

**NSW LAND AND HOUSING CORPORATION**

# **HOME MODIFICATION GUIDELINES**

**AUGUST 2018**

## NSW DEPARTMENT OF FAMILY & COMMUNITY SERVICES

### NSW LAND AND HOUSING CORPORATION

Locked Bag 4001 ASHFIELD BC 1800

#### CONTEXT

These guidelines acknowledge objectives, principles and definitions contained within the Disability Inclusion Act 2014. LAHC supports the aims of the Act. Among these: acknowledging human rights; promoting the independence and social and economic inclusion of people with disability; enabling choice and control; setting up safeguards; and, where practical, supporting the United Nations Convention on the Rights of Persons with Disabilities (the UN Convention).

The LAHC also supports the definition of disability as referenced in the Act which is similar to the definition used in the UN Convention. The definition recognises that disability results from barriers in society that prevents or limit inclusion. LAHC recognises that it can play a role in removing such barriers.

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#### PUBLISHING DETAILS

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August 2018	0	Figure 1 deleted. New Figures 1 and 2 updated Warning Note in Schedule of Modifications added for non-slip coatings on tiles and other floor finishes Amended NDIS definitions - Glossary

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#### ENQUIRIES

This document may be accessed from the Family & Community Services website.

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# 1 Introduction

## 1.1 Purpose

The Home Modifications Guidelines (HMG) provides clear guidance as to the suitability of modification to all Land and Housing Corporation properties managed by FACS and the allocation of responsibility between Land and Housing Corporation and the National Disability Insurance Scheme.

For all other properties the HMG may be adopted for use or used only as a guide at the discretion of the managing agency.

The HMG will assist LAHC Asset staff manage tenant requests for disability modifications in a timely manner whether or not eligible participants in the National Disability Insurance Scheme (NDIS). LAHC will continue to support tenants with disability outside of the NDIS as per the LAHC Disability Modification policy.

It is not intended to be used for tenant requests for alterations to meet non-disability needs. Modifications for non-disability purposes should be assessed in accordance with the LAHC Alterations to a Home Policy and processes.

## 1.2 National Disability Insurance Scheme

The NDIS sits at the core of the National Disability Strategy. The Scheme is nationally based with funding and governance shared amongst all jurisdictions.

The NDIS is customer focused and eligible NDIS participants will receive funding directly (NDIS Support Package) for 'reasonable and necessary' services which they require and be responsible for engaging service providers to meet their needs. An NDIS Support Package may include funding for home modifications.

Only people under 65 years of age are eligible for NDIS support. Those over 65 with a NDIS support plan started prior to age 65 may choose to continue receiving NDIS assistance or choose assistance from a Commonwealth funded Aged Care service.

The NDIS defines home modifications as "changes to the structure, layout or fittings of the participant's home that are required to enable the participant to safely access and move around their home as a result of their disability". The NDIS will only include funding for home modifications if the dwelling to be modified is the applicant's primary residence and the applicant intends to remain at the residence.

The NDIS Principles affirm that social housing providers have obligations under the Disability Discrimination Act 1992 (DDA) to provide 'reasonable adjustments' (minor disability modifications or relocation) to support a tenant with a disability. Therefore LAHC will fund this obligation regardless of NDIS funding.

## 1.3 LAHC Processes

With the full NSW roll-out of the NDIS, requests for modifications to meet disability needs will be in two streams and the Alterations to a Home policy will remain for non-disability needs. Refer **Figures 1 and 2**.

Requests for modifications must be submitted to LAHC (as the property owner) for assessment, as not all properties may be suitable. Refer **Business Rule 2** below.

#### 1.4 LAHC NDIS Business Rules

##### **Rule 1: Limits to LAHC Work costs**

LAHC is not a specialist disability housing provider; however FACS must meet its reasonable adjustment obligations under the Disability Discrimination Act 1992. These obligations are limited, as follows:

1. Replacement of floor coverings up to \$5,000
2. Roof/ceiling work associated with any other work (hoist beams etc. only if appropriate) <\$2,000
3. Electrical work not in association with Major works <\$2,000
4. Veranda/Porch balustrade adjustments <\$2,000
5. Ground levelling and profiling <\$2,000
6. Minor bathroom (including connecting to existing plumbing and drainage services) modifications <\$3,000
7. Miscellaneous concrete installation <\$2,500

The amount includes the cost of design (where required), material, labour and the contractor's mark up. Prices benchmarked in July 2016 Dollars.

**Exemption** to the above limits is permissible when,  
a) a more suitable property IS NOT available AND  
b) an external funder for the works over these limits has been identified.

Regional Asset Director's approval is required for minor modifications exceeding the above limits.

##### **Rule 2: Strategy decisions impacting on home modifications**

If the property is identified on a Sales or Redevelopment program, or a more suitable property is available, then Major modification must not proceed.

Alternatives to substantial disability modifications may include relocation to a more suitable property.

##### **Rule 3: Installation and connection to services for specialist equipment**

###### **(a) Installation – specialist equipment**

Permission may be granted for the installation of specialist equipment and fixtures to an appropriate building if the NDIS or another external funder agrees to fund the supply, installation, connecting up to service lines and certification, regular servicing, and all required maintenance. **Note:** Making good to the building fabric upon removal of specialist equipment will be undertaken on a case by case basis.

