

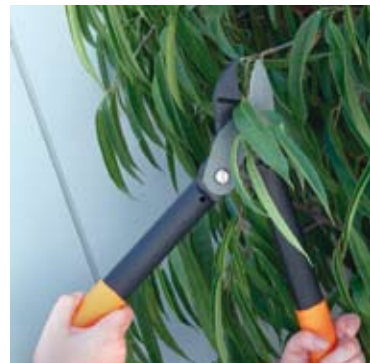


Queensland
Government
Department of Housing



Over 100 ways to improve access at home

A Smart State initiative



Alternative formats

If you would like this booklet in other formats i.e. large print, audio tape, audio CD, or on the department's website, please contact:

Home Access

Queensland Department of Housing

Telephone: 07 3238 3996

Email: homeaccess@housing.qld.gov.au

Website: www.housing.qld.gov.au/homeaccess

If calling the **National Relay Service** on 133 677 (textphone and modem callers), please ask for telephone number 07 3238 3996.

Acknowledgements

The Queensland Department of Housing would like to acknowledge the individuals and organisations that have assisted in the production of this booklet.

People who gave advice and support at various stages of the project include people with a disability, older people, organisations that represent people with a disability and older people, occupational therapists, architects, and organisations assisting people with home modifications and equipment.

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Over 100 ways to improve access at home

If you have difficulty understanding this information, please contact the department on the phone number below and we will arrange to have an interpreter assist you.

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如果您理解本資訊有困難，請撥打下面的電話，與我部聯絡。我們將安排一位傳譯員為您提供幫助。

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FRENCH

Si vous avez du mal à comprendre ces informations, contactez le Département au numéro de téléphone ci-dessous et nous organiserons un interprète pour vous aider.

PERSIAN

اگر برای درک این اطلاعات (مطلب) مشکلی دارید، لطفاً با این بخش به شماره تلفن زیر تماس بگیرید و ما مترجمی تأمین خواهیم کرد تا شما را مساعدت نماید.

SAMOAN

Afai e faigata ona e malamalama i leni faamatalaga, faamolemole faafesootai le matagaluega i le numera o le telefoni o loo i lalo ona matou sueina lea o se faaliliu-upu e fesoasoani ia te oe.

SERBIAN

Ако имате тешкоћа да разумете ове информације, позовите службу на доле наведени број телефона и ми ћемо организовати преводиоца да вам помогне.

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Bu bilgileri anlamada güçlük çekmeniz durumunda, lütfen aşağıda belirtilen numaradan bakanlığı arayınız. Size yardımcı olacak bir tercüman sağlayacağız.

VIETNAMESE

Nếu không hiểu rõ thông tin này, xin vui lòng gọi cho văn phòng Bộ theo số điện thoại dưới đây và chúng tôi sẽ thu xếp nhân viên thông dịch để giúp đỡ quý vị.

Phone number to arrange an interpreter: 07 3238 3996

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1 Introduction

Background

Many Queenslanders find it difficult or sometimes even impossible to enter, get around or use some of the features in their home. Homes with steps, bathrooms with slippery floors, or doors that are difficult to open and close can impact on a person's safety and independence. These features can also make it difficult for people to visit the homes of family or friends and can affect their quality of life.

This booklet includes tips for overcoming some of the barriers found in housing, such as steps and hard to grip door knobs. Information is also provided on organisations that can provide further assistance.

What is Home Access?

Home Access is a Queensland Department of Housing initiative which aims to assist people to adapt their home to meet their needs by providing financial assistance and better information. Home Access also seeks to improve the promotion of homes with design features that make them easier for people to enter and live in.

What are some of the barriers you may face in your home?

- Steps leading to your front door.
- Taps and door knobs that are difficult to grip.
- A step into the shower.
- Door handles and window latches that are hard to open and close.
- Deep storage areas and cupboards.
- Slippery surfaces both outdoors and indoors.
- Hard to reach power points and light switches.

How can these be overcome?

Home modifications, minor fixtures and fittings or equipment items are an effective way of making homes easier to access. Part 2 of this booklet identifies some solutions that would make it easier for you to live in your home.

Some of these solutions include items that are:

- portable (can be taken with you if you move);
- easy to install or remove (by yourself or a handy/tradesperson);
- reasonably inexpensive to purchase and/or install (in comparison with major home modifications); or
- small structural alterations completed by a tradesperson.

The price and installation of the items may vary depending on the quality of the product, the brand name, the design of your home, the type of item being installed and the availability of products.

In some instances, more extensive modifications may be required. Part 3 of this booklet identifies organisations that may be of assistance. Contact details for these organisations start at **page 44**.

Part 4 of this booklet provides information on making changes or alterations to rental properties.

Introduction – continued

Professional and technical advice

Before you purchase equipment or install fittings referred to in this booklet, you may wish to seek advice from an **occupational therapist** who has home modification assessment skills.

An occupational therapist can advise you on alternative ways to go about your daily activities, as well as on equipment and services that may be appropriate to your home situation. They can also provide information on design and on which products and finishes are suitable to use in home modifications.

We also advise you to contact an occupational therapist when constructing ramps, graded paths or installing hand rails or grab rails, to ensure they meet your needs.

Refer to the ‘Frequently asked questions’ section of this booklet on **page 60** for information on how to contact an occupational therapist.

LifeTec Queensland Inc. (previously the Independent Living Centre) can provide information and advice on the range, price and availability of a number of the products listed in this booklet. They can also provide you with information about experienced tradespersons who can undertake modifications in your home.

For further information on LifeTec Queensland Inc. refer to **page 39** of this booklet.

Where complex modifications are required to the structure of your home, you may wish to engage a licensed contractor. Contact your nearest **Building Services Authority** office or visit their website at www.bsa.qld.gov.au to confirm, free of charge, whether the contractor has a current license suitable for your job.

2 Over 100 ways to improve access at home

A number of the following items are available at hardware stores and may require a tradesperson to install them. Contact your local Home Assist Secure for information and assistance with employing tradespeople, contracting experts or in planning future work.

Home Assist Secure may also be able to assist with minor home maintenance and repair issues which relate to health, safety and security for eligible clients. Contact details for your local Home Assist Secure can be found on **page 50** of this booklet.

Entering the home

The street number is small and hard to see.

- Ensure the street number is a different colour to its background and large enough to see from the road. Consider installing signs that are big, bold and contrasting and are well lit with a matt finish.
- Place the property number in a prominent position to ensure it is easily seen from the street by day or night.
- Paint the property number onto the kerb at the front of the property.

Contact your local Home Assist Secure for assistance.

The front entry is hard to find.

- Install sensor lights on pathways and at the property entrance.

Available from hardware, lighting and discount department stores. A tradesperson or electrician may be required for installation. Contact your local Home Assist Secure for assistance.

- Cut back any bushes or shrubs overhanging the footpath or property entrance.

Contact your local Home Assist Secure for assistance.

Entering the home – continued

There are a number of steps at the entry door.

- Install hand rails on the steps. (This is a horizontal or sloping rail at about waist height which is grasped by the hand for support and forms a safety rail to guard the side of a stairway, landing, elevated platform or walkway.)

Advice from an occupational therapist is recommended prior to installing hand or grab rails.

Contact your local Home Assist Secure for assistance.



Modular ramp system

- Install a modular ramp system at the steps. It can bridge height differences between the path/yard to the entry in low-set houses.

Contact LifeTec Queensland Inc. for information.

- Remove the steps and replace with a ramp or a graded path. Install hand rails along the path or ensure the surrounding soil and/or grass is level with the new path at the edges.

