ANNUAL
REPORT July 2023 - June 2024

Authored by

The Home Modification InformationClearinghouse

for

The Faculty of Arts, Design and Architecture

School of Built Environment

University of New South Wales

Dec2024

ACKNOWLEDGEMENTS

DISCLAIMER

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REPRODUCTION OF MATERIALS

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introduction

1. INTRODUCTION

Welcome to the 2023/24 Annual Report for the Home Modification Information Clearinghouse (HMinfo). Established in 2002, HMinfo is an information service tasked with collating, reviewing, developing and disseminating 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 caseworker's; and promote evidence- based best practice among home modification practitioners and prescribers.

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;

• Website Statistics: these are compiled from Google Analytics and our website's inbuilt reporting capabilities.

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

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

To get more information, discuss issues or ask for assistance from our team, please email us at: hminfo@fbe.unsw.edu.au .

For quick updates, '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 Home Modification Information Clearinghouse (HMinfo)

The Home Modification Information Clearinghouse (HMinfo) was established in 2002. Its mission is:

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 a safe working environment for their carers and careworkers, and promote evidence-based best practice among home modification practitioners and prescribers.

1.1.1 HMinfo Key Tasks

HMinfo's key tasks are:

- 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.

1.1.2 HMinfo Home Modification Research Publications

HMinfo produces 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:

Home Modification Evidence Based Practice Reviews

HMinfo Evidence Based Practice Reviews investigate the existing research evidence for the effectiveness of particular home modification design and building practices. Following a systematic review methodology, published literature on the design or building practice is examined. The literature search includes: databases of research studies in books and academic journals; legislation, Building Codes and Standards; Government, industry and consumer group websites; the HMinfo library collection of home modification publications and materials; grey literature documents, including industry guides and manufacturers' specifications; and anecdotal evidence from listservs, online forums, consumer peak bodies, and service providers.

Through evaluation of this published evidence, strategies most likely to achieve best practice home modification outcomes can be identified.

Home Modification Consumer Factsheets

HMinfo Consumer Factsheets translate research evidence for home modification design and building practices into concise information for consumers. This information is designed to assist older people, people with disability, and carers, when planning and undertaking home modifications.

Most Consumer Factsheets are derived from Home Modification Evidence Based Practice Reviews, Occasional Papers or Summary Bulletins. Other Consumer Factsheets are developed in direct response to the need for a concise guide to arranging home modifications or undertaking a particular type of modification.

Home Modification Industry Factsheets and Checklists

HMinfo Industry Factsheets and Checklists translate research evidence for home modification design and building practices into information that will assist home modification prescribers and practitioners.

Industry Factsheets and Checklists are derived from Home Modification Evidence Based Practice Reviews, Occasional Papers and Summary Bulletins, or developed when concise guidance on a particular type of home modification is needed by industry.

Home Modification Occasional Research Papers

HMinfo Occasional Research Papers are individually commissioned research papers on existing or emerging issues in home design and home modifications for older people, for people with disability, or for carers. These policy and practice issues are identified by Government, Industry and Consumer stakeholders.

Occasional Research Papers include a systematic review of literature on the issues and examine the policy impact and practice concerns. Many papers also report an original research study that is undertaken in response to the issue. Common types of study are design analyses, cost-benefit analyses, and consumer and industry surveys.

Home Modification Summary Bulletins

HMinfo Summary Bulletins provide a concise overview of the important issues relating to a particular home modification topic. These home modification topics are selected in response to an industry-identified concern or risk in home modification practices.

Summary Bulletins identify the applicable regulations, standards, industry and fair-trading specifications and guidelines, for the home modification topic. A range of home modification approaches are then reviewed, with a comparison of their advantages and disadvantages for

various housing and personal circumstances.

Summary Bulletins are intended to guide older people, people with disability, carers, and home modification prescribers and practitioners, in making home modification decisions. The information assists in determining the most appropriate home modification approach for each person, in the context of their home environment and care service mix.

Home Modification Videos

HMinfo produces videos to inform older people, people with disability and their carers about home modifications and assist them in locating relevant resources. The videos are short versions of consumer factsheets in a simple and inclusive language. HMinfo videos are available in English, Chinese, Greek, Italian and Arabic and can be found on the HMinfo website and on HMinfo's YouTube channel.

1.1.3 HMinfo Home Modification Resources

HMinfo provides resources to support aged care and disability providers, and consumers. These include:

Home Modification Research Library

HMinfo edits and maintains an electronic Research Library database with over 3,500 online and hardcopy materials relevant to the home modification sector. The collection can be searched using our indexed lists, or by an open search using our tailored search engine.

Home Modification Subject Bibliographies

As a by-product of our research, HMinfo produces Subject Bibliographies of the best references for particular topics of interest to industry and other researchers.

Annotated Web Links

HMinfo Annotated Web Links are an edited collection of international and national websites containing information relevant to home modification decisions.

Block Library

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

Case Study Library

The HMinfo 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 sharing home modification problems and solutions is to better assist in more effective practical outcomes.

Forums

HMinfo hosts three Forums: the Home Modifications Discussion Group, Home Modifications Professionals Forum, and Occupational Therapists Forum. The forums provide an opportunity for subscribers to exchange ideas and information relating to home modification for older people and people with disability and are a useful and dynamic method for keeping up-to-date with developments in the field.

Events Calendar

HMinfo maintains an Events Calendar with Training and Events related to Home Modifications.

