



**NSW HMMS State Council Response to Chapter 10  
of the  
Productivity Commission's Draft Report – Caring for Older Australians**

**Please note: The following responses are specifically in relation to home modifications  
i.e. the modification of existing private dwellings**

**Page 304 – Universal Housing Design**

The NSW HMMS State Council agrees with the implementation of Universal Housing Design Principles. Whilst there is a slight increase in building costs initially at the construction stage to comply with Universal Housing Design principles the cost savings to the HACC program will be substantial for future generations, thus the long term benefits cannot be underestimated in this regard. For current housing stock which comprises of 98% of current housing stock, Universal Housing Design is not appropriate, therefore it is essential to modify existing housing and this needs to be taken into consideration.

Certification of Universal Housing Design Principles needs to also be considered in the future of the Aged Care System. Currently there are many housing developments promoting and marketing themselves to the retirement market as being accessible and/or have universal housing design principles in place, however this is not the case in many instances. The marketing and promotion of such development in this way is indeed misleading and certification of Universal Housing Design may address this issue.

**Page 308 - Nationally Consistent Approach**

The NSW HMMS State Council agrees that a nationally consistent approach for HMMS is necessary to create equity of access for all Clients in Australia. However a nationally consistent approach requires clear policy to support Service Providers in the decision making process. In particular this will support Service Providers in decision making where the home modifications is not the most cost effective care solution to the ongoing care of the client or whereby clients are deemed a low priority.

To support nationally consistent policy and to assist Service Providers in decision making processes, an effective national database needs to be implemented to measure the total cost of care provided to clients. The statistical information collected will provide a true measure of activity of all HACC Services received in totality of an individual client. It will also highlight potential differences in cost of service provision across States and Territories.



A clear review of HMMS Models in each of the States and Territories needs to be completed in order to achieve a nationally consistent approach. However the NSW HMMS State would like to highlight that the lowest cost HMMS program is unlikely to be the most effective model of service delivery or investment. Adequate financial investment via government funding will come at a cost to implement however in doing so the best outcomes and most cost effective solutions will be achieved. An investment in home modifications is in line with the enablement approach, reducing the need for other service interventions and creating modified housing stock for future generations to access.

#### Page 309 - Occupational Therapy

The NSW HMMS State Council and HMMS in NSW have documented evidence of the extensive waiting lists which exist for Occupational Therapists (OT), in particular NSW Health. To assist in overcoming extensive waiting periods for OT assessment, the NSW HMMS State Council was in receipt of non-recurrent funding to broker private occupational therapy assessments for home modification clients to be assessed in a timely manner. There are currently two scenarios occurring in NSW with regard to OTs. Firstly in rural and remote areas there are limited OTs available and or may be less experienced, this has become problematic in timely assessment as well as building the experience of OTs e.g through training and supervision. Comparably in the Sydney metropolitan areas, there is a high demand for services due to population density thus waiting times for OT assessment can be very long. Without non-recurrent funding and the ability to broker private OTs, waiting periods for assessment will continue to grow, causing further strain on NSW Health and other organisations. Please refer to the NSW HMMS State Council's Executive Officer's Report 2010 Pages 33-36 for further information.

Incredibly, large sums of funding are allocated in NSW by the NSW Government, Human Services, Ageing Disability and Home Care, to NSW Health for Allied Health Services, including HACC funded OT positions. With regard to HMMS accessing OTs through NSW Health, the question must be asked if this is an efficient use of funding, as HACC clients are frequently not being assessed in a timely manner with waiting lists being reported between 6 -18 months not uncommon.

What has become increasingly evident is the need for Specialist OTs to be employed by HMMS as the availability of OTs through NSW Health is problematic. Teams of employed OTs and Builders would create specialised groups of practitioners with high levels of technical expertise regarding home modifications. The teams would be able to assess clients for modifications creating consistent practice with regard to the implementation of HMMS policy. Inevitably the employment of such teams would lead to the most cost effective and appropriate modification options for HACC eligible clients and reduce the strain on Health. This model exists in two HMMS in NSW and works extremely well in providing timely and effective services to HACC clients, who require major modifications in particular. Additionally the NSW HMMS State Council



currently employs a Specialist OT to provide advice, training and resource development to support all referring OTs in NSW.

#### **Page 310, 312 & 313 - Funding Shortfalls**

The NSW HMMS State Council has clearly documented extensive funding shortfalls and the existence of waiting lists for the HMMS industry in NSW since 2004. This has been clearly documented in consecutive Annual Reports since 2005. As a result, the NSW Government, Human Services, Ageing Disability and Home Care has made available a pool of non current funding, auspiced by the NSW HMMS State Council, totalling \$14.07 million from 2004-2010 to address funding shortfalls and reduce HMMS waiting lists in NSW.

The ageing population and number of people with disabilities is increasing exponentially with only a finite amount of government funding available for the implementation of the HACC Program. Due to the high demand for HMMS coupled with the influence of commercial building contracting rates and increases in building materials, current funding levels do not meet HMMS demand. Therefore HMMS dependence on non-recurrent funding is absolute in NSW. Additionally due to the recent natural disasters access to skilled and licensed tradespeople has been problematic for HMMS. For further information pertaining to shortages of funding experienced by HMMS in NSW, please refer to the Executive Officer's Annual Reports

- 2008-2009, page 27-32
- 2009-2010, page 28-30

As a result large instalments of one off non-recurrent funding has been made available by ADHC to alleviate funding shortfalls and waiting lists, however this is only a band aid solution and does not adequately address recurrent funding shortfalls.

A consistently planned, balanced approach to funding allocation needs to be adopted rather than spasmodic instalments of one off top up funding. Additionally funding formulas need to be reviewed and heavily scrutinised to create more equitable allocations of funding across jurisdictions and/or regions. This will create equitable funding distributions creating well resourced HMMS with the ability to employ adequate staffing mix of OTs and Builders with a high level of technical expertise in regards to home modifications.

#### **Page 310 – Development of Resources and Training**

The NSW HMMS State Council has been committed to extensive capacity building initiatives such as training, resources development and quality assurance systems for the HMMS sector in NSW for the last 6 years with an aim to create consistent overarching policy framework, best practice, consistent documentation and integration HMMS information systems.



There has been extensive investment in the creation of resources for the HMMS sector in NSW for both Occupational Therapists and Builders to assist with both professional development and technical expertise. Please refer to Appendix A for a full overview of training and resource development initiatives.

The result of training and resource development initiatives is more effective and efficient service provision, ultimately achieving the best outcomes for clients. Therefore the NSW HMMS State Council actively supports Draft Recommendation 10.1 as The NSW HMMS State Council has been actively creating consistent policy, procedures, resources, training and standardised documentation which support this recommendation.

#### **Page 311 & 312 – New Model**

*'The Commission sees merit in an integrated national approach for aged care HMMS programs and other various programs along the lines suggested'*

The NSW HMMS State Council applauds the Productivity Commission's foresight for a new and integrated model of HMM service delivery in the future of Australia's Aged Care System.

Currently, NSW Government, Human Services, Ageing Disability and HomeCare have engaged Consultants to review the HMMS structure in NSW. It is anticipated that the outcome of the review will see a more refined HMMS system for NSW with consistency achieved in areas such as policy, practices and compliance with regulatory frameworks such as licensing.

The NSW HMMS State Council hopes the review will incorporate all the best aspects from HMMS models in other states and territories to ensure NSW has a comprehensive, flexible model and one which the Commonwealth may look to as a potential national model in the future and perhaps one which is aligned with the recommended model in the Productivity Commission Report page 312.

#### **Page 313 – Research**

The NSW HMMS State Council supports research to build on the AHURI's existing research into HMMS. Specifically, to complete research into the effectiveness of home modifications and the economic impact of modifications in the life time care and support of people requiring our services and the cost savings for assisting people to remain at home compared to residential care.

#### **Pages 313, 314 & 315 – Australian Building Standards and the Building Code of Australia**

There appears to be some confusion in the Draft Productivity Commission Report regarding compliance with the BCA and the application of the Australian Standards AS 4299 and AS 1428 in residential housing, when building new houses and when modifying existing private dwellings.



In relation to modifications to existing private dwellings, i.e. home modifications, there are two issues in particular that require clarification:

1. The difficulty (and cost) of getting home modifications approved that do not comply with the BCA.

The BCA is a uniform set of mandatory technical provisions for the design and construction of buildings throughout Australia. In home modifications compliance with the BCA relates primarily to how building and construction work is undertaken for all sub-trades (including carpentry, plumbing, electrical and tiling eg timber spans, cross sections, waterproofing, gradients of floors, omission of Residual Current Device etc) not the type of modification required. Therefore the need to gain approval for home modifications that do not comply with the BCA does not usually arise. If it is seen that a proposed modification would not meet the BCA then alternatives modifications are pursued and implemented to ensure the BCA is adhered to.

If in the instance, HMMS are exempt from meeting the BCA, a plethora of sub standard work may occur from sub-contractors. Additionally HMMS must warrant their work for the current owner and successive title holders therefore it is paramount that the BCA is adhered to and a high quality of workmanship is achieved.

2. Developing building design standards to address the access needs of people with a disability or older people with functional limitations which are applicable to existing private dwellings.

As every individual and every home environment is unique it is perhaps impractical to expect that building design standards can be developed that will cater to the access needs of people with a disability or older people with functional limitations in existing private dwellings. Currently the functional needs of an individual, and access both to and within the home environment, is assessed by an occupational therapist and home modifications prescribed according to individual requirements. The building standard AS 1428, in particular, is a useful guide for occupational therapists during the assessment process but ultimately the home modifications prescribed must reflect the specific needs of the individual, and/or carer, within their home environment. Therefore AS1428 is used as a guide only in occupational therapy practise when prescribing home modifications, with OTs often deviating from the AS1428 to meet the uniqueness of individuals within their home environment. The development of building design standards which are applicable to modifications in existing private dwellings could never meet the breadth of needs of such individuals. Ensuring the availability of occupational therapists to undertake such assessments is critical. Ultimately, access to appropriate expertise, i.e. occupational therapists and industry specific builders, is paramount in determining the most appropriate and cost effective solutions for modifications for individuals within the home environment.



The NSW HMMS State Council agrees empirical testing and research for people over the age of 60 has some merit, however the creation of new Standards for this age cohort applicable to modification of existing dwellings will only be used as a guide in the same manner as AS1428.1. As such the NSW HMMS State Council recommends that an independent organisation with experience in this field such as SAI Global is engaged to complete such research. SAI Global are responsible for the creation of Standards in Australia such as the AS1428 Suite of Standards. For further information please go to their website <http://www.saiglobal.com/>

#### **Page 316 – Removal of Stamp Duty**

The NSW HMMS State Council supports the removal of stamp duty, as this will encourage and provide incentives for HACC eligible clients to relocate to more suitable accommodation if required. In regards to major modifications, in some instances, the cost of relocation may be a far more cost effective option compared to the cost of providing major modifications. Additionally this could potentially be linked to a broader policy framework for HMMS for capping service provision for major modifications. There have been instances when relocation and moving costs to more suitable premises have been a far cheaper option compared to the cost of the major modifications, however the application of stamp duty makes this an untenable solution.

#### **Sustainability of Investments for Major Home Modifications - General Comment**

Consideration should be given to the availability of low interest home loans and reverse mortgages to fund major modifications to support the sustainability of the HMMS program. This may also be appropriate to assist funding for clients who suffer financial hardship (e.g. illness of carer who can no longer work and client is potentially forced to sell their home) as substantial investments are often made to the homes of HACC clients. For example, access and internal modifications for clients with complex care needs can range from \$50 000 to in excess of \$100 000.

#### **Page 329 – Caravan Parks**

HMMS are experiencing an increase in the amount of HACC clients living in residential parks (caravan and mobile parks) as they offer a more affordable housing option in the current housing market. Pre-fabricated mobile homes create a multitude of problems in regards to modifying the access and creating accessible bathrooms.



For example pre-fabricated homes make use of fibreglass shells in the bathrooms. The fibreglass bathrooms create the following hazards:

- Slippery floor surfaces
- Grab rails can not be installed into the fibreglass wall sheeting
- Builders can not reduce or remove hobs in the shower recesses

The NSW HMMS State Council believes the bathroom component of mobile homes should be installed on site and the use of fibreglass shells avoided. Construction on site would allow the bathrooms to be made accessible at a future point in time if the need arose.

Sites in residential parks also need to have the capacity for ramped access, however currently do not accommodate such a requirement. There will be a huge crisis in regards to caravan parks as they provide affordable housing alternatives at present but individual sites do not allow sufficient space for ramp access. The alternative at present is low rise vertical platform lifts at a cost of \$18 000 plus structural alterations to allow of a continuous path of travel into the dwelling. Therefore limited space in residential parks increases the cost of access modifications in some instances.

The NSW HMMS State Council does not agree with the draft recommendation 10.4 and regulation should be aligned with the regulation of aged care.



## APPENDIX A

### Overview of Capacity Building Initiatives for the NSW HMMS Industry 2007 – 2010

Training and resource development for Builders and Occupational Therapists undertaken by the NSW HMMS State Council is unique and designed specifically to complement, not duplicate, existing training programs and resources provided by other organisations in NSW such as OT AUSTRALIA NSW, the Home Modification Information Clearinghouse Project and the Independent Living Centre NSW.

All State Council training programs and resource development, both current and proposed, are based on the following:

1. Gaps in OT education and practice identified by OTs following an extensive and on-going consultative process across NSW; and
2. Translating theoretical knowledge, research findings and the relevant Australian Standards into practical application in the workplace, i.e. providing practical learning experiences and tools to equip OTs with the skills required to appropriately prescribe modifications for individuals in the home environment.
3. Providing technical resources to improve both knowledge and consistent building practice for all builders and tradespeople in the HMMS industry in NSW.

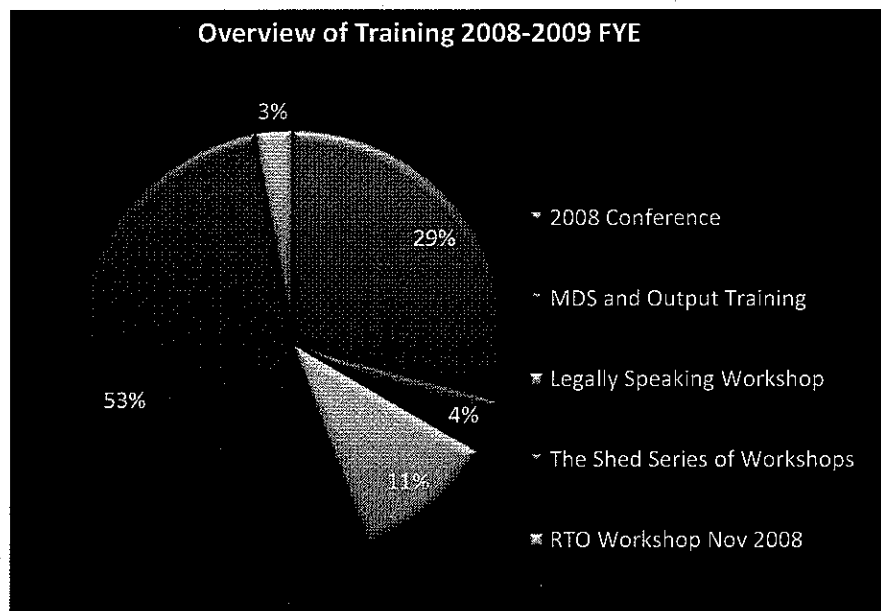


Figure 5 NSW HMMS State Council Training Overview 2008 – 2009 FYE





## Overview of Training Initiatives 2007-2010

### ***Exploring New Designs and Guidelines***

#### **July 2007, Attendees 300**

The *Exploring New Designs and Guidelines Workshop* was initiated by the NSW HMMS State Council specifically for the HMMS industry. The Workshop covered the release of new HMMS Guidelines, the impending changes to the AS1428 Suite of Standards and Asbestos Management.

As the information presented underpinned all work completed by HMMS from building to administrative and policy capacity, State Council had a huge response and 300 delegates attended. The participants included Service Managers, Coordinators and Administrative staff, Builders and Tradespeople as well as referring OTs.

### ***Environmental Modifications in the Home Level 1 Workshop***

#### **February - June 2008, OT Attendees 163**

OT AUSTRALIA NSW and the NSW HMMS State Council formed a collaborative working partnership to deliver the *OT AUSTRALIA NSW Environmental Modifications in the Home Level 1 Workshop*.

The comprehensive two day Workshop provided Occupational Therapists with the opportunity to develop and consolidate the fundamental knowledge and skills required when prescribing environmental modifications in the home. Practising Occupational Therapists who enhanced their skills during this Workshop included Occupational Therapists within NSW Health, community-based organisations, private practice, DVA and insurance providers.

### ***'Unity, Strength and Innovation' State HMMS Conference***

#### **September 2008, Attendees 250**

The NSW HMMS State Council presented the 9<sup>th</sup> Biennial HMMS State Conference *Strength, Unity, Innovation* for the NSW HMMS industry in September 2008. The Conference was designed to build HMMS and OTs' knowledge, skills and networks to assist in delivering positive outcomes to the community.

To meet the diverse needs of the HMMS community, the Conference Program included specific practical workshops for Builders and Tradespeople and also offered policy, information and advice for Managers, Coordinators, administration staff and referring OTs.



## ***Legally Speaking ~ Your Home Modification Legal Questions Answered***

### **March 2009, Attendees 100**

Through Regional consultations completed by the NSW HMMS State Council and from extensive feedback provided by the HMMS industry and referring Occupational Therapists, the NSW HMMS State Council ran a statewide half-day legal workshop titled "*Legally Speaking ~ Your Home Modification Legal Questions Answered*" on 31 March 2009.

"*Legally Speaking ~ Your Home Modification Legal Questions Answered*" aimed to ensure the most appropriate and correct legal information was imparted to the HMMS industry and referring Occupational Therapists regarding the provision of environmental modifications in the home.

The Workshop was presented by Tim Smyth, Health Lawyer and Paul Vergotis, Planning and Development Lawyer, DLA Phillips Fox. Notably, the Workshop highlighted how pertinent legal requirements/questions are for HMMS and, as a result, Legal Fact Sheets and an HMMS Legal DVD will be created as a resource for the HMMS industry in 2010.

### ***The Shed Series of Workshops***

#### **March 2009- March 2010, Attendees 645;**

#### **Background**

The NSW HMMS State Council recognised there was a large gap in training for Occupational Therapists and HMMS in NSW regarding the HMMS Program. Whilst a high level of theory-based training is available for OTs, there was no practical training available in which OTs could practice their theoretical skills. As such, *The Shed Series of Workshops* was developed to expand OTs/HMMS knowledge regarding the HMMS program, functional and technical aspects of environmental modifications and product knowledge. To ensure the largest proportion of delegates were captured, the Workshops were based not only in metropolitan locations but also in major regional centres in NSW therefore accessible to rural and remote OTs and HMMS.

#### **Aims of the Workshop**

The main aim of *The Shed Series of Workshops* was to strengthen Occupational Therapists and HMMS knowledge of the HMMS Program and provide information specific to environmental modifications. Each Workshop has a theory-based component. However, the main component



of the Workshop is the interactive and practical, hands on session. The practical component focuses on the following:

- ✓ the assessment and application of clients' functional requirements;
- ✓ application and understanding of the relevant Australian Standards within the home environment;
- ✓ technical and construction aspects of home modifications relevant to OT practice;
- ✓ existing, new and innovative products used in the HMMS industry; and
- ✓ interactive displays e.g. participants experiencing wheelchair mobility on ramps with varying gradients; grab rail placement and OT assessment process i.e. AS1428 vs functional need

### ***The Shed Series of Workshops Outcomes***

Based on best practice, this dynamic and unique training program was jointly presented by State Council's Specialist Technical Officer and Specialist Occupational Therapist to provide appropriate and consistent training across NSW in the home modifications industry.

The outcomes of *The Shed Series of Workshops* have been very positive for the NSW HMMS State Council and the HMMS industry in NSW for the following reasons:

- ✓ increased knowledge of the HMMS Program
- ✓ practical application of theoretical knowledge and latest research in the home modification industry
- ✓ upskilling of OTs -particularly in relation to the OT assessment process
- ✓ understanding of technical aspects of building works
- ✓ understanding of AS1428 and clients' individual requirements
- ✓ increased knowledge of products available
- ✓ quality of referrals to HMMS has improved
- ✓ promotion of the NSW HMMS State Council and the services it provides

The success of *The Shed Workshops* can be measured not only by the overwhelming positive feedback from participants (refer to Appendix 1 for survey results and testimonials) but also by requests received by State Council from other organisations to run the Workshop. For example:

- At the request of Housing NSW, *The Shed Workshop* was presented in December 2009 for Technical Officers from Housing NSW. Further requests from Housing NSW have since been received.
- *The Shed Workshop* will be presented in the ACT at the request of OTs and HMMS working in the ACT



- ILC Western Australia has requested State Council consider presenting *The Shed Workshop* in Western Australia as limited information and no home modifications training is available in Western Australia.
- State Council has recently been approached by OT staff from the undergraduate OT program at Southern Cross University (Tweed Campus)

### **Regional Technical Officer Workshops - biannually each year from 2005-2009**

The Regional Technical Officers meet twice a year in a formal workshop setting for the following purposes:

- ✓ to review resources developed such as the Technical Manual and Fact Sheets;
- ✓ to create Safe Systems of Work for the HMMS industry, e.g. the SSOW for Drilling into Wall Sheeting Containing Asbestos, the SSOW for Mig Welding and the SSOW for Installing Grabrails;
- ✓ sharing innovative resources created by their services/regions for distribution to the HMMS industry, e.g. Visio Pro templates and detailed estimates/Scope of Works;
- ✓ to identify and discuss technical issues from their regions;
- ✓ to review new products available to the HMMS industry;
- ✓ to review RTO and QARP Policy;
- ✓ to review and improve Quality Assurance mechanisms and procedures for the HMMS industry; and
- ✓ network with their peers.

Whilst the RTO workshops only represent 3%<sup>1</sup> of the total amount of people trained in the 2008-2009 FYE, the flow-on effect of the meetings and decisions in the HMMS industry cannot be underestimated. The meetings are very successful forums for training, resource development, sharing of information and policy development. More importantly, consistencies in technical aspects of service provision are formulated at these meetings which solidify the meetings as a pivotal event in the RTOs training calendar.

### **Quality Assurance Information Day, Attendees 50**

The QA Information days stress the importance of quality control measures when completing modification work in the HMMS industry. Topics discussed include supervision of contractors, staged site inspections, contracts, post-modification sign off for all building works and rectification work.

---

<sup>1</sup> Refer to the Executive Officer's Annual Report 2008-2009, page 36



### **Safe System of Work for Drilling Into Wall Sheeting Containing Asbestos**

The Non-Recurrent Asbestos Management Fund was made available to assist services with meeting asbestos compliance requirements. In the 2008-2009 FYE the NSW HMMS State Council developed a training DVD for the *Safe System of Work for Drilling into Wall Sheeting Containing Asbestos*. All Regional Technical Officers (RTOs) reviewed the DVD and were also deemed competent in the procedure. The NSW HMMS State Council would like to continue the training in all regions to ensure all tradespeople in the HMMS industry are competent in the procedure.

### **Mig Welding**

The NSW HMMS State Council implemented the Mig Welding Course at the *Unity, Strength, Innovation* Conference in 2008. It was highly successful amongst the Builders and Tradespeople and State Council has received a high amount of requests for further training. The Mig Welding Course is a competency based course with practical outcomes specifically

designed for the HMMS industry to weld 32 mm galvanised steel tubing to form handrails to meet client individual and unique specifications and Australian Standards. It has both theoretical and practical components where the participant has to display a practical knowledge and produce test welds that meet relevant requirements including strength and polarity.

### **Synergy Conference 2010**

The NSW HMMS State Council co-ordinated the Biennial State Conference '*Synergy – Working Together to Produce Greater Outcomes*' on 14 and 15 September 2010. The Conference was a tremendous success, attracting 220 Delegates, five Keynote Speakers, 22 Trade Exhibitors and 35 Workshop Presenters. The HMMS State Conference has become a pivotal training event on the HMMS Calendar and provides wonderful opportunities for HMMS to learn, network and share innovation. The Conference also provided extensive marketing opportunities and exposure to all stakeholders in the HMMS industry.



## Overview of Technical Resource Development

The NSW HMMS State Council specifically identified a large gap in the availability of technical information for Builders and Tradespeople in the HMMS industry regarding home modifications. Since this time the NSW HMMS State Council has been actively addressing the gap by creating the following:

1. The Inaugural Technical Manual for the HMMS Industry in NSW
2. Industry specific Fact Sheets
3. Standardised Safe Systems of Work for the HMMS Industry

The aim of the Technical Manual was to create a consistent approach to Technical Information in the HMMS industry. The Fact Sheets provide the building blocks of information, to assist HMMS to understand academic research. The Safe Systems of Work aim to standardise and strengthen HMMS technical processes, whilst The Technical Manual and Fact Sheets provide information to inform better practice regarding direct service provision.

## Overview of OT Resource Development

All resources developed for OTs by State Council, both current and proposed, reflect gaps in OT education and development as identified by OTs during the extensive consultation process across NSW. To date these resources have focused on Fact Sheets; generic Minor Modification Pro Formas; templates for OT reports; templates and samples of written and diagrammatical specifications for major bathroom modifications; and generic Policies and Procedures for OTs when referring to HMMS.

All resources developed:

- reflect best practice in home modifications;
- have been reviewed and approved by the OT Reference Groups established by State Council; and
- are applicable to all OTs - regardless of level of experience in prescribing home modifications

## Fact Sheets and Standardised Pro Formas

To be inclusive and capture the broad range of knowledge from practising OT clinicians and academics, an OT Reference Group was formed to review and have input into State Council's OT Fact Sheets and standardised Pro Formas. A total of 44 OTs with recognized experience and expertise in home modifications were invited to be on the OT Reference Group representing:



- NSW HMMS
- NSW Health
- ADHC
- The Spastic Centre of NSW
- Private Practice
- NSW OT Advisors for the Department of Veterans Affairs
- NSW Spinal Practitioners Group
- OT Australia NSW
- Home Modification Information Clearinghouse Project

Prior to the development of the Fact Sheets and Proformas, State Council staff diligently researched what had not been created by other funded organisations. The first instalments of Fact Sheets were then identified and developed in consultation with the OT reference groups as follows:

- ✓ Minimum Requirements for Documentation for OT Referrals to HMMS – Minor Modifications
- ✓ Minimum Requirements for Documentation for OT Referrals to HMMS – Major Modifications
- ✓ Prescribing Taps
- ✓ Prescribing Vanity Units
- ✓ Prescribing Basins and Basins for Vanity Units
- ✓ Prescribing Stair Lifts
- ✓ Prescribing Low Rise Vertical Platform Lifts
- ✓ Prescribing Enclosed Vertical Lifts

The Specialist Occupational Therapist is also had been involved in the development of Fact Sheets under the Quality Assurance Program including:

- ✓ OT & Builder Roles Defined
- ✓ The Building Code of Australia (BCA) and the Australian Standard AS1428 Suite of Standards
- ✓ Generic HMMS Information

A wide range of proformas for minor home modifications have been released (currently 28) and are available in active PDFs and hard copies on the NSW HMMS State Council website, [www.nswhmms.org](http://www.nswhmms.org). These include:

- ✓ Grabrail Prescription – Toilet, Shower Recess and Bath
- ✓ Hand held Shower Hose Prescription – Shower Recess and Bath
- ✓ In progress are wedges, threshold ramps and step ramps (approximately 10)



Generic policy is currently being developed and reviewed for release to the HMMS sector in NSW. Finally, it is the aim of the Specialist Occupational Therapist, in conjunction with the OT Reference Group, to review existing documentation and referral/report writing tools for both Minor and Major Modifications. The aim of the Pro Formas is to capture information in a consistent format whilst working towards improving the quality of referrals received by HMMS. The resources reflect best practice and are therefore also applicable to all OTs regardless of the service provider utilized to undertake the home modifications e.g. Department of Housing, Department of Veterans Affairs, compensable etc. All completed Fact Sheets are now available for download from the NSW HMMS State Council website and there are also clear links from the Home Modification Information Clearing House website to the Fact Sheets on the NSW HMMS State Council website.

### **How do the NSW HMMS State Council Resources differ from other Funded Organisations?**

The information contained within NSW HMMS State Council Fact Sheets is specifically aimed towards OT assessment of individual client's functional requirements. As the OT clinical and functional assessment of the individual within their home environment is the start of the home modifications process, it is therefore the most critical component of this process. The OT recommendations, clinical reasoning, written and diagrammatical specifications and the evaluation of the home modifications upon completion are based on this assessment.

The Fact Sheets translate theory, research and the relevant Australian Standards into a context, content and language that is easy for all OTs to understand and apply - regardless of their level of experience in prescribing home modifications. They are also designed to enhance and guide supervision and mentoring in home modifications of OTs in the workplace.

Although topics covered by these Fact Sheets may appear to be similar to the publications/resources developed by other organisations, they differ significantly in context and content. For example, this is clearly demonstrated by the excellent, but very different resources outlined in the table 1.1 below:





Organisation	Developed Resource	Comparison of Content
Home Modification Information Clearing House	<b>Summary Bulletin</b> Lifts <i>Appendix 3a</i>	The publication provides technical information for installers as well as some design considerations. It lists the relevant Australian Standards related to lifts; outlines basic information on products i.e. rise, maximum speed and floor area, rated load, advantages and disadvantages; and supplier information (selection and contact details).
ILC NSW	<b>Buyers Guide –</b> Stairlift & Platform Lift	This publication relates to lifts for use on stairs only, including short descriptions of models & general suggestions re: factors to consider.
NSW HMMS State Council	<b>Fact Sheet – Prescribing</b> Stair Lifts, Platform Lifts and Vertical Lifts	These Fact Sheets provide a detailed practical guide for OTs to utilise during direct (face to face) contact with clients/carers i.e. providing prompts and cues to ensure an appropriate OT assessment is undertaken; making recommendations based on identified functional need and environmental considerations within the home; underpinning clinical reasoning and assisting in the preparation of comprehensive written specifications.

*[Faint, illegible text covering the majority of the page, likely bleed-through from the reverse side.]*



**NSW HMMS**  
state council



**Executive Officer's Annual Report**  
**2008~2009 FYE**

**NSW HMMS**  
state council



Proudly representing Home Modification and Maintenance Services across NSW

## TABLE OF CONTENTS

	page
<b>Foreword</b>	<b>1</b>
<b>Overview of the NSW HMMS State Council</b>	<b>2</b>
<b>Introduction</b>	<b>3</b>
<b>Purpose of Funding</b>	<b>4</b>
<i>Overviews:</i>	
• The Quality Assurance Program / The Non-Recurrent Occupational Therapy Brokerage Fund	4
• The Non-Recurrent Fund / The Non-Recurrent Rural and Remote Fund	5
<b>Outcomes Achieved by Each of the Funded Programs</b>	<b>6</b>
• The Quality Assurance Program / The Inaugural Technical Manual	6
• Fact Sheets / The Shed Training / Quality Assurance Mechanisms in NSW	7
• Technical Advice / Mentoring	8
<b>The Regional Technical Advice Fund</b>	<b>9</b>
• Inadequate Recurrent Funding Levels for the Regional Technical Advice Fund	10
• Regional Technical Officers Workshops	12
• RTO Sign Off and the Quality Assurance Rectification Program	13
• Has the Quality Assurance Program in NSW been effective?	14
• The Quality Assurance Rectification Program	15
• Quality Assurance Rectification Program Statistics for 2008-2009 FYE	15
• QARP Applications & Unlicensed HMMS / Regional Allocation of QARP Funding 2008-2009 FYE	17
• Contractual Arrangements in the HMMS Industry	19
<b>The Non-Recurrent Occupational Therapy Brokerage Fund</b>	<b>20</b>
• The Shed Series of Workshops	20
• <i>OT Resource Development: Fact Sheets</i>	21
• Pro-formas / OT Manual / DVD / Information and Advice / Looking Ahead	22
• Applications made to the NR OT Brokerage Fund 2008-2009 FYE / NROT Policy Review	23
• State Averages for Brokerage OT Assessment in NSW	25

## TABLE OF CONTENTS

page

---

<b>The Non-Recurrent Rural and Remote Fund</b>	<b>26</b>
<b>The Non-Recurrent Fund</b>	<b>27</b>
• Background Information / Overview of NR Applications recieved 2009-2008 FYE	27
• Streamlining NR Processes and Procedures / External Factors Increasing Need for NR Funding	28
• Discussion of NR Funding in the HMMS Industry / Major Modifications Reliance on NR Funding Levels	30
• Sustainability of the Major Modifications Program	31
• The NR Asbestos Management Fund / Asbestos Public Liability Insurance	34
• Rural and Remote Regional Consultations and the HMMS Model	35
<b>The NSW HMMS State Council's Achievements for 2008-2009</b>	<b>36</b>
• Overview of all Training for 2008-2009 FYE	36
• Legally Speaking / MDS Workshop / The Shed Series of Workshops	37
• Looking Ahead / Resource Development - Multicultural NSW HMMS Brochures	39
• Review of Applications to the NSW HMMS State Council	39
• Electronic Application Process / State Council Planning Day / Regional Consultations	40
• MOU with the Home Modification Information Clearinghouse	41
<b>Industry Initiatives</b>	<b>42</b>
• HACC Research Project - Service Models for Lawn Mowing and Garden Maintenance	42
• HACC Workforce Development Project / Access Point Project	43
• ADHC's Direct Allocation of Funding to HMMS during 2008-2009 FYE	43
• ADHC's Tendering Process in the HMMS Sector / Closing	45

---

## FOREWORD

---

The financial year 2008-2009 has been an incredibly busy year for the New South Wales Home Modification and Maintenance Services (NSW HMMS) State Council. Capacity building initiatives such as training and resource development for the HMMS industry have been the key focus and this would not have been made possible without the drive, dedication and passion of the NSW HMMS State Council Staff. My sincere thanks and gratitude are extended to the NSW HMMS State Council team for their ongoing professionalism, commitment and enthusiasm. These staff members include:

- Keith Stevenson, Specialist Technical Officer
- Margaret Neuss, Specialist Occupational Therapist
- Christine Ivey, Office Manager
- Theresa Crawford, Executive Assistant
- Kate Feain, Marketing and Promotions Officer
- Nicolie Scrivener, Training and Administration Officer
- Christine Casey, Assistant to Specialist Occupational Therapist

Additionally, State Council staff have been supported by NSW HMMS State Councillors as well as staff members of individual HMMS. My sincere thanks are extended to these people for supporting a broad vision and providing the staff with a framework for implementing this vision.

