



Setting a new standard for home modification assessment:

OTs and Building Construction Professional working together.

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Home Modification Victoria

- *Home Modification Victoria* is a service of *Architecture and Access*.
- As a company, we have more than 15 years experience covering 500 major home modification projects for the NDIS, TAC, WorkSafe and private clients.
- Our services cover referral, assessment, design and delivery of major home modifications.

Introduction

- In 2017, *Home Modification Victoria* major home modification assessment to be jointly undertaken on site by a Specialist OT Home Modification Assessor and a Building Construction Professional.
- Home modification is best defined by the intersecting perspectives of the:
 - OT
 - building construction professional
 - the person with the disability and their family.

Best practice approaches to home modification

Curtin University (2016) identified the features of best practice in home modification to include:

- Clear allocation of home modification team roles
- Complex services to be provided by trained specialist OTs and building practitioners
- Assessment of complex home modifications to be jointly undertaken by the specialist OT and a building practitioner
- Assessment to be client-centred, focused on function and client and caregiver needs.

Best practice approaches to home modification

- Recommendations for home modifications to be goal oriented in relation to improved client independence and safety
- Co-location of OTs and building practitioners within one service
- The provision of a step-by-step guide to the process including times to the client
- The provision of clear visual guides on options for home modification design
- The provision of a single point of contact throughout the process.

Funding body requirements

- Many funding bodies, such as the NDIS and WorkSafe require an assessment to be completed by:
 1. An OT and;
 2. Building Construction Professional.



NDIS requirements

Complex Home Modification Assessment Template completed by the OT Assessor in consultation with a Building Construction Professional (BCP).

Section 6 sign-off confirms:

- Has been developed in consultation between the Building Construction Professional and the assessing OT
- Is considered by the building construction professional to be viable for the property, including construction risk assessment
- Is the most suitable of all reasonable alternatives.



HOME MODIFICATION ASSESSMENT

Assessment

How does this process work well on the ground to ensure:

- Consistent quality outcomes
- That the client's needs are met
- That applicable regulatory requirements are met
- The criteria of the funding body are met



Assessment



Assessment



Case study 1: Rhianna

Prior to initial home visit



- Pre-assessment discussion.
 - Determine scope of assessment
 - Establish expectations
- Set appointment time.

At the initial home visit



Step 1: Assessment

The Home Modification Assessor will make an appointment to visit you at home to talk about your lifestyle, your disability and the goals in your NDIS Plan.

The Assessment visit will take around two hours. At this visit, you may like to have a family member or carer present.

The Assessor will look at your home and suggest any necessary changes to help improve your independence and meet your goals.

A Building Construction Professional will also visit. They will advise the Assessor on design and construction issues.

In consultation with you, the Assessor and the Building Construction Professional will discuss the preferred design for your home modification.

It is important that you have your say about what you wish to achieve, the changes you want, and how you would like things to look.

The Assessor and Building Construction Professional will identify the proposed home modifications that are reasonable, necessary and most likely to be funded by the NDIS.

OT Assessment

OT assessment:

- Daily routine
- Current transfer, mobility and functional requirements
- Current equipment
- Formal and informal supports
- Goals