Newsletters

HMinfo produces a quarterly Newsletter containing information relating to home modification and maintenance issues and disability. Each publication contains an article, book review, and a website review, as well as upcoming publications, training and events.

Apps

DIY Modify App

The DIYmodify App was upgraded to comply with changes to Google Play policies. In addition, the upgrade served to increase its compatibility with newer Android-based devices. In order to remain compliant with changes to Google Play policies, a yearly review of Google Play policies was established.

Liveability App

The Liveability app for Android was rebuilt to comply with changes to Google Play policies. The original version was developed in 2012 and thus used processes that Google has since deprecated. The app can run on the latest Android-based phones and tablets, as well as older devices running Android 4.4 KitKat operating system and above.

1.1.4 HMinfo Research Outputs

The key Home Modification issues that were addressed in HMinfo research Projects for 2023/2024 were the home lifts and How older people and people with disability can stay safe during a flood.

Moreover, four videos were produced in five languages, while three of the most popular HMinfo Consumer Factsheets were translated in Arabic, Chinese, Italian and Greek.

In addition, the HMinfo website was improved with several upgrades to the appearance, interface, and usability. An overview of these projects is provided below.

Summary Bulletin: Home Lifts

Lifts in the home enable people with limited mobility to travel up and/or down a range of distances. The technology that enables lift installation and ease of operation is changing rapidly in response to increased consumer demand. Thus, it is important to reflect carefully about trends and issues prior to purchase or recommendation for any residential lift.

This Summary Bulletin reviews the main types of lifts that can be used in homes and provides useful

information on their characteristics, cost and space requirements, to enable informed choice of home lift.

Consumer Factsheet: Staying safe during a flood

Floods are among the most frequent and costly extreme weather events in Australia and all over the world. Floods are mainly caused by heavy or steady rain for several hours or days that saturates the ground. Flash floods, on the other hand, occur suddenly due to rapidly rising water along a stream or low-lying area. Flooding can cause damage to buildings and other infrastructure, injuries and even fatalities. During floods and other extreme weather events, older people. people with disability, pregnant women, families with children, etc, often require assistance and additional time to evacuate, however, they are frequently not included in evacuations and emergency response plans.

This factsheet provides information to assist older people, people with disability and their carers prepare for floods in their home environment.

Video: About the Home Modification Information Clearinghouse (Translated)

This video introduces the Home Modification Information Clearinghouse (HMinfo) and describes its activities and how they relate to supporting people with disability, older people and their carers. The Video "About the Home Modification Information Clearinghouse" was produced in January 2023.

The video was translated into English, Chinese, Greek, Italian and Arabic.

Video: Arranging Home Modifications (Translated)

This video outlines what home modifications are, why they are beneficial and how you can arrange them for yourself or someone in your care. It also touches on frequently raised concerns, such as obtaining funding via available subsidies. The Video "Arranging Home Modifications" was produced in January 2023.
The video was translated into English, Chinese, Greek, Italian and Arabic.

Video: Assistive Technology - Home Automations (Translated)

Many of us find it challenging to complete activities necessary for our well-being and comfort in the home, such as turning the air-conditioner and lights on/off without assistance.

This short video summarises how home automations or "smart" home controls can help us control our home environment easily. The Video "Assistive Technology - Home Automations" was produced in January 2023.

The video was translated into English, Chinese, Greek, Italian and Arabic.

Video: Fire Safety – Escape (Translated)

This video advises on how to protect yourself and your family from home fires and links to resources

that can assist you with preparing a home Escape Plan. The Video "Fire Safety - Escape" was produced in January 2023.

The video was translated into English, Chinese, Greek, Italian and Arabic.

1.1.5 HMinfo Website Upgrades

During 2023-2024, the HMinfo website was optimised to run efficiently on Amazon Web Services, following its successful migration in late 2023.

The old server was decommissioned after the migration.

Given that it may be onsold to an external party by the datacentre operator, its database was erased in a manner that prevents confidential information from being recovered.

Optimisations were made to the following components of the website:

-Report generator: Report generation speed and stability were improved.

-Page cache: Improved the loading speed of static pages.

-Security certificate: Changes to how the website updates its security certificate were required post-migration.

Aside from optimisations that arose from the migration, the ability to include multiple translated downloads per publication was added to the website.

our people

SECTION 2

2 OUR PEOPLE

The HMinfo team is led by the founder, Emeritus Professor Catherine Bridge and the Director, Dr Konstantina Vasilakopoulou. Our HMinfo team members combine experience from a range of disciplines.

2.1 HMinfo team

Emeritus Professor Catherine Bridge has an international reputation in research concerning housing, disability, ageing and care. Catherine is the founder of the Home Modification Information Clearinghouse (HMinfo). As the Founder and Director of the Home Modification Information Clearinghouse, running continuously since 2002, her research has helped improve the quality of life of many thousands of people with disability in 190 countries around the world. Catherine works for improved processes and outcomes for society bringing an evidence-based perspective. Her research passion concerns enabling design. She investigates how our assumptions and knowledge about built environments impact disabled people. Whether they enable movement and independence or disable people further.

Catherine has led innovative research projects that have provided the evidence needed to directly influence national policy and standards, including the National Construction Code. Recently she has been instrumental in assisting in the establishment of a cross-faculty Disability Institute and in co-chairing the Assistive Technology and Environment group a part of the Clinical Academic Group on Ageing a collaboration of the Sydney Partnership for Health, Education, Research and Enterprise (SPHERE).