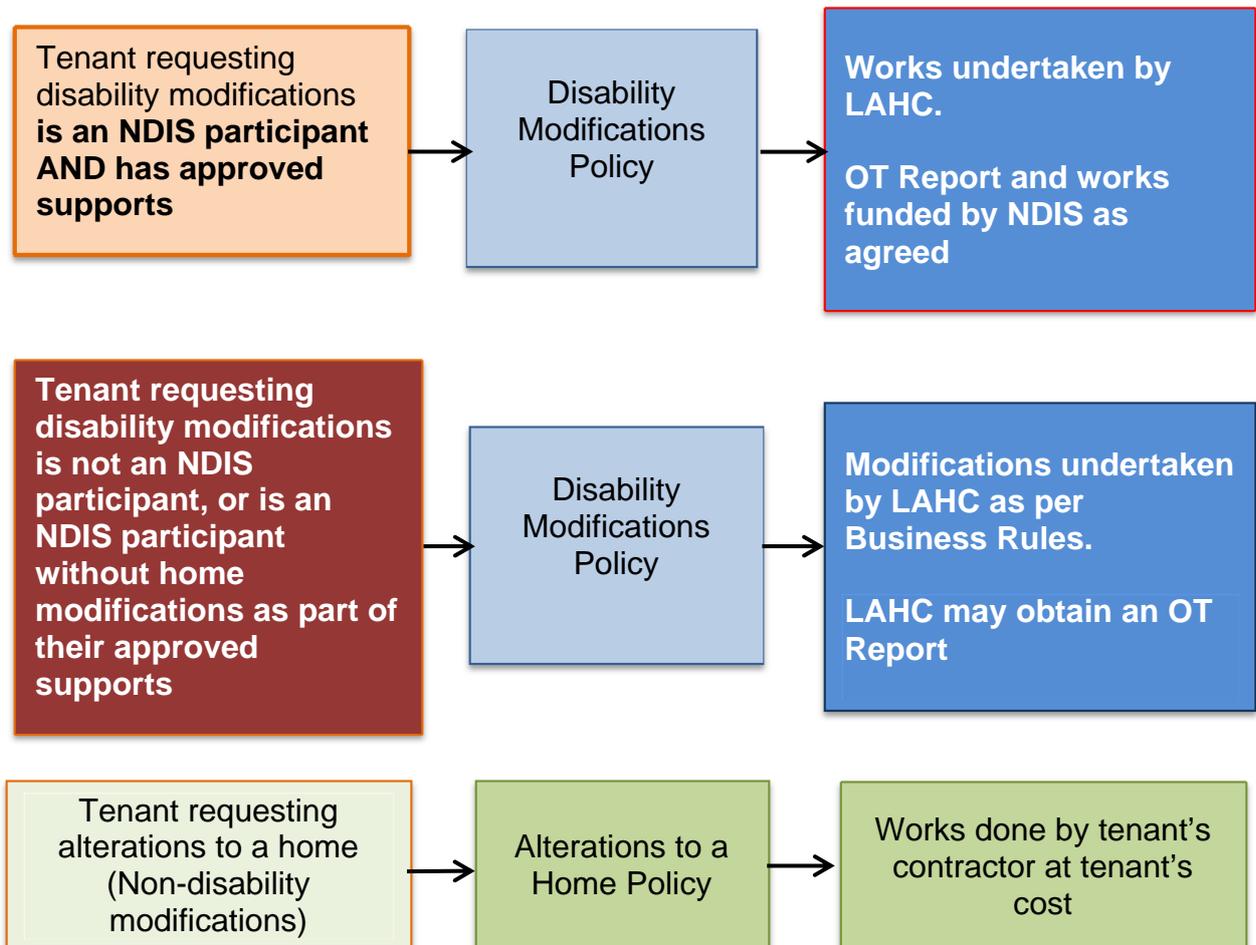
###### **(b) Connection to power – specialist equipment**

LAHC will provide/relocate a power outlet for equipment supplied as per a) above. Electrical work beyond this including any meter board augmentation will require external funding.

LAHC's cost to accommodate the specialist equipment within the dwelling is limited to the amounts as per **Rule 1**.

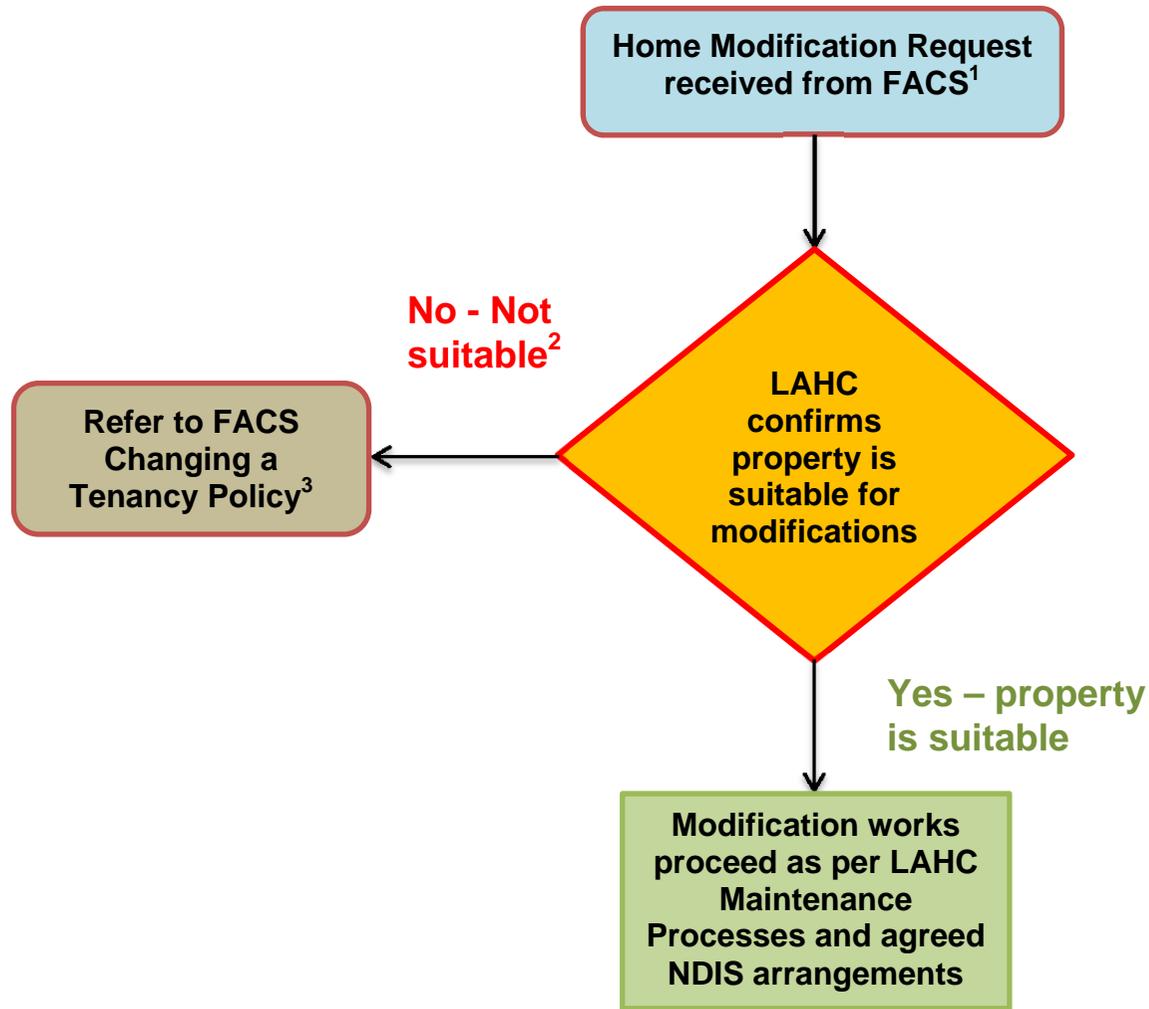
## Process for assessing requests for home modifications – LAHC Assets