Finally, I would also like to extend my sincere thanks to the members of the two Reference Groups who had input into the creation of key resources for the HMMS industry i.e. the Regional Technical Officers and the Occupational Therapists Reference Groups. The collaboration and knowledge imparted by the Reference Groups under the guidance and leadership of State Council's Specialist Staff have ensured the creation of quality resources which aim to support and strengthen both the knowledge and processes within the HMMS industry in NSW.

# OVERVIEW OF THE NSW HOME MODIFICATION AND MAINTENANCE SERVICES STATE COUNCIL

---

## Background Information

Established in 1994, the NSW HMMS State Council is the peak organisation for the HMMS industry in NSW. A not-for-profit organisation, State Council is committed to the interests of Home Modification and Maintenance Service providers in New South Wales to ensure optimum client outcomes and service delivery are achieved via capacity-building initiatives and sector development.

## Vision

The vision of the NSW HMMS State Council is to unite and enhance Home Modification Services statewide.

## Purpose

As the peak organisation, the purpose of the NSW HMMS State Council is to provide support for Home Modification and Maintenance Services, act as a collective think tank and promote leading practice and outcomes throughout the state.

## Values

In carrying out its vision and purpose, the NSW HMMS State Council values open and ethical practices, transparency, accountability, quality services and safe and productive workplaces.

## Objectives

In accordance with the Annual Project Peak Activity Plan signed by State Council with Ageing, Disability and Home Care (ADHC) State Council's following objectives are:

- Developing policy and advocacy
- Providing advice, information and representation
- Consulting broadly
- Building sector capacity and sustainability
- Promoting partnerships and collaboration
- Demonstrating leadership and innovation
- Taking a proactive approach

## INTRODUCTION

---

Contained within this Report is an overview of the funding managed by the New South Wales Home Modification and Maintenance Services (NSW HMMS) State Council for the period 1 July 2008 to 30 June 2009 and the outcomes achieved within this period. This Report complements the Chairperson's Report completed by Shalla Thomas who has provided an overview of the past year.

### Funding

The NSW HMMS State Council currently auspices seven separate funding streams all with varying purposes. The funding is provided by Ageing, Disability and Home Care (ADHC) under the Home and Community Care (HACC) Program in NSW.

The fixed term recurrent funding received by State Council is:

- the Quality Assurance Rectification Program (formerly known as the Contingency Fund); and
- the Regional Technical Advice Fund

The non-recurrent funding received by State Council is:

- the Quality Assurance Program which includes the employment of a Specialist Technical Officer;
- the Non-Recurrent Fund to reduce HMMS waiting lists;
- the Non-Recurrent Fund to reduce waiting lists in rural and remote HMMS in NSW;
- the Non- Recurrent Asbestos Management Fund; and
- the Non-Recurrent Occupational Therapy Brokerage Fund which includes the employment of the Specialist Occupational Therapist;



## PURPOSE OF FUNDING

---

### Overview of the Quality Assurance Program

The Quality Assurance Program began in 2007 and has played a pivotal role in self-insuring, self-regulating and risk management of the HMMS sector in NSW. The Program's initiatives also include the employment of the inaugural Specialist Technical Officer to oversee the implementation of the following funds:

- the Quality Assurance Rectification Program (formerly known as the Contingency Fund; established in 1998);
- the Regional Technical Advice Fund (established in 1998); and
- the Asbestos Management Fund

The Regional Technical Officers (RTOs) also play an integral role and work collaboratively with the Specialist Technical Officer monitoring the quality of workmanship and standard of work in the HMMS industry. All the Programs listed above are intertwined ensuring a strong foundation to build the skill and capacity of the HMMS sector in NSW

**The Specialist Technical Officer's** role is pivotal to the implementation of quality assurance mechanisms, the development of technical sector resources and capacity-building initiatives such as training. Non-recurrent funding is provided to support this position.

**The Regional Technical Advice Fund** is a fixed-term recurrent stream of funding providing technical advice and support to HMMS in their regions via a nominated Regional Technical Officer. The RTOs play an integral role in monitoring the quality of workmanship and standard of work in the HMMS industry and work collaboratively with the Specialist Technical Officer.

**The Quality Assurance Rectification Program (QARP)** is a fixed-term recurrent stream of funding available to the HMMS industry to rectify sub-standard or inappropriate work completed by HMMS or when HMMS are unable to achieve results from due processes. The QARP acts as the HMMS industry's self-insurance program for all sub-standard work and assists Services to comply with all statutory warranty requirements as set out by the Office of Fair Trading.

**The Asbestos Management Fund** is a non-recurrent stream of funding supporting HMMS to comply with asbestos legislative requirements as set out by WorkCover NSW and the National Codes for Asbestos Management as set out by the Commonwealth Government.

### Overview of the Non-Recurrent Occupational Therapy Brokerage Fund

The Non-Recurrent Occupational Therapy Brokerage Fund was originally established in 2004. The Fund's original purpose was to provide timely occupational therapy assessments to home modification clients by brokering private provider occupational therapy services in regions where occupational therapy services are delayed or otherwise unavailable within NSW Health. The first installment of funding targeted rural and remote areas of NSW and was then expanded in 2006 to be available in all regions of NSW including metropolitan areas.

In 2007 the Fund was further expanded to include the employment of the inaugural Specialist Occupational Therapist for the NSW HMMS State Council.

## **Overview of the Non-Recurrent Fund**

The NSW HMMS State Council became aware that extensive waiting lists existed for HMMS in NSW as recurrent funding received from DADHC did not adequately meet the demand. The NSW HMMS State Council successfully lobbied DADHC for a pool of non-recurrent funds to be available for HMMS to specifically reduce waiting lists. The following non-recurrent funding installments have been received and made available to HMMS via an application process:

- \$ 2.47 million in 2004 - funding allocated to HMMS over 8 months 2004-2005 FYE
- \$ 5 million in 2006 - funding allocated over 2.5 years 2006-2008 FYE
- \$ 2 million in 2008 - funding allocated in 6 months 2008-2009 FYE
- A total of \$ 9.47 million has been received from 2004-2009

## **Overview of the Non-Recurrent Rural and Remote Fund**

Due to the geographical isolation of HMMS in the Central West and Orana Far West Regions of NSW, these HMMS experience much higher operational costs and lack access to skilled, licensed and appropriately insured tradespeople compared to their metropolitan counterparts. This has resulted in high waiting lists particularly for major modifications. In 2008 State Council submitted a proposal to ADHC to consider providing a pool of non-recurrent funding for rurally remote and isolated HMMS in the Central West and Orana Far West Regions of NSW.

ADHC approved the availability of non-recurrent funding for these services in the 2008-2009 FYE for the following:

- \$ 600,000 in 2009 – funding allocated in 1 month 2009-2010

## **OUTCOMES ACHIEVED BY EACH OF THE FUNDED PROGRAMS**

---

### **The Quality Assurance Program**

Under the leadership of Keith Stevenson, Specialist Technical Officer for the NSW HMMS State Council, the Quality Assurance Program plays a pivotal role in self-insuring, self-regulating and risk management of the HMMS sector in NSW. There have been a number of major issues identified by State Council's Specialist Staff and Executive from consultations with HMMS and these are as follows:

- inconsistency in the level of knowledge about the HMMS Program by Occupational Therapists (OT);
- inconsistency in the quality of information received in Referrals by OTs;
- inconsistency in the level of technical expertise and licensing of HMMS across NSW;
- inconsistency in the use of quality assurance mechanisms for HMMS across NSW; and
- limited technical information available to assist HMMS regarding home modifications.

To combat the above identified issues, the Specialist Technical Officer's key focus has been to strengthen the HMMS sector via capacity-building initiatives through the implementation and development of the following:

- development of the inaugural Technical Manual to create consistency and increase technical knowledge in the HMMS industry;
- development of industry-specific Fact Sheets for distribution to the sector by December 2009;
- implementation of The Shed series of workshops which aimed to upskill, mentor and train OTs, Builders and Tradespeople in the HMMS industry (March-July 2009);
- implementation of Quality Assurance Mechanisms for all major modification work via the Regional Technical Officers' network; and
- the creation and implementation of the Quality Assurance Workshop.

### **The Inaugural Technical Manual**

The creation of the Technical Manual was indeed collaboration in action! State Council's Specialist Staff together with the Technical Manual Reference Group and Regional Technical Officers allocated a considerable amount of time collating the information contained within the Technical Manual prior to the process of peer review at the beginning of 2009. To State Council's knowledge the Manual is the first of its kind in Australia and is absolutely delighted with the quality of the end product. A number of orders for the Technical Manual have been received from a number of different stakeholders outside the HMMS industry and from other States and Territories. State Council's sincere thanks and appreciation goes to all the individuals who had input into creation of the Manual. My personal thanks and appreciation is extended to State Council's Marketing and Promotions Officer, Kate Feain, who coordinated all the information and acted as the interface with Flawless Imaging, the graphic design team. Kate's patience and perseverance saw the Technical Manual come to fruition. The Technical Manual is a quality technical resource which aims to create a framework for consistent technical information regarding home modifications for the HMMS industry in NSW.

## **Fact Sheets**

The first of many industry-specific Fact Sheets have been created for distribution to the HMMS sector by December 2009. Again, Reference Groups reviewed the information contained within the Fact Sheets to ensure their relevancy and accuracy. The Fact Sheets created under the Quality Assurance Program in 2009 are as follows:

- Overview of the Quality Assurance Program
- Regional Technical Officers and their role in the HMMS Industry
- Funding Available to HMMS from the NSW HMMS State Council
- Licensing Requirements in the HMMS Industry
- The Building Code of Australia (BCA) and the Australian Standard AS1428 Suite of Standards
- Contractors' Statutory Requirements
- Information for Contractors – Bathrooms
- OT & Builder Roles
- Generic HMMS Information
- HMMS Minimum Documentation
- Record Keeping
- Promoting your HMMS

## **The Shed Training**

The Specialist Technical Officer in conjunction with the Specialist Occupational Therapist presented 16 workshops across NSW with a total of 485 participants trained. For a full brief of The Shed series of workshops please see Training, The Shed Series of Workshops, on page 37.

## **Quality Assurance Mechanisms in NSW**

Throughout the course of 2008-2009, it became increasingly evident from applications made to the Quality Assurance Rectification Program that more jobs were being rectified due to the lack of supervision of Contractors and poor quality assurance mechanisms to reduce risk implemented by HMMS. As a result Keith Stevenson, Specialist Technical Officer, has been driving the implementation of post-modification sign-off via the Regional Technical Officers' (RTOs) network in NSW. The process of inspecting all major modifications by RTOs has seen a huge influx in RTO inspections. However, with this, there has been increased transparency and accountability of all Level 2 and 3 Budget Holders in NSW.

Continuing the process of the post-modification sign-off will ensure the following:

- OT specifications have been met;
- a high standard of workmanship has been completed; and
- quality client outcomes are achieved.

Additionally, to mentor Level 1 HMMS and impart the correct information regarding quality assurance in the HMMS industry, the inaugural Quality Assurance Workshop took place on the 30 September 2009. It is planned to run these workshops at all Regional Meetings in 2010.

For a full report on the Regional Technical Advice Fund, please refer to page 9. For a full report of the Quality Assurance Rectification Program, please refer to page 13.

### **Technical Advice**

As a result of The Shed Training and promotion of the Quality Assurance Program, State Council has seen a steady increase in the number of HMMS/Builders and Occupational Therapists contacting the Specialist Technical Officer for technical advice and policy clarification. Numerous phone calls and emails from the industry are fielded each week regarding information required. Therefore, not only has training and resource development been a key initiative, but advice and information regarding modifications is progressively increasing also.

### **Mentoring**

The Specialist Technical Officer has also had the opportunity to mentor many new Builders in the HMMS industry in 2009. Managers of many HMMS have contacted the STO to provide orientation for their new Builders as their time, knowledge and resources have been limited. This will be an on-going role for the STO in 2010.

## THE REGIONAL TECHNICAL ADVICE FUND

Aside from capacity-building initiatives and resource development currently completed under the Quality Assurance Program, the Specialist Technical Officer (STO) in conjunction with the Regional Technical Officers (RTOs) have been driving the importance of the quality assurance mechanisms via the Regional Technical Advice Fund. The aim of quality assurance mechanisms, through tools such as post-modification sign-off and supervision of Contractors, aims to reduce risk and HMMS' exposure to liability for all major modifications completed.<sup>1</sup> The STO and RTOs have been working collaboratively with Level 2 and 3 Budget Holders to ensure post-modification sign-off is completed. As a result, the number of applications to the Regional Technical Advice Fund has exploded by 380% from 2005 to 2009.

There were 144 claims made to the RTO Fund for the 2008-2009 FYE with 283 individual site inspections made of HACC clients' homes. As shown in Table 1.1 and Figure 2, 89% of claims made to the RTO Fund were for post-modification sign-off of major works completed, followed by 8.13% of consultation and technical advice with HMMS. The average amount for an RTO claim in the 2008-2009 FYE was \$257.61.

Please refer to Table 1.2 and Figure 1 below for a summary of RTO Applications from 2005-2009 information.

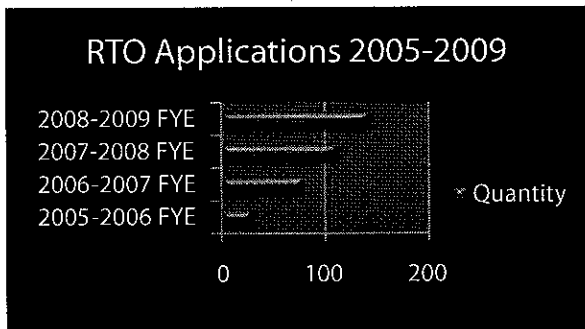
Purpose	Number of Jobs Inspected	Percentage
Consultation and Technical Advice	23	8.13%
Inspection of Rectification Work Identified	3	1.06%
Major Modification - Post Mod Sign Off	253	89.40%
Preliminary Inspection for Level 3 Work	2	0.71%
Supervision - Level 3 Work	1	0.35%
Technical Inspection and Recommendations	1	0.35%
<b>Totals</b>	<b>283</b>	<b>100.00%</b>

**Table 1.1. Categories of RTOs Claims from 2008-2009 FYE**

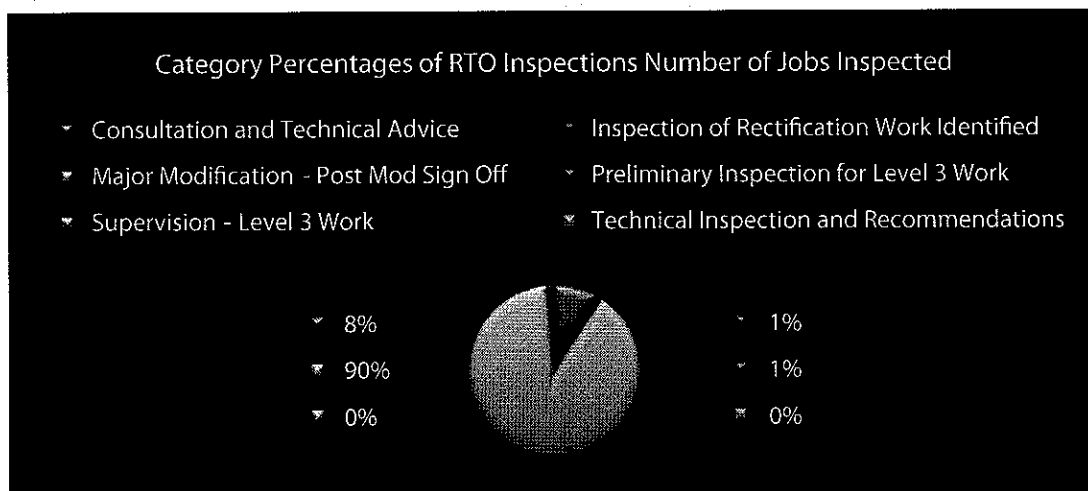
RTO Applications	Quantity
2005-2006 FYE	30
2006-2007 FYE	79
2007-2008 FYE	111
2008-2009 FYE	144

**Table 1.2. RTO Applications from 2005-2009**

<sup>1</sup> \$40,145, 707.91 worth of major modifications has been completed from 2000-2009. Please refer to Page 31-34.



**Figure 1.** RTO applications from 2005-2009



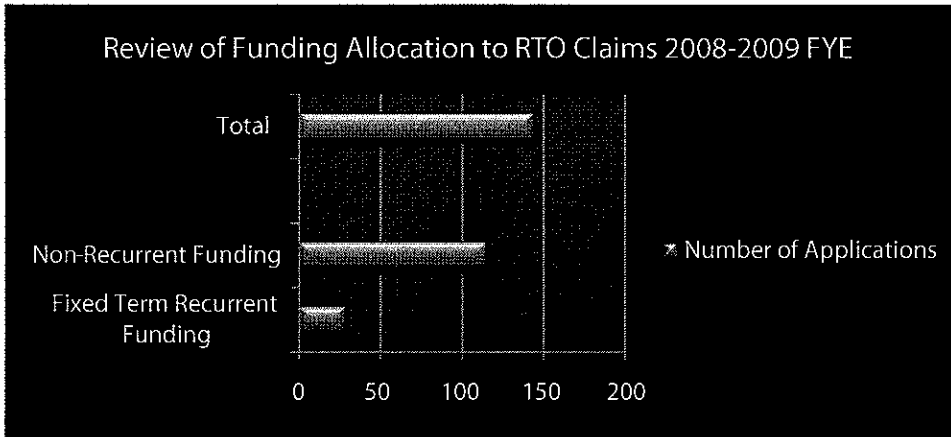
**Figure 2.** Categories of RTO claims

### Inadequate Recurrent Funding Levels for the Regional Technical Advice Fund

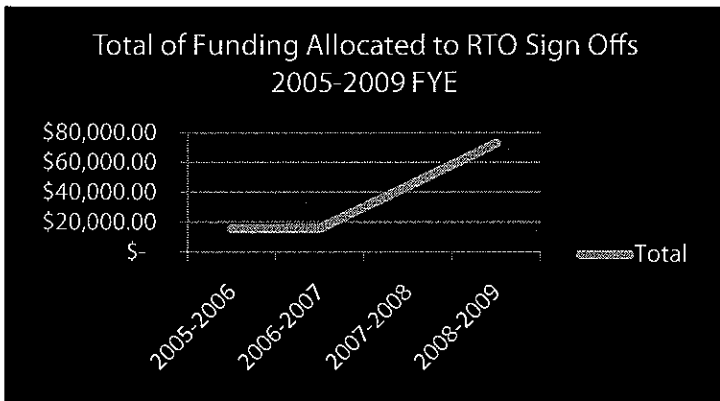
As a result of the explosion of applications, the fixed term recurrent funding of \$21,212 does not adequately meet the demand for Regional Technical Officer claims/duties. As a result, non-recurrent funding from the Quality Assurance Program has been used to supplement the shortfall in funding. In the 2008-2009 FYE, the fixed term recurrent funding received only covered 23.28% of claims while non-recurrent funding met the gap of the further 76.72% of claims. (Refer to Table 1.3 and Figure 3). With an increase in the ageing population, the need for major modifications will increase and with it the demand for RTO sign-off will also increase. Therefore, it is imperative to note that, for the RTOs to perform their set duties in accordance with the NSW HACC Service Type Guidelines, Home Modification, an increase in fixed term recurrent funding is essential for the continuation of the Quality Assurance Program.

Funding Stream	Number of Applications	Net Funding Allocated	%
Fixed Term Recurrent Funding	29	\$ 16,969.60	23.28%
Non-Recurrent Funding	115	\$ 55,935.23	76.72%
<b>Total</b>	<b>144</b>	<b>\$ 72,904.83</b>	

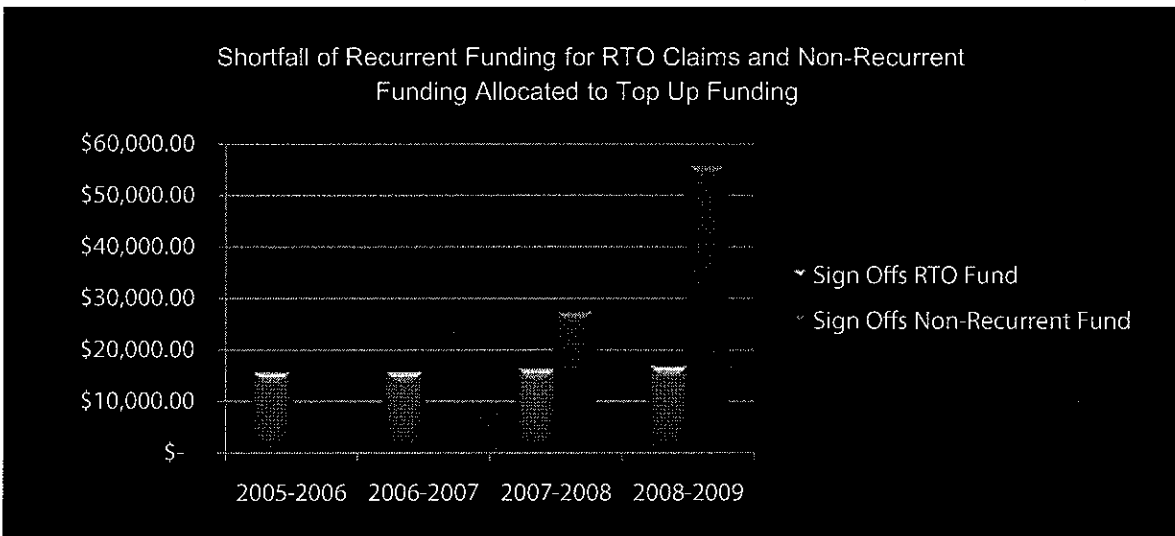
**Table 1.3.** The amount of recurrent and non-recurrent funding allocated to RTO sign offs



**Figure 3.** The amount of recurrent and non-recurrent funding allocated to RTO claims

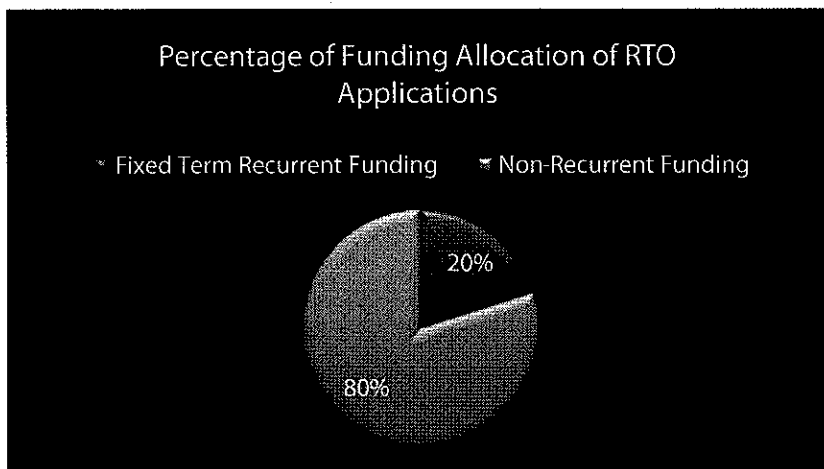


**Figure 4.** Total funding allocated to RTO claims from 2005-2009



**Figure 5.** Shortfall of Recurrent Funding and Non-Recurrent Funding top ups for RTO Claims 2005-2009





**Figure 6. Funding Allocation to RTO Claims**

### Regional Technical Officers Workshops

The Regional Technical Officers meet twice a year in a formal workshop setting for the following purposes:

- to review resources developed such as the Technical Manual and Fact Sheets;
- to create Safe Systems of Work for the HMMS industry, e.g. the SSOW for Drilling into Wall Sheeting Containing Asbestos, the SSOW for Mig Welding and the SSOW for Installing Grabrails;
- sharing innovative resources created by their services/regions for distribution to the HMMS industry, e.g. visio pro templates and detailed estimates/scope of works;
- to identify and discuss technical issues from their regions;
- to review new products available to the HMMS industry;
- to review RTO and QARP Policy;
- to review and improve quality assurance mechanisms and procedures for the HMMS industry;
- network with their peers.

Whilst the RTO workshops only represent 3%<sup>2</sup> of the total amount of people trained in the 2008-2009 FYE, the flow-on affect the meetings and their decisions have in the HMMS industry can not be underestimated. The meetings are very successful forums for training, resource development, sharing of information and policy development. More importantly, consistencies in the technical aspects of service provision are formulated at these meetings which solidify the meetings as a pivotal event in the RTOs training calendar.

<sup>2</sup> Refer to Page 36 for Training Statistics

## **RTO Sign Off and the Quality Assurance Rectification Program**

Via the mentoring of new Builders by the Specialist Technical Officer and the post-modification sign-off process completed by RTOs, extensive rectification work has been uncovered in some regions of NSW in the 2008-2009 FYE. Upon review of the applications and circumstances for each, there are a number of common themes which have emerged as follows:

- the absence of licensing;
- lack of knowledge regarding the HMMS application process by service providers;
- lack of knowledge regarding AS 1428 Suite of Standards;
- lack of supervision of Contractors engaged resulting in a poor quality of workmanship;
- Contractors engaged are sub-contracting their work out and have minimal supervision in place of their sub-contractors;
- lack of management from Senior Managers of the Project Managers employed by the HMMS;
- an absence of auditing systems and quality assurance mechanisms; and
- General Managers and Boards of auspicing organisations not being made aware of existing problems.

The implications of the rectification work uncovered have had direct policy implications for the Quality Assurance Rectification Program (QARP). The policy has now been updated to not only support HMMS but to also inform Boards of Management in the event of rectification work and advocacy on behalf of the client until disputes and rectification work has been resolved. Reflected in the updated policy is the role of the STO and RTO in the identification of rectification work. The average cost of RTO inspections for the 2008-2009 FYE was \$257.61. I believe this is a small cost to the HACC program to ensure optimum client outcomes are achieved and claims to the Quality Assurance Rectification Fund are minimised.

Finally, as a result of the rectification work identified for major modification work, the Specialist Technical Officer has increasingly become an mediator in resolving difficult, challenging and confronting disputes which have arisen between HMMS, Contractors, Occupational Therapists and clients. The Office of Fair Trading has recognised the STO's experience and his role within the HMMS industry and has determined these meetings to be arbitration meetings. If in the instance the STO cannot resolve the matter at hand, tribunal meetings with the Office of Fair Trading is the next official step.

Keith Stevenson has developed a high level of trust amongst many Builders, OTs and clients in the HMMS industry and has displayed a very professional approach towards Boards of Management, HMMS and clients. Keith has been an incredible advocate on behalf of clients ensuring the rectification work is completed to restore the safety, dignity and independence to which they are entitled. My congratulations is extended to Keith for his professionalism and excellence in this role.

## Has the Quality Assurance Program in NSW been effective?

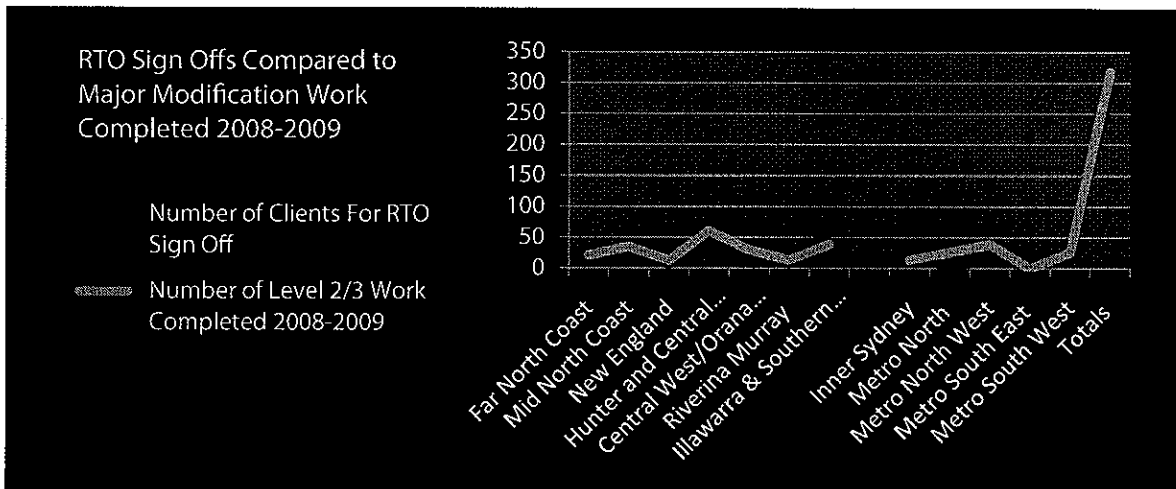
When a new program and its initiatives are introduced it is often hard to quantify its effectiveness. However the data collected from post-modification sign-off via the RTOs and major modifications completed for 2008-2009 have had some surprising results.

When the figures are regionalised and overlapped for both RTO post-modification sign-off and major modification work completed in NSW, the results show that the Quality Assurance Program is effective and working well in most regions of NSW. Of course not all figures equally match but this anomaly would be due to lag time of jobs being approved in one financial year and completed in the next financial year. There are of course two regions, Metro Southeast and Metro North, where RTO sign-off needs to be improved and the STO will focus on these areas in 2010. (Please refer to Table 1.4 and Figure7 below).

Therefore, when assessing the effectiveness of the Quality Assurance Program, I believe it has been highly successful. Not only have major works been monitored, rectification work has also been identified which may in the past have gone under the radar. The 2008-2009 FYE has seen the expansion of the program beyond my original expectations and has highlighted the importance of the need for ongoing funding and additional staffing support for this program for 2010 and beyond.

Region	Number of RTO Sign Offs Completed	Number of Level 2/3 Work Approved and Completed 2008-2009
Far North Coast	21	21
Mid North Coast	28	35
New England	7	13
Hunter and Central Coast	45	61
Central West/Orana Far West	35	30
Riverina Murray	8	14
Illawarra & Southern Highlands	59	39
Inner Sydney	28	14
Metro North	0	26
Metro North West	19	39
Metro South East	4	0
Metro South West	30	26
<b>Totals</b>	<b>284</b>	<b>318</b>

**Table 1.4.** Number of RTO Sign Offs and Major Modification Work completed in NSW 2008-2009 FYE



**Figure 7.** Number of RTO Sign Offs and Major Modification Work completed in NSW 2008-2009 FYE

### The Quality Assurance Rectification Program

The Quality Assurance Rectification Program (QARP) is a fixed term recurrent stream of funding available to the HMMS industry to rectify sub-standard or inappropriate work completed by HMMS or when HMMS are unable to achieve results from due processes. The QARP acts as the HMMS industry's self-insurance program for all sub-standard work providing a framework for HMMS to comply with all legislative statutory warranty requirements as set out by the Home Building Act and Regulation.

### Quality Assurance Rectification Program Statistics for 2008-2009 FYE

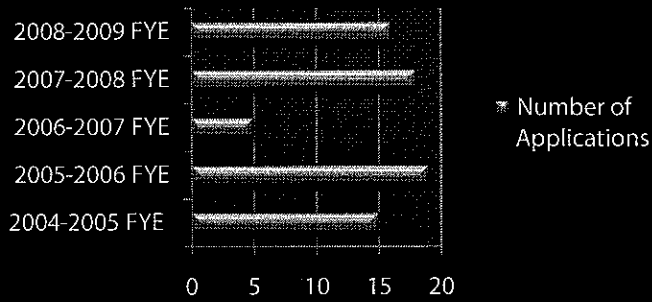
As noted in Table 1.5 and Figure 8, 16 applications were approved for funding in the 2008-2009 FYE with 63% of the total applications funded for bathroom rectifications, followed by 13% for access rectifications. In previous years, QARP applications have mainly involved product failure in regard to waterproofing. However, with the employment of the STO now driving the Quality Assurance Program in conjunction with the RTOs, a higher amount of rectification work has been identified via post-modification sign-off<sup>3</sup>.

Year	Number of Applications
2004-2005 FYE	15
2005-2006 FYE	19
2006-2007 FYE	5
2007-2008 FYE	18
2008-2009 FYE	16
<b>Total</b>	<b>75</b>

**Table 1.5.** QARP Applications 2004-2009

<sup>3</sup> Please refer to Page 13, RTO Sign Off and the Quality Assurance Rectification Program.

### Number of QARP Applications 2004-2009

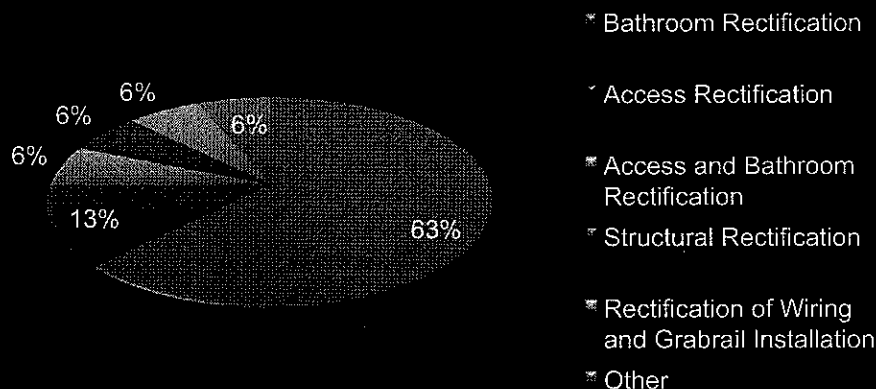


**Figure 8.** QARP Applications 2004-2009

Category of Rectification Work	Qty
Bathroom Rectification	10
Access Rectification	2
Access and Bathroom Rectification	1
Structural Rectification	1
Rectification of Wiring and Grabrail Installation	1
Other	1
<b>Total</b>	<b>16</b>

**Table 1.6.** Categories of Rectification Work for 2008-2009 FYE

### Categories of QARP Rectification Work for 2008-2009 FYE



**Figure 9.** Categories of QARP Rectification Work 2008-2009 FYE

## QARP Applications and Unlicensed HMMS

As reported in previous Executive Officers Reports, unlicensed HMMS are a particular problem for the HMMS industry and are the largest drawers of QARP funding. As noted in Table 1.8 and Figure 11, 38% of applications received in the 2008-2009 FYE were to rectify poor workmanship by unlicensed HMMS. The clear absence of technical expertise resulted in situations where no clear scope of works could be provided, Contractors were over-quoting, and a lack of supervision of Contractors resulted in poor workmanship. The largest allocation of QARP funding in the 2008-2009 FYE was to the Riverina Murray Region (Table 1.7) to rectify major works completed unlicensed HMMS, the total sum of \$37,545.46. Therefore, as the data shows, there is a direct correlation between unlicensed HMMS and their increased reliance on QARP funding. The NSW HMMS State Council cannot stress the importance of the resolution of licensing in the HMMS industry. If HMMS were adequately licensed and funded to employ Builders resulting in the building of technical expertise in their services, the drain on QARP funding would be substantially minimised.