Advice from an occupational therapist is recommended prior to constructing a ramp or graded path.

Contact your nearest Home and Community Care Home Modification Service or LifeTec Queensland Inc.

Entering the home – continued

The steps are slippery and dangerous.

- Tape non-slip, colour-contrasting strips (self-adhesive tape glue strips) to the top (tread) of each step. Ensure the step has a smooth surface before applying the strips, as they do not adhere well to rough surfaces.
- Paint the steps with slip-resistant paint.

These items are available from hardware stores. Contact your local Home Assist Secure for assistance.

- Clean the steps regularly, making sure no excess water remains.
-

The edge of the steps cannot be seen clearly.

- Install sensor lights that automatically light up the steps as they are approached.

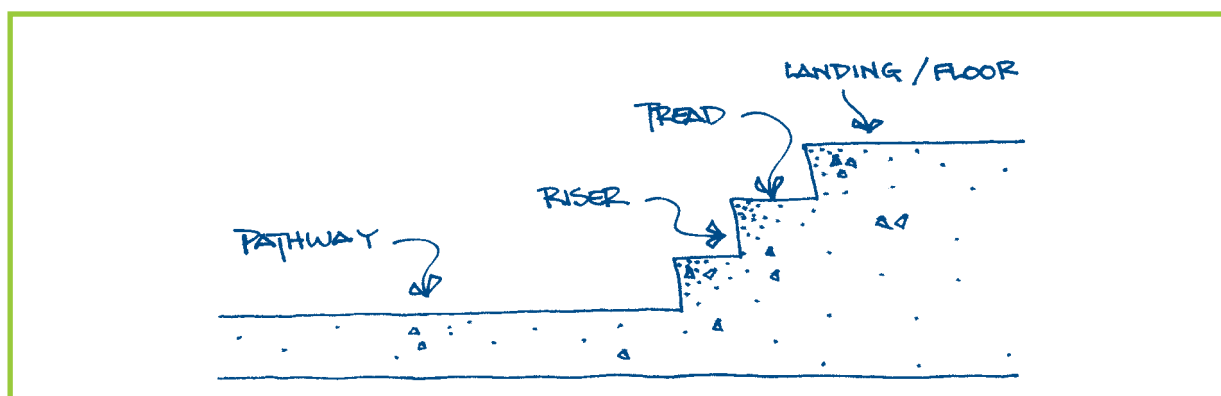
Available from hardware, lighting and discount department stores. Tradesperson assistance may be required. Contact your local Home Assist Secure for assistance.

- Paint the edges of the risers and/or treads of the steps with a strip of colour-contrasting paint.
- Tape non-slip, colour-contrasting strips to the top (tread) of each step.



Stairs with painted treads

Contact your local Home Assist Secure for assistance.



Entering the home – continued

There is a step or change of level at a doorway.

- Place a wedge/threshold ramp at the step/change of level.

Contact your local Home Assist Secure for assistance.

- Install a plastic modular or portable ramp at the step/change of level.

Contact LifeTec Queensland Inc. for information.

- Install a grab rail on the wall. (This is a vertical or inclined rail that may be grasped for body support or to assist movement.)

- Install a hand rail from wall to ground or landing.

Advice from an occupational therapist is recommended prior to installing hand or grab rails.

These items are available from hardware and discount department stores. Contact LifeTec Queensland Inc. or your local Home Assist Secure for information and assistance.

- Remove the step and replace with a graded path. Install hand rails along the path or ensure the surrounding soil and/or grass is level with the new path at the edges.

Advice from an occupational therapist is recommended prior to constructing a ramp or graded path.

Contact LifeTec Queensland Inc. or your local Home Assist Secure for information and assistance.



Timber wedge built by tradesperson



Prefabricated door threshold ramp



Portable ramp

Entering the home – continued

The door handle and lock require two hands to operate.

- Replace the existing door handle with a key-in-lock lever action handle.
- Install a lever door handle and separate deadlock.

These items are available from hardware stores or a locksmith. Contact your local Home Assist Secure for assistance.



Key-in-lock lever action handle



Lever door handle and separate deadlock

The round door handles are difficult to turn.

- Use a piece of non-slip matting or slip resistant cover which fits over the door handle to help grip the handle.
- Use a clip on lever door handle.

Contact LifeTec Queensland Inc. for information.

- Replace the handles with lever door handles.

These items are available from hardware and discount department stores. Contact your local Home Assist Secure for assistance.

There are too many keys to manage the different door locks around the home.

- Change the lock cylinder on all doors to be keyed alike. One key then operates all doors.

Available from hardware stores or a locksmith. Contact your local Home Assist Secure for assistance.

Entering the home – continued

The lock is located too close to the door frame.

- Install a lever door handle with a separate deadlock or a key-in-lock lever action handle on the entry door.

Available from hardware stores or a locksmith.
Contact your local Home Assist Secure for assistance.



- Use a built-up key holder to assist in putting the key in the lock. This is a key with a moulded or larger handle attached to its base. It gives an easier grip, good leverage and more length to assist in turning the key.

Contact LifeTec Queensland Inc. for information.

The door, the door handle and lock are hard to see.

- Paint the door frames a contrasting colour to the walls. Ensure the door handles and locks are a contrasting colour to the door.
- Avoid shiny door and door frame surfaces as this may cause glare. Use matt or low-sheen paint finishes.

Contact your local Home Assist Secure for assistance.

The style of door does not allow for easy opening and closing.

- Remove or change the style of door.
- Rehang doors so they swing in the opposite direction e.g. outwards rather than inwards.

Contact your local Home Assist Secure or a tradesperson for assistance.

- Attach a piece of string/rope around the door handle to pull the door closed.
-

Entering the home – continued

The doors do not stay open.

- Place a door-stopper at the bottom of the door.
- Attach a magnetic catch on the door frame.
- Use a door wedge.
- Use a door hook.

These items are available from hardware and discount department stores. Contact your local Home Assist Secure for assistance.

- Remove the closer on the security screen door. Do not remove the closer from a fire door.

Contact your local Home Assist Secure or a tradesperson for assistance.



Internal hallways, doorways and windows

There is a step or change of level between floor surfaces.

- Place a wedge/threshold ramp at the step/change of level.

Contact your local Home Assist Secure for assistance.

- Install a plastic modular or portable ramp at the step/change of level.

Contact LifeTec Queensland Inc. for information.

- Install a grab rail on the wall.

Advice from an occupational therapist is recommended prior to installing hand or grab rails.

Contact your local Home Assist Secure or LifeTec Queensland Inc. for information and assistance.



Prefabricated aluminium threshold ramp



Plastic modular ramp system

Doorways and door handles are hard to see and locate.

- Ensure that the walls, doors and floors are all different in some way. Paint the door frames a contrasting colour to the walls and make sure that the door handle contrasts with the door to make it easier to locate a doorway.
- Avoid shiny surfaces as this may result in glare. Use matt or low-sheen paint finishes.

Contact your local Home Assist Secure for assistance.

Internal hallways, doorways and windows – continued

The hallways and doorways are too narrow.

- Remove doors to create extra door clearance. Consider replacing door with a curtain for privacy.

Contact your local Home Assist Secure or a tradesperson for assistance.

- Widen doorways off hallways.

This will require tradesperson assistance. Contact your nearest Home and Community Care Home Modification Service for assistance.

- If door frames and walls are being damaged by equipment, consider installing corner and wall protection.

Contact LifeTec Queensland Inc. for information.



Wall protection

The window latches are difficult to reach, open and close.

- Use a long-handled reacher stick to reach the window latch.

