Annual Report

HOME MODIFICATION INFORMATION CLEARINGHOUSE ANNUAL REPORT

2008 - 2009

authored by

The Home Modification Information Clearinghouse Team

for the

HCentre for Health Assets Australasia

Faculty of the Built Environment, University of New South Wales

JULY 2009

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SECTION ONE
INTRODUCTION

1 INTRODUCTION

1.1 This Report

I am pleased to present to you the 2008/09 Annual Report for the Home Modification Information Clearinghouse. It's been quite a year for the team with a substantial increase in research outputs and other activity, all in the midst of a move from the University of Sydney to our current home at the University of New South Wales. The team itself has also changed as we've become integrated into our new home and welcomed some new faces to the team while saying goodbye to some other long standing team members.

In this report you will find:

→ An explanation of the work we do and the online information that we provide;

→ Our goals and objectives;

→ An introduction to our people;

→ A statement from our Director summarising the team's key achievements from the last financial year, including research output, keynote presentations, international collaborations and media involvement;

→ A *Webstats r*eport: this reports on our website's Internet data for the purpose of better understanding and optimizing our websites usage. This website reports by providing measurement data, that has been collected and analysed regarding our website visitors and their online activities; and

→ A look into what the next year holds for us, and what we plan to achieve.

For further information visit the Clearinghouse website at www.homemods.info. It is free to register and by doing so you will receive regular updates from us. To get more information, discuss issues or ask for assistance from our team, please email us at hminfo@unsw.edu.au or call us directly on 1800 305 486 (freecall).

For quick updates join us on Twitter http://twitter.com/hm_info or ask to become our friend at Facebook http://www.facebook.com by entering "HMinfo Clearinghouse" into the search engine.

1.2 What is the Home Modification Information Clearinghouse?

The Home Modification Information (HMinfo) Clearinghouse located online at www.homemods.info is a web-based facility building an evidence-base for home modification and retrofit interventions, in order to create safe and enabling living environments for frail older people, people with disabilities and their carers.

The HMinfo Clearinghouse is housed at the University of New South Wales in the Faculty of the Built Environment. The project was first funded in May 2002, but was originally auspiced by the University of Sydney. The Clearinghouse is managed by a Director with a background in Occupational Therapy and Architecture, and staffed by a mix of part-time research associates and administrative and web personnel, who are employed via funding from the Home and Community Care (HACC) Program and the Department of Human Services, Ageing, Disability and Home Care (ADHC[1]). The list of available online publications produced and disseminated by our team includes:

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[1] Please note; prior to October 19th 2009, Department of Human Services, Ageing, Disability and Home Care (ADHC) was known as the NSW Department of Ageing Disability and Home Care (DADHC).

Annotated web links http://www.homemods.info/resource/weblinks: An edited collection of national and international websites containing home modification and maintenance relevant information. Examples include the US Adaptive Access website and the Access Consultants Association of Australia site

Annotated bibliographic materials
http://www.homemods.info/resource/subjectbibliography: We edit and maintain an electronic Home Modification database with over 2,000 online and hardcopy materials relevant to the sector. Additionally as a by product of our research we produce annotated bibliographies of the best references for particular topics of interest to industry and other researchers.

Evidence Based Practice Reviews http://www.homemods.info/resource/evidence: Research publications by the HMinfo Clearinghouse team based on a systematic review methodology, each with accompanying **Industry** and **Consumer Factsheets**

Occasional Research Papers and summary bulletins
http://www.homemods.info/resource/occasional: Research publications produced by the HMinfo Clearinghouse team, based on methodologies other than systematic reviews. For instance, our summary publications that summarise industry relevant hot topics that have been identified by the HMinfo Clearinghouse Advisory Committee, or the Forum section of our website, these include articles on items such as thermostatic mixing valves and other specific research topics related to an industry related concern or known practice failure.

Upcoming training http://www.homemods.info/training **and/or events**
http://www.homemods.info/events**:** A calendar of all relevant 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, Training and Events. We aim to be a one-stop shop that supports best practice service provision, and as such our users are consumers of home modification services, service providers, designers, architects and those with a policy interest in this area. An edited collection of articles, books, CDs and other reference materials can be searched using our indexed lists, or by an open search using our tailored search engine http://www.homemods.info/search.

The HMinfo Clearinghouse aims to share research findings and explore opportunities to facilitate enabling environments in all areas of living: from personal spaces in the home to public spaces at school, work and urban planning in general.

We welcome enquiries from Government and non-Government organisations seeking to fund research relevant to our stakeholder groups.

1.3 Objectives

Are objectives are to:

→ Build information and knowledge capacity within the residential construction sector in order to improve standard home design and to provide evidence for the effectiveness of special features to improve the living environments of aged and/or people with disabilities, and their carers.

→ Develop a leading edge Home Modification Information Clearinghouse that will be accessible to the full range of industry and consumer target groups.

→ Facilitate home and community care outcomes, focusing on home modification across NSW.

→ Promote innovative housing models for older people and people with disabilities within the building and development industry.

→ Develop Factsheets detailing best practice principles for assessment and the setting of priorities for the home modification services.

→ Promote the benefits and products of home modification and adaptable housing to the broader community through mainstream media.

→ Share information at International, National, State and Regional industry forums and liaise with peak regional providers and consumers.

→ Ensure that there are effective links between home modification service providers and consumers.

1.4 The Centre for Health Assets Australasia (CHAA)

The Home Modification Information Clearinghouse moved to the University of New South Wales in August 2008 following the approval of a UNSW 'Strategic Funding' bid by the Centre for Health Assets Australasia (CHAA).

1.4.1 What is CHAA?

CHAA the UNSW research Centre that hosts HMinfo, was established in 2005 to undertake research and development work in the area of health asset and facility management, under the directorship of Associate Professor Jane Carthey.

The vision and mission of CHAA although clearly distinct from Home Modification Information Clearinghouse and separately funded aims similarly aims to:

→ Create knowledge and information dissemination to inform health facility asset management and design;

→ Contribute to the delivery of healthcare of the highest quality in Australia and New Zealand through research which enhances the design, procurement and management of health facilities;

→ Promote research into strategies for health facility design, management and procurement that realises socially, financially and environmentally sustainable government policies and industry practices.

1.4.2 What Does CHAA do?

The research undertaken by CHAA currently and into the future aims to:

→ Contribute to the delivery of high quality healthcare, and better health outcomes by enhancing the design, procurement and management of health facilities;

→ Streamline health project briefing and design processes to ensure that all health facilities meet an acceptable design standard and that these project phases are conducted efficiently and cost effectively;

→ Develop standardised industry practices for asset acquisition and facility management processes to ensure achievement of better value for health dollars spent;

→ Research the 'healthcare facility of the future' in terms of:

  ▪ Forecasting future trends in health service delivery that will impact on future health facility design;

  ▪ Reviewing emerging trends in technology use that will impact on future health facility design; and

  ▪ Researching and reviewing workforce capacity issues in the health service delivery industry that will affect the future delivery of healthcare and the required facilities to support delivery of that care.

→ Researching ways to address industry workforce capacity issues that will affect the design, procurement and management of health care facilities in the future;

→ Developing the capacity to undertake research consultancy services in response to public sector and private industry needs; and

→ Developing expertise in research methodologies that respond to the Australian National Research Priorities and the Associated Priority Goals.