**Figure 1 Modification Processes**



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Figure 2 Simplified Process flowchart - Major Home Modification Requests



**Notes**

- 1. FACS ensures request is complete as per Policy
- 2. LAHC Strategy decisions may mean disability modifications to the dwelling are unsuitable.
- 3. FACS Changing a Tenancy Policy at [www.facs.gov.nsw.au](http://www.facs.gov.nsw.au)

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## 2 Modification Requests

### 2.1 Tenant requests

The following information enables LAHC staff to assess requests for disability modifications in a consistent manner complying with LAHC policies.

Tenant requests for home modifications shall follow the procedures outlined in the Disability Modification Policy or the Alterations to a Home Policy (for non-disability modifications)

The Regional Asset Director may authorise LAHC to fund an OT report.

### 2.2 Assessment of tenant requests

Occupational Therapist reports listing modifications to the dwelling are to be summarised in the Summary of Recommendations as per **Appendix 1** and assessed using the **Schedule of Modification** in **Section 3**.

The Schedule of Modifications clearly distinguishes modifications into two streams: 'Minor' and 'Major' modifications.

'Minor' modifications are considered a social housing provider's obligations under the Disability Discrimination Act (DDA) in providing a 'reasonable adjustment' support for a tenant with disability.

Asset Program assessments need only ensure minor works do not exceed the limits as set out in the **Business Rules**.

Works determined as 'Major' modifications are to be clearly coded as NDIS funding responsibility (or other external funder) as appropriate. See **Figure 1**.

Major modifications may only be required for one part of the property. Modifications **not included** in the Occupational Therapist's report are **not** to be undertaken.

Home modifications may require a combination of Minor and Major modifications. These should be undertaken together and if undertaken for an NDIS participant all costs coded appropriately as NDIS funding responsibility for later funding adjustments.

Major modifications as per an OT Report for a Non-NDIS participant or a participant without funding for home modifications are undertaken as per Regional Asset Director's direction on a case by case basis

### 2.3 Modification Codes

The following codes are integral for NDIS funding allocation. These codes are for LAHC internal use only and may be amended to align with operational and IT system requirements.

MODNDISNON:	Non NDIS modifications both minor and major
MODNDISFND:	NDIS approved modifications for a tenant eligible under the NDIS and has an approved support plan
MODDISUFN	Modifications to proceed, tenant awaiting NDIS assessment

### 3.0 Schedule of Modifications (SoM)

This schedule lists disability modifications as either Major or Minor works to allow LAHC Asset staff to assess requests in a consistent manner.

Alternatives to substantial modifications (Major modifications) include relocation to a more suitable property as outlined in the FACS Changing a Tenancy Policy.

Occupational Therapist (OT) reports and drawings are to be assessed as per the schedule and explanatory notes contained in this section.

#### Symbols and their meanings

	This modification should have no adverse impact on the dwelling and can proceed
	Works may proceed only after assessment. Refer relevant explanatory notes and escalate to the Regional Asset Director's delegated officer for direction.
	<b>Work not permitted. Refer explanatory Notes</b>

Items in the Schedule of Modifications are listed in the following order:

No	Areas
<b>External and common areas</b>	
1,2,3	Front gates, letterboxes
4	Pathways, ramps and steps
5	Service areas
6	Parking and covered areas
7	External lighting, signage, security and safety
8	Lobby Entries
<b>Dwelling internal areas</b>	
9	Entrance area
10	Stairs, internal
11	Doors and doorways
12	Floors
13	Walls
14	Electrical work and temperature control
15	Kitchen
16	Bedroom
17	Bathroom and Wet Areas

### 3. Schedule of Modifications (SoM)

Schedule of Modifications						
No.	Area	Asset Solutions	Minor	Major	Direction	Notes
External Areas						
1.01	General	Limits to LAHC Minor modifications costs, ie LAHC's DDA obligation to all tenants with a disability need.			<p>Costs above these figures require Regional Asset Director approval:</p> <ol style="list-style-type: none"> <li>1. Replacement of floor coverings up to \$5,000</li> <li>2. Roof/ceiling work associated with any other work (hoist beams etc only as required.) &lt;\$2,000</li> <li>3. Electrical work not in association with Major works &lt;\$2,000</li> <li>4. Veranda/Porch balustrade adjustments &lt;\$2,000</li> <li>5. Ground levelling and profiling &lt;\$2,000</li> <li>6. Minor bathroom modifications &lt;\$3,000</li> <li>7. Miscellaneous concrete installation &lt;\$2,500</li> </ol> <p>The amount include the cost of design (where required), material, labour and the contractor's mark up.</p> <p>Exemption to the above limits is permissible when,</p> <ol style="list-style-type: none"> <li>a) a more suitable property IS NOT available AND</li> <li>b) an external funder for the works over these limits has been identified.</li> </ol>	<p>LAHC is not a specialist disability housing provider.</p> <p>LAHC's provision of liveable housing features in new housing supply together with its disability modification program assists FACS to meet its reasonable adjustment obligations under the Disability Discrimination Act 1992.</p> <p>Minor works undertaken to complete an NDIA approved OT Report modification to a dwelling as required will be included in the NDIS funded work item</p>
1.02		LAHC Strategy impact on Major modifications			If the property is identified on a Sales or Redevelopment program, or a more suitable property is available, then the Major modification must not proceed.	NDIS funded Major modifications are meant for long term accommodation and must not be spent on properties identified on a Sales or Redevelopment program. LAHC will however undertake Minor modifications to these dwellings
2.01	Front Gates	Reswing, replace or change hinges on gate Replace latch/lock handle				
2.02		Provide wider gate(non-structural) and associated changes to fence and paving				