Contact your local Home Assist Secure or Technical Aid to the Disabled Queensland Inc. for information.



Winders on windows

- Install windows that have height adjustable window latches.

Contact your local Home Assist Secure or a window manufacturer for assistance.

- Arrange for the window to be serviced so that the opening/closing mechanisms operate properly.

- Install winders on windows.

These items are available from hardware and discount department stores. Contact your local Home Assist Secure or a tradesperson for assistance.

Note: Some of the solutions from ‘Entering the home’ on pages 7–13 are also relevant to this section.

Bathroom/toilet

The door limits the amount of circulation space in the bathroom.

- Rehang the door so that it swings outwards.

Contact your local Home Assist Secure for assistance.

There is a step into the shower.

- Install a false draining floor in the shower recess or shower floor. Ensure the sides of the false draining floor are flush against the sides of the shower recess or walls.
- Install grab rails to give better stability while getting in and out of the shower.



False draining floor

Advice from an occupational therapist is recommended prior to installing hand or grab rails.

Contact your local Home Assist Secure or LifeTec Queensland Inc. for information and assistance.



Bathroom/toilet – continued

A fixed shower screen limits access.

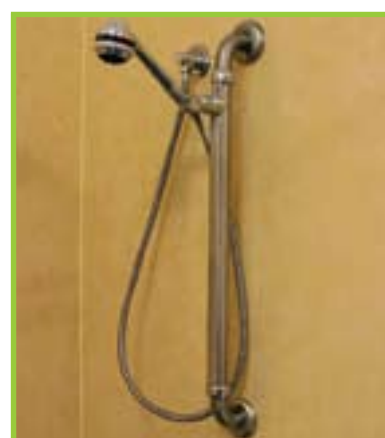
- Replace the fixed shower screen with a shower curtain hung from a continuous curtain rail. Consider using a weighted shower curtain for safety.

Contact your local Home Assist Secure or a tradesperson for assistance.

The water flow is hard to direct because the shower rose is fixed.

- Replace the fixed shower rose with a hand-held shower set on mounting brackets or a vertical grab rail. The shower rose can then be used in a sitting or standing position.

Check with the supplier to ensure the supplied vertical rail is appropriate for use as a grab rail. For safety reasons it is recommended that a vertical grab rail be used and that you seek advice from an occupational therapist prior to installation.



Hand-held shower with flexible shower hose attached to a vertical grab rail

Before fitting the hand-held shower with a flexible shower hose, seek advice from an electrician and/or plumber to ensure that the finished installation complies with the requirements of the Plumbing Codes and Wiring Rules.

Consider a shower with a three-star or higher water conservation rating. However, if an instantaneous gas hot water system or continuous flow is installed then a one-star rated shower product is recommended to maintain a comfortable water pressure.

Contact your local Home Assist Secure or a tradesperson for assistance.

- For baths, use a hand-held shower with adaptors that push onto single and double bath taps.

These items are available from hardware and discount department stores. Contact your local Home Assist Secure or a tradesperson for assistance.

Bathroom/toilet – continued

Seating is needed in the shower.

- Place a plastic shower chair/stool with metal legs and non-slip feet in the shower. Plastic garden chairs are not recommended as hot water makes them brittle and crack over time.
- Use a mobile over-toilet shower chair if the shower allows wheel-in access.
- Install a drop-down shower seat.

Contact LifeTec Queensland Inc. for information.

- Install grab rails for support.

Advice from an occupational therapist is recommended prior to installing hand or grab rails.

Contact your local Home Assist Secure for assistance.



Shower chair



Self-propelled mobile over-toilet shower chair

Bathroom/toilet – continued

The bath edge is high and the base of the bath is low.

- Place an adjustable bath board on top of the bath.
- Use a bath board and bath seat (inserted low in the bath) if the bath is made of steel (as the weight of the person on the bath seat may cause damage to baths made of weaker materials).
- Use an overbath swivel chair.
- Use a tub transfer bench if the bath edge does not support a bath board.

Contact LifeTec Queensland Inc. for information.

- Grab rails and hand-held showers can also be used with the above items.

Advice from an occupational therapist is recommended prior to installing hand or grab rails.

Contact your local Home Assist Secure for assistance.



Bath seat (left), bath board (right)



Overbath swivel chair



Tub transfer bench

Bathroom/toilet – continued

The toilet seat is low.

- Use a raised toilet seat (with or without handles).
- Use a height adjustable over-toilet frame that has a built-in seat and armrests to raise seat height and to provide armrest support.
- Use a toilet surround frame to provide armrest support.
- Use a mobile over-toilet shower chair if the area can be accessed by a wheelchair.

Contact LifeTec Queensland Inc. for information.



Attendant-propelled mobile over-toilet shower chair



Raised toilet seat without handles



Height adjustable over-toilet frame



Toilet surround frame

Bathroom/toilet – continued

There is no structural support around the toilet.

- Install grab rails on the wall.

Advice from an occupational therapist is recommended prior to installing grab rails.

Contact your local Home Assist Secure for assistance.

- Install grab rails that clamp onto the toilet to provide armrest support.
- Use a toilet surround frame to provide armrest support.
- Use a height adjustable over-toilet frame to raise seat height and provide armrest support.
- Use a mobile over-toilet shower chair if the area can be accessed by a wheelchair.

Contact LifeTec Queensland Inc. for information.



Grab rails on wall



Clamp on toilet rails

Bathroom/toilet – continued

The bathroom floor is slippery, especially when wet.

- Treat the bathroom/shower floor with a ‘slip resistive when wet’ solution to give the surface a better grip.

Contact LifeTec Queensland Inc. or your local Home Assist Secure for assistance, or look in the Yellow Pages under ‘Floor Treatment Products’.

- Remove existing flooring and replace with ‘slip resistant when wet’ flooring.

Contact LifeTec Queensland Inc. or your local Home Assist Secure for assistance, or look in the Yellow Pages under ‘Floor Coverings’.

- Place self-adhesive, non-slip rubber strips or shapes on the floor (including the shower and bath surfaces).

Available from discount department stores. Contact your local Home Assist Secure for assistance.

- Clean the shower/bathroom floor regularly and ventilate the room.
-

Kitchen

The hotplate controls are too small to grasp.

- Use a contour turner over the top of the hotplate controls to help with turning them.

Contact LifeTec Queensland Inc. for information.

- Consider using other appliances for cooking which may be easier to operate e.g. a freestanding single hotplate, a microwave oven, a small grill oven, a crock-pot or an electric fry pan.



Contour turner

Kitchen – continued

The hotplate control markers are very small.

- Place fluorescent markers, stickers or puff paint (dimensional fabric paints that have a raised surface) on the hotplate control markers to highlight them and make them more visible.

Contact LifeTec Queensland Inc. or your local Home Assist Secure for assistance.



- Install direct lighting to the cooking area. This might be a light in the range hood or a 'down light' above the kitchen bench.

The installation of lighting will require assistance from a tradesperson or electrician. Contact your local Home Assist Secure for assistance.

The oven door is in the way when removing items from the oven.

- Replace oven with a model which has a side opening door.



There is no set down area next to the oven.

- Clear bench space near the oven to ensure there is a safe set down area next to the oven.
- Use a trolley with wheels to move items to a clear bench space.
- If you use a wheelchair for mobility consider using a stable table as a set down area.

These items are available from hardware stores or discount department stores. Contact LifeTec Queensland Inc. for information.

Kitchen – continued

The oven is too low.