1.4.3 CHAA Research Programs and Projects

The CHAA Research Program is funded by Health and is structured around it's nationally agreed programs with research projects consisting of:

1. Standards and Guidelines: For instance, the Australasian Health Facility Guidelines and the NSW Health Facility Guidelines;

2. Evaluation and Benchmarking: For instance, the National Post Occupancy Evaluation Project;

3. Capacity Building: For instance, Asset Managers' Short Course Project/Workforce Development Project; and

4. Education Projects: Including Industry Seminars and an annual National Conference.

The work undertaken by CHAA centring as it does on guidelines such as the Technical Series for healthcare buildings: TS-11 – Engineering Services, TS-7 – Floor Finishes and TS-2 – Signage and Wayfinding, creates a number of synergies with the evidence-based work of HMinfo making CHAA an ideal home for the Home Modification Information Clearinghouse.

Further information regarding CHAA and its research work is available from:

www.chaa.net.au.

SECTION TWO
OUR PEOPLE

2 OUR PEOPLE

2.1 Home Modification Clearinghouse Staff

2.1.1 Directors

Associate Professor Catherine Bridge is an academic within the Faculty of the Built Environment at the University of New South Wales. Prior to her appointment at UNSW, Catherine spent 17 years researching and teaching in Occupational Therapy at the University of Sydney. Catherine was involved in piloting and writing the guidelines for the NSW Home and Community Care (HACC) Higher Level Home Modification program at its inception in 1988. Catherine has provided advice and consultancy to housing and health departments in a number of Australian States and has an international reputation for knowledge of environmental interventions for aged and disabled persons.

Professor Peter Phibbs is the inaugural Chair of the Urban Research Program at the University of Western Sydney. He completed a review in 1999 of home modification services for the NSW Department responsible for Home and Community Care (HACC) raising the issue of the importance of knowledge development and information sharing in this area. Subsequently he helped establish, with Catherine Bridge, the HMinfo Clearinghouse at the University of Sydney. Peter has been engaged in a variety of research projects in the areas of home modification, and was instrumental in producing the YouTube video "off the rails" for HMinfo.

2.1.2 Research Team

Lyndal Millikan is an occupational therapist with postgraduate qualifications in Business Administration and Health Law. She is currently completing her Masters in Health Science at the University of Sydney and has a special interest in the effect of the built environment on individual performance.

Maree Porter was the HMinfo Administration Manager from 2007. Maree completed her PhD at the University of Sydney, however in March 2009 she moved on to another research facility.

Yong Moon Jung graduated in social work and welfare policy from the National University of Seoul in Korea in 1999. Yong Moon joined the HMinfo Clearinghouse in 2007 and has conducted research for services to support frail older people, people with disabilities and their carers to remain at home. His interests vary from traditional social policy issues including poverty and income distribution to gerontological concerns such as health service system for people who experience functional decline and built environment for people with disabilities. Based on his knowledge and experience in quantitative methods, he is also interested in statistical analysis and modeling. Currently he is enrolled as a PhD candidate at the University of Sydney. His thesis is about comparative research on tolerance of poverty between Australia and Korea, and he is exploring the epistemological dimensions of poverty.

George Martin joined the team in early June 2009 in a research and administrative support capacity. George is studying economics at UNSW.
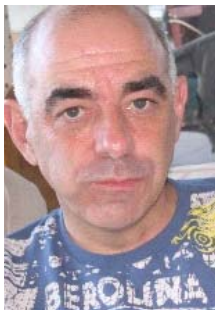
Andrew Clark originally trained as an occupational therapist. He has worked as a Home and Community Care disability service provider within government and non-government organisations. He has a long interest in the use of information technology in the community care sector and received a Churchill Scholarship in 1993 to investigate the use of computer-mediated communications for NGOs. Andrew's work with the HMinfo Clearinghouse involved collaborating with the web programmer to maximise the site's functionality and content management systems. Andrew was an integral part in the website migration and upgrade in April to June of 2009. Andrew left the Clearinghouse in June 2009 to undertake his PhD at the University of Newcastle.
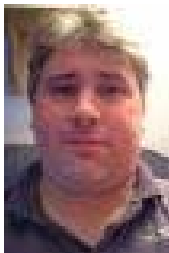
Gordon Heydon is a Drupal web developer and has been working with the HMinfo team since 2006. His background is in utility billing, warehouse management, e-commerce and content management systems for the web.

Ashley Maher is a specialist in IT Project Management with a focus on quality assurance and risk management. Since he established his own consultancy business in 1999 his projects have included the trial of ARPNET (the precursor of the internet), and a period as Education Resource Centre Computer Coordinator. Ashley has had a diverse clientele including mobile phone retailers, the Department of Education, Port Phillip Sea Pilots, the University of UNSW and the University of Wollongong, St George Bank, and NASA.

2.2 Home Modification Information Clearinghouse's Advisory Committee

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

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

Stacey Sheppard Smith is the executive officer of the NSW Home Modification Maintenance Service State Council, the peak organisation for the home modification and maintenance industry in NSW. Stacey has worked in the HACC Program for more than twelve years and particularly enjoys community work, as it enables her to help people enhance their lives. She has been a member of the HMinfo Clearinghouse Advisory Committee since 2005.

Steve Malvern is the Project Manager for the Level 3 NSW Statewide Home Modification Service. Level 3 covers all major modification work over $20,000. He has worked in the industry for the past four years and enjoys being able to assist people to remain living at home.

Ian Maxwell is a foundation member of the HMinfo Clearinghouse advisory team. As a licensed builder with over thirty years experience, fifteen of which have been in the home modification sector, Ian has worked in rural and remote, as well as metropolitan contexts. He served on the Home Modification and Maintenance State Council from 2004 to 2006 and currently works for the Wesley Home Modification and Maintenance Service.

Anne Marie Elias has over 20 years experience in advocacy and communication management, having worked in the corporate, government and community sectors. Anne-Marie has developed wide ranging campaigns, policies and strategies for people from non English speaking backgrounds, Indigenous Australians, young people, mature aged people, women, and people with disabilities. She held executive positions in the Australian Tax Office and Workplace Authority managing national programs targeting vulnerable groups. Anne-Marie holds a Masters in Communication Management from UTS and is looking forward to further postgraduate study on ageing.

Nicholas Loder has worked for Housing NSW for 6 years. Prior to this Nick worked in a variety of private practices working on Education, Corrective Services, multi-residential and industrial developments for over 25 years. Nick is currently acting Manager Design and Framework in the Asset Division at Ashfield Council? Head Office, which recently updated Housing NSW's *Design Requirements* to incorporate Universal Housing principles, environmental sustainability targets and maintenance reducing product specifications. Nick is a registered Architect, has completed a Masters degree in the Built Environment, a graduate diploma in public sector management and is a member of IPAA NSW.

Mark Ellis is the Client Services Manager for Scope Access, which provides home modification and maintenance services in the Illawarra and Southern Highlands regions. Mark has worked in community services for the past 12 years and is currently a member of the NSW Home Modification and Maintenance Services State Council. As of November 2009, Roslyn Barlow replaced Mark.

Amelia Starr is the Senior Policy Officer at the Disability Council of NSW and the current National Convenor of the Australian Network for Universal Housing Design (ANUHD). An occupational therapist and accredited access consultant, Amelia has worked in the area of environmental access and training for over 10 years. Her expertise in the area of community access has been gained through working in the disability and design sector in both Australia and the United Kingdom. Amelia undertook a Winston Churchill Fellowship investigating the planning, design and implementation of 'Universal Housing' design in Japan, Canada, USA, United Kingdom and Norway. Amelia is passionate about housing choice and is committed to policy and research that promotes inclusive, 'lifecycle sensitive' housing for all.

Claudia Kennedy is the Manager of the HACC Program Policy Unit at the Department of Ageing, Disability & Home Care.

Frances Smith represented the Lifetime Care and Support Authority during 2008-2009 financial year.

