



Specialised Assessor Housing Manual

Auckland and Northland Region



ENVIRONMENTAL HEALTH MANAGEMENT SERVICES LIMITED

PO Box 27 804, Mount Roskill, Auckland, New Zealand. 18a Frost Road, Mount Roskill, Auckland.

freephone 0508 001 002  09 620 1700  09 620 1702

accessible HOUSING MODIFICATION MANUAL • SEPTEMBER 2004



Specialised Assessor Housing Manual

Auckland and Northland Region

September 2004

Welcome to the Specialised Assessor Housing Manual for the Auckland Region/Northland Service Area (including Northland) of the Ministry of Health (MoH).

This Manual has been a long time in the total creation and has been formally published following confirmation of final detail. This manual has been created for use as a resource for you and your clients in the **accessible** housing modification application process.

This Housing Manual has been reviewed by:

Specialised Assessors in Auckland and Northland
MoH Auckland region/Northland Service Area team members including DEAS partners
MoH Disability Support Services
Disability Awareness Consultant

accessible wishes to thank all those people who have given their time and feedback so generously during the development of this Manual.

TABLE OF CONTENTS

1	Introduction	7
2	Eligibility Criteria	7
3	Definitions	8
3.1	Person	8
3.2	Disability	8
3.3	Specialised Assessor	8
3.4	NASC	8
3.5	Caregiver	9
3.6	Primary Carer	9
3.7	Housing Advisor	9
3.8	Essential disability related need	9
3.9	Desirable	9
3.10	Cost Effective	9
3.11	Priority	9
3.12	Home	10
3.13	Plans and Specifications	10
3.14	Building Consent	10
3.15	Code Compliance Certificate	10
3.16	Housing Modification	10
3.17	Make-good	10
3.18	Rectification	10
3.19	Retrospective Funding	10
3.20	Detailed Quotation	11
3.21	Maintenance period	11
3.22	Structural	11
3.23	Mobility into and within the home	11
3.24	Return to, or remain in his/her own home	11
3.25	Consultant/s	11
3.26	Extenuating Circumstances	11
3.27	accessible	11
3.28	Enable Information	11
4	Exclusions	12
5	Roles and Responsibilities	12
5.1	accessible	12
5.2	Housing Advisor	13
5.3	Specialised Assessors	13
5.4	Person with a Disability, their Advocates, Family or Whanau	14
5.5	List Contractors	15
5.6	Consultants	16
5.7	MoH - Auckland Region/Northland Service Area	17
5.8	NASC service (Needs Assessment Service Co-ordination)	18
5.9	Work and Income New Zealand	18
5.10	Property Owner (Housing New Zealand Corporation (HNZC), Territorial Authority, Private) ..	18
6	Funding	18
6.1	Funding Levels	18
6.2	Second Housing Modifications of the Same Type	18
6.3	Income and Asset Testing (I&A Test)	19
6.4	Additional Costs	20

TABLE OF CONTENTS

6.5	Variance to Contracts	20
6.6	Building Consent	21
6.6.1	What requires a Building Consent	21
6.7	Code Compliance Certificate	22
7	Terms and Conditions	22
7.1	Privacy Act	23
8	Housing Modification Levels	24
9	Processes and Procedures	25
9.1	Funding Approval	25
9.2	Priority Rating	25
9.3	Inclusion on the accessible Contractor List	26
9.3.1	Removal from the accessible Contractor List	26
9.3.2	Removal from the Contractor List	26
9.4	Assessment	27
9.5	Plans and Drawings	27
9.5.1	Sketch Plans	27
9.5.2	Working Drawings	27
9.6	accessible Housing Modifications Master Specifications and Trade Summaries	28
9.7	Approval of Plans and Specifications	28
9.7.1	Person	28
9.7.2	Property Owner	28
9.8	Obtaining Quotes	28
9.9	Preferred Quotes	28
9.10	Make-good	29
9.11	Incomplete or Incorrect Applications	29
9.12	Declined Applications	29
9.12.1	Partially Declined Applications	29
9.13	Payment of Invoices	30
9.13.1	Progress Payments	30
9.14	Application Process	30
9.14.1	Approved Priority 1 Applications	31
9.14.2	Priority 2 And 3 Applications	31
9.15	As funding Becomes Available (for all levels of Priority)	31
9.16	Process for applications requiring accessible Housing Advisor involvement	32
9.17	Housing Modifications where a Consultant may be required	32
9.18	Income and Asset Test Process	33
9.19	Where the person does not wish to be I&A Tested	34
9.20	Requests for Additional Funding	34
9.21	Final Inspection	35
9.22	Notice of Satisfaction	35
9.23	Disputes/ Issues Arising from the Modification Process	35
9.23.1	Other issues	36
10	Specific Modification Criteria	36
10.1	Bedrooms	36
10.2	Covered Transfer Areas	36
10.3	Fencing	36
10.4	Garage Door Openers	37
10.5	Handrails	37
10.6	Heating/Air Conditioning	37

TABLE OF CONTENTS

10.7	Kitchen Modifications	38
10.8	New Buildings	38
10.9	People with a Terminal Condition	38
10.10	Ramps/Easy-steps	39
10.11	Stairlifts/Platform lifts/Hoists	39
10.12	Relocation	39
10.13	Repairs and Maintenance	40
10.14	Services	40
10.15	Toilets	40
10.16	Paths and Driveways	40
10.17	Level Access Shower	40
10.18	Storage and Cupboards	41
10.19	Lighting	41
11	Review and Appeal Rights	41
11.1	Applications Not Supported by the Specialised Assessor	41
11.2	Review of Decision	41
11.3	Review of Assessment	42
12	Audit of Actions	42
12.1	<i>accessible</i>	42
12.2	Specialised Assessors	42
13	Application Forms	43
14	Appendices	49
14.1	Ministry of Health Priority Guidelines	
	Priority Bands for <i>accessible</i> Referrals for Environmental Support Services	50
	Housing Application Process	53
	Prioritising Applications for <i>accessible</i>	54
14.2	Housing Modifications Trade Summaries	
	Carpentry	55
	Plumbing	57
	Electrical	58
	Painting and Paperhanging	59
	Glazing	60
	Vinyl Flooring	60
14.3	Housing Modification Master Specifications	
	Access ramps	62
	Domestic passenger lift (over 1.000m travel)	63
	Door widening	65
	Easy steps	66
	External handrails	67
	Internal handrails	68
	Fencing	69
	Level access shower	70
	Platform lifts (up to 1.000m travel)	72
	Shower over bath	74
	Wheelchair accessible vanity	76
14.4	Review and Complaints Procedure	77
14.5	Recommendation to use a Consultant	80
14.6	Useful Addresses	82

1 INTRODUCTION

This manual outlines the procedures and responsibilities for the assessment and purchase of housing modifications for people with disabilities living within the area covered by the Auckland Region/Northland Service Area.

MISSION STATEMENT

accessible will deliver services pursuant to its Contract with MoH in such a manner that respects the dignity, rights, rehabilitation, needs and cultural values of all the service users.

accessible has been contracted by the MoH to approve and provide housing modifications for people with disabilities when the relevant eligibility criteria is met and the correct process to access funding has been followed.

The goal of **accessible** is to provide an efficient management of resources and to deliver an effective service to eligible clients to enable them to overcome identified barriers to participation (as a direct result of their disability), by meeting their essential need for environmental supports to remain in their own home in terms of **accessible's** Contract with MoH.

accessible is committed to providing a service delivered in an equitable manner ensuring there are no barriers to access through cultural beliefs and practices (where 'cultural' denotes age, gender, ethnicity, disability or sexual orientation). Additional information regarding a person's rights when accessing health and/or disability services can be found in the 'Code of Health and Disability Services Consumers' Rights'.

Issued in April 2001 THE NEW ZEALAND DISABILITY STRATEGY is a guiding document when providing services to people with a disability. The strategy's aim is to remove barriers that prevent people with disabilities participating within society and enable them to achieve their potential. The POSITIVE AGEING STRATEGY has ensured **accessible** acknowledge the needs of the Auckland Region/Northland Service Area increasingly aged population. **accessible** is active in working alongside related agencies e.g. Housing New Zealand Corporation and Territorial Authorities to ensure processes are aligned for the benefit of the client. **accessible** has embraced both of these strategies in the development of this manual.

2 ELIGIBILITY CRITERIA

accessible approves and provides housing modifications on behalf of the MoH for people with disabilities when the relevant access and eligibility criteria have been met and the correct procedures have been followed to obtain funding.

The person must meet the following criteria to be eligible for essential need housing modifications through the MoH:

1. The person must have a disability as defined in the Ministry of Health Funding Agreement as follows:

"A person who has been assessed as having a physical, psychiatric, intellectual, sensory or age-related disability (or a combination of these) which:

- a Is likely to continue for a minimum of six months and result in a reduction of independent function to the extent that ongoing support is required; and
- b Is not as a result of a personal injury by accident for which eligibility for cover and entitlement has been confirmed under the Injury Prevention, Rehabilitation and Compensation Act 2001 or any legislation in substitution or amendment or modification ("Injury Prevention, Rehabilitation and Compensation Act"); and
- c Irrespective of whether that person is receiving Personal Health Services"

In terms of Disability Support Services Operating Group, the definition of disability excludes psychiatric disability.

2. The person must reside within the area covered by the Auckland region/Northland Service Area (including Northland) of the MoH.
3. The person must be a New Zealand Resident, or qualify under a reciprocal funding agreement.

The person has had an assessment by a Specialised Assessor and it is determined that the housing modifications are essential to meet a need, to enable the person to:

- a Have mobility into and within the home; or
- b Return to, or remain in the home; or
- c Be the primary carer of dependent children

Any person whose disability is as a result of an accident, trauma or injury and/or who has entitlement for payment under the Injury Prevention, Rehabilitation and Compensation Act 2001, is specifically excluded from access to this service.

The criteria for prioritisation guidelines DO NOT over ride existing eligibility criteria as defined in this manual and NASC services CANNOT over ride existing criteria to access funds administered by **accessible**.

Additional information regarding a person's eligibility for environmental support services can be found in the Ministry of Health's 'Guide to Eligibility for Publicly Funded Personal Health and Disability Services in New Zealand' (MoH, November 1998).

3 DEFINITIONS

3.1 PERSON

Throughout this manual the term 'person' refers to the person with a disability, who is eligible to have housing modifications approved and carried out on their own home (or the home in which they are living with the consent of the house owner). The person may choose to involve members of their family, friends and whanau throughout the housing modification process.

3.2 DISABILITY

A person with a disability is a person who has been identified as having a physical, intellectual, sensory or age-related disability (or a combination of these) which is likely to continue for a minimum of six months and result in a reduction of independent function to the extent that ongoing support is required.

3.3 SPECIALISED ASSESSOR

Specialised Assessors hold certain areas of accreditation/registration that relate to their qualifications and experience within that field. The areas of accreditation refer to the types of environmental support services that the Specialised Assessor has the skills to recommend.

3.4 NASC

Needs Assessment and Service Co-ordination (NASC) agencies provide a single point of contact to develop support service packages for people with disabilities.

- Needs Assessment aims to accurately identify and prioritise a person's needs based on their required level of support
- Service Co-ordination aims to identify the most appropriate support service options to meet a person's assessed needs, and to ensure that resources are used as efficiently and effectively as possible

NOTE: The MoH currently has work underway to develop a national protocol between NASC agencies and Specialised Assessors.

3.5 CAREGIVER

A caregiver is deemed to be someone who resides with or provides ongoing support for a person with a disability and is not employed to provide that service and who is regarded by the person with a disability as that person's caregiver. In addition to housing modifications for the person, housing modifications may be purchased to allow the needs of the caregiver to be taken into account e.g. a frail spouse caring for a partner.

Housing modifications may also be considered where the housing modification reduces the need for external/additional MoH purchased support, e.g. personal and domestic assistance. To access this option the person must participate in a facilitated needs assessment, by a NASC service.

3.6 PRIMARY CARER

Housing modifications may be purchased to enable:

- a person to carry out their role as the primary carer of dependent children (dependent can be defined by either the age of the child or their disability dependency)
- a child with a disability to receive disability related care

Housing modifications may also be considered where the housing modification reduces the need for external/additional MoH purchased support, e.g. personal and domestic assistance. To access this option the person must participate in a facilitated needs assessment, by a NASC service.

NB: A primary carer or caregiver is considered an unpaid carer (usually a spouse, partner, adult child, parent or full time guardian).

3.7 HOUSING ADVISOR

Professional person employed by **accessable** to provide a consultancy, advisory and educational service on all technical aspects of housing modifications and all matters associated with housing modifications.

3.8 ESSENTIAL NEED

Essential need means that there is no other viable alternative. Without the housing modification the person would be subject to avoidable harm and would not be able to return to or remain in their own home. Where the person has other options available or can 'make do', the criteria of 'essential need' is not met.

3.9 DESIRABLE

If the housing modification will only improve the quality of life for the person, this is classified as desirable and does not meet the eligibility criteria.

3.10 COST EFFECTIVE

Cost effective is the most economic and appropriate solution suited for the person's needs. This does not necessarily mean the least expensive option available.

3.11 PRIORITY

The principle is that those who have the greatest exposure to risk will have their needs met first. This means ranking the risk for the safety and security of the individual if housing modifications are not provided; i.e. ranking the substantiated need of this person relative to the needs of others with substantiated needs.

3.12 HOME

The person's 'home' is where the person resides (lives and sleeps). This includes rented properties, e.g. private landlord. Where the person is living in different homes during the week, the decision as to which home to modify is the person's dependant on the current MoH criteria. If the person is under shared care (i.e. foster care, separated parents) the Specialised Assessor should consider portable equipment to solve the identified needs. In all cases only one environment will be modified.

3.13 PLANS AND SPECIFICATIONS

The documents, according to which building work is proposed to be constructed, altered, demolished or removed. They consist of drawings, specifications and/or the housing modification schedules.

3.14 BUILDING CONSENT

Building Consents are obtained from the Local Authority concerned (Territorial Authorities) when they are satisfied that the plans and specifications submitted to them show that the proposed housing modification will, when completed, comply with the New Zealand Building Code (1991) and/or any local or territorial authority or building standards in lieu thereof or as may be modified from time to time.

3.15 CODE COMPLIANCE CERTIFICATE

A Code Compliance Certificate means the certificate is issued by the Local Authority concerned and/or the Building Certifier after a final inspection has been carried out, providing the work complies with the building code. A Code Compliance Certificate can only be issued when a Building Consent has been issued.

3.16 HOUSING MODIFICATION

A housing modification means any alteration and/or addition to a house to meet a person's essential need as assessed by a Specialised Assessor. Items such as low rise lifts, ceiling track hoists and sectional metal ramps which can be removed for return to store and reissue are considered to be equipment and will not be included for the purposes of Income and Asset testing. A housing application must still be submitted with the cost of the items and the cost of installation shown separately.

3.17 MAKE-GOOD

The cost effective repair and finishing of the immediate area affected following any housing alterations. (section 9.10)

3.18 RECTIFICATION

No funding can be provided for maintenance or to make good damaged or worn areas of a property to allow housing modifications to be made. All rectification work that is essential to allow the housing modification to be undertaken is the responsibility of the property owner and must be completed prior to the approval of funding for the housing modification, e.g. replacement of water damaged floorboards.

3.19 RETROSPECTIVE FUNDING

No funds can be provided for housing modifications, which have been started and/or completed before receipt of written approval and a Purchase Order for the alteration from **accessible**. Verbal approvals will not be given.

NOTE: Where the person has received a letter informing them that their application has been approved but placed within a priority time frame or waiting list, (according to the MoH criteria and Priority Guidelines), this does not constitute approval to start work.

3.20 DETAILED QUOTATION

A detailed quotation must show the costings (as per the **accessible** Schedule of Rates) for all trades. Costings for extra work, additional to that approved by **accessible** must be listed separately and are the total responsibility of the property owner.

3.21 MAINTENANCE PERIOD

The maintenance period means the reasonable time frame which allows for the identification of any defects in materials or workmanship of the completed alteration. During the maintenance period, the Contractor (person/company contracted by **accessible** to carry out the housing modifications) will be given the opportunity to remedy all defects relating to the housing modifications. The maintenance period starts from the date of completion of the **accessible** Notice of Satisfaction and extends for a period of three months.

NOTE: Any variation to this is at the discretion of **accessible**

3.22 STRUCTURAL

Any housing component supporting vertical load from floors, ceiling joists, roof or any combination thereof (refer to NZS:3604 1999).

3.23 MOBILITY INTO AND WITHIN THE HOME

Mobility into and within the home is defined as:

- to allow cost effective access into the home from where a vehicle could be reasonably parked
- to allow mobility within the home, enabling the person to have reasonable access to achieve essential activities of daily living

3.24 RETURN TO, OR REMAIN IN HIS/HER OWN HOME

Housing modifications to enable a person to return to, or remain in his/her own home must establish that without the housing modification, the person would be unable to manage and/or be physically safe at home and would have to be admitted to a hospital or residential service.

3.25 CONSULTANT/S

Professional people and/or organisations who may be engaged to provide assistance in the housing modification process including architects, draughtspersons, engineers, quantity surveyors and other relevant disciplines.

3.26 EXTENUATING CIRCUMSTANCES

An extenuating circumstance is defined as being a change in an individual's circumstances which is beyond their control and may result in the person being placed at high risk of injury or physical trauma. Extenuating circumstances may exist where there has been a change in the person's disability. Where it is unclear that an extenuating circumstance exists, contact the **accessible** Housing Advisor to discuss.

3.27 **accessible**

accessible administers for people who have a disability, the budget for the provision of adaptive equipment, housing modifications, vehicle purchases and vehicle modifications for the Auckland region/Northland Service Area.

3.28 ENABLE INFORMATION

The service provides national disability information and referral service to assist people with disabilities, health professionals and disability support services to access information.

4 EXCLUSIONS

accessible can not approve funding for the purchase of:

- Environmental Support Services for people entitled to payment under the Injury Prevention, Rehabilitation and Compensation Act 2001
- non New Zealand residents and/or persons from countries without reciprocal funding agreements
- individual housing modifications under \$200 (inc. GST)
- the retrospective funding or reimbursement of any housing modifications undertaken prior to the receipt of written confirmation of the availability of funding from **accessible**
- housing modifications to meet short term needs i.e. of less than six months
- the purchase of soft furnishings to a home e.g. curtains, light fittings etc
- the redecoration beyond that deemed necessary to “make good” the immediate area affected by the housing modification (section 3.17)
- housing modifications for social or economic reasons. The housing modification must be for the disability related need
- housing modifications to provide therapy facilities e.g. Ramps/steps to access a swimming pool to allow a person to undertake hydrotherapy
- repairs, insurance and maintenance to a home (sections 10.13, 3.18)
- work place modifications, including housing modifications to the home to enable the person to be self-employed or work from home
- housing modifications to meet a Personal Health need
- housing modifications for educational settings, Rest Homes, Private Hospitals, Residential Homes and other similar residential services
- housing modifications to a property where the person has a Licence to Occupy within a Rest Home or Retirement Village or similar complex
- housing modifications where the provider of the dwelling is being paid by the person and/or the MoH to provide housing suitable for their needs e.g. housing purchased on a Licence to Occupy basis
- Specialised Assessor costs for any Environmental Support Services including any related travel and accommodation

5 ROLES AND RESPONSIBILITIES

The following roles and responsibilities are in addition to those in the Code of Health and Disability Services Consumer Rights Act 1996.