Additionally, as noted in Figure 11, 25% of the works rectified was as a result of poor workmanship completed by HMMS in NSW. These services will be mentored and supported to ensure the quality of their works will be improved in the future.

Rectification for water damage as a result of waterproofing failure is consistently applied for each year by varying HMMS. Citing of waterproofing certificates has now become compulsory for all major modification post-modification sign-off. This may reduce the claims for QARP in the future. However, product failure cannot be controlled and it is anticipated that on-going claims to QARP for waterproofing failure can be expected in the future.

### Regional Allocation of QARP Funding 2008-2009 FYE

Region	Total Net Funding Allocated
Far North Coast	\$ 2,915.00
Mid North Coast	\$ 3,602.89
Hunter	\$ 28,787.73
Central Coast	\$ -
Orana Far West	\$ -
Central West	\$ 7,536.36
Riverina Murray	\$ 37,545.46
Illawarra	\$ 4,088.64
Southern Highlands	\$ 11,354.00
Metro North	\$ -
Metro North West	\$ -
Metro South East	\$ 3,787.35
Metro South West	\$ -
Inner Sydney	\$ 13,833.50

**Table 1.7.** Regional Allocation of QARP Funding 2008-2009 FYE

QARP Funding Allocated per Region 2008-2009 FYE

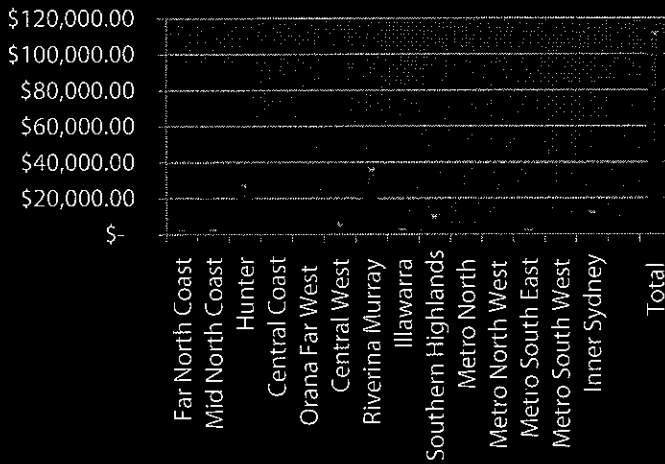
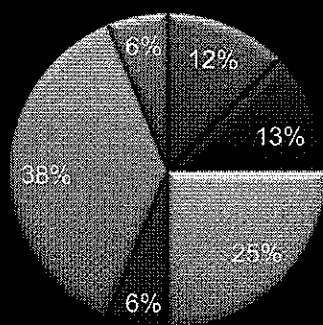


Figure 10. QARP Funding Allocated per Region 2008-2009 FYE

Problem Causing Rectification Work 2008-2009	Qty of applications
Waterproofing Failure	2
Unforeseen Circumstances	2
Poor Workmanship from HMMS	4
Product Failure not under Warranty	1
Unlicensed and Unsupervised Contractors resulting in Poor Workmanship	6
Other	1
<b>Total</b>	<b>16</b>

Table 1.8. Problem Causing Rectification Work 2008-2009 FYE

## Categories of Rectification Work Funded under QARP 2008-2009 FYE



- ☒ Waterproofing Failure
- ☒ Unforeseen Circumstances
- ☒ Poor Workmanship from HMMS
- ☒ Product Failure not under Warranty
- ☒ Unsupervised Contractor and Poor Workmanship
- ☒ Other

**Figure 11.** Categories of Rectification Work Funded under the QARP Program 2008-2009 FYE

### Contractual Arrangements in the HMMS Industry

The Quality Assurance Rectification Program consistently highlights the need for risk management and compliance in the HMMS industry in NSW. To reduce HMMS liability and deal with the complexity of the model system in the HMMS industry in NSW (i.e. Levels 1, 2 and 3), the NSW HMMS State Council engaged DLA Phillips Fox to create a Suite of Contracts for the HMMS industry. The Suite of Contracts will aim to reduce HMMS's liability and risk when engaging external contractors who complete work for the HMMS industry. Paul Vergotis, Senior Partner, and Alicia Chryssochoides of DLA Phillips Fox presented their findings to the NSW HMMS State Council on 1 December 2009. All findings and recommendations provided by DLA Phillips Fox will be reviewed with action to be taken in 2010. The Suite of Contracts will be disseminated to the sector for use once final approval has been granted by State Council.



## **THE NON-RECURRENT OCCUPATIONAL THERAPY BROKERAGE FUND**

---

The Non-Recurrent Occupational Therapy (NR OT) Brokerage Fund has a dual purpose; the employment of the Specialist Occupational Therapist and to broker private Occupational Therapists' assessments for clients who require home modifications.

As mentioned under the Quality Assurance Program, key issues identified by State Council's Specialist staff pertaining to OTs were:

- inconsistency in the level of knowledge about the HMMS Program by referring Occupational Therapists (OT);
- inconsistency in the quality of information received in referrals by OTs;
- limited practical training available to OTs regarding home modifications; and
- limited practical resource material available to OTs regarding home modifications.

To address the above issues, the key focus of the Specialist Occupational Therapist, Margaret Neuss, in 2008-2009 FYE has been the development and implementation of capacity building initiatives for both referring OTs and HMMS.

The capacity building initiatives developed, implemented and released in the 2008-2009 FYE are as follows:

- the development of all course materials for The Shed Series of Workshops (November - February 2009);
- the implementation of the Shed Training Series of Workshops (March-July 2009);
- the creation of an OT Reference Group for review and consultation for the development of all Fact Sheets;
- the development of the first installment Fact Sheets released in November 2009; and
- an information and advice service for referring Occupational Therapists in the HMMS industry.

### **The Shed Series of Workshops**

The Specialist Occupational Therapist in conjunction with the Specialist Technical Officer presented 16 workshops across NSW with a total of 485 participants trained. For a full brief of The Shed series of workshops, please go to Training, The Shed Series of Workshops, page 37.

## **OT Resource Development**

### **Fact Sheets**

To be inclusive and to capture a broad range of knowledge from practising OT clinicians in NSW, under the leadership and direction of Specialist Occupational Therapist Margaret Neuss an OT Reference Group was formed to review and have input into State Council's Fact Sheets. Additionally, all Fact Sheets developed were reviewed by Regional Technical Officers and State Councillors. The following Fact Sheets were released in November 2009:

- Minimum Requirements for Documentation of OT Referrals to HMMS – Minor Modifications
- Minimum Requirements for Documentation of OT Referrals to HMMS – Major Modifications
- Prescribing Vanity Units
- Prescribing Hand Basins and Basins for Vanity Units
- OT Considerations when Prescribing Taps

The Specialist Occupational Therapist has also had been involved in the development of Fact Sheets under the Quality Assurance Program including:

- OT & Builder Roles
- The Building Code of Australia (BCA) and the Australian Standard AS1428 Suite of Standards
- Generic HMMS Information

Fact Sheets flagged for development in 2010 are:

- OT Written Specifications vs Scope of Works
- Water Temperature Control
- Electrical Safety in Wet Areas
- Dementia and Home Modifications
- Legal Requirements in the HMMS Industry (also available on DVD)
- Checklists; Stair Lifts; Lower Rise Platform Lifts; Residential "Vertical Lifts"

On behalf of the NSW HMMS State Council, I would like to formally acknowledge and say thank you to the members of the OT Reference Group who committed their time to review and have input into the Fact Sheets. The final product is of the highest quality and will be a component to strengthen the information available pertaining to home modification service provision in NSW.

## **Pro-formas**

In 2010, standardised pro-formas will be created by the Specialist Occupational Therapist and OT Reference Group for implementation as referral /report writing tools for both minor and major modifications.

The aim of the pro-formas is to capture information in a consistent format with a view to improving the quality of referrals received by HMMS.

## **OT Manual**

The NSW HMMS State Council has had such a positive response from OTs regarding the Inaugural Technical Manual developed under the Quality Assurance Program that a complimentary OT Manual will be produced in 2010.

## **DVD**

A DVD on Prescribing Grabrails is planned for 2010 based on the practical session on grabrails presented in The Shed Workshop. The aim of this DVD is to highlight the OT assessment process including activity analysis and the simulation of functional tasks to identify individual needs and also demonstrate the use of the Australian Standard AS 1428 as a starting point for OT prescription of home modifications and how to develop recommendations based on clinical need and within the context of AS 1428 as appropriate.

## **Information and Advice**

Due to the attendance at OT focus groups by the Specialist Occupational Therapist, Margaret Neuss, and her participation as a presenter at training initiatives in NSW, like the Specialist Technical Officer, the number of enquiries for advice and information regarding home modifications has increased substantially over the past 12 months.

## **Looking Ahead**

As with the Specialist Technical Officer, the Specialist OTs program has expanded beyond State Council's previous expectations. All the projects and inquiries are more than one person can manage and the NSW HMMS State Council will be seeking an expansion in funding in the future for additional staff members to support the Specialist Occupational Therapist in the future.

## Applications made to the Non-Recurrent Occupational Therapy Brokerage Fund 2008-2009 FYE

As noted in Tables 1.9 and Figure 12, applications to the Non-Recurrent Occupational Therapy (NROT) Fund have remained consistent with previous financial years' allocations. The largest portion of the funding, 75% was allocated to regional and rural areas of NSW while the remaining 25% was allocated to metropolitan regions. (Refer to Table 1.10 and Figures 13 and 14).

On review of the applications received, there is a vast contrast as to why services are applying for NROT funding from regional/rural areas compared to their metropolitan counterparts. In regional/rural areas of NSW there is only very limited or no access to OTs who cover vast geographical distances to provide service whereas, in metropolitan areas, there are many OTs available in close proximity to each other. However, due to the high population of metropolitan areas, OTs have very lengthy waiting lists resulting in the delay of timely service to home modification clients.

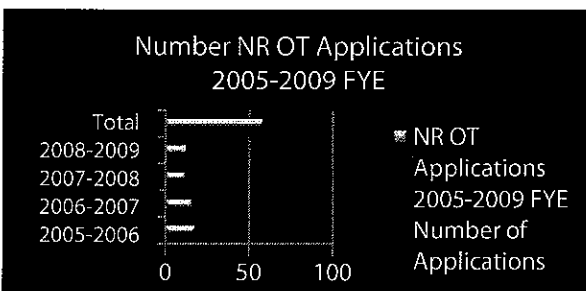
With the limited available resources in NSW Health and the growing waiting lists for OT assessment, the need to broker private OTs cannot be underestimated. NSW Health's limited resources will find it increasingly difficult to service all HACC clients as the population ages and therefore the need for on-going NROT is pertinent and relevant to the current climate.

### NROT Policy Review

During the 2008-2009 FYE, the NSW HMMS State Council actively reviewed the NROT Brokerage Funding policy to reflect the changing needs of the NROT Fund and current day requirements. The updated policy will be made available to services via the State Council's website and in policy folders distributed to HMMS in early 2010.

Year	Number of Applications
2005-2006 FYE	18
2006-2007 FYE	16
2007-2008 FYE	12
2008-2009 FYE	13
<b>Total</b>	<b>59</b>

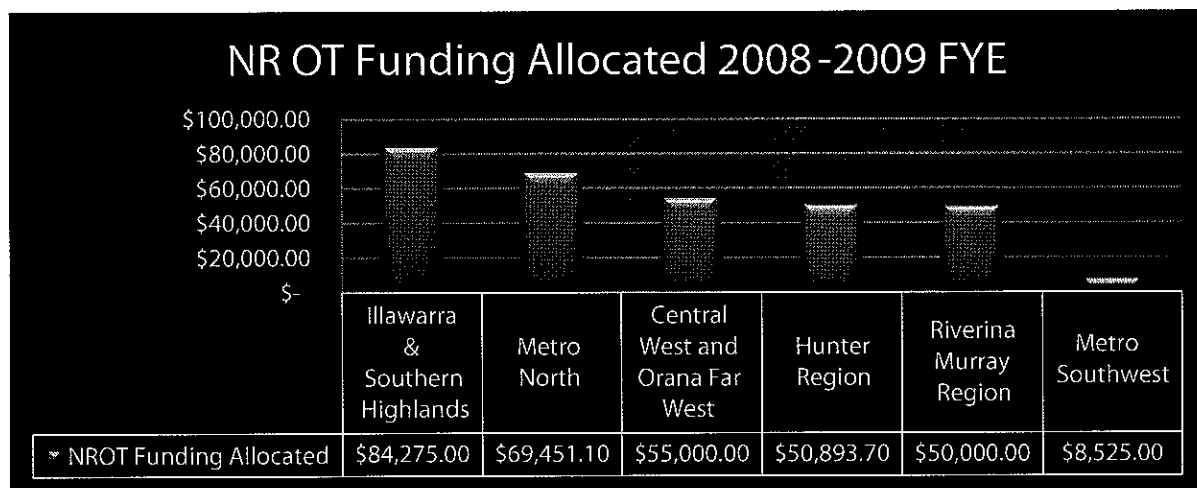
**Table 1.9.** Number of Applications made to the NROT Fund 2005-2009 FYE



**Figure 12.** Number of Applications made to the NROT Fund 2005-2009 FYE

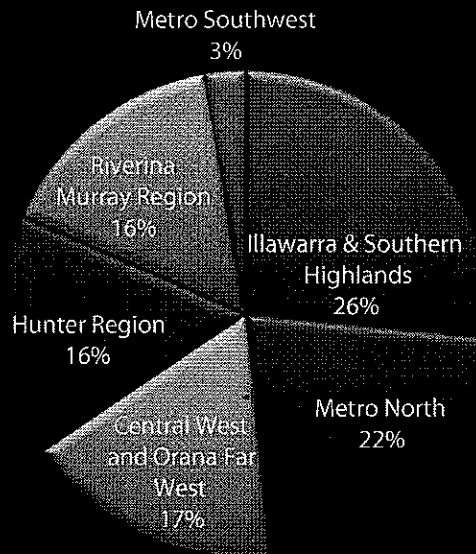
Region	NROT Funding Allocated
Illawarra & Southern Highlands	\$ 84,275.00
Metro North	\$ 69,451.10
Central West and Orana Far West	\$ 55,000.00
Hunter Region	\$ 50,893.70
Riverina Murray Region	\$ 50,000.00
Metro Southwest	\$ 8,525.00
Metro Southeast	\$ -
Inner Sydney	\$ -
New England	\$ -
Central Coast	\$ -
Far North Coast	\$ -
Mid North Coast	\$ -
<b>Total</b>	<b>\$ 318,144.80</b>

**Table 1.10. Regional Allocation of NROT Funding 2008-2009 FYE**



**Figure 13. Regional Allocation of NROT Funding 2008-2009**

## NR OT Funding Regional Allocations 2008-2009



**Figure 14. Regional Allocation of NROT Funding – Percentage Based**

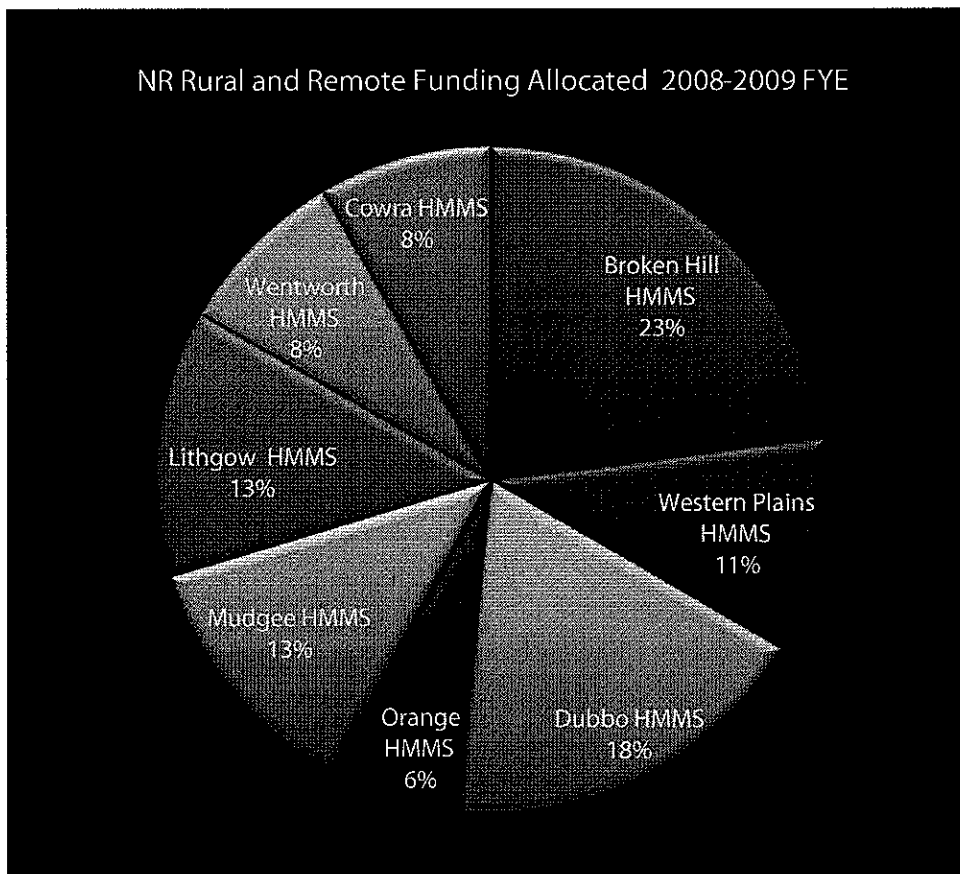
### State Averages for Brokerage OT Assessment in NSW

Area	Average per Client
Regional Average	\$ 1217.02
Metro Average	\$ 593.00

As displayed in the above table, regional averages for OT assessment have been calculated at twice the average of metropolitan averages. OTs in rural and remote locations travel vast geographical distances to carry out multiple assessments for one client which in turn increases the cost of assessments exponentially. Comparatively, OTs in metropolitan Sydney cover much shorter distances thus not impacting on costs.

## NON-RECURRENT RURAL AND REMOTE FUND

Due to the geographical isolation of HMMS in the Central West and Orana Far West Regions of NSW, these HMMS experience much higher operational costs and lack access to skilled, licensed and appropriately insured tradespeople compared to their metropolitan counterparts. This has resulted in high waiting lists particularly for major modifications. In 2008, State Council submitted a proposal to ADHC to consider providing a pool of non-recurrent funding for rurally remote and isolated HMMS in the Central West and Orana Far West Regions of NSW. State Council was successful and received \$600,000 in April 2009. As these HMMS experience a lack of tradespeople in their areas, the funding was allocated to the HMMS to engage tradespeople on 12 month fixed-term contracts to reduce waiting lists. Figure 15 provides an overview of allocated funding. State Council will continue to lobby for on-going non-recurrent funding for the Western Region as growth funding is minimal due to low HACC population statistics.



**Figure 15. NR Rural and Remote Allocation for 2008-30/06/10 FYE**

## THE NON-RECURRENT FUND

---

### Background Information

A pool of non-recurrent funds to reduce HMMS waiting lists has been made available to the HMMS industry since 2004. The following non-recurrent funding installments have been received from ADHC:

- \$ 2.47 million in 2004 - funding allocated to HMMS over 8 months, 2004-2005 FYE
- \$ 5 million in 2006 - funding allocated over 2.5 years, 2006-2008 FYE
- \$ 2 million in 2008 - funding allocated in 6 months, 2008-2009 FYE
- A total of \$ 9.47 million has been received from 2004-2009

### Overview of Non-Recurrent Applications received in 2008-2009 FYE

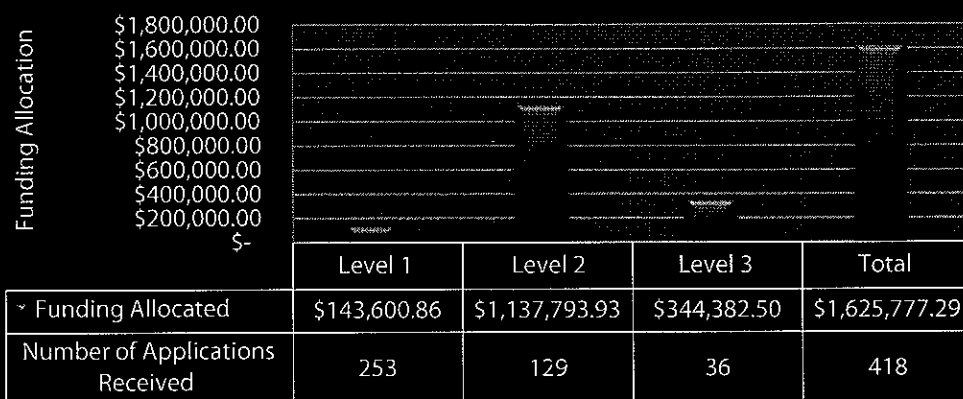
Non-Recurrent Funding to reduce waiting lists received for the 2008-2009 FYE was allocated in a six month time frame once the previous allocation of \$5 million was allocated. As noted in Table 1.1 and Figure 16, a total of 418 applications were received with a total allocation of \$1,625,777.29. This installment of non-recurrent funding was allocated the fastest compared to any other allocation received since 2004. As consistently noted in previous Executive Officer's Reports, Levels 2 and 3 Budget Holders have been the largest drawer of non-recurrent funds in 2008-2009 FYE. Please refer to Page 30 for a full report on Major Modifications in NSW.

Level of Service Provision	Funding Allocated	Number of Applications Received
Level 1	\$ 143,600.86	253
Level 2	\$ 1,137,793.93	129
Level 3	\$ 344,382.50	36
<b>Total</b>	<b>\$ 1,625,777.29</b>	<b>418</b>

**Table 1.11.** Allocation of Non-Recurrent Funding to Model Levels



## Total NR Funding Allocated and Applications Received for 2008-2009 FYE



**Figure 16.** Allocation of Non-Recurrent Funding to Model Levels

### Streamlining NR Processes and Procedures

As a result of the high level of applications and feedback received from HMMS, State Council actively changed its review process. Additionally, all of State Council's application processes will become electronic in 2010 which will enhance the process further. As noted in the Executive Officer's Report for 2007-2008 FYE, policies were developed for the Non-Recurrent Fund to complement existing HMMS Guidelines. However this year, the policies have been further enhanced to reflect industry requirements.

### External Factors which have Increased the Need for Non-Recurrent Funding in the HMMS Industry

Home Modifications are costly compared to other HACC service types. The allocation of \$9.47 million dollars over a five year period is evidence of the shortfalls in recurrent funding levels experienced by HMMS in NSW.

Aside from the increase in demand for HMMS, there are a number of external factors which also contribute to the rise of costs for HMMS as follows:

- **The Impact of Commercial Contractors of HACC Work**
  - Building work completed by HMMS under the HACC Program can be costly requiring work to be completed by specialist sub-trades such as electricians, plumbers, waterproofers and tillers.
  - These specialist sub-trades engaged by HMMS are commercial contractors who charge HMMS commercial contracting rates.
  - HMMS do not recover the full cost of the sub-contracted work from the clients as their costs can be very expensive. Therefore, greater subsidies are applied when specialist sub-trades are engaged. As such, commercial contracting prices increase and lesser outputs achievable by HMMS as recurrent funding is finite.

- Additionally, as HMMS do not have adequate funding levels to employ all the tradespeople required to complete works on their waiting list, HMMS have a reliance on commercial contractors to assist with completion of the required workload. Due to the increased demand for home modifications, it is not physically possible for the existing workforce to complete all work on existing waiting lists.

- **Increases in Material Prices**

- HMMS purchase building materials at commercial industry rates. All building materials have substantially increased in price particularly the price of steel. Steel costs have increased by 60% which has greatly impacted upon the price of purchasing grabrails and the manufacturing of handrails by HMMS. Grabrail and handrail installation is the HMMS industry's core business.
- The substantial increases in material prices have impacted on the amount of outputs achievable by HMMS

- **Increased Fuel Prices**

- The increase in fuel prices has impacted greatly on HMMS as this is a non-recoverable cost when completing modification or maintenance work for HACC clients. HMMS particularly in rural and remote areas of NSW travel extensive geographical distances to provide service. In this instance the expense is deducted from operational costs within limited recurrent funding budgets resulting in fewer outputs.

- **Decrease in Client Contributions**

- HMMS have reported to the NSW HMMS State Council that there has been a decrease in client contributions due to the current economic climate. Ordinarily, client contributions received by HMMS assist in expanding service provision to other HACC clients. However, due to the decrease in client contributions received, HMMS cannot provide additional service to clients on their waiting lists.

- **Asbestos**

- Services meeting compliance costs such as asbestos removal and management has had an impact on providing service. The cost of a major bathroom modification has increased by approximately \$3,000 when asbestos has been identified and needs removal.

## **Discussion of Non-Recurrent Funding in the HMMS Industry**

The ageing population and number of people with disabilities is increasing exponentially with only a finite amount of government funding available for the implementation of the HACC Program. Due to the high demand for HMMS coupled with the influence of commercial building contracting rates and increases in building materials, current funding levels do not meet the demand for HMMS and extensive client waiting lists exist.

In previous years as recognition of the shortfall of recurrent funding to HMMS, ADHC have allocated one-off installments of non-recurrent funding totaling \$9.47 million (2004-2009) to the NSW HMMS State Council to assist HMMS to reduce client waiting lists. All such funding received from 2004-2009 has been allocated, the largest drawer being those services who provide major modifications for HACC clients with complex needs. To date, no further non-recurrent funding has been received from DADHC for 2010 and beyond resulting in a large amount of work which cannot be funded with further client waiting lists created. The large amounts of non-recurrent funding previously made available by ADHC to State Council clearly demonstrate the recurrent funding shortfalls and the demand experienced by HMMS in NSW.

As previously stated, no further non-recurrent funding installments have been received by State Council from ADHC for 2010 and beyond and this has exacerbated client waiting lists across NSW. As such, extensive client waiting lists have become particularly problematic for service providers who fund major modifications for clients with complex needs. It must be noted that the clients' prognosis who are currently awaiting the availability of funding for major modifications are of a very complex nature. Examples of the type of conditions these clients have been diagnosed with include, Arachnoiditis, Spastic quadriplegia, T12 Paraplegia, Chronic Ischemic Demyelinating Polyneuropathy (CIPD), Right trans-tibial amputation, Hyperparathyroidism, William Syndrome, Ataxia-telangiectasia, Angelman Syndrome. These services are now fielding a high number of complaints from clients some resulting in Ministerials.

The NSW HMMS State Council does not intend to diminish the importance of the 16 other HACC service types available and acknowledges their interdependence on one another. However, State Council would like to highlight that other HACC service types rely on the work completed by HMMS. A modified home allows the client to remain living independently at home providing a care base and additionally a vehicle for care workers from other HACC service types to provide service.

For example; personal care is made possible as a result of a modified bathroom; ramps allow community transport or ambulance services to access clients' homes to assist with appointments and emergencies. Therefore, without a modified home, optimum care may not be provided or, in some cases, may become non-existent and independence, which is the driving ethos of the HACC program, may not be achieved. To date, State Council is yet to be notified by ADHC of further allocations of non-recurrent funding for 2010. More importantly, non-recurrent funding is very effective as it can be funneled to regions/HMMS most in need. As such, State Council can only continue to lobby and stress the importance of non-recurrent funds to the HMMS sector to alleviate extensive client waiting lists and to enable HMMS to continue to provide minor and major modifications for HACC clients in NSW.

## **Major Modifications and their Reliance on Non-Recurrent Funding Levels**

Table 1.13 and Figure 17 provide a summary of the total cost of modifications completed from 2000-2009. As displayed, there has been a 35% increase in 2008-2009 FYE in the amount of major modifications completed compared to 2007-2008 FYE. As displayed in Table 1.12, the average cost of a major modification in Level 2 is \$15,078.12 and the average cost for a major modification in Level 3 is \$31,478.11.

As previously stated in this report, Level 2 and Level 3 Budget Holders are the largest drawers of non-recurrent funding and have been consistently so since 2004. The shortfall in funding over the last five years provides adequate demonstration to ADHC that their funding levels are inadequate and cannot meet current demand. With the upward pressure of increased material/contractor prices and asbestos compliance a bathroom modification has increased substantially over the last 5 year period. Level 2 and Level 3 Budget Holders' recurrent budgets have not increased adequately to meet the demand in this time to accommodate such rises and thus their dependence on non-recurrent funding is absolute.

Of notable concern is the NSW Statewide Level 3 Project which funds all work over the value of \$20,000 for clients with complex needs/diagnosis. Due to the high demand for their services, Level 3 allocated their total 2009-2010 recurrent funding at the beginning of August 2009. As funding allocation was for applications currently on their waiting list, they are now unable to fund any new applications until 1st July 2010. Currently, the NSW Statewide Level 3 Project has \$1.404 million worth of major works on their waiting lists and cannot review this waiting list until 1st July 2010 when the new funding year begins.

As a result three situations are occurring:

1. High need clients and carers in dire need of complex modifications are at serious risk of injury in their own homes as funding is not available for their modifications for some time as there is no non-recurrent funding available to reduce waiting lists.
2. High need clients are unable to return home from hospital as their home modifications cannot be funded. Prolonged hospital stays drain NSW Health's resources/budgets.
3. Clients are being prematurely institutionalised due the lack of availability of funding to complete major modifications

With the above points highlighted, State Council cannot underestimate the importance of an increase to the NSW Statewide Level 3's recurrent budget.

### **Sustainability of the Major Modification Program**

HMMS in NSW cater very specifically to clients with complex care needs and has done so since the inception of the major modification program in 2000. Of notable concern, the program has grown by two and half fold the amount that was initially completed in 2000 and HMMS as yet have not experienced the onslaught of the baby boomers into the HACC target population.

Whilst the availability of non-recurrent funding has supplemented inadequate recurrent funding experienced by Levels 2 and 3 Budget Holders, it will not resolve the problem at hand. When looking to the future of the major modifications program, I believe it absolutely necessary and essential to review policy to ensure the sustainability of the program.

Policy considerations for the future may include:

- means testing of all clients who require major modifications to determine subsidy levels;
- capping the cost of major modifications; and
- the availability of nil or low interest loans managed by a separate entity to ensure the burden of collecting client contributions is not placed on Levels 2 and 3 Budget Holders

Clear policy direction to ensure sustainability of the major modification program is essential. Modified homes provide the care base for other HACC services to provide care and therefore I cannot underestimate the importance of sustaining a major modification program in terms of supporting HACC services and clients in NSW.

