

Home Modifications Booklet I 2007

Part 1: Public, Community and Private Housing

Part 2: Services and Organisations

**Spina Bifida and Hydrocephalus Queensland and
Montrose Access**

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October 2004

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October 2007

Disclaimer

This booklet is designed to provide general information about topics covered to assist interested parties. It is compiled from information written by the staff of SBH Queensland and Montrose Access, as well as from various publications by authors not related to the associations. Accordingly, whilst SBH Queensland and Montrose Access believe the information is the most accurate and up to date available, the organisations accept no responsibility for the information from other sources.

Standards and government legislation are continually changing, as is the type of equipment available due to improvement in technology. Prices and contacts are current as at September 2007. Because costs change, prices are included as a guide only. Please use the contact numbers provided to obtain the most recent and up to date information.

Products featured in this booklet are intended as a guide only. SBH Queensland and Montrose Access do not endorse any of the products in this booklet and recommend that you seek professional advice before purchasing assistive equipment.

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Originally devised by Mary Rydstrom

Linda Moylan and Belinda Harris, occupational therapy students from the University of Queensland completed this booklet in July 2004.

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Introduction

What is a home?

Home means a lot of different things to people. To most people a home isn't just a place where you eat, sleep and get ready to go to work or school. Home is place where you can relax, where you can be yourself and express your individuality through the design of the home. You are surrounded by your belongings that have a history. It is a place where family can come together and be in each other's company. Home is a place to explore your hobbies like reading a book or watching a movie. Therefore when modifying your home or designing a new home it is important to make sure that your home is not only accessible but that you are comfortable and pleased with the design. Because you will be living in it!

What's in the booklet?

The booklet is a guide for people who are building a new home or modifying an existing home for a person who has spina bifida, muscular dystrophy or any other condition that affects mobility. It is aimed at providing information to adults with a mobility difficulty or families who have children with mobility difficulties and require modifications to make their home more accessible.

Information is provided on the services and organisations that may assist you with building or modifying the home and the different type of modifications in the areas of the home. Included are guidelines for modifications in the home, the pros and cons to different options and where materials and equipment can be purchased. Primarily addressed are issues for people who use wheelchairs however it is also useful for people who are ambulant.

What to keep in mind

Housing modifications depend on the level of function of the person with the disability and the needs of the rest of the people in the household. When modifying the home it is important to aim for accessibility and for maximum independence for all family members. It is also important to consider the health and safety, and the quality of life of everyone who uses the home. This booklet provides information in order to empower you to make choices however it is important to seek technical advice and council approval where required prior to beginning the modifications. Collaboration between the architect, builder, occupational therapist, the person with the disability and the family members is required to ensure cost effective and efficient home modifications. Therefore when undertaking modifications or building a new home, it is recommended to:

SBH and Montrose Access Home Modifications Booklet 2007

All products and suppliers described in this booklet are intended for illustrative purposes only. We recommend you seek professional advice prior to completing any modifications or purchasing any assistive devices. This information is current as of October 2007.

- Familiarise yourself with current Australian Standards and legislation requirements
- Consult health and building professionals
- Consult LifeTec for information and advice.

It is important to keep in mind that all people are different and have individual needs. Remember that if you are planning for a child's needs, your child will grow up to be an adult and the modifications should accommodate their future needs.

Other additional information

A video and a photo album produced by Spina Bifida & Hydrocephalus (SBH) Queensland are also available to provide additional information on home modifications. These can be borrowed from the SBH Queensland resource library.

Access concepts

There are many different terms used to describe buildings and homes that have improved access. Each term has a different approach to access and has value. These terms will be defined for your interest and to assist you in designing a home to suit your needs.

Accessible design: A design that complies with certain rules or standards. An example of this is the Australian Standards, which apply to most commercial and public buildings and some to housing. Please refer to the Australian Standards information in section 3 for more details.

Adaptable Housing: This term describes a shift away from designing 'special' accommodation for a particular person and undertaking design to suit everyone of all ages and abilities. It consists of some sensible design features to improve the safety and ease of use of the home for all people. Please refer to Australian Standard 4299 for more information.

Visitability: This term describes a home's accessibility to visitors. It aims to make a home 'visitable' by all people including wheelchair users by avoiding level changes and having at least one accessible toilet. Manoeuvrability within the living area, kitchen and paths linking these as well as access to controls and taps is also important.

Universal Design: The term universal design describes the design of environments that are useable by all people to the greatest extent possible without needing adaptation or special design. It is based on a number of core principles such as equitable, flexible, simple and intuitive use. The design should communicate perceptible information to users and provide a tolerance for error should there be accidental or unintended consequences. Finally, the design should require a low physical effort and be used comfortably and efficiently by all people. This Universal Design concept was developed at the Centre for Universal Design at North Carolina State University. For more information, please view their website: <http://www.design.ncsu.edu/cud>.

Spina bifida

The term 'spina bifida' means split spine. The term refers to a group of birth defects, which interfere with the development of the brain, spinal cord and nerve tissues. The birth defect occurs during the course of pregnancy. It always involves the posterior portion of the vertebrae not forming properly. The spinal cord and coverings are usually damaged. The effects of this birth defect vary from person to person.