- Place a firm chair next to the oven to sit on while using the oven.
 - Consider using cooking appliances that can be placed on a bench e.g. a microwave oven, a small grill oven or an electric fry pan.
-

The shelves in the fridge are too deep, high or low.

- Store most-used items within easy reach in the fridge.
 - Place a firm chair or stool next to the fridge to sit on while reaching items on the lower shelves.
-

The sink, stove and fridge are too far apart.

- Use a trolley with wheels to move heavy items around the kitchen.
- If you use a wheelchair for mobility consider using a stable table to move items around the kitchen.

Available from hardware and furniture stores.
Contact LifeTec Queensland Inc. for information.



Trolley

Bedroom

The toilet is too far from the bedroom.

- Place a commode next to the bed.
- Keep a bedpan or urinal bottle in a convenient place close to the bed and use with a plastic draw sheet.

Contact LifeTec Queensland Inc. for information.



Commode

The light switch is too far from the bed.

- Place a lamp (with a large power switch) beside the bed. Touch-sensitive lamps are good for people with limited hand movement.
- Attach a night light just above the bed height. Plug-in sensor lights are also available.

These items are available from hardware and discount department stores.

- Install an additional rocker switch for the light close to the bed.

This will require tradesperson assistance for installation. Contact your local Home Assist Secure for assistance.

- Keep a torch close to the bed (on the bedside table, if possible).



Rocker switch

Cupboards, wardrobes and drawers

The shelves/hanging rails are either too high or low.

- Use a long-handled pick-up stick to reach the items you want.
- Install pull-down baskets if the shelves are too high.

Contact LifeTec Queensland Inc. for information.

- Move the hanging rail to a lower position in the wardrobe.
- Install a second hanging rail in the wardrobe that is below the standard rail.

These may require tradesperson assistance for installation. Contact your local Home Assist Secure for assistance.

- Use a piece of dowel or timber rod with a hook on the end to reach the required items.



Long-handled pick-up stick



Piece of dowel with a hook on the end

Cupboards, wardrobes and drawers – continued

The shelving in the cupboard/pantry is too deep.

- Store regularly used items on a kitchen bench top or a trolley.
- Install small wire baskets on the inside of cupboard doors to store regularly used items.
- Install a lazy susan (rotating shelf) to store regularly used items.
- Install 180 degree hinges on the doors. The doors fold back and provide extra space.
- Lower or raise shelves to make them easier to reach.
- Use baskets to store regularly used items and place on top of cupboards, shelves or the pantry floor.
- Install pull-down baskets.
- Consider using drawers to store grocery items.
- Install a pull-out pantry.



Wire baskets on cupboard door



Lazy susan

These items are available from hardware, furniture and discount department stores. These may require tradesperson assistance for installation. Contact LifeTec Queensland Inc. or your local Home Assist Secure for information and assistance.

Cupboards, wardrobes and drawers – continued

The drawers and cupboard doors are hard to open and close.

- Install vertical or horizontal easy-pull D handles. These can also be used on sliding doors.
- Install open shelving for easy access to regularly used items.
- Replace difficult-to-open drawers with drawers on easy-glide runners with stops.
- Place 180 degree hinges on the cupboard doors to allow them to be pulled back easily.
- Remove the cupboard door and install a curtain.
- Arrange for the cupboards or drawers to be checked and, if necessary, repaired for easy opening and closing.



These items are available from hardware stores. These may require tradesperson assistance for installation. Contact your local Home Assist Secure for assistance.



Lighting, controls, taps and flooring

The lighting level is low.

- Replace the light bulbs with higher output bulbs. Consider using energy efficient lamps e.g. fluorescent.
- Install task lighting or plug-in sensor lights to focus light in particular areas.

These items are available from hardware and discount department stores. Assistance may be required by a tradesperson or electrician for installation. Contact your local Home Assist Secure for assistance.

There is not enough lighting as the ceiling fan is in place of the ceiling light.

- Install a fan with a light fitting included. Consider a fan with a remote control.

Available from hardware and discount department stores. Assistance may be required by a tradesperson or electrician for installation. Contact your local Home Assist Secure for assistance.

The light bulbs are high on the ceiling.

- Use a small plastic device called a globe grabber which is fitted on the end of a long handle (i.e. broom handle). **Do not use a globe grabber on cord-suspended light fittings.**

Contact your local Home Assist Secure or LifeTec Queensland Inc. for assistance.



Globe grabber

Lighting, controls, taps and flooring – continued

The light and power switches are difficult to turn on and off as they are too small and/or too hard to reach.

- Replace standard switches with large rocker switches.
- Mount a plug-in power board on the wall, floor or in a place that can be easily reached. Consider a power board with a large rocker switch.

Available from hardware and discount department stores. Assistance may be required by a tradesperson or electrician for installation. Contact your local Home Assist Secure for assistance.



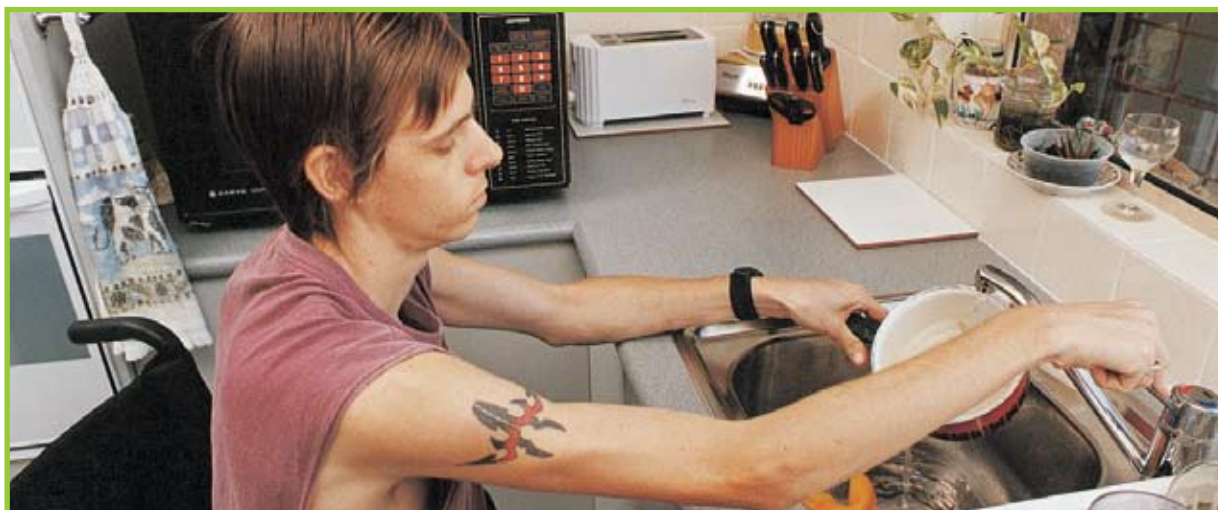
Rocker switch

- Use a piece of dowel or timber rod fitted with a rubber thimble on the end to turn light and power switches on and off.

The mat and carpet edges are a trip hazard.

- Secure carpet edges.
- Remove any mats, carpet or vinyl where edges cannot be secured.

Tradesperson assistance may be required. Contact your local Home Assist Secure or a carpet manufacturer for information and assistance.



Lighting, controls, taps and flooring – continued

The taps are difficult to turn.

- Attach a removable tap turner to the tap.

Contact LifeTec Queensland Inc. for information.

- Change the taps so that they are half-turn, with either short or long lever handles.

Tradesperson assistance may be required for installation. Contact LifeTec Queensland Inc. or your local Home Assist Secure for information and assistance.



