

## Housing Hub Home Modifications User Guide



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## Home Modifications

### Making your home right for you

A guide about making your home safe and easier to use.

Last updated, October 2024

**Home modifications:** Making your home right for you

What are home modifications?

Home modifications are changes made to your home to help you use the rooms and spaces easily and safely. They can also help make your daily tasks easier. The changes you need to make to your home might be small, like making a doorway wider in a wall that isn't holding up other parts of the home. These are called minor home modifications.

Or they can be big changes. For example, you might need to combine your bathroom and toilet areas and move things around to give you more room to use a hoist or shower chair. Big changes like this are called major home modifications. Is your home easy to live in, or could some things be changed?

If you are having trouble with daily tasks in your home, you might:

- Find it hard moving around your home safely
- Have trouble with personal care, like using your shower
- Not be able to use some rooms in your home
- Need changes to your home so your carers can support you safely

If you are deciding to have your home modified, there are lots of things to think about. But with expert advice, the right funding and a good support team, you can improve the way you live, work and enjoy your home.

#### **NDIS participants**

If you think you need to make changes to your home, ask for a meeting with your NDIS planner, local area coordinator (LAC), support coordinator or early childhood partner. They will look at your current NDIS Plan and advise you to talk with an occupational therapist (OT) who can help you with the next steps. If you are an NDIS participant, and want home modifications, you will need enough capacity building funding in your NDIS Plan for professionals to do your detailed assessment. To have your home modifications paid for by the NDIS, you will need support from:

- OT
- Home Modifications Assessor
- Building Construction Practitioner or Project Manager

[Learn about these on the NDIS website.](#)

#### **Quick Summary**

**Who** – You and your planner, local area coordinator, support coordinator, or early childhood partner.

**What** – Discuss your concerns and find out what NDIS can provide to support you with your living options.

**How** – You will require funding in your Capacity Building section of your plan to have the funds available for the assessment and the approvals phase of this project.

#### **Home modifications for people who aren't on the NDIS**

This guide has been made mainly for NDIS participants, but people with disability who are not funded by NDIS may also find this guide useful. The info on building and construction in Steps 4 and 5 will be useful for anyone who is looking to modify their home to make it easier to live in.

#### **How to use this guide**

This guide is set out in steps. Each step includes a short summary at the end, so you can find the info you need quickly.

## **Before you begin**

At the very start, you need to work out how big or small your home modifications will be and how much they will cost. You will need help to do this and it's best to speak with the NDIS first.

### **What the NDIS will pay for**

The NDIS will fund modifications to your home that are related to your disability, and are reasonable and necessary for you to live well in your home. The NDIS funding category is Capital Supports, which includes funding for buying one-off things you may need.

The NDIS will pay for home modifications that meet the [NDIS funding criteria](#). For the NDIS to fund your modifications, they must be:

- Related to your disability
- Legal and safe
- Value for money

The NDIS needs to know more about your home and living situation and will make decisions based on the way you live.

## **Home modifications to your existing home**

The NDIS will consider funding home modifications whether you own or rent your home. To decide this the NDIS need to know if the modification is likely to be value for money.

For example, minor home modifications are likely to be value for money if you plan to remain in your current home or have a lease for at least 12 months. Complex home modifications are likely to be value for money if you plan to remain in your current home or have a lease for at least 3 years.

Usually, the NDIS will only pay for one lot of home modifications on your home, so you need to think about what changes you need for now, as well as what things you may need in the future.

## **Home modifications on a new home**

The NDIS expects that if you are going to move house, you should look for a home that meets your access needs. If it has already funded home modifications on your current home, the NDIS expects that your next home will also suit your needs as much as possible.

But in most parts of Australia, finding an accessible home to rent or buy is really hard. Most people know this, but it is important to make this point if you are hoping to get NDIS funding for home modifications. The NDIS will want to know why you have chosen the home that you are moving into. The following might be important for your choice of home:

- **Price** – the new home is affordable
- **Size** – the new home has the right number of rooms for you and the people you choose to live with
- **Location** – the home is in an area that has good access to things like transport, shopping and employment
- **Disability access features** – the home may have good access for you, but there may be a couple of problems

(for example, front door step, shower recess with a screen etc)

## **Home modifications on a home you plan to build or buy**

If you are buying or building a new house, it is important to talk with the NDIS before finalising any plans. The NDIS will only fund modifications to a new home if it has been assessed by a Home Modifications Assessor. They will recommend the supports that will work for you.

