfo's prevalence on social media websites.
Google Custom Search integration	Enables users to search using synonyms via a familiar interface. Consumers lacking knowledge of academic terms are expected to benefit significantly from the new capabilities.
Home page layout re-design	Highlights key sections of the website by arranging links into highly visible areas of the home page. A number of usability issues will also be addressed by the layout changes.
Record output options	Allows users to switch the layout of listed records throughout the website. Users will have the option to choose between a simple vertical list layout with increased usability for those using assistive technology and the existing cover flow layout which is aimed at users who prefer horizontal scrolling and thumbnails.



# glossary

SECTION 8



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## 8 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
DSS	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



**The Home Modification Information Clearinghouse**

City Futures  
Built Environment  
University of New South Wales  
Level 4, Red Centre (West Wing)  
UNSW Sydney NSW 2052  
AUSTRALIA

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

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Tel: 1800 305 486