



**National Disability Insurance Scheme (NDIS)**

# **PARTICIPANT INFORMATION AND SERVICE GUIDE**

**Home Modifications**

**Phone: 1300 765 887 - cost of a local call**

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ACT Builders Licence No: 20121378

Services across: Illawarra, Shoalhaven and South Coast NSW, Hunter, ACT and NSW Capital Country

Scope Home Access has been an approved provider to the National Disability Insurance Scheme (NDIS) since its inception in 2013; we have over 30 years' experience specialising in home modifications - assessing and completion of modifications for people with a wide range of disabilities.

Our builders work closely with your Occupational Therapist from the initial Occupational Therapy Assessment through to completion of your modification(s) to achieve your goals, so you can feel confident in our advice and services.

Our staff and contractors are licenced, qualified, police checked and follow appropriate Work Health & Safety procedures and are committed to providing service in line with the National Disability Insurance Scheme Quality and Safeguards Commission.

**How to access and what to expect from our service(s)**

If you need home modifications this guide will help you understand what you need in your plan to progress home modifications, it will also outline how service is delivered.

It is important to have a good understanding of Reasonable and Necessary, what NDIS will and won't fund and how this will relate to your goals as set out in your NDIS plan. It is also important to have an understanding that whilst NDIS fund the modification along with fixtures and fitting these items are at a standard grade (anything over and above standard grade will need to be funded separately by you the participant, and an agreement in place with your service provider).

Make sure you have a good understanding of your plan is it managed, what support categories are included in your plan and how much funds are under each support category - **for home modifications you will need the following support categories:**

**Occupational Therapy Assessment**

|                                |   |
|--------------------------------|---|
| <b>Support Area:</b>           | <b>Improved daily living</b>  |
| Budget:                        | \$  |
| Details:                       | <b>Funding for an allied health professional or therapist</b> to assess and provide recommendations regarding home modifications that may assist you achieve your goals |
| How will the supports be paid: | NDIS will pay ..... directly for these supports   |

If you required home modifications but only have the above Support Area 'Improved daily living' in your plan the OT will need to complete a '**Needs Assessment**' – the Needs Assessment indicates the need for home modification and other identified supports. The Needs Assessment Report is submitted to NDIS for review. Following review by NDIS the Support Area for Home modifications will be included in your plan.

**Builder Consultation and Home Modifications**

|                                |  |
|--------------------------------|--|
| <b>Support Area:</b>           | <b>Home modifications</b>  |
| Budget:                        | Quote required   |
| Details:                       | <b>STATED SUPPORT: Funding for your home modification</b> to be considered based on recommendations submitted from a relevant practitioner to NDIS (that is a completed assessment and relevant quote). This recommendation will be considered against the reasonable and necessary consideration (quote required) |
| How will the supports be paid: | NDIS will pay ..... directly for these supports  |

## **What to expect following your Occupational Therapy Home Assessment**

Your Occupational Therapist (OT) will have worked with you to find solutions that best meet your needs and are likely to be funded by the NDIS - *It is important to note that the NDIS makes the final decision about what they will fund.*

Following a home assessment, the relevant documentation i.e. plans, OT report are forwarded to us to quote, once quoted the quote(s) are submitted to the NDIS or relevant party on your behalf. You will be given a copy of the application for your records.

If your application is sent to the NDIS, it will be reviewed to determine if the recommendations are reasonable and necessary. When applications are approved for funding, we can work with you to notify equipment suppliers and/or commence the process of construction for any home modifications.

**Home Modifications** – there are different types of modifications Minor modification and Complex structural modifications, both will require Occupational Therapist recommendations/prescription

**Minor Home Modification** – such as grabrails, handrails, hand-held showers, lever taps, ramps, access paths, widening doorways, wheelchair access etc.

The OT will forward their recommendations to Scope Home Access builder who will then quote based on OT's recommendations. Scope Home Access will then submit on your behalf the OT's recommendations (report if required) and quote to the NDIS or relevant parties on your behalf. We will provide you with a copy of the application.