Removable tap turner



Tap with long lever handle

Outdoor areas

The clothesline is too high.

- Install a height adjustable rotary clothesline.
- Install a fold-down clothesline outside your home (e.g. Paralane).
- Install a fully retractable clothesline to outside walls and/or posts.
- Use a drying rack.

These items are available from hardware and discount department stores. Tradesperson assistance may be required for installation. Contact your local Home Assist Secure for assistance.



Drying rack



Paralane

The garden gate latch is difficult to reach and use.

- Replace the gate latch with a lever handle opener.
- Attach a length of rope to the gate latch and use it to pull the latch open and closed.
- Use a wedge to keep the gate open.
- Remove your garden gate if you have no need for it.

Available from hardware and discount department stores. Contact your local Home Assist Secure for assistance.

Outdoor areas – continued

The garden gate latch is located on one side only.

- Install 180 degree hinges on the gate.
- Install spring hinges on the gate.
- Install a lever handle on both sides of the gate.

Available from hardware stores. Tradesperson assistance may be required for installation. Contact your local Home Assist Secure for assistance.

The garden tap is difficult to turn.

- Install a lever handle.
- Use a tap turner.

Contact LifeTec Queensland Inc. or your local Home Assist Secure for information or assistance.

It is difficult to open the letter box with one hand.

- Install a letter box with a side-opening door, drop-down door or no door.

Available from hardware stores. Contact your local Home Assist Secure for assistance.



Outdoor areas – continued

The gardens are too low.

- Use a pot plucker (this is a tool that clips onto the pot and allows the pot to be picked up without having to bend down).

Contact LifeTec Queensland Inc. for information.

- Use long-handled garden tools.
- Re-pot plants into large pots to raise their height.
- Consider establishing raised garden beds.



Pot plucker



Long-handled gardening tools

These items are available from hardware or gardening stores.

3 Useful organisations and services

The following organisations provide information or services that assist people to improve access in and around the home with either home modifications, equipment or free information. This list is not exhaustive.

Contact details are provided in Part 5 of this booklet for each of the organisations listed below. Eligibility criteria may apply.

Referral and information services

Commonwealth Carelink Centre

The Commonwealth Carelink Centre is a free and confidential information service for older persons, people with a disability, carers, health professionals and other service providers.

Centres are able to provide information on the kinds of services that are available within the community such as occupational therapy services, accommodation, transport, health and mobility aids, home maintenance and modification, respite, personal care, home help, legal and advocacy services, social support and volunteer opportunities.

There are over 50 Commonwealth Carelink Centres throughout Australia. Commonwealth Carelink Centres operate together with Commonwealth Carer Respite Centres.

Disability Information Service, Disability Services Queensland

The Queensland Disability Information Service is a free, state-wide information, resource and referral service that can also be contacted for information about home modification providers in the community.

The service has a range of publications and resources to assist people with a disability, their family, friends, carers and service providers.

Useful organisations and services – continued

Home modification services

Please note that waiting periods may apply for some of the following services. Contact details for these organisations are provided in Part 5 of this booklet.

Home Assist Secure

Home Assist Secure aims to remove some of the practical housing difficulties experienced by older people and people with a disability who wish to remain living in their home.

Home Assist Secure provides free information, referral and subsidised assistance that relates to the health, safety and security of eligible clients, such as:

- information and referral on home maintenance, repairs, minor modifications, home and personal security; and
- information and assistance with employing tradespeople, contracting experts or in planning future work.

Home and Community Care Home Modification Services

Home and Community Care Home Modification Services aim to assist older people and people with a disability to remain living in their home.

The services may provide information, assessment, project management and/or financial assistance with larger home modifications, such as ramps and bathroom adaptations.

Queensland Home Adapt Loan

The Queensland Home Adapt Loan offers financial assistance to eligible homeowners who require home modifications for either themselves or a household member.

The loan aims to assist older people and people with a disability to modify their home so that they can undertake their usual day to day activities with greater safety and independence.

Modifications may include installing access ramps, widening hallways or doorways, or modifying a kitchen or bathroom.

Loans can range between \$5,000 and \$30,000 at a low fixed-interest rate for eligible applicants.

Useful organisations and services – continued

The loan is available through the Queensland Department of Housing. Please contact Housing Loans on 1300 654 322 to find out if the loan is available in your area and if you are eligible to apply.

Department of Veterans' Affairs

The Department of Veterans' Affairs provides home modification services to eligible clients who hold a Rehabilitation Health Card for All Conditions (Gold Card) or a Rehabilitation Health Card for Specific Conditions (White Card) through the Rehabilitation of Appliance Program.

This program provides appliances for self-help and rehabilitation purposes, and surgical aids for exclusive personal home use.

Home modifications are only provided where the entitled person is unable to safely use existing facilities and where simple aids/non-structural modifications do not provide sufficient assistance to maintain an appropriate level of independence or safety. Home modifications are not provided in dwellings owned by the Queensland Department of Housing.

Disability Services Queensland

Disability Services Queensland has a number of programs that provide support to people with a disability. These programs provide grant monies to individuals, rather than directly to organisations. Home modifications are not a core business of Disability Services Queensland programs, but in some instances clients may be able to access monies for home modifications. Contact your nearest regional office for further information.

Equipment

The following organisations provide advice on equipment, including trialling equipment to make your home more accessible. Please note, waiting periods may apply for some of the following services. Contact details for these organisations are provided in Part 5 of this booklet.

Deafness Resources Australia

Deafness Resources Australia develops and distributes a specialised, comprehensive, up-to-date range of resources and provides consultation and referral in this field.

Useful organisations and services – continued

Deafness Resources Australia provides a range of deafness related products and services that include devices to access television, telephone, doorbells and alarms and also a wide range of relevant technology, such as teletypewriters (TTYs), alarm clocks and telephone amplifiers.

LifeTec Queensland Inc. (formerly the Independent Living Centre)

LifeTec Queensland Inc. is a state-wide, non-government, non-profit, community-based equipment information and advisory service that provides:

- information about equipment, assistive technology, building and access design, and available resources for people with disabilities, injuries and age-related difficulties; and
- professional, unbiased advice to help people make informed decisions about the most appropriate equipment or other practical solutions.

LifeTec Queensland Inc. has a centre at Newmarket in Brisbane with over 1,500 products and equipment items on display. Information and advice is also available over the phone through their state-wide enquiry line or by making an appointment. LifeTec Queensland Inc. travels regularly throughout regional areas of the State.

Medical Aids Subsidy Scheme, Queensland Health

The Medical Aids Subsidy Scheme provides eligible Queensland residents with permanent or stabilised disabilities with subsidised access to approved aids and equipment.

The range of aids and equipment is selected primarily to assist people to live at home and avoid premature or inappropriate residential care or hospitalisation.

The aids and equipment provided by the Scheme include communication, continence, daily living, mobility, orthoses, oxygen and medical grade footwear.

Royal Blind Foundation

Royal Blind Foundation services are available to people who are blind or vision impaired. The Foundation sells adaptive equipment to assist people with daily living and individual assistance to maintain independence in their home. A catalogue is available in printed and tape form and can also be accessed on their website at www.rbf.org.au. Referrals can be made by individuals or other community service organisations.

Useful organisations and services – continued

Technical Aid to the Disabled Queensland Inc.

Technical Aid to the Disabled is a not-for-profit organisation which coordinates the work of volunteers to provide technical assistance to people with a disability in Queensland.

The organisation designs and constructs specific personalised aids, modifies existing aids, and refurbishes and delivers recycled computers.