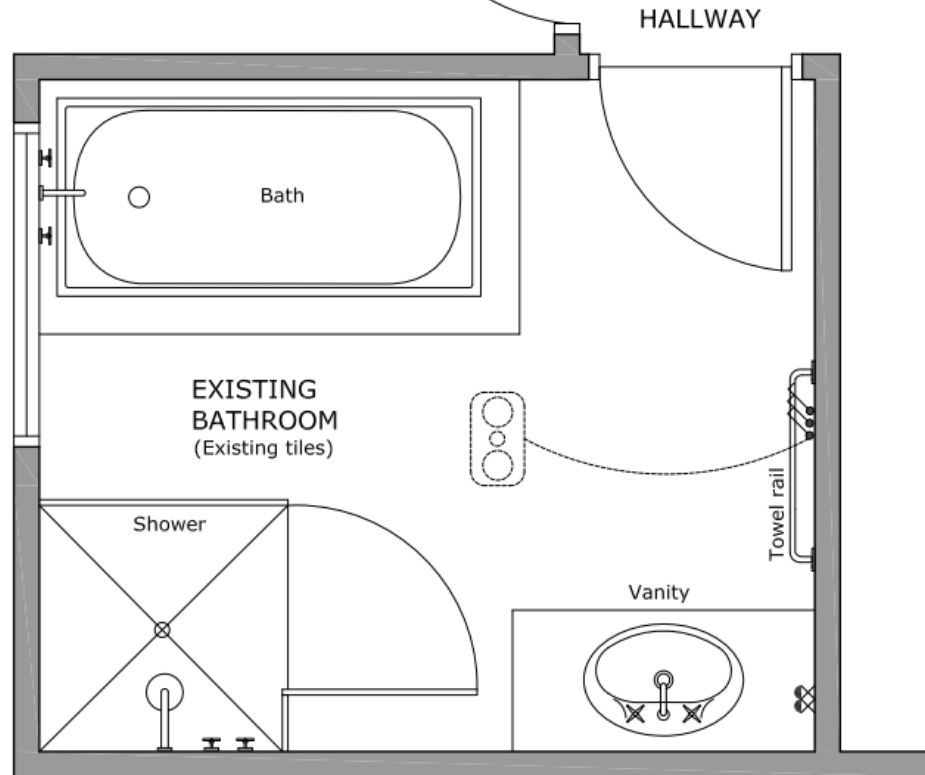
Existing bathroom



Existing bathroom



Existing bathroom



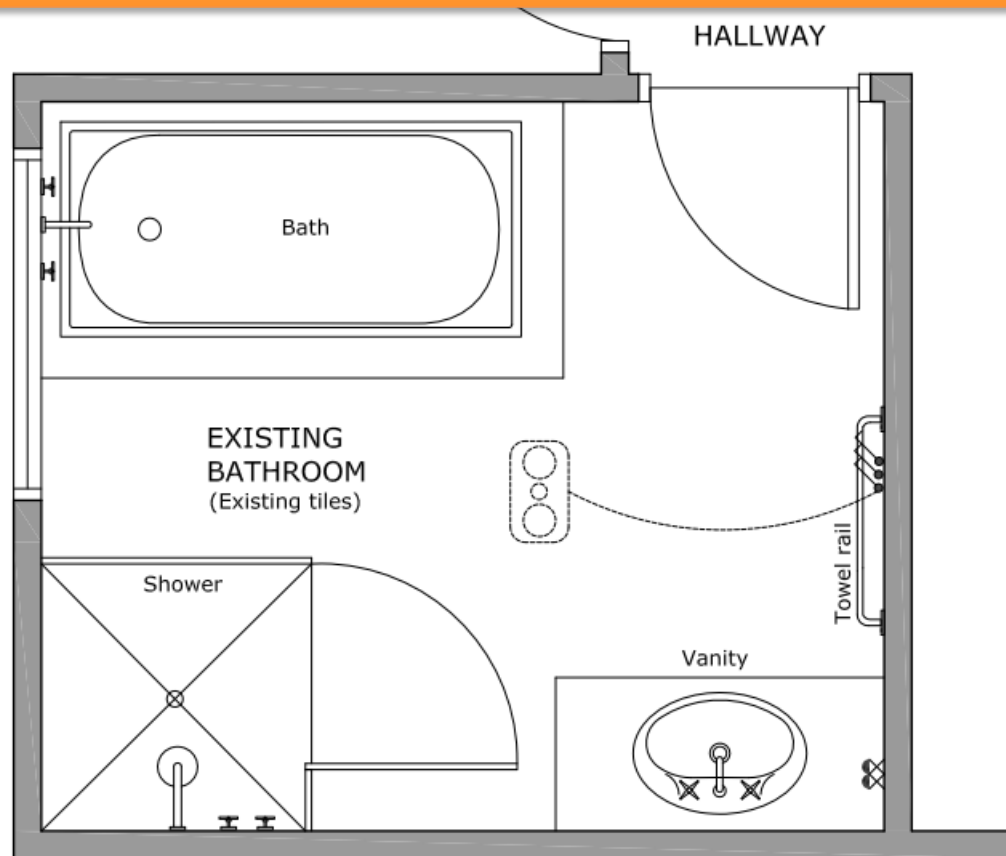
BCP Assessment

- Undertake access audit
- Take photographs, measurements and complete relevant sketches
- Assess structural suitability of the home for modification
 - Identify potential design and construction risks
- Identify impact of building codes and regulations on the design.