BAppSc (OT) Cumb, MCogSc UNSW, Phd (Architecture) USyd

Dr Konstantina Vasilakopoulou is an Architect with a Master's in Light and Lighting and a Doctorate in Environmental Engineering. Konstantina is the researcher of the Clearinghouse since late 2017 and the acting Director since January 2021. Konstantina's research interests focus on inclusive design, home modifications, the effects of the built environment on people, especially older people and people with disabilities, architectural science, lighting, sustainable and energy efficient building design, energy poverty and the environment.

Helmut Hoss has been assisting HMinfo with website development and maintenance, since 2011. Helmut is a website and software developer with system administration, computer hardware, security and networking skills. An autodidact in electronics and programming since childhood, Helmut began developing corporate IT systems during high school and training computer science interns from the University of Technology, Sydney while completing his HSC. He currently develops antivirus utilities, computer vision applications and automated financial instrument trading robots.

2.2   HMinfo Advisory Committee

The HMinfo Advisory Committee represents a wide cross-section of stakeholders, including industry, aged and disability peaks, and government. Our Advisory Committee meetings are held at the Faculty of Arts, Design and Architecture, School of the Built Environment at the University of NSW, Sydney.

Advisory Committee Members – Industry

OCCUPATIONAL THERAPY AUSTRALIA

Susan Dinley, 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.

OCCUPATIONAL THERAPY AUSTRALIA

Deborah Hammond is an occupational therapist with extensive experience in home modifications, disability access and safety in design. She has worked with home modification services and private builders on minor and major building modifications. She provides design advice on disability accommodation and design reviews on health facilities including hospitals, cancer centres, rehabilitation facilities and residential aged care. Deborah lectures on safety and design for Consult Australia, and guest lectures at Sydney University School of Architecture and Australian Institute of Architects. She has also delivered environmental modifications training to OTs in NSW.

SCOPE HOME ACCESS

Annette Hanly is a practicing Occupational Therapist (OT) and Divisional Manager for OT services within the South Coast Home Modification and Maintenance Service, trading as Scope Home Access. She has worked extensively in the field of Home Modifications, both in the UK and Australia. 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.

NSW LAND & HOUSING CORPORATION

Nicholas Loder is Senior Project Officer, NSW Land and Housing Corporation, Family and Community Services. Since 2003 he has provided design policy advice for multi-unit medium density residential and major refurbishments projects for LAHC, especially on access standards, Liveable Housing/Universal Design features and the NDIS. Prior to this, Nicholas spent nearly twenty years in various small to medium sized architectural firms designing and documenting medium density housing, commercial, heritage, correctional projects.

3BRIDGES COMMUNITY

Peter Minogue is the Home Modifications and Maintenace Manager at 3Bridges which is a Sydney-based organisation that carries Home Modifications and Maintenace across Sydney and NSW. Collaborating closely with industry professionals, Peter oversees the development, design and implementation of all services provided by 3Bridges Home Modifications and Maintenace with the overarching goal of keeping people living safety in their homes.

With 15 years' experience in community services and 10 years in the building industry. Peter is a licenced builder who holds both a Certificate IV in Building and Construction and Certificate IV in Disability Services, he is passionate about providing the best solutions for people and enjoys the collaborative nature and continual learning aspects of his role.

ASSISTIVE TECHNOLOGY SUPPLIERS AUSTRALIA

Serena Ovens is the Chief Executive Officer for Assistive Technology Suppliers Australia (ATSA). She brings a diverse range of experiences to ATSA, having worked as a teacher, education manager, disability sports photographer, event manager, and most recently, as the CEO of the Physical Disability Council of NSW. Serena recognizes the importance of listening to ATSA's members and understanding their needs firsthand. She is dedicated to supporting and amplifying the voices of ATSA's members, ensuring that their expertise is acknowledged and valued in decision-making processes.

ODYSSEY BUILDERS KURI KURI COMMUNITY SERVICES

Frank Riggio is the Odyssey Builders Manager for Kuri Kuri Community Services. Has 25 years building experience and 10 years being experienced in providing Home Modifications and has worked Statewide within the Disabilities/Aged Care sector, ranging from transitional modifications to major complex modifications. Frank has experience in internal and external modifications, extensions and involvement with SDA new builds collaborating with Therapists, participants and their families and tradesman

Wesley Mission

Paul Watts is the Manager for Wesley Home Modifications & Maintenance Services.

Advisory Committee Members – Aged & Disability Peaks

COUNCIL ON THE AGEING NSW

Karen Appleby is the Senior Policy Officer at Council on the Ageing NSW, where she has specialised in examining the policies and issues that impact older Australians for over 2 years. The role encompasses research, advocacy and consultation with older people, government and other stakeholders to ensure the needs and aspirations of older people are addressed. Karen has extensive community development experience in the areas of ageing, disability and youth, including social research and planning. She has a Master's degree in Gerontology (Policy) from Charles Sturt University.