5.1 **accessible**

in accordance with its contractual obligations with the MoH will:

- maintain a List of Contractors and Consultants
- collect and maintain information in accordance with the MoH requirements
- make payments to Contractors and Consultants on or before the 20th working day of the following month upon receipt of invoices and all relevant documentation
- contract directly with Consultants, monitor and check the Consultant’s recommendations, and ensure that the process and eligibility criteria have been complied with
- purchase housing modifications in accordance with the guidelines and criteria of the Auckland region/Northland Service Area of the MoH
- maintain an up to date record of housing modifications per person
- monitor and check the Specialised Assessors’ recommendations, and ensure that the process and access and eligibility criteria have been complied with

- forward details to the Department of Work and Income NZ to arrange an Income and Asset test where the sum of funds requested (or sum of previous funds) is in excess of \$7,900 (inc. GST)
- where required, obtain an independent opinion on any aspect of the proposed housing modifications (sections 3.25, 9.12, 9.12.1, 9.23)
- advise the person and Specialised Assessor in writing of any anticipated delay in funding
- once funds become available, engage the Contractor identified in the application to undertake the housing modifications
- audit applications as per the Review and Complaints Procedure
- where a dispute has arisen, facilitate negotiation and where necessary make a determination (section 9.23)
- decline applications where the access and eligibility criteria has not been met, and inform the person and the Specialised Assessor in writing of the reasons for declining the application (sections 9.12, 9.12.1)
- at the request of the person or the Specialised Assessor, review applications that have been declined (sections 9.12, 9.12.1, 11)
- monitor and review the application and fund provision process
- establish linkages with Needs Assessment and Service Co-ordination agencies
- develop, implement and monitor a standard Continuing Services Agreement for all Contractors and Consultants who wish to provide services to **accessible**

5.2 HOUSING ADVISOR

- provide technical advice and support to Specialised Assessors and Contractors
- provide educational resources for Specialised Assessors and Contractors regarding MoH policies and **accessible** processes and procedures for housing modifications
- provide advice on minimum standards for housing modifications in line with the NZ Building Code (1991) and Standards NZ
- with a cycle of continuous quality monitoring, review applications that raise concerns e.g. the alteration not meeting the person's identified disability related needs.
- audit building standards in 5% of all complex housing applications and a random sample of non complex housing applications. Included in the audit process will be the person's feedback
- mediate and facilitate in disputes arising from MoH funded housing modifications
- notify Specialised Assessors of changes to policy, procedures and process
- develop and define the contractual relationship between **accessible** and all Contractors
- liaise with product suppliers
- promote and implement cost effective practices, e.g. recycling of materials
- be involved in ongoing service development

5.3 SPECIALISED ASSESSORS

will:

- be New Zealand Registered Occupational Therapists
- have and maintain the appropriate qualifications and competencies to enable them to practice (including a reasonable volume of assessments per year)
- advise Enable Information (Enable NZ) of any change in accreditation/registration, employer or contact details
- undertake the role of managing the application process
- develop a personalised plan with the person incorporating their functional skills, needs and goals in the environment in which they reside
- consider the impact on existing support services (where applicable) and liaise with NASC to ensure the best overall use of resources
- determine whether an inter-disciplinary or multi disciplinary team will be required to undertake an assessment or further intervention
- identify and inform the person of the range of options that could meet their needs. This may include options that are ineligible for MoH funding

- inform the person of their rights and responsibilities and **accessible** Terms and Conditions relevant to the housing modification funding process (section 7)
- facilitate a process whereby the person will obtain the approval of the property owner for the proposed modification where they are not themselves, the home owner e.g. private rental, HNZA, Territorial Authority (section 7)
- establish the eligibility of the person and that the housing modifications are essential to meet the needs specified in the eligibility criteria
- liaise with the **accessible** Housing Advisor where there are complex issues surrounding a housing modification and for all Level Four housing modifications
- where required, liaise with the **accessible** Housing Advisor regarding the use of a Consultant (section 3.25)
- follow MoH criteria and use the **accessible** Procedures and Housing Modification Criteria (sections 9, 10)
- submit sketches and/or plans and specifications to the person and the property owner for approval
- Apply the MoH 'Priority Bands to Referrals for Environmental Support Services' (as set out in the attached appendix to this document - 14.1 Priority Bands to Referrals for Environmental Support Services)
- follow the processes and procedures for liaising with NASC service for confirmation of support for the proposed alteration (sections 3.4, 5.8)
- complete the relevant application forms, and have the person or their legal agent complete and sign the relevant sections of the application form (section 9.14)
- request funding approval for all housing modifications by forwarding the application to **accessible**
- undertake a final site inspection to ensure that the completed housing modifications are in place, working successfully and meeting the person's essential needs as outlined in the assessment process (sections 9.21, 9.22)
- complete the **accessible** Notice of Satisfaction with the person (and Consultant where applicable) (section 9.21)
- educate the person/carers/family or whanau with a view to the best use of the housing modification
- have knowledge and understanding of all relevant audit/complaint processes (section 12)

In the process of co-ordinating a housing modification the Specialised Assessor will:

- determine the most cost effective proposed solution to meet the person's essential needs
- use the **accessible** Housing Modification Schedules and develop the necessary documentation to indicate how the solution is to be achieved
- ensure that the housing modification documentation is correct and that the person has sighted and signed where required
- obtain fixed quotes based on the approved drawings, schedules and specifications
- liaise with the person and the Contractor during the housing modification
- check the completed housing modification to ensure that it meets the person's essential needs
- liaise with the Contractor to forward invoices/accounts for payment, the **accessible** Notice of Satisfaction and the Completed Contractors Notice of Building Work Completion to **accessible**

NOTE: Unless otherwise advised and where required by the Building Act 1991, the Contractor is responsible for obtaining the Building Consent and advising the Local Council when the building work has been completed. The Contractor shall ensure that the Code Compliance Certificate is obtained from the Local Authority and/or the Building Certifier at the completion of the work and forwarded to the property owner. A copy shall also be forwarded to **accessible**.

5.4 PERSON WITH A DISABILITY, THEIR ADVOCATES, FAMILY OR WHANAU

will:

- have participated in an assessment undertaken by a Specialised Assessor
- be given information on their rights and responsibilities, assessment services, environmental support services available and options for funding

- have access to accurate information on housing modifications, the process that will be followed when determining eligibility and the level of funding available
- be made aware of the right to a second opinion if required
- complete and sign an **accessible** application form including the relevant **accessible** Terms and Conditions for the provision of housing modifications. If the person is under sixteen years of age, or is unable to sign, the person signing on their behalf must have the appropriate authority to do so
- consider the plans and specifications of the proposed housing modifications and indicate that the proposed housing modifications will meet their essential needs by signing the plans and specification.
- seek written approval from the property owner where they are not themselves the property owner
- be made aware that all insurance, repairs and maintenance associated with the proposed alteration are the property owner's responsibility (section 9.7)
- be aware of the need to undergo an Income and Asset test for any funding (or sum of) in excess of \$7,900 (inc. GST) whether current or previous (sections 6.3, 9.18)
- be aware that they have the right to refuse an Income and Asset test but if they do so the maximum funding that can be made available is \$7,900 (inc. GST) (section 9.19)
- where appropriate, participate in the trial of environmental support options, and attempt the solutions identified with the Specialised Assessor to determine suitability
- agree to the **accessible** Terms and Conditions for the funding of environmental support services (section 7)
- discuss with the Contractor prior to the start of the housing modification, disposal of any fixtures, fittings or materials to be removed during the course of the alteration. If the person wishes to retain any items removed during the housing modification this must be stated on the letter of satisfaction and signed by the person. Where the person does not wish to retain any items it is the builder's responsibility to remove all items and leave the site tidy
- seek a review from the appropriate service provider if they are dissatisfied with the service they have received (section 11)
- complete the **accessible** Notice of Satisfaction with the Specialised Assessor once the work has been completed as per the plans and specifications (section 9.21, 9.22)

5.5 LIST CONTRACTORS

will:

- be bound by the Terms and Conditions of the **accessible** Continuing Services Agreement
- follow the **accessible** Housing Modifications Master Specifications, Trade Summaries and be aware of **accessible** invoicing and payment procedures (section 14.2)
- supply two references, a cover note for public liability and proof of Contractors 'All Risk' insurance to **accessible** for such amounts as **accessible** may advise from time to time
- act in accordance with the Contractors Code of Conduct in all dealings with the person/ their advocates/family or whanau
- must have the approval in writing, of the person and Specialised Assessor prior to the taking of any photographic or video record of the person or their home, for whatever purpose
- provide detailed/itemised quotations based on the plans and specifications recommended by the Specialised Assessor, **accessible** Housing Advisor and/or Consultant. All quotes must use the **accessible** Schedule of Rates and be submitted on the standard quote form available from **accessible**
- take full responsibility for sub-Contractors work and ensure they act in a professional manner including the requirement for complete confidentiality
- no approach should be made by the Contractor to the person for the purpose of obtaining additional work. Additional work may be undertaken at the person's instigation but **accessible** must be notified of the scope of that work
- be aware that any additional work not included in the application made to **accessible** constitutes a separate Contract between the person and the Contractor. **accessible** accepts no responsibility or liability for additional private Contracts

- undertake all work in a safe manner, complying with all OSH standards, any relevant legislation, building codes or by-laws and as per the **accessible** Master Specifications and the Continuing Services Agreement and in a good and workmanlike manner at all times
- ensure that any disruption and restricted access particularly to essential facilities e.g. showers, toilets and kitchens, is kept to a minimum
- discuss with the person prior to the start of the housing modification, disposal of any fixtures, fitting or materials to be removed during the course of the alteration. If the person wishes to retain any items removed during the housing modification, this must be indicated on the letter of satisfaction and signed by the person. Where the person does not wish to retain any items, it is the Contractor's responsibility to remove all items and leave the site tidy
- operate within time frames deemed essential by the Specialised Assessor or the **accessible** Housing Advisor e.g. completion of a housing modification which is essential for a person's discharge from hospital
- obtain the necessary Building Consents and send the code of compliance to the property owner. A copy of which is to be included with the Notice of Satisfaction sent to **accessible**
- it is expected all work will commence within ten working days from receiving written notification of the funding becoming available. Where there are time delays the Contractor must inform the Specialised Assessor, the person and **accessible**
- remedy all defects arising from defective materials or workmanship identified before the end of the three month maintenance period
- ensure that an itemised invoice matching the Order and the signed Notice of Satisfaction are forwarded to **accessible** in accordance with normal payment procedures
- be aware that any additional work requested by the person/ their advocates/family or whanau constitutes a separate Contract between the person and the Contractor
- negotiate a start time and all other time frames with the person/ their advocates/family or whanau and advise the Specialised Assessor of these time frames
- undertake all work in a safe manner, complying with all relevant legislation and bylaws and in particular be solely responsible for implementation of the Health and Safety in Employment Act 1992 in respect of all work
- carry out the housing modifications to meet the specifications as provided by the Consultant or the schedules provided by the Specialised Assessor and any relevant building code regulations and product specifications
- comply with the Building Act 1991, the Consumer Guarantees Act, Construction Contracts Act 2003 and any or all relevant regulations and standards
- ensure that where appropriate the housing modifications have been tested and are in full working order.
- ensure that the site and building are kept tidy and on completion the building is fit for immediate occupation to the approval of the person
- where required by the Building Act 1991 and where a Consultant is not involved obtain the necessary Building Consents and on completion of the work send a copy of the Building Consent and Code of Compliance Certificate to the property owner and **accessible**
- advise the Specialised Assessor on completion of the Contract and arrange a suitable time for a completion inspection together with the person
- on completion of the housing modifications forward the Notice of Building Work Completion and invoice to the Specialised Assessor to avoid any delays in obtaining a completed **accessible** Notice of Satisfaction

5.6 CONSULTANTS

will:

- be bound by the Terms and Conditions of the **accessible** Continuing Services Agreement and be aware of invoicing and payment procedures
- comply with **accessible** criteria and invoicing requirements (section 9.13)
- submit sketch drawings of the proposed housing modifications and options considered, to the Specialised Assessor and **accessible** for approval prior to completing working plans and specifications
- liaise with the Specialised Assessor and the person in the drawing of plans and specifications to meet the identified disability related needs
- no approach should be made by the Consultant to the person for the purpose of obtaining additional work. Additional work may be undertaken at the person's instigation but **accessible** must be notified of the scope of that work

- submit all plans and specifications for approval to the Specialised Assessor, the person and the property owner
- where necessary assist in the resolution of any disputes between the person and the Contractor (section 9.23)
- be engaged to undertake **accessible** approved housing modifications only; any variation requested by the person will need to be paid for by the person, all plans and specifications will only reflect the most cost effective solution to meet the essential need
- liaise with the **accessible** Housing Advisor
- must have the approval in writing, of the person and Specialised Assessor prior to the taking of any photographic or video record of the person or their home, for whatever purpose

Where contracted to do so the Consultant will be responsible for the quality control and project management of the building work and will:

- obtain fixed price quotes based on the approved plans and specifications (section 9.8)
- obtain and send the necessary Building Consents and Code Compliance Certificate to the property owner on completion of the work
- advise Contractors who have both successfully and unsuccessfully tendered for the work
- negotiate a timetable of the approved work between the person and the Contractor and advise the Specialised Assessor
- monitor and inspect the building work over the course of the housing modifications and ensure the issue of a Notice of Building Work Completion at the conclusion of the work
- forward invoices/accounts for consultancy work to **accessible** for payment
- advise the Specialised Assessor that the work has been completed at the conclusion of the housing modifications to avoid any delays in obtaining a completed **accessible** Notice of Satisfaction
- provide professional advice to **accessible** and the Specialised Assessor

5.7 MOH - AUCKLAND REGION/NORTHLAND SERVICE AREA

will:

- establish and review eligibility criteria for housing modifications
- manage and monitor the Contract with **accessible**
- make decisions on housing modifications over \$20,000 (inc. GST) (section 6)
- follow up any complaints concerning the services provided by **accessible**
- review applications for housing modifications where the **accessible** Review of Decision process has been applied and subsequently appealed (section 11)

5.8 NASC SERVICE (NEEDS ASSESSMENT SERVICE CO-ORDINATION)

will:

- determine the person's current level of service provision meets their needs
- maintain an overview of the service provision and adjust this as required (section 3.4)

The Ministry of Health currently has work underway to develop a national protocol between NASC agencies and Specialised Assessor.

5.9 WORK AND INCOME NEW ZEALAND (WINZ)

will:

- conduct an Income and Asset (I&A) Test on notification from **accessible**, where the sum total of the person's past and current housing modifications exceeds \$7,900 (inc. GST) (section 6.3)

NOTE: Where an I&A Test is required, delays and extended time frames must be minimised. These can occur where the WINZ forms are not returned by the person, where they are returned in error to local WINZ offices, an incorrect address is given on the application form or the person moves through multiple addresses.

5.10 PROPERTY OWNER (HNZC, TERRITORIAL AUTHORITY, PRIVATE)

will:

- consider the plans and specifications of the proposed housing modifications and provide their approval for the work to be undertaken and indicate their approval of the housing modification by signing the plans and specification (section 9.5)
- all owners (or their legal agent) of the property to be modified, must sign the **accessible** Registered Property Owner Approval Form

NOTE: For all properties owned by HNZC, the **accessible** Registered Property Owner Approval Form must be signed by the relevant Property Manager and the person's Case Manager as per current HNZC policy.

- be responsible for any reasonable rectification, repairs and maintenance to allow the housing modifications to proceed or that is uncovered during the housing modification process

This may include issues relating to:

- water pressure/flow
- rotten framing/lining
- any work required to bring the building to a minimum Building Code standard (section 10.13)

6 FUNDING

6.1 FUNDING LEVELS

Under \$200	accessible will not approve housing modifications under \$200 (inc. GST)
\$201 - \$7,900	Approval is required from accessible
\$7,901 - \$20,000	Approval is required from accessible subject to the outcome of an Income and Asset test conducted by the WINZ
Over \$20,000	Special permission must be sought from the relevant Auckland region/Northland Service Area of the MoH

6.2 SECOND HOUSING MODIFICATIONS OF THE SAME TYPE

Where the person has already had access to MoH funding for housing modifications for one residence, approval for similar funded housing modifications in a second residence (i.e. if the person moves) will only be considered if extenuating circumstances exist surrounding the move.

Where the person can demonstrate extenuating circumstances that have precipitated the need for subsequent housing modifications of the same type, additional allocation of funds may be considered.

In the case of **accessible** acknowledging there are extenuating circumstances, **accessible** will consider applications for funding under \$20,000 (inc. GST) for similar housing modifications in a subsequent residence. Approval can only be given by the MoH for the person to be funded for one allocation of housing modifications over \$20,000 (inc. GST).

When considering applications for additional approval of funds it must be demonstrated that there has been a change in the person's individual circumstances that are beyond their control and that without the subsequent housing modifications they would be unable to return to/remain in their home. An application for additional approval of funds may be considered in the following instances:

- divorce/change in marital or relationship status that has meant that the family home has been sold as part of a matrimonial or other settlement
- forced eviction from a rental property - consideration must be given for the reason for eviction; where the person has been evicted due to wilful neglect or damage to a rental property additional approval of funds may not be considered
- abuse/restraining/protection orders etc where the person has been forced to relocate
- change in disability resulting in it being more cost effective to alter a new residence than to alter the existing
- job change due to company redeployment, or where the person has a confirmed offer of employment in another town or to accept promotion or the furthering of their career
- death or a change of health status of the caregiver resulting in a requirement to relocate

Where it is identified that additional housing modifications are required as the result of a personal choice within the control of the person with a disability, additional approval of funds will not be considered. In the following instances approval of funds will not be made available:

- a move due to personal preference
- a move for social reasons e.g. don't like neighbours
- a move to a smaller house requiring less maintenance/upkeep
- a move to an inappropriate home regardless of reasons for moving (sections 9.12, 11)

The following exceptions will be considered for funding approval of additional housing modifications on their individual merit:

- young adults leaving their parent's home for the first time into long term accommodation in order to live independently in the community
- blended families
- parent/s moving to children's home instead of residential care - long term prognosis and any relevant care packages must be considered
- move to be closer to care - the person's Support Needs Level must be taken into consideration

6.3 INCOME AND ASSET (I&A) TESTING

Housing modification funding (or sum of funding) in excess of \$7,900 (inc. GST) is subject to an I&A Test.

accessible will arrange for WINZ to undertake the I&A Test. The I&A Test will determine the amount over and above \$7,900 (inc. GST) the person is able to receive to assist with housing modifications.

The person may decline to have an I&A Test in which case the maximum funding that can be made available for housing modifications is \$7,900 (inc. GST).

Where multiple applications have been made for housing modifications, these will be added together. If the sum total exceeds \$7,900 (inc. GST) the person will be required to have an I&A Test by the WINZ in order to determine their eligibility for further assistance for housing modifications. Where the person declines an I&A Test, the maximum total sum of the funding that can be made available is \$7,900 (inc. GST).

Where the person is required to contribute towards the cost of the housing modifications, the identified sum must be paid directly to the builder/Contractor at the completion of the housing modifications.

Where the I&A Test determines that the person must contribute towards the cost of the housing modifications, then that contribution must be paid directly to the Contractor. The person must indicate in writing to **accessible** their agreement to contribute all additional costs (determined by WINZ) prior to the final approval of the housing modification.

accessible will monitor and follow up all requests for I&A Tests to ensure they are completed in a timely manner. Where there are any queries regarding the I&A Test process, the person will need to contact WINZ, Whangarei, 09 983 0515 or Fax 09 983 0567.

6.4 ADDITIONAL COSTS

The funding approved will be the minimum to meet the cost of the recommended housing modifications. Where the person wishes to have higher specifications or a higher standard or quality of housing modification than is ordinarily approved, the person must:

- agree in writing to be responsible for all additional processes and costs over and above the costs that would be ordinarily approved for similar housing modifications or is reasonable in the circumstances
- obtain confirmation in writing from the Specialised Assessor that the new specifications will still meet their essential needs
- be aware that the additional work constitutes a separate Contract between themselves and the Contractor
- be aware that the cost of any plans and specifications and Building Consent relating to the additional work is the responsibility of the person and constitutes a separate Contract between the person and the Contractor or Consultant
- be aware that **accessible** will not assist in the resolution of any dispute arising from the additional work
- obtain all Building Consents relating to any additional work and other consents that may be required from the local authority or statutory or territorial authority that may be required to give any such consent (section 6.6)

6.5 VARIANCE TO CONTRACTS

- changes to the approved specifications by the Contractor on instruction from the person, must not be undertaken without prior agreement from the person, Specialised Assessor and **accessible** or the Contract is deemed to be null and void and the person shall be liable for all costs incurred for any such changes on the result either direct or indirect, of making any such changes without getting the prior approval of **accessible** (eg loss suffered by importer of high powered rapid descent lift)
- changes to the approved specifications by the Contractor, must not be undertaken without prior agreement from the person, Specialised Assessor and **accessible** or the Contract is deemed to be null and void and the Contractor shall be liable for all costs incurred for any such changes on the result either direct or indirect, of making any such changes without getting the prior approval of **accessible** (e.g. loss suffered by importer of high powered rapid descent lift)
- any increase to the agreed cost must be itemised and approved by **accessible** prior to any further work being undertaken
- where additional funding has not been approved by **accessible**, only the original agreed Contract cost will be paid. All unauthorised changes to the agreed specifications will result in the Contractor deemed to be in breach of the Contract. Cancellation of the Contract and immediate withdrawal of funding will be undertaken. **accessible** reserves the right to then engage an alternate Contractor to complete the Contract for the housing modifications that were originally agreed upon

6.6 BUILDING CONSENT

Where the Contractor is required to obtain Building Consent/permit (within the meaning of the Building Act 1991) or any other permit from the local Council/Territorial Authority, the Contractor shall be entitled to reimbursement for any fees paid in order to obtain such consent/permit.

Where a Building Consent is required the Contractor must attach a copy of the Code of Compliance certificate to the signed satisfaction letter. On completion of the housing modification, the Contractor will forward the Building Consent and Code Compliance Certificate to the registered proprietor of the property. The Building Consent must not be obtained until **accessable** has approved the housing modification funding in writing.

accessable will only cover the cost of a Building Consent upon presentation of proof of purchase. Where a Building Consent is required the Contractor must not commence any building work until the Building Consent has been obtained.