Muscular dystrophy

The muscular dystrophies are a group of conditions characterised by progressive muscle weakness in various muscle groups. Duchenne muscular dystrophy is the most common and severe form.

Duchenne muscular dystrophy is a genetic condition affecting only males. It is characterised by progressive weakness beginning with the larger muscles of the trunk and legs and progressing to the smaller muscles over time. Mobility is eventually affected and boys move on to use electric wheelchairs as their mode of transport, usually by early to mid-adolescence.

Home modifications will depend on what stage the child is experiencing and will also include a consideration of their future needs.

Part 1: Public, Community and Private Housing

Department of Housing

(www.housing.qld.gov.au)

There are three main types of housing available public, community and private housing, which will be outlined in detail. The Department of Housing is a Queensland government organisation that aims to improve people's access to secure, affordable and appropriate housing by:

- Providing public housing
- Funding organisations to provide community housing
- Providing assistance with private housing (eg. housing loans, bond loans and rental grants)
- Funding organisations to provide assistance with home modifications, home maintenance and security (Home Assist Secure)
- Managing and administering eight Home and Community Care (HACC) home modification services
- Providing information on housing products and services (Queensland Disability Housing Coalition).

Department of Housing local area office contact details: Appendix 1

Alternatively visit their website for an up-to-date list of contacts.

Public Housing

Public rental housing

Public rental housing is where the Department of Housing **provides** rental housing at a lower cost for low to moderate-income families and individuals. It aims to provide safe, secure, affordable and appropriate housing for people who have difficulty meeting their housing needs in the private housing market.

The rent for public rental accommodation can be a lot cheaper than private rental accommodation. The rent is dependent on income and for people on the Disability Support Pension it is about 25% of the pension. .

Renting through the Department of Housing is relatively secure i.e. tenants are usually able to rent a dwelling indefinitely. If an application is approved, the applicant's name goes on a waiting list. Applicants nominate six suburbs they prefer to live in. Some areas are more popular than others and therefore may have longer waiting times. There is a waiting list for public housing of approximately two years.

Eligibility

To be eligible for public housing it is required that you meet certain criteria. These criteria depend on your residency, whether you own a property, age and your household income. There is a full list of the eligibility criteria on www.housing.qld.gov.au under 'fact sheets' and 'eligibility for housing assistance'.

How to apply

To apply for public rental housing you need to complete an 'Application for Public Housing Form' and other forms. You can visit or telephone your local Department of Housing Office (list of phone numbers provided in Appendix 1) or you can download it from the above web site under 'application forms' and 'public housing'.

Housing assistance for people with a disability

People with a disability can be housed through the Department of Housing's public housing program. People with any type of disability physical, intellectual, sensory or psychiatric, which affects their housing need, can apply to receive assistance to find appropriate housing. Therefore if you require specific home modifications, they can supply housing that will meet your needs or if you are already in public housing they will supply modifications to that home. An occupational therapist from the Department of Housing will assess your needs.

In special circumstances, the Department may consider offering you a home as soon as possible, which is known as priority housing, which is outlined below.

Priority housing

If you have special circumstances or can demonstrate an urgent housing need, you may be eligible for priority housing assistance, where an offer of accommodation may be made to you ahead of turn.

To apply for priority housing you must first demonstrate that:

- You are eligible for public housing; and
- Your circumstances are more urgent or extreme than other applicants on the public housing waiting list.

An example of an eligibility criterion is:

You or a member of your household, has a serious medical condition or disability that is made worse by your current housing situation.

You also need to:

- Demonstrate that you have an urgent housing need;
- Demonstrate that you are unable to access alternative appropriate, affordable and accessible housing such as private rental housing, community housing or staying with friends or relatives; and
- Prove that priority housing will significantly resolve the circumstances prompting the application.

If you think you may be eligible for priority housing, you should discuss your situation with your local Department of Housing Office (see Appendix 1).

Community housing

Community housing is a service area whereby the Department of Housing funds non-profit organizations and local governments to provide housing and support.

Funds are provided to organizations to provide:

- crisis, transitional and long-term accommodation
- information, advice and advocacy to residential tenants and people in housing need
- private housing support - information and assistance for older people and people with a disability living in their own home or renting privately (Home Assist Secure).

Crisis accommodation

The Department of Housing funds not-for-profit incorporated community-based organisations and local governments to provide short-term housing for people who are homeless or at risk of homelessness, in crisis and/or in need of transitional support in the move towards independent living.

Long term accommodation

Long-term Community Housing is a program is designed to involve local government and non-profit community organisations in the provision of locally managed long-term rental housing for low income earners whose needs are not adequately met by other housing options. One of the primary target groups is people with disabilities. For more information on which organisation is near you, contact the Department of Housing (see Appendix 1). Or contact the Tenancy Advice and Advocacy Service Qld for information on how to apply for this service and whether this service would be beneficial for you (contact details provided below). The eligibility criteria are generally the same as for public housing.