FORWARD ABILITY SUPPORT (PARAQUAD)

Melissa Decker Melissa Decker is the Chief Executive Officer of Forward Ability Support (FAS). With over 28 years' experience as a Chartered Accountant across a wide range of sectors she has been responsible for overseeing operations and business activities to ensure they produce desired results consistent with the overall vision and strategy

SPINAL CORD INJURIES AUSTRALIA

Greg Killeen has been working at Spinal Cord Injuries Australia (SCIA), since July 1991. Greg was an 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, as well as assistive technology etc. Greg was recruited to work as the SCIA Senior Policy and Advocacy Officer and predominantly works on systemic advocacy.
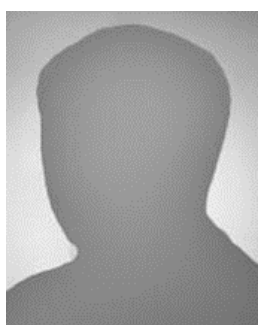
Department of Veterans' Affairs

Jonathan Levy

YOUNGCARE

Anthony Ryan is the CEO of Youngcare and is highly regarded in the Not for Profit and Business sector of Australia. Anthony has received recognition for his innovative approaches to uniting the business sector with worthy community causes. Anthony is leading change in the sector particularly in engaging with Developers and Investors in building Platinum accommodation for Young People with High Care Needs. Anthony believes strongly in advocating for the thousands of Young People across Australia with High Care Needs who are trying to navigate through the NDIS and live with dignity and choice.

NATIONAL SENIORS AUSTRALIA

Irene Stein is the National Seniors Australia NSW Policy Advisory Group Chair and National Policy Congress member.

PHYSICAL DISABILITY COUNCIL NSW

Kelley Temple is the Systemic Advocacy Manager at the Physical Disability Council of NSW and has previously led Advocacy teams in organisations such as Community Legal Centres Australia and Girlguiding UK amongst other not for profits in the UK. Kelley also has experience in finance and reporting in the NSW Community Housing Sector. Kelley is an influencing expert in the not-for-profit sector with extensive experience in campaign strategy, organisational leadership, and advocacy.

Advisory Committee Members – Government
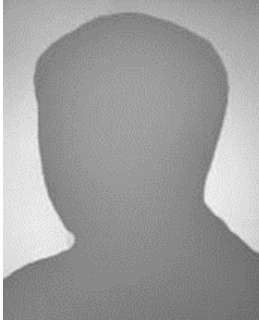
NATIONAL DISABILITY INSURANCE AGENCY
Doug McDonald is a Subject Matter Expert, Home Modifications, working for the National Disability Insurance Agency (NDIA).

2.3 HMinfo Specialist Review Panels

The Specialist Review Panels provide HMinfo with the expertise for a comprehensive review process for their published documents. The review aims to fulfil 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 Research Panel, Industry Panel, and Consumer 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 specialty or expertise, as guest expert reviewers.

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

Research Panel Members

Dr Satoshi Kose	Professor Emeritus, Shizuoka University of Art and Culture
Karen Roberts	Caulfield General Medical Centre
Lindy Clemson	University of Sydney
Stephen Harfield	Centre for Contemporary Design Practice UTS Sydney
Jordana Maisel	Centre for Inclusive Design & Environmental Access, Buffalo University
Kay Saville-Smith	Centre for Research, Evaluation and Assessment

Industry Panel Members

Beverley Garlick	Royal Australian Institute of Architects NSW
Nicholas Loder	NSW Land & Housing Corporation (guest expert)
Mark Relf	Association of Consultants in Access (guest expert)
Vanessa Richards	Upper Hunter HMMS

| Francis Lenny | Association of Consultants in Access Australia |
Con Livanos	Association of Consultants in Access Australia
John Templeman	MOD.A
Lyndal Millikan	iCare

Consumer Panel Members

Dr Janice Herbert	National Seniors
Glenn Redmayne	Marrickville Council
Greg Killeen	Spinal Cord Injuries Australia
Keith Shinn	Deafness Forum of Australia

director's report
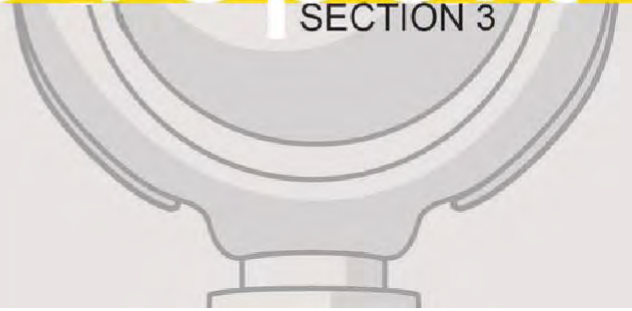
3   DIRECTOR'S REPORT

During the period July 2023 to June 2024, the Australian aged care sector saw several notable developments, reforms, and ongoing challenges aimed at improving the quality, accessibility, and sustainability of services for older Australians. These developments were part of a broader response to long-standing concerns about the state of aged care in the country, exacerbated by the Royal Commission into Aged Care Quality and Safety (2018–2021), which had called for extensive reforms. The main reforms relevant to home modifications and assistive technology during the Financial Year 2023-2024, were:

Telehealth and Technology in Aged Care: There was a push towards integrating more technology into aged care services to improve quality of care, including the use of telehealth services, remote monitoring tools, and artificial intelligence to manage chronic conditions and enhance care coordination. The government supported initiatives to build digital infrastructure in the sector.

Expansion of Home Care Packages: The government continued to increase the number of available home care packages, allowing more older Australians to receive care in their own homes rather than in residential aged care. This was part of a broader shift towards "aging in place," which remains a priority for aged care policy.

Home Care Quality Standards: As part of ongoing reforms, new quality standards for home care providers were introduced to ensure better transparency and accountability. These standards aimed to improve the safety and quality of services delivered in the home setting.