### **For example, you might need:**

- Large rooms and wide hallways so you can easily move around
- Accessible benchtops, power points and light switches
- A level (flat) home entrance or one with few steps

Like any NDIS-funded modification, any changes will need to relate to your disability and meet the other [NDIS funding criteria](#).

The NDIS will fund the modifications they have approved for your new home. Funding will be available for the costs of changing a standard feature to a disability specific feature.

## **Home modifications on a rental property**

Before the NDIS will fund home modifications in your NDIS Plan for a home you are renting, you need to give the NDIS written approval from the owner of the home.

The NDIS will also want to know that you won't be moving out of the home soon, so the approval from the owner should also say that they are happy for you to keep living in the home. You should give this letter to the NDIS with your home modifications assessment.

If you are renting, the NDIS needs to know if your landlord will need the home modifications removed at the end of your lease. The NDIS may fund the removal of your home modification if as long as they agree to it before they fund the modification.

You need to give this to the NDIS in writing, so the extra removal cost can be included in the total funding.

## **Home modifications and Specialist Disability Accommodation (SDA)**

If you have very high support needs, you might be living in a specially designed home. The NDIS calls this Specialist Disability Accommodation (SDA).

Because an SDA home has already been built with disability access as part of its design, the NDIS will not fund home modifications to an SDA home. However, the NDIS will fund minor changes called 'Home Adaptations' (under \$10,000) and/or provide support for appropriate Assistive Technology (AT).

### **Some small changes you require might be:**

- A shelf moved to a better height for you to reach
- Grab rails installed (if not already)
- The position of a bathroom basin to suit your needs

## **Some AT that helps you move freely and use your home easily might include:**

- Walking aides
- Temporary ramps
- A shower chair

You can learn more about AT and home adaptations in this [Housing Hub guide](#).

### **What the NDIS won't pay for**

The NDIS won't pay for changes to your home that aren't related to your disability.

The NDIS won't pay for home modifications to a Specialist Disability Accommodation (SDA) home. If the NDIS pays for you to live in SDA, your SDA home should come with the features you need to live well. But the NDIS may pay for any Assistive Technology (AT) and home adaptations you need. For more info about AT and home adaptations in SDA, see this guide.

The NDIS also won't pay for 'premium finishings' – things like fancy tiles, taps or light switches. The NDIS will pay for standard fittings and finishings, but you can choose to pay the difference yourself if you want premium fittings and finishings that achieve the same outcome.

### **Step 1 – Think about what you need**

What changes would help you use your home better?

**To start, have a really good think about if you can move around your home easily and safely. Think about:**

- **Are any rooms or spaces unsafe for you?** Are there steps or slippery floors you might fall on? Are there light switches you can't reach or turn on? Is your shower over a bath, making it hard for you to get in and out of safely? Is the oven too high for you?
- **Are there things that are hard for you to do in your home?** Do you have enough room to transfer to the toilet, or to the shower chair, or from your bed? Are the doorways too narrow for you to get through in your wheelchair? Is the kitchen bench too high for you to use?

You may have had changes in your physical capacity in recent times, or you might be moving into a new home that needs some changes to be accessible for your free movement and daily activities.

Your next step is to talk about your concerns with your OT. If you don't have an OT, your plan manager or support coordinator can help you find a good OT with the right skills to help you identify barriers.

### **Some examples of problem areas:**

- Do you have steps or stairs in your home?
- Do the doorways, hallways and rooms in your home have enough space for you to move around comfortably?
- Does the bathroom suit your abilities? Can you safely get in and out of the bath or shower? Can you go to the toilet easily?
- Can you confidently and safely use your kitchen? Can you reach cupboards, bench tops, open and close the refrigerator, use the cooktop and oven? Are the sink and taps at the right height for you?
- Is the lighting in your home right for you?

