

Major Home Modification Program

This information sheet provides a brief overview of the LifeTec Major Home Modification Program

What is a Major Home Modification?

A major home modification involves making structural changes to a home in order to maintain a person's safety, health and independent living skills.

Funds are targeted towards "lower cost" modifications that are targeted to meet the clients "basic needs."

Who can apply?

The Major Home Modification Program can provide assistance to eligible persons, who are frail aged people and people with moderate to severe disabilities, including their unpaid carers, who live at home and whose capacity for independent living is at risk or who are at risk of premature or inappropriate admission to long term residential care and who are **not**:

- Public housing tenants; or
- Tenants renting from providers who receive funding to provide appropriate accommodation for people with a disability; or
- Where the modifications are considered to be the responsibility of the property owner or as part of the tenancy agreement; or
- People who are eligible to receive modifications through other programs such as the Department of Veteran's Affairs; or
- In palliative care; or
- Carers of people listed above.

Eligible persons must live within local government authority areas of Burdekin, Burke, Carpentaria, Charters Towers, Cloncurry, Doomadgee, Flinders,

Hinchinbrook, McKinlay, Mornington, Mount Isa, Palm Island, Richmond, Townsville and part of the Whitsunday Regional Council (former Bowen Shire Council area).

Ineligible work:

- Work that has already commenced
- Work that has previously been completed by the eligible person
- Work which is the responsibility of the landlord
- Work which goes beyond assisting the eligible person to maintain safety, health and independent living skills
- Work which is not supported by an Occupational Therapist
- Work on structures not previously approved by the relevant authorities

Major Home Modifications include:

- Lifts
- Stair climbers
- Ramps
- Basic bathroom modifications

Application process

A referral can be made by an individual, a family member, a carer or by a health professional.

LifeTec will engage an Occupational Therapist to undertake an assessment of the applicant's circumstances to determine what major modifications are required to the applicant's home to best suit the individual applicant's needs.

If funding is unavailable to undertake the major home modification/s at this time, applicants will be placed on a prioritised waiting list.

Client Contributions

LifeTec Major Home Modification Program may provide a subsidy of up to 50 per cent towards the total cost of the home modification. The client is required to contribute the balance of the costs. The client retains ownership of the modification

Please note: Work is unable to be undertaken on any premises rented on the private market unless:

- The lessor provides written approval for the dwelling to be modified: **and**
- The Lessor or client contributes 50% towards the total cost.

Feedback, complaints and review of decisions

If a client is dissatisfied with the work that has been undertaken by LifeTec staff or contractors or with a decision made by LifeTec, the client or their advocate is **encouraged to contact LifeTec as soon as possible to discuss their concerns** and resolve their concerns on a local level. If the client feels their concern has not been resolved by LifeTec or they do not feel comfortable contacting LifeTec, they can contact the relevant government complaints scheme to further discuss the concern.

If a client is uncomfortable about making a complaint, they can have an advocate of their choice to assist them in making the complaint. For further information, contact Queensland Aged and Disability Advocacy Service Inc.- phone 1800 818 338.

All complaints are investigated fairly and confidentially. Clients will not have their services affected or disadvantaged because they have made a complaint.

Both your positive feedback and complaints assists LifeTec to improve their services to our community.

For more information, please contact:

LifeTec

Major Home Modification Program

Domain Central

PO Box 8280

Garbutt, Townsville Qld 4814

Phone: 07 4759 5600 or 1300 885 886

Email: townsville@lifetec.org.au

Office Hours: 8.30am - 4.30 pm Monday to Friday

Disclaimer:

Every effort has been taken to ensure that the information contained in this information sheet is as accurate as possible at the time of compilation; the compilers take no responsibility for any errors, omissions or other mistakes. If an error or omission is detected, please contact LifeTec on 07 4759 5600 or 1300 885 886.