Sandi Lightfoot-Collins is an Occupational Therapist who has been coordinating the Home Modifications Service Level 1 and 2 for the Macarthur and Sydney South West regions, for the last 9 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.

2.3 Specialist Review Panels

There are eighteen members in total on the HMinfo Clearinghouse's three Specialist Review Panels.

Members participate in the Research, Industry or Consumer Panel, according to their expertise. The Panels provide advice on the Evidence-Based Practice Reviews[2] produced by the HMinfo Clearinghouse team. The review process ensures that the documents prepared by the HMinfo Clearinghouse are technically accurate, while maintaining document readability and relevance to the target audience.

2.3.1 Research Panel

→ Lindy Clemson, University of Sydney

→ Desleigh De Jonge, University of Queensland

→ Stephen Harfield, University of Technology, Sydney

→ Lisel O'Dwyer, Flinders University

→ Karen Roberts, Caulfield General Medical Practice

2.3.2 Industry Panel

→ Beverley Garlick, Royal Australian Inst. of Architects, NSW

→ Sandra Lightfoot-Collins, Macarthur HMMS

→ Peter Meredith, Master Builder's Assoc., NSW

→ Keith Stevenson, Auburn, Holroyd, Parramatta HMM Service

→ Vanessa Richards, Upper Hunter Home Modification and Maintenance Service

2.3.3 Consumer Panel

→ Sue Egan, Physical Disabilities Council of Australia

→ Greg Killeen, Spinal Chord Injuries Australia

→ Janne Bidenko, DeafBlind Association Australia

→ Ross Smith, Central Sydney Regional Public Tenants Association

→ Jamilia Haworth, MS Society Ltd

→ Sarah Fogg, The Benevolent Society

→ Glen Redmayne, Marrickville Council

→ Irene Truscott, Deafness Forum of Australia

Note: In addition to our formal review panels we also seek feedback on our publications from the person or office within Australia most directly concerned with the design element under discussion. For instance, in regard to taps we would seek input from the Master plumbers and chief government advisory appointee so as to ensure the factual correctness of dimensions standards or protocols prior to going to publication.

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

SECTION THREE
DIRECTORS REPORT

3 DIRECTOR'S REPORT

3.1 Executive Summary

In 2008 the Clearinghouse began a new phase of development and expansion by joining an established research centre focused on developing and discussing the evidence-base for producing better health buildings. CHAA is located within the Faculty of the Built Environment at UNSW, the Centre for Health Assets Australasia (CHAA). Our new home within CHAA has boosted our profile and performance, and the complimentary nature of our research has proved mutually beneficial in meeting our research objectives. We are now very well positioned to develop our strategic objective of being the leading research centre on the built environment that enables participation and inclusion for all and that is designed with the assistance of and accessible to the full range of industry and consumer target groups.

It is pleasing to note that both locally, nationally and abroad, the Clearinghouse has maintained its status as a highly regarded resource for professionals and consumers alike. The website has continued to attract new users from an increasingly diverse background. Over the financial year 2007-8 Australians represented 83% of users, whereas this year that has decreased to 63%. Proportional representation by the United States is up some 67% since last year and the United Kingdom has increased almost threefold. Although only representing a small fraction of overall website use, there have been dramatic increases in proportional use by Singapore and India, the latter increasing tenfold. In accordance with our ongoing strategic goal, the website has received a recent upgrade to its DRUPAL system which we expect to improve functionality, usability and reliability. The work being undertaken by the Clearinghouse team has attracted government attention, including being asked in partnership with Professor Andrew Jones from the University of Queensland to prepare on behalf of the Australian Housing and Research Institute (AHURI) a roundtable discussion regarding housing for older Australians for the Federal Housing Minister, The Hon. Tanya Plibersek MP, and her team.

The increased diversity of our audience is a product of our ongoing international cooperation and integration agenda. In addition to presentations in Paris and Tokyo, A/Professor Bridge is leading a team of ten junior gerontologists from six Asia Pacific Nations in exploring some of the issues concerning developing policy to sustain Informal Care within the Asia Pacific Region. This research project was the result of her research team winning the Competition Prize for the best Research Proposal during the *HORIBA-APRU Research Conference* 2008 on Gerontology: Strategies for Aging in Place in 2008. The research is being run out of the Institute for Gerontology at Tokyo University. The total prize funding comprised ￥1,100,000 (one million, one hundred thousand Japanese Yen). Although formally independent of the HMinfo team, this is an example of both regional and international impact and networking.

I am pleased to say that we have sustained and improved our outputs in a context where we have relocated, operated on a reduced budget as a result of the relocation, and had some staff turnover. Recent additions include George Martin and outreach librarian Susan Mills. Those leaving the Clearinghouse include Andrew Clark, Marie Porter and Navit Gohar to whom we wish all the best in their future endeavours.

CBridge

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

3.2 HMinfo Clearinghouse Triennial Strategic Plan 2008-2011

We have made a commitment to ensure that our Strategic Plan is maintained as a living, evolving document that guides our decision making process, is underpinned by an Operational Plan and is reviewed regularly and updated on an annual basis.

GOAL 1-LEADERSHIP IN RESEARCH			
BE AMONGST THE TOP 3 OF AUSTRALIAN UNIVERSITIES IN RESEARCH PERFORMANCE CONCENTRATING ON DEFINED STRENGTHS BY:			
Quality Indicator[3]	*Strategic Initiative[4]*	*University Goal* B2B rev 09	*HMInfo Level Goals[5]*
1.Evidence of recruitment initiative	Improve the calibre and research capacity of our research associates.	Retaining, attracting and developing leading research staff	Attract at least one postgraduate/postdoctoral candidate during the triennium period.
2. Documented evidence of impact and outcome as assessed by the Excellence in Research for Australia (ERA)[6] that reflects UNSW key research areas.	That our research program and its associated outputs can be counted by ERA and align with UNSW key research areas.	Building and maintaining "critical mass" in key research areas	Ensure that HMinfo publications and research grants are recognised research activities by alignment of outputs with DEST recognized outputs and use of appropriate RFCD and SEO Codes.
3. Sustain relationships with key international figures in the field of enabling environments, planning, design and architecture.	Develop and maintain international relations.	Encouraging collaboration of our staff with the best in their fields globally	Develop and obtain funding for at least one international research initiative during the triennium period.

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[3] **quality indicator is** a measurable variable (or characteristic) for reporting on a structure (e.g. % of time website available on-line), process (e.g. website user satisfaction) or outcome measure (e.g. no of website hits) that is used to determine the level of quality achieved.

[4] **strategic initiative** is the action to be taken to help the organisation fulfill its intended purpose, i.e. as outlined by the mission statement and related objectives (e.g. improving evidence-based home modification practice).

[5] **goal** - the measurable result or target towards which the organization will measure and report action progress (e.g. rate the website usability experience a four or five on a one to five scale where five is the best)

[6] The **ERA** initiative will assess research quality within Australia's higher education institutions and will give government, industry, business and the wider community assurance of the excellence of research conducted. It will also provide a national stocktake, by research discipline areas, of research strength against international benchmarks.