## Quick Summary

**Who** – You, your support team and your OT.

**What** – Time spent in your home to see how you manage your daily routines and self care. You and the OT will identify changes that will help you do things more safely and easily.

**When** – This visit can take place before or after you speak with your NDIS planner, local area coordinator or support coordinator.

**Are there simple ways to make changes for your access needs?**

The NDIS will fund equipment or Assistive Technology (AT) to make your home safer and more accessible. You might only need simple things done to help you manage more easily, without having to go into the process of a home modification. These changes are called Home Adaptations and/or AT. An OT will help you decide what will work well for you and recommend equipment such as:

- Grab rails
- Accessible tapware or a hand-held shower
- A weighted shower curtain
- Lever door handles
- Portable ramps

Things like these are available from disability equipment retailers, service providers or home improvement stores. You may need to use core funding from your NDIS Plan to buy these and install them with help from your support workers, a handyman/tradesperson and your OT.

If low cost AT is not included in your current plan, your OT can write a short report or recommendation and you can use core funding to pay for these things. To learn more about home adaptations and AT, and to work out if they might be right for you, see our guide to [AT and Home Adaptations](#) here.

## Quick Summary

**Who** – You and an OT, support workers and appropriate tradespeople.

**What** – A home visit to look at simple solutions to help you manage better. The purchase of items from retail outlets. Installation of simple items and equipment .

**When** – If there is installation work to be done, choose a time that will suit you best, either before you move into your new home or if you are not moving, at a time that will work well with your usual activities.

## Resource

You can also use an advice service like the Home [Modification Information Clearinghouse](#).

## Step 2 – Assessment for home modifications

The NDIS wants to know that any modifications to your home are going to work well for you and are good value for money. Sometimes, other home and living supports or Assistive Technology (AT) may be more appropriate for you. So before the NDIS pays for the modifications, it asks for an assessment.

Home modifications can be minor (small), or major (big):

- Minor home modifications (category A) – up to \$10,000
- Minor home modifications (category B) – between \$10,000 and \$20,000
- Major (or complex) home modifications – more than \$20,000, or include big changes to your home (like moving walls that hold up the roof), or include changes to your bathroom

For minor home modifications (category A), the assessment can be done by any OT. For minor home modifications (category B), the assessment must be done by a special type of OT, called a Home Modifications Assessor.

**For major home modifications, there will be 2 parts to an assessment:**

1. A Home Modifications Assessor report on your access needs
2. A building construction practitioner's advice on the work to be done, including costs.

Also, 2 service providers' (builders) quotes are needed if the work will cost more than \$20,000

#### **The Home Modifications Assessor Report**

This report is key to make sure you have the support you need and what changes will help you manage better in your home. To begin, have a really good talk with an OT about your needs and the ways that your life could be easier, safer and better if the right changes are made to your home..

If you agree that work to your home should be done, and you need funding, a report must be prepared by the OT and given to the NDIS. Remember, if the work to be done will cost more than \$10,000, the OT must be a Home Modifications Assessor.

Usually, the NDIS will only pay for one lot of home modifications on your home, so you need to think about what changes you need for now, as well as what things you may need in the future. This is really important if your disability support needs are likely to change over time.

You should also think about how long you will live in your current home. For example, if you plan to move in with your partner next year, you may decide not to get your home modified now.

#### **Quick Summary**

**Who** – You and an OT who is a qualified Home Modification Assessor.

**What** – Several visits to your home to carefully work out what changes are needed. Then a detailed report is prepared by the Home Modifications Assessor.

**When** – After you agree on what changes will be necessary, you are ready for the Home Modifications Assessor to write a detailed report for the NDIS.

#### **NOTE**

An assessment report may trigger a review of your current NDIS Plan so that the funds you need can be included.

#### **Resource**



Learn more about home modification assessors and how to find them on the [Occupational Therapy Australia website](#).

