



ACT
Government
Community Services

(Ref: 14/33)

s41 FOI Act

Dear s41 FOI Act

I refer to your application under the ACT *Freedom of Information Act 1989* (the FOI Act), received by the Community Services Directorate on 10 September 2014, in which you sought access to the following information:

- "- The classification of the Housing Register between Priority, High needs and Standard Housing, and any other classifications used;*
- The guidelines used to determine what classification a Housing application falls into;*
- The process for appealing the decision of Housing ACT, regarding a Housing application being in a certain classification on the waiting list;*
- The process for allocating a housing applicant who requires disability modifications to the home they are requesting; and*
- The contract between Spotless and Housing and Community Services relating to the property condition audit, specifically the timeline and cost of the project (including all advice between the department and the Office of the Minister relating to this audit)."*

Under the FOI Act, section 22, I am an officer authorised to make a decision in respect of a request for information. I apologise for the delay in the Directorate's response to you and any inconvenience it may have caused.

In response to the first four dot points of your application, each of the relevant documents are available for public access. **Attachment A** provides a list of the relevant websites with each document also provided in hard copy for your reference.

Please note that applicants applying for social housing assistance who require disability modifications have their property requirements assessed as part of the housing application process.

In response to the final dot point of your application, I have attached an extract of the 'Provision of Total Facilities Management (TFM) Services Contract' (**Attachment B**). Section 5.38 of this contract outlines the timeframe of 5 years for the Condition Assessment Audit to be conducted during the life of this contract.

The Total Facilities Manager, Spotless, provides a Property Condition Audit regime and manages and reports on Property Condition Audit data. This function forms part of the Total Facilities Management Contract and the costs are included in the monthly management fee paid to the TFM. The audits make a determination about the condition, safety, functionality, appearance and remaining useful life of each agreed component of a property. The costings of the rolling audits are calculated as part of the overall contractual budget, and do not have a specific cost amount per completed audit.

Spotless has two Condition Auditors who are responsible for the provision of condition auditing for Housing ACT dwellings. The Condition Auditors use iPad technology to carry out condition audits and download the results into Housing ACT's asset management software which enables reports to be provided to Housing ACT as required. This information is fed into the planned works program for the following year and assists in the development of the annual maintenance budget.

Spotless is required to complete 280 condition audits each calendar month.

Housing ACT is not required to brief the Minister on the audits as they are part of Spotless' normal contractual arrangements.

Review rights

My decision is appealable under the Act. This means that if you are dissatisfied with this outcome you have a right to seek a review under section 59 of the Act. This right of review extends to a review of the adequacy of the search for documents undertaken by the Directorate. If you wish to seek a review you should write to:

Executive Director
Service Strategy and Community Building
Community Services Directorate
GPO Box 158
CANBERRA ACT 2601

You have 28 days from the date of this letter to seek a review of the outcome or such other period as the Executive Director permits.

Under section 54 of the Act, if you are concerned about the processing of your request or related administrative matters, you may complain to the Ombudsman, who may conduct an independent investigation into your complaint. There is no fee for this, and the contact details are as follows:

The Ombudsman
GPO Box 442
CANBERRA ACT 2601

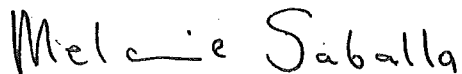
Online FOI Policy

Please be aware that under the ACT Government's Online FOI Publication Policy, information released to FOI Applicants may be released on the internet.

A copy of the policy, with details about what information may be published on the internet, is available online at: cmd.act.gov.au/open_government

If you have any queries in relation to this matter, please contact myself on 6205 0753 or via email at CSD.FOI@act.gov.au.