6.6.1 WHAT REQUIRES A BUILDING CONSENT

A Building Consent is required for building work as defined in the third Schedule to the Building Act 1991. The work requiring Building Consents include but is not limited to:

- structural building (including new building)
- plumbing and drainage work
- site works
- demolition
- relocation of second-hand buildings

The building work must however, still comply with the requirements of the Building Code, whether covered by a Building Consent or not. If in doubt, the Contractor must check with the appropriate Council.

It is the responsibility of the Contractor to ensure all Building Consents and all other consents or approvals of any kind whatsoever and from any person whatsoever that may be required to carry out the housing modifications in terms of the approval given for the housing modifications by **accessable** are obtained prior to the commencement of the housing modifications.

NOTE: The following is a list of examples only where a Building Code is required and in no way constitutes a comprehensive listing.

A Building Consent is required for the following:

- Ramps
a Building Consent is required for a ramp where a person can fall more than 1 metre
- Easy steps
a Building Consent is required for easy steps where a person can fall more than 1 metre
- Door widening
a Building Consent is required for all door widening especially where wall framing is being altered
- Low rise platform lifts (water or electric)
a Building Consent is required for a platform lift where a person can fall more than 1 metre and when connected to a water supply
- Domestic passenger lifts
a Building Consent is required for a domestic passenger lift
- Altering existing showers
a Building Consent is required when altering an existing shower, where the existing shower linings are being replaced and/or plumbing is being altered

- Shower over a bath
a Building Consent is required when installing a shower over an existing bath where the existing wall linings are being replaced and/or plumbing is being altered
- Level access shower
a Building Consent is required for all housing modifications relating to a Level Access Shower
- Fencing
a Building Consent is required for fences that are over 2 metres high above the supporting ground

A Building Consent may not be required for the following:

- External and internal rails
a Building Consent may not be required for rails, both external and internal
- Altering a basin or vanity
a Building Consent may not be required for altering a wash hand basin or vanity unless it involves changes to the plumbing

6.7 CODE COMPLIANCE CERTIFICATE

Where a Building Consent is required the Contractor (or Consultant where one is involved) shall notify the local Council in writing that the building work has been completed and arrange for the local Council/ Building Certifier to inspect the work and issue the Code Compliance Certificate.

Failure to notify the local Council of any remedial work required by the local Council will be the responsibility of the Contractor.

7 TERMS AND CONDITIONS

The following **accessible** Terms and Conditions must be understood by the person. Agreement to these Terms and Conditions is denoted when signing the application form:

- the person must have a disability which is likely to continue for a minimum of 6 months and not have any entitlement to payment through the Injury Prevention, Rehabilitation and Compensation Act 2001
- the person must reside in the area covered **accessible** (the greater Auckland and Northland regions)
- the person must be a New Zealand resident or qualify under a reciprocal funding agreement
- the funds are approved for the recommended and agreed housing modifications only
- if the person does not own the home that is to be modified, they will seek written approval from the registered property owner before any housing modifications are started

NOTE: All repairs, insurance and maintenance after the housing modifications are completed are the property owner's responsibility. Where relevant, the person must be provided with instructions as to the care and maintenance of the alteration and agree to comply with them.

- any rectification work or modifications that are necessary in the property or to any services required to complete the modification work to allow the housing modification to proceed or that is uncovered during the housing modification process, is the responsibility of the registered proprietor of the property
- the person may not be entitled to access another allocation of funds for the same or similar housing modification, unless extenuating circumstances exist. **accessible** will determine eligibility for housing modifications under \$20,000 (inc. GST), applications over this amount will be referred to the MoH
- if any of these **accessible** Terms and Conditions are not met or kept by the person, s/he may be required to repay part or all of the funding

- no retrospective funding or reimbursement will be provided for any work undertaken prior to the receipt of written confirmation of the availability of funds approved by **accessible**
- for any housing modifications which include the following types of equipment; Platform lift, Hoist or Stairlift etc. when the person no longer requires the equipment or when it is no longer meeting their needs, it must be returned to the Store so that it can be re-issued. **accessible** should be advised when the equipment is no longer required and arrangements will be made for its removal by **accessible**. The full cost of removal and standard refurbishment will be met by **accessible**

NOTE: In situations where the person has made a contribution toward the cost of the equipment item, they must be made aware prior to the contribution that the equipment belongs to the MoH. No reimbursement will be made for any contribution the person has made towards the cost of the equipment required for the housing modification.

NOTE: Through floor lifts remain in situ and the cost is included in the I&A Test process.

NOTE: These items are subject to a service Contract with **accessible** and the person must be made aware service persons will be carrying out this Contract as required. Additionally the person must be made aware they are responsible for all costs associated with misuse, negligence or accidental damage.

If the item requires repair the person agrees to contact **accessible** immediately.

- the person has sighted the plans and specifications and agrees that the proposed solution meets the essential need as described in the application
- where housing modification funding (or the sum of funding) exceeds \$7,900 (inc. GST), the person must be willing to undergo an I&A Test conducted by WINZ. This will determine the sum over and above \$7,900 (inc. GST) to which s/he will be entitled to receive
- where multiple applications have been made for housing modifications, these will be added together and if the total exceeds \$7,900 (inc. GST) the person will be required to complete an I&A test by WINZ in order to determine their eligibility for further assistance for housing modifications
- where the I&A Test determines that the person is required to contribute towards the cost of the housing modifications, this must be paid directly to the Contractor, and will constitute a separate Contract between the person and the Contractor

The Specialised Assessor must ensure that the person has understood the **accessible** Terms and Conditions of MoH funding prior to any housing modifications proceeding.

7.1 PRIVACY ACT

Under the terms of the Privacy Act 1993 the person must be informed of the following:

“The collection of statistical information such as gender, ethnicity, and disability type will assist the MoH develop a clearer picture of the requirements for people with disabilities and will ensure that future access to Disability Support Services is fair and equitable for all.”

The information provided on the application forms will be used:

- to ensure that the person receives the correct entitlement
- to assist the MoH in planning and purchasing future services
- for such other functions as permitted under law
- to allocate the person a personal identification number

accessible will provide the MoH with information about the services the person may receive. The person has the right to access the information held about them and has the right to have corrections made to this information. The MoH acknowledges that under the Health Information Privacy Code (1994) all information will be received in the strictest confidence.

8 HOUSING MODIFICATION LEVELS

Housing modifications are considered in four levels. These levels are based on the complexity of the alteration required and the complexity of the essential needs. They allow for requirements and procedures to be developed to suit the type of housing modification.

Level 1:

To supply and install handrails/minor alterations where the identified solution is the cheapest/only option available to assist the person with access into and within the home or to enable independence with transfers. e.g.

- external rails
- internal rails

Level 2:

To provide access and safety into and/or around the person's home. e.g.

- ramp
- platform lift
- stairlift
- door widening
- easy steps
- fencing

Level 3:

To provide facilities for the person to carry out essential daily activities required for them to return to/or remain in their home. e.g.

- level access shower
- alter existing shower/bath
- kitchen/laundry modifications

Level 4:

To provide additions and/or extensions to the home to ensure that the person can either return to/or remain in their home. e.g.

- room additions / extensions
- additional hygiene facilities
- through floor lifts

NOTE: The **accessible** Housing Advisor must be involved from the start of the process in all Level 4 housing modifications.

It will not be necessary to involve the Housing Advisor in Levels 1 to 3 other than where the housing modifications are of a complex nature including but not limited to:

- stair-lifts (L2)
- removal of load bearing walls (L3)
- housing modifications involving multiple sites within the home
- housing modifications with a combined cost of more than \$20,000 (inc. GST)
- fencing

The Housing Advisor is available for consultation on any level of housing modification, where there are complex issues of design or eligibility or as requested by the Specialised Assessor, the person, NASC or the MoH.

9 PROCESSES AND PROCEDURES

9.1 FUNDING APPROVAL

accessible does not provide verbal approval for the purchase of housing modifications. Any request for the approval of housing modifications must follow the procedures outlined in this manual. Written approval must be sought from **accessible** prior to the start of any housing modifications. **accessible** is not able to consider the provision of retrospective funding or reimbursement for housing modifications that have been started before written approval has been obtained from **accessible**.

9.2 PRIORITY RATING

To avoid situations that may place some people at extreme risk, a set of criteria to identify each person's priority has been developed. These criteria provide Specialised Assessors with a tool by which they can identify those persons with the highest and most urgent needs and therefore ensure that their applications are given priority to access available MoH funds. The criteria also create an avenue by which Specialised Assessors can liaise with NASC services to ensure that the person is accessing co-ordinated services and allowing for flexible allocation of budgets to create support packages. (appendix - 14.1 Ministry of Health Priority Guidelines)

Using the Priority Guidelines

The person must meet all eligibility criteria as defined in this manual.

Each person must then meet all of the six criteria within each band for their application to be defined as having that degree of priority.

If the Specialised Assessor identifies the person's application as being Priority One, the assessor must make contact with the local NASC service provider. This is to ensure the NASC service is aware of the person and

- is informed of any proposed housing modification
- is able to determine the impact on any existing services
- the need for ongoing liaison between agencies

Expected Wait Times:

Priority 1 Within 2-4 weeks of application being received at **accessible**

Priority 2 8 weeks or until budget become available

Priority 3 16 weeks or until budget becomes available

These time frames are guidelines only and are subject to all documentation being received at **accessible** and any further processes such as I&A testing or further permitting being undertaken.

The MoH may make changes to these time frames depending on available budget.

NOTE: Funding will only be approved once budget becomes available.

Any application which does not meet specific prioritising criteria, but which the Specialised Assessor believes is deserving of a higher priority, should be discussed with the local NASC provider. A joint decision may then be made to raise the priority. This decision will be based on issues relating directly to the person's disability and the impact for them and their caregivers if the environmental support service is not made available within a certain time frame.

Where an application has been previously submitted as a Priority Two or Priority Three and the Specialised Assessor has identified that the person's needs have increased to the extent that it is necessary to raise the priority, the Specialised Assessor should discuss this with the local NASC provider. A joint decision may then be made to raise the priority.

The criteria for prioritisation guidelines DO NOT over ride existing eligibility as defined in this manual and NASC services CANNOT over ride existing criteria to access MoH funds via **accessible**.

Specialised Assessors should approach the relevant NASC agencies or may be directed to approach the relevant NASC by **accessible** where the complexity of the persons need, the modification or the cost indicates that a NASC liaison is required.

NOTE: The MoH is currently undertaking service development work on the prioritisation criteria. Specialised Assessors will be informed of any change and impact on the current assessment processes.

9.3 INCLUSION ON THE **accessible** CONTRACTOR LIST

Contractors wishing to carry out housing modifications must first register their interest with **accessible** as a List Contractor.

Registration for approval to carry out housing modifications is done by the completion of an application form and acceptance of the Terms and Conditions set by **accessible**.

Consultants wishing to undertake any design work must first register their interest with **accessible** as a List Consultant. To register their interest with **accessible** the Consultant must contact the **accessible** Housing Advisor for the relevant registration details.

9.3.1 REMOVAL FROM THE **accessible** CONTRACTOR LIST

The Contractor can be removed from the List if they breach the **accessible** Contractors Continuing Services Agreement. Once removed from the List the Contractor may not be considered for any further housing modifications through **accessible**.

Actions that will result in removal of Contractors from the List

- the failure to act in a professional manner with the Specialised Assessor, the person with a disability, their advocates, their Family or Whanau, ensuring that all information relating to the person is kept strictly confidential
- the failure to undertake all work in a safe manner complying with the relevant Acts, Regulations, Standards and Code of Practices
- failure to complete housing modifications within negotiated times in a good and workmanlike manner and to acceptable standards generally
- the failure to promptly remedy any defects arising from defective materials, workmanship and equipment identified during the maintenance period
- acts of negligence or breach of Contract that result in injury or loss of property to the person or to the contractor

9.3.2 REMOVAL FROM THE CONTRACTOR LIST

1. **accessible** will obtain written information from all parties involved identifying issues of concern. This may include an independent assessment.
2. **accessible** will contact the identified Contractor in writing for clarification/explanation of the identified issues.
3. On receipt of all documentation **accessible** will make a decision regarding the status of the Contractor's registration. If no contact is received from the Contractor within a specified time **accessible** may make a decision regarding the Contractor's registration based on the available information.
4. Where issues of serious misconduct are determined **accessible** may immediately remove a Contractor's registration.
5. The Contractor will be advised in writing of the outcome of any determination made by **accessible** regarding registration.

9.4 ASSESSMENT

The Specialised Assessor identifies the need for a housing modification solution in conjunction with the person and NASC service that may be or need to be, supporting the person.

The assessment team will include the person, the Specialised Assessor and any other person who is identified as relevant to the process.

The assessment team for a level 4 (or other complex modifications as listed in Section 8) housing modification must include the **accessible** Housing Advisor who may approve the use of a Consultant.

The Specialised Assessor must utilise the **accessible** Housing Modification Schedules and Housing Modifications Master Specifications.

Where necessary, the Specialised Assessor should consult with the **accessible** Housing Advisor.

9.5 PLANS AND DRAWINGS

9.5.1 SKETCH PLANS

Where a Consultant has not been engaged to assist in the drawing of plans and specifications the Specialised Assessor will, in the course of drawing sketch plans, consider the following points:

- sketch plans are prepared by the Specialised Assessor to show what is required to meet the person's disability needs and are required for all housing modifications These are not expected to be scale drawings
- the sketch plans shall indicate the extent of the proposed work based on the assessment carried out by the Specialised Assessor
- sketch plans shall include a floor plan showing the existing layout and a floor plan showing the proposed new layout. Dimensions must be included in all sketch plans
- the **accessible** Housing Schedules are to be used in conjunction with the sketch plans

9.5.2 WORKING DRAWINGS

Sketch plans are used as a means of communicating the Specialised Assessors recommendations relating to their assessment. From these sketch plans the Contractor should be able to develop working documents with the necessary technical aspects required for quoting and if successful the undertaking of the building work.

The documents prepared by the Contractor shall show how it is proposed to construct and how to satisfactorily complete the housing modification.

The Contractor's plans will generally include the following:

- plan and dimensions of the existing layout
- plan and dimensions of the proposed layout
- details and notes as required indicating how the technical building work is to be carried out
- any other details the Contractor knows or ought to know that will be required to carry out the housing modification

The **accessible** Housing Modifications Master Specification and Trade Summaries when used with the Contractor's drawings should be adequate to ensure building code compliance, use of appropriate workmanship, materials and processes.

NOTE: The Contractor is responsible for obtaining the Building Consent and advising the Local Council that the building work has been completed. The Contractor shall ensure that the Code Compliance Certificate is obtained from the local Council and/or the Building Certifier at the completion of the work.

9.6 **accessible HOUSING MODIFICATIONS MASTER SPECIFICATIONS AND TRADE SUMMARIES**

Housing Modifications Trade Summaries are issued to all Specialised Assessors and **accessible** List Contractors plus any Consultants undertaking housing modifications via the **accessible** process. They outline the roles and responsibilities, minimum standards for materials and workmanship and are applicable to all modification work.

Housing modification master specifications have been created for various modification types e.g. installing a Level Access Shower, to assist the Specialised Assessor in documenting the required housing modifications correctly and completely. The **accessible** Housing Modifications Master Specifications and Trade Summaries can be found in the appendix to this manual.

Where a Consultant has not been engaged, the applicable forms must be used.

9.7 **APPROVAL OF PLANS AND SPECIFICATIONS**

9.7.1 **PERSON**

The person must take time to examine the plans and specifications of the proposed housing modifications and that these meet his/her essential need. Agreement is indicated by signing the Plans.

9.7.2 **PROPERTY OWNER**

The registered proprietor of the property must approve any housing modifications to be undertaken and sign the **accessible** Registered Property Owner Approval Form prior to any work commencing. The registered proprietor must have the opportunity to examine the plans and specifications of the proposed housing modifications and indicate their agreement by signing the plans.

Requests for approval by the registered proprietor, where the home is owned by HNZC, should be submitted through the local HNZC neighbourhood unit. (section 5.10)

9.8 **OBTAINING QUOTES**

- quotes are accepted from Contractors who are registered List Contractors with **accessible**
- quote's must be based on the **accessible** Schedule of Rates
- **accessible** reserves the right to request a second quote at their discretion
- all quotes must use the **accessible** Housing Modifications Master Specifications and Housing Schedules, and where required, show the cost of any Building Consent
- **accessible** does not provide funding approval for contingency sums e.g. painting

The actual cost of the Building Consent will be met by **accessible** (in accordance with the usual payment processes) on receipt of the Notice of Building Work Completion. The Building Consent number must be indicated to show proof of purchase and a copy of the Code of Compliance Certificate attached.

9.9 **PREFERRED QUOTES**

accessible will take into account any recommendations of a preferred quote when deciding which quote to accept. The person, Specialised Assessor or Consultant (if used) may recommend a quote taking into account:

- the ability to meet the person's essential needs
- cost-effectiveness
- quality of workmanship
- timeframes

NOTE: The **accessible** Housing Advisor will negotiate with the person who recommended the quote where that quote is above the **accessible** Schedule of Rates.

NOTE: Where the person has requested a quote that is in excess of any other quote received and is unable to substantiate its acceptance, they will need to consider funding the difference in cost between that for which MoH funding is available and their preferred option.

9.10 MAKE-GOOD

accessible will only approve the purchase of minimal make-good to the area affected by the modification. The Contractor should allow to 'make-good' the immediate areas where fixtures, fittings, walls, floors etc. have been removed/modified and finish to match and blend with the existing.

Where it is not possible or not cost effective to match the modified area with the existing, the Contractor should match and repair as close as is possible e.g where the wallpaper/ carpet is no longer available.

NOTE: **accessible** will not approve funding to purchase the redecoration of an entire area. The registered proprietor of the property should be made fully aware of the extent of 'making-good' the affected areas prior to any housing modifications proceeding.

Where the registered proprietor of the property chooses to redecorate the entire area, they will need to fund any and all the additional cost associated with this as a separate agreement with the Contractor.

9.11 INCOMPLETE OR INCORRECT APPLICATIONS

Where an application has been received at **accessible** and cannot be processed due to incomplete/incorrect information or documentation, **accessible** will:

- endeavour to contact the Specialised Assessor by telephone or fax or email to discuss and request the missing information
- where this contact has failed, the Specialised Assessor will be informed in writing and the application placed on hold until the documentation is complete

9.12 DECLINED APPLICATIONS

Where an application for the purchase of housing modifications has been received at **accessible** and does not meet MoH access and/or eligibility criteria, **accessible** will:

- discuss the application with the Specialised Assessor, stating the reasons why it does not meet MoH criteria
- notify the person and the Specialised Assessor in writing of the decision and reasons for declining the purchase of the housing modifications and provide review rights (section 11)
- decline and withdraw the application for funding

9.12.1 PARTIALLY DECLINED APPLICATIONS

An application for housing modifications may be partially declined where a portion of the requested modification does not meet the current MoH access and eligibility criteria.

Where an application for funding has been partially declined, **accessible** will:

- discuss the application with the Specialised Assessor, stating the reasons for the reduction in funding
- notify the person and the Specialised Assessor in writing of the decision and reasons for reducing the funding amount and provide review rights (section 11)
- amend any funding approval letter to indicate the reduced funding amount

9.13 PAYMENT OF INVOICES

Invoices for payment by **accessible** must be received in the previous month or by the 4th working day of the current month for payment on or before the 20th working day of the month following receipt.

e.g. For payment in December, the invoice and all required documentation must be received in either November or no later than the 4th working day of December.

NOTE: Payment will not be made until all the documentation relating to the satisfactory completion of the housing modification is received by **accessible**

- payment can only be made following receipt of the Contractor invoice, the signed **accessible** Notice of Satisfaction and the Notice of Building Work Completion (if a Consent is required)
- the Contractor invoice must clearly identify the person, the site address, the type of housing modification, the **accessible** application number and the Specialised Assessor name

9.13.1 PROGRESS PAYMENTS

Progress payments for complex, high cost housing modifications may be negotiated on a case by case basis and must be agreed with the **accessible** Housing Advisor prior to the start of the modification.

9.14 APPLICATION PROCESS

1. The Specialised Assessor will establish the person's eligibility/essential need and will identify the need for a housing modification solution together with the person, care giver, family and whanau.
The Specialised Assessor identifies the most cost-effective option available to meet the person's essential needs.

NOTE: The **accessible** Housing Advisor must be involved in all level 4 housing modifications.

2. The Specialised Assessor provides sketch plans/working drawings and specifications for the proposed housing modifications.
 - specifications must be created using the **accessible** Housing Modification Master Specifications and Housing Schedules (appendix - 14.3 **accessible** Housing Modification Master Specifications)
3. The Specialised Assessor obtains a quote from the List Contractor of their selection for the proposed housing modifications.

NOTE: Where appropriate, Priority 2 and Priority 3 applications may be received and processed at **accessible** with out quotations. In this instance an itemised list of the alterations must be forwarded with the application to allow the **accessible** Housing Advisor to estimate the costs.