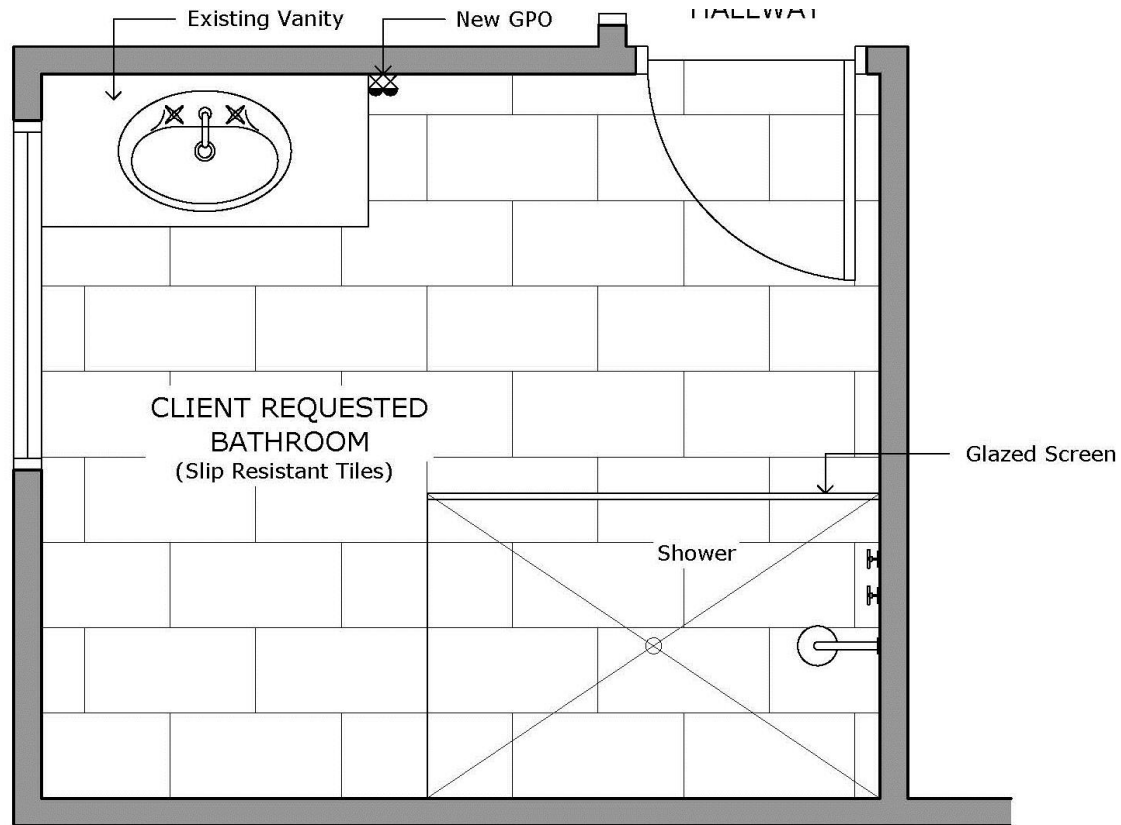
Home Modification Concept Design

- Concept design commences with a discussion at the site visit
- This give the client an opportunity to provide input into concept design development.
- Identification of client funded components
- Description of the recommended design concept considering all conditions