Yours sincerely



Melanie Saballa
Acting Director
Service Strategy
21 October 2014

The Notifiable Instrument on Priority, High needs and Standard Housing categories can be found at:

<http://www.legislation.act.gov.au/ni/2011-507/default.asp>

There are also a number of Housing ACT Fact Sheets which can be found at:

http://www.communityservices.act.gov.au/hcs/publications/fact_sheets,

Including for:

Priority Housing -

http://www.communityservices.act.gov.au/hcs/publications/fact_sheets/priority-housing

Appealing a decision, including in relation to needs category -

http://www.communityservices.act.gov.au/hcs/publications/fact_sheets/review-of-decision

Size of property and allocation -

http://www.communityservices.act.gov.au/hcs/publications/fact_sheets/size-of-property-allocation

Property disability modifications for existing Housing ACT Tenants -

http://www.communityservices.act.gov.au/hcs/publications/fact_sheets/occupational-therapy-services

Housing Assistance Public Rental Housing Assistance Program (Housing Needs Categories) Determination 2011 (No 2)

Notifiable Instrument NI2011 - 507

made under the

Housing Assistance Act 2007 s 20(1) Approved housing assistance programs—determinations

1. Name of instrument

This instrument is the Housing Assistance Public Rental Housing Assistance Program (Housing Needs Categories) Determination 2011 (No 2).

2. Commencement

This instrument commences on the day after notification.

3. Revocation

Subject to section 20(1) and in accordance with the Housing Assistance Public Rental Housing Assistance Program (the Program) I REVOKE the determination notified on 8 April 2011 (NI2011 - 189).

4. Determination

Subject to section 20(1), and in accordance with the Housing Assistance Public Rental Housing Assistance Program 2010 ("the Program") I DETERMINE the following needs categories and allocation criteria:

PUBLIC AND COMMUNITY HOUSING APPLICANTS

Needs Category	General Description	Needs Category typically includes, but is not limited to, applicants who are/have:
Priority Housing	<i>Applicants must demonstrate exceptional, urgent and critical needs that cannot be</i>	Able to demonstrate a range of complex needs with evidence of significant risk factors that would be addressed or substantially alleviated through the early allocation of social housing, including: <ul style="list-style-type: none">• primary or secondary homelessness, including

resolved by any reasonable means other than the early provision of social housing.

- clients exiting specialist homelessness services; incarceration in a corrective services facility, or mental health or other health facility;
- families with children, especially children who have experienced multiple housing moves and/or have school based remediation needs and children aged up to five years in large multi unit properties
- formally diagnosed mental health issues, including the effects of past trauma and torture;
- other serious and chronic health issues;
- disability including frail-aged, where natural supports have broken down, or are at serious risk of breaking down;
- Aboriginal and/or Torres Strait Islander persons and families having difficulty accessing private rental accommodation and facing complex issues;
- women with or without children escaping domestic violence;
- children at risk of abuse or neglect.

Supplementary principles

- An applicant with a single risk factor may be considered for inclusion if that factor is assessed as being extremely critical or detrimental in relation to their well-being or that of their family.
- An applicant must also demonstrate an inability to find appropriate and affordable housing on the private market; for this purpose rent on the private market will be deemed unaffordable where it exceeds 50% of household income.
- Inclusion will be confined to applicants who are currently capable of independent living and with the capacity to undertake a housing tenancy to address their longer term housing needs. A clear distinction will be made between applicants who meet these requirements and those for whom crisis or short-term housing is more appropriate to their needs.

High Needs Housing

Applicants must demonstrate significant needs that cannot be

Able to demonstrate one or more risk factors that would be addressed or substantially alleviated through the provision of social housing, including:

resolved by any reasonable means other than the provision of social housing within a reasonable timeframe. This includes significant affordability issues in obtaining housing on the private market.

- existence of one or more of the risk factors identified for the priority housing category but to a degree that does not justify admission to that category;
- experiencing private rental barriers such as extreme affordability problems, or demonstrable and ongoing discrimination;
- having a need for housing that addresses special needs such as a disability or a chronic medical condition that cannot be reasonably catered for through the private housing market;
- living in overcrowded conditions, placing children at an identifiable risk.