### 3. Schedule of Modifications (SoM)

No.	Area	Asset Solutions	Minor	Major	Direction	Notes		
2.03	Front Gates	Erect security perimeter fencing			LAHC will only permit requests for external fencing of properties subject to NDIS funding and property suitability.	Heritage buildings have strict requirements for new work so as not to detract from the property's heritage features. Similarly Compliance to Council's Fencing Codes will need to be met.		
2.04		Fit childproof locks at fence gates					Requires 'self closing' hinges (i.e. pool gate type) and self latching catch. Height to be confirmed on site.	
3.01	Letterbox	Make changes to letterbox Replace key lock Change letterbox access function						
3.02		Raise/lower/reposition letterbox						
4.01	Walkways, ramps and steps	Widen path. Replace steps (4 max)						
4.02		Install external chairlift access to building - specialist equipment					Permission may be granted for the installation of specialist equipment and fixtures to an appropriate building if the NDIS covers supply, installation, certification, regular servicing and all required maintenance.  LAHC will provide/relocate a power outlet for NDIS funded equipment.	LAHC will undertake electrical works associated with NDIS funded equipment limited to \$2000. Electrical work beyond this and any meter board augmentation will require NDIS or other external funding.  The building fabric must be suitably reinforced/protected for installation.
4.03		Coat path/ramp with slip resistant finish (<10m <sup>2</sup> ) Install specified tactile indicators Apply high contrast paint at edges of steps and paths						Non-slip surface coatings are not recommended over tiled surfaces"
4.04		Install accessible pathway (gradient less than 1:20) <9m length  Provide ramp max 9m length. Gradient, handrails and kerbrails as determined by OT.						

### 3. Schedule of Modifications (SoM)

No.	Area	Asset Solutions	Minor	Major	Direction	Notes
4.05	Walkways, ramps and steps	Install step ramp				Step ramps up to a slope of 1:10 are in some cases a preferred solution for entering a property, as some mobility impairments makes the use of a longer ramp uncomfortably and/or hazardous. However step ramps have a maximum rise of 190mm. Handrails may also be required to provide balance support.
4.05a		Platform ramp Portable ramp			Not suitable for Class 2 building entries	A platform or portable ramp is Category 2 work funded by the NDIS for a participant, including OT Report.
4.06		Install ramp greater than 9m in length Install handrails & grabrails -			Ramps >9m in length, including landings, to be NDIS funded, Class 1 dwellings only  Ramps to Class 2 dwellings are required to be designed to AS1428.1, WITH additional consideration for ambulance trolleys.  For Class 1a dwellings, AS1428.1 is a guide only. DO NOT install 1:8 ramps exceeding the rise allowed in the AS1428.1 Standard NDIS to fund Handrails as Category 2 AT (length not limited) for an NDIS participant	NSW ambulance trolley clearances exceed wheelchair turning circles - drafting software packages rarely incorporate ambulance trolley needs.  Ramps to Class 1a dwellings, whether or not designed to AS1428.1 need to meet the Exempt & Complying Development Codes, or risk extended time awaiting Local Council approval. Refer Glossary of Terms.
5.01	Service areas	Reposition/replace/lower drying lines				
5.02		Modify/extend paving around drying lines or waste bins Relocate bin area, install new paving			Miscellaneous concrete installation <\$2,500, including the cost of design (where required), material, labour and the contractor's mark up.	
6.01	Parking and covered areas	Provide auto opening garage door				
6.02		Lay concrete driveway			Miscellaneous concrete installation <\$2,500, including the cost of design (where required), material, labour and the contractor's mark up.	

### 3. Schedule of Modifications (SoM)

No.	Area	Asset Solutions	Minor	Major	Direction	Notes
6.03	Parking and covered areas	Provide accessible car parking - Dedicated new covered car space allocated as near as possible to dwelling.			New accessible car spaces permitted only if fully funded and space on site permits. If not, alternate accommodation should be sought instead.	Works may require Council approval, the removal of mature landscaping, impact on portfolio requirements and stormwater control. In some multi-unit developments a 'dedicated' car space may require additional access control to be truly effective.
6.04		Provide weather protection - fit sides curtains/screens to covered car space			Permission will be granted for the installation of fixtures to a structure if the external funder covers supply, installation, regular servicing, required maintenance and making good to the building/structure upon removal.	External funder must accept and fund these requirements. LAHC's cost to accommodate the specialist equipment/fixture is limited to the amounts as per Item 1.01.
6.05		Erect new carport Raise/widen carport			Alternate accommodation should be sought instead. LAHC will only permit requests for new carport/widened/raised carport subject to building suitability, space permits in the required location, compliance to Council's requirements, NDIS funds the supply, installation, all required maintenance and making good to the building upon removal. External funding must also include for any required alterations/augmentation of roof water disposal.	Works may require Council approval, the removal of mature landscaping, impact on portfolio requirements and overcapitalise the property. In some multi-unit developments a 'dedicated' car space may require additional access control to be truly effective.
7.01	External Lighting, signage, security & safety	Reposition switch/replace with rocker switches				
7.02		Increase light levels & contrast - Install sensor light				
7.03		Install signage				
7.04		Install security features - Intercom with camera			A security intercom (with camera) can be fitted to a dwelling on a single allotment. Intercoms even if externally funded are <b>not</b> permitted multi-unit developments.	Invariably once an intercom is installed in a multi-unit development further requests for intercoms will be received, at LAHC's cost, as these will unfunded by the NDIS.

### 3. Schedule of Modifications (SoM)

No.	Area	Asset Solutions	Minor	Major	Direction	Notes
7.05	External Lighting, signage, security & safety	Fit external security grilles, shutters and doors			<p>LAHC's policy permits only certain types of window grilles and security screen doors to be fitted as a tenant request.</p> <p>Security screen doors with three point locking are <b>not</b> permitted on LAHC owned buildings.</p> <p>LAHC will only permit requests for external shutters and awnings subject to building suitability, plus NDIS funding the supply, installation, regular servicing, all required maintenance and making good to the building upon removal.</p>	<p>Window grilles: LAHC policy requires window grilles to incorporate internal emergency release to allow the window to be used as an additional escape path for the occupant(s) in case of an emergency.</p> <p>Security screen doors: security screen doors with three point locking are not permitted in Class 2 buildings as these can cause delays for emergency service personnel.</p> <p>External shutters and awning: mechanical fixings can damage and stain the external building fabric if not properly selected, installed and removed carefully.</p> <p>Heritage buildings have strict requirements for new work so as not to detract from the property's heritage features.</p>
7.06		Install all-weather soft fall over existing concrete External areas Class 1 dwellings only			Permission may be granted for the installation of specialist finishes and fixtures if the NDIS covers supply, installation, regular servicing and all required maintenance	Permission for the installation of this specialist finish is subject to the external funder accepting and funding these requirements.
7.07		Slip resistant finishes - limited to <10m <sup>2</sup>			Non-slip surface coatings are not recommended over tiled surfaces	
8.01	Lobby Entries	Reswing door Change hinges (wide throw) Remove screen door				
8.02		Widen door/Form new opening - structural changes			<p>Widening will be LAHC responsibility unless Engineered structural support are required. These and any associated electrical relocations as a result of the widening to be NDIS funded.</p>	<p>To assist with access into a room LAHC will undertake door widening including simple overhead structural support.</p> <p>If opening requires engineered supports then the modification exceeds reasonable limits and therefore is to be NDIS funded.</p>

