

## **AS FAR AS THE CROW FLIES**

Author: Susan Dinley

One of the biggest court cases in Australia's history, if not the biggest, involved a married father with two young sons who was involved in a catastrophic accident resulting in C4 ASIA A quadriplegia. He was living on his family's isolated property in the middle of Australia, which is 100km away from the nearest mine or general medical facility and 12 hours away from the nearest town/city. Following the accident, extrication to a spinal cord acute facility took close to 24 hours. Because of the complexity of the Insurance Claim, which was compounded by the isolation of the property, the Occupational Therapist was requested to complete a full medico-legal assessment and report for the three Defendants who were listed in the Claim. Being an expert witness across three different insurance companies who covered three different states and Legislations, the Court fundamentally requested that one Occupational Therapist be appointed by all the states. The Court ruled that during this intense process, this Occupational Therapist had to remain objective and independent, while providing the Client and his family/Carers with safe alternatives, applying cost-effective strategies while not establishing unreal community precedents. Thus, the Court requested that the Occupational Therapist cover all aspects of the Client's needs including personal care, attendant care, domestic, handyman, emergency/extrication processes, accommodation, equipment, transportation, holidays/leisure, financial management and case management. The Court also requested that the Occupational Therapist derive recommendations based on two purpose-built accommodation scenarios ie the Client remains living in isolation or he relocates to a town with critical care in place. The Court provided the Occupational Therapist with three international and three national expert's opinions on his life expectancy if he was to live in one of the two purpose-built accommodation scenarios. Would remaining in isolation put the Client at risk? During this intense Occupational Therapy process, many questions posed by the Occupational Therapist were asked and answered. Many were not. Does an Occupational Therapist have the capacity to make a decision of where an individual will live? What about if the accommodation choice is not the most cost-effective? What approach was used to problem solve this case will be revealed during this presentation.

## **CUSTOMISED HOME MODIFICATION EDUCATION FOR OT'S TO ACHIEVE BEST PRACTICE STANDARDS & FUNCTIONAL ENVIRONMENTS FOR CLIENTS**

Author: Alison Finney

The prescription of home modifications by Occupational Therapists (OT's) requires a sound knowledge of the Australian Standards and excellent clinical skills to ensure a functional environment is achieved for the client. A review of existing training resources and therapist's exposure to minor home modifications training revealed undergraduate education to be largely introductory and post-graduate education to be expensive and mostly theoretical. Thus, translating the information into practice led to inaccuracy and inconsistency. The aim was to produce an affordable and rigorous minor home modifications education program, information manual and documentation template to achieve improved practice standards, therapist confidence and consistency when prescribing, referring and documenting minor home modifications. Local Community therapists combined the resources from industry experts with local service providers to produce an affordable solution for local district therapists in providing a best practice approach. Inclusion of speakers from local home modifications services and the demonstration of frequently used materials (e.g. handrails, ramps) added to the tailored approach. Practical sessions were included and allowed therapists the opportunity to put theory into practice in a supported environment and the written manual provided a lasting reference for the future. Evaluation of the program demonstrated a noticeable improvement in therapists' confidence, knowledge and adherence to local and area health guidelines for best practice. This confirmed the positive impact a customised and practical program has on an OT's confidence and ability to remain consistent and accurate when making minor home modification recommendations.

## **INSTALLING APPROPRIATE DIGITAL TECHNOLOGY TO ENABLE ONLINE SOCIAL PARTICIPATION FROM HOME**

Author: A/Prof Helen Hassan

The purpose of this workshop is to explore the benefits and challenge of including digital infrastructures in the Home Modification agenda. The aims of the workshop are to (a) appreciate the practical and social benefits that digital technology can give to anyone who is house-bound or have difficulty getting out and about; (b) understand the challenges of installing and maintaining digital technologies that are suitable for use by older and less-able Australians; (c) be aware of the ways older and less-able Australians can use digital technologies to improve their wellbeing; and (d) develop some of the capability required to meet the variety of challenges that it takes to install and maintain relevant digital technology in the home for those with varying degrees of computer literacy. By participating in this workshop you will appreciate that, with appropriate technologies, isolated citizens can have a much richer life. They can connect with others via Email or Skype, “surf the net” , track family history, manage documents and photos, Write stuff (stories etc), publish online, Conduct transactions online, (banking, buy/sell stuff, bookings), read newspapers/books, watch TV/Movies, listen to music or just play games. Younger people do this all the time, why not seniors as well.