Standard Housing

Applicants facing significant affordability issues in obtaining housing on the private market

- Incomes within the income eligibility criteria specified in clause 9 of the Public Rental Housing Assistance Program

Operation of Priority Housing Category

Public housing and community housing applicants will be placed and/or ranked for the allocation of assistance in the priority housing category by a multi-disciplinary panel which will assess the applications taking into account the factors set out in that category.

Public housing applicants are to be allocated assistance from the priority housing category on a needs basis (rather than a chronological basis).

Operation of the Priority Housing, High Needs Housing and Standard Housing Categories (community applicants)

Community housing applicants are to be identified in a manner consistent with the Housing Assistance Public Rental Housing Assistance Program (Facilitation of Community Rental Housing Assistance) Operation Guideline 2010 (No 1).

Interpretation

For the purposes of this Determination:

- **primary homelessness** relates to people who have no shelter, sleep rough, live on the streets, in cars, under bridges or in impoverished dwellings;
- **secondary homelessness** relates to people who frequently move from various forms of temporary accommodation such as emergency accommodation, or short-term accommodation with friends and relatives.
- **overcrowded conditions** relate to households that have two or more bedrooms less than the number they are eligible for, based on the Housing Size Guidelines.

Dated this 24th day of August 2011

Martin Hehir
Commissioner for Social Housing



Priority Housing – important information from Housing ACT

Housing Assistance

The demand for public housing and community housing in the ACT currently exceeds supply. Housing ACT has implemented a priority system with a much stronger focus on those most in need.

There are three needs categories:

- Priority Housing;
- High Needs Housing; and
- Standard Housing.

When you submit an Application for Social Housing Assistance, your eligibility will be assessed, based on the information you supply.

If found eligible, an officer from Gateway Services will meet with you and assess your needs. You will then be placed on one of the above needs categories. The list you are placed on will depend on your individual circumstances.

Priority Housing

If you have an urgent or special housing need, your application may be considered for the Priority Housing list. The Priority Housing category is limited to people who are most in need.

Who is eligible for Priority Housing?

The Priority Housing category is restricted to applicants (including transfer applicants) who can demonstrate a range of complex needs with evidence of significant risk factors that would be substantially alleviated through the early allocation of public housing or community housing.

Your application may be considered for Priority Housing if your circumstances include:

- homelessness;
- families with children;

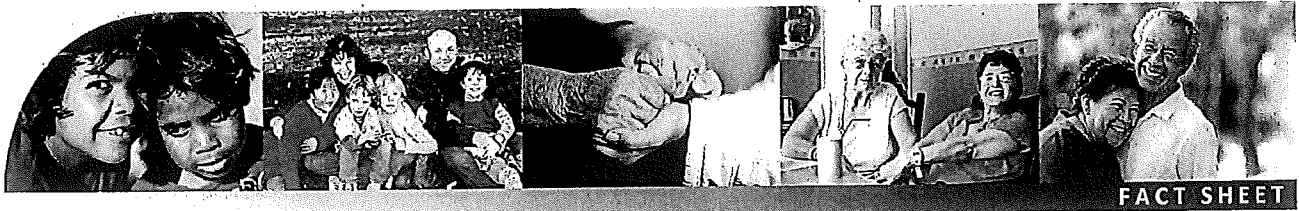


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- formally diagnosed mental health issues;
- serious and chronic health issues;
- disability including frail-aged;
- Aboriginal and/or Torres Strait Islander persons and families having difficulty accessing private rental accommodation and facing complex issues;
- women with or without children escaping domestic violence; and
- children at risk of abuse or neglect.

For complete details of factors considered in relation to Priority Housing ask at Gateway Services.

How does my application get assessed for Priority Housing?

In the first instance an officer from Housing ACT will assess your application. If the information you provide indicates that you may be eligible for Priority Housing, your application will be referred to the Multi-disciplinary Panel (the Panel) for a decision on entry to Priority Housing.

What information do I need to provide?