Other services

The following list of organisations is provided to assist you to modify your home to make it more accessible. Please note that most of the following organisations may charge a **fee for their services**. This list is not exhaustive.

Contact details for the following organisations are provided in Part 5 of this booklet.

Archicentre

Archicentre offers a range of professional architectural services to homebuyers, new home builders and renovators Australia-wide. Archicentre provides technical advice through property inspections, design reports, fact sheets and free seminars.

Association of Consultants in Access Australia Inc.

The Association of Consultants in Access Australia is a national membership-based association for people working to achieve accessibility of the built environment including homes for people with a disability and older people.

The Association holds a directory of accredited access consultants who provide auditing and design services including appraisal of plans and design drawings, design brief development, design detailing, design reviews, and complete design and documentation that produce accessibility. It may relate to whole or substantial parts of buildings, landscapes and the like and also to specific elements such as ramps, kitchens, communication systems and navigation aids.

Useful organisations and services – continued

Building Services Authority Queensland

The Building Services Authority provides information and advice to consumers and contractors throughout Queensland.

The Authority is able to provide information ranging from free licence checks and details about licence holders, through to information on its Statutory Insurance Scheme and dispute handling procedures.

The Authority offers three types of contracts that together cater for the full range of domestic building, renovation and maintenance work. These contracts strike a good balance between the interests of consumers and building contractors.

The Authority is the body which accredits individuals as Building Certifiers. It is also responsible for investigating complaints and conducting audits of building certifiers' work. You can confirm a certifier's accreditation free of charge by contacting any Building Service Authority office, or visit www.bsa.qld.gov.au.

Home Assist Secure Services and Home and Community Care Home Modification Services

Home Assist Secure and Home and Community Care Home Modification Services can provide a list of contractors and/or builders who have home modifications experience. For further information on Home Assist Secure and Home and Community Care Home Modification Services, refer to **page 37**.

LifeTec Queensland Inc. (formerly the Independent Living Centre)

LifeTec Queensland Inc. can provide a list of experienced contractors and architects who can assist with home modifications. For further information on LifeTec Queensland Inc. refer to **page 39**.

OT Australia Queensland

(Australian Association of Occupational Therapists – Queensland Inc.)

Occupational therapy is a health care profession that offers skills and advice aimed at increasing a person's safety, independence and quality of life.

The Association can provide a list of private sector occupational therapists that specialise in the home modification field throughout Queensland.

4 Tenants' rights and responsibilities

If you rent your home, contact your lessor/agent before you install household fixtures or make changes to your home.

You may need written agreement from your lessor/agent before making any changes to the property. A written agreement between the lessor/agent and tenant should specify:

- the nature of the change;
- any terms about removing it; or
- compensation to the tenant at the end of the tenancy for improvements to the property.

If you are unsure about the process or have other queries about your tenancy, contact one of the following organisations for information.

Contact details for these organisations are provided in Part 5 of this booklet.

Residential Tenancies Authority

The Residential Tenancies Authority is the statutory body established by the Queensland Government to administer the *Residential Tenancies Act 1994* and the *Residential Services (Accommodation Act) 2002*.

The Residential Tenancies Authority assists lessors, tenants, residents and service providers with information about their rights and responsibilities under the Acts.



Tenants' rights and responsibilities – continued

Tenancy Advice Service, Tenants' Union of Queensland Inc.

The Tenants' Union of Queensland is a state-wide, community-based advocacy organisation for tenants. It provides a range of information including:

- a telephone advice service;
- tenancy publications;
- tenancy law training;
- research on tenancy issues;
- a specialist legal service (available only to tenants); and
- advice to tenants about their rights and responsibilities under the *Residential Tenancies Act 1994* and the *Residential Services (Accommodation) Act 2002*.

Tenant Advice and Advocacy Service (Queensland)

The Tenant Advice and Advocacy Service (Queensland) aims to assist you to understand your rights and responsibilities as a tenant and resident in your negotiations with lessors and real estate agents.

A total of 29 services throughout the State, provide information and referral to people in housing need to assist them to establish and/or maintain housing in the private market.



5 Useful contacts

The following organisations provide information or services that assist people to improve access in and around the home with home modifications, equipment and/or advice. This list is not exhaustive.

This information was current at time of printing (February 2007). If a number published in this booklet is no longer current, contact Commonwealth Carelink on 1800 052 222 or Home Access on 07 3238 3996 for assistance, or try the White or Yellow Pages.

Archicentre www.archicentre.com.au

Brisbane	70 Merivale Street South Brisbane Qld 4101 Email: ron@archicentre.com.au	Ph: 1300 134 513 Fax: 07 3846 4970
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Association of Consultants in Access Australia Inc. www.access.asn.au

Victoria	326 Autumn Street Herne Hill Vic 3218 Email: ACAA.Secretary@bigpond.com	Ph: 03 5221 2820 Fax: 03 5221 2820
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Building Services Authority Queensland www.bsa.qld.gov.au

Brisbane	11 Edmondstone Street South Brisbane Qld 4101 Email: info@bsa.qld.gov.au	Ph: 1300 272 272 Fax: 07 3225 2829
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Cairns	181 Aumuller Street Westcourt Qld 4870 Email: info@bsa.qld.gov.au	Ph: 1300 272 272 Fax: 07 4031 6831
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Gold Coast	Robina Convenience Centre 86 Robina Town Centre Drive Robina Qld 4226 Email: info@bsa.qld.gov.au	Ph: 1300 272 272 Fax: 07 5575 7666
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Mackay	25 River Street Mackay Qld 4740 Email: info@bsa.qld.gov.au	Ph: 1300 272 272 Fax: 07 4953 4151
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Useful contacts – continued

Maryborough	Suite No 1, 208 Lennox Place Lennox Street Maryborough Qld 4560 Email: info@bsa.qld.gov.au	Ph: 1300 272 272 Fax: 07 4122 3814
Rockhampton	164 Berserker Street (Cnr Elphinstone Street) North Rockhampton Qld 4701 Email: info@bsa.qld.gov.au	Ph: 1300 272 272 Fax: 07 4926 1377
Sunshine Coast	Unit 7, WIN Television Centre Cnr Baden Powell Street & Maroochydore Road Maroochydore Qld 4558 Email: info@bsa.qld.gov.au	Ph: 1300 272 272 Fax: 07 5459 9655
Toowoomba	Clestrain Mall 131A Herries Street Toowoomba Qld 4350 Email: info@bsa.qld.gov.au	Ph: 1300 272 272 Fax: 07 4638 1917
Townsville	AAMI Building 287 Ross River Road Aitkenvale Qld 4814 Email: info@bsa.qld.gov.au	Ph: 1300 272 272 Fax: 07 4725 3401

Commonwealth Carelink Centre www.commcarelink.health.gov.au

Brisbane South	21 Jaybel Street Salisbury Qld 4107 Email: carelink@ccrcbs.org.au	Ph: 1800 052 222 (freecall) Fax: 07 3274 6733
Brisbane North	19 Hayes Street Caboolture Qld 4510 Email: cabinfo@crcsc.com.au	Ph: 1800 052 222 (freecall) Fax: 07 5428 0277
Bundaberg	Shop 6, Bingera Court 245 Bourbong Street Bundaberg Qld 4670 Email: carelink.CQ@crcsc.com.au	Ph: 1800 052 222 (freecall) Fax: 07 4151 0666