**Complex and Structural Home Modifications** – such as major bathroom and kitchen modifications, require both an OT and Builder Consultation to progress an application for this level of work.

The OT will need to be accompanied by a builder (Builder Consultation) to ensure the OT's recommendations are structural viable within the home. If you have no funding in the Home Modification section of your NDIS plan, the OT will need to submit a report requesting support and funds are included to be able to progress the builder consultation.

If you have a small amount of funding in the Home Modifications section of your NDIS plan, the OT can easily arrange a Builder Consultation. The OT and builder will consult with you about what options that are structurally possible and what will help you meet your goals.

Following the home assessment with the builder the OT will draw up plans and complete the supporting report and specifications required by the NDIS and the Scope Home Access builder will then quote\* the modification (modifications over \$10,000 NDIS required two quotes) The plans, OT report and quote is submitted to the NDIS for approval. You will be provided with a copy of the application.

***\* additional items, features, upgrades or building work beyond what is reasonable and necessary, can also be explored, and you can consider using your own funds towards these.***

**BUILDERS CONSULTATION** – are required for Complex modifications, our builder can carry out a Builder Consultation visit with your appointed Occupational Therapist; the builder will determine the viability of any modifications within the existing footprint of your home that the Occupational Therapist may propose.

Scope Home Access' Builder' will consider and assess the existing structure and services available and will make recommendations to the Occupational Therapist as to any possible structure changes (if required) to assist in the formulation of the Occupational Therapist's design plans and specifications.

The Builder Consultation fee is \$500 (excluding GST); this includes a total 1 hour of return travel i.e. to and from builder's base, any travel in excess of this time will be charged at \$85.00 per hour (excluding GST).

To access our Builder Consultation service your plan will require the appropriate funds against the following NDIS Support Area – Home modifications – see table (2) page 2.

**CONSTRUCTION** – Once approval has been confirmed the construction stage can begin, this can involve builders, sub-contractors or both depending on the type of modification i.e. minor or complex.

**Minor Home Modification** – our builder will contact you to make a convenient time to schedule /complete works, you will be asked to sign a Service Agreement outlining terms of service and giving permission for work to proceed prior to any work commencing

Upon completion of works payment will be claim via portal or an invoice raised depending on how your plan is managed.

**Complex and Structural Home Modifications** – our builder will complete a building contract this contract is an agreement between us and the homeowner giving permission for work to proceed at the agreed amount and start/finish date - the contract will also outline special conditions (*if required*) and deposit/progress payments schedule. Our builder will explain the building contract to you to ensure you understand it and feel confident before signing. Once the contract has been signed work is scheduled and deposit requested. Prior to work commencing our builder will contact you to confirm start date and time.

Throughout construction progress payments are claimed in line with the contract. Upon completion the final payment is requested, and our builder will provide the homeowner with compliance certificates and any relevant warranties.

Once your application is with the NDIS, they will review it and determine if the recommendations are reasonable and necessary. When applications are approved for funding, we can work with you to notify equipment suppliers or commence the process of construction for any home modifications.

#### **COVID SAFE SERVICE**

*Scope Home Access is at all times, committed to the safety of our clients, staff, contractors and community. As a Government registered COVID-Safe business, we monitor closely and follow strict Federal, State and Territory Department of Health directives **including STAFF VACCINATION, MASK WEARING, SOCIAL DISTANCING, HYGIENE AND COVID TESTING DIRECTIVES.***

*It is important to us that you, our staff and contractors feel safe when delivering service(s) to you. We would like to reassure you that COVID-safe policies and procedures have been put into place and our staff follow strict COVID Safe **directives**, practices and protocols. Our priority is to ensure you, our staff and contractors stay safe whilst service is being delivered.*

**WEBSITE / FACEBOOK** – for more information on our services or to browse through our Gallery of home modification photos (including before and after examples), please visit our website at [www.scopehomeaccess.com.au](http://www.scopehomeaccess.com.au) or to keep up with all the latest home modification news, 'Like' and 'Follow' us on Facebook

**PRIVACY** – The Scope Home Access Privacy, Dignity & Confidentiality Policy (Policy B01) incorporating the Australian Privacy Principles is available on our website [www.scopehomeaccess.com.au](http://www.scopehomeaccess.com.au). A hard copy can also be provided at your request.