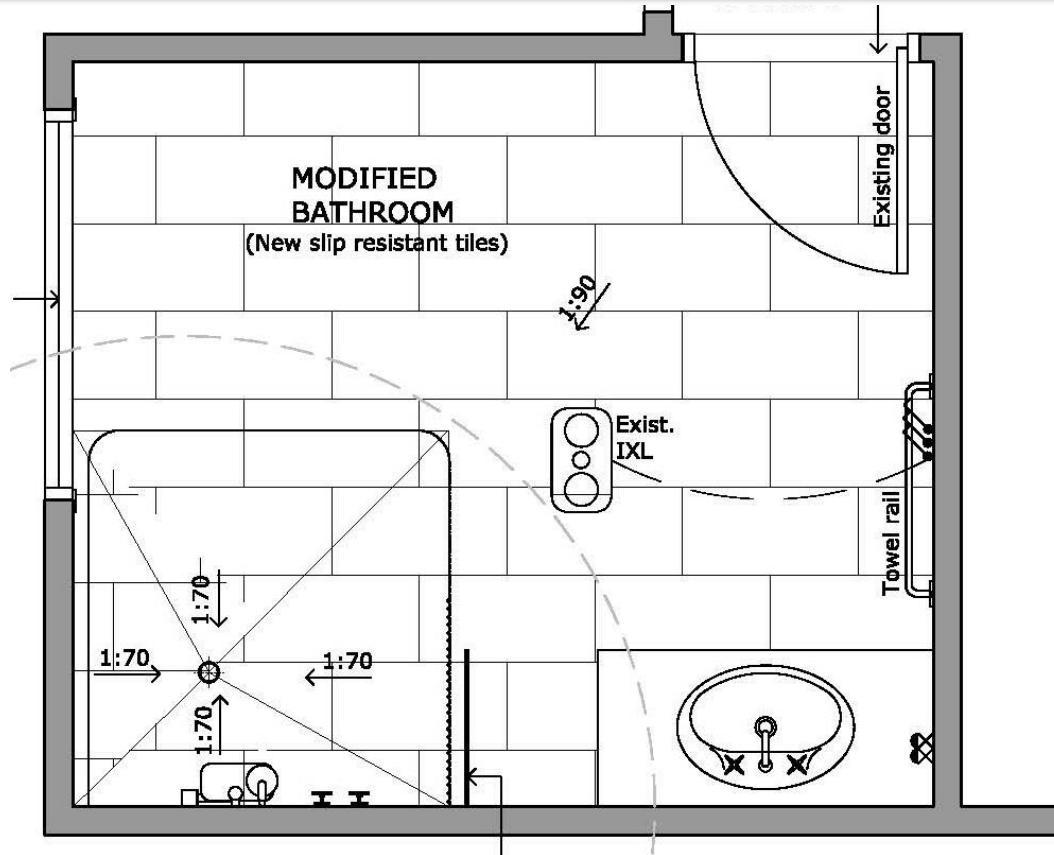
Existing bathroom



Client – initial idea



Schematic Design



Following the Site Visit

The Building Construction Professional:

- Provide advice to Assessor regarding the structural nature of the proposed modification, including statement of changes required
- Provide concept drawings
- Provide a scope of works including fixtures & fittings
- Make recommendations on project management strategies to ensure delivered as designed
- Provide **cost estimation** of total cost of delivery

Following the Site Visit

Cost estimation of total cost of delivery includes:

- Construction cost
- Subconsultants and fees: building surveyor/certifier, structural engineer etc..
- Authority fees (council lodgement fees etc...)
- Architectural/drafting fees as required for building permit/certification
- Project Management fees

Quality Home Modification

What is a Quality Home Modification?

- Meets functional and safety needs of client
- Compliant with statutory and regulation requirements
- Within guidelines of funding bodies

Quality Management

Home Modification Victoria ISO 9001:2016 accredited

- Promotes a process approach in implementing and improving effectiveness of quality management
- Involves defining all processes involved
- Manage outcomes for better results

Quality Management

Determining Competence of People

- Qualifications
- Experience
- Registration
- Training
- Continuing professional development

Quality Management

Enabling collaboration between team members

- Effective communication
- Sharing information & advice within roles
- Building professional relationships with team members including person with disability and family

Quality Management

Determining the requirements for home modification products and services including:

- The client needs and requirements
- Applicable statutory and regulatory requirements
- Applying the criteria of interested parties as required, including funding bodies

Quality Management

Setting out the process for home modification assessment documentation:

- OT assessment report
- Building construction professional report

Quality Management

Design and development of home modification:

Numerous strict processes that specify the nature of the data required for home modification design including:

- involvement of client's and users in design
- the process for design documentation and approval
- process for management of variations
- and overall documented information needed to demonstrate that the home modification design requirements have been met.

Quality Management

Client communication strategies:

- on any issue including engaging and commencing service delivery
- design sign-off and approval
- changing variations
- project close out and completing services.
- information in accessible formats as required.

Quality Management

Control of externally provided processes and services:

Controls required to assure the quality and conformance of externally provided processes, including our:

- Building contractors and tradespeople
- Building construction professionals including building surveyors and engineers.

Quality Management

Obtaining client feedback including complaint-handling

- Client feedback and evaluation to measure
 - successful outcomes
 - and improving service quality
- Policies & Procedures for Complaints

Conclusion

The Assessment is one of, if not the key process, of home modification service delivery that impacts service quality.

Home Modification Assessment is a process of design input, through which **the quality of the end product and outcome is, in large part, realised at the interface with the individual person with disability. At assessment, we are creating the service as we deliver it.**

Conclusion



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