### 3. Schedule of Modifications (SoM)

No.	Area	Asset Solutions	Minor	Major	Direction	Notes
8.03	Lobby Entries	Topping to regrade level of external porch or landing Modify sill Apply door contrast markers to glazed doors				
8.04		Improve approach to door - Fit rails (not requiring reinforcement)				
8.05		Fit auto door opener			New door hardware items to existing fire rated doorset must be code compliant.	Additional hardware may impact on the performance of the doorset in the event of fire, endangering the occupant(s).
<b>Internal areas</b>						
9.01	Entrance areas	Install door spy hole			New door hardware items to existing fire rated doorset must be code compliant.	Additional hardware may impact on the performance of the doorset in the event of fire, endangering the occupant(s).
9.02		Fit accessible hardware - Replace handle Replace lock mechanism				
9.03		Install door bell and button (wireless type)				
9.04		Relocate entry directly into living area			If the property is identified on a Sales or Redevelopment program, or a more suitable property is available, then the Major modification must not proceed.  LAHC costs associated with the new opening and making good limited to \$2000	NDIS funded modifications are meant for long term accommodation and must not be spent on properties to be sold or redeveloped within a short period. LAHC will however undertake Minor modifications to a dwelling identified on a Sales or Redevelopment program. Structural support for the new opening exceeds LAHC's obligations and must be NDIS funded.
9.05		Install auto door opening devices			New door hardware items to existing fire rated doorset must be code compliant.	Additional hardware may impact on the performance of the doorset in the event of fire, endangering the occupant(s). Provision to change automatic door closer over to a 'low momentum' door closer (i.e. from rack and pinion to cam operated door closer)

### 3. Schedule of Modifications (SoM)

No.	Area	Asset Solutions	Minor	Major	Direction	Notes
9.06	Entrance areas	Increase accessibility - Remove obstructing walls			Ensure walls removed to gain manoeuvring space are non load bearing.  LAHC costs to support ceiling/roof loads limited to \$2000	Removing long lengths of corridor walls may require substantial additional roof and ceiling framing supports and be unreasonable for LAHC to undertake. If not funded by the NDIS this work cannot proceed and an alternate solution is needed.
9.07		Increase accessibility - Remove obstructing cupboards, skirtings.				
10.01	Stairs, internal	Improve stair accessibility - Replace stair			LAHC will not strip out existing joinery or modify floor openings to construct new stairs.	Removing existing stair joinery and replacing with reconfigured joinery is beyond LAHC's responsibilities and is not cost effective.
10.02		Improve stair accessibility - Fit additional hand rails			Ensure wall can support required fixture's intended loads without the need for wall reinforcement.	Any additional wall blocking/reinforcement for additional handrails, including making good and painting must be NDIS funded.
10.03		Improve stair accessibility - Install slip resistant tread covering Modify/install appropriate tread nosings				
10.04		Install internal chairlift			Permission may be granted for the installation of specialist equipment and fixtures to an appropriate building if the NDIS covers supply, installation, certification, regular servicing and all required maintenance  The property must also provide sufficient space at the top and bottom of stairs, and a flanking wall able to support the chairlift, then the installation can proceed.  LAHC will relocate/install a GPO for the chairlift but will not cover costs for meter board augmentation.	LAHC will not fund, install and maintain chairlifts within its properties.
11.01	Doors and doorways	Replace, remove, rehang, reswing door				Changing swing of door will incur costs for relocating light switch position.

### 3. Schedule of Modifications (SoM)

No.	Area	Asset Solutions	Minor	Major	Direction	Notes
11.02	Doors and doorways	Widen doorway -structural changes.			Widening will be LAHC responsibility unless Engineered structural support are required. These and any associated electrical relocations as a result of the widening to be NDIS funded.	To assist with access into a room LAHC will undertake door widening including simple non-structural framing. If the new opening requires engineered supports this exceeds LAHC's reasonable limits and therefore is to be NDIS funded.
11.03		Change door hardware Install lever handles Install auto door openers				
11.04		Replace timber frames with steel door frames Replace painted trims sills etc (lead paint)			LAHC will only strip existing paint from existing painted joinery.	Tenants or their children may have pica disabilities whereby painted and other finishes are picked off and ingested. Removing painted joinery and replacing with alternate joinery is beyond LAHC's responsibilities and is not cost effective.
12.01	Floors	Remove trip hazards at thresholds - Apply topping to adjoining floor Install smooth edge cover strip Replace protruding floor angles or cover strips				
12.01a		Install wedge/fillets to accommodate changes in levels				NDIS will fund this support for an eligible participant for up to 35mm rise
12.02		Replace floor coverings			Removal of old floor finish, supply and install new floor finishes limited to \$5000 Trims spanning adjoining finishes must not pose a trip hazard Do not take up floor finishes to install tactile type floor indicators within the dwelling.	Edge trims must not create a ridge on the floor surface higher than 3mm. Tactile indicators are unsuitable for domestic installation.
13.01	Walls	Provide contrasting paint to door, frame and internal walls Repaint walls in selected colours			Existing and any proposed wall colours must be appropriate for the tenant's disability needs, including the need for contrasting paint colours around doorways and the need to feel safe. However doorframes and architraves only may be painted in dark tints, i.e. contrasting with light coloured walls. Walls must not be in dark tints.	Walls painted in dark tints require additional preparation to return to LAHC's standard paint schemes and are to be avoided. Be aware blues and greens have correctional and health institution connotations for some people and may need to be avoided.