4. The person and Specialised Assessor complete an **accessible** Housing Application form, ensuring that:
 - the person has signed the application form which denotes agreement with the **accessible** Terms and Conditions
 - the Specialised Assessor must ensure that a copy of the **accessible** Terms and Conditions is retained by the person (section 7)
 - the person has sighted and initialled the plans and specifications and has retained a copy for their records (section 9.7)
 - the registered proprietor of the property has sighted and initialled the plans, specifications and schedules, has retained a copy for their records and signed the **accessible** Registered Property Owner Approval Form

NOTE: This form is to be completed even if the person with the disability is the registered proprietor of the property. (section 5.10)

Refer to Process and Procedure flow chart in the appendix (14.1 Ministry of Health Priority Guidelines) for further explanations.

5. Based on the MoH Priority Guidelines, the Specialised Assessor establishes a priority rating for the application and indicates this on the application form. (appendix - 14.1 Ministry of Health Priority Guidelines)
6. The completed application including; assessment, Priority Guidelines, quotations, sketch plans/working drawings, specifications, the property owners Approval form and any supporting information is submitted by the Specialised Assessor to **accessible**.

NOTE: Ensure that the number of pages submitted is listed.

7. **accessible** will verify the person's eligibility for funding based on the current MoH criteria.
 - if the requested funding exceeds \$7,900 (inc. GST) or the sum of funding the person has received exceeds \$7,900 (inc. GST), **accessible** will arrange for an I&A Test to be undertaken (section 9.18)
 - if the person does not meet the MoH criteria, the person and Specialised Assessor will be advised in writing that funding is to be declined (section 9.12)

9.14.1 APPROVED PRIORITY 1 APPLICATIONS

accessible will notify the Specialised Assessor and the Contractor to confirm that the eligibility criteria has been met and the application for housing modifications approved for immediate funding.

9.14.2 PRIORITY 2 AND 3 APPLICATIONS

Where the application does not meet the criteria for Priority:

- **accessible** will notify the person and the Specialised Assessor to confirm that the eligibility criteria has been met and the application approved as meeting the criteria for P2 or P3 and has been placed within a priority time frame
- **accessible** will wait list these applications pending the availability of MoH funding
- monthly reports are forwarded to the MoH by **accessible** detailing the numbers and approximate cost of all applications for housing modifications that remain within a priority time frame
- no work on the housing modification can commence until the application is listed as P1 and approval in writing to commence the housing modification has been received from **accessible**

9.15 AS FUNDING BECOMES AVAILABLE (FOR ALL LEVELS OF PRIORITY)

1. **accessible** will provide the successful Contractor with written documentation accepting their quotation and authorising the purchase of the identified essential need housing modifications.
 - **accessible** will advise the Specialised Assessor in writing that funding has become available and that the Contractor has been notified to start the alteration
 - the successful Contractor must negotiate a start date with the person and advise the Specialised Assessor of this. Where required by the Building Act 1991, the Contractor will obtain the necessary Building Consents
 - during the course of the housing modifications if the need for additional MOH funding is identified, **accessible** must be promptly approached for approval
 - **accessible** will not be responsible for any additional funding unless it has previously agreed to do so in writing
 - if a quote has not been provided with the application, **accessible** will advise the Specialised Assessor in writing when funding becomes available. The Specialised Assessor shall obtain a quote from a List Contractor based on the approved plans and specifications and submit these to **accessible**

NOTE: If there are any variations to the proposed housing modifications, **accessible** must be advised and updated drawings and schedules submitted to **accessible** for approval.

2. Once the housing modifications are complete the Contractor must notify the Specialised Assessor to arrange a final inspection. (sections 9.21, 9.22)

3. Where a Building Consent was required the Contractor shall notify the Local Authority that the building work has been completed and arrange for the Local Authority or Building Certifier approved by Local Authority as the case may be, to inspect the work and issue a Code Compliance Certificate. The Contractor must forward a copy of the Building Consent and Code Compliance Certificate to the registered proprietor of the property and to **accessible**.
4. The Specialised Assessor must undertake a final inspection to ensure the assessed housing modifications are in place, working successfully and meeting the person's assessed needs. The Contractor and **accessible** must be notified if any remedial work is required.

NOTE: Any issues or disputes resulting from the housing modifications must be documented at this time and a copy forwarded to the **accessible** Housing Advisor. (section 9.22)

5. The Specialised Assessor and the person sign off the **accessible** Notice of Satisfaction once they are satisfied with the completed housing modifications. (section 9.21)
6. The Specialised Assessor or the Contractor forwards the **accessible** Notice of Satisfaction, the Contractors invoice and a copy of the Code Compliance Certificate (where a Building Consent was required) to **accessible**, PO Box 27 804, Mt Roskill, Auckland for processing and payment.

9.16 PROCESS FOR APPLICATIONS REQUIRING HOUSING ADVISOR INVOLVEMENT

1. The Specialised Assessor:
 - identifies that the proposed housing modifications are Level 4 or
 - determines that the modification required has a high level of technical complexity or
 - the Specialised Assessor and the person are not able to identify an effective solution to meet the essential need
2. The Specialised Assessor contacts the **accessible** Housing Advisor in writing and supplies the person's details, a brief outline of the housing modification that is being considered and an indication of person's eligibility and priority.
3. The Specialised Assessor and Housing Advisor work together to establish the options for the required housing modifications.
4. The Specialised Assessor will complete and submit an **accessible** Housing Application following the usual format.

9.17 HOUSING MODIFICATIONS WHERE A CONSULTANT MAY BE REQUIRED

1. The Specialised Assessor assesses the person's essential needs.
2. The Specialised Assessor:
 - identifies that the proposed housing modifications are Level 4 or
 - determines that the modification required has a high level of technical complexity or
 - the Specialised Assessor and the person are not able to identify an effective solution to meet the essential need
3. After consultation with the Housing Advisor, it is identified that the level of complexity of the modification indicates that a Consultant is required to assist in the drawing up of plans and specifications for the proposed housing modification that is being considered.

4. The **accessible** Recommendation to Use a Consultant form must be completed by the Specialised Assessor and must contain the following details:

- the priority rating of the person's needs
- the type of Consultant required and name if known
- the person's name and contact details
- the person's disability type
- the type and level of the proposed housing modification being considered

NOTE: All requests to use a Consultant must be accompanied by a comprehensive housing assessment report. (appendix - 14.5 Recommendation to Use a Consultant)

5. **accessible** will verify the person's eligibility for funding approval based on the current MoH access and eligibility criteria.

NOTE: Where the Specialised Assessor has identified the need for a Consultant to assist with a Priority 2 or Priority 3 application (based on the MoH Priority Guidelines), approval cannot be given until funding becomes available. The Specialised Assessor and the person will be advised in writing that their **accessible** Recommendation to Use a Consultant is being held awaiting the availability of funding.

6. Once funding becomes available **accessible** will confirm the person's eligibility and send confirmation of appointment to the Consultant. A copy will be sent to the Specialised Assessor.

NOTE: No work should be undertaken by the Consultant until written confirmation has been received from **accessible**. Where a Consultant has been engaged to assist with the proposed housing modifications without **accessible** approval, reimbursement of their costs will not be considered.

7. The person, Specialised Assessor, Housing Advisor and Consultant meet on site to establish the extent of the housing modifications being considered.

8. Where required, the Consultant will create sketch plans of the proposed housing modifications for the Specialised Assessor and person's approval. The sketch plans of the proposed housing modifications must be forwarded to **accessible** for approval prior to completing working drawings and specifications.

9. The completed working drawings are forwarded to **accessible**. The Housing Advisor, in consultation with the Specialised Assessor and the person, will determine the appropriate course of action from that point and will document the necessary steps to complete the application process for the modification.

9.18 INCOME AND ASSET TEST PROCESS

Income and Asset (I&A) testing of housing applications will determine the funding amount the person is able to receive where:

- the proposed housing solution is in excess of \$7,900 (inc. GST) and/or
- previous applications have been made for housing modifications (at any address including the current home) for the person and added together the total exceeds \$7,900 (inc. GST)

NOTE: Where a person has had previous housing modifications outside the Auckland region/Northland Service Area of the MoH, **accessible** will contact Enable NZ to obtain details including the number, type of housing modifications and the cost.

1. An application for the purchase of housing modifications has been received at **accessible** and has been identified as meeting the access and eligibility criteria for funding approval.

2. **accessible** will notify the person in writing of their need to be I&A tested by WINZ **accessible** will notify WINZ by fax, of the person's contact details, the type and amount of funding requested. WINZ will forward the appropriate I&A testing forms and the WINZ address/contact details.
3. Once the I&A Test has been undertaken, **accessible** will be advised by WINZ of the funding the person is able to receive.

NOTE: Where the amount requested has been reduced by the I&A Test, the person will be advised in writing of the amount that **accessible** can contribute and the portion of funding that they will need to contribute. The person must agree in writing to contribute these funds in order for the application process to continue. This portion of funding must be paid directly to the Contractor. **accessible** is not responsible for any financial obligations/requirements the person may undertake regarding the additional portion of funding.

9.19 WHERE THE PERSON DOES NOT WISH TO BE I&A TESTED:

The person must provide **accessible** with a written statement advising that they do not wish to proceed with an I&A Test and that they are aware that they are responsible for any and all costs over \$7,900 (inc. GST).

Where the person is not willing to make such an undertaking, the application for the purchase of housing modifications will be placed on hold until a solution can be agreed upon.

NOTE: Where the person has voluntarily restricted the amount of funding requested, the person will be advised of the funding amount that **accessible** can contribute and the portion of funding that they will need to contribute toward the proposed housing modifications. This portion of funding must be paid directly to the Contractor. **accessible** takes no responsibility for any financial obligations/ requirements the person may undertake regarding the additional portion of funding.

9.20 REQUESTS FOR ADDITIONAL FUNDING

Where the Contractor has identified the need for additional funding:

- the Specialised Assessor and/or Consultant must be informed of the need for additional approved funds
- a detailed quotation must be submitted to **accessible** itemising the additional costs required and the reason for the additional work

accessible will consider the request for additional funding and provide approval where appropriate.

- NOTE:**
- where the request for additional approved funds is less than \$500 (inc. GST) **accessible** may on receipt of an itemised/detailed quotation for this amount, provide an approval number authorising the additional funding. The approval number must also be shown on the Contractor's final invoice
 - if it is determined that the additional funding is required to undertake repairs and maintenance before work can commence, the Specialised Assessor and/or Consultant will be required to refer this cost on to the registered proprietor of the property for their action. **accessible** does not provide approval for the purchase of repairs and maintenance to a home (section 10.13)
 - where the request for additional approved funds takes the total funding (or sum of funding the person has had) over \$7,900 (inc. GST), an I&A Test will be conducted by WINZ to determine the level of funding that can be made available (section 9.18)
 - once the I&A Test has determined the funding level, **accessible** will advise the person and the Specialised Assessor of the outcome of this request
 - if the request for additional funding takes the total funding amount over \$20,000 (inc. GST) approval for funding will need to be sought from the appropriate Auckland region/Northland Service Area of the MoH. **accessible** will notify the person and the Specialised Assessor of the outcome of this request

9.21 FINAL INSPECTION

Once the housing modifications have been completed the Contractor must notify the Specialised Assessor in order that a final inspection can be undertaken. The Specialised Assessor must ensure that the recommended housing modifications are in place, working successfully and meeting the person's needs. The Contractor must be notified by the Specialised Assessor in conjunction with the **accessible** Housing Advisor if any remedial work is required.

9.22 NOTICE OF SATISFACTION

The Specialised Assessor undertakes the management of the application for housing modifications they have assessed and as such is required to undertake a final check to ensure that the completed housing modifications are in place, working successfully and meeting the person's needs.

When the housing modifications have been satisfactorily completed, an **accessible** Notice of Satisfaction must be completed by the person and the Specialised Assessor and returned to **accessible** by the Contractor to allow for the processing and payment of the Contractor's invoice. Where a Consultant has been engaged to assist with the housing modification process they must counter-sign the **accessible** Notice of Satisfaction on the completion of the housing modifications when it is determined that the housing modifications have met the required standards.

9.23 DISPUTES/ISSUES ARISING FROM THE MODIFICATION PROCESS

Where there are any issues arising from the housing modifications or the person or Specialised Assessor is not satisfied with the standard of work that has been undertaken, **accessible** must be advised. The **accessible** Notice of Satisfaction should not be signed in this instance.

Prior to commencing any dispute resolution process, the Specialised Assessor shall endeavour to have the Contractor complete the work to the satisfaction of all parties.

The Specialised Assessor shall:

- contact the Contractor and request that the remedial work to be undertaken
- once the remedial work has been completed, a final inspection must be undertaken to ensure the assessed housing modifications are in place, working successfully and meeting the person's essential disability related needs

When advising **accessible** of a dispute, the information provided shall identify the parties involved and clearly indicate the facts relating to the dispute. It shall also state what action has already been carried out to resolve the dispute.

The **accessible** Housing Advisor may be contacted to act as mediator at any time in this process when a resolution has not been found. Contact may also be made with the **accessible** Housing Advisor should a technical critique of the Contractor workmanship be required. **accessible** may involve an independent builder to advise on construction matters if the need arises.

All disputes must be investigated and a negotiated settlement with the parties pursued.

If the work has been completed in a satisfactory manner the **accessible** Notice of Satisfaction will be signed by the person and the Specialised Assessor and this is returned to **accessible** with the Contractor's invoice and documentation for processing and payment.

- where the Contractor declines to undertake any remedial work within the maintenance period or fails to complete the remedial work within a reasonable time, **accessible**, after written notice to the Contractor, may employ another Contractor to complete the work
- **accessible** will recover any costs associated with this from the Contractor. Where deemed appropriate the Contractor may be removed from the **accessible** Contractor List

9.23.1 OTHER ISSUES

Where there are issues arising from the housing modifications that are not as a result of the standard of workmanship and the person is not willing to complete an **accessible** Notice of Satisfaction e.g. clash in personality between the person and Contractor, the Specialised Assessor must:

- document the identified issues
- discuss the issues with the person and the Contractor in an effort to come to an amicable solution

Where the person is still reluctant to complete an **accessible** Notice of Satisfaction and the issues identified would appear unreasonable, the Specialised Assessor may request that **accessible** accept the Notice of Satisfaction completed by the Specialised Assessor.

- **accessible** will request the Housing Advisor to investigate and report on the identified issues/disputes and where necessary act as mediator to achieve a satisfactory solution
- where **accessible** is satisfied that the issues identified are not substantiated and that it would be unfair or unreasonable to withhold payment, the Contractor's invoice will be considered for payment
- where it is identified that the Contractor has acted inappropriately, **accessible** will take the necessary steps to resolve the issues. Where appropriate the Contractor's listing with **accessible** will be cancelled

accessible may at any stage, request that the **accessible** Housing Advisor or an independent Consultant, investigate and report on the identified issues/disputes and where necessary facilitate a satisfactory solution.

At all times, the Specialised Assessor and the person will be kept informed of the process.

10 SPECIFIC MODIFICATION CRITERIA

10.1 BEDROOMS

accessible will not approve the purchase of additional bedrooms to a property where this is due to a social need. i.e. there are not enough rooms for the occupants of the home even though one of the occupants has a disability. Applications for additional bedrooms must be made in consultation with the **accessible** Housing Advisor and "in principal" in the first instance.

NOTE: NASC involvement in the housing modification process must be demonstrated in the application.

10.2 COVERED TRANSFER AREAS

Covered transfer areas will only be purchased where it is demonstrated that the person takes considerable time to transfer from his/her wheelchair into a vehicle. The area to be covered will be the minimum required to meet the identified need. **accessible** will not approve the purchase of carports or covered ramps.

NOTE: NASC involvement in the housing modification process must be demonstrated in the application.

10.3 FENCING

Fencing and/or gates will only be purchased in exceptional circumstances when the person is at risk of injury as a result of their disability.

The Specialised Assessor must consider the clinical aspects of the person's disability regarding future needs i.e. is this going to be a problem in a year's time?

NOTE: NASC involvement in the housing modification process must be demonstrated in the application.

The Specialised Assessor needs to consider the following:

- is the fencing essential to allow the person to remain in their home?
- what are the needs of the person in comparison to that of a person without a disability i.e. all young children require supervision and secure fencing
- the design features and durability of fencing provided when the child is under 5 compared that provided for children from the same family who are under 5
- the clinical aspects of the person's disability regarding future needs i.e. is this going to be a long-term problem or will a behavioural support programme meet the persons needs

- NOTE:**
- the fenced area must be the minimum to prevent risk or injury i.e. a small fenced area within the boundary of the property allowing for supervision
 - the most cost effective materials are to be used
 - existing boundaries including the exterior house walls must be considered as part of the small fenced area
 - the responsibilities of the registered proprietor of the property and neighbours to provide fencing must be investigated
 - one gate will be considered to access this outdoor area
 - the area must include access from the house
 - no vehicle access is to be provided within the outdoor area
 - the area must be visible from the commonly used areas of the home to allow adequate supervision

10.4 GARAGE DOOR OPENERS

accessible will only approve the purchase of an automatic garage door opener where this is demonstrated to be the most cost effective access point into the home, and the person is unable to open the existing garage doors as a result of their disability. **accessible** will not approve funding where this is simply to allow the person to park a vehicle in the garage and they are currently unable to manage the manual garage door.

10.5 HANDRAILS

accessible are only able to approve the purchase of handrails to one entry/exit point into the home where the person is unable to independently use the existing steps. The Specialised Assessor should consider the most cost effective and appropriate access to alter to meet the person's needs. Handrails are considered housing modifications and as such are not required to be returned to the Store once they are no longer meeting the person's needs. **accessible** does not approve funding for the removal and make good of areas affected by handrail installation.

10.6 HEATING/AIR CONDITIONING

Air conditioning or heating will only be purchased in exceptional circumstances where this is required for an essential need to enable the person to remain in his/her own home.

The need to provide heating in a home is a standard requirement of all families regardless of disability. The Specialised Assessor must consider the heating needs of a person without a disability and justify why the person's needs are extra to these and how they relate to his/her disability. **accessible** will only consider approving the purchase of heating or air conditioning that is additional to that which is required by a person without a disability in that home environment.

accessible will only consider approving the purchase of minimum heating and/or air conditioning required i.e. only one or two rooms, not the entire house.

NOTE: NASC involvement in the housing modification process must be demonstrated in the application.

10.7 KITCHEN MODIFICATIONS

The Specialised Assessor needs to ensure that housing modifications to a kitchen meet an essential need only. Kitchen modifications are purchased where it is essential to allow the person to be independent in the preparation of food and drinks so s/he can remain in/return to his/ her home.

Where the person lives alone with no/minimal support to undertake meal preparation tasks, **accessible** will consider an application to modify the existing kitchen so the person can achieve essential food preparation to enable them to continue residing in their own home.

Where there are other family members and/or support available in the home, the Specialised Assessor must consider what assistance these people can provide with meal preparation tasks. The requested level of the kitchen modifications should reflect this support i.e. the person's spouse/partner may be able to assist with the preparation of meals. However, the person may require an accessible area to prepare snacks or drinks at times of the day when they may be by themselves for an extended period of time.

accessible does not approve the purchase of kitchen modifications to carry out 'life roles'.

NOTE: NASC involvement in the housing modification process must be demonstrated in the application.

10.8 NEW BUILDINGS

Where the housing modifications specifically related to a disability need are to be incorporated into a new house being constructed, the quotes must show the extra cost of providing the disability-related housing modifications over and above the standard features. These costs must be itemised and show the comparison in cost between the standard and disability related.

accessible will only consider the additional costs required to accommodate the person's abilities e.g. **accessible** will consider the difference in cost between a standard door and a sliding door, not the full price of installing a new door.

Funding approval for the purchase of additional space into a new home e.g. widening hallways, additional storage etc, will not be approved by **accessible**.

accessible does not approve funding to purchase "granny flats". As with the purchase of housing modifications incorporated into a new house, only the disability related housing modifications over and above the standard features will be considered.

NOTE: NASC involvement in the housing modification process must be demonstrated in the application.

10.9 PEOPLE WITH A TERMINAL CONDITION

Applications for housing modifications will only be accepted where it is essential and all other options e.g. equipment, personal care etc have been considered and discounted as a means of resolving the identified issue.

accessible will not approve funding to purchase housing modifications if the person is receiving palliative care services.

To assist **accessible** to reach a decision the Specialised Assessor's report must outline the following:

- life expectancy and prognosis
- home supports available
- other options considered
- consequences of not providing the housing modifications
- person's choice and preference

Liaison with NASC must also occur to determine other support services that may be in place and to ensure effective resource management between the Specialised Assessor and the NASC.

10.10 RAMPS/EASY-STEPS

accessible is only able to approve funding to purchase one modification for access/egress where the person is unable to independently use the existing steps, or manage with the aid of a handrail.

The specifications of the ramp must be the minimum required to meet the identified need. **accessible** will not approve funding for the purchase of steps to the ramp as an ambulant person may also use the ramp.