Level	Jobs Completed	Funding Allocated	Average Cost
Level 2	318	\$ 4,794,842.03	\$ 15,078.12
Level 3	75	\$ 2,360,858.55	\$ 31,478.11

**Table 1.12.** Averages of Major Modifications Levels 2 and 3

Year	Total cost of Major Mods provided in NSW
2000-2001	\$ 2,985,189.15
2001-2002	\$ 3,461,770.12
2002-2003	\$ 3,713,470.18
2003-2004	\$ 4,161,290.57
2004-2005	\$ 4,580,931.80
2005-2006	\$ 4,111,573.85
2006-2007	\$ 4,656,899.49
2007-2008	\$ 5,318,882.17
2008-2009	\$ 7,155,700.58

**Table 1.13.** Displays a 2.5 fold increase from work initially completed in 2000

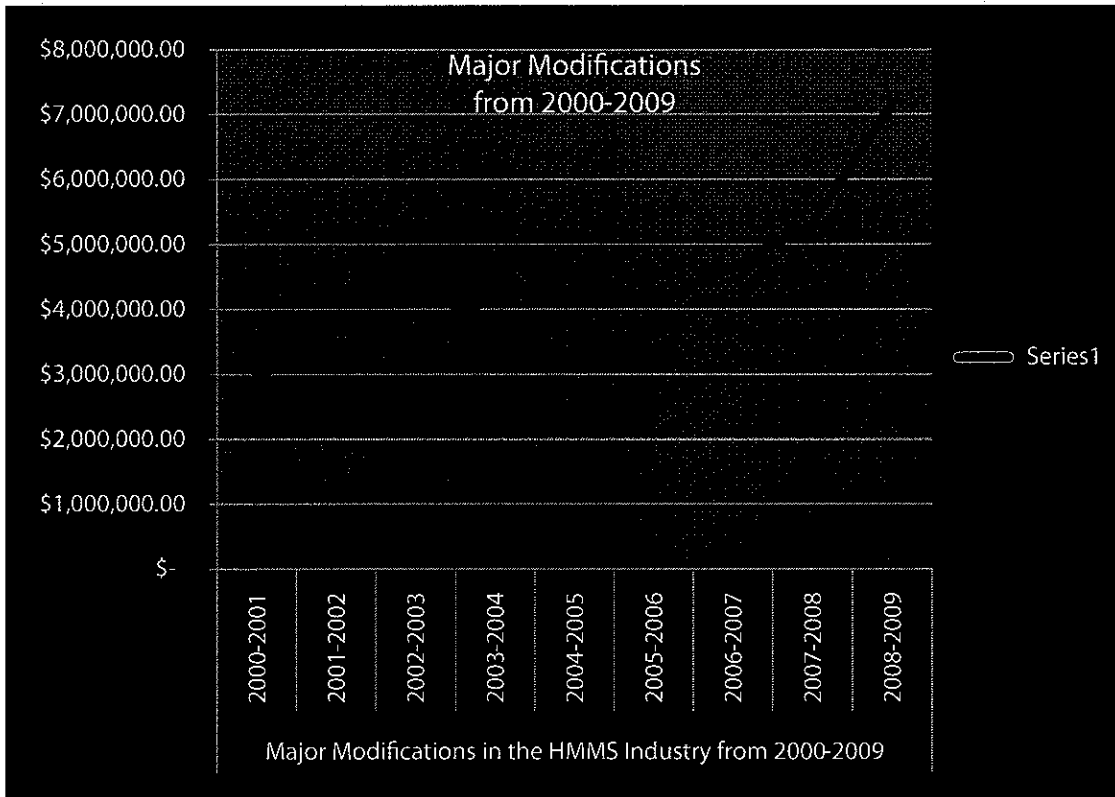
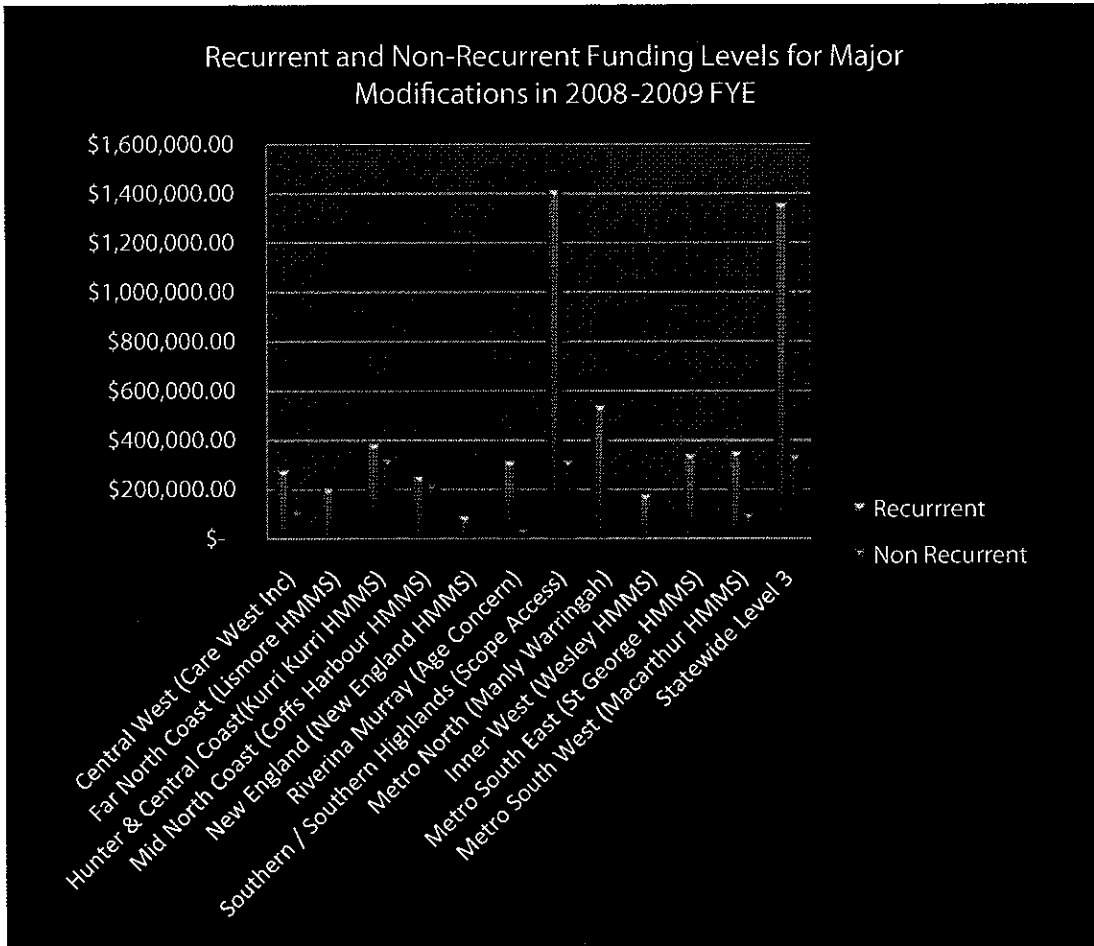


Figure 17. Increase in the cost of Major Modifications 2000-2009

Regions	Recurrent	Non Recurrent
Central West (Care West Inc)	\$ 281,335.00	\$ 118,129.33
Far North Coast (Lismore HMMS)	\$ 209,738.00	\$ 0.00
Hunter & Central Coast (Kurri Kurri HMMS)	\$ 389,367.00	\$ 329,868.60
Mid North Coast (Coffs Harbour HMMS)	\$ 257,000.00	\$ 221,070.80
New England (New England HMMS)	\$ 95,788.00	\$ 0.00
Riverina Murray (Age Concern)	\$ 320,000.00	\$ 44,359.50
Southern / Southern Highlands (Scope Access)	\$ 1,415,779.00	\$ 321,558.15
Metro North (Manly Warringah)	\$ 543,164.00	\$ 0.00
Inner West (Wesley HMMS)	\$ 181,927.00	\$ 0.00
Metro South East (St George HMMS)	\$ 346,173.00	\$ 0.00
Metro South West (Macarthur HMMS)	\$ 355,552.00	\$ 102,807.55
NSW Statewide Level 3	\$ 1,361,396.00	\$ 344,372.50
<b>Total allocated funds 08-09</b>	<b>\$ 5,757,219.00</b>	<b>\$ 1,482,166.43</b>

Table 1.14. Level 2 and Level 3 Budget Holders Recurrent and Non-Recurrent Funding Levels for 2008-2009 FYE



**Figure 18. Level 2 and Level 3 Budget Holders Recurrent and Non-Recurrent Funding Levels for 2008-2009 FYE**

**The Non-Recurrent Asbestos Management Fund**

The Non-Recurrent Asbestos Management Fund was made available to assist services with meeting asbestos compliance requirements. In the 2008-2009 FYE a training DVD was developed by the NSW HMMS State Council for the Safe System of Work for Drilling into Wall Sheeting Containing Asbestos. All Regional Technical Officers (RTOs) reviewed the DVD and were also deemed competent in the procedure. RTOs have since run training in their regions to ensure all tradespeople are competent in the procedure.

Additionally, WorkCover NSW encouraged State Council to enter the training DVD in its Safe Work Awards. Even though State Council was not successful in receiving an award, it was honoured to have been asked to enter such a prestigious award.

**Asbestos Public Liability Insurance**

In an on-going bid to reduce future litigation and asbestos related claims, the NSW HMMS State Council and CRISP Insurance have continued their partnership to ensure Asbestos Public Liability Insurance is available to the HMMS industry in NSW. A quarter of HMMS in NSW have taken the insurance to reduce risk to their organisations in the future.

## **Rural and Remote Regional Consultations and the HMMS Model**

### **Encompassing the Central West, Orana Far West, Riverina Murray and Southern Highlands Regions of NSW**

The NSW HMMS State Council is committed to reviewing the HMMS model and service structure in NSW to gain efficiencies in the sector and this aspect has been incorporated into State Council's Annual Service Project Plan with ADHC.

Feeding into this work and to gain a thorough understanding of the issues faced by HMMS, State Council completed Regional Consultations by visiting each HMMS in the following regions:

- Riverina Murray Region ~ November 2008-February 2009
- Southern Highlands Region\* ~ November 2009

*\*Please note this excluded HMMS funded under Scope Access*

Each region visited during this time provided its own set of unique circumstances. However, the very broad common themes for the regions visited were as follows:

- Limited or no existence of OTS
- Inadequate funding levels
- Inability to meet compliance due to inadequate funding levels
- Inability to employ Builders due to inadequate funding levels
- Inadequate Licensing as a result of the absence of Builders
- Lack of technical expertise due to the absence of Builders
- Heavy reliance on Contractors which increases the price of modifications
- Workforce Development Issues
- Over servicing of some clients as there is no technical expertise available

Previous consultations with Orana Far West and Central West Regions were completed in April-November 2008 resulted in a separate set of issues. (Please refer to page 26 for further information).

All information collected has been collated into a formal report and will be released to ADHC and the HMMS industry in 2010. The issues experienced by each region are varied and complex and any change to model structures will have far and wide-reaching implications. It is anticipated that the Discussion Paper released regarding the findings and recommendations for future models will bring some very fervent debate regarding any change to the HMMS model in the future.



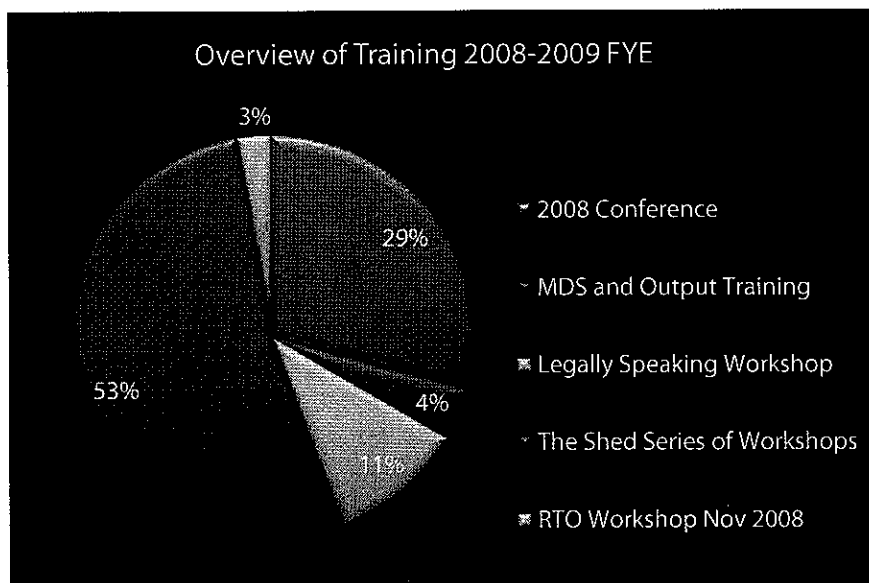
## THE NSW HMMS STATE COUNCIL'S ACHIEVEMENTS FOR 2008-2009

### Overview of all Training for the 2008-2009 FYE

The NSW HMMS State Council is committed to training initiatives for the HMMS industry in NSW. Training has been State Council's core business in the 2008-2009 FYE with a total of 916 people attending organised training. Targeted audiences have been staff employed by HMMS and referring Occupational Therapists with the aim of improving knowledge and strengthening service provision. The Shed Series of Workshops encompassed 53% of people trained followed by 24% at the Biennial State Conference. Please refer to Table 1.15 and Figure 19 for an overview of the amount of delegates who attended training.

Workshop	Total Number of Delegates	%
2008 Conference	268	29 %
MDS and Output Training	38	4%
Legally Speaking Workshop	100	11%
The Shed Series of Workshops	485	53%
RTO Workshop Nov 2008	25	3%
<b>Total</b>	<b>916</b>	

**Table 1.15.** Total quantities of delegates trained by the NSW HMMS State Council 2008-2009



**Figure 19.** Total quantities of delegates trained by the NSW HMMS State Council 2008-2009

## **Legally Speaking ~ Your Home Modification Legal Questions Answered**

Via Regional Consultations completed by the NSW HMMS State Council and from extensive feedback provided by the HMMS industry and referring Occupational Therapists, the NSW HMMS State Council ran a statewide half-day legal workshop titled "Legally Speaking ~ Your Home Modification Legal Questions Answered" on the 31st March 2009.

"*Legally Speaking ~ Your Home Modification Legal Questions Answered*" aimed to ensure the most appropriate and correct legal information was imparted to the HMMS industry and referring Occupational Therapists regarding the provision of environmental modifications in the home.

The workshop was presented by Tim Smyth, Health Lawyer and Paul Vergotis, Planning and Development Lawyer, DLA Phillips Fox. A high satisfaction rate of the workshop was reported in the client surveys completed by attending delegates. Notably, the workshop highlighted how pertinent legal requirements/questions are for HMMS and, as a result, Legal Fact Sheets and a Legal DVD will be created as a resource for the HMMS industry in 2010.

## **MDS Workshop**

Following on from the MDS and Outputs Workshop at the State HMMS Conference in September 2008, many HMMS requested the training be re-run in their regions. Andrea Thomas, Service Manager of Port Stephens HMMS, provided a comprehensive workshop on the Minimum Data Set and Outputs in the HMMS industry. The workshop covered the following:

- The purpose and need for collecting data for the Minimum Data Set followed on by comprehensive examples of how to calculate reportable modification costs and maintenance and allied health hours for the MDS.
- Explanation on Outputs and Service Description Schedules for HMMS as set out by ADHC.
- The participants explored the relationship between MDS and Outputs and how ADHC uses this information for planning.

The workshops were very successful and complemented the MDS Training implemented by ADHC in 2009. The NSW HMMS State Council will continue to run the training on request by HMMS in 2010 and beyond. State Council's sincere thanks is extended to Andrea for presenting the workshop.

## **THE SHED Series of Workshops**

### **Background**

The NSW HMMS State Council recognized there was a large gap in training for Occupational Therapists and HMMS in NSW regarding the HMMS Program. Whilst a high level of theory based training is available for OTs, there was no practical training available in which OTs could apply their skills. As such, the Shed Series of Workshops was developed to expand OTs/HMMS knowledge regarding the HMMS program, functional and technical aspects of environmental modifications and product knowledge. To ensure the largest proportion of delegates were captured, the workshops were based not just in metropolitan locations but in major regional centers in NSW as well. What resulted was a total of 16 workshops, and 485 delegates participating in the training.

## **Aims of the Workshop**

The Specialist Technical Officer, the Specialist Occupational Therapist in conjunction with State Council staff allocated a considerable amount of their time, energy and financial resources towards The Shed Series of Workshops; development November 2008- February 2009, implementation March to July 2009.

The main aim of The Shed Series of Workshops was to strengthen Occupational Therapists and HMMS knowledge of the HMMS Program and information pertaining to environmental modifications. Each workshop had a theory based component however a large component of the workshop was the interactive and practical component. The practical component focused on the following:

- The application of clients' functional requirements
- Technical aspects of modifications
- Products used in the HMMS industry.

The evaluation forms completed by OTs/HMMS displayed a high level of satisfaction rate with the workshop with a belief that their knowledge had been improved.

## **Outcomes**

The outcomes of the Shed Series of Workshops have been very positive for the NSW HMMS State Council and the HMMS industry in NSW. Outcomes achieved are as follows:

- Increased knowledge of the HMMS Program
- An understanding of technical aspects of building works
- An understanding of AS1428 and client's individual requirements
- An increased knowledge of products available
- The quality of referrals to HMMS has improved
- Promotion of the NSW HMMS State Council and the services which are provided

Additionally, an unexpected outcome of The Shed Series of Workshops has been the recognition of this training by other organisations/services both within NSW and interstate i.e. request by Housing NSW for the workshop to be presented to Housing NSW Technical Officers (Goulburn, December 2009); by the All of OT Group, ACT (representing all OTs in the ACT) with planning underway for a workshop to be held in the ACT for OTs and local builders in 2010; interest from Western Australia's Independent Living Centre.

Finally, the Shed Series of Workshops also highlighted the need to develop Fact Sheets for the HMMS Industry to compliment training and strengthen knowledge of the sector. As a result, the development of the first installment of Fact Sheets became a main project for State Council for the remainder of 2009.

## Thank you

Each training session was also supported by local HMMS, local Regional Technical Officers and local OT facilitators. My sincere thanks is extended to all these people who assisted with the workshops, however in particular, I would like to extend my sincere thanks and appreciation to Paul Martin, from Hastings HMMS who assisted the Specialist Technical Officer on many occasions. Finally, a big thank you to all of my staff. We all travelled extensively during this time which meant time away from family and loved ones. Your efforts did not go unnoticed and is greatly appreciated by myself and the NSW HMMS State Council.

## Looking Ahead for 2010 and Beyond

The NSW HMMS State Council has had a very positive response from the Shed Series of Workshops held in 2009. As a result, another series of workshops have been scheduled for 2010, mainly focusing on the metropolitan areas of NSW. The need for this type of training will always be necessary and ongoing as many new OT graduates and new HMMS employees will be entering the HMMS industry in NSW. The training provides an intersection of theory and practical knowledge and serves as a comprehensive orientation tool for all those entering the industry for the first time or for those who would like to update their knowledge.

## Resource Development Multicultural Brochures

In addition to the Technical Manual, Fact Sheets and DVDs now available for distribution, State Council has had the HMMS Generic Brochure translated into the following languages:

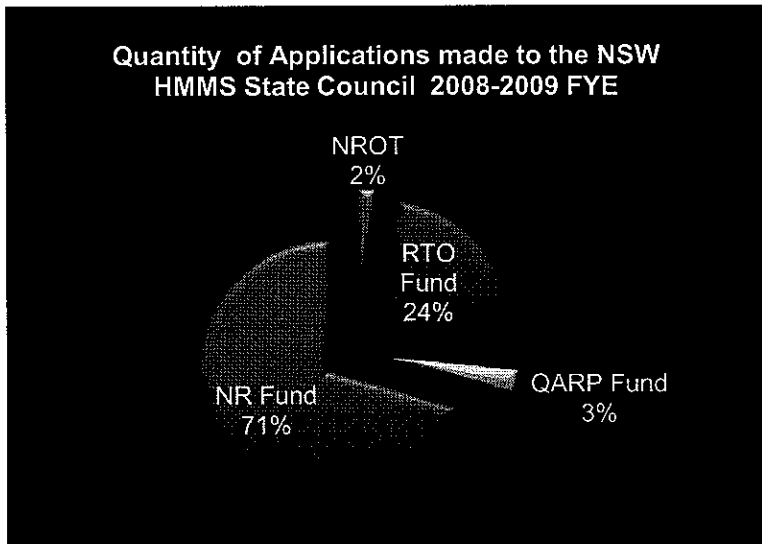
Arabic	Italian	Vietnamese	Croatian	Khmer
Chinese	Macedonian	Farsi (Persian)	Dari	Maltese
German	Polish	Korean	Filipino	Portuguese
Greek	Serbian	Armenian	French	Russian
Hindi	Spanish	Bosnian	Indonesian	
Somali	Thai	Turkish	Japanese	

## Review of Applications to the NSW HMMS State Council

As the NSW HMMS State Council allocates funding based on an application process from HMMS in NSW, Table 1.16 and Figure 20 provides an overview of the applications approved. As displayed, the largest proportion of applications review was for the Non-Recurrent Fund. However, this is proportional to the amount of funding received.

Fund	Number of Applications 2008-2009 FYE
NROT	13
RTO Fund	144
QARP Fund	18
NR Fund	418
<b>Total</b>	<b>593</b>

**Table 1.16.** Overall Number of Applications made to the NSW HMMS State Council 2008-2009 FYE



**Figure 20.** Overall Number of Applications made to the NSW HMMS State Council 2008-2009 FYE

### **Electronic Application Process**

As previously stated, the NSW HMMS State Council's application process will become electronic in 2010 with a view to increasing efficiencies and timeliness of the review of applications and the allocation of funding. The project is near completion and my absolute congratulations go to the team at Weblogics and Theresa Crawford, Executive Assistant, for managing this very important, long-term and sustainable project for the NSW HMMS State Council and the HMMS industry in NSW.

### **NSW HMMS State Council Planning Day**

State Council holds biennial planning days with each new election of State Councillors. The Planning Day took place on the 3rd of March 2009 and was facilitated by Kylie Frazer and Amanda Howard of Frazer Howard and Partners. As a result of the day's activities, State Council's vision, purpose, values, objectives and structure were reviewed and updated accordingly. Additionally, a new Strategic Plan was set for State Council for the period 2009-2012. For a copy of the NSW HMMS State Council's Strategic Plan, please refer to State Council's website [www.nswhmms.org](http://www.nswhmms.org)

### **Regional Consultations**

The Executive Officer and Specialist Technical Officer have been very proactive in attending Regional Meetings and meeting with key stakeholders within the HMMS industry in 2009. Regions in which consultations have taken place to address key issues are as follows:

- Hunter and Central Coast Regions
- Metropolitan Southeast Region
- Metropolitan North Region
- Riverina Murray Region
- Southern Highlands Region

Additionally, the Specialist Occupational Therapist in 2009 has also attended many OT focus groups to keep abreast of OT issues and has also received invitations from NSW Health and the Spastic Centre to provide information and advice.

### **Memorandum of Understanding with the Home Modification Information Clearing House**

The NSW HMMS State Council and the Home Modification Information (HMI) Clearing House finalised their Memorandum of Understanding (MOU) in 2009. The MOU reflects and clarifies the roles of both organisations within the HMMS sector and has established clear protocols as a way forward. State Council looks forward to a collaborative working partnership with the HMI Clearing House in 2009 and beyond.

## INDUSTRY INITIATIVES

---

### **ADHC Metro North, HACC Research Project, Service Models for Lawn Mowing and Garden Maintenance; Cumberland/Prospect and Nepean Local Planning Areas**

The HACC Research Project, Service Models for Lawn Mowing and Garden Maintenance; Cumberland/Prospect and Nepean Local Planning Areas was initiated in 2009 by ADHC Metro North. The project was contracted to Blue Mountains Home Modifications and Maintenance Service by ADHC in June 2009 for completion in November 2009. The Project Officer appointed to the project was Kathryn Knight who worked closely with Ruth Ley from Blue Mountains HMMS.

The overall aims of the project were to:

- investigate cost effective models for lawn mowing or garden maintenance to allow people to maintain a safe outdoor environment to assist them to remain living independently in their own homes in the Cumberland/Prospect and Nepean Local Planning Areas;
- investigate options for better lawn mowing and/or garden maintenance service delivery in remote areas in the Cumberland/Prospect and Nepean Local Planning Areas; and
- investigate likely reactions of the target group of HACC clients to the new models in the Cumberland/Prospect and Nepean Local Planning Areas.

On completion of the research project, the final report prepared by Kathryn Knight presented findings of an investigation into a range of models for lawn mowing and garden maintenance service delivery in the Cumberland/Prospect and Nepean Local Planning Areas. The final report proposed models guided by the HACC principles of wellness, participation and independence of clients. Additionally, client choice as well as practicality for service providers was of main consideration.

Home Modification tends to take precedence over maintenance and lawn mowing funding/issues. However the demand for home maintenance and repetitive gardening services is increasing dramatically. Comparatively, home modification is generally a one-off episode of service provision with a view to creating client independence whereas maintenance and repetitive garden services are regular recurrent events which create a reliance on HMMS rather than independence for HACC clients. HMMS in NSW report to State Council of the high administrative burden that repetitive garden services create for a minimal recovery cost. Therefore a review of the current lawn mowing and gardening system is timely and necessary. To State Council's knowledge, minimal research has been completed on lawn mowing and gardening maintenance service models in NSW and the work undertaken by Kathryn Knight and Ruth Ley of Blue Mountains HMMS is ground-breaking and provides a fresh approach.

As the research project was completed for the Cumberland/Prospect and Nepean Local Planning Areas, State Council would be most interested in sourcing non-recurrent funding in the future to extend the project to encompass all of NSW. State Council would like to extend their congratulations to both Kathryn Knight and Ruth Ley of Blue Mountains HMMS for an informative and well researched project.

## **HACC Workforce Development Project**

The NSW HMMS State Council was delighted that ADHC initiated the HACC Workforce Development Project in 2009. The project aims to gather and collate information on staff numbers, recruitment, retention and support of all HACC service types in NSW. Via the completion of Regional Consultations with the HMMS sector by State Council, HMMS have increasingly reported the difficulty they are experiencing in recruiting and engaging adequately experienced, skilled, licensed and appropriately insured local tradespeople. State Council anticipates the HACC Workforce Development Project will also identify this pertinent issue within the HMMS sector. The importance of workforce planning cannot be underestimated for, without an adequately skilled workforce, service to HACC clients would be seriously compromised not only in the creation of extensive waiting lists but quality of works completed could also be seriously compromised and expensive to rectify. State Council anticipates the issues identified by the HACC Workforce Development Project will ensure HMMS and other HACC Service types are adequately staffed and supported in the future.

## **Access Point Project**

As a part of the Commonwealth Government's Strategy, A New Strategy for Community Care - The Way Forward, one of the broad aims of the reforms is to simplify access to Community Care Services in Australia. As such single Access Points in each of the States and Territories have been piloted with ADHC piloting their Access Point in the Hunter and Central Coast Regions of NSW. Andrea Thomas, Executive Officer of Port Stephens HMMS, has participated in the Access Point Project and has reported positively to State Council of the Access Point's benefits. Notably, an unmet need for maintenance and repetitive gardening services was identified by the Access Point Project and as such services received increases in funding to address the increased demand. The Access Point Project may therefore improve/enhance ADHC's planning processes by identifying unmet needs. Additionally, as clients' eligibility is being consistently assessed by trained health professionals, inappropriate referrals will decrease as a result. State Council looks forward to the final report completed by KPMG on the Pilot Access Point Projects in Australia and their recommendations for its implementation.

## **ADHC's Direct Allocation of Funding to HMMS during 2008-2009 FYE**

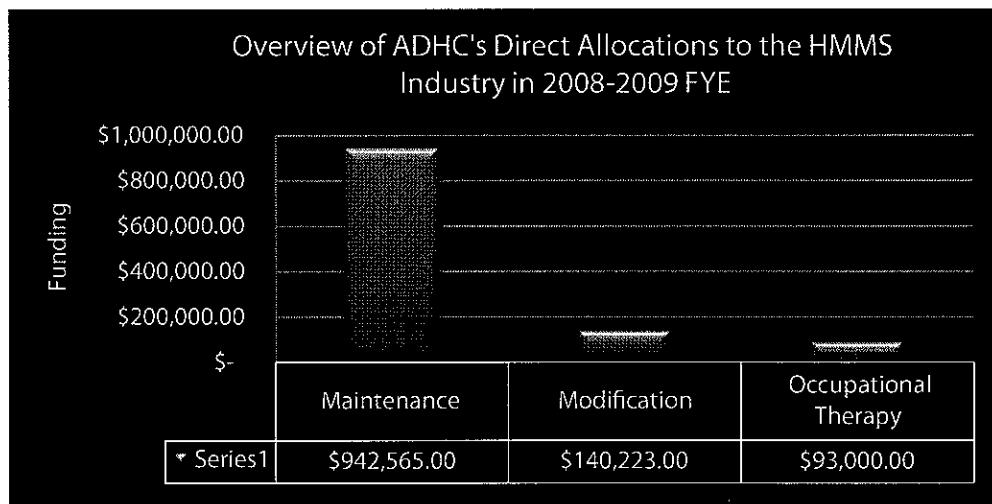
In the declining absence of non-recurrent funding allocations to reduce HMMS waiting lists for 2008-2009 FYE, ADHC's Direct Allocations has had little impact for HMMS statewide with only \$140,223 allocated to increase modification budgets. Notably the largest portion, \$802,342 (80% of total funding allocated), was allocated to maintenance and repetitive gardening services with 55% of the funding (\$439,970) allocated to the Central Coast and Hunter Regions of NSW. This funding allocation to the Central Coast and Hunter Regions was a direct result of the pilot Access Point Project which identified unmet need for maintenance and repetitive gardening services and as such HMMS received an increase in funding.

Please refer to Table 1.17 opposite for a summary of direct allocations to HMMS in 2008-2009.



Region	Maintenance	Modification	Occupational Therapy
Metro North	\$ -	\$ -	\$ -
Metro North West	\$ -	\$ -	\$ -
Hunter and Central Coast	\$ 439,970.00	\$ 20,223.00	\$ -
Metro Southwest	\$ 191,000.00	\$ -	\$ 93,000.00
Inner Sydney	\$ 111,372.00	\$ 120,000.00	\$ -
Metro Southeast	\$ 60,000.00	\$ -	\$ -
Far North Coast	\$ -	\$ -	\$ -
Mid North Coast	\$ -	\$ -	\$ -
New England	\$ -	\$ -	\$ -
Illawarra & Southern Highlands	\$ -	\$ -	\$ -
Central West and Orana Far West	\$ -	\$ -	\$ -
Riverina Murray	\$ -	\$ -	\$ -
<b>Total</b>	<b>\$ 802,342.00</b>	<b>\$ 140,223.00</b>	<b>\$ 93,000.00</b>

**Table 1.17.** A summary of ADHC's direct allocations to HMMS in 2008-2009 FYE



**Figure 21.** A summary of ADHC's direct allocations to HMMS in 2008-2009 FYE

## **ADHC's Tendering Process in the HMMS Sector**

In June 2008, Wesley HMMS successfully tendered for an open modification and maintenance tender in the Cumberland Prospect Region of Sydney where existing HMMS Service structure was already in place. State Council addressed a number of concerns regarding this tender and they were as follows:

- ADHC's tendering allocation processes
- Duplication and inefficiencies of referral pathways and processes created by having multiple services in the same LPAs
- The inefficiencies of allocating new funding to a new provider when the existing services required additional funding to cope with the increased demand
- Panel representation for review of HMMS funding

State Council made recommendation for ADHC to review and strengthen their tendering processes in the future to incorporate the above points raised.

## **Closing**

Lastly but most importantly, I would like to take the time to thank all of the staff who are employed in the Home Modification and Maintenance Services industry in NSW. Via State Council's training and regional consultations, I have had the opportunity to meet many of you in my travels and would like to highlight your dedication and commitment to providing quality service to those many Australians who require it. I thank you all for your feedback, co-operation and openness in addressing the issues at hand and which has contributed much to the work State Council ultimately completes. Please know that I highly value your contribution and look forward to working with you all in 2010 and beyond.

# HOME MODIFICATION AND MAINTENANCE SERVICES

*Enhancing people's lives by assisting them  
to remain in their homes longer*

Executive Officer's  
Annual Report 2010

NSW HMMS  
state council



## **Table of Contents**

---

<b>Section 1</b>	<b>Page 5-11</b>
• Overview of the NSW HMMS State Council	
<b>Section 2</b>	<b>Page 12-18</b>
• Achievements of the NSW HMMS State Council	
o The Office of Fair Trading's Rewrite of the Home Building Act	
o The NSW Parliament Legislative Council's Inquiry into Services provided or Funded by the Department of Ageing, Disability and Home Care	
o Productivity Commission - Inquiry into Caring for Older Australians	
o Lobbying for the Availability of Non-Recurrent Funds to Address Levels 2 and 3 Waiting Lists	
o NSW HACC Service Provider Peaks Alliance	
o Synergy Conference 2010	
o Capacity Building Initiatives – Training, Resource Development & Information	
o NSW HMMMS State Council Website	
<b>Section 3</b>	
• Reforms for the HMMS Industry and Community Care Sector	<b>Page 19-24</b>
o HMMS Model Review 2010	
o COAG Reforms and the HACC Program	
o Community Care Common Standards	
o National Disability Insurance Scheme	
<b>Section 4</b>	
• Funding managed by the NSW HMMS State Council and achievements under those programs 2009-2010	<b>Page 26-56</b>
o The Non-Recurrent Fund	
o The Non-Recurrent Rural and Remote Fund	
o The Non-Recurrent Occupational Therapy Brokerage Fund	
o The Quality Assurance Program	
o Regional Technical Advice Fund	
o The Quality Assurance Rectification Program	
o Major Modification Program in NSW	
<b>Appendix A</b>	
• Specialist Technical Officer's Report, written by Keith Stevenson	<b>Page 57-60</b>
<b>Appendix B</b>	
• Specialist Occupational Therapist's Report, written by Margaret Neuss	<b>Page 61-64</b>

## FORWARD

---

The financial year 2009-2010 has been a challenging year and one signalling change in the Home Modification and Maintenance Services (HMMS) Industry in NSW and the broader HACC sector as a whole. Whilst the New South Wales Home Modification and Maintenance Services (NSW HMMS) State Council's key focus is to support HMMS via capacity-building initiatives such as training and resource development, State Council has actively lobbied on behalf of the HMMS industry successfully.

As the NSW HMMS State Council's constituency comprises HMMS in NSW, State Council is a strong grass roots organisation representing a vibrant diversity of people and organisations. This connectedness via a collective voice has strengthened State Council's lobbying power. I would like to take this opportunity to thank all HMMS in NSW for their differing opinions and collective knowledge which has assisted to enhance HMMS in NSW.

I would also like to extend my sincere thanks and gratitude to the NSW HMMS State Council Staff for the work completed throughout a very challenging year. State Council's staff are a very dedicated team of people, achieving groundbreaking work in the HMMS Industry in NSW.



Stacey Sheppard-Smith  
Executive Officer  
NSW HMMS State Council

## **INTRODUCTION**

---

The financial reporting is for the period 1 July 2009 to 30 June 2010. The report also highlights the NSW HMMS State Council's work for 2010 and is categorised into four sections:

- Overview of the NSW HMMS State Council
- Achievements of the NSW HMMS State Council
- Reforms for the HMMS Industry and Community Care Sector
- Funding managed by the NSW HMMS State Council and achievements under those programs 2009-2010

The Report complements the Chairperson's Report completed by Shalla Thomas who has provided an overview of the past year.

# HOME MODIFICATION AND MAINTENANCE SERVICES

*Enhancing people's lives by assisting them  
to remain in their homes longer*

## Section 1

NSW HMMS  
state council



## **SECTION 1 OVERVIEW OF THE NSW HOME MODIFICATION AND MAINTENANCE SERVICES STATE COUNCIL**

---

### **Background Information**

Established in 1994, the NSW HMMS State Council is the peak organisation for the HMMS industry in NSW. A not-for-profit organisation, State Council is committed to the interests of Home Modification and Maintenance Service providers in New South Wales to ensure optimum client outcomes and service delivery are achieved via capacity-building initiatives and sector development.

### **Vision**

The vision of the NSW HMMS State Council is to unite and enhance Home Modification Services statewide.

### **Purpose**

As the peak organisation, the purpose of the NSW HMMS State Council is to provide support for Home Modification and Maintenance Services, act as a collective think tank and promote leading practice and outcomes throughout the state.

### **Values**

In carrying out its vision and purpose, the NSW HMMS State Council values open and ethical practices, transparency, accountability, quality services and safe and productive workplaces.

### **Objectives**

In accordance with the Annual Project Peak Activity Plan signed by State Council with Ageing, Disability and Home Care (ADHC) State Council's following objectives are:

- ✓ Developing policy and advocacy
- ✓ Providing advice, information and representation
- ✓ Consulting broadly
- ✓ Building sector capacity and sustainability
- ✓ Promoting partnerships and collaboration
- ✓ Demonstrating leadership and innovation
- ✓ Taking a proactive approach



### Organisational Structure of the NSW HMMS State Council

The NSW HMMS State Council consists of industry elected HMMS representatives from each region in NSW. NSW HMMS State Councillors work collaboratively with the Executive Officer to identify and address HMMS industry issues. Strategies such as lobbying, consultation, training or resource development are then initiated to support and enhance the HMMS industry in NSW. The NSW HMMS State Council meets quarterly and is a consultative process to ensure all issues are captured. State Councillors also act as a Board of Directors who govern the NSW HMMS State Council to oversee financial management and strategic direction.

