

Minor Home Modification Program

This information sheet provides a brief overview on minor home modifications that are installed by LifeTec Minor Modification Program.

What is a minor home modification?

Minor modifications include the installation of small grab rails, ramps, hand held showers, and the manufacture of customised chair and bed raising platforms.

Who can apply?

The Minor Modification Program provides assistance to eligible persons who are frail aged and people with a disability, 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.

Applicants must live within the Townsville City Council Local Government Area.

Client contributions

Clients must pay for the "cost of materials" prior to the installation of the minor home modification/s.

Application process

An application for minor modifications must be referred to LifeTec by an Occupational Therapist. LifeTec will not undertake any work that is not recommended by the Occupational Therapist. The Occupational Therapist is required to make an assessment of the applicant's needs and complete the required assessment documentation.

The assessment will include documents such as:

- A completed assessment tool which collects information about the applicant which is required to determine the applicant's eligibility for the minor home modification/s and for data collection purposes required by the government (ONI).
- Diagrams of the required minor home modifications, and preferably
- Photographs of the areas where the minor home modifications are to be undertaken.

When the required documentation is received by LifeTec, LifeTec will determine the eligibility of the applicant. When all of the required information has been obtained, LifeTec staff/contractor/s will contact the client to organise an appointment to undertake the necessary work to install the minor home modification/s.

LifeTec staff and/or contractors are unable to change the Occupational Therapists recommended minor home modification/s without first obtaining approval from the referring Occupational Therapist.

Work is unable to be undertaken on any premises rented on the private property market, or not owned by the applicant until LifeTec have received written approval from the property owner, or their authorised agent for the work to be undertaken.

LifeTec is not responsible for the removal of minor home modifications or any rectification

works associated with the removal of minor modifications if the applicant relocates from the property where the minor modification was installed.

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

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.