Tenant Advice and Advocacy Service Qld

Tenant Advice and Advocacy Service Qld (TAASQ) is primarily aimed at assisting you to understand your rights and responsibilities as a tenant in your negotiations with lessors and real estate agents. TAAS Workers are situated in independent, community based organisations and part of their role is to provide information on housing. TAAS Workers will give you information about available types of accommodation in your area. They also give you information about your rights as private tenants, and can provide advocacy support in disputes you may have with your landlord. They will give you information on your rights as a tenant even if you rent from the Department of Housing or a community based organisation.

If you would like to use this service contact a TAAS worker close to you. There is a list provided on the Department of Housing web site www.housing.qld.gov.au under 'fact sheets' and 'Community Housing -TAASQ'. Tenancy advice is also available from the Tenants' Union of Queensland - phone 3257 1108 or Free call 1800 177 761, or the Residential Tenancies Authority on 1300 366 311.

Private Housing

Buying or renting a home privately can be more expensive than through the Department of Housing. People may choose to purchase their own home or rent a home. There are many ways of accessing information about the property market. Of these, the Internet is fast becoming the most popular means of finding details and images of real estate for sale or rent. Web sites such as www.realestate.com.au allow you to run property searches based on your price range, desired location, type of home and number of bedrooms required.

Other sources of information for property details are:

- Metropolitan Newspapers
- Suburban/local newspapers
- Real estate magazines
- Real estate agents' window displays
- 'For Sale' sign boards
- Friends and neighbours

Private home ownership

Few services are available to assist people with disabilities to purchase their own home. Some people have successfully approached services clubs such as Rotary, Lions or local church groups for financial assistance for home modifications. If you or a family member or friend is associated with a community organisation, speak to them about possible assistance with fundraising.

First Home Owner Grant (FHOG)

Buying or building your first home is a major expense that the Queensland Government recognises is further increased as a result of the goods and service tax (GST). To help offset these costs, the Queensland Government has introduced the First Home Owner Grant through the Office of State Revenue. From 1 July 2000, when you buy or build your first home, you may be eligible for a \$7,000 grant. An additional grant of \$3,000 or \$7,000 may also be available for the purchase or construction of certain homes as your first home, depending on the timing of the purchase or construction and a number of other factors.

Eligibility

To be eligible, you must have completed an eligible transaction for the purchase or construction of a home that is **your first home** and you must satisfy **all** of the following criteria.

- You must be at least 18 years of age
- You must be a natural person (not a company or person acting in the capacity of trustee)
- You, or a joint applicant, must be an Australian citizen or a permanent resident.

- You or your spouse must not have received an earlier grant under the *First Home Owner Grant Act 2000* or under an Act of an Australian State or Territory providing for payment of a first home owner grant, unless the earlier grant has been repaid.
- You or your spouse must not have previously owned an interest in residential property in Australia prior to 1 July 2000. This includes investment homes.
- You or your spouse must not have, on or after 1 July 2000 owned an interest in residential property in Australia and lived in that property.

All applicants who enter into an eligible transaction on or after 1 January 2004 must occupy the home as their principal place of residence within 1 year of completion of the eligible transaction and remain in continuous occupation for a period of at least 6 months.

How to apply

Application forms are available from the Office of State Revenue web site <http://www.osr.qld.gov.au>. Alternatively, they can be obtained from the Brisbane, Cairns, Townsville and Rockhampton branches of the Office of State Revenue. The application forms may be lodged through your financial institution, if you are obtaining finance for the purchase or construction of your home. Alternatively, you may lodge your application directly with the Office of State Revenue.

Contact Information

Postal Address:

GPO 2593,

Brisbane Qld 4001

Phone: 1300 300 734

Fax: (07) 3227 8292

E-mail: FirstHomeOwnerGrant@osr.treasury.qld.gov.au

Deposit assistance grant for people with disabilities

The Department of Housing provides some grants for private housing deposits and modifications. A grant of up to \$10,000 is currently available for people with disabilities who are purchasing a home using the Department's finance. The grant is designed to help people with disabilities and families with a disabled family member who need to modify their homes to increase safety and maximise independence.

The grant can be used for:

- Modifying kitchens or bathrooms;
- Improving access facilities with ramps; and
- Any other modifications required to make life easier and safer

Eligibility

To be eligible for the grant you will need to provide the Department of Housing with specialist medical evidence in relation to your disability, together with details of how this affects your housing needs.

If you are eligible for the grant, a report from an occupational therapist is required as well as builder's quotations for the necessary modifications. The size of the grant will depend on these quotations, with a maximum amount of \$10,000 available.

More Information

Contact the Department of Housing on 1300 880 882

Private rental accommodation

In Australia, many people rent their homes either directly from owners or through real estate agents. Renting privately is usually more expensive than through the Department of Housing as it is influenced by the market demand for property. Some suburbs are cheaper than others to rent in and as a general guide, the closer the suburb is to the CBD the higher the rent will be for homes.

In Queensland, the Residential Tenancies Act (1994) covers people who rent a dwelling. The Act sets out the rights and responsibilities of tenants and lessors. It describes what you and the lessor/agent can and can not do, how to address issues that may arise during the tenancy and explains what happens if either party breaks the law.