At the time of assessment, you must provide documentation to show why your housing need is urgent. Supporting letters from refuge workers, doctors, teachers, police, social or welfare workers should clearly state their reasons for support. A *Letter of Support for Priority Housing* is available in the Application Kit and from Gateway Services.

There is no guarantee that your application will be referred to the Panel. This will be decided by Housing ACT, based on the information you provide.

The Multi-disciplinary Panel

The Panel was established to provide advice on identifying applicants most in need. It is made up of senior officers from the ACT Government and community organisations, with expertise in dealing with special-needs groups and issues that relate to the Priority Housing category.

The Panel sits regularly to consider applications for Priority Housing. Once the Panel has reached a decision on your application you will be notified in writing of the outcome.



Can I apply for Priority Housing?

No. When you attend your assessment interview, Housing ACT will determine which needs category you are eligible for, based on the information you provide.

Can I appeal against a decision denying me Priority Housing?

Yes. If you think a Housing ACT decision about your needs category is unfair or wrong you can ask for it to be reviewed. You may provide additional information to assist Housing ACT to make the correct decision.

For more information on reviews please see the [Review of Decisions Fact Sheet](#) or ask at Gateway Services.

Further Information

For more information, contact your Housing Manager or telephone the Community Services Directorate on 133 427.

For more assistance on Housing ACT matters, please telephone 133 427.

Accessibility

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If English is not your first language and you require the **translating and interpreting services** – please telephone 131 450.

If you are deaf or hearing impaired and require the **TTY typewriter service** – please telephone (02) 6205 0888.



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Review of Decision – important information from Housing ACT

You can appeal against decisions made by Housing ACT

Decisions on your circumstances are made based on the information you provide. You should provide full and accurate information so that a fair and considered decision can be made.

If you think a Housing ACT decision is unfair or wrong you can ask for it to be reviewed. There are two levels of review.

The first level of review is by a senior officer in the area where the original decision was made. You will be advised in writing of the outcome of this review.

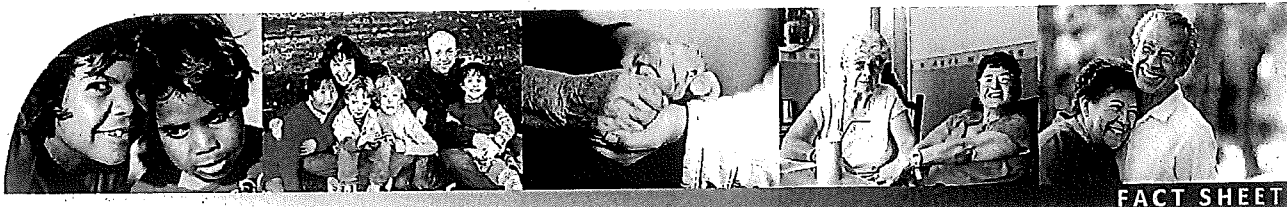
If you do not agree with the outcome of the review, you will be given the opportunity to seek a second level review. The second level depends on the nature of the matter. The request for a review should be in writing. No fees are payable.

Housing Assistance and Tenancy Review Panel (HATRP)

The Housing Assistance and Tenancy Review Panel (HATRP) meets regularly to review decisions on housing assistance and tenancy matters such as:

- eligibility for assistance;
- needs category;
- transfers (Housing ACT properties only)
- re-housing;
- removal from the Social Housing Register;
- rental rebate assistance (for public housing tenants only);
- calculation of rental rebate (for public housing tenants only); and
- Tenant Responsible Maintenance (TRM) over \$5000 (for public housing tenants only).





The HATRP is made up of Senior Managers of Housing ACT who were not involved in the original decision. The HATRP provides a fair and comprehensive review of the original decision. The HATRP will have access to your file and request for review. It will consider all information available.

The HATRP cannot overturn the original decision but it can make a recommendation to the Delegate of the Commissioner for Social Housing about how the matter should be resolved.

The HATRP may:

- recommend that Housing ACT's decision be changed or confirmed;
- recommend other actions; or
- require further information.