#### **The Building Construction Practitioners' Estimate & Plan**

Next is the advice, quote and plan for the building work from a building construction practitioner, who can:

- Give advice on the design and cost of home modifications
- Explain what work needs to be done
- Provide plan drawings and elevation drawings so builders can give quotes on the works
- Help to select the builder and/or tradespeople who will work on your home
- Review builders' and/or tradespeople's contracts

The costs of the work will be a big part of the assessment report that the building construction practitioner does for the NDIS. For major works (over \$20,000), the NDIS needs 2 quotes from qualified service providers (builders), to make sure the modifications will be value for money and be done well. For work that will cost less than \$20,000, the NDIS will use fixed prices – [see the NDIS website for more info](#).

#### **The final assessment report**

Before the assessment report is finished, it's important to hold a meeting with your Home Modifications Assessor, your building construction practitioner and your planner or support coordinator. At this meeting, you can make sure everyone agrees on the details of your home modifications.

It's important that you are really sure that what you want and need is clear to everyone and you are sure of the outcome you want.

#### **The final report should include:**

- Detailed information about your support needs
- All the necessary costs and up-to-date quotes
- Info about the building construction practitioner or project manager
- Costs of short term accommodation if you need to be away from your home while the work is done – including moving costs.

You may be able to pay for some of these things from core supports in your NDIS Plan, but you need to make sure you have enough in the budget.

#### **Quick Summary**

**Who** – You and your OT, a qualified Home Modification Assessor and a building construction practitioner, your support coordinator, NDIS planner.

**What** – A series of meetings and visits to your home by your Home Modification Assessor, then meetings with the building construction practitioner. Then a final meeting with all involved.

**When** – After your Home Modifications Assessor has a clear idea of your access needs, have a meeting with the building construction practitioner to talk about what work needs to be done (scope of works). Then, home visits will be required for at least two builders to do quotes for the scope of works.

## NOTE

It's best to have your OT or Home Modification Assessor with you when the building construction practitioner visits, so that everyone is sharing the same info and has a record of the changes you need.

## Resource

The NDIS have [assessment templates](#) on the NDIS website that your OT or Home Modification Assessor can use and submit.

### Step 3 – Planning the modifications

**When the NDIS has approved your home modifications funding, it will be put in the Capital Supports section of your NDIS Plan. You are ready to begin the home modification project. The capital support funding will be managed the same as the rest of the funding in your plan:**

- By you if you are a self-managed participant
- NDIS managed, or plan managed

#### Project planning and timing

If you are doing major home modifications, you will need to get together with your building construction practitioner, the Home Modification Assessor and a selected builder to draw up a project plan. If your home modifications are minor, your OT and builder may be able to work with you on this.

#### Your project plan should include:

- Scope of works – explains each part of the work and says how much it will cost)
- Time frames – an agreed plan of when each part of the work will be done
- A payment schedule – that says when pieces of the work and materials will be paid for
- Compliance documents – builders registration, permits etc
- Plan drawings and elevations – with exact measurements and locations of everything that will be fixed in place (toilet, sink, cabinets, ramps powerpoints etc)
- List of materials and items – exactly what things will be used (what tiles, tapware, vanity, cabinetry etc)
- Site preparation

## Resources

[Liveable Housing Design Standard](#)

[Liveable Housing Australia Design Guidelines](#)

[NDIS assessment templates](#)

#### Selecting a Builder

Finding the right builder to do your home modifications is very important, and you need to feel sure that they will do a really good job. You might already know a tradesperson you prefer.

Or you might find someone through your friends and family. If not, your Home Modifications Assessor, building

construction practitioner or a building works project manager can help you find a builder to do the work. Next, you should make a shortlist of possible builders and meet with at least two different tradespeople. The builder or tradesperson must supply you with a quote for the work. Your builder must have the right qualifications, registration, and insurance before they do the work. A building construction practitioner, or building works project manager can help you check these things. Sometimes the NDIS will say you have to use an NDIS-registered builder to modify your home.

**Do you need to use a registered NDIS provider?**

The builders you can use depend on how your home modification funding is managed in your NDIS Plan:

- Agency Managed – the builders need to be NDIS registered
- Self Managed, or you use a registered plan manager for your plan budget – builders don't need to be NDIS registered

Registered NDIS providers need to follow the [NDIS Quality and Safeguards Commission's](#) rules for quality and safety.