## **OCCUPATIONAL THERAPY AND HOUSING ...MORE THAN JUST HOME MODIFICATIONS**

Author: Fiona Jardine

Co-authors: Alan Healey

Occupational Therapists employed by Queensland's Department of Housing and Public Works deliver a service to applicants and tenants of the department with a disability throughout the State. This unique service provides professional advice in the areas of home modification, housing need assessments and tenancy management including allocations management. The home modifications knowledge and expertise held by the network has been developed over the last twenty years of service delivery by occupational therapists. The benefits of an integrated occupational therapy service within direct housing service delivery means that the occupational therapy professional skills can be used at all points when clients interface with the department. Service begins when a client makes application for social housing, through the identification of a client's specific housing needs to ensure that required property features can be matched to the housing stock within the portfolio or alternatively, suitable modifications can be completed. During the allocation process, occupational therapists often accompany clients to a vacant property to help problem solve whether it will meet or can be adapted to meet their needs, which enables the client to make an informed choice about their housing. In terms of tenancy support, an occupational therapist may be involved if modifications are required or if a transfer to an alternative property is sought. This paper will examine the unique skill the occupational therapists bring within an integrated housing service through both theory and case example.

## **THE UNIQUE ROLE AND CHALLENGES OF AN OCCUPATIONAL THERAPIST PROVIDING HOME MODIFICATIONS WITHIN REMOTE INDIGENOUS COMMUNITIES**

Author: Chloe Agale

Co-authors: Alexandra Franklyn, Fiona Jardine

The Department of Housing and Public Works, Queensland delivers a state-wide occupational therapy service to enable clients to access safe and affordable housing. The service provides professional advice and expertise in the areas of home modifications, housing needs assessments, purpose-built new construction projects and tenancy management, including allocation management. The focus of this paper is tenants who reside in remote indigenous communities across Queensland. Many of these communities are in locations a substantial distance from Housing Service Centres located in metropolitan areas. Provision of occupational therapy services to these communities provides unique challenges in terms of distance required to visit clients, managing the cultural protocols, access to other services and equipment, length of time for modifications to be completed and cost of labour in these remote locations. When specialised housing features are required there are often limited alternative housing options available, which means more substantial modifications are often required. Facilitating a client's timely discharge from hospital and their successful transition back to a remote community is also a key role for the occupational therapist within the housing service. This paper will detail the unique role that the occupational therapist has in providing a home modification service to the clients that reside in the remote communities including the challenges faced, the innovative solutions that have been developed and the collaborative relationships that have been formed.

## **HOME MODIFICATIONS AND FALLS PREVENTION FOR OLDER PEOPLE**

Author: Lynette Mackenzie

Falls experienced by older people are multi-factorial in nature, and therefore require a range of interventions including modifying the environment, to reduce the risk of future falls. Falls are common and very often have serious consequences, and many of these falls occur in the homes of older people living in the community. Home modifications are part of the solution, and decisions to recommend changes need to take into account how the older person functions within their home environment as well as the physical features of the home. No single modification will be the entire solution, therefore a "whole of person" approach is needed. Simple and complex home modifications can be recommended after a falls when an injury has taken place, or as a preventive measure. Anyone visiting an older person in their home needs to view the home environment in terms of falls prevention whatever the primary reason for the referral for assessment. The Home Falls and Accidents Screening Tool (HOME FAST) is one tool that has been developed in Australia to identify key aspects of the home environment that can be changed to reduce falls risk for older people in the future. As a screening tool it has been designed for use by anyone who visits older people in their home, and can trigger referrals to other health professionals for more in depth assessment. This presentation will introduce the HOME FAST and describe its validity for use in the homes of older people.

## **THE GOLDEN YEARS OF MODIFICATION - EXPLORING IMMINENT CHANGES IN THE PROVISION OF HOME MODS FOR PEOPLE OVER 65 YEARS WITH A NEW SPINAL CORD INJURY**

Author: Jamie Matveyeff

Co-authors: Rachael DiMichele

This paper centres on clients discharging from Spinal Injuries Unit - Princess Alexandra Hospital (PAH) who require home modifications. Currently there is no age restriction for provision of home modifications through the Spinal Cord Injury Response program; a coordinated whole of government approach supporting people with newly acquired spinal cord injuries to transition to community living following rehabilitation in the SIU at the PAH in Brisbane.