The Delegate of the Commissioner for Social Housing will write to inform you of the result of your review.

If you do not agree with the outcome you may take the matter to the ACT Civil and Administrative Tribunal. Contact Operational Services within Housing ACT on 133 427 for further details.

How do I have a decision reviewed?

If you are unhappy with a decision:

Step 1: Talk to the staff member who made the decision. Where there is new information or changed circumstances, please tell us, as this could affect the decision. Please provide documents that confirm the changes. We can then arrange for the decision to be re-examined on the basis of new and relevant information by an officer more senior to the original decision maker.

Step 2: If still not satisfied, you can have the decision reviewed formally. Help is available from the Operational Services Unit. An officer from Operational Services can help you undertake the review process effectively. Contact the Operational Services Unit on 133 427.

In order to appeal formally, complete an *Application for Review of Decision form* (available from Gateway Services).

You should say why you disagree with the decision and request that it be reviewed within twenty eight (28) days of receiving a letter telling you of Housing ACT's decision.

You can hand deliver the form to Gateway Services or send it to:

The Manager
Operational Services
Housing ACT
Locked Bag 3000
Belconnen ACT 2616



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ACT Civil and Administrative Tribunal (ACAT)

If you are still unhappy with a decision made by Housing ACT you may be able to apply to the ACT Civil and Administrative Tribunal (ACAT) for an independent review of a decision on a housing assistance matter. At present no fees are payable by Housing ACT clients.

Help and Support

ACT Government is committed to helping you sustain your tenancy and funds a number of programs to assist you in this.

Support to sustain your tenancy is available through the 'Supportive Tenancies Service' which is operated by Woden Community Services in partnership with Belconnen Community Services and the YWCA of Canberra. If you would like to access this service please contact Belconnen Community Services on 6264 0200.

If you would like help with debt counselling, please contact Care Financial Counselling Service any weekday morning on 6257 1788 or visit www.carefcs.org.

If you wish to seek legal advice then you may wish to contact organisations such as Legal Aid 6243 3411 or Welfare Rights and Legal Centre 6247 2177.

There are a number of other organisations available to help and support you. Please contact your Housing Manager for additional information.

ACT Ombudsman

You also have the right to approach the Ombudsman about the processing of your request. If you wish to do this, you should write to;

ACT Ombudsman
GPO Box 442
Canberra ACT 2601
Telephone: 1300 362 072

Freedom of Information ACT 1989

You may be able to access documents on your file relating to a decision under the *Freedom of Information Act 1989*. Contact Operational Services within Housing ACT on 133 427 for further details.



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Reviews are different to complaints

Complaints will generally be about the way a service was provided, rather than about a decision.

Housing ACT has a client feedback system for taking compliments, suggestions or complaints. See the '[Complaints Management](#)' Fact Sheet for more information.

For more information about this service contact the Complaints Management Unit within Housing and Community Services on 133 427.

Further Information

For more information, contact your Housing Manager or telephone the Community Services Directorate on 133 427.

For more assistance on Housing ACT matters, please telephone 133 427.

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Property Size Guidelines – important information from Housing ACT

What size property can I be allocated?

Background

Housing ACT has guidelines to ensure the equitable and flexible allocation of properties. In deciding which properties are allocated to eligible applicants, Housing ACT is obliged to take the following issues into account:

- the availability of different sizes and types of dwellings in various locations; and
- the reasonable accommodation needs of the applicant; and
- the preferences expressed by the applicant.

Will my children have to share a room?

Generally, no more than two (2) children are expected to share a bedroom and children of different genders are generally not expected to share a bedroom.

Also, where there is a large age gap, e.g. seven (7) years between children of the same gender, they would generally not be expected to share a bedroom.

What if I have child contact arrangements?

Applicants with child contact arrangements may seek an extra bedroom for this purpose. A request for an additional bedroom will be considered in line with the Housing Size Guidelines.

Older Persons' Accommodation

Both Housing ACT and some community housing organisations have accommodation options which cater to the needs of older people.