Financial Support for Care Recipients: Home care package recipients were given more flexibility in how their funding is spent, and the government introduced measures to address delays in the allocation of home care packages.

The Home Modification Information Clearinghouse team contributed to infirming the industry and consumers of home modifications with new resources, updated numerous older publications to bring them up to date with recent Standards and regulations and translated videos and factsheets.

The HMinfo contract has been extended to June 30th, 2025. We are looking forward to working with our Advisory Committee members to provide many useful resources to the CHSP providers and to older people and their carers.

Konstantina Vasilakopoulou

Dr Konstantina Vasilakopoulou. Director, Home Modification Information Clearinghouse

workplan

4   HMINFO WORKPLAN 2023-2024

Historically HMinfo received 77% of funding from the Australian Government Department of Health through the Commonwealth Home Support Programme (CHSP) and 23% from the New South Wales Government Department of Family and Community Services (FACS), through the Community Care Support Program (CCSP). However, with the rollout of the National Disability Insurance Scheme (NDIS) the division of FACS was subject to administrative restructures as a result of Administrative Arrangements and other government orders. Consequently, implementation of the National Disability Insurance Scheme (NDIS) has had a material impact on the operations and organisational structure of FACS and disability services and the 23% of HMinfo funding ceased on June 30th 2018.

Currently, HMinfo is funded by the Australian Department of Health under the Commonwealth Home Support programme. The Activity Work Plan for the financial year 2023-2024 is shown on the following pages, with the reported measures of success for the year.

Commonwealth Home Support Program (CHSP) Activity Work Plan - July 2023 to 30 June 2024

AUSTRALIAN GOVERNMENT DEPARTMENT OF HEALTH, COMMONWEALTH HOME SUPPORT PROGRAMME (100% HMinfo funding)

ACTIVITY DETAILS	
Activity Objective:	Activity Objective: To increase CHSP provider capability and improve quality of service delivery through activities under a targeted range of primary focus areas. Activity Description: The Grantee agrees to carry out the Activity as described in this Activity Work Plan in accordance with Item E.2 of the grant agreement and the criteria in the 2023-24 CHSP Manual as published on the Department of Health and Aged Care (department) website.
Flexibility provisions	Sector Support and Development (SSD) providers who deliver other CHSP service types can utilise the flexibility provisions, provided it does not impact on current clients or service delivery. If a provider wishes to re-allocate funds from another service type into SSD, they must contact their Funding Arrangement Manager (FAM) and their Activity Work Plan will need to be reviewed by the Department of Health and Aged Care. However, SSD providers cannot re-allocate base funding from SSD to other service types without prior written approval from the Department of Health and Aged Care.
Activity Work Plan Period	Activity Work Plan Start Date: 01/07/2023 — Activity Work Plan End Date: 30/06/2024

ACTIVITY DELIVERABLES

Activity	Performance Indicators
Active participation in the SSD Community of Practice	Minimum 10 deliverables, including: 1. Share 5 translated HMinfo resources with the SSD Community of Practice and the public. 2. Share 2 original resources in English (other than the translated above) with the SSD Community of Practice. 3. Share news and events relevant with workforce enhancements and training with the public and the SSD Community of Practice.
Developing and disseminating information about the CHSP. Sub-focus: Developing and disseminating information packages and resources.	Minimum 2 deliverables, including: 1. Review and update the HMinfo "Self-assessment tools for person-environment fit" resource to reflect the new in- home aged care system requirements and support CHSP providers prepare for a new in-home aged care system. 2. Review and update the HMinfo "Arranging home modifications" resource to reflect the new in-home aged care system requirements and support CHSP providers prepare for a new in-home aged care system. Check and review if necessary any other HMinfo resources to reflect the new aged care system and support CHSP providers prepare for a new in- home aged care system. Access and use of the HMinfo website, the resources created by the Clearinghouse as well as all the resources by others hosted/uploaded on the website, the subscription to news and events, and all the services the Clearinghouse provides are free to all CHSP providers, regardless of where they are based.
Mainstream navigation services. Sub-focus: CALD.	Deliverables: Translation of 3 HMinfo resources relevant to home modifications and enabling environments for older people, with a focus on linguistically and culturally diverse communities, so that CHSP providers are able to provide inclusive services to diverse clients.

Embedding diversity and inclusion into CHSP provider service delivery and practices. Sub-focus: CALD.	Minimum 3 deliverables: Update and publish 3 HMinfo resources relevant to home modifications and enabling environments for older people, with a focus on linguistically and culturally diverse communities, so that CHSP providers are able to provide inclusive services to diverse clients.
Developing and disseminating information about the CHSP Sub-focus: Developing and disseminating information packages and resources.	Minimum 70 deliverables: a) news postings, b) annotated weblinks and bibliographies, c) publications, d) responding to home modification related queries, and responding to feedback, from website users and registered users, via telephone and email. e) events/Training listings f) HMinfo quarterly newsletters. There are news, events, newsletters, publications, etc, shared twice per week. This ensures more than 70-90 deliverables.
Developing and promoting collaborative partnerships. Sub-focus: Promoting and encouraging CHSP providers to establish partnerships within the CHSP and broader aged care service system.	Minimum 4 deliverables: Building and reinforcing partnership between CHSP providers and aged care service system and advocates/organisations through participation in the HMinfo Advisory Committee and publishing the Committee minutes.