When renting a home privately, it is necessary to request the **written permission** of the landlord to have any modifications carried out, even for minor jobs. The landlord has the right to refuse the completion of any modifications. If permission is granted, the lessor/agent should outline what changes have been approved and any terms to the agreement.

If you think that the lessor is being unreasonable, you may contact the RTA's Dispute Resolution Service or alternatively, your local tenants union.

Contact Information

For more information about the legislation and your rights and responsibilities when renting, contact the Residential Tenancies Authority at:

Postal address:

GPO Box 390

Brisbane Qld 4001

Phone: 1300 366 311

Web site: www.rta.qld.gov.au

Bond loans

A rental bond is money that you pay at the beginning of a tenancy that the lessor/agent can claim if you owe money for rent, damages, or other costs at the end of the tenancy. The maximum bond that a lessor can charge is equivalent to 4 week's rent if the rent is \$300 per week or less. If the rent is more than \$300 per week, there is no limit on the bond that can be taken.

A Bond Loan is an interest free loan to people who cannot afford to pay a full bond to move into private rental accommodation. You can apply to your local office at the Department of Housing for a Bond Loan. You must apply before you move in. You will then be required to repay the Department on a monthly basis until it is finalised.

Rental grant

A Rental Grant is a once only grant of two weeks rent to help meet some of the costs associated with moving into private rental accommodation. The grant does not have to be repaid, and it helps people experiencing a housing crisis.

A rental grant has strict eligibility criteria and may be difficult to access. Some people become eligible if they are exiting a community-based rent scheme to move into private rental accommodation.

More Information

For information about **Bond Loans** and **Rental Grants**, contact your nearest Department of Housing Area Office as listed in the White Pages telephone directory. Alternatively, fact sheets and resources can be found on the website www.housing.qld.gov.au.

Centrelink services

Rent assistance

Centrelink provides financial rent assistance to people who receive a commonwealth pension and who are living independently in private rental accommodation. The fortnightly amount payable depends on the amount of rent you pay, your marital status and whether you have any children or dependents.

- People living in public rental housing are not eligible for Rent Assistance.
- People living in housing provided by the Community Rent Scheme (CRS) are entitled to Centrelink Rent Assistance.

Telephone allowance

Centrelink provides a Telephone Allowance for assistance with the cost of rental on telephones. This is a non-taxable payment of \$19.20 paid every 3 months. To qualify, a

person must have a pension concession card, meet residential requirements and have a telephone connected in their own or partners name.

Eligibility for Rent Assistance and Telephone Allowance

Telephone Centrelink on 13 27 17 or visit your local Centrelink branch. Alternatively visit www.centrelink.gov.au

Part 2: Services and Organizations

Introduction

There are a number of government, non-government and self-funded services, schemes and organizations that can assist you to meet your various housing needs. The following organizations listed sometimes enforce strict eligibility criteria or have waiting lists for services. For information or further advice regarding the use of these services, please contact SBH Queensland or Montrose Access or the service directly

LifeTec

LifeTec is a non-government, non-profit, community based service staffed primarily by health care professionals. This organization provides information and unbiased professional advice on equipment, building, resources and assistive technology options for people with disabilities and their carers. The advice and direct access available will assist you to make informed decisions about the most appropriate equipment or other practical solutions to enhance your independence, ease caring and improve quality of life. A version of the products in Lifetec's database is available online through their website.

LifeTec has a large display of many aids and equipment including (but not in its entirety):

- Bathing, toilet and self-care equipment
- Computer access and communication
- Mobility and wheelchair equipment
- Hoists and alternatives for transfers
- Equipment for eating, drinking and meal preparation
- Seating, beds and positioning
- Equipment for leisure and work
- Home access and design

LifeTec **does not** sell or hire out equipment.

Lifetec staff are available to assist your enquires about:

- Occupational therapists, architects and builders experienced in home modifications
- Plumbers and handymen available for small jobs
- Bathroom and kitchen layout
- Building products

Other areas include: Mobility aids, home and building modifications, seating, household aids, personal care, personal security systems, aids for children, telecommunication aids, training for health professionals and education programs for community groups, consultations.

The display centre is open to the public from 9:00am to 4:00 pm Monday to Friday. The display centre is set up to be a self guided tour. If you want or need to spend one on one time

with a therapist it is recommended that you book an appointment to guarantee you will be seen.

Outreach trips to rural, regional and remote areas throughout Queensland are conducted throughout the year. Please contact Lifetec Queensland to find out when the next trip to your region will be.

Lifetec Queensland also offers an extensive training program across Queensland – please contact LifeTec for details.

Enquiry Line: 9am-4.30pm Monday to Friday

Phone: 1300 885 886 (*not from mobiles*)

More Information

Address: Cnr Newmarket & Enoggera Roads

PO Box 3241 Newmarket Qld 4051

Phone: 07 3552 9000 or 1300 885 886

Facsimile: 07 3552 9088

Email: mail@lifetec.org.au

Home Assist Secure (HAS)

Home Assist Secure offers non-financial assistance, advice and information on home repairs, maintenance and minor modifications and security. The service aims to remove some of the practical housing-related difficulties to help people feel safer and ensure they have easy access to and within their home.