You may be offered this accommodation if you are old enough to be eligible for an Age Pension or receive a Service Pension.





Housing Size Guidelines

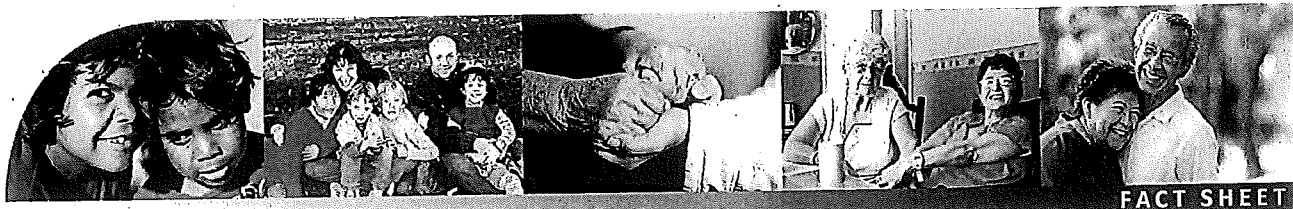
Housing Size Guidelines are used to determine bedroom allocations within public and community housing properties. The following principles apply:

- Allocations are made against the Guidelines Table (below) at the lower end of the scale, unless individual circumstances justify allocation at the top of the scale;
- No more than two children are generally expected to share a bedroom; and
- Children of differing sex are generally not expected to share a bedroom past the age of seven.

Some flexibility may be exercised where there are special circumstances, including:

- A household member requires a separate bedroom on strong medical grounds (must be supported by medical documentation);
- A tenant requires a live-in carer on strong health/disability grounds (must be supported by medical documentation);
- Adults who are not in a relationship are sharing a bedroom;
- Parents are sharing a bedroom with children;
- An additional bedroom is required for documented child contact/parental responsibility arrangements (must be supported by documentation);
- There is a large age gap (7 years or more) between children of the same sex;
- There are three or more teenage children of differing sex in the family; or
- A person is providing regular or ongoing foster care to children and young people at risk





Guidelines Table

Household	Bedsitter	1 BR	2 BR	3 BR	4 BR	5 BR
Single Tenant	X	X				
Single Tenant 1 Child			X			
Couple		X	X			
Couple 1 Child			X	X		
Single/Couple 2 Children (depending on gender of children)			X	X		
Single/Couple 3 Children				X		
Single/Couple 4 Children (depending on gender of children)				X	X	
Single/Couple 5 Children					X	
Single/Couple 6 Children (depending on gender of children)					X	X

Equal shared parental responsibility arrangements

A bedroom will be allocated for a child, in line with these guidelines, where applicants have parental responsibility for a minimum of 50% of the time. This is conditional on the appropriate documentation being provided.

Provision for child contact/parental responsibility arrangements

Housing ACT may approve an extra bedroom for parents with regular child contact arrangements for a minimum of 27% of the year (which equates to 2 overnight stays every second weekend plus half of the school and public holidays). This is conditional on the appropriate documentation being provided.

Generally, one extra bedroom will be provided to cater for contact for up to 3 children. Child contact arrangements involving more than 3 children will be considered on a case-by-case basis.





Documents required for child contact arrangements

Applicants seeking an extra bedroom for child contact arrangements are required to produce documentation of the arrangement by providing a copy of one of the following documents:

- Parenting Order under section 64B of the Family Law Act 1975;
- Parenting Plan under section 63C of the Family Law Act 1975;
- Confirmation of child contact arrangements from a Family Relationship Centre;
- Letter from the solicitor who is dealing with the child contact arrangements;
- Documentation from Centrelink which substantiates the percentage of care;
- Documentation from a support service/government agency which is directly involved in the child contact arrangements; or
- Care and Protection Order with a plan for restoration of the child/ren contained in the case plan.

Where regular child contact is less than 27% of the year, a copy of the Parenting Order is required to confirm that child contact arrangements are dependent on having appropriately sized housing.