### Quick Summary

**Who** – The building construction practitioner or project manager, together with you and selected builders.

**What** – Meet with at least two builders, discuss scope of works, timelines, contracts etc.

**How** – Talk with building construction practitioner about best quotes, and builder's skills.

**Where** – At your home.

**When** – It is best to choose a builder after the initial assessment so their quotes can be included in the final assessment report to the NDIS.

### Approvals and Permits

You and the builder or tradesperson who is doing the work have to make sure your home modification complies with Australian laws – the NDIS does not do this. You and the builder or tradesperson must make sure that your home modifications don't go against:

- State, territory, and local government Acts and regulations
- [The National Construction Code](#)
- Relevant Australian standards

You must also get any building permissions or approvals required by your local council.

### Special Note

If you don't have the right approvals and permits, it can affect your home insurance.

### Quick Summary

**Who** – You and the building construction practitioner.

**What** – Compliance documents for permits and building regulations.

**How** – Get advice from the building construction practitioner who can let you know what compliance permits and approvals are required.

**When** – After the initial assessment and before work starts.

## Resource

Learn more about checking builder qualifications, registration, and insurance on your state or territory building authority website:

- [ACT](#)
- [New South Wales](#)
- [Northern Territory](#)
- [Queensland](#)
- [South Australia](#)
- [Tasmania](#)
- [Victoria](#)
- [Western Australia](#)

## Step 4 – Building

Your builder will be working to the scope of works, using the measurements and details in the plan drawings prepared by your OT (for minor home modifications), Home Modification Assessor or building construction practitioner. They can start work once you have NDIS funding and work to the timeframes agreed in the contract. But before the work starts, there are some other things to think about:

- You may need to move out of your home while building work is done
- You may have to do things in your home to get it ready for the building
- You have to think about how to keep your things safe during the building work

### Somewhere to live while the work is done – Short and Medium Term Accommodation

You might need to move out of your home while the modifications are done. It may be just for a few days, or for much longer. Where you stay during this time is called **Short Term Accommodation (STA)** and can be funded from your Core Supports budget in your NDIS Plan.

### STA could be:

- Respite
- Accessible accommodation options (like hotels, respite service providers, farmstay cottages etc)

STA is usually funded for up to 2 weeks at a time. If you need to move out of your home for more than 2 weeks, you may need to ask the NDIS for Medium Term Accommodation (MTA) funding. The housing options you can live in with STA or MTA funding are often the same, it is just the funding that is different.

If you need somewhere else to live while your modifications are done, talk to your OT, support coordinator, local area coordinator, early childhood partner or planner.

Depending on where you live and your access needs, finding accessible STA or MTA can be hard. It's important to have your temporary home booked well ahead of when your modifications will start.

It is good to add a couple of days extra STA or MTA on either end of the modification time in case of delays, and to give yourself plenty of time to pack up and move.

You may need to take special equipment with you to your STA or MTA – make sure you organise this well ahead of your moving date. Some equipment can only be moved by disability equipment providers.

Your regular support workers can assist you to pack and move. Book them well ahead of the moving date so that you have the right amount of support and to avoid stress. It helps to prepare a list of what you need to take with you, as you might not be able to access your home while the modifications are being done.

## **Quick Summary**

**Who** – You, your OT, partner, family and support workers.

**What** – Short or medium term accessible accommodation – respite service providers, hotels, cottages etc. Funding in Core Supports can be used for these types of accommodation.

**How** – Get help from your support coordinator or OT to help find good STA or MTA options that will be accessible for your needs.

**Where** – A location that is good for you and not too far from home.

**When** – Book well ahead of the work starting.

### **Getting your home ready**

Most modifications to your home will cause some amount of mess and dust. Make sure the builder or tradesperson has agreed to clean up properly after doing the work. Your contract should include a clause that says all builders' waste and rubbish is to be removed, including old items or waste from any demolition work (cabinetry, old toilets, sinks etc).