The service provides assistance to elderly people (60+) and people with a disability who either own their home or live in private rental housing. To be eligible for subsidised assistance, people must be in receipt of a Commonwealth Government pension or benefit and be unable to make use of alternative forms of assistance, such as Home and Community Care, family or friends.

Home Assist Secure is **not** available to tenants of public rental housing.

More Information

For copies of books and information about Home Assist Secure services, phone (07) 3227 6816 (Brisbane) or 1800 177 289 (toll free outside Brisbane). Alternatively, contact your local Department of Public Works and Housing Offices. See Appendix 2 for contact details for Home Assist Secure

Technical Aid to the Disabled Qld Inc (TADQ)

TADQ is a non-profit association of technical volunteers including industrial designers, engineers, tradesmen, fitter and turners and paramedical professionals. Volunteers custom design, construct, adapt, install and maintain modifications and living aids for people with disabilities, where such suitable aids are not commercially available.

The service is provided free of all labour costs to clients with only the cost of materials and the volunteers out of pocket expenses requested. **There is no charge for volunteers' hours.**

The types of projects carried out by TADQ is exhaustive, for example:

- Raised surfaces in kitchens
- Slope boards
- Modified pull-out cupboards
- Specialised small chairs
- Book rests/holders
- Tap turners
- Kitchen and bedroom shelves
- Kitchen trolleys
- Bed raisers
- Height adjustable chairs and tables

TADQ groups operate in many regions throughout Queensland, including the Brisbane Metropolitan area, Sunshine and Gold Coasts, Toowoomba and many country centres.

More Information

Postal Address:

PO Box 2334

Fortitude Valley Business Centre

Queensland, 4006

Phone: (07) 3216 1733

Fax: (07) 3216 1744

Email: tadq@technicalaidqld.org.au

Web site: <http://www.technicalaidqld.org.au/>

Queensland Disability Housing Coalition (QDHC)

The Queensland Disability Housing Coalition (QDHC) is an independent statewide community based organisation funded by Department of Housing. The primary focus of QDHC includes:

- Community Education: QDHC produce and distribute newsletters across the Queensland. They also have useful publications such as 'A Home of Your Own' and 'Housing on Your Mind', which can be accessed from the website www.qdhc.org.au
- Information Provision and Advice: QDHC provides information on a range of topics for example housing options, improving access and tenancy law. This can be through such means as the telephone, fax, post and e-mail.
- Library Facilities: QDHC's library provides information in the form of policy documents; reports; journals; books and videos on topics relative to housing and disability.

More Information

167 Logan Road,
Woolloongabba. Qld 4102 (accessible from Lewis St.)
PO Box 440,
Stones Corner Qld 4120
Phone: (07) 3391 3433
Fax: (07) 3391 3488
Email: qdhc@qdhc.org.au

Architects

Architects use creativity and a practical understanding of structures and materials to develop concepts, plans, specifications and detailed drawings for homes and other structures. They negotiate with builders and planning authorities, administer building contracts and inspect any work carried out.

They may assist you with the following tasks when designing or modifying structures:

- Prepare sketch drawings of layout, plumbing, heating units and electrical outlets
- Discuss designs and cost estimates
- Obtain necessary approvals from authorities
- Prepare specifications for builders and trades people
- Observe, inspect and monitor building work, to ensure that it is progressing according to the contract and specifications

Architects listed in appendix 3 specialise in modifying and building accessible homes. For information regarding architects in other regions, please contact Lifetec (see contact details above).

Small home modifications

Appendix 4 contains a list of companies or individuals that are able to carry out **small alterations** to homes for people with disabilities. Small alterations are typically those that cost less than \$10 00 to complete. For example, lowering or replacing light switches, widening door openings for wheelchair access, installing grab rails or replacing hinged doors with sliding doors. It is advisable to check builder's registration numbers prior to entering into any work contract.

Prices are kept to a minimum and vary based on the services required. Contact details are provided in appendix 4.

Large home modifications

Appendix 5 contains a list of registered builders who have experience in **large home modifications** for people with disabilities. Large home modifications are typically those that cost more than \$10 000 to complete. Jobs performed include building ramps and constructing wheel chair accessible bathrooms and kitchens. Please check any builder's registration numbers prior to engaging in any work contracts.

Prices vary based on the services required. Contact details are provided in appendix 5.

Building Services Authority Queensland

The Queensland Building Services Authority is a Statutory Authority established under the *Queensland Building Services Authority Act 1991*.

Dispute Resolution Service

The objective of the service is to regulate the building industry by ensuring maintenance of proper standards. They provide remedies for defective building work and aim to resolve disputes efficiently. This is achieved through the Dispute Management Division, which provides information and assistance in dealing with disputes between consumers and contractors regarding defective or incomplete building work.

If negotiations between you and your builder or trade contractor break down, and rectification work is not completed, there are options and procedures for resolving your dispute. Firstly, you must convey your concerns in writing to your building contractor, giving them a reasonable amount of time (approx 14 days) in which to address the matter. Date, sign and keep a copy of your letter for records. If attempts to reach an amicable solution with your builder break down, contact your nearest BSA office. You may have to complete a Complaint Form which is available from any BSA office or the website (address listed below).