STAKEHOLDERS

Stakeholder	Interest or Impact	Engagement Strategy
Funding Arrangement Manager	Management of CHSP Grant	As required and engaged through established communication channels.
Department of Health and Aged Care	Funding entity	As required and engaged through established communication channels.
University of New South Wales	Delivering entity	Delivering the activities
Home modification providers	Home modification providers require access to evidence-based home modification information in order to support clients to make informed decisions about home modifications to maintain or restore independence and self- care.	Continue working with the Design and Construction Industry, Home Modification Australia, Master Builders, Australian Institute of Architects and the Housing Industry Association.
Occupational Therapists	Occupational therapists require access to evidence-based home modification information to support clients to make informed decisions about home modifications to maintain or restore independence and self- care.	Continue working with OT Australia, the industry body for occupational therapists.
Other researchers in how home environments impact independence, self-care and ongoing care costs of older people.	Work collaboratively with other researchers in home modifications and how they can support older people to maintain/restore independence and self-care and reduce ongoing costs.	Maintain links with relevant researchers nationally and internationally.

activities

SECTION 5

5 HMINFO ACTIVITIES 2022-2023

5.1 Research & Publications

HMinfo Publications

Home Modification Information Clearinghouse (2023). Consumer Bulletin: Staying safe during a flood. Home Modification Information Clearinghouse, UNSW Sydney, Australia.

Home Modification Information Clearinghouse (2023). Summary Bulletin: Home lifts, version 2. Home Modification Information Clearinghouse, UNSW Sydney, Australia.

Videos

Translation of Home Modification Information Clearinghouse (2023). Fire safety – Escape. Home Modification Information Clearinghouse, UNSW Sydney, Australia.

Translation of Home Modification Information Clearinghouse (2023). Home Lighting. Home Modification Information Clearinghouse, UNSW Sydney, Australia.

Translation of Home Modification Information Clearinghouse (2023). About the Home Modification Information Clearinghouse. Home Modification Information Clearinghouse, UNSW Sydney, Australia.

Translation of Home Modification Information Clearinghouse (2022). Arranging Home Modifications. Home Modification Information Clearinghouse, UNSW Sydney, Australia.

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Journal Articles

Vasilakopoulou, K., Ulpiani, G., Khan, A., Synnefa, A., & Santamouris, M. (2023). Cool roofs boost the energy production of photovoltaics: Investigating the impact of roof albedo on the energy performance of monofacial and bifacial photovoltaic modules. Solar Energy, 265, 111948.

Feng, J., Gao, K., Khan, H., Ulpiani, G., Vasilakopoulou, K., Young Yun, G., Santamouris, M. (2023). Overheating of cities: Magnitude, Characteristics, Impact, Mitigation and adaptation, and future challenges. Annual Review of Environment and Resources. 48:651-79

Book Chapters

Vasilakopoulou, K. (2024). Regional Climatic change and aged population. Adaptive measures to support current and future requirements. In Aghamohammadi N. (Ed), Mitigation and Adaptation of Urban Overheating; The impact of warmer cities on climate, energy, health, environmental quality, economy, and quality of life. Elsevier.

5.2   Research Student Supervision

Prof. Catherine Bridge

Primary Supervisor

- 2017-2024: Maximilienne Whitby, PhD candidate (UNSW) Built Environment

- 2018-2024: Sima Alizadeh, PhD candidate (UNSW) Built Environment

5.3   UNSW Committees & Roles

Dr Konstantina Vasilakopoulou

- Associate investigator of the UNSW Ageing Futures Institute

- Associate investigator of the UNSW Disability Innovation Institute

- Member of the Research Committee of the School of the Built Environment, ADA, UNSW Sydney.

website

6 WEBSITE STATISTICS

6.1 Website Overview 2023-2024

Total page
views:88,251

Total visitors: 37,276

Total new website registrations: 79

6.2 Website & Google Analytics Reports

Visitors by month – 2023-2024

Month (year)	Visitors
July 2023	2,566
August 2023	1,176
September 2023	2,821
October 2023	3,097
November 2023	2,953
December 2023	2,197
January 2024	2,281
February 2024	2,810
March 2024	3,142
April 2024	3,300
May 2024	4,559
June 2024	3,785
Total	**34,687**