Home modifications demolition work can be:

- Taking out an existing wall between rooms
- Removing existing fixtures (cupboards, sinks, toilets or shower recess)
- Knocking out a doorway to widen the space
- Removing steps to put in a ramp
- Tiles or other flooring in a bathroom to install new plumbing or tiles

Demolition work can cause a lot of dust and builders' mess. Even minor work can be untidy and dirty, so be ready for this and protect your home and things as much as possible before the work begins. A good way to do this is to have the help of your support workers, who can:

- Cover furniture and shelving with cloth or plastic sheets
- Close and seal doors to other rooms with painters' tape
- Put protective mats down to protect flooring where the builders or tradespeople will go through
- Remove your furniture and other things that could be broken from the work area

- Put away pictures, ornaments and other special things so they don't get broken

### **Quick Summary**

**Who** – You, your family and/or your support workers.

**What** – Get your home ready by clearing the work area and sealing off other parts of your home.

**When** – Right before the modification work starts.

#### **Management of the work**

Once the modification work starts, you need to keep in touch with your building construction practitioner and the builder. Double check that timelines are confirmed and ask if there are any likely delays.

**Site Visits** – Make sure the building construction practitioner or project manager or OT visits the site to check the work as it is being done, so any problems can be found and fixed early. Also, make sure your OT or Home Modifications Assessor checks the work before it is finished too, to make sure any differences between the plans and the finished work won't affect the way you use your home. You may wish to go and see the work yourself. If you do, this should be agreed before work begins.

**Progress reports** – If you can't go and see the work yourself, ask for photos and updates from your building construction practitioner at each stage of the modification. For example, this might be when a new floor has been laid or the plumbing and tapware has been put in. You will want to check that it is what you agreed to and in the right place. Your building construction practitioner and the builder should give you honest updates.

### **Quick Summary**

**Who** – You, your building construction practitioner, the builder and your OT.

**What** – Updates and photos on how the work is going.

**When** – At each stage of the modification until work is finished.

### **SPECIAL NOTE: Keep your home safe**

It's important to make sure your home is safe while the modifications are done. You can do this by putting a key safe on your property so that the builder and contractors can access the property when you are not there.

#### **Step 5 – When the work is finished**

When the work is finished it's time to get back to your everyday life. Before this can happen, your modification work must be made ready for your use. The final things to be done are:

- Clean up builders' works in modified areas
- Possible deep clean of your whole home if it needs it
- Buy any extra low cost assistive tech items

#### **Clean up**

The builder has to clean up all areas of your home affected by the modification work. There should be a clause in your builders contract or scope of works which says:

- The home must be ready for your immediate use
- Any adjustments or minor changes need to be done
- A final site inspection will be done to make sure you are happy with the work

### **Quick Summary**

**Who** – The builder and your building construction practitioner.

**What** – The home modification works are completed, and all affected areas cleaned and ready for your immediate use. A final inspection and report.

**When** – At the completion of the building work and prior to your use.

### **Purchase and installation of extra equipment**

When the main modification work has been done, there may be extra things you need to help you manage your modified home, for example:

- Custom made shower curtain
- Drop down handrails
- Shower equipment (shower chair or stool etc)
- Internal cabinetry (lazy susan-type cupboard access)

You can buy some of these extra things with your low cost AT budget from your Core Support budget. Your OT will be able to assist you select and buy these things.

### **Quick Summary**

**Who** – You and your OT and the building construction practitioner.

**What** – Extra access aids and equipment to assist you in your modified home.

**When** – At the completion of the building work and prior to your use.

### **Domestic Deep Clean**

Even if you have carefully prepared your home for modification, there may be dust and dirt caused by the work that is not the builders' responsibility. The NDIS will fund a deep clean if necessary.

Your OT, or support coordinator, plan manager or local area coordinator can assist you to find a company to come to your home to do a thorough clean.

You may not be able to be home when this happens, so it's best to have a family member or a support worker on site to provide access for the cleaners, check their work and close up once they have finished.