### 3. Schedule of Modifications (SoM)

No.	Area	Asset Solutions	Minor	Major	Direction	Notes
13.02	Walls	Install handrails along hallway			Ensure wall can support required fixture's intended loads.	LAHC will fund handrails up to <\$2000, however NDIS must fund for any required wall reinforcement and making good of wall at handrail removal.
13.03		Sound absorbing material applied to walls			Sound absorbing lining to walls may proceed if NDIS funded for supply, installation, maintenance and making good to the walls upon removal.  Material data sheets must be submitted prior to installation.	Linings must be selected from non-toxic, non flammable materials
13.04		Oversheet walls/protect windows with perspex			Wall oversheeting/window protection permitted if NDIS funds supply, installation, maintenance and making good to the walls/windows upon removal.	Over-lining existing walls exceeds LAHC's reasonable adjustments obligations.
13.05		Protect walls - Install wall bumpers			Ensure wall can support required fixture's intended loads.  NDIS must fund the supply, installation, and maintenance.	Installing wall bumpers exceeds LAHC's reasonable adjustments obligations. Maintaining wall bumpers not LAHC's responsibility.
14.01	Electrical works and temperature control	Increase lighting levels, Provide task lighting Install 2-way switch near bedhead			Electrical work not in association with Major works <\$2,000 acceptable.	
14.02		Install rocker switches relocate power points				
14.03		Install dimmer switches				
14.04		Install external shutters			Installation of new external items on Heritage properties will require LAHC permission.	The installation of internal or external fixtures like shutters and blinds exceeds LAHC obligations.
14.05	Install internal shutters or blinds, block out curtains			Internal or external fixtures like shutters and blinds permitted only if NDIS funds. Funds must include for maintenance.	LAHC unlikely to remove these once installed, unless maintenance is prohibitive.  The mechanical fixings for these fittings can damage the building fabric if not selected, installed and removed properly.	

### 3. Schedule of Modifications (SoM)

No.	Area	Asset Solutions	Minor	Major	Direction	Notes
14.06	Electrical works and temperature control	Install ceiling fans			Ceiling fans must not be installed in bedrooms and living areas with ceiling heights lower than 2700mm.	Fans operating under ceilings lower than 2700mm pose a hazard to occupants.
14.07		Install air conditioning - package or ducted			<p>LAHC permits the installation of air conditioning to meet a disability need.</p> <p>All air conditioning equipment and service lines to be weather-sealed, vermin proofed and fire sealed completely at all building penetrations.</p>	<p>Local Councils may place restrictions on a/c compressor location (noise), condensate drainage discharge, and possible have screening &amp; enclosure requirements.</p> <p>Meeting these requirements is the responsibility of the NDIS.</p> <p>Health, fire safety and amenity of the property must not be impacted by incomplete or inadequate sealing of service lines at penetrations.</p> <p>LAHC maintains equipment supplied and installed under its Disability Modifications Program for non-NDIS participants.</p>
14.08		Automated controls - Install Bluetooth or CBUS			<p>Permission may be granted for the installation of specialist equipment and fixtures to an appropriate building. NDIS funding must cover supply, installation, certification, regular servicing and maintenance</p> <p>LAHC will provide/relocate a power outlet for NDIS funded equipment.</p>	<p>Permission for the installation of this specialist equipment is subject to the external funder accepting and funding these requirements.</p> <p>Unlikely LAHC to remove system at vacant restoration.</p> <p>Meter Board augmentation costs must be met by the external funder.</p>
14.09		Dialysis electrical upgrades			LAHC's commitment to electrical work not in association with Major works <\$2,000	NDIS must fund electrical works associated with dialysis equipment involving meter board augmentation and specialised power outlets.
15.01	Kitchen	Cupboard modifications - Remove doors, replace catches with pressure catches install shelves under overhead cupboards Provide additional open shelving				

### 3. Schedule of Modifications (SoM)

No.	Area	Asset Solutions	Minor	Major	Direction	Notes
15.02	Kitchen	Kitchen cupboard replacement/cupboard removal not undertaken in association with any other kitchen modification			Benches and underbench cabinets designed to allow for easy lowering and/or removal will be undertaken by LAHC. These modifications may still require services to be repositioned by LAHC. Check floor finishes extend under benches.	Some properties had kitchen provided with these under bench cupboard/bench lowering features.
15.03		Relocate power points Replace stove with cooktop			LAHC will provide/relocate a power outlet for NDIS funded equipment.	
15.04		Full modification/replacement of kitchen			Permitted. NDIS must fund all required work.	NDIS funded Home Modifications may be for only part of the dwelling, as the remainder of the dwelling may not pose a barrier to the tenant. Property elements in HOMES can be updated to record areas modified.
15.05		Install quarter turn taps Install lever tap handles				
15.06		Non-slip coating to floors			Non-slip surface coatings are not recommended over tiled surfaces	Seek advice for coating to polished floor boards
16.01		Bedroom	Install wall/ceiling mounted hoist			NDIS funds must include for the supply, installation, certification, regular servicing and maintenance. Making good to the building upon removal as agreed. Check bedroom proximity to bathroom so as to minimise hoist rail length.
16.02	Install strobe/vibration system linked to smoke alarm					Include provision to install either a hush button for easy reach or changing smoke alarms over to Radio Frequency wireless alarms which can be isolated or hushed from a key fob

### 3. Schedule of Modifications (SoM)

No.	Area	Asset Solutions	Minor	Major	Direction	Notes	
17.01	Bathroom and wet areas	Minor bathroom modifications (<\$3000) Non-slip surface coatings			Works beyond the amounts given below are to be NDIS funded: Minor bathroom modifications <\$3,000 The amount include the cost of design (where required), material, labour and the contractor's mark up.  Non-slip surface coatings are not recommended over tiled surfaces	Exemption to the above rule is when, a) a more suitable property IS NOT available AND b) an external funder for the works over these limits has been identified. Regional Asset Director's approval is required for minor modifications exempted from the rule and exceeding the above limits.	
17.02		Full/Substantial modifications >\$3000					
17.03		Adjust storage - Fit specialised medicine cupboard Install security lock					
17.04		Install quarter turn taps Install lever tap handles Install flexible shower hose and slider bar					
17.05		Remove shower screen Hanging rail & weighted shower curtain installed. Shower hob removals			Water and electrical safety in modified bathrooms – removal of shower screen All electrical work is to be checked by a licenced electrician and undertaken in accordance with AS/NZS 3000:2007  Hob removal and all making good (retiling and floor waterproofing including up first row of wall tiles) at NDIS cost. Bathroom floor tile grades must be acceptable.		Where a shower screen is removed and a shower hose installed electrical outlets in the room may be affected. Shower curtains would not provide sufficient shielding. Refer to the LAHC Residual Current Devices Policy at: <a href="http://www.housing.nsw.gov.au/forms,-policies-and-fact-sheets/policies/residual-current-devices-policy">http://www.housing.nsw.gov.au/forms,-policies-and-fact-sheets/policies/residual-current-devices-policy</a>
17.06		Replace floor waste with strip drain			Do not install linear grated floor drains in existing bathrooms UNLESS floor tile grades are REQUIRED to be modified.		Existing shower drains should be adequate. If <80mm, LAHC will install larger diameter drain.  <b>All work associated with a REQUIRED linear grated drain, including membrane reinstatement and retiling to be NDIS funded.</b>