Quality Indicator[7]	Strategic Initiative[8]	University Goal B2B rev 09	HMInfo Level Goals[9]
4. Use Grants Management Office (GMO) expertise and systems into daily operations.	Demonstrate efficient and cohesive practices in operational and research support procedures.	Achieving best practice in identifying and obtaining research support.	Integrate UNSW systems such as NSS system and InfoEd grants management system procedures for improving grant management including: • Funding acquittals • Budget management • Quarterly reporting to CHAA board • Management of associated paperwork for GMO and Legal office.
5. Adhere to Ethical Policies and Standards to research activity.	Creation of a research culture and access to education that promotes personal integrity and ethical behaviour.	Embedding integrity and professional values in our research culture	• Ensure that all research associates have ethical training and that all projects have ethical protocols which are approved and adhered to. • UNSW Ethics P&P is incorporated into HMinfo P&P and is part of orientation for all new team members.
6. Evidence of up to date equipment and support, and appropriate environments for research activity.	Develop explicit procedures and systems to ensure allocation of appropriate facilities, tools and equipment, and techniques[10] to enable research performance.	Providing an excellent research environment, with cutting-edge research facilities and equipment.	• Upgrade all team computers to enable up-to-date and relevant software including Microsoft Office, Adobe Acrobat Professional and SPSS etc. • Reorganise, monitor and enhance research library and publication support. • Access for all team members to relevant academic supervision and support.
6. Team members to submit to at least one A* rated journal each financial year.	Demonstrate the impact and relevance of the HMinfo research program in the broader academic community.	Publishing and communicating our research achievements and their impact in journals and outlets of the highest standing.	Team members to commit to preparation and presentation (to team) of one item for this purpose.

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[7] **quality indicator is** a measurable variable (or characteristic) for reporting on a structure (e.g. % of time website available on-line), process (e.g. website user satisfaction) or outcome measure (e.g. no of website hits) that is used to determine the level of quality achieved.

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[9] **goal** - the measurable result or target towards which the organization will measure and report action progress (e.g. rate the website usability experience a four or five on a one to five scale where five is the best)

[10] These aspects can be mental and social, mechanical, chemical, physical, or electronic.

GOAL 2- COMMUNITY IMPACT

VALUED PARTNER WITH KEY COMMUNITIES, MAKING AN IMPACT ON CONTEMPORARY ISSUES BY:

Quality Indicator	Strategic Initiative	University Goal B2B rev 09	HMInfo Level Goals
1. Provision of expertise at various levels of government, academia and industry.	Impact on positive health outcomes and built environment accessibility outcomes.	Be a leading source of expertise in our communities and a significant initiator of and contributor to public debate.	Produce evidence and research and make this publicly available, in accord with funding deliverable agreements.
2. Our website will provide a stable and user-friendly platform to host project deliverables.	The website is hosted, maintained and managed such that it meets costs effectively and exceeds its users expectations	Publishing and communicating our research achievements and their impact in journals and outlets of the highest standing	• Website to reach target of 95% uptime. • Website content to reflect best-practice as evidenced by international peer-review. • User feedback reflects that 90% of functionality meets or exceeds satisfaction as measured using online survey technology.
3. Our Advisory Committee and the CHAA Board have the depth of knowledge and skill to provide effective and competent advice/ management support.	Further develop profile in industry and professional groups	Driving expanding linkages and partnerships with donors, business, industry, the professions, community organizations, and government, academic and international bodies.	Ensure representation on Advisory Committee, CHAA Board etc of a minimum of 50% appropriate industry/professional members e.g. identify and approach: • Senior Home and Community Care policy officer to CHAA Board • Building / Construction peak bodies for inclusion to HMinfo Advisory Committee/panels.
4. Safety and environmental accessibility are appropriately measured, communicated and promoted.	Ensure research centre activities and projects edify workplace safety and social environmental sustainability	Achieving high standards in safety and environmental sustainability	Evidence of liaison with Standards and Safety working groups to inform faculty/UNSW/ External Committees as appropriate.

GOAL 3-OUTSTANDING SERVICE

IMPROVE UNDERLYING LEADERSHIP AND OPERATIONAL CAPABILITIES BY:

Quality Indicator	Strategic Initiative	University Goal B2B rev 09	HMInfo Level Goals
1. Recruitment and retention of high quality research / administrative staff with appropriate Qualification Experience, and Capacity	Pilot innovations with other faculties and support services (e.g. UNSW Library / Faculty of Economics) to better meet the research needs of the Centre.	Providing an environment attractive to staff of high quality	Develop and maintain team composition to meet deliverables within the designated timeframes.
2. Demonstration of, strategic direction and transparency in all activities undertaken by the HMinfo Clearinghouse.	Demonstrate strategic direction and transparency	Developing leadership characterised by vitality, strategic direction, flexibility and transparency	• Annual development / review and reporting in-line with Strategic planning • All publications, administrative materials etc are available for users via the website.
3. Current and operations focused Policy & Procedure manual available in both hard copy and online.	Demonstrate currency, operational functionality and usability in supporting documentation.	Streamlining governance and management structures, clarifying accountabilities and interfaces	HMinfo processes are reviewed regularly and updated / changed / removed in line with operational best practice and transparency.
4. All team members to take responsibility for at least one project and/or one administrative process development maintenance and implementation.	Develop and support team members' initiative integrity, accountability and personal autonomy.	Developing uniform, simplified, responsive and effective operating models and information systems	A project Gantt will be created and updated for each research project and for all key 'administration activities so as to clarify steps/stages, tasks individual responsibilities and their associated timelines.
5. That Memoranda of Understanding be developed, reviewed and maintained with other relevant partner organizations	Develop inclusive partnerships with other agencies to develop a reciprocal process for consultation and information sharing to support systemic advocacy issues.	Developing and expanding industry and research linkages both in Australia and internationally	• The quality of service meets and/or exceeds the expectations of our users. • All parties involved in addressing individual and sector issues are satisfied that the level and style of communication is achieving the best possible outcomes. • Systemic issues affecting the sector are being effectively represented to decision makers.

GOAL 4-RESOURCE MANAGEMENT

MAXIMISE THE AVAILABILITY OF RESOURCES AND THE ASSIGNMENT OF RESOURCES TOPRIORITY AREAS BY:

Quality Indicator	Strategic Initiative	University Goal B2B rev 09	HMInfo Level Goals
Risk identification is evident in all new activities proposed or undertaken regarding reputation of individuals and of the team and of the research centre regarding financial viability, operational viability and accountability	Reduction and/or elimination of risk of reputational, financial and operational loss.	Maximisation of available resources and assets and reduce risk to same, in order to best meet priority areas as identified by UNSW	Evidence of utilization of the UNSW risk identification process to analyze and review identified risk factors as part of an ongoing annual review / performance appraisal process.
Our resources are appropriate to the level of service provided.	A sustainable, secure organisation with a diverse financial base	Financial Viability	• All deliverable and other contractual requirements are being met in a timely and efficient manner. • Identify and pursue opportunities to generate additional research income • Implement strategies that achieve a cost saving without adversely impacting deliverable quality. • Maintain and enhance financial management systems and skills as evidenced by appropriate access of and use of available resources and reduced administrative costs/time.

3.3 Activities

3.3.1 Other Commissioned Research

Bridge, C., Phibbs, P., Mathews, M. & Kendig, H. (2008) Reverse mortgages and older people: Growth factors and implications for retirement decisions - AHURI Project 60512, Research consultancy awarded by the Australian Housing and Urban Research Institute. $92,110.00

Bridge, C., Judd, B., Morris, A., Phibbs, P., Flatau, P., Pugh, J. & Quinn, J. (2009) Age Specific Housing Markets and housing and care for low to moderate income older persons - AHURI Project 70589. Research consultancy awarded by the Australian Housing and Urban Research Institute. $189,162.00

3.3.2 Research & Publications

Bridge, C. (2008) Creating no-step entrances. In Garlick, B., Jones, D. & Luscombe, G. (Eds.) *Beyond Beige: improving architecture for older people and people with disabilities.* The Royal Australian Institute of Architects. pp. 180-181.

Bridge, C. & Clark, A. (2008) Remote home assessment: The prototyping of a Dynamic Image Capture System. In the Proceedings of the Designing Inclusive Futures CWUAAT 08. The 4th Cambridge Workshop on Universal Access and Assistive Technology p 42-51.