### **Quick Summary**

**Who** – You and your OT, support coordinator, plan manager, commercial cleaning company.

**What** – A deep clean of your entire home.

**When** – When the work is finished and before you move back home

#### Evaluation

When all the work is done, it is important to make sure you are happy with the job. The best way to do this is with the help of your OT and the building construction practitioner. They will need to come to your home and discuss the modifications to see that all is working as expected. You should be able to:

- Move around your home more easily and safely
- Use the changed spaces better than before the modifications
- Enter and exit your home with less difficulty

Sometimes there might be minor adjustments needed. For example, a light switch might have been installed too high, or a cupboard door does not open properly. These can be fixed by getting in touch with the builder/tradespeople and asking them to fix the problem.

#### What to do if things go wrong

**If there is a more serious problem, where the work has not been done as set out in the modification plans, it's important to get things looked at straight away.**

Your builder is responsible for doing good and safe work. If you have concerns about your home modification, talk with your builder so they know your concerns and can fix any problems.

If you can't talk about the problems with the builder yourself, and you have a building construction practitioner, ask them to help you go through any problems with the builder or tradespeople who did the work.

In each state and territory there is a building authority that has info about making a complaint about builders and tradespeople:

In Victoria, you can contact the Victorian Building Authority if you have a complaint:

#### [Problems and complaints | Victorian Building Authority](#)

The [NDIS Quality & Safeguards Commission](#) is there to protect you when you buy domestic, household or personal goods or services using your NDIS funding, including from builders.

See the next section for more info.

The Australian Competition and Consumer Commission has some [helpful info for consumers with disability](#) if you have a complaint or need advice.

#### Is the NDIS Responsible?

The NDIS is not responsible for fixing work that has been done. But if your builder or tradesperson is a registered NDIS provider, they need to follow special quality and safety rules that are made by the NDIS Quality and Safeguards Commission.



You can tell the NDIS Quality and Safeguards Commission about an NDIS provider that hasn't done good or safe work – [how you do this is shown on the commission's website here](#).

## More info

### NDIS resources

The NDIS website has lots of info about the things in this guide. Here are some links that might assist you:

- [Home modifications explained](#)
- [Home Modifications Guidelines](#)
- [Assistive Technology Guidelines](#)
- [Home automation](#)
- [Mainstream and community supports](#)
- [Home Modification Assessors](#)
- [Home modifications guidance for builders and designers](#)
- [Modifications to a new house build](#)
- [Your rights](#)

### Advocacy Services

If you need someone to speak up with you, then you can ask your support coordinator, or a family member, friend or other person you trust. You can also ask an advocacy organisation to support you. You can find a list of advocacy organisation on the [DANA website](#), or you can use [Ask Izzy](#), or call the Disability Gateway on **1800 643 787**.

### NDIS Housing Advice Line

If you have questions about home modifications and if they might be right for you, you can call the Housing Hub's Housing Advice Line on **1300 61 64 63**, or email [housingoptions@housinghub.org.au](mailto:housingoptions@housinghub.org.au)

You can call our NDIS Housing Advice Line, Monday to Friday, from 10am to 3pm (Sydney/Melbourne time). Outside these times, you can leave a message and we will call you back.

## Housing Hub:

Home Modifications: Making your home right for you

### Housing Hub

[hello@housinghub.org.au](mailto:hello@housinghub.org.au)

[www.housinghub.org.au/contact](http://www.housinghub.org.au/contact)

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## Citation Guide

Trengove, J & Patton, V. (2024). Home Modifications – Making your home right for you: April 2024. Housing Hub.

## Acknowledgements

Thanks to those who contributed to this guide for their time and valuable insights. In particular, thanks to Alison Pettit for her expert review, Bianca Iovino for editorial input and Daniel Longworth for design support.

[housinghub.org.au](https://housinghub.org.au)



## Documents / Resources

	<p><a href="#">Housing Hub Home Modifications</a> [pdf] User Guide Home Modifications, Home Modifications, Modifications</p>
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## References

- [Housing Hub](#)
- [Housing Hub](#)
- [Housing Hub - Contact Us](#)
- [User Manual](#)

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