Useful contacts – continued

Gold Coast	Level 1, Powertel Building 23 Main Street Varsity Lakes Qld 4227 Email: carelink.robina@bluecare.org.au	Ph: 1800 052 222 (freecall) Fax: 07 5562 5355
Mackay	99–101 Evan Street Mackay Qld 4740 Email: carelink.mackay@bluecare.org.au	Ph: 1800 052 222 (freecall) Fax: 07 4953 1043
Cairns	Shop 305, Westcourt Shopping Centre 274–302 Mulgrave Road Cairns Qld 4870 Email: carelink.cairns@bluecare.org.au	Ph: 1800 052 222 (freecall) Fax: 07 4041 5499
Ipswich	Shop 2, 71 East Street Ipswich Qld 4305 Email: carelink.ipswich@bluecare.org.au	Ph: 1800 052 222 (freecall) Fax: 07 3813 7600
Toowoomba	Shop 58A, Grand Central 10 Russell Street Toowoomba Qld 4350 Email: carelink.toowoomba@bluecare.org.au	Ph: 1800 052 222 (freecall) Fax: 07 4639 3290
Townsville	Suite 6, 42 Ross River Road Mundingburra Qld 4812 Email: carelink.townsville@bluecare.org.au	Ph: 1800 052 222 (freecall) Fax: 07 4728 5655

Deafness Resources Australia www.deafnessresources.net.au

Australia-wide	Ground Floor 33 Argyle Street Parramatta NSW 2150 Email: dra@deafnessresources.net.au	Ph: 1800 555 201 (freecall) Fax: 02 9875 2972 (freefax) TTY: 1800 555 203 (freecall direct to Deafness Resources Australia)
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Useful contacts – continued

Department of Veterans' Affairs www.dva.gov.au

Brisbane	Floor 4, 259 Queen Street Mall Brisbane Qld 4001	Ph: 07 3223 8475 Fax: 07 3223 8479
Gold Coast	Level 5, 12 Short Street Southport Qld 4215	Ph: 07 5630 0203 Fax: 07 5571 1292
Sunshine Coast	129 Horton Parade Maroochydore Qld 4558	Ph: 07 5479 5112 Fax: 07 5479 5443
Toowoomba	99 Russell Street Toowoomba Qld 4350	Ph: 07 4638 1555 Fax: 07 4638 1599
Townsville	150 Walker Street Townsville Qld 4810	Ph: 07 4722 3333 Fax: 07 4722 3300
Tweed Heads	Shop 45 Tweed Mall Shopping Centre Wharf Street Tweed Heads NSW 2485	Ph: 07 5536 2933 Fax: 07 5536 9235

Disability Information Service, Disability Services Queensland www.disability.qld.gov.au/disability_information/

Queensland-wide	Email: disabilityinfo@disability.qld.gov.au	Ph: 07 3224 8444 Ph: 1800 177 120 (freecall) TTY: 1800 010 222 (freecall, ask for telephone number 1800 177 120) Fax: 07 3896 3467
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Useful contacts – continued

Disability Services Queensland www.disability.qld.gov.au

Central Office	Level 3A (Ground Floor) Neville Bonner Building 75 William Street Brisbane Qld 4000 Email: mailbox@disability.qld.gov.au	Ph: 07 3224 8031 Ph: 1800 177 120 (freecall) TTY: 1800 010 222 (freecall, ask for telephone number 1800 177 120) Fax: 07 3224 8037
Far North Queensland	130 McLeod Street Cairns Qld 4870 Email: cairns_dsq@disability.qld.gov.au	Ph: 07 4046 7200 Fax: 07 4031 8596
Central Queensland/ Wide Bay	74 Ward Street Rockhampton Qld 4700 Email: mailbox@disability.qld.gov.au	Ph: 07 4932 1600 Fax: 07 4932 1611
South Coast	24 Tansey Street Beenleigh Qld 4207 Email: mailbox@disability.qld.gov.au	Ph: 07 3884 7001 Fax: 07 3884 7044
Brisbane	Level 1, 27 Peel Street South Brisbane Qld 4101 Email: mailbox@disability.qld.gov.au	Ph: 07 3109 7007 Fax: 07 3109 7034
Ipswich/South West Queensland	5–7 Wharf Street Ipswich Qld 4305 Email: mailbox@disability.qld.gov.au	Ph: 07 3280 1872 Fax: 07 3280 1000
North Queensland and Remote Region	Nathan Business Centre 340 Ross River Road Aitkenvale Qld 4814 Email: mailbox@disability.qld.gov.au	Ph: 07 4727 0666 Fax: 07 4775 4762
Sunshine Coast	Floor 3, Town Square Precinct 33 King Street (Cnr Beerburum Rd) Caboolture Qld 4510 Email: mailbox@disability.qld.gov.au	Ph: 07 5490 1180 Fax: 07 5499 2236

Useful contacts – continued

Home and Community Care Home Modification Services

www.health.qld.gov.au/hacc

Beenleigh	20 Alamein Street Beenleigh Qld 4207	Ph: 07 3287 1477 Fax: 07 3287 1699
Brisbane North (St Michael's)	655 Brunswick Street New Farm Qld 4005 Email: St.MichaelsHAS@bigpond.com	Ph: 07 3254 0355 Fax: 07 3254 0387
Brisbane South	Princess Alexandra Hospital 41 Ipswich Road Woolloongabba Qld 4102 Email: bshms@health.qld.gov.au	Ph: 07 3240 2776 Fax: 07 3240 2778
Central & Far West	66 Ash Street Barcaldine Qld 4725 Email: bdinehas@bigpond.net.au	Ph: 07 4651 2187 Fax: 07 4651 2376
Charleville & District	Corner Alfred and Eyre Street Charleville Qld 4470 Email: homemods@charlevillenc.org or reception@charlevillenc.org	Ph: 07 4654 1862 Fax: 07 4654 3240
Darling Downs	20 Garget Street Toowoomba Qld 4350 Email: tmbahas@bigpond.net.au	Ph: 07 4632 7385 Fax: 07 4638 3944
Far North Queensland	Corner Kamerunga and Fairweather Roads Redlynch Qld 4870 Email: sjcclfnqhas@bigpond.com	Ph: 07 4039 9780 Fax: 07 4058 0900 or 07 4039 9777
Gold Coast	126 Allied Drive Arundel Qld 4215 Email: hacc.gc@svdpqld.org.au	Ph: 07 5594 7355 Fax: 07 5594 0822
Ipswich	56 South Street Ipswich Qld 4305 Email: kkneen@ipswich.qld.gov.au	Ph: 07 3810 6662 Fax: 07 3810 6741

Useful contacts – continued

Mackay & Hinterland	Cnr River & Tennyson Streets Mackay Qld 4740 Email: home.assist@skillstm.com.au	Ph: 07 4963 2740 Fax: 07 4963 2750
Maryborough/ Burnett/Cooloola Districts	133 Adelaide Street Maryborough Qld 4650 Email: homessa@bigpond.net	Ph: 07 4123 2234 Fax: 07 4123 2116
Sunshine Coast	1/103 Enterprise Street Kunda Park Qld 4556 Email: mdorehas@powerup.com.au	Ph: 07 5476 6130 Fax: 07 5445 6078
Townsville	Level 1, Northtown Shopping Centre 280 Flinders Street Townsville Qld 4810 Email: dr1@townsville.qld.gov.au	Ph: 07 4727 9712 Fax: 07 4727 9770