- **accessible** will only purchase the installation of a fixed ramp where there is no other viable alternative and all other options e.g. low rise lift have been investigated and documented as part of the application
- where there is uncertainty about the person's ability to remain in this home on a long term basis, then alternatives such as a low rise lift or sectional aluminium ramp must be considered and documented as part of the application

The person and the Specialised Assessor must consider the most appropriate access to alter as identified by factors such as;

- the least number of steps
- the most commonly used entry
- the entry which allows the most effective internal circulation
- the fall of the surrounding land
- any drainage or pipe work which will require alteration as part of the modification
- any potential restriction of access to neighbouring properties

10.11 STAIRLIFTS/PLATFORM LIFTS/HOISTS

These are regarded as equipment that requires housing modifications to install. These should be applied for using the housing modification process but the cost of the equipment will not be included in an I&A Test.

Quotes for housing modifications that may include stairlifts/platform lifts/ hoists must itemise the equipment separately from any installation or modification costs. These items need asset labelling and must be returned to **accessible** when they are no longer required. The cost of removal and any standard make good will be met by **accessible** who must be contacted to arrange removal.

NOTE: Through floor lifts remain in situ and the total cost is included in the I&A Test process.

10.12 RELOCATION

Where the person has already had access to funding for housing modifications and has recently relocated to a new home that requires housing modifications due to their disability, further funding approval will only be considered if extenuating circumstances can be demonstrated surrounding the need to move to the new residence.

Where the person has relocated to a newly purchased home which requires housing modifications due to the person's disability, **accessible** will consider the choice of property made by the person or their family or whanau. Funding for housing modifications will not be approved when the home that has been purchased is clearly inadequate for their needs e.g. the person has limited mobility, has purchased a two-storey house and has limited or no means of accessing the second level, **accessible** will not consider an application for funding for the installation of a through floor lift or stair lift or any other housing modification required to access the second or subsequent level.

To determine eligibility for housing modifications prior to the purchase of a home, the person should contact the local NASC agency to request an assessment by an Occupational Therapist. **accessible** must be able to see that the person has made every attempt to choose a house that is suitable for their needs e.g. requires minor access and/or minimal bathroom modifications or other standard housing modifications.

10.13 REPAIRS AND MAINTENANCE

All insurance, repairs and maintenance are the responsibility of the registered proprietor of the property. This includes any future repairs (after the Maintenance Period) to housing modifications approved by **accessible**.

- **accessible** will not consider any costs involved in repair and maintenance work with the exception of stairlifts, platform lifts and hoists as stated below
- any costs involved with repair and maintenance work are not to be included in quotations submitted to **accessible** for funding consideration
- should, in the course of housing modifications, maintenance work be uncovered which needs to be resolved before the work can be completed, the registered proprietor of the property is responsible for the cost of the maintenance work. This must be completed before the housing modification can be resumed
- **accessible** will not consider any cost involved with upgrading work on plumbing systems or rectifying any water pressure systems
- for any housing modifications which include any of the following types of equipment; Platform lift, Hoist or Stairlift etc. when the person no longer requires the equipment or when it is no longer meeting their needs, it must be returned to the **accessible** Store so that it can be re-issued. **accessible** should be advised when the equipment is no longer required and arrangements will be made for its removal by **accessible**. The full cost of removal and standard refurbishment will be met by **accessible**

NOTE: In situations where the person has made a contribution toward the cost of the equipment, they must be made aware prior to the contribution that the equipment belongs to the MoH. No reimbursement will be made for any contribution the person has made towards the cost of the equipment required for the housing modification.

NOTE: Through floor lifts remain in situ and the cost is included in the I&A Test process.

NOTE: These items are subject to a service Contract with **accessible** and the person must be made aware service persons will be carrying out this Contract as required and the person is responsible for all costs associated with misuse, negligence or accidental damage.

- If the item requires repair the person agrees to contact **accessible** immediately

10.14 SERVICES

accessible will not approve funding for the purchase of basic services into a house, e.g. running water, inside toilet, electricity etc. The provision of increased water pressure (e.g. the installation of a new water cylinder) is considered to be a home improvement and as such cannot be addressed with MoH funding.

NOTE: Where the use of a low rise lift may be compromised due to regional low water pressure, alternative pressure alterations may be approved or a fixed ramp installed.

10.15 TOILETS

An additional toilet will only be considered if it is a more cost effective solution than housing modifications to enable the person to access the existing toilet.

10.16 PATHS AND DRIVEWAYS

accessible will not approve funding for the purchase of basic paths or driveways to a house to enable the person to reach the access to the house. This is the responsibility of the registered proprietor of the property.

10.17 LEVEL ACCESS SHOWER

Where a person is unable to use the existing bathing or showering facilities, the Specialised Assessor and the person must first consider the provision of equipment to meet the identified need, e.g. bath board, bath lifter, swivel bather, shower over the bath etc.

accessible will only consider approving funding for the purchase of a level access shower where there is no other viable alternative and all other options have been investigated. Where the cost effective option is to remove the bath to allow installation of a level access shower, but the registered proprietor of the property wishes to retain the bath, any additional costs incurred are the responsibility of the registered proprietor of the property.

10.18 STORAGE AND CUPBOARDS

accessible does not approve funding for the purchase of additional storage and/or cupboards. Where it has been necessary to remove a cupboard in the course of modifying a home, **accessible** may consider a reasonable request to replace the removed cupboard. It will need to be demonstrated that without the cupboard, the person/family is unfairly disadvantaged.

10.19 LIGHTING

Applications for additional lighting may be considered for funding approval. The need to provide lighting is a standard requirement for all homes. The assessment must consider the lighting needs of a person without a disability and justify why the person's needs are in addition to these and how they relate to his/her disability.

The assessment team needs to include a Specialised Assessor accredited in the area of Vision.

11 REVIEW AND APPEAL RIGHTS

11.1 APPLICATIONS NOT SUPPORTED BY THE SPECIALISED ASSESSOR

Where the Specialised Assessor does not support a person's application for housing modifications, the person has the right to have the application forwarded to **accessible** with the Specialised Assessor's reasons for not supporting the application. The person has a right to be fully informed of the Specialised Assessor's views and to be given copies of all documents forwarded to **accessible**. The person has the right to forward additional information to support their views. **accessible** will request via the relevant DHB a review of the application and the recommendation of the Specialised Assessor. Where the person is not satisfied with the decision made by **accessible** they may apply for a review of decision and forward additional information to support the request for a review as per the **accessible** Review and Complaints Procedure.

11.2 REVIEW OF DECISION

If the person is not satisfied with any decision that has been made about their application, they have the right to request a review. A request for a review of a decision made by an **accessible** team member regarding an application for housing modifications should be directed to the **accessible** Professional Advisor either verbally or in writing in accordance with the **accessible** Review and Complaints Procedure.

- a request for review may be made by the person/family/whanau, the Specialised Assessor, NASC agency or the MoH
- the request should contain any additional information which may be relevant to the review
- the results of the review and the action to be taken will be forwarded to the source of the review request within 10 working days of the request being lodged with the **accessible** Professional Advisor

A further review of the decision may also be carried out by the **accessible** management team who will advise the person in writing of the outcome or progress of the review within 10 working days.

If the person is dissatisfied with the outcome of the review of decision, they may submit a second appeal. This should be sent to the General Manager of **accessible**. All information relating to their application will be forwarded to the appropriate office of the MoH for a decision. **accessible** will notify the person of the decision reached by the MoH.

11.3 REVIEW OF ASSESSMENT

The person has the right to seek a second opinion from another Specialised Assessor, or to receive from Enable Information (Enable NZ) the names of Specialised Assessors who could carry out the second assessment. The person may arrange this themselves.

Should the person choose an assessment conducted by a private assessment service they will need to fund any costs associated with this. They may need to contact their local NASC provider if they cannot identify an appropriate Specialised Assessor.

12 AUDIT OF ACTIONS

12.1 *accessible*

In compliance with the Health and Disability Service's Consumers' Rights Regulations 1996:

Any complaint regarding an **accessible** team member or process is to be expressed to the appropriate Manager at **accessible**, who will investigate the complaint and undertake appropriate action. The name and contact details of the relevant Manager will be supplied to you. The complaint may be made either verbally or in writing.

In accordance with **accessible**'s Review and Complaints Procedure, the complaint and any actions that may be taken will be documented. The complainant has the right to receive any information held by **accessible** that is or may be relevant to the complaint.

NOTE: The **accessible** Review and Complaints Procedures are contained in a brochure that is available at the Reception desk, on the **accessible** Website or on request.

A detailed report containing the agreed Action Plan will be forwarded to the complainant within 1 week of the complaint being lodged with **accessible**.

The complainant is entitled to access the services of independent advocates provided under the Health & Disability Commissioner Act 1994, and the services of the Health and Disability Commissioner in preparing and/or submitting a complaint.

NOTE: More information on these services can be obtained from the Health and Disability Commissioner at PO Box 1791, Auckland, telephone (09) 373 3556 or fax (09) 373 3557.

If the outcome of this decision is not to the satisfaction of the complainant, an appeal may be submitted. The appeal should be sent to **accessible**. The appeal and all information relating to the complaint will be forwarded to the General Manager and the Directors of **accessible** for a decision.

12.2 SPECIALISED ASSESSORS

An audit procedure relating to a Specialised Assessor will only be requested by **accessible**:

- if the Specialised Assessor consistently makes applications containing inappropriate recommendations when compared with accepted practice. (The Specialised Assessor practice guidelines are currently under review by the MoH as per the ACCESS information and review documentation)
- if there are recurrent breaches of **accessible** policy and procedure
- if there are repetitive instances of incorrect recommendations brought to the attention of the General Manager of **accessible**
- **accessible** will use its best endeavours to ensure that the person shall not be time disadvantaged as the result of an audit process

- where the **accessible** team has a concern regarding the actions or applications of a Specialised Assessor, the first action to be taken is to contact the Specialised Assessor to discuss these concerns
- If the concerns can be addressed by this direct discussion, no further action will be taken and recorded accordingly
- If the concerns cannot be addressed in this manner, **accessible** will contact the Specialised Assessor's employer or manager or Professional Supervisor to request an audit. The request will be in writing and will include all relevant documentation. The Specialised Assessor will be informed of this action
- It is the responsibility of the employer to audit the actions and outcomes made by the Specialised Assessor. The current MoH criteria and standards must be understood by the employer and the auditor. The relevant criteria and standards will be identified and an assessment made to establish whether or not these have been met
- notification of the result of the Audit and the action to be taken is to be forwarded to **accessible** in writing within 2 weeks. The results and recommendations of the Audit should also be discussed with the Specialised Assessor
- where the Audit shows that the Specialised Assessor has followed correct procedure with an acceptable outcome, no further action is to be taken. **accessible** will reassess its interpretation of the process and protocols and recognise that there may be opportunities to implement further internal process improvements. Further information will then be sent to all Specialised Assessors involved in applications for housing modifications

Where the Audit shows that the Specialised Assessor did not follow the correct procedures, the recommendations should include the action to be taken. The following action could be taken:

- a discussion to be held between the employer and the Specialised Assessor to ensure all future applications will follow the correct process
- a formal discussion to be held between the employer, the Specialised Assessor, an independent advisor and the Professional Advisor from **accessible**
- notification to the Auckland office of the MoH of the audit procedure and the actions of the Specialised Assessor

The MoH may wish to seek advice from the professional group to which the Specialised Assessor is aligned as to the withdrawal of accreditation. This should also include the process that should be followed to allow the Specialised Assessor to seek future accreditation.

13 APPLICATION FORMS

Applications for housing modifications will only be accepted from a Specialised Assessor whose area of registration allows him/her to prescribe housing solutions.

Applications will only be accepted on the correct housing application forms and documentation. (Additional information that does not fit on the application forms should be written on plain paper and included with the application) These forms may need to be updated from time to time. **accessible** will provide Specialised Assessors with a new master copy of the application forms and advise of the implementation date from which time only the corrected application form will be accepted.

accessible will only supply a master copy of the application forms - the Specialised Assessor will need to arrange copies for day to day use.



PRIORITY

FOR OFFICE USE ONLY
Application
Received

APPLICATION FOR HOUSING MODIFICATIONS

SPECIALISED ASSESSOR DETAILS

Name	AEA No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
First Name	Telephone (09)	Ext					
Address	Facsimile (09)						
E-mail							

CLIENT DETAILS

(Please use hospital label if available)

Name Mr Mrs Ms Miss

Address (GIVEN NAME) (SURNAME/FAMILY NAME)

City/Town Telephone (09) Date of Birth / /

DISABILITY TYPE

(Please tick one box that best describes the person's disability type)

Physical
 Intellectual
 Sensory
 Age Related
 Combination
 GENDER
 Male
 Female

ETHNICITY

(Please tick the box or boxes that best describe/s which ethnic group/s the client identifies with)

NZ Maori
 NZ European/Pakeha
 Other European
 (please specify)

Samoan
 Cook Island Maori
 English
 Australian
 Irish

Tongan
 Niuean
 Dutch
 Scottish

Indian
 Chinese
 Other (please state) _____

I declare that the information in this Housing Application is true. I have read, understood and agree to the Terms and Conditions regarding this Housing Modification, including the use of this information.

The signature of the guardian/agent is required when the person named as the client is under 16 years of age, or is unable to complete and /or sign this application.

Name Of Person Signing

Client Signature Date / /

Relationship to Client

PREVIOUS FUNDING FOR HOUSING MODIFICATIONS

Yes No

If yes, please supply brief details (including the address where the modifications were carried out and reasons for the change of address).



Client Name

SPECIALISED ASSESSOR REPORT

Note: Where an incomplete application is received, the Specialised Assessor will be informed and the relevant information must be forwarded to *accessible* before the application can proceed.

Please supply details outlining the essential need for this modification. Include information that will help establish the appropriate priority band for this application.

1 Relevant Disability *(include any functional limitations that are relevant to this application)*

2 Social Situation and Existing Environment

3 Identified Problems

4 Specific Outcomes To Be Met

5 Description of how the person meets the current Priority Guidelines

Safety	P
Residential & Vocational	P
Support Services <i>(including any resulting savings in areas of support)</i>	P
Independence	P
Options considered <i>(these may not necessarily be equipment)</i>	P
Timing	P

Client Name

6 The Modification Is Essential (tick the appropriate boxes)

LEVEL 1 To provide handrails to assist the person with access into and within the home or to enable independence with transfers.
Description and Costs (Inc GST)

LEVEL 2 To enable access into or within a person's home (excluding issues of complex access).
Description and Costs (Inc GST)

LEVEL 3 To enable a person to achieve essential activities of daily living or access their home where there are complex issues of access. This will include minor structural changes eg. Removal of a non-load bearing wall between a toilet and bathroom.
Description and Costs (Inc GST)

LEVEL 4 To provide additions or complex structural modifications to allow a person to remain in their home. Provide details of all alternatives considered and rationales for the final outcome. (A comprehensive report must accompany all level 4 applications).
Description and Costs (Inc GST)

DOCUMENTATION REQUIRED

- Specialised Assessors report
 - All quotations
 - Sketch plans (before & after) inc. all measurements
 - Registered property owner approval
- Total number of pages (count all pages including quotes, drawings & alteration specifications)

ASSESSOR DECLARATION

- The modification is essential to allow the person to remain in/return to their own home.
- The person resides within the area covered by **accessable** and meets the MoH definition of a person with a disability.
- The person is not eligible for ACC funding.
- This person has had a recent Needs Assessment and a copy of the relevant details is included.

I certify that the details contained in this application are correct and have provided the client/property owner with a copy of any relevant information.

Signature

Date / /



Client Name

REGISTERED PROPERTY OWNER APPROVAL

- As the legal owner of the property you must approve of any modifications prior to any work commencing.
- Please take time to examine the plans and specifications of the proposed modifications and discuss with the Specialised Assessor if you are unsure of what is being proposed.
- Any rectification, insurance and on going maintenance is the responsibility of the property owner.
- *accessible* can not provide funding to replace modifications which are damaged or destroyed.
- Any rectification work required to allow the modification to proceed or rectification work that is uncovered during the course of the modification process is the responsibility of the property owner.
- Where a client moves or no longer requires the modification, the property will not be restored to its original state, except where a water lift, stair lift or ceiling track hoist has been installed.

PROPERTY OWNERS DECLARATION

Name Mr Mrs Ms Miss

(GIVEN NAME) (SURNAME/FAMILY NAME)

Name Mr Mrs Ms Miss

(GIVEN NAME) (SURNAME/FAMILY NAME)

I/we confirm that I am/we are the registered owner(s) or the authorised agent of:

(Property Address)

Lot No DP No

Currently occupied by

(TENANT / OCCUPANT'S NAME)

- I have sighted the specifications of the recommended modifications and give permission for these modifications to be undertaken at this property.
- If required, I have retained a copy of the plans and specifications for my records.

Property Owner's Signature

Signature	Date / /	
Signature	Date / /	

TERMS AND CONDITIONS FOR HOUSING MODIFICATIONS

Details of modifications

Specialised Assessor

Phone Number

PRIVACY ACT

Under the terms of the Privacy Act 1993 any information gathered will be used to ensure that the client receives the correct entitlement to environmental support services and to assist the Ministry of Health in collecting relevant disability related statistical information. The client has the right to access and/or request the correction of any information held about them. All information will be received in the strictest confidence.

This application is made in the knowledge that:

1. I have a disability, which is likely to continue for a minimum of 6 months AND I do not have any entitlement to payment through the Injury Prevention, Rehabilitation and Compensation Act 2001.
2. I live in the area covered by **accessible** (the greater Auckland and Northland regions).
3. I am a New Zealand resident or qualify under a reciprocal funding agreement.
4. The funding is supplied for the recommended modifications only.
5. If I do not own the home that is to be modified, I must have the registered property owner's written consent before any modifications can be made.
6. All repairs, insurance and maintenance after modifications are complete are the property owner's responsibility.
7. Any rectification work required to allow the modification to proceed or that is uncovered during the course of the modification process is the responsibility of the property owner.
8. I may not be entitled to funding for the same or similar modifications at another address.
9. If any of these terms and conditions are not met or kept I may be required to repay part or all of the funding.
10. No retrospective funding will be provided for any work undertaken prior to written confirmation of funding availability from **accessible**.
11. Where a modification includes any of the following items, ie: ceiling hoists, stair lifts, platform lifts etc:
 - a) This shall remain the property of **accessible**. No refunds of any contributions I have made will be provided.
 - b) When the item is no longer required, I will inform **accessible** to allow arrangements to be made for the item's removal. Rectification resulting from removal of the item will be funded.
 - c) The cost of these items will not be included in the I&A Test.
 - d) These Items are subject to a service contract with **accessible**. I agree to allow service people access to the lift at agreed intervals to conduct these service requirements.
 - e) Through floor lifts remain in situ and therefore the cost is included in the I&A Test.
 - f) I understand I am responsible for all costs associated with misuse, negligence or accidental damage.
 - g) I agree to contacting **accessible** immediately should the item require repair.
12. I have sighted the plans and specifications and agree that the proposed modifications will meet my essential needs as described in this application.
13. Income and Asset Test (I&A Test)
 - a) Where the modification costs exceed \$7900 (incl. GST), I am willing to undergo an I&A Test conducted by work and Income New Zealand. This will determine the sum over and above \$7900 for which funding may be provided.
 - b) I understand that if I have had other applications for modifications these will be added together and if the total exceeds \$7900 (incl. GST) an I&A Test will be undertaken to determine my eligibility for further funding.
 - c) I understand that if the I&A Test determines that I am required to contribute towards the cost of modifications, then I must pay this direct to the contractor and this will constitute a separate contract.
 - d) If I do not wish to undertake an I&A Test, I understand that \$7900 (incl. GST) will be the maximum funding available for housing modifications.
 - I have read and understood the statement regarding the Privacy Act and consent to the information being used as described
 - I have read, understood and agree to the Terms and Conditions above and declare that all information supplied by me or my agent(s) in this application is true
 - I have been given a copy to the Terms and Conditions for my record

14 APPENDICES

14.1	Ministry of Health Priority Guidelines	
	Priority Bands for accessible Referrals for Environmental Support Services.....	55
	Housing Application Process.....	53
	Prioritising Applications for accessible	54
14.2	Housing Modifications Trade Summaries	
	Carpentry.....	55
	Plumbing	57
	Electrical	58
	Painting and Paperhanging	59
	Glazing.....	60
	Vinyl Flooring	60
14.3	Housing Modification Master Specifications	
	Access ramps	62
	Domestic passenger lift (over 1.000m travel)	63
	Door widening.....	65
	Easy steps	66
	External handrails.....	67
	Internalhandrails	68
	Fencing.....	69
	Level access shower.....	70
	Platform lifts (up to 1.000m travel).....	72
	Shower over bath	74
	Wheelchair accessible vanity	76
14.4	Review and Complaints Procedure.....	77
14.5	Recommendation to use a Consultant.....	80
14.6	Useful Addresses	82

14.1 PRIORITY BANDS FOR ACCESSIBLE REFERRALS FOR ENVIRONMENTAL SUPPORT SERVICES

EACH PERSON MUST MEET ALL OF THE SIX CRITERIA WITHIN EACH BAND FOR THEIR APPLICATION TO BE DEFINED AS HAVING THAT DEGREE OF PRIORITY