With the impending roll out of the NDIS and NIIS, the issue of funding for people aged over 65yrs has become a discussion point. This paper aims to identify the current provision of home mods for people over the age of 65yrs through the SCIR program, and contrast this to the expected changes upon roll-out of the NDIS/NIIS across Queensland.

Clients of the program over the age of 65yrs were assessed to ascertain the modifications required to return home independently as possible, their perceived satisfaction and ability to remain in their home, and their future housing plans. The majority of the individuals surveyed had major modifications undertaken (e.g. bathroom and external access) at an average cost of \$44 700.

Responses indicated that these individuals wouldn't have been able to remain in their own home with care support if their environments had not been modified. In a time of major policy and funding changes, this investigation has highlighted the need for ongoing consideration of, and appropriate access to necessary home modifications for people over the age of 65yrs with a newly acquired spinal cord injury.

## **BEST PRACTICE IN HOME MODIFICATION SERVICE DELIVERY**

Author: Kelly McAuliffe

Co-authors: Hilary O'Connell

In 2014 The Independent Living Centre WA (ILC) commenced a partnership with WA Home and Community Care (HACC) on a service development project that aims to improve on and further develop a sustainable service delivery model for WA HACC clients accessing home modifications and assistive technology (HM & AT) across the state, to align with the aged care reform agenda. The WAHACC Program, through its adoption of the Wellness Approach in 2006, emphasises the role of AT and HM in enabling clients to remain independent at home. The introduction of the WA Assessment Framework (WAAF) in 2011 resulted in a redesign of community care with a continued focus on wellness and enablement. The industry sector has recognised that the current systems to access equipment and modifications are complex and existing pathways are convoluted and not always representative of best practice. To address this, the ILCWA engaged the School of Occupational Therapy and Social Work at Curtin University to work in partnership to conduct a scoping review of the literature on best practice in HM service delivery. The outcome of the scoping review will support other project findings to develop a service delivery model. The scoping review looked at published journal articles as well as grey literature to answer the question 'What are the key factors that influence best practice HM as identified in the literature?'. This presentation will explore the key findings from the review and its implications for service delivery in WA and nationally, with a focus on reablement.

## **BUILDING BLOCKS FOR A CONSUMER FOCUSED HOME MODIFICATIONS AND ASSISTIVE TECHNOLOGY SERVICE MODEL IN WA**

Author: Hilary O'Connell

Co-authors: Kelly McAuliffe

Modifying the home environment, utilisation of equipment and assistive technology combined with a reablement approach go a long way to supporting both the desire of older people to remain living in their own home and that of governments to enable people to live as independently as possible. Since 1995 WA Home and Community Care (WA HACC) has been developing its program to be underpinned by wellness. This significant reform along with the implementation of the Western Australian Assessment Framework has led to the right building blocks being in place to advance a best practice model for WA HACC clients needing Home Modifications and Assistive Technology (HM & AT). A move towards individualised funding is likely to lead to significant changes in how HM & AT are provided. Best Practice suggests that consumers should be at the centre of support, yet studies indicate that the multiple pathways, eligibility criteria, processes and HM & AT service provision practices are not always reflective of best practice. This presentation will detail the partnership project between WA HACC and the Independent Living Centre WA to develop a best practice service model. Discussion will include the interface with reablement, resources and training of Regional Assessment Services in identifying need and appropriate pathways, equipping of HM and AT providers to work in a client centred environment, development of materials for the HACC sector to understand the concepts of person environment fit and resources so consumers are active participants in determining their HM & AT needs.

## **NEXT STEPS TO AGED CARE REFORM IN THE DELIVERY OF HOME CARE SERVICES**

Author: Karen Pickering

The aged care sector has been through a number of changes in recent years. These changes are driven by the Australian Government's commitment to increase consumer choice and flexibility; and grow the sector to keep pace with demand and changing expectations.

This presentation will discuss the introduction of the Commonwealth Home Support Programme on 1 July 2015, one of the changes the Government has made to help older people stay independent and in their home and communities for longer. Under this programme, older people are able to access services such as domestic assistance, home maintenance and home modification to support them to remain independent and in their communities.