The second stage may involve an inspection of the work by a BSA building inspector or an independent consultant to identify the extent of defective work. The BSA uses discretion at

this point and may direct the contractor to rectify the individual items of defective work or attempt alternate dispute resolution procedures.

More Information

Brisbane Office
11 Edmondstone Street
South Brisbane QLD 4101
Telephone: 3225 2800
Fax: 3225 2999

The Authority also has offices located at the Gold Coast, Sunshine Coast, Toowoomba, Rockhampton, Mackay, Townsville and Cairns. Contact details for each office is available from the website: www.bsa.qld.gov.au

HACC home modification services

Home and Community Care Home Modification Services are funded through the joint Commonwealth/State Home and Community Care (HACC) Program, which is administered by Queensland Health.

The Department of Housing manages and administers eight Home Modification Services. The HACC Home Modification Services provide information, assessment, project management and/or financial assistance with larger home modifications, such as ramps and bathroom adaptations.

The range of services provided include:

- Initial home assessment;
- Occupational therapy assessment;
- Arranging preparation of building plans and specifications;
- Cost estimation;
- Project coordination of building modification;
- Post modification assessment; and
- Referral and information.

Eligibility

Older and frail persons as well as younger persons with moderate, severe or profound disabilities, who need support with home modifications to prevent premature or inappropriate long term residential care into a hostel, nursing home or similar institution, and the carers of those persons.

More information

(Please note: Home Modification Services are not available in all parts of Queensland)

Brisbane North	3254 0355	(Saint Michael's)
Brisbane South	3275 6794	(Brisbane South Home Modification Service)
Barcaldine	4651 2187	
Charleville	4654 1307	
Ipswich	3810 6662	
Maryborough	4123 2234	
Sunshine Coast	5476 6130	
Townsville	4727 9712	

Home care

Home care is a service where home care workers provide help with dishwashing, laundry, ironing, shopping, bill paying, cleaning, cooking and other household chores. They also provide help with personal care, which includes help with bathing, dressing, grooming etc.

The home care service is provided by the Home and Community Care (HACC) Program in Queensland and is generally free or is a small cost. It aims to provide support services for frail aged people, younger people with disabilities, and their carers, in their own homes. However, if a person shares a home with a person without a disability they are not eligible for this service.

The home care service can be accessed through your local Community Health Centre or other service providers such as Blue Care and St Luke's. An Occupational Therapist will assess the amount and type of assistance required. Community Health Centres can be found in the White Pages under 'Queensland Health'. If you have any queries contact the HACC enquiries line on 3234 0340.

For further information:

Building Services Authority (Head Office, Brisbane)	Ph. 1300 272 272
Standards Australia	Ph. 1300 654 646
Spinal Injuries Association	Ph 3391 2044
Queensland Master Builders Association	Ph 3404 6444
Housing Industry Association Ltd	Ph 1300 650 620
Building Designers' Association of Queensland	Ph 5576 5996
Australian Institute of Building Surveyors	Ph 3891 5855
Disability Information and Awareness Line (DIAL)	Ph 3224 8444 (or toll free 1800 177 120 outside Brisbane)

Appendices for part One and Two

Appendix 1: Department of Housing local area office contact details

Bayside Office Capalaba	3362 9100	Central Queensland Office	4938 4089 1800 801 176
Brisbane Central Office Fortitude Valley	3872 0320	Emerald Client Service Centre	4987 4871 1800 659 160
Brisbane North Office Chermside	3896 9900	Far North Queensland Office Cairns	4039 8822 1800 623 208
Brisbane South Office Stones Corner	3405 5300	Gladstone Client Service Centre	4976 6560 1800 266 807
Brisbane South West Office Inala	3362 9200	Gold Coast Office Robina	5583 2200
Caboolture Client Service Centre	5431 2501	Mackay-Whitsunday Office	4967 0888 1800 069 237
Logan Office Woodridge	3884 9800	North Queensland Office Townsville	4760 7378 1800 806 197
Redcliffe Office	3480 1550	North West Queensland	4747 2137 1800 620 466
West Moreton Office Ipswich	3280 1420 1800 636 390	South West Queensland Office Toowoomba	4615 3560 1800 623 435
Wynnum Client Service Centre	3362 9000	Sunshine Coast Office Maroochydore	5475 9700
Maryborough Client Service Centre	4121 1918 1800 623 242	Wide Bay-Burnett Area Office	4131 5990 1800 809 835

NB An up-to-date list of contact details can also be found at http://www.housing.qld.gov.au/renting/pdf/doh_offices.pdf

Appendix 2: Contact details for Home Assist Secure:

Barcaldine & District	4651 2187	Logan & Beenleigh Districts	3208 0604
Beaudesert	5541 1653	Longreach & District	4658 0671
Blackall & District	4657 6777	Mackay & Hinterland	4963 2740
Bowen / Whitsunday	4786 3629	Mackay & Hinterland (freecall)	1800 679 622
Bowen / Whitsunday	1800 649 842	Maroochydore	5476 6130
Bribie Island	3408 0416	Maryborough office	4123 2234
Brisbane North-East	3254 0355	Maryborough (Gympie office)	5483 6666
Bundaberg & District	4153 1099	Mount Gravatt District	3849 2131
Bundaberg (freecall)	1800 112 210	Mount Isa & North West Queensland	4749 0036
Caboolture & Kilcoy	5498 9154	Mount Isa & North West Queensland (freecall)	1800 640 932
Caloundra	5491 7489	Noosa	5449 0214
Central Queensland	4922 3301	North Queensland	4787 3943
Central Qld (freecall)	1800 223 301	North Qld (freecall)	1800 130 943

Charleville & District	4654 1307	Pine Rivers	3889 1852
Chermside & District	3624 2111	Redcliffe	3284 0526
Communify Home Assist Secure (Inner West Brisbane)	3366 3066	Redland	3829 8478
Far North Queensland	4039 9781	Sandgate & District	3869 1000
Far North Qld (25c call)	1300 301 882	South West Brisbane	3879 8000
Gold Coast Central	5538 1947	South West Qld (freecall)	4661 7088
Gold Coast North	5531 3502	Stafford/Wavell Heights	3229 9416
Gold Coast South	5598 1073	Tableland	4091 4512
Hervey Bay	4197 4332	Toowoomba	4632 7385
Ipswich	3810 6662	Townsville	4727 9025
Ipswich (25c per call)	1300 656 207	Western Suburbs Brisbane	3878 8058
Kangaroo Point to Carina	3391 8100	Wynnum	3393 3154

Note: A full and up-to-date list of HAS contact numbers may be found at http://www.housing.qld.gov.au/programs/pdf/has_contacts.pdf

Appendix 3: Architects

Brisbane South

Keith Buhr Briggs, Peterson & Buhr	212 Boundary Street BRISBANE QLD, 4000	Ph: 07 3831 4644 Fax: 07 3832 2667 Email: bpb@bpbarchitects.com.au
Merrin & Cranston Pty Ltd	192 Vulture St SOUTH BRISBANE QLD, 4101	Ph: 07 3844 6104 Fax: 07 3846 3204
Mulder & Kennedy Architects	131 Mildmay St FAIRFIELD QLD, 4103	Ph: 07 3848 1121 Fax: 07 3892 4554
Thomson Adsett Architects	12 Fleet Lane SOUTH BRISBANE QLD, 4101	Ph: 07 3840 9999 Fax: 07 3846 3672

Brisbane North

Bradley Biggs; Hargraves Biggs Jacuzzi Pty Ltd	O'Connell Tce BOWEN HILLS QLD, 4006	Ph: 07 3252 8305 Fax: 07 3252 8592
Carl Brooks	13 th Floor IBM Building	Ph: 07 3839 8544 Fax: 07 3832 1478
Keith Buhr	See above	
John Deshon	273 Moggill Rd INDOOROOPIILLY QLD, 4068	Ph: 07 3878 3655 Mob: 0418 787 974 Fax: 07 3878 3677 Email: johndeshon@bigpond.com
Sue Rowsell	37 Joan St	Ph: 07 3700 9511 Fax: 07 3700 9512
Paul Trotter; Fullton, Trotter & Moss	96 Astor Terrace SPRING HILL QLD, 4000	Ph: 07 3832 0622 Fax: 07 3291 1500 Email: brisbane@fultontrotter.com.au
Webster; Hume & Webster	50 Sylvan Rd TOOWOONG QLD, 4066	Ph: 07 3371 5533 Fax: 07 3371 6682 Email: geoffweb@uq.net.au

Appendix 4: Contact details for builders who complete small home modifications

Brisbane South Region

Disability Modifications	33-37 Daniel Court GREENBANK QLD, 4124	Ph: 07 3297 5328 Mob: 0418 782 118 Fax: 07 3297 5768 Email: dismod@bigpond.com
Hennessey, David	3 Bordeaux Street EIGHT MILE PLAINS QLD, 4113	Ph: 07 3341 3649 Mob: 0421 102 805 Fax: 07 3341 2077
Kayhan Pty Ltd	PO Box 644 SUNNYBANK QLD, 4109	Ph: 07 3344 4435 07 3344 7426 Fax: 07 3423 7167 Email: kayhan@bigpond.net.au Web: www.kayhan.biz
Mascotbridge Pty Ltd Cottage Carpentry	Suite 11/ Country Traders 222 Mt Glorious Road SAMFORD QLD, 4520	Ph: 07 3289 1884 07 3289 2884 (A/H) Fax: 07 3289 1224 Email: mail@mascotbridge.com.au
S.R. Building	9 Willard Street TIVOLI QLD, 4305	Ph: 0411 877 497 Fax: 07 3281 2586 Web: www.tobuild.com.au/srbuilding
Terrill, Philip	68 Raelene Tce SPRINGWOOD QLD, 4127	Ph: 07 3208 0412 Fax: 07 3208 0412
Yarrow Building and Plumbing	4A, 23 Richland Ave COOPERS PLAINS QLD, 4108	Ph: 07 3274 4178 Fax: 07 3275 3037 Email: admin@yarrowbuilding.com.au Web: www.yarrowbuilding.com.au