Changes to child contact arrangements

Applicants must advise Housing ACT immediately of any changes to any child contact arrangements that may affect their bedroom allocation.

Review of child contact arrangements

Child contact arrangements will be reviewed periodically to determine if the accommodation is being used for the purpose for which it was allocated.

Foster carers

Foster carers who provide regular or ongoing care to children and young people at risk may be allocated an additional bedroom/s. Documentation is required from the Office of Children, Youth and Family Support and/ or foster care services such as Marymead or Barnardos. Generally, any additional bedrooms would need to be utilised for a minimum of 27% of the year.





Location Preferences

Housing ACT has divided the suburbs of the ACT into four (4) regions. You can nominate which regions you are interested in. You may need to provide medical or other documentation if you need to live in a specific area.

Further Information

For more information, contact your Housing Manager or telephone the Community Services Directorate on 133 427.

For more assistance on Housing ACT matters, please telephone 133 427.

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Housing ACT Occupational Therapy Service Scope, Eligibility and Referral – important information from Housing ACT

What is the Housing ACT Occupational Therapy Service

Occupational Therapist Services to Housing and Community Service clients have been made available through a joint initiative between Housing and Community Services and Therapy ACT. Housing and Community Services clients now have available to them professional home modification advice through the provision of a dedicated occupational therapy service employed within Housing ACT's Asset Management Branch.

The Housing ACT occupational therapy service provides an additional resource for home assessment services to Housing and Community Service clients who are not currently supported by an external occupational therapist. The aim of the Housing ACT occupational therapy service is to provide professional advice on the installation of disability modifications to assist elderly or tenants with a disability to live more independently in their Housing ACT homes.

Scope of the Housing ACT Occupational Therapy Service

The Housing ACT occupational therapy service provides assessment for minor modifications such as:

- Installation of grab rails or hand rails
- Widening of doorways
- Installation of threshold ramps
- Modifications to steps; etc.

The Housing ACT occupational therapy service provides assessment for major modifications such as:

- Installation of wheelchair access, e.g. ramps, etc.
- Major bathroom upgrades, e.g. the removal of walls between toilets and bathrooms to improve wheelchair access, modifications to shower recesses to increase access, etc.
- Major kitchen modifications to improve wheelchair access, e.g. bench height oven, lower bench heights, etc.



The Housing ACT occupational therapy service provides assessment and consultation for relocation where the current property is deemed not suitable due to access issues, e.g. stairs or lack of circulation spaces for mobility equipment.

The following modifications do not require an occupational therapist report, the tenant is asked to provide a supporting letter from their General Practitioner (GP) to the Housing ACT Disability Modifications Officer for processing of works such as:

- Handrails along side of steps;
- Lever taps and door handles;
- Handheld showers;
- Clothesline height adjustments.

A fact sheet and GP form are available from Housing ACT to assist in this process. Requests for changes to floor coverings, heating and cooling do not require an occupational therapist assessment, in these cases the tenant is asked to contact Housing ACT to discuss their request. Requests for Home maintenance issues, such as mould, jamming windows, uneven paths/pavers, do not require an occupational therapist assessment, in these cases the tenant is asked to contact Housing ACT Total Facilities Manager, Spotless, to report their maintenance issue. You can contact Spotless via telephone: (02) 6207 1500.

Eligibility of the Housing ACT Occupational Therapy Service

Intervention services (assessment for Chronic Care Pathway):

Referrals directly from tenant, significant other, community/government service or Housing Manager:

- must be a Housing ACT tenant or listed as a resident of a Housing ACT property;
- a community housing client, with chronic health condition/s or disability;
- have concerns about the client's mobility or safety, relating to the environmental design of a Housing ACT property.