Visitors returning by month – 2023-2024
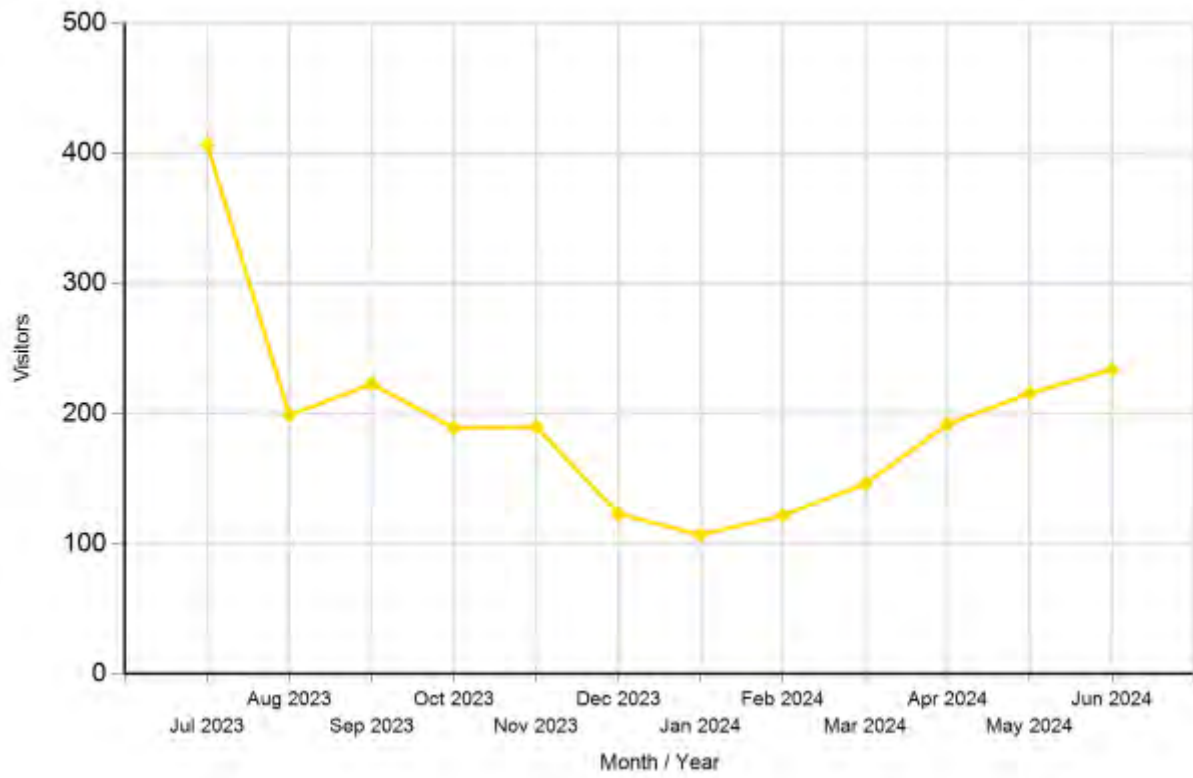
Month	Number of returning visitors
July 2023	407
August 2023	199
September 2023	223
October 2023	189
November 2023	190
December 2023	123
January 2024	107
February 2024	122
March 2024	146
April 2024	192
May 2024	216
June 2024	234
Total	**2,348**

Visitors by country – 2023-2024
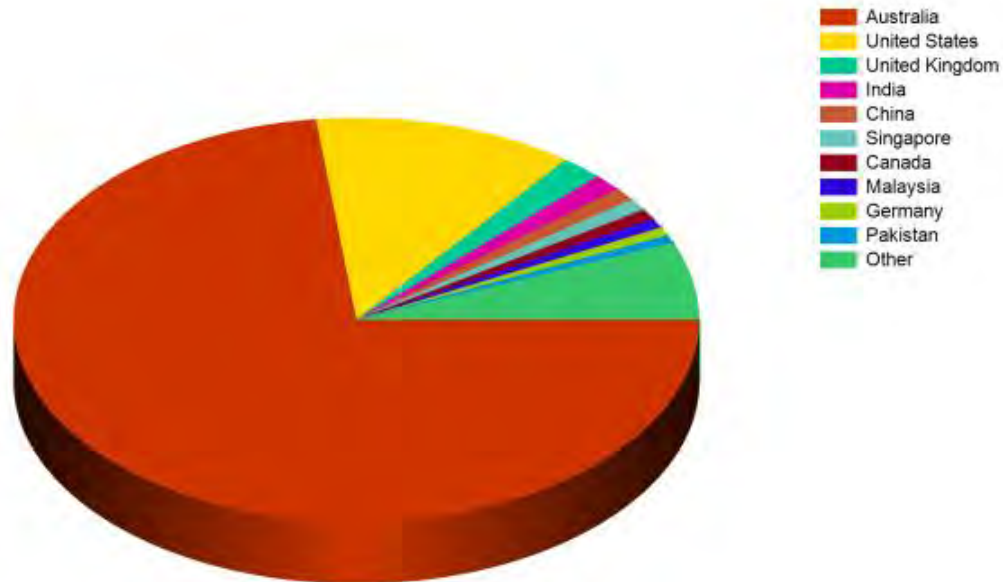
Country	Visits	% of Total visitors
Australia	26,974	73.12
United States	4,552	12.34
United Kingdom	728	1.97
India	497	1.35
China	398	1.08
Singapore	357	0.97
Canada	309	0.84
Malaysia	287	0.78
Germany	254	0.69
Pakistan	230	0.62

Visitors by region – 2023-2024
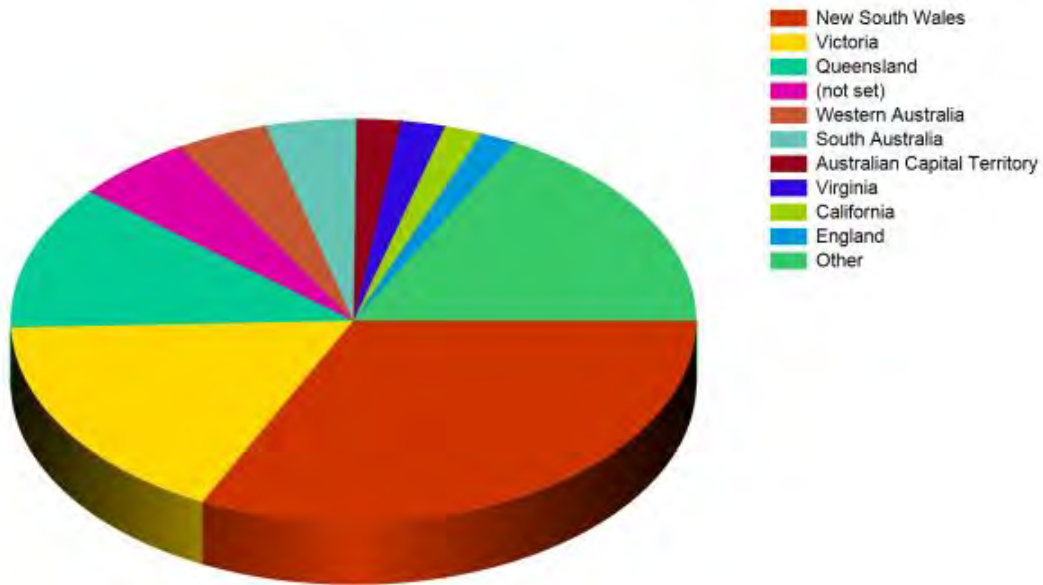
Region	Visits	% of Total visitors
New South Wales	12,086	32.27
Victoria	6,440	17.19
Queensland	4,336	11.58
(not set)	2,051	5.48
Western Australia	1,624	4.34
South Australia	1,605	4.28
Australian Capital Territory	787	2.10
Virginia	778	2.08
California	671	1.79
England	636	1.70