Bridge, C. (2009, December 2nd). *Universal Design Home: Designing for self.* Invited paper Universal Design & Housing- 'Universal Design Home'. International Conference on Universal Design in the Built Environment: MUSAWAH: sharing the world. Kuala Lumpur, Malaysia. pp. 1-8.

Bridge, C., Mathews, M. Phibbs, P. & Adams, T. (2009). Reverse mortgages and older people: growth factors and implications for retirement decisions: Positioning Paper (Report No. 123). The University of NSW/UWS AHURI Research Centre. Available online from http://www.ahuri.edu.au/publications/projects/p70512

Bridge, C., Phibbs, P. Kendig, H., Mathews, M. & Cooper, B (2008) *The costs and benefits of using private housing as the 'home base' for care for older people: Secondary data analysis* (Final Report). Sydney: Australian Housing and Urban Research Institute (AHURI), The University of Sydney AHURI Research Centre. Available online http://www.ahuri.edu.au/publications/projects/p60313

Gohar, N. (2009). *How can colour affect the ageing eye and the visually impaired? Evidence Based Research.* The Home Modification Information Clearinghouse, Sydney: The University of New South Wales. Available from www.homemods.info/files/EBR_Colour_Final.pdf.

Gohar, N., Bridge, C. & Von Behrens, T. (2008) *Consumer Factsheet: Looking at installing your own grabrail? Here are some issues to consider.* Sydney: Home Modification Information Clearinghouse, University of Sydney. Available from: http://www.homemods.info/resource/occasional/consumer_factsheet_looking_ at_installing_your_own_grabrail_here_are_some_issues_to_consider.

Gohar, N., Oram, L. & Millikan, L. (2008) *Home Water Management: Summary Bulletin.* Sydney: Home Modification Information Clearinghouse, University of Sydney. Available from: http://www.homemods.info/resource/occasional/home_water_management_su mmary_bulletin.

Hodges, L. & Bridge, C. (2008) *Evaluation of the national and NSW HACC-funded home modification and home maintenance service usage as reported by the 2001-2006 HACC Minimum Data Set (MDS).* Sydney: Home Modification Information Clearinghouse, University of Sydney. Available from: http://www.homemods.info/resource/occasional/evaluation_of_the_national_and_nsw_haccfunded_home_modification_and_home_maintenance_service_usage_as_report.

Hodges, L. & Bridge, C. (2008) *Industry Checklist: Designing home environments for people with problems with cognition who display aggressive or self-injurious behaviour.* Sydney: Home Modification Information Clearinghouse, University of Sydney. Available online from: http://www.homemods.info/resource/evidence/industry_checklist_designing_home_environments_for_people_with_problems_with_cognition_who_display_aggressive_

Hodges, L. & Bridge, C. (2008) *Industry Factsheet: Designing home environments for people with problems with cognition who display aggressive or self-injurious behaviou*r. Sydney: Home Modification Information Clearinghouse, University of Sydney. Available from: http://www.homemods.info/resource/occasional/industry_factsheet_designing_home_environments_for_people_with_problems_with_cognition_who_display_aggressiv.

Hodges, L., Bridge, C., Donelly, M. & Chaudhary, K. (2008) *Designing home environments for people who experience problems with cognition and who display aggressive or self-injurious behaviour.* Sydney: Home Modification Information Clearinghouse, University of Sydney. Available online from: http://www.homemods.info/resource/evidence/designing_home_environments_for_people_who_experience_problems_with_cognition_and_who_display_aggressive_or_se.

Jung, Y. M. (2008). Rural home modification: overview and policy issues. Sydney: The Home Modification Information Clearinghouse, The University of New South Wales. Available from www.homemods.info.

Jung, Y. M., & Bridge, C. (2009). Ceiling hoists as a method of transferring people with disabilities. Consumer Factsheet. Sydney: The Home Modification Information Clearinghouse, The University of New South Wales. Available from http://www.homemods.info/resource/evidence/effectiveness_ceiling_hoists_transferring_people_disabilities_consumer_factsheet.

Jung, Y. M., & Bridge, C. (2009). Ceiling hoists as a method of transferring people with disabilities. Industry Checklist. Sydney: The Home Modification Information Clearinghouse, The University of New South Wales. Available from www.homemods.info.

Jung, Y. M., & Bridge, C. (2009). Ceiling hoists as a method of transferring people with disabilities. Industry Factsheet. Sydney: The Home Modification Information Clearinghouse, The University of New South Wales. Available from http://www.homemods.info/resource/evidence/industry_factsheet_ceiling_hoists.

Jung, Y. M., & Bridge, C. (2009). The effectiveness of ceiling hoists in transferring people with disabilities. Systematic Review. Sydney: The Home Modification Information Clearinghouse, The University of New South Wales. Available

from http://www.homemods.info/resource/evidence/effectiveness_ceiling_hoists_transferring_people_disabilities.

Millikan, L. (2009). How can colour affect the ageing eye and the visually impaired? Consumer Factsheet. Sydney: The Home Modification Information Clearinghouse, The University of New South Wales. Available from http://www.homemods.info/resource/occasional/colour_and_ageing_eye_consumer_fact_sheet_issue_2_2009.

Millikan, L. (2009). How can colour affect the ageing eye and the visually impaired? Industry Checklist. Sydney: The Home Modification Information Clearinghouse, The University of New South Wales. Available from www.homemods.info

Millikan, L. (2009). How can colour affect the ageing eye and the visually impaired? Industry Factsheet. Sydney: The Home Modification Information Clearinghouse, The University of New South Wales. Available from www.homemods.info

Oram, L., Jung, Y. M., Millikan, L., & Bridge, C. (2008). Modify or move. Summary Bulletin. Sydney: The Home Modification Information Clearinghouse, The University of New South Wales. Available from http://www.homemods.info/resource/occasional/modify_or_move_summary_bulletin.

3.3.3 Presentations

Bridge, C. (2009). The costs & benefits of using private housing as the 'Home Base' for care for older people. Presented at the AHURI Research Seminar Housing and Older Australians.

Bridge, C. (2008). Netting better evidence by using a well-designed search strategy. Presentation to CHAA project staff, 1st October.

Bridge, C. (2008). Evidence-based housing retrofit for older Persons. Presented at the HORIBA-APRU Conference Strategies for Aging-in-place. University of Tokyo, Japan.

Bridge, C. (2008). Presentation on services for seniors in regard to home modifications for Ku-ring-gai Council.

Bridge, C. (2009). Lab programme taught- Virtual environments for access design

Bridge, C. (2009). Inclusive planning and social sustainability. Presentation to FBE Healthy Planning Summer School 08-09, 19th January.

Bridge, C. (2009). Inclusive design: Users and usability testing presentation to FBE Virtual Environments for Access Design Summer School, 15th January.

Bridge, C. (2009). The 95th percentile. Presentation to FBE 2nd year Industrial Design Students, 1st April.

Bridge, C., & Clark, A. (2008). Navigating the Home Modification Information Clearinghouse Website. Workshop given at the Home Maintenance and Modification Services State Council Biennial Conference, "Unity Strength and Innovation", Blue Mountains, 1-2nd November.

Clark, A. (2008). An Orientation to Home Modifications. Presented to Turramurra Senior Citizens, 15th November.

Clark, A., & Bridge, C. (2008) Remote home assessment: The prototyping of a dynamic image capture system. In the Proceedings of the Designing Inclusive

Futures CWUAAT 08. The 4th Cambridge Workshop on Universal Access and Assistive Technology.

Millikan, L. (2009). Universal Design in the Garden. Poster presented at the 6th Design and Health World Congress, Singapore.