**ADVOCACY** – You have a right to use an advocate of your choice to communicate on your behalf with Scope Home Access. This may be a family member, carer, friend or advocacy service (Scope Home Access can help you contact a service if required). If you wish to appoint an advocate please let us know, alternatively we can provide you with an ‘Authority to Act as an Advocate’ form.

## **PARTICIPANTS RIGHTS & RESPONSIBILITIES –**

### **Your rights:**

- to be treated with respect including your culture, diversity, values and beliefs
- to ensure your dignity and right to privacy is protected
- to be supported to make informed choices and exercise control in deciding which service(s) meet your needs
- to have a written Service Agreement covering service(s) agreed upon to ensure a clear understanding of the supports chosen and how they will be provided – to have your services reviewed
- to privacy and confidentiality of your personal information
- to be given information on how to provide feedback and/or complaints about the service(s) you have received
- to have your fee for service(s) determined in a way that is transparent, accessible and fair.

### **Your responsibilities:**

- work cooperatively with Scope Home Access to achieve relevant goals within NDIS guidelines
- treat Scope Home Access staff members with respect
- provide enough information to enable us to both develop and deliver your service(s) - follow the terms and conditions of your written Service Agreement
- provide and allow safe and reasonable access for staff at times
- pay any fees outlined in your quote acceptance or written Service Agreement

**FEEDBACK AND COMPLAINTS** - Feedback is encouraged, we appreciate your comments as this helps us to continually improve our service (completing our Client Survey is a simple way to convey your experience).

If you have any concerns or wish to make a complaint about the service you have received, we would like to hear from you. Your complaint will be dealt with, free from reprisal, fairly and promptly. Please contact our Client Services team who will be happy to assist.

For Feedback and Complaints please contact:

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|---|---|
| Scope Home Access – Client Services Team<br>PO Box 926,<br>DAPTO NSW 2530<br>Telephone: 1300 765 887<br>Email: <a href="mailto:info@scopehomeaccess.com.au">info@scopehomeaccess.com.au</a> | NDIS Quality and Safeguards Commission:<br>Free Call 1800 035 544<br>Website:<br><a href="http://www.ndiscommission.gov.au/participants/complaints">www.ndiscommission.gov.au/participants/complaints</a> |
|---|---|

A copy of our Grievance Policy can be found on our website [www.scopehomeaccess.com.au](http://www.scopehomeaccess.com.au) or can be posted to you upon request.

## Frequently Asked Questions

**What does Reasonable and Necessary means?** - Reasonable and necessary supports need to be related to a person disability – for further information see National Disability Insurance Scheme (Support for Participants) Rules 2013

**Can I choose or upgrade my own fixture and fittings?** - Yes, but this will need to be discussed with your OT to ensure suitability and will need to be funded over and above standard level

**Can I change my mind about the design of the home modification?** - Once NDIS have approved your modification it is generally fixed, any late variation will increase the cost and time taken to complete the modification, NDIS generally do not pay for these, and changes will need to be supported by the OT

**How long will my home modification take?** - This very much depends on the size of the project and what type of modification is required, on average 3-6 weeks

**How much deposit is required?** - A 10% deposit is required prior to work commencing - this is in line with Section 8, Home Building Act 1989.

**Cooling-off Period** - Contracts have a 5-day cooling-off, therefore if a homeowner wishes to withdraw within this period they are entitled to do so. It becomes more complicated after the cooling-off period if materials have been ordered – the homeowner would be expected to pay any cancellation fee and/or materials

**How will I know if standards for quality and compliance are in place?** - Scope Home Access is a registered provider for NDIS, all registered providers are required to comply with existing Commonwealth, State and Territory quality and safeguards standards and legislation.