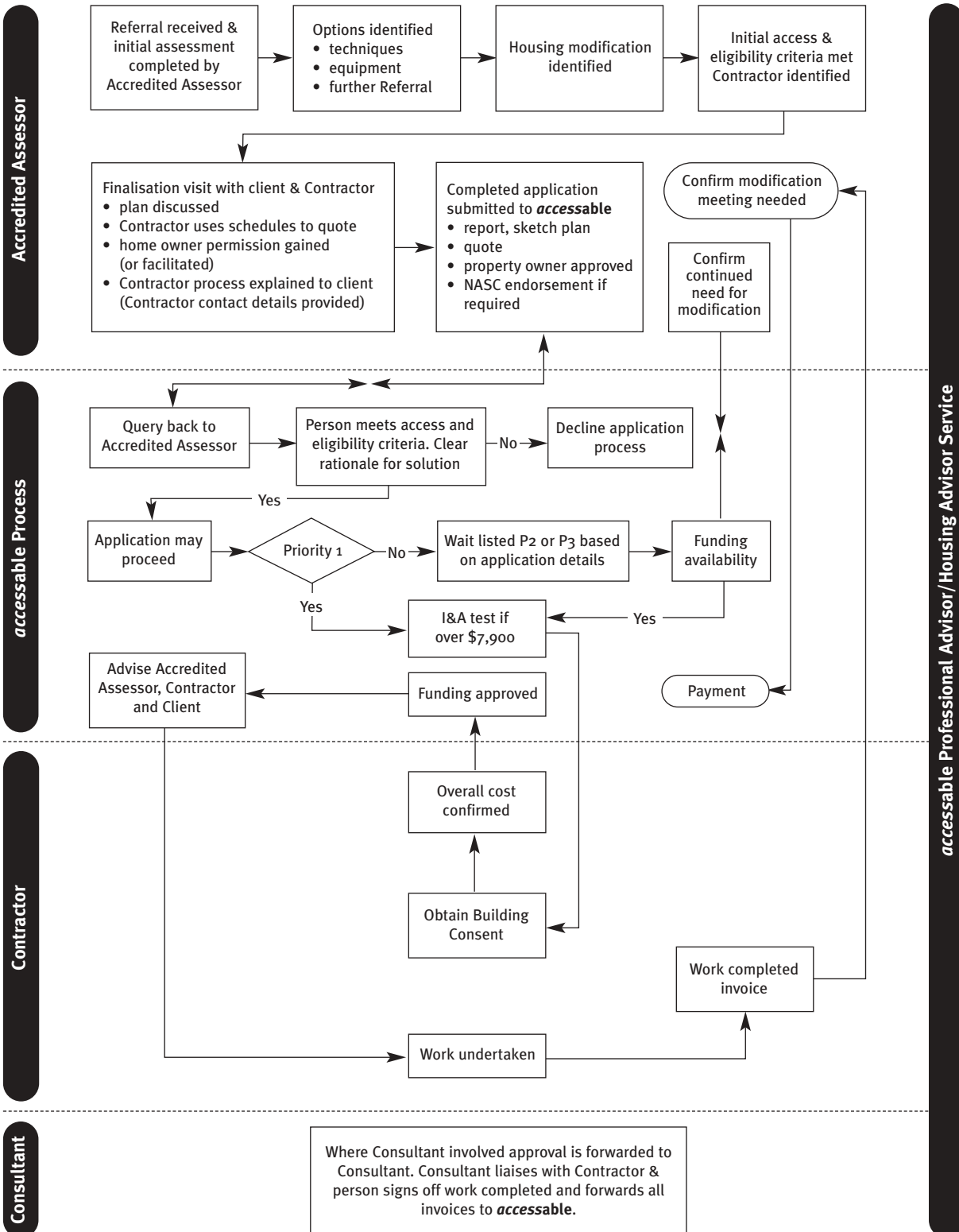
	PRIORITY ONE - IMMEDIATE FUNDING	PRIORITY TWO - WAITING LIST	PRIORITY THREE - WAITING LIST
Criteria 1: Safety	<p>There is a high risk of injury or physical trauma to;</p> <ul style="list-style-type: none"> the person or to caregiver/s in the course of caring for the person <p>(e.g. continual manual lifting of a person heavier than 45 kilograms is causing back strain and may cause back injury).</p> <p>Or;</p> <p>There is a high risk of neglect or abuse of the person. (e.g. A caregiver is not able to cope with the level of care a person requires and the assessor has concerns, which are substantiated by others, that care may therefore not be provided).</p> <p>AND provision of the particular environmental support service would minimise the risk.</p>	<p>There is a moderate risk of:</p> <ul style="list-style-type: none"> injury, abuse or neglect to the person or caregiver/s. <p>Or;</p> <p>There is a risk that the persons essential functional skills could deteriorate if a temporary solution is in place for an extended period.</p>	<p>There is a low immediate risk of injury, abuse or neglect to the person or caregiver/s.</p> <p>But;</p> <p>The safety or personal health/ disability status will be compromised if the environmental support service is not put in place within a certain time.</p>
Criteria 2: Residential & Vocational	<p>The absence of environmental support services makes it impossible/unrealistic for the person to remain in their own home or return to their own home. (e.g. the person cannot get into or out of the house as there is no ramp and they use a wheelchair for mobility). NB: Environmental support services should always be put in place immediately if the only other alternatives are to remain in a hospital bed or to be admitted to a rest home.</p> <p>Or;</p> <p>In the case of school students in the compulsory sector, their disability support needs are such that they could not attend school unless equipment is provided. (e.g. The child requires a wheelchair for functional, age appropriate and/or safe mobility in and around their home and therefore will require it to be mobile at school).</p>	<p>The absence of environmental support services make it difficult for the person to remain in their home;</p> <p>Or;</p> <p>The person is able to return home (e.g. following hospital or other admission) but the absence of environmental support services jeopardises their ongoing ability to remain there.</p> <p>Or;</p> <p>The person is at risk of being unable to continue with existing paid employment.</p>	<p>The person is experiencing increasing difficulty with manoeuvring or managing within their own home.</p> <p>Or;</p> <p>The person is unable to be engaged in full-time tertiary education or training, full-time paid employment.</p> <p>Or;</p> <p>Undertake 20 hours or more/ week of community based voluntary work.</p>

PRIORITY ONE - IMMEDIATE FUNDING	PRIORITY TWO - WAITING LIST	PRIORITY THREE - WAITING LIST
<p><i>N.B: This does not include the equipment required to support educational needs of children and the Operational Protocol between MOE, SES & MOH should be used as a guideline in all decisions about provision of equipment to children at school.</i></p> <p>Or;</p> <p>The application is for level two or level three assessed seating system; or is for positioning equipment which is essential to maintain postural integrity whilst skeletal developmental is occurring ie: demonstrably prevents postural collapse or inhibits positions which directly compromise physiological function.</p>		
<p>Criteria 3: Community/ Family Support & Need for other services</p>	<p>The person has access to sufficient community support and/ or family support to allow their needs to be met for a limited period of time but provision of environmental support services provides the only long- term solution.</p>	<p>The person has access to sufficient community support and/ or family support to allow their needs to be met for a finite period of time but the provision of environmental support services provides the only long- term solution.</p>
<p>The financial costs of community support (e.g. home help or personal care hours) could be avoided or reduced substantially by provision of environmental support services.</p> <p>And / Or;</p> <p>The implications of not providing specific environmental support services would create significant financial costs of health and disability services (in the short and/ or medium term). (e.g. In the absence of a pressure relief cushion, the person may develop pressure areas and require either domiciliary nursing care or a hospital admission).</p> <p>And / Or;</p> <p>The emotional and social pressure is such that abuse, neglect or relationship breakdown is occurring or is imminent and provision of the specific environmental support service/ s would reduce or remove this pressure.</p> <p>NB : These decisions MUST be based on discussion and liaison with the local NASC provider - to determine the level of support or the potential costs and the degree of priority for Accessable funds.</p>		

	PRIORITY ONE - IMMEDIATE FUNDING	PRIORITY TWO - WAITING LIST	PRIORITY THREE - WAITING LIST
Criteria 4: Independence	<p>The persons autonomy/ independence with key functions (e.g. <i>toileting, eating, bathing, transferring, volition, core communication needs</i>) is not possible within their own home unless the environmental support service is provided. (e.g. <i>the person cannot access shower and/or bathing facilities or the person cannot communicate sufficiently to make core needs known</i>).</p> <p>NB: “Independence” can include the need for supervision whilst environmental support service is being used.</p>	<p>The persons autonomy /independence with key functions (e.g. <i>toileting, eating, bathing, transferring, volition, core communication needs</i>) is compromised (reduced) within their own home. (e.g. <i>they find it difficult to manage key tasks, but they find it extremely slow</i>).</p>	<p>The persons autonomy/ independence with key functions (e.g. <i>toileting, eating, bathing, transferring, walking, communication</i>) is compromised (reduced) within their own home. (e.g. <i>they can manage key tasks, but they find it difficult</i>).</p>
Criteria 5: Alternatives / Options	<p>All other options have been explored and there are no viable alternatives available. (e.g. <i>a commode cannot be used if the toilet cannot be accessed</i>).</p>	<p>There are temporary solutions that can be put into place to meet the persons needs. (e.g. <i>Temporary equipment can be provided/ installed</i>).</p>	<p>There are temporary solutions that can be put into place to meet the persons needs. (e.g. <i>Temporary equipment can be provided/ installed</i>).</p>
Criteria 6: Timing	<p>There has been a sudden or dramatic change in the persons disability status. (e.g. <i>The person has had an injury, illness or deterioration of an existing condition</i>).</p> <p>And / Or;</p> <p>There will be irretrievable deterioration of the persons functional skills and/ or postural integrity resulting solely and directly from the absence of the environmental support service. (e.g. <i>a seating system is necessary to prevent the postural collapse of a person who is a full time wheelchair use</i>).</p> <p>And / Or;</p> <p>There has been a change in the persons support environment, such that the environmental support service becomes necessary to maintain the person at home. (e.g. <i>their caregiver has become ill or injured or the relationship has collapsed</i>).</p>	<p>There is potential for the persons disability status to deteriorate if the environmental support services is not provided at some point. (e.g. <i>The person may be at risk of developing pressure areas or may be liable to injure him or herself</i>).</p> <p>Or:</p> <p>By virtue of their diagnosis it is anticipated that the person's disability status will continue to deteriorate and the equipment/ service must be in place before the loss of specific skills occurs. (e.g. <i>This applies specifically to diagnoses such as neuromuscular, neurological and other conditions where it is known that ongoing and/ or rapid deterioration will cause loss of specific functional skills or postural stability</i>).</p>	<p>The persons disability status is not stable and requires review before the environmental support services is delivered.</p>

14.1 HOUSING APPLICATION PROCESS

Person / Family / Whanau



14.1 PRIORITISING APPLICATIONS FOR *accessible*

Access and Eligibility:

To access environmental support services through **accessible** a person must in the first instance, meet the Ministry of Health Disability Support services definition of disability:

“A person with a disability is defined as a person who has been identified as having a physical, psychiatric, intellectual, sensory or age related disability (or a combination of these) which is likely to continue for a minimum of 6 months and result in a reduction of independent function to the extent that ongoing support is required.”

The person must then meet the all the criteria as defined in the various assessors manuals for the relevant environmental support services they are seeking to access.

NB: Historic factors have limited eligibility and created inequities as to who is able to access funding for environmental support services. The MoH is aware of these inequities of policy and will be seeking guidance by way of public consultation on the issues of eligibility, access, prioritisation and targeting of resources.

Prioritisation:

It is acknowledged that assessors have consistently worked within the criteria to assess a person's eligibility for the provision of environmental support services through **accessible**.

However in the past the budget was not capped, there were no waiting lists, no requirement to prioritise applications and therefore no mechanisms in place for applying a priority to each application. The MoH now has a capped budget from which it must purchase environmental support services for people with disabilities throughout the country. There has been considerable pressure on this budget and funds allocated to it will not be increased in the foreseeable future.

Therefore to avoid waiting lists that may place some clients at extreme risk, a set of criteria to identify each person's priority has been developed. These criteria provide Specialised Assessors with a tool by which they can identify those persons with the highest and most urgent needs and therefore ensure that their applications are given priority to access available funds.

The criteria also create an avenue by which Specialised Assessors can liaise with NASC services to ensure that clients are accessing co-ordinated services and allowing for flexible allocation of budgets to create support packages.

Using the Priority Guidelines:

The person must meet all eligibility criteria as defined in the **accessible** Manuals.

Each person must then meet all of the six criteria within each band for their application to be defined as having that degree of priority.

If the Specialised Assessor identifies the persons application as being Priority One, they must make contact with the local NASC service provider to ensure the NASC service is aware of the person and to endorse the application as a Priority One.

NB 1: Any application which does not meet specific prioritising criteria, but which the Specialised Assessor believes is deserving of higher priority, should be discussed with the local NASC provider. A joint decision may then be made to raise the priority.

This decision will be based on issues relating directly to the person's disability and the impact for them and their caregivers if the environmental support service is not made available within a certain time frame.

NB 2: The criteria for prioritisation guidelines DO NOT over ride existing eligibility criteria as defined in the **accessible** Manuals and NASC services CANNOT over ride existing criteria to access **accessible** funds.

14.2 HOUSING MODIFICATION TRADE SUMMARIES

CARPENTRY (INCLUDES DEMOLITION, JOINERY AND CONCRETE WORK)

Preliminary

Refer to the **accessible** Continuing Services Agreement, which is equally binding on all trades. This section of the Specification shall be read in conjunction with all other sections and the Housing Modification Specifications provided for each modification by the Specialised Assessor.

Building Codes

All work shall be constructed in accordance with the relevant clauses of the NZ Building Code and associated approved New Zealand standards and product manufacturer's specifications.

Workmanship

All work shall be carried out by skilled tradesmen using proper equipment, materials and methods in accordance with best trade practice. Confirm with the registered proprietor of the property all positioning of grab rails, handles, taps etc. before fixing. See that all framing is correctly set out, and that all necessary fixings are built in for hardware, plumbing and other fixtures. Supply and fix all obviously necessary, but not specifically mentioned, fixings and materials.

Protect all parts of the existing building not to be demolished. Demolition work shall be carried out in a manner that will create as little as possible disruption to the person's use of the building.

Provide structural support to existing building as necessary during demolition. Support is to remain in place until new work is strong enough to support the existing structure.

The Contractor shall provide necessary protection to the person and other person/s from holes, unsafe building, falling and other hazards as stated in the Continuing Services Agreement. The Contractor shall provide required protection to all parts of the existing building open to the weather during the housing modifications. Protection shall be securely fixed in place to prevent removal during winds etc. Damage resulting from failure to protect adequately will be made good at the Contractor's expense.

Materials

Concrete

All concrete shall be 17.5Mpa after 28days or as specified NZS 3124:1997.

An approved premix product may be added incorporating a curing agent, to ensure the concrete has cured sufficiently to allow the quick laying of the vinyl flooring.

Timber

Grades of timber are specified in NZS 3604:1999. The timber shall be free from shakes, loose knots, and gum streaks. Sub-standard or warped timber shall be removed from the site.

Finish

All exposed woodwork and joinery shall be machine dressed and sandpapered to a fine, smooth finish. On exposed work, remove all arises, hammer bruises, rough and uneven patches, punch all nails and fill with coloured putty to match the finished colour.

Seasoning

All timber shall be thoroughly seasoned or kiln dried. Framing timber shall have moisture content of less than 24% or as specified by the lining manufacturer.

Timber Treatment

Interior treated to NZTPA Hazard Class H.1 Group A specification.

Exterior treated to NZTPA Hazard Class H.3 and H.4 Group B Specification.

Wall and Partition Framing

Frame up for walls and partitions with studs at 600mm max. centres (c/c), dwangs at 600mm max. c/c, full width of framing. Plates shall be in long lengths, properly spiked and halved at joints, and well nailed. Space dwangs to suit fittings etc. Provide 100 x 75mm trimmer studs at all openings.

Damp Proof Course

Place a layer of approved 3 ply bituminous fabric between all timbers coming into contact with concrete or block work, including timber doorframes etc. Fabric shall be full width of timbers and neatly cut for bolts and other fixings.

Interior Linings

Replacement linings to bathrooms shall be wet area 9.5 Gibraltar board, fixed and stopped by a suitably qualified and experienced trade person, and in strict accordance with the Manufacturer's instructions. Sheets shall be adhesive fixed, and Gib-Bedding and Finishing Compounds shall be used. Perf-a-tape shall be applied to all joints. Use metal slim angle to all vertical external corners. Linings to other areas shall match existing.

Shower Linings

Line walls to shower areas with a 4mm wet wall lining product in strict accordance with the Manufacturer's instructions. Owner may select a colour within the limits of the **accessible** Schedule of Rates.

Shower Floor

Over concrete - Cut and remove the existing concrete floor in the shower area only and replace with new concrete with a 25mm fall to the waste. Leave ready to take non-slip vinyl. Install an approved vapour barrier under the concrete slab and ensure that moisture will not enter the building through the floor.

Over timber - The flooring to the shower area shall be 17mm thick exterior grade construction ply laid to 25mm four way fall to waste. Plywood fixed to joists and perimeter dwanging with BMA countersunk Pozidrive screws at 150mm centres. For both concrete and timber floors the surface is to be left clean and smooth ready to take the non-slip safety vinyl floor covering.

Existing Bathroom Floor

Over concrete - Prepare existing floor to give smooth, even surface to take non-slip vinyl floor covering.

Over timber - fix 4.75mm standard hardboard to floor using staples or galvanised nails at 100mm centres, to give smooth, even surface to take non-slip vinyl floor covering.

Skirtings and Trim

Skirtings and trim throughout shall match existing or as close as possible.

Existing Walls, Floors and Ceilings

Allow to patch and make good all existing walls and ceilings damaged during reconstruction.

Joinery

Allow to take delivery, install and adjust all joinery supplied by the Joiner.

Interior Doors

Interior doors shall be either hollow core paint grade or Rimu veneered to match existing. **accessible** will not meet the costs of solid timber doors. All doors shall comply with NZS 1158 and shall be clashed both sides.

Kitchen Joinery

New kitchen carcasses, doors and drawer fronts are to be Melamine faced boards or similar equal product. Bench tops and exposed areas of joinery to match existing where it is cost effective to do so. All joinery hardware shall allow easy operation with captive roller drawer guides and soft door catches.

Completion

Remove trade waste and leave the works clean and tidy for occupation.

Remove all demolition materials and rubble from the site unless instructed otherwise by the owner.

Check that all fixtures installed or altered are in working condition and ensure that operating and maintenance instructions are left for the person.

PLUMBING AND DRAINLAYING

Preliminary

Refer to the **accessible** Continuing Services Agreement, which are equally binding on all trades. This section of the Specification shall be read in conjunction with all other sections and the Housing Modification Specifications provided for each modification by the Specialised Assessor.

Building Codes

All work shall be constructed in accordance with the relevant clauses of the NZ Building Code and associated approved New Zealand standards and product manufacturer's specifications.

Workmanship

The whole of the work shall be carried out by a Registered Craftsman and Licensed Plumbers/Drainlayers and shall be strictly in accordance with the requirements the NZ Building Code G1, G12, G13 and/or AS/NZS3500. 2.2

Lay all drains in straight lines, evenly graded and solidly bedded, and in accordance with best trade practice. Make all changes in direction with even sweeps and easy bends. Provide inspection openings at all bends and junctions in soil drains and elsewhere as required. All changes in direction are to be effected by purpose made fittings. All drainage pipes shall be handled in accordance with the manufacturer's recommendations.

Materials

All pipes shall be smooth, full bore and free from defects. All hot and cold water supply piping shall be copper or polybutylene. Set out pipes in straight even gradients. All pipes shall be concealed where possible. Provide and fit all necessary fittings in accordance with the Manufacturer's instructions.

All plumbing work shall be carried out in a manner that will respect in full, the adjustments arising from contraction or expansion under temperature changes. All pipes in concrete shall be wrapped in Denso Tape.

Traps shall be PVC and all shall be concealed where possible. All vents and wastes shall be run in framing and shall be PVC.

A temperature-reducing valve is required to be fitted to the hot water supply to all sanitary fixtures. The hot water temperature at the sanitary fixture tap shall comply with the requirements of clause G12 New Zealand Building Code.

Existing System

The plumber shall check the existing water system to determine whether there is sufficient water pressure to ensure that the proposed work will work in a satisfactory manner. If the state of the plumbing system is inadequate to ensure that the proposed work will operate in a satisfactory manner, the Contractor must arrange with the property owner under a separate Contract for sufficient repairs and maintenance to be completed.

Trench Width

The trench width shall be as narrow as practicable, but shall be wide enough to allow the bedding and surround material to be properly placed and compacted around the lines.

Bedding and Backfill

All drains shall be laid on a bed of crushed metal (CDB GC 14-10 grading) not less than 75mm in thickness. The bedding material shall be scooped out at the pipe joints, so that the whole of the pipe barrel is evenly supported.