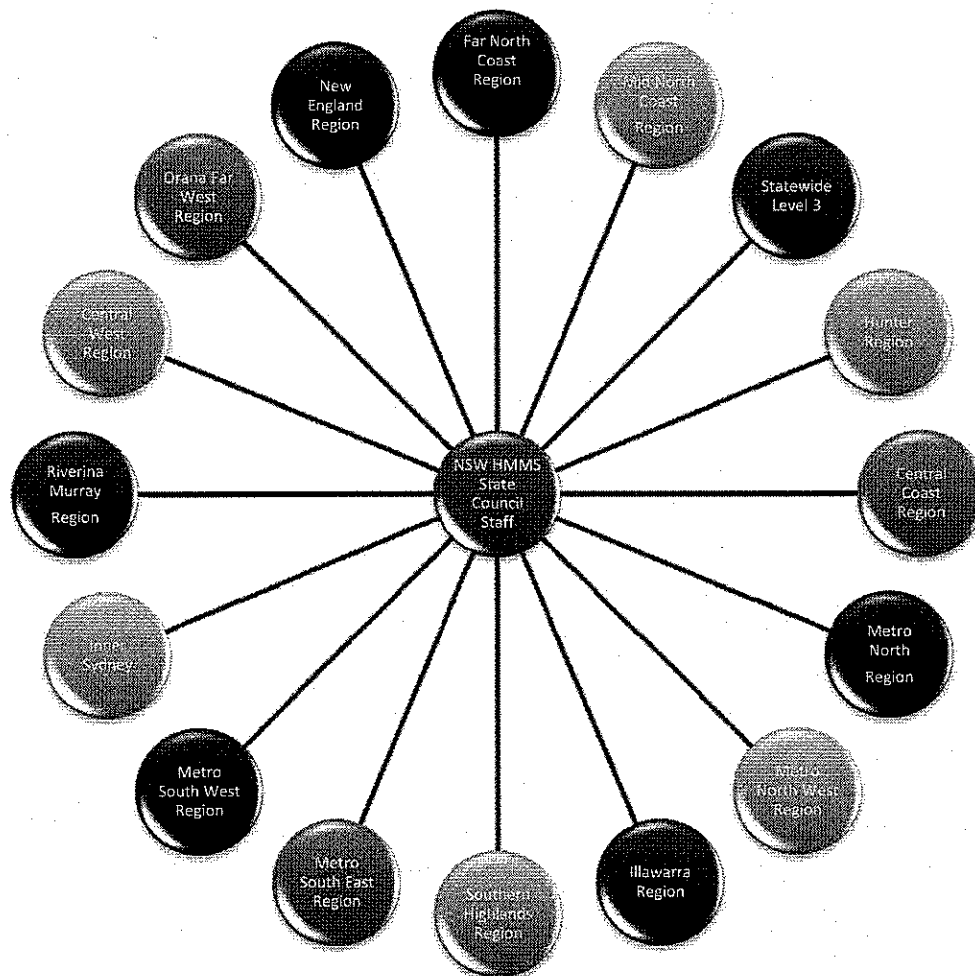


Figure 1 – Regions Represented by NSW HMMS State Council

## NSW HMMS State Council Industry Reference Group Structure

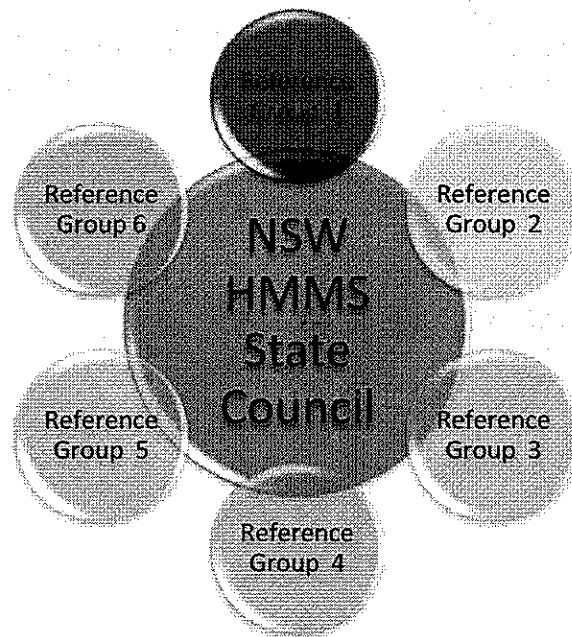


Figure 2 – NSW HMMS State Council Industry Reference Group Structure

### Notes for Reference Group Structure

The NSW HMMS State Council encourages a collaborative approach from the HMMS sector and other stakeholders and as such has formalised a Reference Group structure to enhance the flow of information via an open consultative process. The aims of the Reference Groups are as follows:

- Identify emerging issues within the HMMS sector
- Provide input into the development of policies and procedures as set out by the NSW HMMS State Council
- Input into development of resources for the HMMS sector and Occupational Therapists
- Input into the NSW HMMS State Council's Planning days (at a time prior and separate from the NSW HMMS State Council Biennial Planning Day) and assisting with the NSW HMMS State Council's strategic Planning Day processes.

Please note that participation in each of the Reference Groups is voluntary.

### **Reference Group 1 – The Quality Assurance Program and the HMMS Builders Brains Trust**

The Specialist Technical Officer along with Builders from the HMMS industry have a collective Brains Trust which exchanges technical information and product knowledge. This is done through a combination of face-to-face meetings and electronic communications. All feedback from the Builders is provided to the NSW HMMS State Council via the Specialist Technical Officer. A select group of Builders also assists the Specialist Technical Officer with the development and updating of resources for the HMMS industry.

### **Reference Group 2 – Occupational Therapists Reference Group**

A select group of Occupational Therapists who are involved with the HMMS industry are invited by the NSW HMMS State Council to participate in the OT Reference Group. Under the supervision of the Specialist Occupational Therapist for the NSW HMMS State Council, the OT Reference Group reviews and creates documents/resources such as Fact Sheets, standardised Pro Formas and Manuals as best practice for referring OTs in the HMMS industry. Additionally, the OTs may make recommendations to State Council for consideration and review.

### **Reference Group 3 – Co-ordinators, Administration and Governance Reference Group**

Each region in NSW holds HMMS Regional Meetings on a regular basis to network and address issues within the HMMS industry. The Regional Meetings are attended by Co-ordinators and Service Managers of Level 1 and Level 2 HMMS in NSW and, wherever possible, State Council staff.

As a result, issues identified at these meetings are brought to the NSW HMMS State Council via nominated State Councillors at quarterly State Council meetings. Managers and Board Members of the HMMS auspicing organisation are encouraged to attend the Regional Meetings and have input into governance issues for feedback to the NSW HMMS State Council's policies, procedures and strategic planning.

### **Reference Group 4 – Rural and Remote Reference Group**

As Rural and Remote New South Wales encompasses approximately 80% of the geographic area of the State, the NSW HMMS State Council has formed a Rural and Remote Reference Group with the aim of keeping abreast of the issues faced by Service Providers in rural and remote locations. The Reference Group consists of State Councillors from the following regions:

- Central West Region
- Orana Far West Region
- Riverina Murray Region
- Southern Highlands Region
- New England Region

Representatives of these Regions keep State Council informed of all issues faced by Rural and Remote Services via formal meetings as organised by these Regions.

### Reference Group Structure 5 – Levels 2 and 3 Budget Holders in NSW

The Levels 2 and 3 Budget Holders who fund major modification work in NSW meet annually to review protocols and policies and procedures of Level 2 and Level 3 Budget Holders in NSW. The meeting is sponsored by the NSW Statewide Level 3 project. Identified issues are also addressed at these meetings.

As a result, Minutes of the meetings are tabled at the following State Council meeting and a Forward Action Plan is formulated to ensure action items are implemented. All information resulting from these meetings is entered into the NSW HMMS State Council's work plan and strategic policy.

### Reference Group 6 – External Stakeholders

Key external stakeholders will be invited to attend planning meetings held at an opportune time prior to the NSW HMMS State Council's Strategic Planning day to make recommendations on emerging issues to State Council for their Strategic Business Plan.

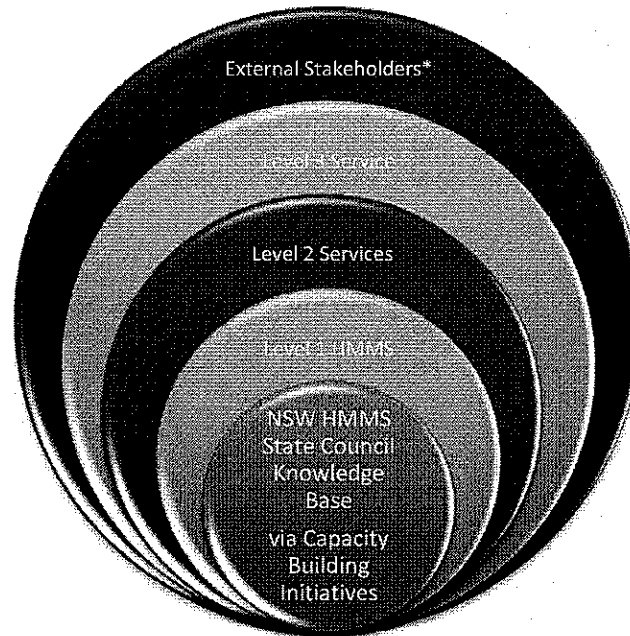


Figure 3 – NSW HMMS State Council's relationship with the NSW HMMS Industry

\*External Stakeholders include but are not limited to:

- Department of Health and Ageing
- NSW Government, Human Services, Ageing, Disability and HomeCare
- NSW Meals on Wheels Association
- Community Transport Organisation
- NSW Community Options
- NSW Neighbour Aid and Social Support Association
- Aged and Community Services Association, NSW & ACT
- NCOSS
- Home Modification Information Clearing House
- Independent Living Centre NSW

## Staffing Structure

To support the objectives of strategic plans, direction and funded programs of the NSW HMMS State Council and to act as an interface to the HMMS industry and other stakeholders, the following staff structure is in place.

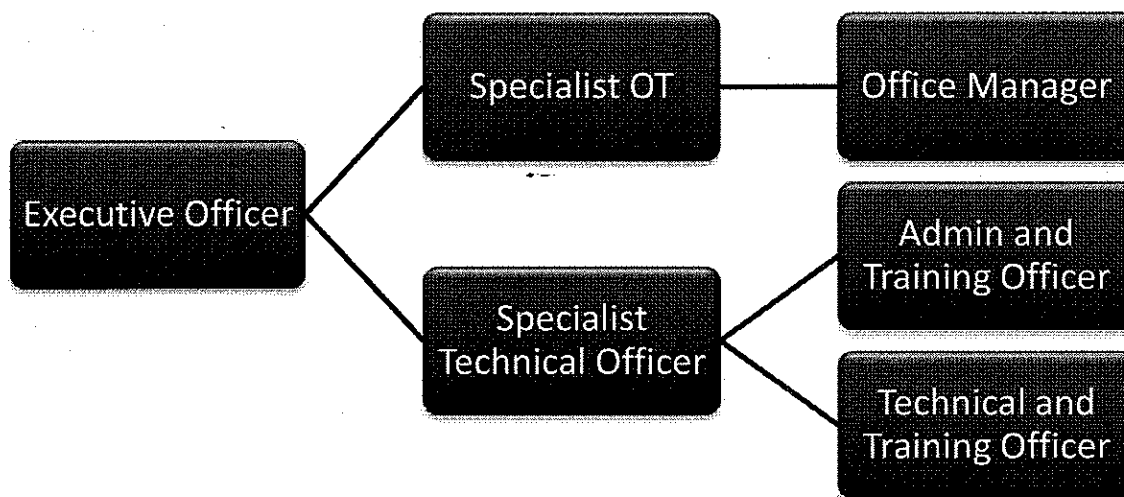
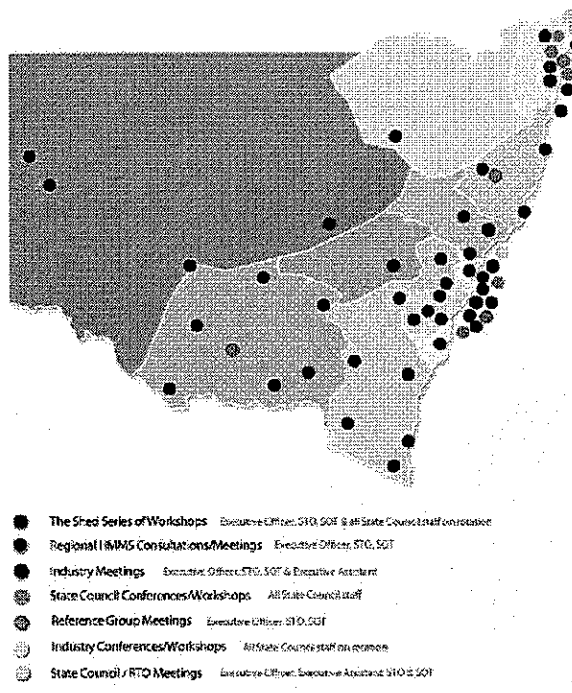


Figure 4 – Staffing Structure of the NSW HMMS State Council

### NSW HMMS State Council Staff Movements 2009-2010



# HOME MODIFICATION AND MAINTENANCE SERVICES

*Enhancing people's lives by assisting them  
to remain in their homes longer*

Section 2

NSW HMMS  
state council



## **SECTION 2**

### **NSW HMMS STATE COUNCIL'S ACHIEVEMENTS**

---

The NSW HMMS State Council actively aims to represent HMMS in NSW through an engaged membership on broad industry issues. During the course of 2009-2010 FYE, the NSW HMMS State Council lobbied on behalf of the industry on the following issues:

- The Office of Fair Trading's Re-write of the Home Building Act 1989
- The NSW Parliament Legislative Council's Inquiry into Services Provided or Funded by the Department of Ageing, Disability and Home Care
- The Productivity Commission's Inquiry into Caring for Older Australians
- The availability of Non-Recurrent Funds to address Levels 2 and 3 funding shortfalls
- Alliance with NSW HACC Service Provider Peaks
- Synergy Conference 2010
- Capacity Building Initiatives including training, resource development and the provision of Information

#### **The Office of Fair Trading's Rewrite of the Home Building Act**

In March 2010, the NSW HMMS State Council responded to the Discussion Paper released by the Office of Fair Trading regarding the re-write of the Home Building Act 1989.

In response to the Discussion Paper released, the NSW HMMS State Council provided feedback on a number of broad areas and these included:

1. Health and Local Council's exemption from licensing
2. Concerns regarding lifting the licensing thresholds from \$1,000 - \$12,000
3. Compulsory Asbestos Training for all Tradespeople
4. Maintaining HMMS Exemption from Home Owners Warranty Insurance
5. Linking Rectification Orders to Existing Statutory Warranties

As yet no further information has become available from the Office of Fair Trading. However HMMS will be notified of any changes to the Home Building Act in due course.

#### **The NSW Parliament Legislative Council's Inquiry into Services provided or Funded by the Department of Ageing, Disability and Home Care**

The NSW HMMS State Council prepared a submission to the NSW Parliament's Legislative Council for their inquiry into services provided by ADHC. The submission included:

- ✓ The Executive Officer's 2008-2009 Annual Report which explored funding shortfalls for the HMMS industry in depth
- ✓ Data limitations of the Minimum Data Set when capturing unmet need, client waiting lists and funding shortfalls
- ✓ Funding shortfalls in the HMMS industry
- ✓ Inadequacies in ADHC's tendering processes

As a result of the submission, the Executive Office Bearers and Executive Officer were asked to provide evidence on behalf of the HMMS Industry to the NSW Parliament's Legislative Committee on 25 August 2010. After the initial provision of evidence, there were additional Questions on Notice covering the following topics:

- ✓ Data Collection
- ✓ Funding and Waiting Lists
- ✓ ADHC Tender Processes
- ✓ COAG Reforms and the HACC Split
- ✓ Transition of People with Acquired Disability from Hospital to Home
- ✓ Client Contributions
- ✓ Sustainability of the HMMS Program

The Executive provided substantial evidence and lobbied successfully on behalf of the HMMS industry. The final report was tabled in NSW Parliament on 11 November 2010 with 55 recommendations for the Government's review and consideration<sup>1</sup>. The NSW HMMS State Council was delighted that there were many recommendations made by the Legislative Council with regard to the HMMS industry and in particular with regard to funding shortfalls, compliance with licensing under the Home Building Act and streamlining of processes. Please refer to Recommendation 44 and Chapter 8, Page 147 for information pertaining to HMMS. State Council information is also referenced in other sections of the report, e.g. MDS. The Government and ADHC are required to respond to the report within 6 months. To view the full report, Questions on Notice and transcripts please go to the following link:

[www.parliament.nsw.gov.au/socialissues](http://www.parliament.nsw.gov.au/socialissues)

#### **Productivity Commission - Inquiry into Caring for Older Australians**

The NSW HMMS State Council made a submission to the Productivity Commission in July 2010. The submission discussed why home modifications should sit outside Care Packages and Self Directed Care Packages in a future model of aged care services. The Productivity Commission received 479 submissions from varying organisations and their final report will be available in January 2011<sup>2</sup>. For information regarding the Productivity Commission's Inquiry please go to the following link:

<http://www.pc.gov.au/projects/inquiry/aged-care>

To view all the submissions please go to the following link:

<http://www.pc.gov.au/projects/inquiry/aged-care/submissions>

#### **Lobbying for the Availability of Non-Recurrent Funds to Address Levels 2 and 3 Waiting Lists**

The NSW HMMS State Council was very pleased to be able to lobby effectively on behalf of the HMMS industry for the availability of non-recurrent funds to reduce major modification waiting lists in NSW. A total of \$4.6 million was allocated directly to Levels 2 and 3 Services to reduce their waiting lists and supplement funding shortfalls. A further \$500,000 in non-recurrent funding was allocated on 30 June 2010 to support HMMS in the Central West and Orana Far West Regions of NSW.

<sup>1</sup> <http://www.parliament.nsw.gov.au/prod/parliament/committee.nsf/0/012F70C073C28F78CA25774D0011708A>

<sup>2</sup> <http://www.pc.gov.au/projects/inquiry/aged-care/draft>



The NSW HMMS State Council spent a considerable amount of time bringing issues such as funding shortfalls of HMMS to the attention of ADHC and, in turn, to NSW State politicians, with the view of assisting many clients with complex care needs who had sat on waiting lists for considerable amounts of time. In particular, the NSW Statewide Level 3 Service had \$1.4 million worth of applications which could not be funded for the majority of 2010. As a result of State Council's lobbying, a total of \$2.4 million was made available to the project in late June 2010 to alleviate the backlog and provide assistance to future applications. The NSW HMMS State Council's key objective is to lobby and advocate on behalf of the HMMS industry on key issues to support and strengthen service delivery. In this regard, State Council was very successful and delighted with the outcome.

Please refer to page 28 for a full report on Non-Recurrent Funding for the HMMS Industry in NSW.

### NSW HACC Service Provider Peaks Alliance

As a result of the COAG Reforms, the NSW HACC Service Provider Peaks have formed an alliance to increase lobbying potential during the COAG reform process with DOHA and ADHC. The Peaks participating in the alliance are:

- NSW Meals on Wheels Association
- NSW Community Transport Organisation Inc
- NSW HMMS State Council Inc
- NSW Community Options Inc
- NSW Neighbour Aid and Social Support Association

Due to the alliance formed with the HACC Service Provider Peaks, the NSW HMMS State Council office will be transitioning from Lismore to Sydney in 2011. State Council will be exploring co-location opportunities with NSW HACC Service Provider Peaks to gain office efficiencies and increase lobbying power during the COAG Reforms.



Figure 5 – Displays Lobbying Power of NSW HACC Peak Alliance

Total: 646 Members, 55,000 Volunteers in NSW

## **Synergy Conference 2010**

The NSW HMMS State Council co-ordinated the Biennial State Conference 'Synergy – Working Together to Produce Greater Outcomes' on 14 and 15 September 2010. The Conference was a tremendous success, attracting 220 Delegates, five Keynote Speakers, 22 Trade Exhibitors and 35 Workshop Presenters. The HMMS State Conference has become a pivotal training event on the HMMS Calendar and provides wonderful opportunities for HMMS to learn, network and share innovation. The Conference also provided extensive marketing opportunities and exposure to all stakeholders in the HMMS industry. I would like to extend my sincere thanks and gratitude to all people who contributed to the Conference in guaranteeing it was a successful event. As the Conference took 12 months to plan and co-ordinate, special thanks must go to NSW HMMS State Council staff for their huge effort which cannot be effectively conveyed in one paragraph of a report!

## **Capacity-Building Initiatives including Training, Resource Development and the Provision of Information 2009-2010**

Training and resource development for Builders and Occupational Therapists undertaken by the NSW HMMS State Council is unique and designed specifically to complement, not duplicate, existing training programs and resources provided by other organisations in NSW such as OT AUSTRALIA NSW, the Home Modification Information Clearinghouse Project and the Independent Living Centre NSW.

All State Council training programs, resource development and information are based on the following:

1. Gaps in education and practice identified by OTs, Builders and HMMS following an extensive and on-going consultative process across NSW; and
2. translating theoretical knowledge, research findings and the relevant Australian Standards into practical application in the workplace, i.e. providing practical learning experiences and tools to equip OTs, Builders and HMMS with the skills required to appropriately prescribe and provide modifications for individuals in the home environment; and
3. providing technical resources to improve both knowledge and consistent building practice for all builders and tradespeople in the HMMS industry in NSW.

## **Overview of Technical Resource Development**

The NSW HMMS State Council specifically identified a large gap in the availability of technical information for Builders and Tradespeople in the HMMS industry regarding home modifications. Since this time the NSW HMMS State Council has been actively addressing the gap by creating the following:

1. The Inaugural Technical Manual for the HMMS Industry in NSW
2. Industry specific Fact Sheets
3. Standardised Quality Assurance Systems relating to construction
4. Standardised Safe Systems of Work for the HMMS Industry

The aim of the Technical Manual was to create a consistent approach to Technical Information in the HMMS industry. In 2009-2010 initiation to update the Technical Manual was implemented by the Specialist Technical Officer and a reference group of Builders (Builders Brains Trust) to reflect updates to AS1428.1 which is being referenced in the Building Code in May 2011. The updated Technical Manual will be released to HMMS in May 2011 to coincide with the release of the updated Building Code.

## Overview of OT Resource Development

All resources developed for OTs by State Council reflect gaps in OT education and development as identified by OTs during the extensive consultation process across NSW. To date, resources have focused on Fact Sheets and standardised documentation such as generic Minor Modification Pro Formas, templates for OT reports, templates and samples of written and diagrammatical specifications for major bathroom modifications and generic Policies and Procedures for OTs when referring to HMMS.

All resources developed:

- reflect best practice in home modifications;
- have been reviewed and approved by the OT Reference Groups established by State Council; and
- are applicable to all OTs - regardless of level of experience in prescribing home modifications

## Fact Sheets and Standardised Pro Formas

To be inclusive and capture the broad range of knowledge from practising OT clinicians and academics, an OT Reference Group was formed in 2009 to review and have input into State Council's OT Fact Sheets and standardised Pro Formas. A total of 44 OTs with recognised experience and expertise in home modifications were invited to be on the OT Reference Group representing:

- NSW HMMS
- NSW Health
- ADHC
- The Spastic Centre of NSW
- Private Practice
- NSW OT Advisors for the Department of Veterans Affairs
- NSW Spinal Practitioners Group
- OT Australia NSW
- Home Modification Information Clearinghouse Project
- Southern Cross University, Undergraduate OT Program

Prior to the development of the Fact Sheets and standardised documentation, State Council staff diligently researched what had not been created by other funded organisations. The first installments of Fact Sheets were then identified and developed in consultation with the OT reference groups. Please refer to Appendix B, page 61 for a list of Fact Sheets developed. Finally, it is the aim of the Specialist Occupational Therapist, in conjunction with the OT Reference Group, to review existing documentation and referral/report writing tools for both Minor and Major Modifications. The aim of the Pro Formas is to capture information in a consistent format whilst working towards improving the quality of referrals received by HMMS. The resources reflect best practice and are therefore also applicable to all OTs regardless of the service provider utilised to undertake the home modifications e.g. Department of Housing, Department of Veterans Affairs, compensable clients etc. All completed Fact Sheets are now available for download from the NSW HMMS State Council website [www.nswhmms.org](http://www.nswhmms.org)

## NSW HMMS State Council Website

The NSW HMMS State Council launched a new updated website for the HMMS industry in 2010. The website targets all those groups and individuals who require information regarding the HMMS industry in NSW.

New features of the website include:

- Easily locate HMMS in NSW by map, postcode or town search
- A large, easy to use Photo Gallery with many examples of HMMS modifications
- HMMS can refer clients to the website as it contains valuable, easy to find client information
- Resource section including all HMMS Fact Sheets available for downloading
- Easy to order Products developed by State Council

The NSW HMMS State Council encourages all HMMS, OTs, Contractors and other industry members to log on and use this valuable, ever-growing HMMS tool and resource. The private section to members will be available in 2011. To view the website, go to [www.nswhmms.org](http://www.nswhmms.org)

# HOME MODIFICATION AND MAINTENANCE SERVICES

*Enhancing people's lives by assisting them  
to remain in their homes longer*

## Section 3

**NSW HMMS**  
state council



## **SECTION 3**

### **REFORMS FOR THE HMMS INDUSTRY AND COMMUNITY CARE SECTOR**

---

2010 has revealed impending changes for the HMMS sector in NSW and the Community Care Industry as a whole. The following reviews and reforms have been implemented and flagged for completion at both State and Federal levels of Government:

- ADHC's Review of the HMMS Model Structure in NSW announced in July 2010
- Council of Australian Governments (COAG) Reforms to the HACC Program announced in April 2010
- The introduction of Community Care Common Standards by the Commonwealth Government

#### **HMMS Model Review 2010**

KPMG reviewed the HMMS industry for ADHC during the course of 2005-2006. The review did not conclusively provide a service structure model but recommended an interim model for ADHC and Service Providers to implement. This was reinforced with the release of Service Type Guidelines by ADHC in July 2007. To build upon the work from the KPMG review and finalise a model, ADHC engaged Elton Consulting in partnership with Age Communications to complete a second review in 2010.

The 2010 review focuses on the HMMS Model Structure i.e. Levels 1, 2 and 3. The consultants have read an extensive amount of material relating to home modifications, collated MDS data and will also be completing face-to-face consultations with HMMS and other stakeholders in 2011. The Consultants are also working with an ADHC-selected Reference Group during the course of the review.

The NSW HMMS State Council has taken a proactive approach and consulted with HMMS to canvass ideas regarding exploring new/alternate models of service delivery. The NSW HMMS State Council Model Working Group consisting of nominated HMMS employees from within the HMMS industry has met on two occasions to explore alternative models of structure for the HMMS industry in NSW. As a result of the meetings, a Discussion Paper will be provided to the Consultants and ADHC to help inform the process. The review will be finalised in 2011.

#### **The HMMS Model Review and Maintenance Services**

As the HMMS Model Review is focusing on the Service Structure, the review has not taken into consideration the importance of keeping maintenance funding/services within the HMMS industry model in NSW. The modification component seems to be highlighted more so than maintenance due to funding shortfalls. However, HMMS experience a very high demand for maintenance services and therefore should have been given equal attention in the HMMS Model Review.

Historically, modification and maintenance funding was distributed to HMMS in a merged funding figure. Around 2006, ADHC split maintenance and modification funding to HMMS so that the two HACC service types could be clearly defined. In the HACC Service Type Funding Guidelines for Home Modification and Home Maintenance, HMMS can allocate up to the value of \$3,000 per client for home maintenance and, as such, maintenance services sit within the Level 1 structure of the home modification model.

As with modification, maintenance work must meet the same licensing compliance regulations as set out by the Home Building Act and regulated by the Office of Fair Trading. Some minor maintenance work can be completed by a handyman for work under \$1,000 in value. However, when specialised sub trades are required for minor electrical and plumbing work (under the value of \$1,000), then electricians and plumbers need to be engaged and supervised by a licensed Qualified Works Supervisor/Builder. Additionally, any maintenance work over \$1,000 in value must be also supervised by a licensed Builder and a formal contract must be entered into. Therefore it is pertinent to keep maintenance funding with licensed HMMS as a part of the suite of building services offered by Home Modification and Maintenance Services in NSW.

It has been noted by State Council that ADHC has been allocating maintenance funding to organisations which are not adequately licensed or which are not HMMS. As a result, it is most difficult for the NSW HMMS State Council and ADHC to monitor licensing and the quality of work completed by these organisations away from the HMMS industry. HMMS specialise in building and maintenance work and as such must meet compliance. Therefore, allocating both modification and maintenance funding to HMMS together is necessary. The NSW HMMS State Council hopes maintenance is highlighted and resolved as an additional outcome of the HMMS Model Review.

#### **COAG Reforms to the HACC Program**

In April 2010 it was announced that, as an outcome of the National Health and Hospitals Network Agreement, COAG established that the Commonwealth Government will take responsibility for the national aged care system with full funding, policy, management and delivery responsibility. These reforms include a transfer to the Commonwealth of the Home and Community Care (HACC) Program.<sup>3</sup>

The COAG Reforms will see implementation of the following:

- a. funding and program responsibility for basic community care services currently provided under HACC for people 65 years or over (50 years and over for indigenous Australians); and
- b. funding responsibility for specialist disability services provided under the National Disability Agreement for people aged 65 years and over (50 years and over for indigenous Australians).

The States will assume responsibility for:

- a. funding and regulating basic community care services currently delivered under HACC for people under the age of 65 (under 50 for indigenous Australians); and
- b. funding packaged community and residential aged care services delivered on behalf of the Commonwealth for people under the age of 65 (under 50 for indigenous Australians).

The key dates for the reforms are as follows:

- HACC Agreement between the States and the Commonwealth will end 30 June 2011
- All Contracts with ADHC will cease at the end of the Triennial Plan 30 June 2012
- The Commonwealth will take over operational responsibilities 1 July 2012

<sup>3</sup> [http://www.dadhc.nsw.gov.au/NR/rdonlyres/39C1876A-27F6-4C70-ABAD-CAD56D4F64E1/5248/Factsheet\\_COAGagesplit.pdf](http://www.dadhc.nsw.gov.au/NR/rdonlyres/39C1876A-27F6-4C70-ABAD-CAD56D4F64E1/5248/Factsheet_COAGagesplit.pdf)

To assist in gathering feedback regarding the impact on the HACC sector in NSW, ADHC engaged the Aged and Community Services Association of NSW and ACT Inc (ACS) to gather and collate information from HACC Service Providers regarding the possible impact and implications of the HACC split. As such, ACS completed statewide consultations in the second half of 2010. Whilst the consultations started the conversation with Service Providers, there was very little information to work with from the Commonwealth. The Commonwealth commenced their consultations on the 18 November 2010 and intends to continue them into 2011.

The Commonwealth has released a Discussion Paper called *'Improving Information, Intake and Assessment for the Aged Care System - Developing a new 'front end' for aged care to support the delivery of Australia's aged care system now, and into the future.'* November 2010

To view a copy of the report please go to the following link:

[http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/CA2575FD004C0485CA2577D000215A4F/\\$File/ImprovingInformationIntakeAndAssessment.pdf](http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/CA2575FD004C0485CA2577D000215A4F/$File/ImprovingInformationIntakeAndAssessment.pdf)

In summary, the Australian Government is establishing central entry points to all aged care services. The new 'front end' will assist older Australians, their families and carers to more easily access the care they need. The new 'front end' will be closely aligned with the proposed Medicare Locals and Local Hospital Networks. Over the next two years, the Australian Government will continue to work closely with state, territory and local governments, older Australians, their families, carers and service providers to create an integrated aged care system that interacts with primary and acute/sub-acute services. The implementation is due to commence from 1 July 2011, with the model to be fully operational nationally by 1 July 2013. Current infrastructure, including a select number of Access Points and Commonwealth Respite and Carelink Centres, may be leveraged to enable the Government to achieve its 1 July 2011 timeframe.<sup>4</sup>

#### **Conclusion of Impact of the HMMS Model Review and COAG Reforms to the HACC Sector**

Both the HMMS Model Review and the COAG Reforms to the HACC sector in NSW have created much uncertainty and an air of unease for many Service Providers. The slow release of information from the Commonwealth regarding the COAG Reforms was due to an unprecedented 17 week caretaker period following the Federal election of 2010. As such, the delay of information created much rumor and innuendo amongst Service Providers regarding the future of the HACC Program. This time delay has not assisted the Commonwealth in selling the reforms positively. Parallel to Commonwealth reforms, ADHC's own NSW reforms to restructure the HMMS program has only magnified Service Provider's fears.

A positive result of both Commonwealth and State reforms has been the discussion which has taken place between Service Providers, Peak Organisations, ADHC and other stakeholders regarding the HACC Sector. Service Providers have had a high level of input into the ACS consultations empowering Service Providers to think about the strengths and weaknesses of the current program and what the future of Community Care could look like in the future. I would like

---

<sup>4</sup>[http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/CA2575FD004C0485CA2577D000215A4F/\\$File/ImprovingInformationIntakeAndAssessment.pdf](http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/CA2575FD004C0485CA2577D000215A4F/$File/ImprovingInformationIntakeAndAssessment.pdf)



to encourage all Service Providers to keep contributing to both State and Commonwealth consultations in a bid to positively influence change.

A negative impact for Service Providers has been their inability to strategically plan for the long term particularly with regard to the Commonwealth's intentions with Service Providers. A multitude of questions have emanated from HMMS regarding operational aspects of service delivery such as renewing office leases beyond 12 month terms and renewing staff contracts. Clear direction needs to be provided from both ADHC and the Commonwealth regarding these issues to give Service Providers some certainty for the future and to ensure the HMMS industry can retain expertise, skill and industry specific knowledge of their current workforce.

Change is inevitable and is the only way we as individuals and organisations grow and evolve. Even though change invokes fear for many, it can also bring with it great opportunities and increased strength. It is essential for the HMMS sector and the HACC Industry to innovate and strengthen their services so they may be ready for the change, opportunities and challenges which lie ahead. The main thrust of MP Peter Primrose's letter to HACC Service Providers on 10 June 10 was that it is 'business as usual for HACC services in NSW'. I too would like to encourage all HACC Services to keep up the good work and do what you do best, which is providing great services to HACC eligible clients in NSW.