Top 10 HMinfo Publication Reads – 2023-2024

Rank	Publication title	Reads
1	Consumer Factsheet: Arranging Home Modifications	2476
2	Fire Safety - Escape	1575
3	Self-assessment tools for person-environment fit	1552
4	The Effectiveness of Ceiling Hoists in Transferring People with Disabilities - A systematic review	1189
5	DIYmodify Factsheet: CHOICES for GRAB RAILS	1099
6	Regulatory Requirements for Controlling Water Temperature in Bathrooms	1046
7	Basic biomechanical and anatomical principles underpinning grabrail prescription for sit-to-stand transfers	797
8	DIYmodify Factsheet: Electrical zones in the bathroom	736
9	DIYmodify Factsheet: Accessibility	734
10	Hot water safety in bathrooms	721

Top 10 HMinfo Publication Downloads – 2023-2024

Rank	Publication title	Reads
1	DIYmodify Factsheet: CHOICES for GRAB RAILS	6595
2	Self-assessment tools for person-environment fit	2973
3	Ramps	1950
4	DIYmodify Factsheet: Electrical zones in the bathroom	1904
5	The Effectiveness of Ceiling Hoists in Transferring People with Disabilities - A systematic review	1425
6	Consumer Factsheet: Arranging Home Modifications	1266
7	Slip Resistance of Ramps 2nd ed.	1097
8	Web Accessibility Audit	967
9	HMinfo Case Studies Evaluation	895
10	Stairs	807

financials

SECTION 7

7 FINANCE REPORT
CHSP-DoH Financial Acquittal for the 2023-2024 period

Community Grants Hub
Australian Government
Improving your grant experience

Financial Declaration

Organisation Name:	University of New South Wales
Org ID:	1-XA-342
ABN:	57 195 873 179
Program Schedule ID:	4-7SY17BG
Program Name:	Commonwealth Home Support Programme (CHSP)
Reporting Period:	1 July 2023 to 30 June 2024

Activity Name	Activity ID	Grant Income (excl GST)	Expenditure (excl GST)
Allied Health and Therapy Services			
Assistance with Care and Housing			
Centre Based Respite			
CHSP Personal Care			
CHSP Transport			
Cottage Respite			
Domestic Assistance			
Flexible Respite			
Goods Equipment and Assistive Technology			
Home Maintenance			
Home Modifications			
Meals			
Nursing			
Other Food Services			
Service Systems Development	4-81SI1EL	$219,312.38	$221,919.01
Social Support - Group			
Social Support - Individual			
Specialised Support Services			
Specialised Support Services - Innovation			
Carry Forward from Previous Reporting Period			
Total		$219,312.38	$221,919.01

By submitting this declaration, I declare:

That I am authorised by the rules governing the above entity to provide this statement in respect of those funds and that:
- the funding referred to above was spent in accordance with the Terms and Conditions under which the funding was provided;
- the activities for which funding was provided were completed as described in the schedule(s) to the funding agreement; and
- all records of financial transactions relating to the funding will be kept for 5 years or the minimum prescribed by any legislation under which the organisation falls e.g. Incorporated Associations Act, Tax Act etc.

Name:	Ianina Morgenstern	Digitally signed by Ianina Morgenstern
Date:	10/09/2024	Date: 2024.09.10 13:52:23 +10'00'
Position:	Manager Research & Revenue Acct	

looking ahead

8 LOOKING AHEAD

We intend to continue providing a high quality, accessible and evidence-based support for making changes to the home for individuals, families and carers.

Specific research planned for the year ahead on advice from our Advisory Committee as priorities include:

8.1 Protection from heatwaves

One Consumer factsheet will be published in order to assist older people protect themselves during heat waves, especially during power outages.

8.2 Adapting existing resources to a more diverse audience

More key HMinfo resources will be translated to the main languages spoken in Australia, to make them more accessible to older populations that might not speak English fluently.

glossary

9 GLOSSARY

CHSP	Commonwealth Home Support Programme
DOH	Australian Government Department of Health
DVA	Department of Veteran's Affairs
HMinfo	Home Modification Information Clearinghouse
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
OT	Occupational Therapist
OTA	Occupational Therapy Australia is the professional association representing Occupational Therapy throughout Australia
PDCN	Physical Disability Council of NSW
TADWA	Technology for Ageing & Disability WA