### 3. Schedule of Modifications (SoM)

No.	Area	Asset Solutions	Minor	Major	Direction	Notes
17.07	Bathroom and wet areas	Install swing down wall mounted shower bench seat			Do not install wall mounted fold down shower bench seats unless specifically directed.	Fold down shower seats are expensive to retrofit if wall is not suitable. <b>Wall reinforcement and disturbed wall waterproofing reinstatement beyond reasonable and will need to be NDIS funded.</b>
17.08		Bath modifications - Cut down for side access			For dwellings of 2 bedrooms or less: Costs must be borne by NDIS.  For 3 bedroom properties and larger, do not cut down sides of bath. Alternate approaches for bathing to be investigated if tenant relocation to a more suitable property not feasible.	Proprietary systems exist for this bath modification work in the order >\$3000.  Three bedroom properties and larger are used for families where a bath is useful for bathing children.
17.09		Bidet function modifications to toilet.			Bidet attachments not acceptable.	Bidet adaptors to existing WCs do not meet plumbing codes. Health professionals would specify hand held shower rose for hygiene washing or code compliant fixtures
17.10		Replace/reposition vanities/basins				
17.11		Replace or relocate pan			LAHC will fund minor bathroom modifications <\$3000, including replacement of WC pans.  OT directions as to the required pan and seat height must be followed accurately.	Fixings for specialised toilet pans (for example pans suitable for a bariatric tenant) may require tile & floor membrane repair/replacement after support reinforcement installed. AS1428.1 compliance is NOT mandatory in private homes. AS1428.1 'standard' disabled toilet pans + seat height are frequently too high for tenant's commode chair to pass over.
17.12		Replace cistern controls			LAHC will replace existing cistern with one with the appropriate controls as needed.	Cistern control retrofits may not be cost effective.
17.13		Install lever tap handles, Install quarter turn taps				
17.14		Replace/reposition towel rails, toilet paper holders, mirrors				
17.15		Replace toilet seat				Seat must be installed in accordance with manufacturer's written instructions

### 3. Schedule of Modifications (SoM)

No.	Area	Asset Solutions	Minor	Major	Direction	Notes
17.16	Bathroom and wet areas	Install fixed or moveable grab rails - Up to 3 grabrails fitted.			Ensure wall can support required fixture's intended loads without the need for wall reinforcement.  LAHC's costs restricted to \$2000.  An OT Report for positioning of grabrails is required.	To provide additional blocking wall/ceiling reinforcement for equipment or additional handrails may require substantial blocking, making good and painting.  If costs exceed \$2000 AND not funded by the NDIS an alternate solution is needed.
17.17		Support mounts for Front loader at appropriate height			Requires measurements to be taken	
17.18		Replace laundry tub			LAHC may undertake the work if space is suitable	Often a tub is replaced to one that suits a wheelchair user, however the following issues are common to this modification: a) shallow tub depth is of limited use, b) controls may need relocating to suit user, and c) the space forward of the tub may be restricted.
17.19		Extending plumbing & waste lines. Basins, taps, and equipment			LAHC will undertake minor bathroom modifications up to \$3,000 including simple plumbing works to connect equipment within existing Wet Areas, but extending service and waste lines outside of the Bathroom will require NDIS funding.	Extending service and waste lines to NDIS funded specialist health equipment like dialysis equipment is outside of LAHC's obligations
17.20		Thermostatic mixing valve installation			LAHC will not install TMVs	LAHC properties are NOT required by the plumbing code to have TMVs fitted. Tempering Valves are installed on all LAHC hot water systems to deliver water at the required and appropriate temperature
17.21		Bath removal.			Do not remove baths in 3 bedroom and larger properties. Alternate approaches for bathing to be investigated if tenant relocation to a more suitable property not feasible.	Three bedroom properties and larger are used for families where a bath is useful for bathing children. Floor waterproofing has to be renewed/repared as required when bath walls removed, including up first row of wall tiles

END

## 4 Glossary of Terms

Term	Description
<b>Accessible</b>	The BCA/NCC defines accessible as “having features to enable use by people with a disability.” The performance requirements for access states designs must enable people to approach the building from the boundary and any associated accessible carparking, and enable people to move safely to and within a building. Accessible “describes all or part of a site, building or facility that complies with AS 1428.1, and that can be approached, entered and used by people with disabilities”.
<b>Assistive Technology</b>	“Assistive Technology (AT) is an umbrella term that includes assistive, adaptive, and rehabilitative devices for people with disabilities and also includes the process used in selecting, locating, and using them. Assistive technology promotes greater independence by enabling people to perform tasks that they were formerly unable to accomplish, or had great difficulty accomplishing, by providing enhancements to, or changing methods of interacting with, the technology needed to accomplish such tasks”. From a walking stick to home automation AT can provide assistance to a person with disability.
<b>Home Modifications</b>	The NDIS defines home modifications as “changes to the structure, layout or fittings of the participant’s home that are required to enable the participant to safely access and move around their home as a result of their disability”. LAHC has distinguished Home Modifications as either Minor or Major Modifications. See below.
<b>LAHC Strategy decisions</b>	As part of LAHC Asset Management decision making LAHC Strategy evaluates the underlying fitness of each property to deliver housing services and/or reflecting development opportunities. This may result in buildings being placed on a Sales or Redevelopment program, thus limiting the amount of maintenance and disability expenditure permitted on that property.
<b>Modifications, Minor</b>	Work defined as the obligation of social housing providers to make ‘reasonable adjustments’ in accordance with the Disability Discrimination Act 1992, with eligibility for the NDIS not relevant to responsibility for meeting these costs.
<b>Modifications, Major</b>	The reverse of Minor modifications (above). This category is known as ‘reasonable and necessary adjustments’ under the NDIS. Major Modifications exceed the DDA obligations of LAHC and include NDIA approved, Occupational Therapist identified specialised/customised modifications and components, such as alterations to the dwelling’s layout, specialist fittings, capital intensive structural alterations or reinforcement.
<b>NDIS funding package</b>	The NDIS will fund “personalised supports relating to people’s disability support needs, unless those supports are part of another service system’s universal service obligation (for example meeting the health, education, housing or safety needs of all Australians ) or covered by reasonable