The same material shall be used to backfill between the sides of the pipe and the trench walls, thoroughly compacted and brought up over the pipe to a height of at least 75mm. Backfill remainder of trench compacted carefully in 150mm maximum layers.

Stormwater Drains

Connect downpipes to the existing stormwater disposal system as required to comply with clause E1 New Zealand Building Code and meet all requirements of the relevant utility provider and Local Authority

Soil Drains

The soil drain shall be standard uPVC complete with all fittings etc. All drains shall be laid to correct gradients. Fit all necessary inspection pipes and bends.

Gully Traps

Gully traps and gully dishes shall be standard uPVC complete with all fittings required to provide a disposal system that complies with the relevant codes. The gully trap is to be set on concrete base, 100mm above surrounding surface and neatly troweled off. Gully trap to be supplied complete with grate.

Testing

Ensure all necessary inspections and tests are conducted and all taps and mixers are functioning correctly without temperature variation or drop off. Pressure test system and ensure the system is free from leakage and hammer noise before linings are fixed.

Test drains are water tight and confirm in writing.

Completion

Clean down all fittings and fixtures and leave ready for use.

ELECTRICAL

Preliminary

Refer to the **accessible** Continuing Services Agreement, which is equally binding on all trades. This section of the Specification shall be read in conjunction with all other sections and the Housing Modification Specifications provided for each modification by the Specialised Assessor.

Building Codes

All work shall be constructed in accordance with the relevant clauses of the NZ Building Code and associated approved New Zealand standards and product manufacturer's specifications.

Workmanship and Materials

All workmanship, materials and equipment shall as a minimum requirement, comply with the New Zealand Building Code G9, all relevant regulations including the NZ Electrical Wiring Regulations, NZS 3000. All materials shall comply with the relevant NZ Specifications and where these are not available, with the relevant British Standard Specification.

Sub-circuit Wiring

Provide connection to light and power points with TPS cable to BX 2004 and 1557. The voltage drop shall not exceed 2 per cent at the furthest point from supply. All wiring shall be concealed.

Lighting

Allow to relocate existing lighting 500mm from new shower curtain position or replace light fitting with an approved enclosed waterproof light fitting.

Relocate existing light switches or replace with waterproof light switches as required.

Existing Fittings and Features

Allow to relocate existing socket outlets, heaters, heated towel rails etc as required. If any existing fittings are in a faulty condition or do not comply with current electrical requirements, they are not to be reconnected. If the state of the electrical system is inadequate to ensure that the proposed work will operate in a satisfactory manner, the Contractor must arrange with the property owner under a separate Contract for sufficient repairs and maintenance to be completed.

Completion

Inspect and test the installation and supply the owner with a signed Energy Certificate. For work requiring a Building Consent a copy of the Energy Certificate shall be forwarded to the Local Authority.

PAINTING AND PAPERHANGING

Preliminary

Refer to the **accessible** Continuing Services Agreement Preliminary, which is equally binding on all trades. This section of the Specification shall be read in conjunction with all other sections and the Housing Modification Specifications provided for each modification by the Specialised Assessor.

Building Codes

All work shall be constructed in accordance with the relevant clauses of the NZ Building Code and associated approved New Zealand standards and product manufacturer's specifications.

Workmanship

The work shall be executed by competent tradesmen and shall be carried out in accordance with the New Zealand Building Code B2 and NZ Standard 7703 Painting of Buildings. No exterior work shall be done in wet or very damp weather and no painting shall be done in a dusty atmosphere. Prepare all surfaces in accordance with the paint or wallpaper manufacturer's written recommendations.

Materials

All materials shall conform to the relevant NZ Standard Specifications and shall be delivered to the site in unbroken packages bearing maker's brand name. All undercoats to be the same brand as finish coats. All materials to be of approved brands.

Samples

The painter shall allow to prepare samples of finishes where required.

Protection of Work

Take adequate measures to protect work, both during and after painting. Provide trays for materials and wraps to protect floors and walls. Where possible door and window furniture and electrical fittings shall be removed for painting.

Preparation of Surfaces

The painter is responsible for ensuring that surfaces are in a condition that makes the best finish possible. All preparatory work is deemed to be included in the Contract.

Paint Finishes

Materials shall be the most cost effective, of their respective kinds available, and shall be applied in accordance with the Manufacturer's recommendations. The paint system shall be deemed suitable for its purpose by the paint Manufacturer.

Extent of Work

All painting shall be limited to the immediate area of the new work.

Completion

Remove all waste materials, clean spots off glazing and other surfaces to leave the work clean and tidy for occupation.

GLAZING

Preliminary

Refer to the **accessible** Continuing Services Agreement which is equally binding on all trades. This section of the Specification shall be read in conjunction with all other sections and the Housing Modification Specifications provided for each modification by the Specialised Assessor.

Building Codes

All work shall be constructed in accordance with the relevant clauses of the NZ Building Code and associated approved New Zealand standards and product manufacturer's specifications.

Workmanship

Cut glass to fit rebates with due allowance for expansion. Internal glazing shall have glazing tape fitted to edges where fitted into rebates or grooves. All glazing shall comply with the New Zealand Building Code F2 and NZS 4223 and amendments. Protect all glass against damage during construction.

Materials

Glass shall be of the best quality, free from bubbles and other imperfections and comply with NZS 4223 and amendments.

Safety Glass

Provide and install safety glass to new and existing windows as required by NZS 4223. The safety glass shall be clearly identified as being approved safety glass.

Completion

Remove all labels, spots, marks and streaks from glass leaving both sides of glass clean.

VINYL FLOORING

Preliminary

Refer to the **accessible** Continuing Services Agreement which is equally binding on all trades. This section of the Specification shall be read in conjunction with all other sections and the Housing Modification Specifications provided for each modification by the Specialised Assessor.

Building Codes

All work shall be constructed in accordance with the relevant clauses of the NZ Building Code and associated approved New Zealand standards and product manufacturer's specifications. The vinyl shall be finished to ensure that it provides the required waterproofing to comply with clause E3 New Zealand Building Code.

Workmanship

Vinyl flooring shall be laid by skilled trades people specialised in this type of work.

The floor shall be fully prepared, with all imperfections made good, prior to the laying of the vinyl floor covering. Vinyl flooring shall not be laid on floors with excessive falls, insecure construction or poor surface finishing. Vinyl flooring shall be fixed with an adhesive deemed suitable for the purpose by the Manufacturer. Trim neatly around all fittings, architraves, and doorjambes etc.

The Contractor must use a shower waste approved for use in a level access shower. The use of a standard shower waste will not be accepted.

Vinyl Flooring

Vinyl flooring shall be approved non-slip vinyl sheet flooring (Polyflor Polysafe, Altro safety flooring, Tarkett Multisafe or equal approved by **accessible**).

Floors shall be prepared and vinyl laid in strict accordance to the Manufacturer's instructions and recommendations. Vinyl shall be set out and laid in such a manner as to keep sheet junctions to a minimum. All sheet junctions shall be heat welded. Vinyl to shower areas shall be bonded to floor with approved epoxy adhesive. Mitred corners to upstands shall be bonded and sealed with colour matched epoxy sealers providing good coverage within seams. Owner to select the colour of the vinyl where the cost is within the quoted price.

Completion

On completion clean down floor and check that all edges and joints have been sealed as required to leave in a clean and tidy condition.

14.3 HOUSING MODIFICATION SPECIFICATIONS

ACCESS RAMP

1. The access ramp is to be constructed in the location shown on the attached sketch.
2. The **gradient** of the ramp shall be _____ mm.
3. The **width** of the ramp between kerbs and handrails shall be _____ mm.
4. The ramp surface that provides access to a building shall have a slip resistance not less than 0.4 when wet. The thickness of the decking shall be not less than 32mm for 600mm joist centres, or 19mm for 450mm joist centres tanalised grip tread surface finish H3 Pine without lips or uneven surface. Nails shall be punched below the ramp surface.
5. Sides to ramps shall be fitted with 75mm minimum high kerbs.
6. The **entry and exit** to the ramp shall be formed with smooth thresholds avoiding sudden changes in level. The entry to the base of the ramp shall be of suitable material to avoid damage and splitting (i.e. aluminium plate in preference to timber tapering to a point).
7. The height of the **top platform/landing** is to align with the existing doorsill to minimise changes in level.
8. **Handrails** shall fitted to the 'drop off' edge of the ramp and comply with the New Zealand Building Code. Handrails shall be securely fixed to support posts (screw/bolt fixings for timber, welded junctions for pipe) to prevent movement.
9. **Handrail height** shall be _____ mm. Handrails must be continuous for the length of ramp and all junctions formed smooth and secure. Handrails are to extend 300mm beyond entry and exit of ramp.
10. Ramp/handrail **support posts** shall be set into concrete filled postholes or mounted onto existing concrete paths/landings using Bowmac connectors with bolt fixings.
11. **Hand rails for Ramps and platforms over 1000 mm.**

Where the ramp or platform surface is more than 1000mm above the ground a barrier constructed in accordance with NZBC B1/AS2 of approved Document B1 is required.

12. The **structure** of the ramp must provide adequate strength and stability for all domestic users.
13. Ensure as necessary for the ramp installation access is maintained to existing gully traps etc.

NOTE:

- the Contractor shall arrange to obtain all necessary consents
- all work must comply with the relevant conditions of the Building Act and NZ Building Code
- these Housing Modification Specifications shall be read in conjunction with sketches/drawings provided by the Specialised Assessor. Where a site visit has not been undertaken to ascertain the conditions, levels, boundary positions, access etc. no extras will be given by reason of ignorance of the site or existing site conditions
- any variations must be referred to the Specialised Assessor. Unauthorised modifications may result in **accessible** withdrawing funding and all resulting costs of the modifications will be met by the Contractor

14.3 HOUSING MODIFICATION SPECIFICATIONS

DOMESTIC PASSENGER LIFT (OVER 1.000M TRAVEL)

1. GENERAL

- 1.1 The lift is to be installed in the location shown on the attached sketch.
- 1.2 The lift platform size is to be _____ mm x _____ mm. (1.000m x 1.200m standard for straight through wheelchair access, larger platforms may be required for wheelchair plus assistant or for side exit (this type of lift must comply with building code S.4. "Safety from falling")
- 1.3 The travel of the lift is to a height of _____ mm. (To be confirmed on site - 1.000m maximum)

Electric

Supply and install a waterproof **power outlet**, via an earth leakage circuit breaker, to position as instructed by lift supplier.

NOTE: circuit breaker is to be mounted in a position accessible to the person.

Water

Will require the supply and of a pipe from the waterlift to the nearest domestic water pipe or tap. Allow for a brass tee to be fitted to the pipe before the tap.

Discuss with the Contractor the water pressure to ensure that the water pressure is suitable for the lift to operate adequately.

Consider the maximum user weight for the lift including the weight of any wheelchair.

The wastewater is to be run to a wastewater or storm water gully.

CHECK with the local Council for their requirements.

2. LIFT MANUFACTURE AND SUPPLY

- 2.1 All lifts shall incorporate the following **safety features:**
(these requirements are to be confirmed by the lift manufacturer.)

Entrapment:

- roller "nip points" fully enclosed (≤5mm)
- guards fitted to specific "nip points" (≤10mm)
- flush surfaces without projections opposite any moving surfaces
- access to crush areas inhibited or automatic drive stop. (Prevent crushing of objects caught under open platforms)

Danger of Falling:

- handles or grab rails fitted
- platform remains level during all facets of operation
- drive automatically stops if platform jams/obstructed during travel
- gates/barrier arms to all entrances

User Control of Equipment:

- emergency stop fitted and functional

Operational Environment:

- rated load sign fitted (min. 10mm high lettering)
- manual lowering to be available in case of power failure (feature only available with electric lifts, e.g batteries)
- maintenance checklist/programme supplied
- user manuals/instructions supplied

3. LIFT INSTALLATION

- 3.1 The entry and exit to the lift shall be formed with smooth thresholds avoiding sudden changes in level.
- 3.2 Surfaces surrounding the lift platform shall be flush without gaps or projections.
- 3.3 A top landing shall be constructed as required and shown on the attached sketches. The height of the top landing is to align with the existing doorsill to minimize changes in level.
- 3.4 The top landing surface shall be of a non-slip finish without gaps, lips or uneven surface.
- 3.5 Handrails shall be fitted to the top landing. Handrails shall be galvanized pipe or shaped timber to comply with the New Zealand Building Code. Handrails shall be securely fixed to support posts (screw/bolt fixings for timber, welded junctions for pipe) to prevent movement.
- 3.6 Handrail height shall be _____mm. Handrails must be continuous for the length of the landing and all junctions formed smooth and secure.
- 3.7 The structure of the landing must provide adequate strength and stability for all users.
- 3.8 Windows with opening sashes over landing shall be fitted with restrictors to avoid open sashes projecting over access landing.
- 3.9 The lift shaft is to be constructed as per the lift manufacturers instructions and recommendations and in accordance with the New Zealand Building Code.
- 3.10 Access doors and gates are to be installed flush with the inside of the lift shaft and fitted with auto locking devices to allow access only when lift platform is at the doorway.
- 3.11 Supply and install an enclosed light fitting to the top of the shaft. Light to be switched from all levels.

NOTE:

- the Contractor shall arrange to obtain all necessary consents
- all work must comply with the relevant conditions of the Building Act and NZ Building Code
- these Housing Modification Specifications shall be read in conjunction with sketches/drawings provided by the Specialised Assessor. Where a site visit has not been undertaken to ascertain the conditions, levels, boundary positions, access etc. no extras will be given by reason of ignorance of the site or existing site conditions
- any variations must be referred to the Specialised Assessor. Unauthorised modifications may result in **accessible** withdrawing funding and all resulting costs of the modifications will be met by the Contractor

14.3 HOUSING MODIFICATION SPECIFICATIONS

DOOR WIDENING

1. Remove door, frame and architraves.
2. Relocate existing fittings, fixtures, switches etc beside existing door where widening is required.
3. Cut back existing wall framing to form new opening allowing installation of new door.
4. New door shall be of sufficient size to achieve clear minimum opening width of _____mm.
5. Fit new opening studs and lintel over doorway as per NZS 3604 (Code of practice for light timber framed buildings not requiring specific design).
6. Supply and install new door and frame. New door shall be of, paint grade only. The owner may choose to pay the additional cost of panel or veneer doors.
7. Fit existing door hardware removed from existing door or new hardware as specified.
8. Supply and fit skirting and trim to match existing.
9. Paint/Polyurethane Door and trim to make good. Apply one sealer undercoat and two top coats.
10. Make good and/or patch existing floor and coverings.

NOTE: Sliding doors and tracks shall be supplied from an approved manufacture and installed in strict accordance with the manufacturers instructions and recommendations.

11. All sliders must retract fully clear of the opening and be fitted with appropriate hardware.

NOTE:

- the Contractor shall arrange to obtain all necessary consents
- all work must comply with the relevant conditions of the Building Act and NZ Building Code
- these Housing Modification Specifications shall be read in conjunction with sketches/drawings provided by the Specialised Assessor. Where a site visit has not been undertaken to ascertain the conditions, levels, boundary positions, access etc. no extras will be given by reason of ignorance of the site or existing site conditions
- any variations must be referred to the Specialised Assessor. Unauthorised modifications may result in **accessible** withdrawing funding and all resulting costs of the modifications will be met by the Contractor

14.3 HOUSING MODIFICATION SPECIFICATIONS

EASY STEPS

1. The steps are to be constructed in the **location** shown on the attached sketch.
2. The **maximum height** between steps shall be _____mm.
3. The minimum **width** of the steps between handrails and kerbs shall be _____mm.
4. The minimum **depth** of the steps, front to rear, shall be _____mm.
5. Steps shall not have **nosings** that overhang the front of steps.
6. The surface of the steps shall be of a **non-slip** finish without gaps, lips or uneven surface.
7. Sides to the steps shall be fitted with 75mm high **kerbs**.
8. The height of the **top step** is to align with the existing door-sill to minimise changes in level.
9. **Handrails** shall be galvanised pipe or shaped timber to comply with the NZ Building Code. Handrails shall be securely fixed to support posts (screw/bolt fixings for timber, welded junctions for pipe) to prevent movement.
10. **Handrail height** shall be _____mm. Handrails must be continuous for the length of steps and all junctions formed smooth and secure. Handrails are to extend 300mm beyond the entry and exit of the steps.
11. Support **posts** shall be set into concrete filled post-holes.
12. The **structure** of the steps must provide adequate strength and stability for all domestic users.

NOTE:

- the Contractor shall arrange to obtain all necessary consents
- all work must comply with the relevant conditions of the Building Act and NZ Building Code
- these Housing Modification Specifications shall be read in conjunction with sketches/drawings provided by the Specialised Assessor. Where a site visit has not been undertaken to ascertain the conditions, levels, boundary positions, access etc. no extras will be given by reason of ignorance of the site or existing site conditions
- any variations must be referred to the Specialised Assessor. Unauthorised modifications may result in **accessible** withdrawing funding and all resulting costs of the modifications will be met by the Contractor

14.3 HOUSING MODIFICATION SPECIFICATIONS

EXTERNAL HANDRAILS

1. The rails are to be installed in the position as indicated by the Specialised Assessor either on site or on the sketch provided with this schedule.
2. The handrail is to be constructed using (Tick the appropriate box for required material).
 - galvanised pipe,
 - timber (radiata pine planer gauged and treated to H3).
The top rail is to be shaped to provide a rounded easily grasped shape.
3. Where there is a handrail on both sides of the steps or a wall on one side and a handrail on the other side the minimum distance between shall be _____mm.
4. The handrail must extend not less than 300mm past the top and bottom steps.
5. The handrail must be firmly fixed and capable of supporting the person for all domestic use.
6. All brackets used to support the handrail must be fixed to the underside of the rail.
7. The diameter of the handrail is to be not less than 30mm and not greater than 50mm
8. The distance between the inner edge of the handrail and the wall or other obstruction shall be not less than 45mm.

NOTE:

- the Contractor shall arrange to obtain all necessary consents
- all work must comply with the relevant conditions of the Building Act and NZ Building Code
- these Housing Modification Specifications shall be read in conjunction with sketches/drawings provided by the Specialised Assessor. Where a site visit has not been undertaken to ascertain the conditions, levels, boundary positions, access etc. no extras will be given by reason of ignorance of the site or existing site conditions
- any variations must be referred to the Specialised Assessor. Unauthorised modifications may result in **accessible** withdrawing funding and all resulting costs of the modifications will be met by the Contractor

14.3 HOUSING MODIFICATION SPECIFICATIONS

INTERNAL HANDRAILS

1. The rails are to be installed in the position as indicated by the Specialised Assessor either on site or on the sketch provided with this schedule.
2. The handrail is to be constructed using:
 - Stainless steel (Knurled or textured finish advised for wet areas)
Or other anti-slip as specified _____
 - Powder coated steel (not advised for wet areas).
3. The diameter of the handrail is to be not less than 30mm or greater than 50mm in diameter.
4. The distance between the inner edge of the handrail and the wall or other obstruction shall be not less than 45mm.
5. The rail must be securely fixed to a stud or noggin in a timber wall and into concrete or concrete block walls. The use of toggle screws is not permitted.
6. Special attention must be made when securing a handrail to specialist wall linings such as pre finished plastic laminate, ceramic tiles and fibreglass or acrylic showers. The manufacturers specifications must be followed.

NOTE:

- the Contractor shall arrange to obtain all necessary consents
- all work must comply with the relevant conditions of the Building Act and NZ Building Code
- these Housing Modification Specifications shall be read in conjunction with sketches/drawings provided by the Specialised Assessor. Where a site visit has not been undertaken to ascertain the conditions, levels, boundary positions, access etc. no extras will be given by reason of ignorance of the site or existing site conditions
- any variations must be referred to the Specialised Assessor. Unauthorised modifications may result in **accessible** withdrawing funding and all resulting costs of the modifications will be met by the Contractor

14.3 HOUSING MODIFICATION SPECIFICATIONS

FENCING

1. The fence is to be installed in the position as indicated by the Specialised Assessor's sketch provided with this specification.
2. The fence is to be constructed using
 - 100 x 75mm rough sawn timber posts** (radiata pine treated to H4)
 - 100 x 50mm rough sawn timber rails** (radiata pine treated to H3)
 - 150 x 20mm rough sawn timber palings** (radiata pine treated to H3)
3. The height for the fence 1800mm above the finished ground level.
4. The posts are to be at least 600mm into the ground set in concrete with a minimum strength after 28 days of 17.5 Mpa.
5. The Rails are to be securely fixed to the posts.
6. The palings are to be securely fixed to the rails of the fence and shall comply with the manufacturer's specifications.