Riazi, A. Dain, D. Ying Boon, M. & Bridge, C. (2009, May 1-2nd). *Functional vision in patients with macular degeneration*, Poster presentation at the 12th Annual Vision Research Conference, Mechanism of Macular Degeneration, Fort-Lauderdale FL U.S.A.

Riazi, A. Ying Boon, M., Dain, D. & Bridge, C. (2009, June 26-27th). M*aintaining function with a diagnosis of severe Macular Degeneration: A Case report showcasing innovative adaptive strategies*, Poster presentation at the Disabilities Studies Conference, University of New South Wales, Sydney, Australia.

3.3.4 Exhibitions - Category:

State HMMS 2008 Biennial Conference Home Modification Information Clearinghouse Trade Display (2008, 1st - 2nd September, 2008), York Fairmont Resort, Leura.

Falls Prevention (2009, 17th June), NSW Falls Prevention Network Meeting, Mathews Theatres and Pavilions at UNSW.

3.3.5 Visiting Scholars

Professor Franklin Becker spent 8 weeks working directly with staff at the Centre for Health Assets Australasia as well as other research partners. While at UNSW he gave several lectures and seminars on a range of subjects including the Ecology of Resilience for Inpatient Units and on planning academic work environments. He maintains an ongoing working relationship with the Centre, and attended (with Jane Carthey) the 20th International Association People Environment Studies in Rome. Professor Becker is based at Cornell University in the United States, where he is the Director for International Workplace Studies.

3.3.6 Teaching - Convened Courses

Bridge, C., (2008). *Universal Design Studio 1 & 2 Critique***.** Invited design critique panel member 2nd year Masters of Architecture Design Studio for Bruce Judd (ARCH7112-6 UOC), Sem 2, UNSW.

Bridge, C., (2009). *Inclusive Design: Users and usability testing Virtual Environments for Access Design***.** Invited lecture for Summer School 08-09 & co-taught studios with Tam Nyugen (ARCH9006-6 UOC), UNSW.

Bridge, C., (2009). *Inclusive planning and social sustainability*. Invited lecture for Healthy Planning Summer School 08-09 for Susan Thompson (BENV2949-6 UOC), UNSW.

Bridge, C., (2009). 90th percentile design and inclusive design issues. Invited lecture for 2nd Year Industrial Design Studio 1 for Steve Ward, (IDES1031-6 UOC), Sem 1, UNSW.

3.3.7 Research Student Supervision

Associate-supervisor (2008-2009) Abbas Riazi, PhD Title: Perspectives of people with macular degeneration and their service providers on home modification and assistive devices, School of Optometry and Vision Science, UNSW.

Associate-supervisor (2009) Khalid Jamous, PhD Title: Home accidents and injuries in visually impaired older people, School of Optometry and Vision Science, UNSW.

3.3.8 External Committees & Roles

2008-2009: Director, Independent Living Centre of NSW Board

2009: Chairperson Council of the Ageing working party on Age Friendly communities

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

2006-present: Invited Member, Australian Network for Universal Housing Design.

3.3.9 Invited Talks & Presentations

Bridge, C. (2009, April 24th). *The Home Modification Information Clearinghouse and the digital ecology*. Invited panel presentation for the "Digital Economy x Digital Ecosystems - the panacea for our troubled World" at UNISCON 2009, University of Western Sydney, Campbelltown, Australia.

Bridge, C. (2009, December 2nd). *Universal Design Home: Designing for self.* Invited paper Universal Design & Housing- 'Universal Design Home'. International Conference on Universal Design in the Built Environment: MUSAWAH: sharing the world. Kuala Lumpur, Malaysia. pp. 1-8.

Bridge, C. (2009, June 5th). *Seeing in 3D: Dimensions, Disability and Data*. Invited paper presentation to the NSW Department of Housing Architects Housing Forum. Ashfield, Sydney, Australia.

3.3.10 Other

Phibbs, P, Bridge, C & Maxwell I (2008) *Off the rails: A cautionary tail of grabrails*. InnerWest Media.

University of Tokyo – *HORIBA-APRU Research Conference* 2008 on Gerontology Strategies for Aging in Place (2008), Research Proposal Competition Prize for the Research Proposal *"Sustaining 'Aging in Place': Towards a multidimensional analysis of informal care within the Asia-Pacific region"* was granted a prize of 1,100,000 (One Million, One Hundred Thousand Japanese Yen)

Also,

→ Although not in attendance, the Clearinghouse sent resource material to the *OT Australia National Conference: Creating the Future*, which was held in Melbourne from the 11th-13th September, 2008.
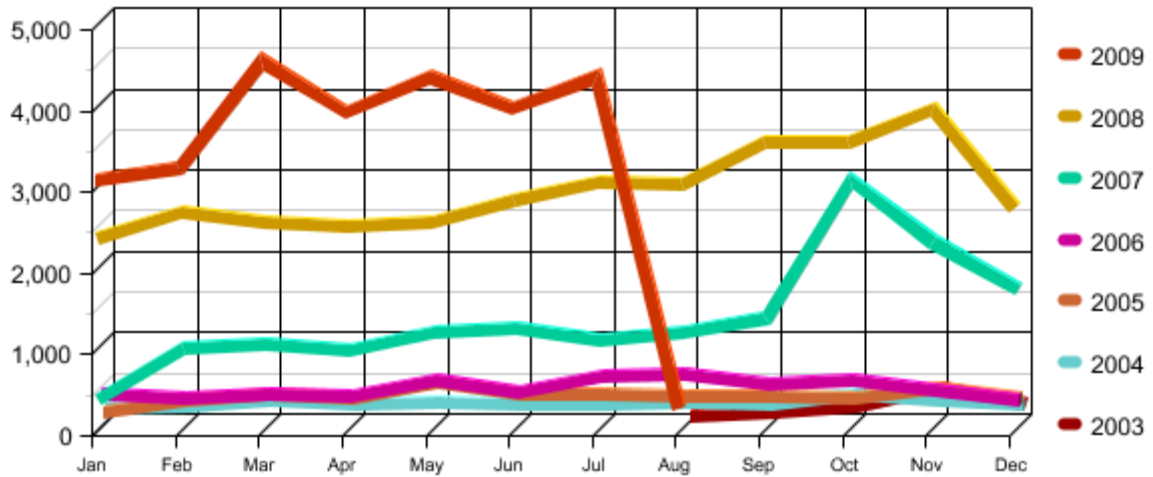
SECTION FOUR
WEBSITE

4 WEBSITE STATISTICS

4.1 Overview

Total Page Views to Date: 364,372

Total Visitors to Date: 91,287
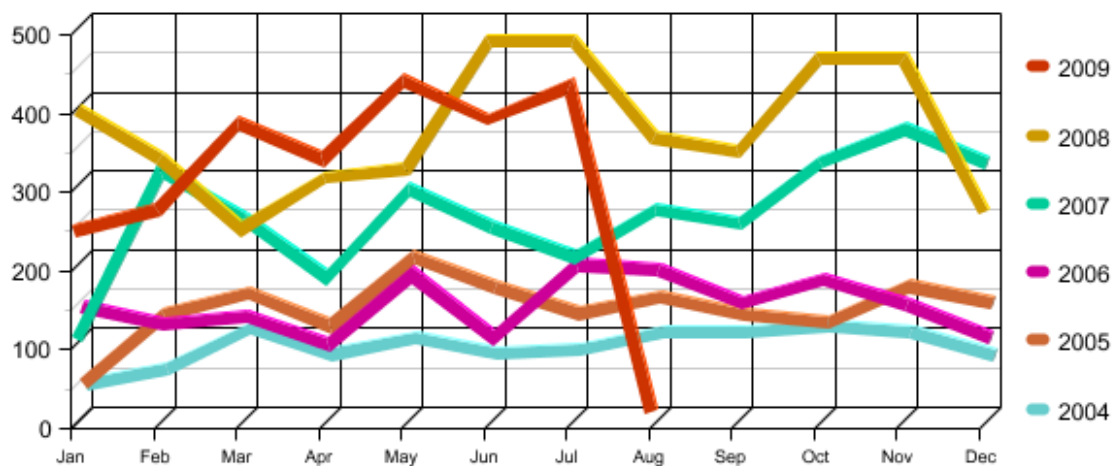
4.2 *Webstat* Reports