	adjustment (as required under the Commonwealth Disability Discrimination Act 1992 or similar legislation in jurisdiction.”
<b>Path of travel</b>	“A passageway, walkway, ramp, landing or other space used for circulation”. Note: grates to be installed outside of a path of travel wherever possible.
<b>Platform steps</b>	Used to allow a wheeled walker to ascend and descend to a level. Generally comes with raised sides, vision contrast edges and balustrade/handrails on both sides. Modular versions accommodate as many steps as required.
<b>Ramps</b>	A Ramp is steeper than 1:20 but no steeper than 1:14 and must have landing spaces.  AS 1428.1-2009, <i>Design for access and mobility-General requirements for access-New building work</i> and the Disability (Access to Premises-Buildings) Standards 2010 under the Disability Discrimination Act 1992 of the Commonwealth, which specifies the design requirements for new building work to provide access for people with disabilities.  <b>Note:</b> Occupational Therapists may also reference AS1428.2 for further details and AS1428.3 if the ramp will be used by a child.  <b>New ramps to existing buildings:</b> STATE ENVIRONMENTAL PLANNING POLICY (EXEMPT AND COMPLYING DEVELOPMENT CODES) 2008 - (works undertaken without requiring Council’s approval); part 2.2 specifies that the development (the ramp) must: (a) be not more than 1m above ground level (existing), and (b) be located at least 450mm from each side boundary and the rear boundary, and (c) not interfere with the functioning of existing drainage fixtures or the natural surface flow of water, and (d) if it is located on bush fire prone land and is less than 5m from a dwelling-be constructed of non-combustible material, and (e) if it is constructed or installed on or in a heritage item or a draft heritage item or in a heritage conservation area or a draft heritage conservation area-be located in the rear yard.  See also <b>Ramps, step</b> and <b>Ramps, threshold</b>
<b>Ramps, step</b>	Step ramps have a maximum rise of 190mm and a gradient no steeper than 1:10 for a maximum length of 1900mm.
<b>Ramps, threshold</b>	A small ramp or wedge between adjoining surfaces with a maximum rise of 35mm, a length no greater than 280mm and a gradient not steeper than 1:8. <b>Note:</b> A maximum 3mm is permitted at the junction of the wedge and the adjoining floor finish
<b>Reasonable adjustment</b>	See Modifications, Minor (above)
<b>Residential Flat Buildings access to common areas (drying yards,</b>	Class 2 (Residential Flat) buildings: the Building Code of Australia (NCC) requires “access to Common Areas of Class 2 buildings from a pedestrian entrance required to be

<p><b>letterboxes, common outdoor space etc.)</b></p>	<p>accessible to at least 1 floor containing sole-occupancy units and to the entrance doorway of each sole-occupancy unit located on that level.</p> <p>Where a ramp complying with AS 1428.1 or a passenger lift is installed— access is required (a) to the entrance doorway of each sole-occupancy unit; and (b) to and within rooms or spaces for use in common by the residents, located on the levels served by the lift or ramp”.</p>
<p><b>Walkways</b></p>	<p>Walkways have gradients shallower than 1:20, and if &lt; 1:33 must be provided with a camber or crossfall to shed water. Landings are to be provided at intervals related to length, but no landings are required for walkways &lt; 1:33.</p> <p>Surfaces abutting a walkway must follow the grade of the walkway, be firm and extend 600mm, unless a kerb kerb/handrail or a wall 450mm high is provided. Refer AS1428.1</p>

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**Occupational Therapist Report**

**Summary of Recommendations for Home Modifications**

**PLEASE IMMEDIATELY REPORT ANY HEALTH OR SAFETY ISSUES TO THE MAINTENANCE LINE 1800 422 322**

<b>Date:</b>			
<b>Property Address:</b>		<b>Client Name:</b>	
<b>Occupational Therapist (name):</b>		<b>Contact number:</b>	
<b>Identified Disability/Barrier</b>	<b>Requested related Home Modification<sup>1</sup></b>	<b>Details<sup>2</sup></b>	<b>Critical Items<sup>3</sup></b>
<i>e.g. Unable to hear smoke alarms</i>	<i>e.g. Install strobe light smoke alarm in hallway and kitchen</i>	<i>Page 8</i>	X
<i>e.g. unable to shower upright</i>	<i>e.g. Install hand held shower with slider vertical bar in shower recess</i>	<i>Page 3</i>	X
<i>e.g. arthritis in both wrists</i>	<i>e.g. Lever tap handles to all taps in bathroom, laundry and kitchen</i>	<i>Page 4</i>	X
<i>e.g. Unsteady approaching door entry</i>	<i>e.g. Grab rail outside door</i>	<i>Page 2</i>	X
<i>e.g. Unsteady using shower</i>	<i>e.g. Grab rail inside shower recess</i>	<i>Page 3</i>	X
<i>e.g. Balance support to use toilet</i>	<i>e.g. Grab rail x 3, wall mounted</i>		X
<i>e.g. Unable to negotiate hob at shower</i>	<i>e.g. Remove hob</i>		
<i>e.g. Unable to use stairs in home</i>	<i>e.g. Install chair lift</i>		
<i>e.g. Requires wheelchair access from gate to front door</i>	<i>e.g. Ramp and associated rails to rise 1100mm</i>		
<i>e.g. Requires wheelchair access from back door to drying line</i>	<i>e.g. Ramp and rails to rise 300mm</i>		

**Notes:**

1. Details, measurements and specifications of the requested home modifications must be contained in the body of the OT Report.
2. Reference where the item is included in the OT Report.
3. OT to mark critical items with an 'X'. Critical items enable the tenant to live safely within their home. LAHC to action as per MODS (Safety Response), and items marked as critical to be completed within 72 hours from when the Contractor is supplied with all drawings with correct measurements.
4. This template shows the minimum set of four (4) columns. Additional columns can be added as directed/approved by a LAHC Delegated Officer

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Land and Housing Corporation  
Department of Family and Community Services  
August 2018

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