Personally, I view the HMMS Model review as being very timely in the broader context of HACC reform. An outcome of the NSW HMMS Model Review will see a new improved service structure model for NSW with the best aspects of the models of all States and Territories incorporated into the NSW model. Additionally, it provides an opportunity to review all NSW policies, procedures and documentation for the HMMS sector. With an improved model and reviewed policies and procedures, this will provide an excellent example for the Commonwealth to consider in the HACC reform process.

#### **Community Care Common Standards**

The Community Care Common Standards have been developed jointly by the Australian Government and State and Territory Governments as part of broader Community Care Reforms to develop common arrangements that help to simplify and streamline the way community care is delivered. As part of a reform agenda to streamline administrative arrangements across community aged care programs and jurisdictions, common standards and common arrangements have been developed for quality reporting processes. The Community Care Common Standards are planned to apply from 1 March 2011.<sup>5</sup>

The common standards will replace existing standards which currently differ between programs. The common standards will apply to:

- the Home and Community Care (HACC) Program
- packaged care programs [Community Aged Care Packages (CACP), Extended Aged Care at Home (EACH) and Extended Aged Care at Home Dementia (EACHD)]
- the National Respite for Carers Program (NRCP).

---

<sup>5</sup>[http://www.health.gov.au/internet/main/publishing.nsf/Content/8BA47F4E7CD1353BCA25781F0015F406/\\$File/CCCS%20Guide\\_FINAL\\_200111.pdf](http://www.health.gov.au/internet/main/publishing.nsf/Content/8BA47F4E7CD1353BCA25781F0015F406/$File/CCCS%20Guide_FINAL_200111.pdf)

Presentations are being held across Australia to provide information to the Community Aged Care Sector including Service Providers, Peak Bodies, Quality Reviewers and other Government Representatives about the Common Standards and streamlined reporting processes. For further information, please go to the following link:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-commcare-qualrep-standards.htm>

### **National Disability Insurance Scheme**

The National Disability Insurance Scheme is a campaign promoting the implementation of an insurance-based scheme, providing cover to Australians with a disability, as and when they need it, funded by all taxpayers through general revenue or an extension of the Medicare insurance levy.<sup>6</sup>

As Australia's approach to disability services is crisis-driven and welfare-based, a National Disability Insurance Scheme (NDIS) would change this. The Scheme would provide funding for essential care, support, therapy, aids, equipment, home modifications and access to the community, education and training.

In the context of home modifications, the proposed NDS would ensure the sustainability of the major modification program for clients with complex care needs. Completing major modifications can be very costly and this in turn makes it difficult for clients to make client contributions. With such a scheme in place it would assist HMMS to continue providing services to those clients who are most in need and support the ongoing long-term sustainability of the program. The NSW HMMS State Council openly supports the NDS and hopes it is implemented in the future to support people with disabilities to live independently and with dignity. Whilst NDS is disability specific, such a scheme would also assist the long-term sustainability of the HACC Program.

---

<sup>6</sup> <http://everyaustraliancounts.com.au/>

# HOME MODIFICATION AND MAINTENANCE SERVICES

*Enhancing people's lives by assisting them  
to remain in their homes longer*

## Section 4

**NSW HMMS**  
state council



## **SECTION 4**

### **FUNDING MANAGED BY THE NSW HMMS STATE COUNCIL 2009-2010 FYE**

---

#### **Overview of Funding**

The NSW HMMS State Council currently auspices seven separate funding streams all with varying purposes. The funding is provided by Ageing, Disability and Home Care (ADHC) under the Home and Community Care (HACC) Program in NSW.

The fixed term recurrent funding received by State Council is:

- the Quality Assurance Rectification Program (formerly known as the Contingency Fund); and
- the Regional Technical Advice Fund

The non-recurrent funding received by State Council is:

- the Quality Assurance Program which includes the employment of a Specialist Technical Officer;
- the Non-Recurrent Fund to reduce HMMS waiting lists;
- the Non-Recurrent Fund to reduce waiting lists in rural and remote HMMS in NSW;
- the Non- Recurrent Asbestos Management Fund; and
- the Non-Recurrent Occupational Therapy Brokerage Fund which includes the employment of the Specialist Occupational Therapist;

#### **Overview of the Non-Recurrent Fund**

The NSW HMMS State Council became aware that extensive waiting lists existed for HMMS in NSW as recurrent funding received from ADHC did not adequately meet the demand. The NSW HMMS State Council successfully lobbied ADHC for a pool of non-recurrent funds to be available for HMMS to specifically reduce waiting lists. The following non-recurrent funding installments have been received and made available to HMMS via an application process:

- ✓ \$2.47 million in 2004 – funding allocated to HMMS over 8 months 2004-2005 FYE
- ✓ \$5 million in 2006 – funding allocated over 2.5 years 2006-2008 FYE
- ✓ \$2 million in 2008 – funding allocated in 6 months 2008-2009 FYE
- ✓ \$4.6 million in 2010 – funding allocated directly to Levels 2 and 3 Service Providers
- ✓ A total of \$14.07 million has been received from 2004-2010

#### **Overview of the Non-Recurrent Rural and Remote Fund**

Due to the geographical isolation of HMMS in the Central West and Orana Far West Regions of NSW, these HMMS experience much higher operational costs and lack access to skilled, licensed and appropriately insured tradespeople compared to their metropolitan counterparts. This has resulted in high waiting lists particularly for major modifications. In 2008 State Council submitted a proposal to ADHC to consider providing a pool of non-recurrent funding for rurally remote and isolated HMMS in the Central West and Orana Far West Regions of NSW.

ADHC approved the availability of non-recurrent funding for these services for the following:

- ✓ \$600,000 in 2009 – funding allocated in 1 month 2009-2010
- ✓ \$500,000 in 2010 – funding allocated in 3 months 2010-2011

#### **Overview of the Non-Recurrent Occupational Therapy Brokerage Fund**

The Non-Recurrent Occupational Therapy Brokerage Fund was originally established in 2004. The Fund's original purpose was to provide timely occupational therapy assessments to home modification clients by brokering private provider occupational therapy services in regions where occupational therapy services are delayed or otherwise unavailable within NSW Health. The first installment of funding targeted rural and remote areas of NSW and was then expanded in 2006 to be available in all regions of NSW including metropolitan areas. In 2007 the Fund was further expanded to include the employment of the inaugural Specialist Occupational Therapist for the NSW HMMS State Council.

#### **Overview of the Quality Assurance Program**

The Quality Assurance Program began in 2007 and has played a pivotal role in self-insuring, self-regulating and risk management of the HMMS sector in NSW. The Program's initiatives also include the employment of the inaugural Specialist Technical Officer to oversee the implementation and review of the following funds:

- the Quality Assurance Rectification Program (formerly known as the Contingency Fund; established in 1998);
- the Regional Technical Advice Fund (established in 1998); and
- the Asbestos Management Fund

The Specialist Technical Officer plays a pivotal role in the implementation of quality assurance mechanisms, the development of technical sector resources and capacity-building initiatives such as training. Non-recurrent funding is provided to support this position.

The Regional Technical Advice Fund is a fixed-term recurrent stream of funding providing technical advice and support to HMMS in their regions. The fund was reviewed in 2010 and Regional Technical Officers have now been replaced with Contracted Building Inspectors (CBIs). CBIs now play an integral role in monitoring the quality of workmanship and standard of work in the HMMS industry and work collaboratively with the Specialist Technical Officer and Technical and Training Officer to achieve the above results.

The Quality Assurance Rectification Program (QARP) is a fixed-term recurrent stream of funding available to the HMMS industry to rectify sub-standard or inappropriate work completed by HMMS or when HMMS are unable to achieve results from due processes. The QARP acts as the HMMS industry's self-insurance program for all sub-standard work completed by HMMS and assists Services to comply with all statutory warranty requirements as set out by the Office of Fair Trading.

The Asbestos Management Fund is a non-recurrent stream of funding supporting HMMS to comply with asbestos legislative requirements as set out by WorkCover NSW and the National Codes for Asbestos Management as set out by the Commonwealth Government. No further installments were received from ADHC for this fund in 2009-2010 FYE.

## The Non-Recurrent Fund

Non-Recurrent funds have been made available to the HMMS sector to reduce their waiting lists from ADHC via the NSW HMMS State Council since 2004. A centralised funding pool held by the NSW HMMS State Council has been extremely effective in allowing the funding to be funnelled into areas most in need. Please refer to Table 1.1 and Figure 6 below providing an overview of Non-Recurrent funding installments which have been received from ADHC to State Council from 2004-2008. However, NSW HMMS State Council did not receive a further centralised installment of Non-Recurrent funding in the 2009-2010 FYE. Rather \$4.6 million was allocated directly to Levels 2 and 3 Budget holders in June 2010.

Year	NR Funding Received From ADHC	Budget Holder
2004	\$ 2,470,000	NSW HMMS State Council
2006	\$ 5,000,000	NSW HMMS State Council
2008	\$ 2,000,000	NSW HMMS State Council
2010	\$ 4,600,000	Direct Allocation to Levels 2 and 3
Total	\$ 14,070,000	Total Allocation 2004-2010 FYE

Table 1.1 Non-Recurrent Funding Received 2004-2010

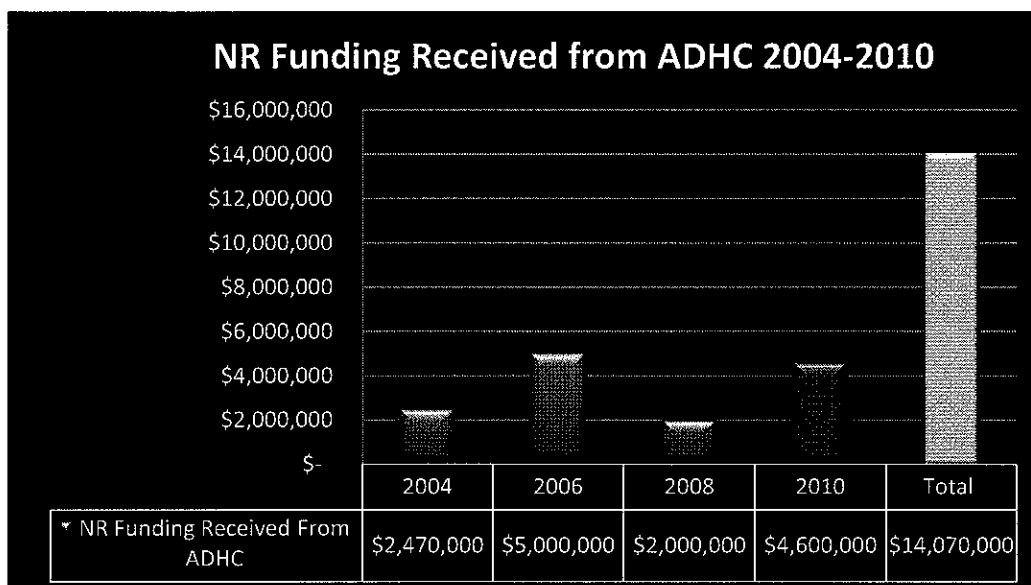


Figure 6 Non-Recurrent Funding Received 2004-2010

ADHC's decision to not release further non-recurrent funding to the NSW HMMS State Council in June 2009 for the 2009-2010 FYE had direct implications for the HMMS industry. There were four consecutive financial years where HMMS had access to a centralised pool which kept waiting lists at reasonable levels. ADHC's poor planning and decision-making processes not to release non-recurrent funding for a whole financial year created huge waiting lists which became very problematic for Service Providers and clients. This was particularly problematic for the NSW Statewide Level 3 Service with \$1.4 million worth of applications which could not be funded for the majority of 2010.

To provide evidence of major modification waiting lists, State Council surveyed all Levels 2 and 3 Budget Holders on 1 March 2010. The results of the survey revealed that 224 clients in New South Wales were waiting for the availability of funding for major modifications. The total funding required to complete the major modification waiting list at the time was \$5,638,703.50 as at 1 March 2010. Please refer to Table 1.2 below for a summary of Levels 2 and 3 waiting lists as at 1 March 2010.

Current Level 2 and # Waiting List Region/Local Planning Areas	Service	Number of Clients	Total Cost of Waiting List
Metro North	Manly HMMS	19	\$ 449,000
Metro North West - Nepean and Cumberland Prospect	Fusion HMMS	45	\$ 932,000
Hunter and Central Coast	Kurri Homewerk	9	\$ 148,356.16
Metro Southwest	Macarthur HMMS	0	\$ -
Inner Sydney	Wesley Mission HMMS	13	\$ 200,800
Metro Southeast	St George HMMS	3	\$ 63,900
Far North Coast	Lismore HMMS	0	\$ -
Mid North Coast	Coffs Harbour HMMS	6	\$ 94,218
New England	New England HMMS	8	\$ 54,500
Illawarra and Southern Highlands	Scope Access	47	\$ 776,000
Central West and Orana Far West	Carewest	18	\$ 282,985.70
Riverina Murray	Albury HMMS	31	\$ 454,000
NSW Statewide, Level 3	Kurri Community Centre	25	\$ 829,385
	<b>Total</b>	<b>224</b>	<b>\$ 4,285,144.86</b>
<b>Pending Level 3 Applications still at Level 2</b>		<b>43</b>	<b>\$ 1,353,558.70</b>
	<b>Grand Total</b>	<b>267</b>	<b>\$ 5,638,703.56</b>

Table 1.2 Provides a Summary of the Total Level 2 and 3 Waiting List as at 1.3.10

As previously stated on pages 12 and 13, the NSW HMMS State Council lobbied ADHC and NSW politicians extensively during the course of 2009-2010 for an injection of non-recurrent funding for all Levels 2 and 3 Budget Holders to alleviate their funding shortfalls and subsequent waiting lists. In the final month of the 2009-2010 FYE, Levels 2 and 3 Budget Holders received direct allocations of non-recurrent funding totaling \$4.6 million to reduce their waiting lists in June 2010.

Whilst the NSW HMMS State Council and Levels 2 and 3 Budget Holders were most grateful for the release of funding, providing direct allocations based on ADHC's Regional Allocation Formulae created inequity of funding around NSW. Areas such as Central West and Orana Far West Regions did not receive adequate funding to meet demand whereas metropolitan counterparts received funding far greater than the total cost of their waiting lists. Rather than using ADHC's Regional Allocation Formulae, a direct discussion and consultation process would have been far more beneficial with Service Providers regarding the total cost of their waiting lists as this would produce a more effective outcome and relevant quantities of funding allocation.

The NSW HMMS State Council would like to recommend that for all future allocations of non-recurrent funding for major modifications that it sits with a centralised budget holder so it can be funneled into areas most in need. Additionally, when the NSW HMMS State Council auspiced the centralised pool of non-recurrent funding an administration component was deducted to supported the review of applications made by HMMS for specific client building works to the non-recurrent fund. Therefore this was the only administration charge in direct service delivery and funding was allocated directly to a specific client job application made by a HMMS. It therefore could be argued that a centralised bucket of non-recurrent funding to reduce waiting lists would be more beneficial for economies of scale and equity of access for all HMMS in NSW.

Finally, non-recurrent funding for the HMMS industry will only ever be a bandaid solution to recurrent funding shortfalls. ADHC need to actively review and increase HMMS's recurrent budgets to meet demand. As home modifications have upward external commercial inflationary pressures, a steady stream of centralised non-recurrent funding is essential for the HMMS to have access to keep waiting lists at reasonable levels. Rather than a reactive approach to releasing funding as happened in 2009-2010, ADHC need to maintain a consultative process with the HMMS industry to remain informed and to ensure adequate planning processes are in place.



## The Non-Recurrent Rural and Remote Fund

Following Regional consultations held in 2008 and 2009 with HMMS in the Central West and Orana Far West Regions of New South Wales, a number of key issues were identified which limited and hindered service provision. In summary, the main issues identified were as follows:

1. inadequate levels of recurrent funding for 2.5% of NSW's population covering 73% of the geographical area of NSW;
2. increased unrecoverable operational costs such as fuel, accommodation and assessment time;
3. high sub-contractor costs for specialised sub-trades such as Electricians and Plumbers;
4. difficulty sourcing Builders and Contractors due to the mining boom and diminished agricultural industries due to the drought;
5. lack of retention of Builders and Contractors for future work;
6. non-recoverable time such as home visits, assessment and quoting over vast geographical distances;
7. increased demand for Major Modifications;
8. decreased availability of Occupational Therapists in rural and remote areas; and
9. lack of funding for adequate staffing levels, e.g. building and administration staff, for the delivery of HMM services.

Due to their geographical isolation, these HMMS experience much higher operational costs and lack access to skilled, licensed and appropriately insured tradespeople compared to their metropolitan counterparts. This has resulted in high waiting lists particularly for Major Modifications.

Furthermore, the Orana Far West and Central West Regions geographically cover 73% of NSW containing only 2.5% of the State's population and, as a result of low demographics, receive very limited amounts of recurrent and growth funding from ADHC. This is largely due to ADHC's Regional Allocation Formulae which bases its funding formula/allocation on HACC population statistics.

In 2008, State Council submitted a proposal to ADHC to consider providing a pool of non-recurrent funding for rurally remote and isolated HMMS in the Central West and Orana Far West Regions of NSW. The proposal was approved and ADHC allocated \$600,000 in April 2009. A further installment of \$500,000 in non-recurrent rural and remote funding was allocated in the 2009-2010 FYE to the NSW HMMS State Council to allocate to the Central West and Orana Far West Regions. The funding received has therefore assisted to support HMMS to engage Builders on fixed-term 12 month contracts. Please refer to table 1.3 and Figure 7 for an overview of funding received.

Financial Year	Funding
2008-2009	\$ 600,000
2009-2010	\$ 500,000
<b>Total</b>	<b>\$ 1,100,000</b>

Table 1.3 Non-Recurrent Rural and Remote Funding Received 2008-2010

## NR Rural and Remote Funding Received 2008-2010

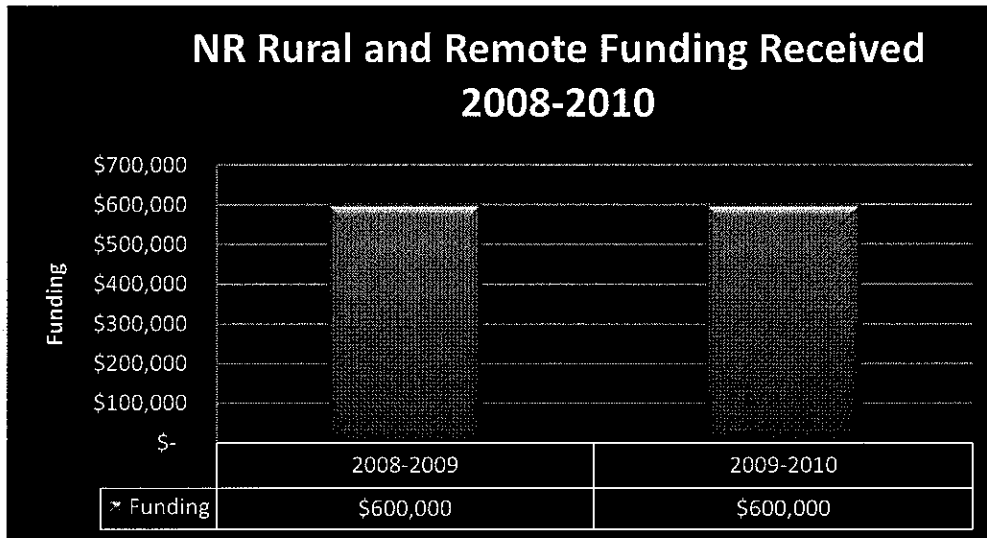
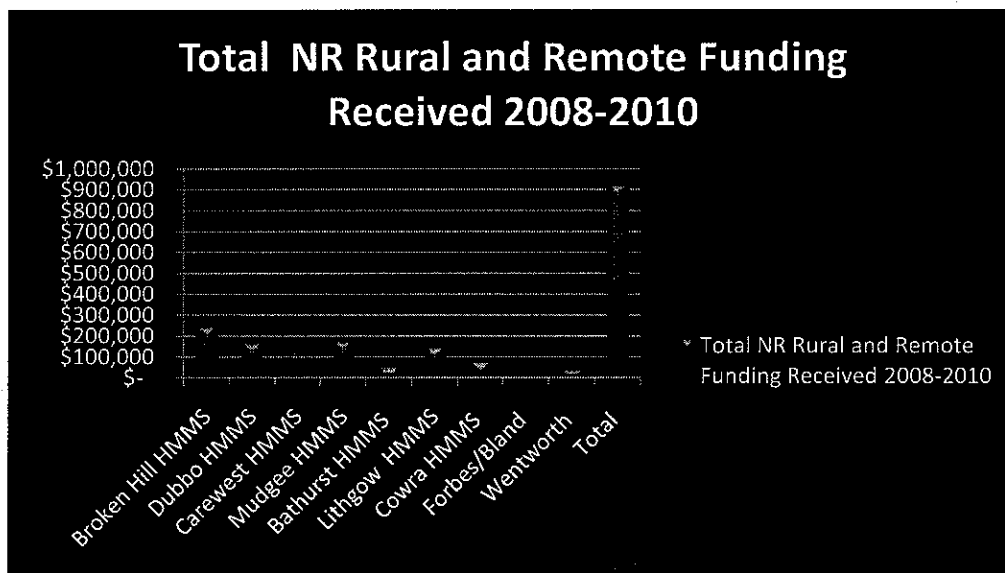


Figure 7 Non-Recurrent Rural and Remote Funding Received 2008-2010

Service	Total NR Rural and Remote Funding Received 2008-2010
Broken Hill HMMS	\$ 247,000
Dubbo HMMS	\$ 166,000
Carewest HMMS	\$ 15,000
Mudgee HMMS	\$ 177,000
Bathurst HMMS	\$ 50,000
Lithgow HMMS	\$ 147,000
Cowra HMMS	\$ 80,000
Forbes/Bland	\$ -
Wentworth	\$ 40,000
<b>Total</b>	<b>\$ 922,000</b>

Table 1.4 above and Figure 8 below Non-Recurrent Rural and Remote Funding Distribution to HMMS 2008-2010



## The Non-Recurrent Occupational Therapy Brokerage Fund

### Background Information

The Non-Recurrent Occupational Therapy Brokerage Fund was originally established in 2004. The Fund's original purpose was to provide timely occupational therapy assessments to home modification clients by brokering private provider Occupational Therapy services in regions where Occupational Therapy services were delayed or otherwise unavailable within NSW Health. The first installment of funding in 2004 targeted rural and remote areas of NSW and was then expanded in 2006 to be available in all regions of NSW including metropolitan areas. In 2007 the Fund was further expanded to include the employment of the inaugural Specialist Occupational Therapist for the NSW HMMS State Council whose main objectives are capacity-building initiatives such as training and resource development for the HMMS sector. Figure 9 below provides a summary of the total funding received from 2006-2009.

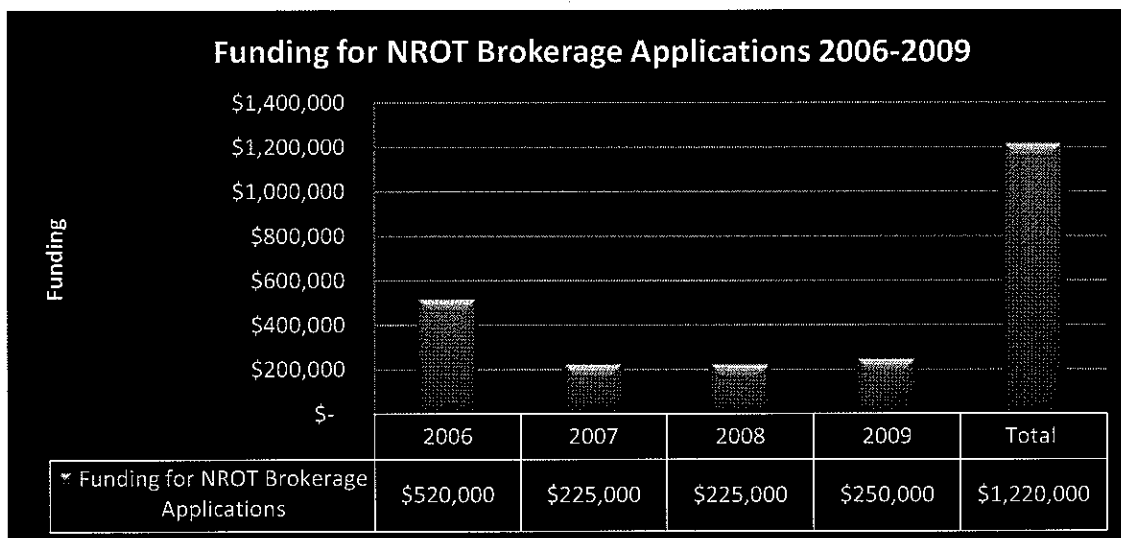


Figure 9 Summary of NROT Brokerage Funding received from 2006-2009

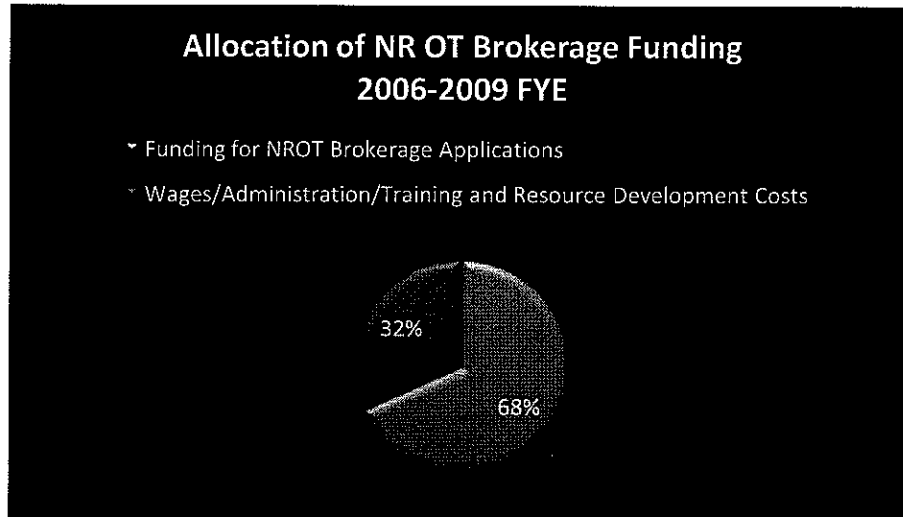
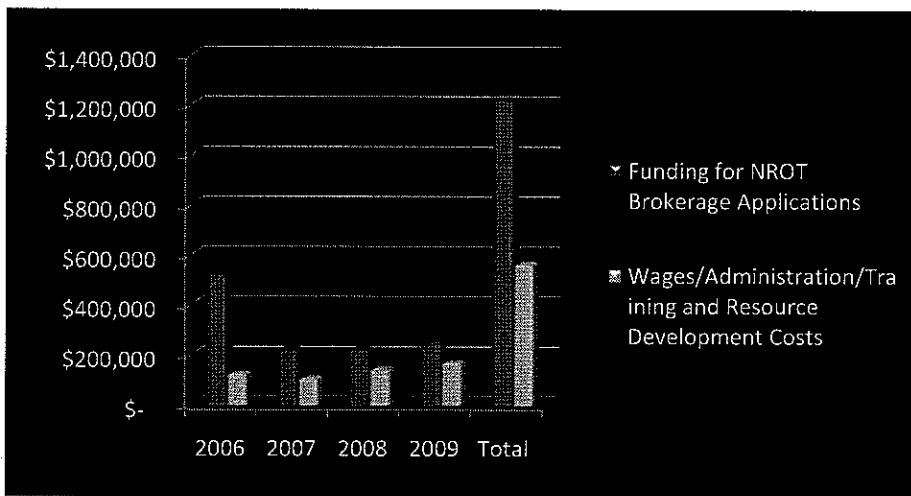
### Dual Purpose of the Non-Recurrent Occupational Therapy Brokerage Fund

The Non-Recurrent Occupational Therapy (NROT) Brokerage Fund has a dual purpose; the employment of the Specialist Occupational Therapist for capacity-building initiatives and to broker private Occupational Therapists' assessments for clients who require home modifications. When reviewing the total funding received from 2006-2009, 68% of the funding, \$1,220,000, was allocated towards OT Brokerage Applications while the remaining 32%, \$567,000, was allocated towards wages, administration costs, training and resource development. Please refer to Table 1.5 and Figures 10 and 11 for a breakdown of associated costs from 2006-2009.

Year Funding Was Received	Funding Received	Funding for NROT Brokerage Applications	Wages, Administration, Training/Resource Development
2006	\$650,000	\$ 520,000	\$ 130,000
2007	\$ 337,000	\$ 225,000	\$ 112,000
2008	\$ 375,000	\$ 225,000	\$ 150,000
2009	\$400,000	\$ 250,000	\$ 175,000
<b>Total</b>	<b>\$1,762,000</b>	<b>\$ 1,220,000</b>	<b>\$ 567,000</b>

Table 1.5 Breakdown of funding allocated to NROT Brokerage Applications and Wages/Training/Resource Development

**NROT Brokerage Applications vs Wages /Training and Resource Development Costs**



Figures 10 and 11 Allocation of NROT Brokerage Funding Applications vs Wages/Training

## Overview of NROT Brokerage Funding

In 2004, the NSW HMMS State Council was aware that in some regions extensive waiting lists existed within NSW Health for home modification clients to be assessed by an Occupational Therapist. The reason was twofold. Firstly, there was a clear absence of OTs in rural and remote communities and, secondly, due to higher populations in metropolitan areas, there were insufficient OTs to assess clients in a timely manner.

This was also supported by the review KPMG completed in 2006 in their report *"Report on existing HACC service models in NSW Home Modification and Maintenance"* which stated *"Where providers indicated lengthy time delays, the most frequently identified driver were a lack of available OTs to undertake assessments and a general surplus of demand over supply."* (KPMG, 2006, page 88).

Therefore, NSW HMMS State Council lobbied ADHC extensively and a pool of Non-Recurrent funding was made available to broker private Occupational Therapists to ensure home modifications clients were assessed in a timely manner. Table 1.6 and Figure 12 provides an overview of the funding which has been allocated statewide to broker private OT assessments for home modification clients from 2006-2009.

Year Funding Was Received	Funding for NROT Brokerage Applications
2006	\$ 520,000
2007	\$ 225,000
2008	\$ 225,000
2009	\$ 250,000
<b>Total</b>	<b>\$ 1,220,000</b>

Table 1.6 Overview of NROT Brokerage Funding Allocated to Applications

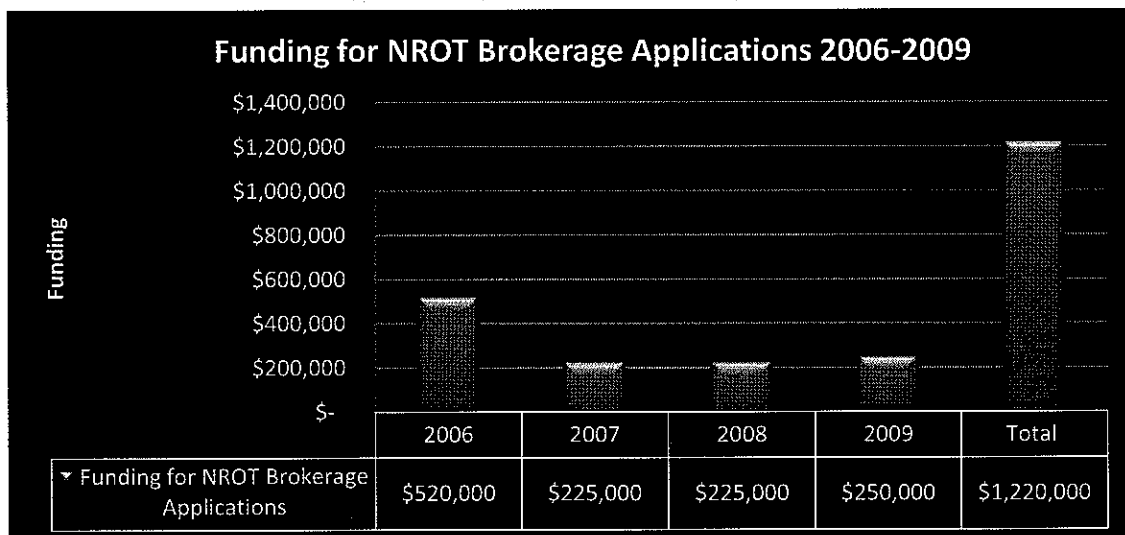


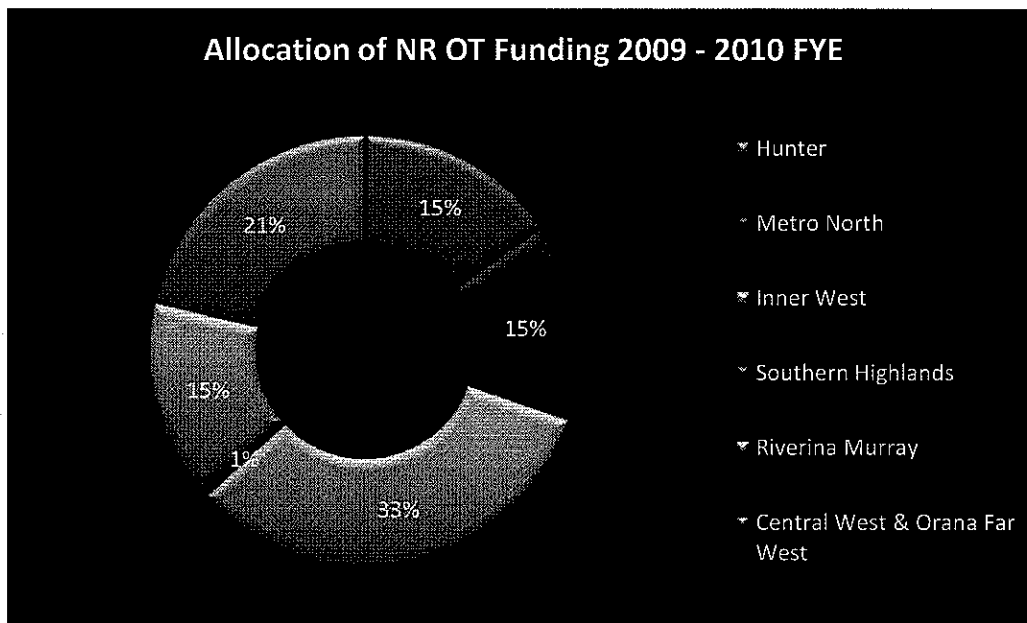
Figure 12 Provide an Overview of NROT Brokerage Funding Allocated to Applications 2006-2009

### Allocation of NR OT Brokerage Funding 2009 - 2010 FYE

It must be noted that, due to the HMMS Model Review, ADHC has not provided any further Non-Recurrent Occupational Therapy Brokerage Funding to the NSW HMMS State Council. This in particular has affected rural and remote areas of NSW where there is either limited or no access to OTs. Of the 2009-2010 FYE allocation, 52% of NR OT Brokerage Funding was allocated to HMMS in Regional and Rural HMMS. Whilst the absence of NROT Funding has been brought to the attention of ADHC, no further funding will be provided until the outcome of the HMMS Model Review in 2011. This will result in a period of almost two years without access to NROT Brokerage Funding to HMMS to assist with the timely assessment of HMMS clients.