From February 2017, there will be further changes to the way that home care services are delivered to older Australians. People receiving a Home Care Package will be able to choose their services and their service providers.

This is part of the Government's commitment to evolve how older people access aged care services, and to create a system that is responsive and flexible to meet the needs of older Australians.

## **MICROSOFT VISIO 2010 AND ITS APPLICATION TO HOME MODIFICATIONS: DEVELOPING A SET OF INTERACTIVE ONLINE TRAINING MODULES**

Author: Alina Roper

Co-authors: Hana Skilton

New England Home Modification and Maintenance Service (NEHMMS) implemented Microsoft Visio 2010 as its preferred computer aided drafting program for home modification diagrams in 2006. Not all OTs prescribing to the NEHMMS had the skills in Microsoft Visio therefore NEHMMS OT's spent considerable time and travel training in the use of the program and its application to home modifications. In 2011 the University of Newcastle Department of Rural Health funded a trainer to visit Tamworth and demonstrate their face to face training package. A survey was completed examining OT Microsoft Visio 2010 training experiences. Of the respondents, 60% reported they were self-taught, 40% reported they received brief face to face training as part of orientation, however was generally "ad hoc". All respondents reported their preferred learning option for Microsoft Visio 2010 was an online and self-directed learning package. This was also the preferred method for training due to the rural location of the OTs requiring training. Adobe Captivate was used to create nine modules covering the basic aspects applying Microsoft Visio 2010 to home modifications. The modules are currently available to all OTs working within Hunter New England Local Health District and their students via the internet. The interactive learning modules will ensure that all rural OTs accessing NEHMMS have access to the same standardised training for Microsoft Visio and its application to home modifications; increase the competence and efficiency of OTs; and reduce demand on NEHMMS OT's to deliver face to face training across a large geographical region.

## **KNOW YOUR APPLES - A BEGINNERS GUIDE TO UNIT COSTING**

Author: Kirsten Forrester

With prices set by the National Disability Insurance Agency, it is critical that home modifications organisations know the full cost of delivering their services. Unit costing gives you a clear understanding of the cost of providing a unit of service and allows organisations to set prices to ensure that all costs are recovered. In this half-hour session we will look at why understanding unit costs will be important and how to go about working out the unit costs for your organisation.

## **THE STATE OF HOUSING IN VICTORIA – WHAT HOUSING INSPECTIONS ARE TELLING US.**

Author: Frank Ortolan

Since 1998 Archicentre has been providing Home Renovation Services, funded by the Victorian Department of Health and Human Services. This service involves accredited contracted architects inspecting the homes of people with disabilities or ageing related impairments to provide modification advice and solutions for common environmental barriers that impact upon people's everyday lives. Many of these assessments are carried out in conjunction with Occupational Therapists. Over the past 16 years, over 75,000 reports have been completed.

As part of the assessment and reporting processes, data collected through these reports have identified a range of environmental risk factors present in the inspected properties. The identified risk factors include trip & slip hazards, health hazards, security issues as well as building structure and maintenance concerns.

In 2015, 4737 reports were completed, and of those 2814 (59.4%) included assessments of environmental and structural risk factors.

This presentation will give an overview of the Victorian Archicentre Home Renovation Service including client eligibility criteria and outlining the service provision processes and reports. A summary of the key risk factors identified in the 2015 data collection period will be presented, with examples of the advice provided to clients to mitigate known risks.

Through this service, Victorian seniors and people with disabilities have had ready access to architectural expertise and advice. This has aided Victorians in making decisions making about residential building design and modification which might enable them to continue living within their own homes and maintain connections with their local communities for as long as practicable.

## **PRESCRIBING HOME MODIFICATIONS FOR YOUNGER ONSET DEMENTIA – A CASE STUDY**

Author: Maria Beukers

This presentation is designed to increase attendee awareness of considerations, clinical reasoning and outcomes related to designing a bathroom for a client with younger onset dementia. It will provide attendees with an opportunity to increase their knowledge about home modification options, products and interventions for this client group.

Using a case study, the presenters will facilitate attendees to identify the potential issues and goals when recommending a modification for a client with younger onset dementia. Attendees will be given an opportunity to problem-solve possible environmental solutions based on the case study. The clinical reasoning used during the planning and designing process of the major bathroom modification will be discussed. The completed modification will be presented with the clinical justification and reasoning for the recommended design. Participants will be invited to comment on the outcome of the modification, and thus participate in the evaluation process. Future considerations for home modifications, for clients with dementia, will be discussed. Supportive resources will be identified.