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

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

| Month (year)	Number of Visitors	% of Total
July (2008)	3031	0.071
August	3012	0.070
September	3500	0.082
October	3529	0.082
November	3923	0.092
December	2720	0.063
January (2009)	3189	0.074
February	3220	0.075
March	4538	0.106
April	3908	0.091
May	4334	0.101
June	3954	0.092
Total Monthly Visitors	42858	1

4.2.3 Visitors returning in the last financial year, by month

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

| Month (year)	Number of returning Visitors	% of Total
July (2008)	483	0.109524
August	359	0.081406
September	342	0.077551
October	457	0.103628
November	459	0.104082
December	266	0.060317
January (2009)	245	0.055556
February	270	0.061224
March	378	0.085714
April	334	0.075737
May	432	0.097959
June	385	0.087302
Total Monthly Visitors	4410	1

4.2.5   Visitors since last financial year, by country
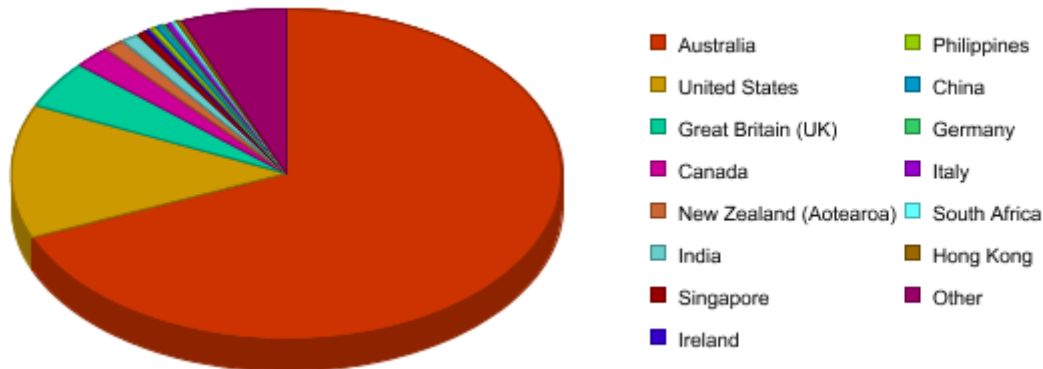
Top country: Australia: 29,034 (68.66%)

Followed by: United States (13.05%), UK (4.73%), Canada (2.19%), New Zealand (1.25%), India (1.03%), Singapore (0.53%), Ireland (0.39%), Philippines (0.36%), China (0.34%) and other (7.38%).

4.2.6   Visitors since last financial year by region
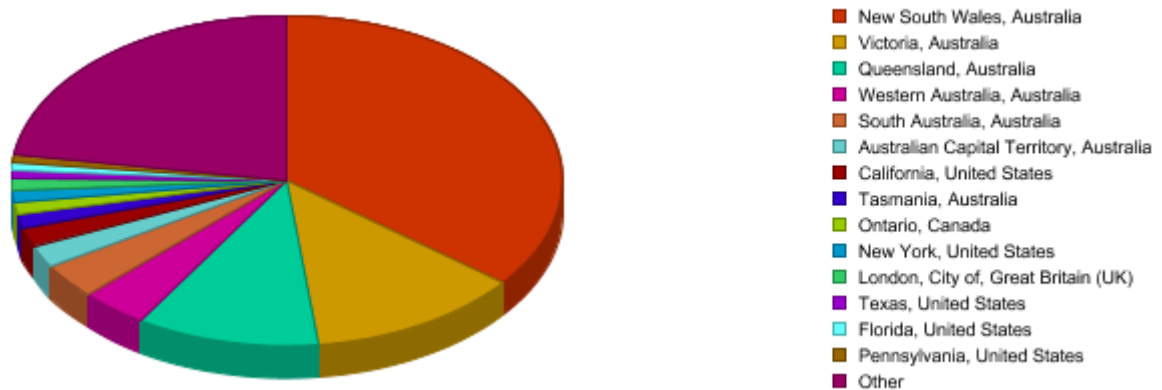
Top region: New South Wales, Australia: 14,464 (35.64)

Followed by: Victoria, Australia (12.48%), Queensland, Australia (10.73%), Western Australia, Australia (3.96%), South Australia, Australia (3.50%), Australian Capital Territory, Australia (2.24%), California, United States (1.83%), Tasmania, Australia (1.28%), Ontario, Canada (1.23%), New York, United States (1.18%) and other (25.93%).
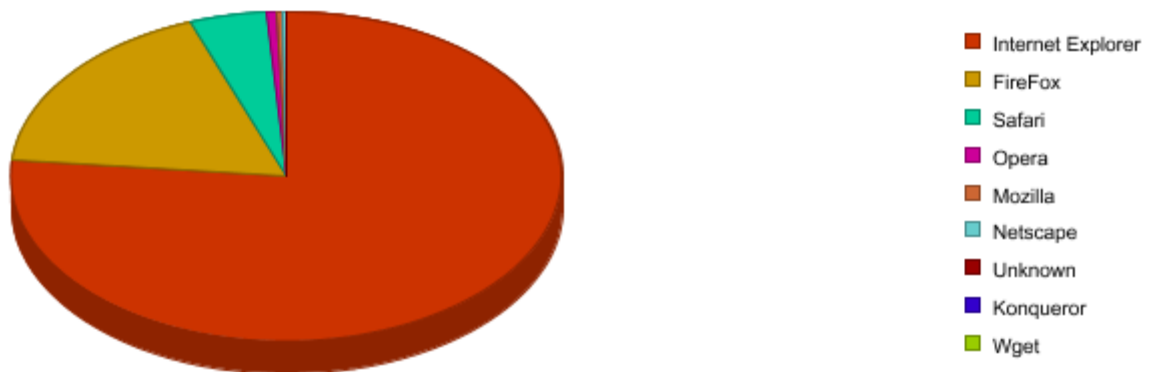
4.2.7 Visitors in the last financial year by city
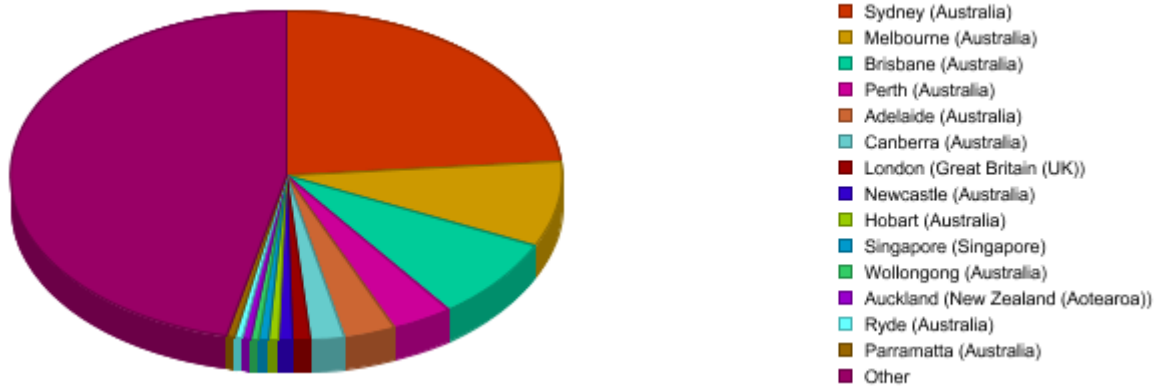
Top city: Sydney, Australia: 9,565 (23.57%)

Followed by: Melbourne, Australia (8.48%), Brisbane, Australia (7.88%), Perth, Australia (3.60%), Adelaide, Australia (3.05%), Canberra, Australia (2.04%), London, UK (1.04%), Newcastle, Australia (0.79%), Hobart, Australia (0.63%), Singapore, Singapore (0.52%) and other (48.4).