Region	NR OT Net Funding Allocation	Percentage
Hunter	\$ 46,267.00	15%
Metro North	\$ 45,454.55	15%
Inner West	\$ 100,000.00	33%
Southern Highlands	\$ 1,318.18	1%
Riverina Murray	\$ 45,454.55	15%
Central West & Orana Far West	\$ 64,894.08	21%
<b>Total</b>	<b>\$ 303,388.36</b>	

Table 1.7 Allocation of NROT Brokerage Funding



## **Overview of Key Initiatives Achieved by the Specialist Occupational Therapist**

The training and resource development for Occupational Therapists undertaken by the NSW HMMS State Council is unique and designed specifically to complement, not duplicate, existing training programs and resources provided by other organisations in NSW such as OT AUSTRALIA NSW, the Home Modifications Information Clearinghouse Project and the Independent Living Centre NSW.

All State Council training programs and resource development are based on the following:

1. gaps in OT education and practice identified by OTs following an extensive and on-going consultative process across NSW; and
2. translating theoretical knowledge, research findings and the relevant Australian Standards AS.1428 into practical application in the workplace, i.e. providing practical learning experiences and tools to equip OTs with the skills required to appropriately prescribe modifications for individuals in the home environment.

## **OT Service Improvement via NSW HMMS State Council Training Initiatives / Programs**

The occupational therapy assessment is the start of the home modifications process and as such is the most critical component of this process. A comprehensive functional assessment of the clients (and/or carer) within their home environment by the Occupational Therapist is essential. All recommendations for home modifications, including the Occupational Therapy written and diagrammatical specifications and clinical reasoning, is based on this assessment. This assessment ensures that appropriate home modifications are prescribed and client's functional needs are met.

Subsequently the up-skilling of Occupational Therapists in the Occupational Therapy assessment process for home modifications is a primary purpose of the training and resources developed. This up-skilling inherently avoids costly rectification work as a result of inaccurate assessment of client/carer need.

## **Rural and Remote Occupational Therapists**

Due to reduced employment opportunities in metropolitan and regional areas of NSW, Occupational Therapists with limited experience are often recruited to rural and remote areas. This limited experience also extends to prescribing home modifications for all client groups including special needs groups such as CALD and indigenous communities. A primary aim of the training and resource development undertaken by the NSW HMMS State Council is to ensure that therapists are up-skilled and equipped to prescribe home modifications, recognising that every client and every home environment is unique. Therapists are also often limited in terms of accessing supervision and mentoring. Such up-skilling is able to assist in addressing these limitations.

## **Overview of OT Resource Development**

All resources developed for OTs by State Council, both current and proposed, reflect gaps in OT education and development as identified by OTs during the extensive consultation process across NSW. To date these resources have focused on Fact Sheets and standardised documentation such as generic Minor Modification Pro Formas, templates for OT reports for major modifications and generic Policies and Procedures for OTs when referring to the HMMS.

All resources developed:

- reflect best practice in home modifications;
- have been reviewed and approved by members of the OT Reference Groups established by State Council; and
- are applicable to all OTs regardless of levels of experience in prescribing home modifications.

### The OT Consultation Process

An extensive consultation process was initiated by the NSW HMMS State Council in 2007 to 2008 involving approximately 400 OTs to identify gaps in OT education and development in relation to home modifications. The focus group captured clinicians and managers representing:

- community, rehabilitation and acute care settings
- Paediatric and adult services
- public health
- private health services
- metropolitan, regional, rural and remote areas across NSW.

The consultations were undertaken with OTs via focus groups through existing forums/organisations including Home Modification Interest Groups, NSW Spinal Practitioners Group, OT AUSTRALIA NSW and the NSW OT Area Advisors Group.

As a result of OT Focus groups completed in 2008, attendance at Regional Meetings and review of non-recurrent applications made to State Council, the Executive Officer, the Specialist Occupational Therapist and the Specialist Technical Officer identified the following key issues:

- inconsistency in the level of knowledge about the HMMS Program by referring OTs;
- inconsistency in the knowledge of HACC eligibility requirements;
- inconsistency in the quality of information received in referrals by OTs;
- limited practical training available to OTs regarding home modifications; and
- limited practical resource material available to OTs regarding home modifications.

To address the above issues, the development and implementation of capacity-building initiatives for both referring OTs and HMMS were implemented as follows:

- a partnership with OT Australia NSW to co-present the *Environmental Modification in the Home, Level 1, Workshop in 2008*;
- the development and implementation of the *Legally Speaking Workshop 2009*;
- the development of all course materials for *The Shed Series of Workshops* (November 2008 – February 2009);
- the implementation of *The Shed Training Series of Workshops* (March 2009 – 2010)
- the creation of an OT Reference Group for review and consultation for the development of all Fact Sheets and other relevant resources 2009;
- the development of Fact Sheets released in 2009-2010 in conjunction with the OT Reference Group; and
- the initiation of review of Minor and Major Modification Pro Formas used by OTs 2009-2010
- an information and advice service for referring OTs in the HMMS industry



## **Fact Sheets and Standardised Pro Formas**

To be inclusive and to capture a broad range of knowledge from practising OT clinicians and academics, an OT Reference Group was formed to review and have input into State Council's OT Fact Sheets and Standardised Pro Formas. A total of 44 OTs with recognised experience and expertise in home modifications were invited to be on the Reference Group representing:

- NSW HMMS
- NSW Health
- ADHC
- The Spastic Centre of NSW
- Private Practice
- NSW OT Advisors for the Department of Veterans Affairs
- NSW Spinal Practitioners Group
- OT Australia NSW
- Home Modification Information Clearinghouse Project
- Southern Cross University, Undergraduate OT Program

Finally, it is the aim of the Specialist Occupational Therapist, in conjunction with the OT Reference Group, to review existing documentation and referral/report writing tools for both minor and major modifications.

The aim of the Pro Formas is to capture information in a consistent format with a view to improving the quality of referrals received by HMMS. The resources reflect best practice and are therefore also applicable to all OTs regardless of the service provider utilised to undertake the home modifications e.g. Housing NSW, Department of Veterans Affairs, compensable clients etc. All completed Fact Sheets are now available for download from the NSW HMMS State Council website [www.nswhmms.org](http://www.nswhmms.org)

## **The Quality Assurance Program**

### **Summary**

In 2009-2010 the NSW HMMS State Council actively reviewed the Regional Technical Officers network under the Quality Assurance Program. The NSW HMMS State Council viewed that the continuation of the Quality Assurance (QA) Program was essential. However, as the HMMS program had grown substantially, a restructure of the Regional Officers (RTO) network was necessary.

### **Background Information to the Quality Assurance Program**

The QA Program is non-recurrently funded and began in 2007. It has played a pivotal role in self-insuring, self-regulating and risk management of the HMMS sector in NSW. The Quality Assurance Program monitors the quality of construction work and is an adjunct and valuable reference to the ADHC's Integrated Monitoring Framework. The Program's initiatives also include the employment of the inaugural Specialist Technical Officer (STO) to oversee the implementation of the following funded programs:

- ✓ the Quality Assurance Rectification Program (formerly known as the Contingency Fund established in 1998);
- ✓ the Regional Technical Advice Fund (established in 1998);
- ✓ the Asbestos Management Fund; and
- ✓ oversee the resolution of licensing in the HMMS industry

Since the employment of the STO in 2008, the STO actively reviewed the RTO network which has been in existence since 1998. There were 23 RTOs in NSW providing technical support and post-modification sign-off to the HMMS industry. The RTO network has now been replaced with the Contracted Building Inspectors as a result of the issues identified below.

### **Background Information to Regional Technical Advice Fund and an Overview of the Restructures Model**

Established in 1998, the Regional Technical Advice Fund is a fixed-term recurrent stream of funding providing major modification final inspections, technical advice and technical support to HMMS. Nominated Regional Technical Officers completed this work from 1998 to 2010.

### **Issues Identified for the RTO Network**

The following issues were identified by the Executive Officer and STO which highlighted the inefficiencies of the RTO model:

- Due to the increased demand for HMMS, HMMS Builders had increased workloads at a local level. As such HMMS Builders elected as RTOs were not completing RTO duties in a timely manner or not at all. In some cases, this resulted in a large backlog of jobs needing final inspection impacting on final payments to HMMS.
- Whilst the RTO structure was working well in some regions, this was not the case in all regions with RTO duties not being completed at all and the use of contracted RTOs external to the industry was necessary.
- Final inspections were becoming more costly averaging at \$300 per sign-off.

- There was a clear lack of consistency around the State in the final inspection process and report writing provided by RTOs to both HMMS and State Council.
- Technical and product information reviewed at RTO meetings was not being disseminated to Builders and Tradespeople in their regions or at Regional Meetings.
- Training which RTOs were expected to implement i.e. drilling into asbestos was not implemented in the majority of regions.
- The cost of 23 RTOs meeting twice a year was very expensive.
- The above issues highlighted to State Council the need for change to increase efficiencies and create consistency in quality assurance mechanisms across NSW.
- As the QA Program has been driving the importance of final inspection for all major modifications in NSW, final inspections exploded by 380% since 2005 and the current fixed-term recurrent funding levels are not adequate to meet the current demand for final inspections.

#### **Inadequate Recurrent Funding Levels for the Regional Technical Advice Fund**

As State Council's commitment to the Quality Assurance Program resulted in an increase of final inspections by RTOs, the fixed term recurrent funding of \$22,880 does not adequately meet the demand for Regional Technical Officer claims/duties. Consequently, non-recurrent funding from the Quality Assurance Program has been used to supplement the shortfall in funding for RTO claims/duties. In the 2009-2010 FYE, the fixed term recurrent funding received only covered 25.32% of claims whilst the remaining 74.68% of claims were covered by non-recurrent funding (please refer to page 47).

#### **Restructure of the Quality Assurance Program and Regional Technical Officers Network**

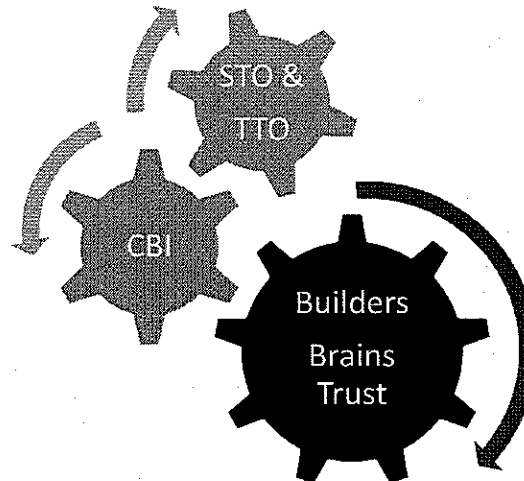
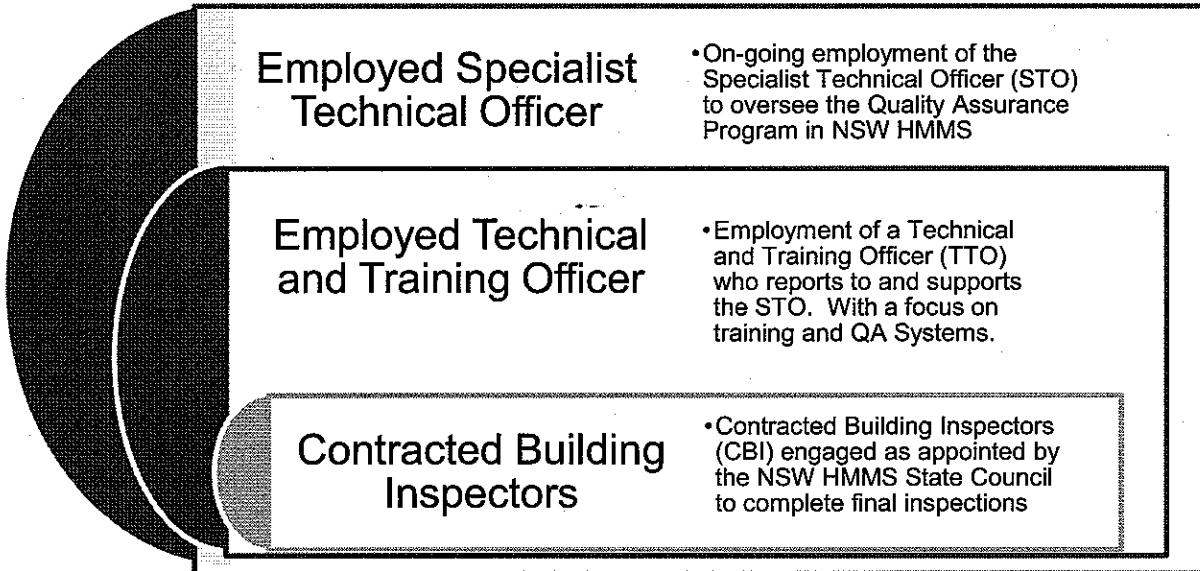
As a result of the review, the Executive Officer and STO recommended to the NSW HMMS State Council a restructure of the QA program with an emphasis on consistent quality assurance control measures throughout NSW.

The restructure included:

- The on-going employment of the STO, supported by a Technical and Training Officer (TTO).
- The TTO would have a dual role:
  - to identify and implement training programs and develop on-going technical resources for Builders and Tradespeople in the HMMS industry; and
  - to complete final inspections for all major modifications in the Sydney metropolitan area.
- The engagement of selected Contracted Building Inspectors (CBIs) to complete final inspections on all major modifications in regional and rural areas of NSW. The CBIs working in conjunction with the STO act as objective, impartial entities assisting to create consistency in Quality Assurance mechanisms, transparency and eliminating conflicts of interest.
- A Builders Brains Trust as a means of sharing technical information, products and mentoring new Builders.

## Restructure of the Quality Assurance Program and the Regional Technical Advice Fund

To create a more objective and efficient QA Program the following restructure was implemented



Figures 14 and 15 - QA Program Restructure - Interaction with the HMMS Industry

## **Advantages of a Re-structured Quality Assurance Program**

### **Quality Control**

- A smaller group of CBIs allows for greater consistencies in final inspections creating a higher standard of acceptable workmanship.
- Increased supervision by the STO of the CBIs' work allocation. The increased flexibility and control allowed the STO/CBI to get the job done in a timely and efficient manner.
- Consistency in report writing and collection of information enabling a greater understanding of the issues at hand and the identification of training for the HMMS sector.
- Wide variety of skill sets to draw from for specific tasks, e.g. would engage a Builder who has specific knowledge of lifts etc.

### **Efficiencies Gained**

- Greater efficiencies and cost saving measures will be gained as a smaller group is implementing the Quality Assurance Program. Contracted Building Inspectors are scheduled to complete multiple final inspections in one block in designated regions.
- The new structure allows HMMS not to lose Builder's valuable time performing RTO duties which caused backlogs and strains on services.
- RTO duties were very onerous and time consuming for HMMS Builders. The new QA model allows HMMS Builders more time to supervise work on their current workload.

### **Training and Dissemination of Information**

- Eliminating RTO training costs created subsequent savings which are being channelled back to TTO and CBI costs and/or industry wide training initiatives.
- The TTO is acting as an additional trainer in assisting and supporting the STO for all State Council training initiatives. This in turn reduces the STO's workload.
- Having two trainers available assists with the delivery of a standardised and consistent statewide Training Program.
- The 'Builders Brain Trust' is an active information-sharing network for all Builders in NSW via electronic communication strategies.
- Technical information is directly shared to the Builders network from STO and TTO rather than through the RTO network.
- The STO and TTO share attendance at Regional Meetings to ensure the collection and dissemination of information and to identify gaps in resources and training.

### **Succession Planning**

- With two positions employed under the QA Program, it allows for succession planning and information sharing in the event one of the positions becomes vacant.
- Complete supervision over employees and engaged CBIs delegated duties by the STO.
- All training initiatives are completed by the STO and the TTO.

## **Improved Policies Procedures and Processes**

During the course of the restructure, the NSW HMMS State Council staff has:

- Reviewed and updated all Policies and Procedures to improve practice and reflect the restructure.
- Created a suite of documents which support continuous quality improvement and controlled QA mechanisms for all major building works including a standardised Suite of Contracts, Scope of Works, Progressive Sign-Off Forms, Post Modifications Sign-Off.
- Transferred all hard copy standardised forms to electronic active PDFs.
- Created a database of major works inspected by CBIs.
- Innovative use of available technologies; utilising 'Drop Box' to increase efficiencies and sharing of information for people in different office locations around NSW.

The NSW HMMS State Council staff have worked very diligently to ensure all the above work was completed in a tight timeframe for implementation in 2011. Thanks must go to Keith Stevenson, Phil Zuber and Nicolie Scrivener for their commitment to the process and development of new standardised electronic documentation. Special mention and thanks must be made however to Nicolie Scrivener and Josh Greenwood for taking the QA Program to a new electronic and innovative level not seen before in the HMMS industry in NSW.

## **Roll out of the New Quality Assurance Program**

The NSW HMMS State Council will be rolling out a series of information sessions at the beginning of 2011 regarding the changes to the Quality Assurance Program to ensure all HMMS are familiar with the process and electronic systems.

## **Quality Assurance Re-structure Outcome**

The restructure of the QA Program and Regional Technical Officers network has created a consistent controlled approach to Quality Assurance mechanisms for the NSW HMMS industry. The restructure will reduce the amount of rectification work and improve the process of final inspections. The restructure is an investment into continuous quality improvement for the HACC HMMS sector regarding home modifications.

## **NSW HMMS State Council's Governance Responsibilities of the QA Program**

Much thought and consideration was given to the review of the Quality Assurance Program auspiced by the NSW HMMS State Council. As all HMMS are responsible for their structure, efficient management and strategic direction, likewise, NSW HMMS State Council is responsible for the funds which they receive and administer. As such the NSW HMMS State Council believes it was within their governance responsibilities to review funded programs and restructure where necessary, to create efficiencies and improve client outcomes. With the approved new structure unanimously voted on by all State Councilors, it is anticipated a more sustainable QA Program will result in the future. State Council anticipates ADHC will include the restructured QA Program in the new service structure model for the HMMS industry after the completion of the HMMS Model Review.

## Funding for the Quality Assurance Program

Due to the HMMS Model Review, ADHC decided to withhold funding for the QA Program until the review was completed. Therefore this left the NSW HMMS State Council without funds for the QA Program for the entire 2010-2011 FYE. To maintain the QA Program during the 2010-2011 FYE, State Council made the decision to use State Council's own consolidated resources to implement the program as not continuing the program would have left many major modifications unchecked and without auditable QA processes in place. It must be noted that State Council will not be in a financial position to continue and maintain the QA Program financially beyond 30 June 2011 without assistance from ADHC.

Additionally, in the absence of ADHC funding for the QA Program, State Council chose to continue with the employment of Specialist Technical Officer, Technical and Training Officer and Contracted Building Inspectors in order that ADHC would as an outcome of the review realise the legal obligation to continue with the program.

The legal obligations are as follows:

- The Building Act 1989 Part 2C specifies the need for all Building Contractors to provide Statutory Warranties in respect to residential building works. These statutory warranties are for a period of up to 7 years and extend to a person who is a successor in title should our clients pass away or relocate due to their deteriorating health.
- The Home Building Regulation 2004 granted an exemption from Home Owners Warranty insurance for works funded through ADHC under the HACC program. The Regulatory Impact Statement Sub-ordinate Legislation Act 1989 Clause 7.1.5.24 states *"The proposed exemption would benefit consumers, government and contractors by relieving them of unnecessary insurance costs. Work funded under the Home Modification and Maintenance Program is subject to strict monitoring and quality assurance procedures. In the event of defective work which the contractor is unable to rectify, the funding agency has arrangements to indemnify the cost of the rectification"*

It is of deep concern to State Council that they are continually demonstrating to ADHC the need to continue the QA program in order to provide consumer protection in respect to home modifications carried out under the HACC Program, particularly with a third of HMMS still not adequately licensed or employing Qualified Works Supervisors. State Council has asked ADHC to acknowledge the legal responsibilities and obligations with respect to consumer protection. Funding the QA Program should be considered an investment to ensure that every HACC dollar is maximised and not wasted by making good previously sub-standard modifications.

Licensing and employment of building expertise within all HMMS is directly linked to the provision of cost effective and high quality modifications. It could be argued that home modification services are simply fund distributors. However, in the majority of cases, HMMS are deemed to be principal contractors and hence, very much liable in respect to ensuring statutory warranties are upheld and assurance that clients and any future title holders are protected from sub-standard work.<sup>7</sup>

---

<sup>7</sup> NSW Government, Fair Trading,  
[http://www.fairtrading.nsw.gov.au/About\\_us/News\\_and\\_events/Media\\_releases/2010\\_media\\_releases/20100623\\_nsw\\_homeowner\\_s\\_protected\\_under\\_home\\_building\\_act\\_amendment.html](http://www.fairtrading.nsw.gov.au/About_us/News_and_events/Media_releases/2010_media_releases/20100623_nsw_homeowner_s_protected_under_home_building_act_amendment.html)

With the legal implications evident and the \$4.6 million injection of non-recurrent funds to Levels 2 and 3 Budget holders in June 2010, State Council has requested ADHC revisit State Council's application for funding the QA Program with some urgency so as to support the extensive construction work that has been carried out to date and the work which needs signing off. The NSW HMMS State Council has been notified that no further funding will come forward until the outcome of the HMMS Model Review and as such State Council will support the program from consolidated State Council resources until June 2011.

#### **DLA Phillips Fox and the Standardised Suite of Contracts for the HMMS Industry in NSW**

The Quality Assurance Rectification Program consistently highlighted the need for risk management and compliance in the HMMS industry in NSW. To reduce HMMS liability and deal with the complexity of the model system in the HMMS industry in NSW (i.e. Levels 1, 2 and 3), the NSW HMMS State Council engaged DLA Phillips Fox to create a Suite of Contracts for the HMMS industry. The Suite of Contracts will aim to reduce HMMS's liability and risk.

Alicia Chrysochoides of DLA Phillips Fox presented the Contracts at the Synergy Conference in September 2010 to the HMMS industry. The Contracts were well received by all who attended the workshops.



## Summary of Regional Technical Advice Fund Statistics 2009-2010 FYE

### Thank You to Past and Present Regional Technical Officers

The NSW HMMS State Council would like to formally thank all Regional Technical Officers for their input and expertise provided from 1998 to 2010. The Regional Technical Officers have provided technical advice and support to HMMS and ensured the continuation of final inspections for all major modifications in NSW.

RTO Final Inspection Claims	Quantity
2005-2006 FYE	30
2006-2007 FYE	79
2007-2008 FYE	111
2008-2009 FYE	144
2009-2010 FYE	178

Table 1.8 Number of RTO Claims for Final Inspections 2005-2010

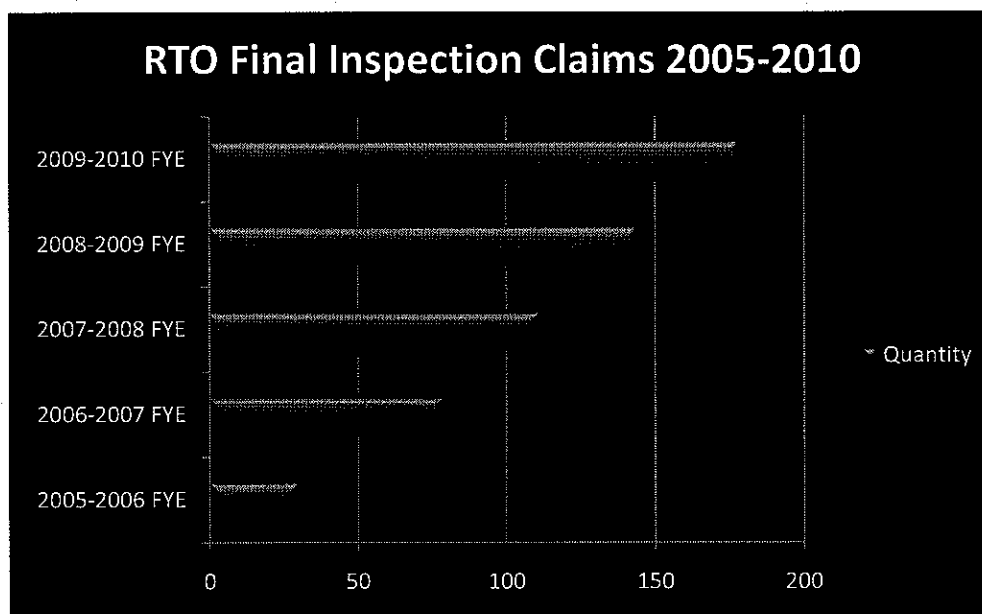


Figure 16 Number of RTO Claims for Final Inspections 2005-2010

Funding Stream	Number of RTO Claims for Final Inspections	Net Funding Allocated	%
Regional Technical Advice Fund	55	\$ 19,356.83	25.32%
Other - NR Funding and QARP	123	\$ 57,102.84	74.68%
Total	178	\$ 76,459.67	

Table 1.9 Recurrent vs Non-Recurrent Funding Allocated

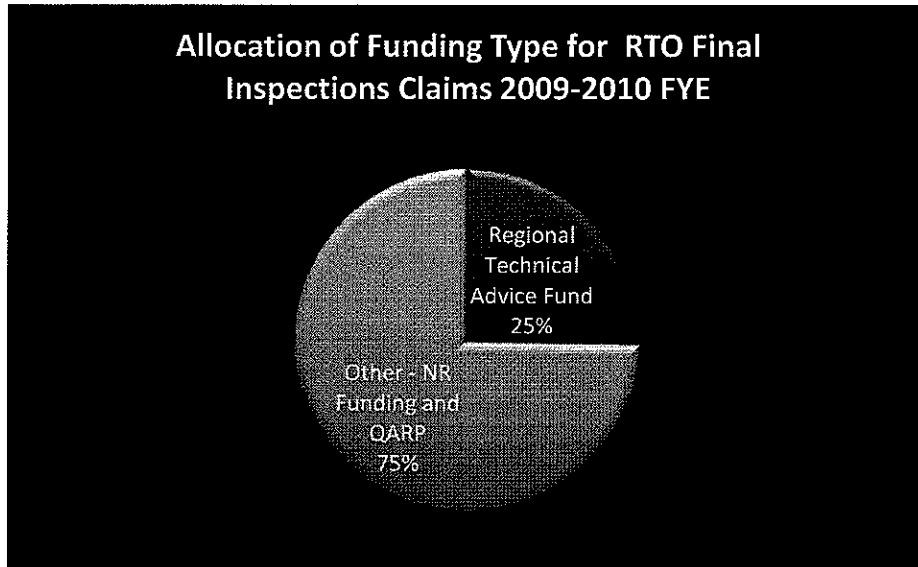
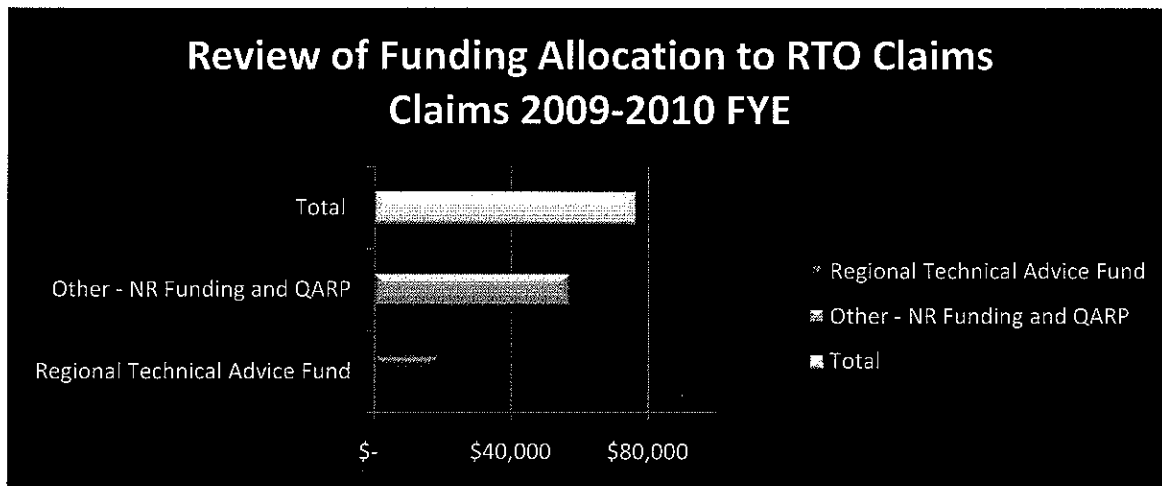


Figure 17 Allocation of Recurrent and Non-Recurrent Funding for RTO Final Inspection Claims

Figure 18 below Shortages of Recurrent Funding and Top Up of Non-Recurrent for RTO Claims



### Average of RTO Final Inspection Claims

Total Cost of RTO Final Inspections	Number of Final Inspections Claims	RTO Final Inspections Average
\$ 76,459.67	178	\$ 429.55

Table 1.10 Average RTO Application Cost 2009-2010

### Comparisons of RTO Final Inspection Claims 2005-2010

Year	Final Inspection Average
2005-2006	\$ 243.98
2006-2007	\$ 203.40
2007-2008	\$ 335.31
2008-2009	\$ 257.61
2009-2010	\$ 429.55

Table 1.11 RTO Average Application Cost 2005-2010



Figure 19 Average of Final Inspection Claims 2005-2010

### Shortfalls of Funding Levels for RTO Fund/Final Inspection Claims

Year Funding was Received	Final Inspections via RTO Fund	Final Inspections via NR Fund	Total
2005-2006	\$ 15,708.00	\$ -	\$ 15,708.00
2006-2007	\$ 15,902.00	\$ -	\$ 15,902.00
2007-2008	\$ 16,428.00	\$ 27,669.00	\$ 44,097.00
2008-2009	\$ 16,969.60	\$ 55,935.23	\$ 72,904.83
2009-2010	\$ 19,357.00	\$ 57,102.84	\$ 76,459.84

Table 1.12 Recurrent and Non-Recurrent Funding allocated to Final Inspection Claims

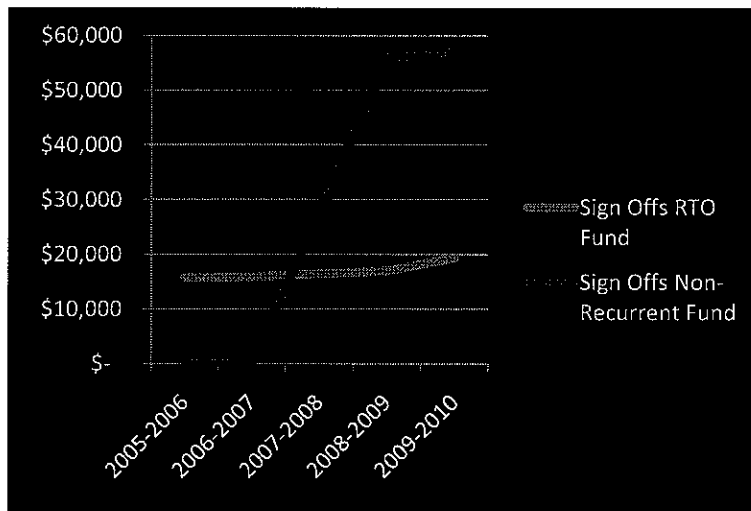
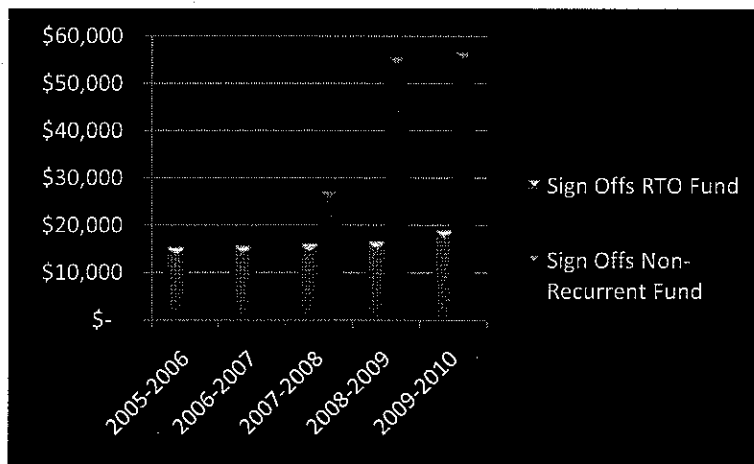


Figure 20 & 21 Recurrent and Non-Recurrent Funding allocated to Final Inspection Claims



## **The Quality Assurance Rectification Program**

The Quality Assurance Rectification Program (QARP) is a fixed-term recurrent stream of funding available to the HMMS industry to rectify sub-standard or inappropriate work completed by HMMS or when HMMS are unable to achieve results from due processes. The QARP acts as the HMMS industry's self-insurance program for all sub-standard work completed by HMMS and assists Services to comply with all statutory warranty requirements as set out by the Office of Fair Trading.