NOTE:

- the Contractor shall arrange to obtain all necessary consents
- all work must comply with the relevant conditions of the Building Act and NZ Building Code
- these Housing Modification Specifications shall be read in conjunction with sketches/drawings provided by the Specialised Assessor. Where a site visit has not been undertaken to ascertain the conditions, levels, boundary positions, access etc. no extras will be given by reason of ignorance of the site or existing site conditions
- any variations must be referred to the Specialised Assessor. Unauthorised modifications may result in **accessible** withdrawing funding and all resulting costs of the modifications will be met by the Contractor

14.3 HOUSING MODIFICATION SPECIFICATIONS

LEVEL ACCESS SHOWERS

1. The 'Graham Booth LAS' specification shall be read in conjunction with this schedule (copies to be obtained by the Contractor from the author. Contact details can be found in "Useful addresses").
2. The attached sketch indicates the location and size of the Level Access Shower. (any variation to this layout is to be approved by the Specialised Assessor).
3. The shower floor is to have a 25mm fall to the shower waste.

Timber

Timber floors shall be cut and the new opening trimmed as per NZS 3604. Reframe the opening to achieve the required falls and line the shower area with 17mm construction grade plywood fixed to joists and perimeter nogged with stainless steel countersunk screws at 150mm centres.

Concrete

Concrete floors shall be saw cut and hacked out to the area of the shower. The required falls to the floor shall be achieved by plastering to a smooth even finish ready to take the vinyl flooring. All plaster must be adequately cured before vinyl is laid

NOTE: Notify the Specialised Assessor if existing flooring around new shower has a slope away from shower area. Levelling of existing floors is a maintenance requirement not funded by **accessible**.

4. Supply and install non-slip vinyl floor coverings, Altro, Tarkett or similar, **accessible** approved (the vinyl must be a minimum of 2mm thick). Flooring to cove up shower walls 200mm. All vinyl flooring to be laid in strict accordance with manufacturer's instructions and recommendations and to ensure that no join is necessary in the shower area.
5. Supply and install Purus shower waste or similar, **accessible** approved. The waste is to be recessed into the shower floor allowing the top of waste to align flush with the vinyl flooring. Standard shower wastes are not acceptable.
6. Supply and fix Hardiglaze wall linings around shower in strict accordance with manufacturers instructions and recommendations. Linings to be complete with single length PVC edge mouldings, caps, expansion margins and bottom edge drip space. Horizontal sheet junctions will not be permitted.
7. Supply and install shower curtain track (Mactrack or similar, **accessible** approved) 2.0m above floor to form complete enclosure between shower wall linings.
8. Supply and install weighted shower curtain (Cloud 9 or similar, **accessible** approved) with weighted hem. Curtain to be positioned 100mm within shower area and of sufficient length to contact the floor.

9. Supply and install (tick one)

- existing tapware and existing shower rose
- existing mixer and existing slide shower
- existing mixer and new Slider & hand held shower
- new shower mixer for equal or unequal water pressure, and slider & hand held shower

Where new slide showers are to be installed, the Contractor shall confirm the suitability of the existing/specified mixer and that the existing Plumbing system will provide sufficient water pressure/flow. If the plumbing system is insufficient the Contractor is to ensure that the property owner is aware of this and that the cost of any rectification would be the property owner's responsibility.

- 10. Shower mixer height shall be _____mm above shower floor.
- 11. Base of slide shower shall be _____mm above shower floor.
Confirm heights of fittings on site with person and/or Specialised Assessor.
- 12. Install heat tempering valve if new shower mixer and slide shower are not to be connected into existing shower outlets (wingbacks). Heat tempering valve not required to showers with thermostatically controlled mixers.
- 13. Check position of existing lighting. Refer to NZ electrical code of practice for electrical installations in damp situations, section 4.5.1
- 14. Check position of existing light switching. Refer to NZ electrical code of practice for electrical installations in damp situations, section 4.1.1
- 15. Check proximity of windows to new shower enclosure. Safety glaze all windows (as per NZS 4223) within 500mm of shower curtain and/or with sills lower than 1500mm from floor.
- 16. Supply and fit handrails.
Length of handrails shall be _____mm.
Height of handrails shall be _____mm.
All handrails shall be securely fixed to walls/wall framing with stainless steel screws.
Confirm heights and positioning with the Specialised Assessor and/or person.
- 17. Clean down all work, test shower and leave ready for use.

NOTE:

- the Contractor shall arrange to obtain all necessary consents
- all work must comply with the relevant conditions of the Building Act and NZ Building Code
- these Housing Modification Specifications shall be read in conjunction with sketches/drawings provided by the Specialised Assessor. Where a site visit has not been undertaken to ascertain the conditions, levels, boundary positions, access etc. no extras will be given by reason of ignorance of the site or existing site conditions
- any variations must be referred to the Specialised Assessor. Unauthorised modifications may result in **accessible** withdrawing funding and all resulting costs of the modifications will be met by the Contractor

14.3 HOUSING MODIFICATION SPECIFICATIONS

PLATFORM LIFTS (UP TO 1.000M TRAVEL)

1. GENERAL

1.1 The lift is to be installed in the location shown on the attached sketch.

1.2 The lift platform size is to be _____mm x _____mm. (1.000m x 1.200m standard for straight through wheelchair access, larger platforms may be required for wheelchair plus assistant or for side exit) this type of lift must comply with building code S.4. "Safety from falling".

1.3 The travel of the lift is to a height of _____mm. (To be confirmed on site - 1.000m maximum).

Electric

Supply and install a waterproof power outlet, via an earth leakage circuit breaker, to position as instructed by lift supplier.

NOTE: circuit breaker is to be mounted in a position accessible to the person.

Water

Will require the supply and of a pipe from the waterlift to the nearest domestic water pipe or tap. Allow for a brass tee to be fitted to the pipe before the tap. Discuss with the Contractor the water pressure to ensure that the water pressure is suitable for the lift to operate adequately. Consider the maximum user weight for the lift including the weight of any wheelchair. The wastewater is to be run to a wastewater or storm water gully. CHECK with the local Council for their requirements

2. LIFT MANUFACTURE AND SUPPLY

2.1 All lifts shall incorporate the following safety features:
(these requirements are to be confirmed by the lift manufacturer).

Entrapment:

- roller "nip points" fully enclosed. (≤ 5mm)
- guards fitted to specific "nip points". (≤ 10mm)
- flush surfaces without projections opposite any moving surfaces
- access to crush areas inhibited or automatic drive stop. (Prevent crushing of objects caught under open platforms)

Danger of Falling:

- handles or grab rails fitted
- platform remains level during all facets of operation
- drive automatically stops if platform jams/obstructed during travel
- gates/barrier arms to all entrances

User Control of Equipment:

- emergency Stop fitted and functional

Operational Environment:

- rated load sign fitted (min. 10mm high lettering)
- manual lowering to be available in case of power failure (feature only available with electric lifts, e.g batteries)
- maintenance checklist/programme supplied
- user manuals/instructions supplied

3. LIFT INSTALLATION

- 3.1 The entry and exit to the lift shall be formed with smooth thresholds avoiding sudden changes in level.
- 3.2 Surfaces surrounding the lift platform shall be flush without gaps or projections.
- 3.3 A top landing shall be constructed as required and shown on the attached sketches. The height of the top landing is to align with the existing doorsill to minimize changes in level.
- 3.4 The top landing surface shall be of a non-slip finish without gaps, lips or uneven surface.
- 3.5 Handrails shall be fitted to the top landing. Handrails shall be galvanized pipe or shaped timber to comply with the New Zealand Building Code. Handrails shall be securely fixed to support posts (screw/bolt fixings for timber, welded junctions for pipe) to prevent movement.
- 3.6 Handrail height shall be _____mm. Handrails must be continuous for the length of the landing and all junctions formed smooth and secure.
- 3.7 The structure of the landing must provide adequate strength and stability for all users.
- 3.8 Windows with opening sashes over landing shall be fitted with restrictors to avoid open sashes projecting over access landing.

NOTE:

- the Contractor shall arrange to obtain all necessary consents
- all work must comply with the relevant conditions of the Building Act and NZ Building Code
- these Housing Modification Specifications shall be read in conjunction with sketches/drawings provided by the Specialised Assessor. Where a site visit has not been undertaken to ascertain the conditions, levels, boundary positions, access etc. no extras will be given by reason of ignorance of the site or existing site conditions
- any variations must be referred to the Specialised Assessor. Unauthorised modifications may result in **accessable** withdrawing funding and all resulting costs of the modifications will be met by the Contractor

14.3 HOUSING MODIFICATION SPECIFICATIONS

SHOWER OVER BATH

To be used where there is no existing shower or Wet Wall linings

- Existing timber bath board to be removed. (Timber trim between bath and wall linings).
- All **new plumbing** is to be concealed behind new wall linings.
- Extend existing bath water supplies to new mixer and shower hose outlet.
- Supply and install (tick one)
 - existing tapware and existing shower rose**
 - existing mixer and existing slide shower**
 - existing mixer and new slider and hand held shower**
 - new unequal shower mixer and slider and hand held shower**
- Shower mixer height shall be _____mm above bottom of bath.
- Base of slide shower shall be _____mm above bottom of bath.
Confirm heights of fittings on site with the Specialised Assessor and/or the person.
- Supply and install heat **tempering valve** to shower. (Not required if thermostatically controlled mixer fitted).
- Supply and fix **Hardiglaze wall linings**, to walls around bath, in strict accordance with manufacturer's instructions and recommendations. Linings to be complete with PVC edge mouldings, caps, expansion margins and bottom edge bath moulding.
- Horizontal sheet junctions will not be permitted.
- Supply and install shower **curtain track** (Mactrack or similar **accessible** approved) 2.0m above floor to from complete enclosure between shower wall linings around bath.
- Supply and fit **handrails**.
Length of handrails shall be _____mm.
Height of handrails shall be _____mm.
All handrails shall be securely fixed to walls/wall framing with stainless steel screws. Confirm heights and positioning with the Specialised Assessor and/or person.
- Check position of **existing lighting**. Refer to NZ electrical code of practice for electrical installations in damp situations, section 4.5.1
- Check position of existing **light switching**. Refer to NZ electrical code of practice for electrical installations in damp situations, section 4.1.1

14. Check proximity of windows to new shower enclosure. Safety glaze all windows (as per NZS 4223) within 500mm of shower curtain and/or with sills lower than 1500mm from floor.
15. Clean down all work, test shower and leave ready for use.

NOTE:

- the Contractor shall arrange to obtain all necessary consents
- all work must comply with the relevant conditions of the Building Act and NZ Building Code
- these Housing Modification Specifications shall be read in conjunction with sketches/drawings provided by the Specialised Assessor. Where a site visit has not been undertaken to ascertain the conditions, levels, boundary positions, access etc. no extras will be given by reason of ignorance of the site or existing site conditions
- any variations must be referred to the Specialised Assessor. Unauthorised modifications may result in **accessible** withdrawing funding and all resulting costs of the modifications will be met by the Contractor

14.3 HOUSING MODIFICATION SPECIFICATIONS

WHEELCHAIR ACCESSIBLE BASINS/VANITY

1. Remove existing wash hand basin/vanity.
2. Install wheelchair accessible wash hand basin/vanity.
3. Height of new wash hand basin/vanity to be determined on site with the Specialised Assessor and/or person.
4. The waste pipe and trap should not intrude into the access space under the unit. For wall mounted basin/vanities where possible conceal the waste pipe in the wall behind the vanity. It is preferable to position the trap against the rear wall and link to the basin outlet via an elbow bend.
5. Supply and install (select one)
 - existing tap ware
 - new single lever faucet (F2050 or similar **accessible** approved)
6. Make good effected wall area around wash hand basin/vanity and finish with paint only.
7. Make good by patching existing floor and coverings.

NOTE:

- the Contractor shall arrange to obtain all necessary consents
- all work must comply with the relevant conditions of the Building Act and NZ Building Code
- these Housing Modification Specifications shall be read in conjunction with sketches/drawings provided by the Specialised Assessor. Where a site visit has not been undertaken to ascertain the conditions, levels, boundary positions, access etc. no extras will be given by reason of ignorance of the site or existing site conditions
- any variations must be referred to the Specialised Assessor. Unauthorised modifications may result in **accessible** withdrawing funding and all resulting costs of the modifications will be met by the Contractor

14.4 REVIEW AND COMPLAINTS PROCEDURE

accessible has a commitment to provide all clients with a fair and professional service, recognising that we must also adhere to the terms of our Contracts.

If you feel that the standard of our service has not met with your expectations, this leaflet will guide you through the correct procedures to achieve a swift and appropriate resolution to any problems or issues, which you may have.

It is your legal right to make a complaint under the Code of Health and Disability Services Consumers' Rights. The complaint will not effect the quality of the services or equipment provided to you in the future.

Please be aware that *accessible* provides support services for two distinct groups of people:

If you have a physical, intellectual, age-related or sensory disability, which is not the result of an accident, you would have had an application forwarded to us by a Specialised Assessor. Under this category, you will be funded by the Ministry of Health (MoH).

REVIEW PROCEDURES FOR MOH CLIENTS

How to request a review of an *accessible* decision or policy:

- a request for a review of a decision or policy can be made either verbally or in writing by you, your Assessor or your advocate
- the request should contain any additional information and documentation, which you feel is relevant to the review
- the results of the review and the action to be taken will be forwarded to you or your nominated representative within 10 days of the request being lodged with *accessible*

Who to make your request for review to:

- a request for a review of a decision or policy should first be discussed with the *accessible* Professional Advisor
- if you are dissatisfied with the outcome of the review, you may submit a second appeal to the General Manager of *accessible*. The results of this further appeal will be forwarded to you or your nominated representative within 10 days of the request
- if you are dissatisfied with the result of the second review, the General Manager of *accessible* will forward all documentation to the relevant Funding Agency

How will *accessible* process your review:

- all documentation which has been forwarded to *accessible* by your Specialised Assessor will be considered in conjunction with our contractual guidelines
- if a second review is requested, *accessible* may contact other environmental support services to ensure nation wide consistency
- if a further review is requested, *accessible* will forward all information relating to the review to the Auckland office of the Ministry of Health for a decision. *accessible* will notify you of their decision

Please note: If you request a Second Opinion from another Accredited Assessor:

- you or your advocate must arrange this yourself. You may wish to contact Enable Information on 0800 17 1981 for details of other Assessors
- should you choose an assessment conducted by a private assessment service you will need to consider the funding of any costs associated with this

COMPLAINT PROCEDURE

How to make a complaint about an **accessible** team member:

- complaints can be made verbally or in writing by you or your advocate

Who to make your complaint to:

- complaints relating to an **accessible** team member should first be discussed with the team member, if you feel this is the most appropriate action
- if you are not comfortable discussing the complaint with the team member or if a satisfactory resolution can not be achieved, contact the team member's Manager. The name and contact details of the relevant Manager will be supplied to you on request
- where the complaint can not be satisfactorily resolved with the team member's Manager, then it will be referred to the General Manager of **accessible**

How will **accessible** process your complaint:

- the Complaints Procedure regarding the actions, processes or decisions taken by **accessible** team members will be available at the request of any person at any time
- you or your advocate will receive any information that may be relevant to your complaint that has been held by **accessible**
- all complaints will be documented in full, investigated and any proposed action to be taken documented. An appropriate action plan will be developed by the **accessible** Management Team
- the results of all investigations and any action to be taken, will be discussed with you or your nominated representative in order to reach a resolution to the satisfaction of all parties
- a detailed report containing the agreed action plan will be forwarded to you within 1 week of the complaint being lodged with the appropriate **accessible** Manager or General Manager

The resolution will include:

- action to be taken relating directly to the complaint
- a plan of any proposed training measures to prevent a future occurrence
- documentary evidence of any policy changes that may be required

What to do if you are still not happy with the decision, which has been made:

All review, complaint and audit procedures initiated by **accessible** will comply with the Health and Disability Service's Consumer Rights Regulations, 1996.

Please remember:

at any stage in the review or complaints process, you are entitled to access the services of an independent advocate as per the Health and Disability Commissioners Act, 1994.

The services of the Health and Disability Commissioner are available to you for the preparation and submission of a complaint to **accessible**.

Please contact the following addresses for more information:

Health and Disability Commissioner

PO Box 1791

Auckland

Phone: (09) 373 1060

Fax: (09) 373 1061

Freephone: 0800 112 233

Health Advocates Trust (Auckland & Northland)

P O Box 9983

Newmarket

Auckland

Freephone: 0800 555 050

Advocacy Network Services (Lower North Island)

P O Box 1004

Palmerston North

Freephone: 0800 423 638

Advocacy Services South Island Trust

P O Box 1307

Christchurch

Freephone: 0800 377 766

CONTACT DETAILS

accessible

P O Box 27804

Mount Roskill

Auckland

Ministry of Health

P O Box 92522

Auckland

Phone: (09) 580 9000

Fax: (09) 580 9001

ACC

For the appropriate area office, please refer to the Government phone listings at the front of your telephone directory.

The Privacy Commissioner

P O Box 466

Auckland

Phone: 0800 803 909

The New Zealand Health Information Service

P O Box 5013

Wellington

Phone: (04) 922 1800

Fax: (04) 922 1899

All information in the Review and Complaints Procedure complies with the Health Information Privacy Code 1994.

14.5 RECOMMENDATION TO USE A CONSULTANT

FAX TRANSMISSION

To	accessible
Fax	(09) 6201 702

From	
Fax	

Subject material contained in this facsimile is only intended for the above named person or party.
 If received by any other party other than the intended please advise the sender and destroy this document.

Consultant Requested (tick one)	Name	Fax Number
<input type="radio"/> Architect/ Designer		
<input type="radio"/> Engineer		
<input type="radio"/> Quantity Surveyor		
<input type="radio"/> Other		

APPLICANT DETAILS

Name Mr Mrs Ms Miss

Address (tick one) (GIVEN NAME) (SURNAME/FAMILY NAME)

Postal Address Town

Phone No () GENDER Female Male (tick one)

ETHNICITY

(Tick as many boxes to show which ethnic groups the client belongs to, or identifies with)

- | | | |
|--|--|--|
| <input type="radio"/> NZ Maori | <input type="radio"/> NZ European/Pakeha | <input type="radio"/> Other European |
| <input type="radio"/> Samoan | <input type="radio"/> Cook Island Maori | <input type="radio"/> (which of these groups?) |
| <input type="radio"/> Tongan | <input type="radio"/> Niuean | <input type="radio"/> English <input type="radio"/> Australian <input type="radio"/> Irish |
| <input type="radio"/> Indian | <input type="radio"/> Chinese | <input type="radio"/> Dutch <input type="radio"/> Scottish |
| <input type="radio"/> Other (eg. Korean, please state) _____ | <input type="radio"/> Other (please state) _____ | |

Date of Birth / / National Health Index No

PERSON'S DISABILITY

(Please tick the box that best describes the person's primary disability type)

- Physical Psychiatric Intellectual Sensory Age Related

It is recommended that a Consultant be engaged by **accessible** to assist with the following level of essential housing modifications: (tick one)

- LEVEL 2 To provide access and safety into and/or around the person's home.
 (**accessible** will only consider requests to engage a Consultant for level 2 modifications where the Specialised Assessor can demonstrate specific circumstances).

LEVEL 3 To provide facilities for the person to carry out essential daily activities required for them to return to/or remain in their home. (**accessible** will only consider requests to engage a Consultant for level 3 modifications where the Specialised Assessor can demonstrate specific circumstances)

LEVEL 4 To provide additions and/or extensions to the house to ensure that the person can either return to/or remain in their home.

NOTE: All recommendations for **accessible** to engage a Consultant to assist with housing modifications must be accompanied by a comprehensive housing report before the request can be considered. (A separate report should be provided covering the following points if there is insufficient space on this form)

Persons Abilities and Functional Limitations

Social Situation

Existing Environment

Identified Problem

Specifications of Solution

Description of Proposed Modification

ASSESSOR DETAILS

Specialised Assessor Signature

Date of Birth / /

Specialised Assessor Code

ENVIRONMENTAL HEALTH MANAGEMENT SERVICES LIMITED

PO Box 27 804, Mount Roskill, Auckland, New Zealand. 18a Frost Road, Mount Roskill, Auckland.

freephone 0508 001 002  09 620 1700  09 620 1702

accessible HOUSING MODIFICATION SPECIFICATIONS • SEPTEMBER 2004

14.6 USEFUL ADDRESSES

ENABLE New Zealand

60 Bennett Street
PO Box 4547
Palmerston North
Phone: 0800 17 1981
Fax: (06) 952 0022
Website: www.enable.co.nz
Email: info@enable.co.nz

WEKA

Phone: 0800 171 981
Website: www.weka.co.nz

Standards New Zealand

Private Bag 2439
Wellington 6020

New Zealand Standards

Safer House Design (Guidelines to reduce injury at home)
NZS 4102:1996

New Zealand Standards

Design for Access and Mobility (Building and Associated Facilities)
NZS 4121:2001

Homes without Barriers

A Guide to Accessible Homes, BRANZ
BRANZ Publications
Private Bag 50908
Porirua City
New Zealand

Construction of a Level Access Shower

Grahame Booth
97 Nottingham Street
Wellington 6005
New Zealand
Phone: (04) 476 9603
Fax: (04) 476 0104