4.2.8 Top Browsers used in the last financial year

Top Browser: Internet explorer: 32,428 (76.55%)

Followed by: Firefox (17.79%), Safari (4.48%), Opera (0.63%), Mozilla (0.28%), Netscape (0.22%) and unknown (0.04%).

4.2.9 Top 10 HMinfo Publications downloaded

Rank	Publication Title	Reads
1	Consumer Factsheet: Arranging home modifications http://www.homemods.info/resource/occasional/consumer_factsheet_arranging_home_modifications	1756
2	Dementia design guidelines: Home and Community Care Capital Works Program (2nd edition) http://www.homemods.info/resource/occasional/dementia_design_guidelines_home_and_community_care_capital_works_program_2nd_edition	1617
3	Industry Checklist: designing home environments for people with problems with cognition who display aggressive or self-injurious behaviour http://www.homemods.info/resource/evidence/industry_checklist_designing_home_environments_for_people_with_problems_with_cognition_who_display_aggressive_	1599
4	Gardening at home: Summary bulletin http://www.homemods.info/resource/occasional/gardening_at_home_summary_bulletin	1362
5	Home smoke alarm: Hard wired and battery-powered systems-summary bulletin http://www.homemods.info/resource/occasional/home_smoke_alarms_hard_wired_and_battery_powered_systems_summary_bulletin	1180
6	Industry Factsheet: Designing home environments for people with problems with cognition who display aggressive or self-injurious behaviour http://www.homemods.info/resource/occasional/industry_factsheet_designing_home_environments_for_people_with_problems_with_cognition_who_display_aggressiv	1130
7	Thermostatic mixing valves- summary bulletin http://www.homemods.info/resource/occasional/summary_bulletin_thermostatic_mixing_valves	1046
8	Evidence Based Research: designing home environments for people with problems with cognition who display aggressive or self-injurious behaviour http://www.homemods.info/resource/evidence/designing_home_environments_for_people_who_experience_problems_with_cognition_and_who_display_aggressive_or_se	973
9	Understanding Aboriginal Australians for more effective provision of home modification services- summary bulletin http://www.homemods.info/resource/occasional/understanding_aboriginal_australians_for_more_effective_provision_of_home_modification_services	948
10	Industry Factsheet: Orientation: Effectiveness of grabrail orientations during the sit-to-stand transfer http://www.homemods.info/resource/evidence/orientation_evidence_based_research_effectiveness_of_grabrail_orientations_during_the_sit_to_stand_transfer	806

SECTION FIVE
FINANCIAL REPORT

5 FINANCE REPORT

5.1 Financial Acquittal for the 2008-2009 period

Date: 16 December 2009

The disclosures in this section have been taken from the Financial Report for the year ending 30 June 2009.

Recurrent funding
Income: the Home Modification Information Clearinghouse Project was granted $62,739.00 (GST Exclusive) in recurrent funding for the financial year 2008/09. There was not carry forward from the previous financial year.

Expenditure: The grant was spent on salaries for research associated staff and other expenses; there is $1,450.64 carried forward into 2009/10.
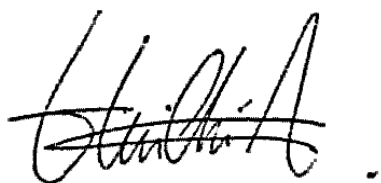
Non-recurrent funding
Income: non-recurrent funding totaled $158,000.00 (GST Exclusive) during 2008/09.

Expenditure: Total expenditure of $157,269.41 (GST Exclusive) for operating costs, was spent over the year 2008/09 (i.e. salaries and miscellaneous items such as overheads, minor equipment, stationary and contractor payments). An amount of $730.59 (GST Exclusive) was therefore unable to be spent before 30 June 2009, and will be carried forward into the year 2009/10.

The reason for the carry forward was to cover the expenses associated with the visit of Professor Edward Steinfeld from the IDEAS Centre at the State University of New York at Buffalo, who came as a Visiting Scholar to UNSW in Semester 2 of 2009.

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

Name; Kelvin HUI
Title: Faculty Accountant, CPA
The University of New South Wales

SECTION SIX
LOOKING AHEAD

6 WHAT DOES THE FUTURE HOLD?

2009-10 is already proving to be a busy year with exciting new challenges and projects for the Clearinghouse Team.

We have just received our new non-recurrent funding and will be undertaking four new projects for Home and community Care for the next financial year, as follows:

→ Home design and modifications and their impact on carers and waged staff to support people with a disability and or ageing;

→ Training and education of home modification staff and allied health staff;

→ Review of Aboriginal housing guidelines in relation to adequacy and appropriateness of functional impairment provisions; and

→ Comparative or cost/benefit analysis of ramps versus lifts.

Most of these projects are now quite well underway. Lyndal for instance has been working directly with the Home Modification State Council as a part of their working group to ensure that all their factsheets currently being developed for occupational therapists and builders and Home Maintenance and Modification Services technical officers are grounded in evidence. This partnership will also help deliver on the collaboration outlined in our recently signed and agreed memorandum of understanding with the Home Maintenance and Modification Services State council of NSW. The positioning paper entitled *A Cost-Benefit Analysis of Ramps versus Lifts* incorporates economic analysis reflecting the emphasis we place upon multi-disciplinary techniques. We also hope to attract a qualified economist, most likely from the Australian School of Business here at UNSW to work with us on a longer-term basis. This will allow us to incorporate sophisticated economic analysis to our research, which is of great importance to policy makers.

Lyndal Millikan has begun work on the Review of Aboriginal Housing guidelines in relation to adequacy and appropriateness of functional impairment provisions. One of the project case studies is based on the work being done in Groote Eylandt in Arnhem Land. Cultural factors coupled with the profound difficulties associated with the debilitating *Machado Josephs Disease* make this interesting, challenging and important work for the Clearinghouse.

The website is currently undergoing an upgrade, which will continue through the first few months of 2008/9. In addition to upgrading the DRUPAL system to improve functionality, the team has begun recording online tutorials to increase accessibility. Eventually we will be looking to utilise 3G technologies through RSS Feeds.

As we at the Clearinghouse believe that it is crucial to attract younger people both to Home Modification generally and the Clearinghouse more specifically, we will be introducing new media to do so. In addition to expanding our Facebook page, the Clearinghouse will be registering on Twitter, and organising an official launch for our YouTube video *Off the Rails*. The Clearinghouse is hoping to recruit a small number of doctoral students with varied expertise to broaden the scope of our capability.

We look forward to the year ahead with all the challenges and opportunities it will bring!

SECTION SEVEN
GLOSSARY

7 GLOSSARY

CHAA	Centre for Health Assets Australasia
DADHC	Department of Ageing, Disability & Home Care
DVA	Department of Veteran's Affairs
HACC	Home & Community Care
HMMS	Home Modification and Maintenance Service
HMinfo	Home Modification Information Clearinghouse
OT	Occupational Therapist