### **Findings from 2009-2010 FYE**

The QARP Program is directly linked to the Quality Assurance Program and since the employment of the Specialist Technical Officer in 2007 more information has been collected and uncovered regarding the level of rectification work required in NSW. As previously reported in the 2008-2009 Executive Officer's Report, there was a direct link in that financial year to unlicensed HMMS and rectification work. However, what was uncovered in the 2009-2010 FYE was a vast amount of rectification work required from a licensed HMMS who employed a full time Builder. It must be noted that there were multiple individual cases uncovered from the one service and the rectification was only uncovered with the employment of a new Builder to the Service. On investigation the following had occurred:

- One Contractor was using multiple company names to quote for major modification work which was being knowingly accepted by the Qualified Works Supervisor of the HMMS.
- The Qualified Works Supervisor was not supervising the Contractor adequately whilst construction work was being completed.
- No staged inspections were taking place at crucial times in construction to ensure workmanship was adequate e.g. waterproofing.
- Incredibly poor workmanship and trade practises were taking place.
- OT specifications were not being followed.
- Poor choice of materials was used.
- The Qualified Works Supervisor was also a Regional Technical Officer signing off on his own work. Therefore there was a complete lack of transparency and independent auditing taking place.
- There was a lack of auditable processes by Management and Board of Management to enable awareness of what was occurring.

All rectification works identified were for bathroom and ramp rectifications. It must be noted to rectify bathroom modifications can be very costly. Not only is the bathroom modification completely stripped out and started again but all floor coverings and joists need to be replaced due to subsequent water damage. Therefore a bathroom modification which originally cost \$15,000 can cost \$30,000 to rectify.

Individuals have argued that if a service is adequately licensed and employs a licensed Builder, then the Quality Assurance Program would not need to exist. However, what the above scenario displays is that a Quality Assurance Program is necessary and implemented by an independent regulator to ensure transparency in the final inspection of building works for major modifications.

### Length of Time for Rectification Work to Surface

Another notable finding from the 2009-2010 FYE was the length of time for the rectification work to surface and be identified. As noted in Table 1.13 and Figure 22 below, 71% of rectification work took between 2-10 years to be identified as needing rectification. Therefore work completed 1-7 years after the completion date still falls within statutory warranty terms and conditions as set out in the Home Building Act 1989. Therefore HMMS must rectify the work to remain compliant within legislation.

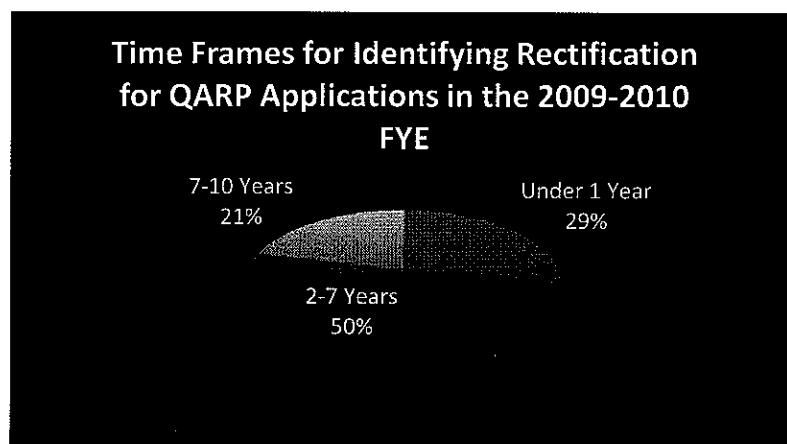
Notably, the NSW Government in 2010 also restored the rights of homeowners and successive title holders to their statutory and home owners warranty entitlements under an amendment to the Home Building Act 1989 to ensure all entities had the same legal protection in regard to building work which fell within statutory periods. Therefore, in the instance a HMMS modifies a bathroom and the house is sold, the HMMS must rectify any work completed for the successive title holder.<sup>8</sup>

It is imperative that all work by HMMS is compliant with the following:

- The Building Code
- Relevant Standards
- Local Government Ordinances
- WorkCover
- OT Written and Diagrammatical Specifications

Time Frame	Work Completed in the Following Year	Works Rectified in 2009 -2010 FYE
Under 1 Year	2009	4
2-7 Years	2003-2008	7
7-10 Years	2000-2003	3
	Total	14

Table 1.13 above & Figure 22 below Time Frames of Rectification Work to be uncovered for the 2009-2010 FYE Applications

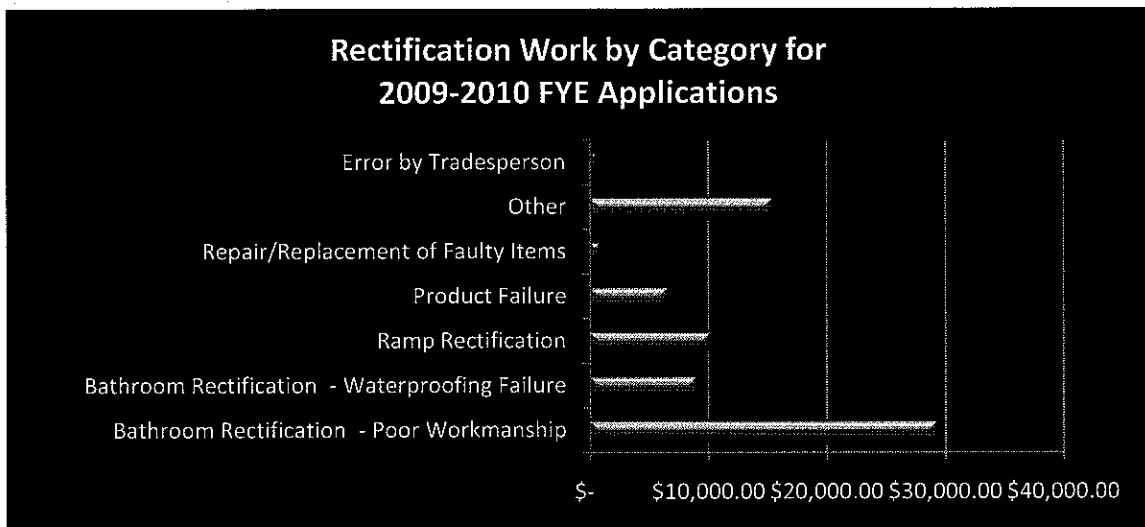


<sup>8</sup>NSW Government, Fair Trading  
[http://www.fairtrading.nsw.gov.au/About\\_us/News\\_and\\_events/Media\\_releases/2010\\_media\\_releases/20100623\\_nsw\\_homeowners\\_protected\\_under\\_home\\_building\\_act\\_amendment.html](http://www.fairtrading.nsw.gov.au/About_us/News_and_events/Media_releases/2010_media_releases/20100623_nsw_homeowners_protected_under_home_building_act_amendment.html)

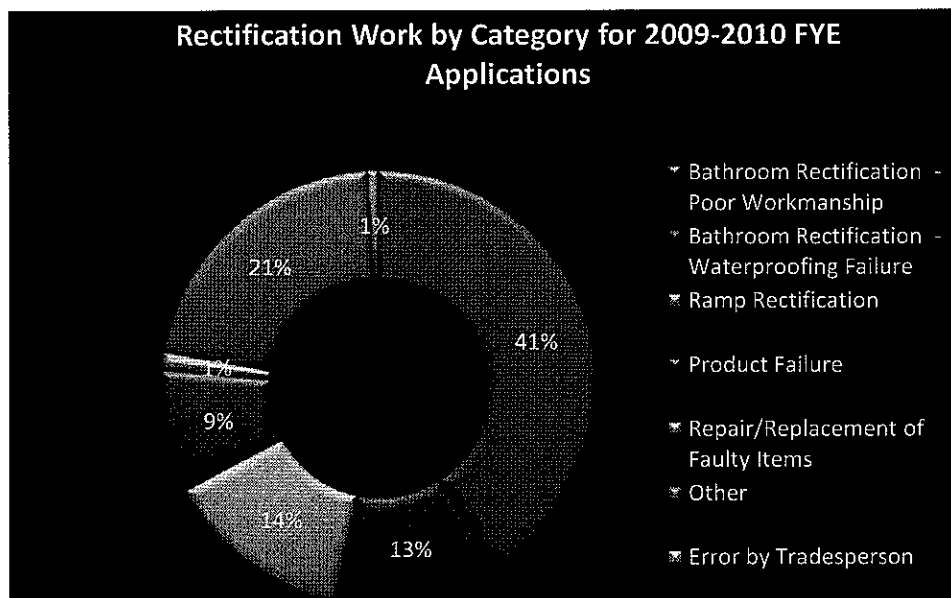
### Summary of Rectification Applications by Category 2009-2010 FYE

Category of Rectification Work	Net Funding Allocated Per Category	Percentage
Bathroom Rectification - Poor Workmanship	\$ 29,319.81	41%
Bathroom Rectification - Waterproofing Failure	\$ 8,970.34	13%
Ramp Rectification	\$ 10,205.88	14%
Product Failure	\$ 6,583.51	14%
Repair/Replacement of Faulty Items	\$ 907.27	1%
Other	\$ 15,425.59	21%
Error by Tradesperson	\$ 613.64	1%
<b>Total Net Allocation</b>	<b>\$ 72,026.04</b>	

Table 1.14 Categories of Rectification (QARP) Applications 2009-2010 FYE



Figures 23 and 24 Categories of Rectification (QARP) Applications 2009-2010 FYE



### Major Modification Program in NSW

HMMS in NSW cater very specifically to clients with complex care needs since the inception of the Major Modification Program in 2000. Notably, the Major Modification Program has grown dramatically completing \$46,111,590.10 worth of work between 2000-2010. (Please refer to Table 1.16).

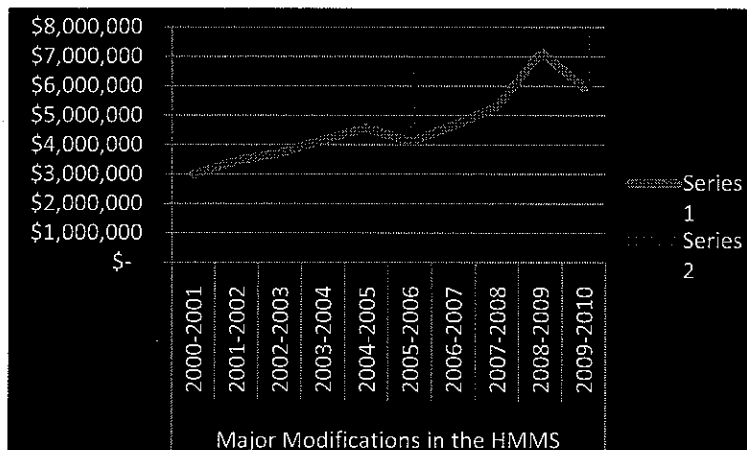
The ageing population and number of people with disabilities is increasing exponentially with only a finite amount of government funding available for the implementation of the HACC Program. Due to the high demand for HMMS coupled with the influence of commercial building contracting rates and increases in building materials, current funding levels do not meet HMMS demand. Therefore their dependence on non-recurrent funding is absolute.

Notably in Figure 25 below, in the years where ADHC have not released Non-Recurrent funding to the HMMS Industry, there has been a clear decrease in the volume of work completed. However, during such times, client waiting lists became extensive and incredibly problematic for Service Providers and clients. ADHC need to completely review the funding for the major modification program raising it to adequate levels to eliminate the need for Levels 2 and 3 Budget Holders to have constant reliance on non-recurrent funding. Also as noted in the 2008-2009 Executive Officer's Report, a review of policy is required for the major modification program to remain sustainable in the future.

### Total Value of Major Modifications Completed 2000-2010

2000-2001	2001-2002	2002-2003	2003-2004	2004-2005
\$ 2,985,189.15	\$3,461,770.12	\$ 3,713,470.18	\$ 4,161,290.57	\$ 4,580,931.80
2005-2006	2006-2007	2007-2008	2008-2009	2009-2010
\$ 4,111,573.85	\$4,656,899.49	\$5,318,882.17	\$ 7,155,700.58	\$ 5,965,882.19
Grand Total				\$ 46,111,590.10

Table 1.16 above & Figure 25 below - - Major Modification Works completed 2000-2010





Region	Auspicing Service	Number of Jobs	Total Cost	Average
Far North Coast	Lismore HMMS	19	\$ 238,362.00	\$12,545.37
Mid North Coast	Coffs Harbour HMMS	14	\$ 211,260.00	\$15,090.00
New England	New England HMMS	21	\$ 291,526.00	\$13,882.19
Hunter	Kurri Homework	21	\$ 348,021.81	\$16,572.46
Central Coast	Kurri Homework	11	\$ 139,058.33	\$12,641.67
Metro North	Manly Warringah Pittwater HMMS	17	\$ 433,247.38	\$25,485.14
Metro North West	Fusion	22	\$ 392,787.00	\$17,853.95
Metro South West	Macarthur HMMS	31	\$ 487,769.30	\$15,734.49
Inner Sydney	Wesley HMMS	12	\$ 214,427.11	\$17,868.93
Metro South East	St George HMMS	16	\$ 246,000.00	\$15,375.00
Illawarra	Scope Access	26	\$ 453,679.08	\$17,449.20
Southern Highlands	Scope Access	7	\$ 130,231.18	\$18,604.45
Riverina Murray	Age Concern	13	\$ 201,000.00	\$15,461.54
Central West	Carewest	17	\$ 237,638.00	\$13,978.71
Orana Far West	Carewest	13	\$ 138,600.00	\$10,661.54
<b>Total of Level 2 Work</b>		<b>260</b>	<b>\$4,163,607.19</b>	
NSW Statewide Level 3	Across NSW	50	\$1,802,275.00	\$36,045.50
<b>Grand Total of Major Modifications</b>		<b>310</b>	<b>\$5,965,882.19</b>	

Table 1.17 - Number of Major Modifications completed in 2009-2010 FYE

Level	Jobs Completed	Funding Allocated	Average Job Cost
Level 2	260	\$ 4,163,607.19	\$ 16,013.87
Level 3	50	\$ 1,802,275.00	\$ 36,045.50

Table 1.18 - State Averages for Major Modification Work

Level Average Job Cost/Year	2007-2008	2008-2009	2009-2010
Level 2	\$12,206.06	\$15,078.12	\$16,013.87
Level 3	\$36,302.20	\$31,478.11	\$36,045.50

Table 1.19 Major Modification Averages 2007-2010 for Level 2 & 3

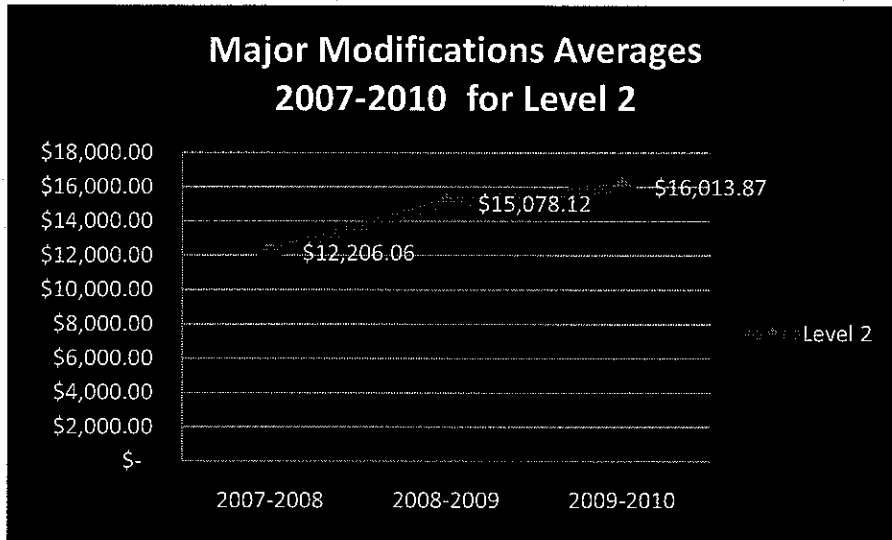


Figure 26 - Major Modification Averages 2007-2010 for Level 2 Work

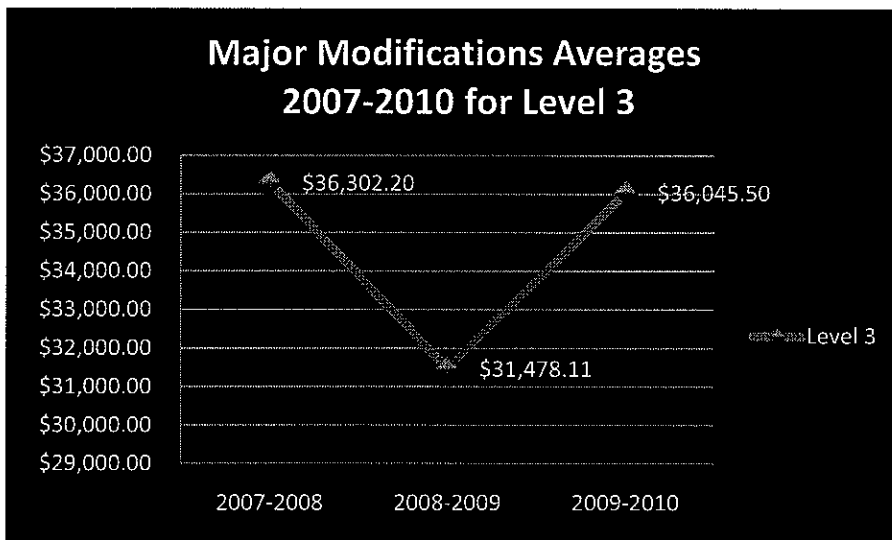


Figure 27 - Major Modification Averages 2007-2010 for Level 3 Work

## **APPENDIX A**

### **Specialist Technical Officer's Annual Report - Prepared by Keith Stevenson**

I have been in the Specialist Technical Officer's role now for almost three years and continue to find the role challenging, rewarding and, on occasion, frustrating. On looking back and reviewing the year, it has been full of change and uncertainty as we await the results of the review and the COAG reforms which could have a big bearing and impact on our industry. There has been substantial change within the Quality Assurance Program as we strive to deliver a comprehensive and sustainable sign-off procedure and check list. For ease of reporting, I have summarised my activities for the calendar year into five headings.

#### **1. Training, Equipping and Resource Development**

- Organised and filmed a DVD for the conference titled *City vs Country Modifications* which Phil Zuber and I filmed in June and July. It was to highlight the similarities and differences between providing home modifications in the city compared to the country. I would like to thank South East Sydney HMMS, Bathurst HMMS, Parkes/Lachlan HMMS, Mudgee HMMS and Care West HMMS for all their time and effort organising clients and staff to be interviewed and being so willing to take part in the making of the DVD which will be a great resource with many Services requesting copies and Services viewing it on the State Council website.
- Development of a generic Scope of Works for the HMMS industry with a progressive sign-off for the Quality Works Supervisor as many jobs had been lacking builder supervision which has lead to rectification of the works.
- Development of a generic contract that can be used by HMMS. This was developed with help from contract committee and DLA Phillips Fox to encapture the unique situation we are faced with in the HMMS sector with the client paying a contribution and the legal relationship this has with the service provider, the client and the contractor.
- Involved with Technical Review Committee, included meeting in March, April and October. Large review due to new release of AS 1428.1 2009. First updated Technical Manual due for release end April 2011 to coincide with the BCA in May 2011. This has resulted in a total reprint of the Manual as there has been substantial text and diagram changes.
- Contributed newsletter articles for the State Council newsletter in "Keith's Corner" looking at progressive improvements and innovation in our industry.
- Spent a couple of days teaming up with Clayton from Flawless Imaging taking photos in Sydney and Far North Coast of home modification jobs and clients for promotion of services and use on the State Council website.
- Attended the co-ordinators orientation open day at Auburn in May. I presented a quality assurance program overview.
- Continued rolling out "The Shed" practical training. These included Oatley x2, Hornsby x2, Carnarvon x2 and most recently ACT x2 in October. The Shed series for 2011 will be revised and delivered in a different format aiming to either deliver modules of training or

to mix up the practical and theory so attendees are not subjected to "death by powerpoint!"

- State Council took part in Carex 11-12 August. I actively participated over two days manning the stand and State Council display. We had a lot of TAFE students and OT students visit the stand. However, there was not a lot of interest from people directly involved with the HMMS industry.

## 2. Road trips and Regional HMMS Meetings

- Attended Fusion's regional meeting in May to discuss technical issues on the use of grated floor drains in major modifications.
- Attended Central West/ Orana Far West regional meeting at Mudgee in March and delivered the quality assurance presentation.
- Attended Macarthur/ South West Sydney regional meeting at Camden in March.
- Attended Metro South East regional meeting in May and delivered QA presentation.
- Attended Northern Region Construction meeting in June at Coffs Harbour and delivered QA presentation.
- Attended L2 panel meeting Kurri Kurri in June and delivered QA presentation.
- Attended Wesley Mission retreat at Kiama in June and delivered QA presentation.
- Visited ADSSI HMMS and Gosford HMMS in August.
- Attended and MC Hastings HMMS 20 year celebrations at Port Macquarie in October.

## 3. Conference

- Numerous meetings with Silverwater Welding and Lincoln Electric to discuss their contribution to supplying trainers and welding equipment for the practical welding training at conference.
- Numerous meetings with Enware /Care design to develop relationship and to gain understanding of laws around using TVs and TMVs. Organised workshops around TMVs and kitchen design.
- Meeting with Brad from new supplier, Add a Bathroom, which took part in trade display due to lead from Craig Thornton from Parkes HMMS.
- A part of the team assigned to developing a sustainable garden and interactive ramp display at the conference. Thanks must go to Ruth Ley, Colin Kjoller and Phil Zuber for their help and vision to make this happen.
- Held meeting with rep from Enersun Solar to discuss protective film that can be applied to glass in wet areas that complies with standards to make window/screen safe. This product was displayed at the conference.
- Active participation at the conference in September with the role of MC of the event.

#### 4. Personal Professional Development and Meetings Attended

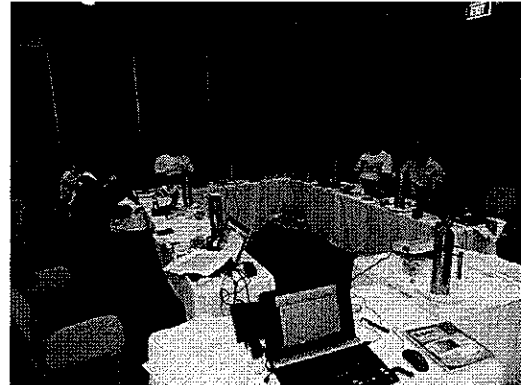
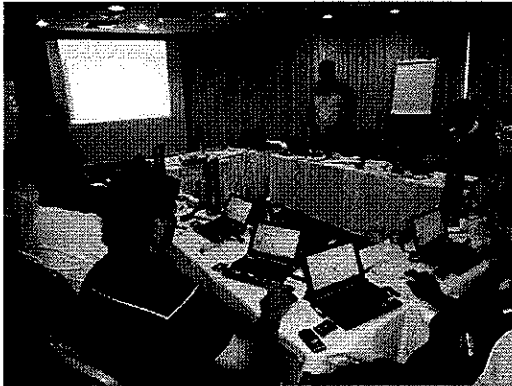
- In March, I successfully completed Certificate 4 in Workplace Training and Assessment through Aged and Community Services.
- Attended HIA Home Show in Sydney (May).
- Attended numerous meetings with ADHC to discuss model review and QA program.
- Attended Safety Show and materials handling in Sydney (Oct).
- Attended conference committee meetings.
- Attended Office of Fair Trading (OFT) meetings with Kelvin Nash from OFT.
- Contract review committee.
- Attended two day L2/ L3 workshop in May and delivered the QA presentation.
- Scope of works review committee included four meetings.
- RTO review committee with Shalla Thomas , Andrea Thomas, Steve Malvern, Stacey Sheppard-Smith, Colin Kjoller, Ruth Ley. *names in full here*
- Attended meeting with Margaret Neuss from Aged and Community Services to look at partnership for recognition of State Council's training to become VTAB accredited.
- Met with DLA Phillips Fox to discuss electricals in wet areas, zones, hand held showers and best practice.
- Attended the two State Council meetings held during 2010.
- Participated in the model review committee and attended relevant meetings including Age Communication and Elton Consulting at offices at Bondi Junction.
- Attended the opening of Wesley HMMS new workshop in August at Silverwater and joined them for BBQ lunch.

#### 5. Quality Assurance (QA) Program

- Exciting time as State Council extended staffing to include a new position of technical and training officer (TTO). A new position description and criteria were created and interest was shown for this inaugural position from both inside the industry and external interest. The TTO is only a 12 month contract and the position would be under direct supervision from me. After the interview process the job was offered to and accepted by Phil Zuber. Phil began in his role as TTO on 1 June 2010.
- Time spent training and mentoring Phil in new role of technical and training officer including teaming up with CBI, Steve Mills, to conduct a number of post modification sign-offs.
- Numerous QA meetings held with Ruth Ley, Steve Malvern , Steve Mills, Stacey Sheppard-Smith and Phil Zuber to discuss best way forward in adopting a sustainable sign-off process and the legal statutory regulations we must adhere to in delivering a sign-off procedure.
- Chaired the inaugural CBI workshop 29 November – 1 December. Twelve people attended of which seven trained in using an electronic method of post-modification sign-off and reporting. The HMMS linked CBIs (Craig Thornton, Peter Duncan, David Humphries, Rodney Burley, Ian Maxwell and Paul Martin) will be used until such time ADHC fund the QA program. Then State Council can adopt the best practice of

employing CBIs from outside the industry for greater transparency and lessen the load of the builders employed by HMMS. I am very confident that this new process will be efficient, consistent, reliable, professional and sustainable.

- The wind-down of the RTO involvement in post modification sign off and the introduction of the contracted building inspectors (CBIs).
- Writing the policy and procedure around using CBIs.
- Development of a post-modification sign-off form that can be downloaded electronically by CBIs and placed in dropbox.
- Development of a request for CBI inspection via electronic form.
- Development of a progressive sign-off form for the qualified works supervisor to be used in line with the scope of works.
- Development of information sharing and builders brains trust via the State Council website. An on-line forum will be set up where builders and HMMS can ask for technical help and post questions and best practice methods for our industry.



### **The Road Ahead**

I am looking forward to the coming year and the many challenges and rewards ahead. I believe that it will be a year of change and it is important that we as an industry embrace this change as we endeavour to march forward to provide our clients with excellent service delivery.

I am confident the Specialist Technical Officer's role is essential to improving consistency, leadership, effective post-modification sign-off and service delivery to our HMMS clients throughout NSW.

I would like to thank the RTOs for their support over the past twelve months and especially the State Council Staff – Stacey Sheppard-Smith, Christine Ivey, Nicolie Scrivener, Phil Zuber and Marg Neuss (Kate Feain and Theresa Crawford up till June 2010) for supporting me both personally and professionally in providing training, resource development, DVDs, Technical Manual update, Shed Training and technical advice to the HMMS industry throughout 2010.

## **APPENDIX B**

### **Specialist Occupational Therapist's Annual Report - Prepared by Margaret Neuss**

---

#### **1. Implementation of NSW HMMS State Council Training Programs – 2010**

- The Shed Workshops - eight workshops for OTs, HMMS Builders and HMMS Managers/Co-ordinators were presented in 2010, six of these in Sydney during February and March and two in the ACT in October. The ACT workshops were initiated by an OT who works in the ACT and attended The Shed Workshop held in Goulburn in 2009. Her feedback to OTs in the ACT was so positive that OT AUSTRALIA ACT decided to subsidise OTs who were members of the professional body to attend the workshops. Helen Carmody was the OT presenter at both the ACT workshops.

The number of participants who attended these workshops was approx 150. Feedback from participants, both on completion of the workshops and since, indicated another very successful training program

- The Shed Workshops planned for Coffs Harbor and Tweed were cancelled due to lack of numbers.
- State Council has been contacted by Spotless, a Sydney based building and utility services company, requesting presentation of The Shed Workshop for their building staff – to date there have been preliminary discussions only.

#### **2. Environmental Modifications in the Home Level 1 Workshop, OT AUSTRALIA NSW**

- Presented by Loris Higgins and the Specialist OT in Sydney on 22 and 23 April 2010. Feedback from the 20 participants was excellent.
- Presented by the Specialist OT in Tamworth on 25 and 26 May 2010. Feedback from the 10 participants was excellent.
- A workshop planned for Northern NSW in May was postponed due to lack of numbers.
- Planning by OT AUSTRALIA NSW for workshops in 2011 is underway with the Specialist OT requested to present workshops in both Sydney and Lismore.

#### **3. Paediatric Environmental Modifications Workshop, Sydney**

- On 1 April 2010 the Specialist OT co-presented a half day session on documentation requirements for OT referrals to home modification service providers at this two day paediatric workshop. Feedback from the OT workshop presenter was that participants rated this session as a highlight of the workshop.

#### 4. HMMS Synergy Conference September 2010

- The Synergy Conference was a very successful event particularly from an OT perspective with 34 OTs attending plus four OTs who attended as part of the Home Modifications Information Clearinghouse Project.
- The Specialist OT was a member of the Conference Planning Committee; developed the Complex Access Workshops Part 1 and 2 with Steve Malvern and OTs Margaret O'Leary and Loris Higgins respectively; liaised closely with Murray Mountain re the two workshops on changes to AS 1428 Suite of Standards; and was involved in the planning of the interactive gardening display.
- The Specialist OT facilitated four workshops at the conference which were part of the OT stream. All of these workshops were very popular and were over-subscribed on the day with some workshops having up to 15 more participants attend than were registered.
- OTs Helen Carmody and Loris Higgins manned part of the interactive gardening display at strategic times during the conference.
- The OT Network Lunch was well received with 34 OTs attending. OTs Loris Higgins, Helen Carmody and Margaret O'Leary co-hosted the lunch with the Specialist OT.

#### 5. OT Resource Development

- State Council now has two OT Reference Groups, the second established earlier this year specifically to develop standardised documentation for OTs.
- The larger OT Reference Group now has 45 OTs from across NSW representing a wide range of organisations (including NSW Health, HMMS, ADHC, The Spastic Centre and Private Practice) and areas of OT practice (e.g. community, acute care, paediatrics, rehabilitation and spinal injury). This group of OTs are committed to best practice in prescribing home modifications in NSW. All have been very generous in sharing their experience, expertise and resources as well as the considerable time required to review all the OT resources developed by State Council.
- The second OT Reference Group on Standardised Documentation was formed early in 2010 comprising 16 OTs who have specific skills and expertise in developing documentation. Two meetings of this Group were held in Sydney in February and June 2010 both of which were very successful and productive. Standardised documentation already developed and available on State Council's website (for download and/or interactive use) are two forms i.e. OT Report and OT Checklist for Level 2 and 3 referrals to the HMMS. Other standardised documentation in development include generic minor home modification proformas and written specifications for major bathroom modifications and ramps. A generic policy on OT follow-up of minor home modifications and Sign Off of major home modifications is also under review by this Group. All standardised documentation developed is reviewed and agreed upon by the larger OT Reference Group prior to being made available to the OT profession and HMMS.



The next meeting of the OT Reference Group - Standardise Documentation will be held in Sydney in February 2011.

- Three OT Fact Sheets were extensively reviewed and completed by the OT Reference Group in 2010 and are now available to the OT profession and HMMS. These Fact Sheets on prescribing lifts were launched at the recent HMMS Synergy Conference in September – feedback from the OTs at the Conference indicated that the Fact Sheets are a much needed resource for the profession.
- Two OT forms have also been developed and were launched at the HMMS Synergy Conference i.e. the OT Report and OT Checklist for Levels 2 and 3 applications to HMMS. Both forms are available on State Council's website for download as either a hard copy or for interactive use by OTs.
- An Information Package for OTs has been put together to be forwarded to all HMMS with State Council's Promotional Pack in December 2010. The primary aim of the Information Package is to improve OT referrals to the HMMS by increasing awareness of both OTs and HMMS of minimum documentation requirements.
- An OT Resource Manual will be developed during 2011 – this will include generic OT policies and procedures, forms and a range of resources.

## 6. Consultation and Advice

- An increasing amount of time has been spent throughout the year providing consultation and advice to individual OTs, OT Services and HMMS. This has been primarily with regard to OT practice issues, OT referral requirements, reviewing OT specifications, complex cases, eligibility for HACC service provision, reviewing OT resources, training opportunities and "troubleshooting" i.e. resolving issues involving OTs, HMMS and/or clients.
- Joint site visit to rural area (near Orange) with local OT re a complex paediatric case (triplets) to provide assistance with OT assessment and Level 3 application.

## 7. Undergraduate OT Program – training

- At the request of Yvonne Pennisi (Lecturer and Fieldwork Co-ordinator) and Associate Professor Ev Innes (Head of OT Program), Southern Cross University, the Specialist OT developed and presented a workshop to second year occupational therapy students at the Tweed Campus on the OT assessment process and prescribing minor home modifications.
- This 3½ hour workshop was held on 20 July 2010 and was attended by 13 OT students as an elective part of a subject on community access. The feedback both on evaluation forms and verbally from the students and staff was excellent.

## 8. Clinical Supervision

- The Specialist OT has continued to provide clinical supervision to a local community OT (McLean Community Health) throughout 2010 – this has been via telephone contact, usually on a monthly basis.
- One session of Group Supervision in home modifications was provided to a small group of OTs in the Tweed Network, NCAHS at the request of one of the Tweed Network OT Clinical Seniors.

## 9. Other

- During 2010 the Specialist OT has also been involved/participated in a range of other activities including the Level 3 Panel for prioritisation of Level 3 applications; a Legal Breakfast Forum on Home Modifications presented by OT Australia NSW; providing updates on home modifications via teleconference with rural OT Network Groups; a workshop on the changes to AS 1428 held at Macarthur HMS; preparation of State Council's Funding Proposal to ADHC; HMMS Level 2/3 Managers Workshop; Carex; the HMMS Model Review; update of the Technical Manual; and other meetings and forums (e.g. State Council, OT, ADHC, COAG).
- Invited to be a Conference Ambassador for the 2011 OT AUSTRALIA Conference to be held on the Gold Coast, Queensland in July 2011.
- Development of training for OTs for 2011 is in progress – five half-day modules are being developed which will focus on the OT assessment process and prescribing minor home modifications; bathrooms; ramps; kitchens and complex access. All will be very practical workshops to enhance skill development for OTs with all levels of experience in prescribing home modifications. The workshops will complement not duplicate other training provided by the State Council and OT AUSTRALIA NSW.  
Several requests have been received to date from Occupational Therapy Services and HMS for the Specialist OT to provide training for OTs in local/regional areas of NSW – preliminary discussions only to date.