## **WORKING EFFECTIVELY WITH THE BUILDER TO DELIVER HOME MODIFICATION**

Author: David Brown

Co-authors: Matthew Cox

This presentation looks at the process of home modification from a builder's perspective to give health professionals, case managers and insurance program managers and clients some tips and tools for getting the work done efficiently.

The builder is often the first port of call for advice and 'a quote' on home modification. The home modification is one of the biggest and most important investments made by the client, so everyone involved wants it to last, to meet the functional needs of the client for as long as possible, to be good quality, and completed on time and budget. While the process for providing building services to clients with disability is ostensibly no different to any other building contract, there are in fact some key points to consider to ensure a smooth process. This workshop looks at the process from a builder's perspective, provides participants with information and practical tools to engage with a builder and keep the home modification project on track to deliver the best outcome for all involved.

Participants in this session will gain knowledge and be involved in discussion on the topics of:

- The role of the builder
- The design and construction process
- Building contracts
- Permits
- Top 10 tips for keeping the project on track
- What to do when things go off the rails.

## **THINKING INSIDE THE BOX - CREATIVE HOME MODIFICATION DELIVERY IN AN INSURANCE SETTING.**

Presenter: Andrew Sanderson

Author: Chris Porter

Co-authors: David Brown

### **Purpose**

To present a methodology for working within the constraints of the system and individual circumstances to creatively deliver home modifications that benefit all involved.

### **Objectives and learning outcomes for attendees**

Participants will gain knowledge and be involved in discussion in relation to a best practice model of home modification service delivery in an insurance setting. Drawing on case scenario's and the professional practice of Architecture & Access, the service model addresses the essential criteria of:

- Meeting individual client needs and promoting client participation and satisfaction
- Meeting Disability Discrimination Act 1995 (DDA) intent and obligations, the Building Codes of Australia (BCA) and standards
- Meeting the requirements of contract laws
- Providing cost-effective, quality-controlled home modification to people with disability
- Preventing costly redesign, retrofitting and complaints.

This is the first presentation of this approach to service innovation to the wider field, and presenters will seek comment and feedback from attendees to identify strengths and opportunities for refinement.

## **EQUIPMENT FOOTPRINTS – CEILING VERSUS MOBILE HOIST SYSTEMS**

Author: Emma Small

Co-authors: Aideen Gallagher

Ceiling track hoists are a popular item of equipment amongst care receivers and care givers when compared to their mobile hoist counterparts. As well as being found to reduce time and forces in moving equipment, ceiling track hoists are regularly chosen for their space saving qualities. How much space does a ceiling track hoist require and how does this differ from their mobile hoist alternative? This presentation will provide participants with the skills to commence the decision making with regards ceiling track hoists when compared with mobile hoists. It will also address the environmental considerations in choosing ceiling track hoists when planning modifications.

## **THE 5CS OF HOME MODIFICATION DELIVERY - CLIENT FOCUS, COLLABORATION, COST, CALIBRE AND COMPLIANCE**

Author: Aaron Stowe

Co-authors: Andrew Sanderson

### **Purpose:**

The presentation presents a framework of five key areas - Client focus, Collaboration, Cost, Calibre and Compliance - to assist professionals to improve the process and outcomes of home modification delivery.

### **Objectives and learning outcomes for attendees**

This presentation draws on extensive industry experience, case scenarios and key learnings from home modification projects carried out in a range of homes for people with diverse experiences of disability. Five inter-related areas are examined as a practical framework for developing home modification services that better meet individual client needs, improve multi-disciplinary teamwork, increase project value for money and quality, and ensure that service providers and contractors meet obligations under relevant laws and regulations.

Participants in this session will gain knowledge and be involved in discussion on the topics of:

**Client focus** - How to engage and inform clients to promote participation in decision-making.

**Collaboration** - How to work effectively with people with different roles and responsibilities for home modification delivery.

**Cost** - How to estimate and control costs to achieve maximum value for the client and funding body.

**Calibre** - How to ensure that the best quality home modification possible is provided.

**Compliance** - How to meet professional responsibilities and requirements under the Building Code of Australia and contract law.