Note: Housing ACT Occupational Therapist will recommend the following standard equipment and only in relation to property modifications:

- Standard shower stool or shower chair;
- Standard over toilet frame or toilet seat raiser;
- Standard bath board



Consultation services (professional advice and information):

Referrals from officers within Housing ACT:

- Housing ACT property purchases – for consultation on design of spot purchase properties;
- Capital Works – for consultation on design of new buildings;
- Gateways Services – for consultation on allocation of properties for tenants with specific environmental design requirements;
- For generic/other consultation regarding environmental modifications or property design as requested via Asset Management Team.

Referrals from external occupational therapists who are providing service to a Housing ACT tenant/resident:

- Major Environmental Modifications – consultation on the *clinical reasoning* regarding the design of major environmental modifications.

Note: Should the external occupational therapist require consultation on the *physical* design of environmental modifications – they can request consultation with Housing ACT Total Facilities Manager (e.g. a building representative to meet on site) via Housing ACT Disability Modifications Officer;

- Allocation / Relocation – consultation on the *clinical reasoning* regarding the relocation or allocation.

Note: Should the external occupational therapist require consultation on other aspects of relocation or allocation – they should consult with Housing ACT Gateway services to discuss the specific case.

- Provision of policy information and templates for other external occupational therapy services to provide assessment for Housing ACT tenants.

Outside scope (Acute Care Pathway)

Housing ACT occupational therapy service does not accept referrals for clients with/who:

- have pending surgery, such as orthopaedic surgery, booked within proceeding 3 months;
- are being discharged from hospital or have had a recent hospitalisation, within previous 3 months, this includes clients with urgent post-discharge concerns regarding health, safety, pressure care and/or falls;
- have acute medical conditions that are expected to resolve within 3 months, such as fractures;
- require equipment trial and/or training;



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- have multiple occupational therapy concerns: such as rehabilitation, clinical programs / goals or equipment needs in addition to environmental modifications.

Referral to the Housing ACT Occupational Therapy Service

Referrals can be made directly to the Housing ACT disability modifications officer:

- Email: DHCSDismodsHousing@act.gov.au
- Phone: (02) 6207 3091
- Post: Disability Modifications Officer, Asset Management Branch,

Housing ACT, Locked Bag 3000, Belconnen ACT 2616

Submission of Occupational Therapy Reports for Housing ACT Clients

Reports for clients living in Housing ACT properties must be submitted directly to the Housing ACT disability modifications officer:

- Email: DHCSDismodsHousing@act.gov.au
- Post: Disability Modifications Officer, Asset Management Branch,

Housing ACT, Locked Bag 3000, Belconnen ACT 2616

In Summary:

Housing and Community Services tenants have available to them professional home modification advice through the provision of a dedicated Housing ACT occupational therapy service. If you already have an occupational therapist, they can provide recommendations directly to Housing ACT if you require home modifications.

Further Information

For more information, contact your Housing Manager or telephone the Community Services Directorate on 133 427.

For more assistance on Housing ACT matters, please telephone 133 427.



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Extract from Provision of Total Facilities Management Services Contract

Property Condition Assessment Service

5.36 The Total Facilities Manager will undertake a planned Dwelling Condition Assessment regime. The Total Facilities Manager will manage and report on all Dwelling Condition Assessment Data.

5.37 The Condition Assessments must make a determination as to the condition, safety, functionality, appearance, energy efficiency rating and remaining useful life of each agreed component of the Dwelling.

5.38 The Total Facilities Manager and HACS will agree as to how the Condition Assessment Data is gathered and stored, however, the aim is to ensure all Dwellings are assessed at least

once in a five (5) year period. To achieve this, the Total Facilities Manager or a suitably qualified sub-contracted firm will need to conduct approximately 3,360 assessments per annum. The minimum requirement is to implement a Condition Assessment regime that provides accurate planning information, undertaking a minimum of 840 Condition Assessments quarterly. In circumstances where an appointment has been made with the occupant of the premises and that appointment has been broken by the occupant, the Auditor's site visit, as evidenced by a calling card being left, will constitute a completed Condition Assessment.

5.39 The Condition Assessment Data will be used by the Total Facilities Manager to formulate programs required under **item 5.18 of this Schedule 2**.