Brisbane North Region

Darben Constructions	113 York Street NUNDAH QLD, 4012	Ph: 07 3256 6044 Mobile: 0411 702 500 Fax: 07 3256 6066
Gibson Bros Plumbers	62 Bishop St MILTON QLD, 4064	Ph: 3369 43333352 6366 Fax: 3369 9536

J and D Contracting	PO Box 53 STRATHPINE QLD, 4500	Ph: 07 3205 1971 Fax: 07 3205 5113
Mascotbridge Pty Ltd Cottage Carpentry	Suite 11/ Country Traders 222 Mt Glorious Road SAMFORD QLD, 4520	Ph: 07 3289 1884 07 3289 2884 (A/H) Fax: 07 3289 1224 Email: mail@mascotbridge.com.au
S.R. Building	9 Willard Street TIVOLI QLD, 4305	Ph: 0411 877 497 Fax: 07 3281 2586 Web: www.tobuild.com.au/srbuilding
Tadgell, Chris	42 Hansen Rd SAMFORD QLD, 4520	Ph: 07 3289 1157

Appendix 5: Contact details for builders who complete large home modifications

Brisbane South Region

All Trades Queensland	37 - 43 Commercial Drive SHAILER PARK QLD, 4129	Ph: 07 3806 1120 Fax: 07 3806 1125
Bathman	88 Main Ave BALMORAL QLD, 4171	Ph: 0418 192 222 07 3899 2468 Fax: 07 3395 6969 Email: bathman@bathman.com.au Web: www.bathman.com.au
Bond Carpentry	6 Lovell Court SINNAMON PARK QLD, 4073	Ph: 0412 001 276 Fax: 07 3715 5878
Chappel Quality Homes	7 Wisteria Street REGENTS PARK QLD, 4118	Ph: 07 3800 5047 0412 784 242
Daniel Ng and Associates Pty Ltd	Suite 25 "Dennis Court" 8 Dennis Road SPRINGWOOD QLD, 4127	Ph: 07 3808 6878 Fax: 07 3808 7050
Disability Modifications	33-37 Daniel Court GREENBANK QLD, 4124	Ph: 07 3297 5328 0418 782 118 Fax: 07 3297 5768 Email: scser@bigpond.com
Diverse Building Services	49 Luke Road BUCCAN QLD, 4207	Ph: 07 3299 7109 Fax: 07 3299 7117
Household and Property Maintenance	PO Box 3192 SUNNYBANK SOUTH QLD, 4109	Ph: 07 3272 4377 Mobile: 0419 736 462 Fax: 07 3272 3382
Kayhan Pty Ltd	PO Box 644 SUNNYBANK QLD, 4109	Ph: 07 3344 4435 07 3344 7426 Fax: 07 3423 7167 Email: kayhan@bigpond.net.au Web: www.kayhan.biz

Mascotbridge Pty Ltd Cottage Carpentry	Suite 11/ Country Traders 222 Mt Glorious Road SAMFORD QLD, 4520	Ph: 07 3289 1884 07 3289 2884 (A/H) Fax: 07 3289 1224 Email: mail@mascotbridge.com.au
Maxiqua Enterprises	4/6 Vanessa Blvde SPRINGWOOD QLD, 4127	Ph: 07 3808 8544 Fax: 07 3808 8344 Email: maxiqua@dingoblue.net.au
S.R. Building	9 Willard Street TIVOLI QLD, 4305	Ph: 0411 877 497 Fax: 07 3281 2586 Web: www.tobuild.com.au/srbuilding
Tallon, Greg	29 Sandringham Street MANSFIELD QLD, 4122	Ph: 0419 704 140 Fax: 07 3343 2208
Terrill, Philip	68 Raelene Tce SPRINGWOOD QLD, 4127	Ph: 07 3208 0412 Fax: 07 3208 0412
Yarrow Building and Plumbing	4A, 23 Richland Ave COOPERS PLAINS QLD, 4108	Ph: 07 3274 4178 Fax: 07 3275 3037 Email: admin@yarrowbuilding.com.au Web: www.yarrowbuilding.com.au

Brisbane North Region

Bond Carpentry	6 Lovell Court SINNAMON PARK QLD, 4073	Ph: 0412 001 276 Fax: 07 3715 5878
Daniel Ng and Associates Pty Ltd	Suite 25 "Dennis Court" 8 Dennis Road SPRINGWOOD QLD, 4127	Ph: 07 3808 6878 Fax: 07 3808 7050
Mascotbridge Pty Ltd Cottage Carpentry	Suite 11/ Country Traders 222 Mt Glorious Road SAMFORD QLD, 4520	Ph: 07 3289 1884 07 3289 2884 (A/H) Fax: 07 3289 1224 Email: mail@mascotbridge.com.au
S.R. Building	9 Willard Street TIVOLI QLD, 4305	Ph: 0411 877 497 Fax: 07 3281 2586 Web: www.tobuild.com.au/srbuilding