Home Assist Secure www.housing.qld.gov.au/programs/ch/support/has.htm

Barcaldine & District	66 Ash Street Barcaldine Qld 4725 Email: bdinehas@bigpond.net.au	Ph: 07 4651 2187 Fax: 07 4651 2376
Beaudesert Shire	46 Anna Street Beaudesert Qld 4285 Email: marycare@gil.com.au	Ph: 07 5541 1653 Fax: 07 5541 1143
Blackall & District	2A Coronation Drive Blackall Qld 4472 Email: rhonda.prow@cofcqld.com.au	Ph: 07 4657 6777 Fax: 07 4657 6888
Bowen/Whitsunday	33 Kennedy Street Bowen Qld 4805 Email: h.woodhouse@bluecare.org.au	Ph: 07 4786 3629 Ph: 1800 649 842 (freecall) Fax: 07 4786 2985
Bribie Island	1/191 First Avenue Bongaree Qld 4507 Email: bivchai@bigpond.net.au	Ph: 07 3408 0416 Fax: 07 3408 0150
Brisbane North East (St Michael's)	655 Brunswick Street New Farm Qld 4005 Email: St.MichaelsHAS@bigpond.com	Ph: 07 3254 0355 Fax: 07 3254 0387

Useful contacts – continued

Brisbane South West	Unit 2, 385 Sherwood Road Rocklea Qld 4106 Email: mkahas@ecn.net.au	Ph: 07 3379 8000 Fax: 07 3379 9555
Brisbane Western Suburbs	41 Brookfield Road Kenmore Qld 4069 Email: wsbhas@cofcqld.com.au	Ph: 07 3878 8058 Fax: 07 3878 8068
Bundaberg & District	79 Woongarra Street Bundaberg Qld 4670 Email: chrism@centacarebundaberg.com.au (freecall)	Ph: 07 4153 1099 Ph: 1800 112 210 Fax: 07 4153 2502
Caboolture & Kilcoy	30 Beerburrum Road Caboolture Qld 4510 Email: cmanager@bigpond.com	Ph: 07 5498 9154 Fax: 07 5498 9754
Caloundra	61 Edmund Street Caloundra Qld 4551 Email: calhome@caloundra.net	Ph: 07 5491 7489 Fax: 07 5491 2863
Central Queensland	116 East Street Rockhampton Qld 4700 Email: wares@rcc.qld.gov.au	Ph: 07 4922 3301 Ph: 1800 223 301 (freecall) Fax: 07 4921 2339
Charleville & District	114–118 Alfred Street Charleville Qld 4470 Email: has@charlevillenc.org	Ph: 07 4654 1307 Fax: 07 4654 3240
Chermside & District	Senior Citizens Centre Inc. 60 Kuran Street Chermside Qld 4032 Email: homeassist@burniebrae.org.au	Ph: 07 3624 2111 Fax: 07 3624 2170
Far North Queensland	Cnr Kamerunga & Fairweather Roads Redlynch Qld 4870 Email: sjcclfnqhas@bigpond.com	Ph: 07 4039 9780 Ph: 1300 301 882 (freecall) Fax: 07 4039 9777

Useful contacts – continued

Gold Coast Central	Suite 22, Capri Commercial Centre St Peter's Place Isle of Capri Qld 4217 Email: gcchas@bigpond.net.au	Ph: 07 5538 1947 Fax: 07 5538 1779
Gold Coast North	Marana Gardens 10 Ridgeway Avenue Southport Qld 4215 Email: gchas@cofcqld.com.au	Ph: 07 5531 3502 Fax: 07 5571 2593
Gold Coast South	473 Golden Four Drive Tugun Qld 4224 Email: gcshas@svdp-qld.org.au	Ph: 07 5598 1073 Fax: 07 5598 1504
Hervey Bay	Parks and Gardens Administration Building Botanic Gardens Elizabeth Street Urangan Qld 4655 Email: iand@herveybay.qld.gov.au	Ph: 07 4197 4332 Fax: 07 4125 9703
Inner West	300 Waterworks Road Ashgrove Qld 4065 Email: has@communify.org.au	Ph: 07 3366 3066 Fax: 07 3366 4788
Ipswich	Humanities Building 56 South Street Ipswich Qld 4305 Email: KKneen@ipswich.qld.gov.au	Ph: 07 3810 6662 Ph: 1300 656 207 (freecall) Fax: 07 3810 6741
Kangaroo Point to Carina	5 Reid Street Woolloongabba Qld 4102 Email: admin@kangahas.com.au	Ph: 07 3391 8100 Fax: 07 3891 1715
Logan & Beenleigh Districts	1/9 Westerway Street Slacks Creek Qld 4127 Email: lesley10@tpg.com.au	Ph: 07 3208 0604 Fax: 07 3209 4492
Longreach & District	HACC Centre 19 Duck Street Longreach Qld 4730 Email: lhasrc@bigpond.net.au	Ph: 07 4658 0671 Fax: 07 4658 0679

Useful contacts – continued

Mackay & Hinterland	Cnr River and Tennyson Streets Mackay Qld 4740 Email: home.assist@skillstm.com.au	Ph: 07 4963 2740 Ph: 1800 679 622 (Freecall Broadsound, Belyando and Nebo Shires only) Fax: 07 4963 2750
Maroochy	Shed 1, 103 Enterprise Street Kunda Park Qld 4556 Email: mdorehas@powerup.com.au	Ph: 07 5476 6130 Fax: 07 5445 6078
Maryborough/ Burnett/Cooloola Districts	133 Adelaide Street Maryborough Qld 4650 Email: homessa@bigpond.net.au	Ph: 07 4123 2234 Ph: 1800 232 234 (freecall) Fax: 07 4123 2116
Gympie	6/24 Barter Street Gympie Qld 4570 Email: coolhas@bigpond.com	Ph: 07 5483 6666 Fax: 07 5483 9996
Mount Gravatt	1693 Logan Road Upper Mt Gravatt Qld 4122 Email: mtghas@bigpond.com	Ph: 07 3849 2131 Fax: 07 3849 8638
Mt Isa & District	Old Court House Isa Street Mt Isa Qld 4825 Email: has@micda.org.au	Ph: 07 4749 0036 Ph: 1800 640 932 (freecall) Fax: 07 4743 2241
Noosa	Cnr Wallace Drive & Eumundi Road Noosaville Qld 4566 Email: hao@noosa.qld.gov.au	Ph: 07 5449 0214 Fax: 07 5449 0417
North Queensland	60 Hackett Terrace Charters Towers Qld 4820 Email: charters.towers.bns@bluecare.org.au	Ph: 07 4787 3943 Ph: 1800 130 943 (freecall) Fax: 07 4787 7183
Pine Rivers	78 Dayboro Road Petrie Qld 4502 Email: mick.polak@pinerivers.qld.gov.au	Ph: 07 3889 1852 Fax: 07 3889 1849

Useful contacts – continued

Redcliffe	3/20 Baynes Street Margate Qld 4019 Email: redcliffehas@cofcqld.com.au	Ph: 07 3284 0526 Fax: 07 3883 4797
Redland	Cleveland Library Building Cnr Middle and Bloomfield Streets Cleveland Qld 4163 Email: pennyf@redland.qld.gov.au	Ph: 07 3829 8478 Fax: 07 3829 8891
Sandgate & District (St Margaret's)	St Margaret's Parish Centre 58 Rainbow Street Sandgate Qld 4017 Email: sandghas@bigpond.net.au	Ph: 07 3869 1000 Fax: 07 3869 2100
South West Queensland	52 King Street Warwick Qld 4370 Email: southwesthas@cofcqld.com.au	Ph: 07 4661 7088 Ph: 1800 464 664 (freecall) Fax: 07 4661 9867
Stafford/Wavell Heights	'The Mansions', 40–44 George Street Brisbane Qld 4000 Email: acro.has@uq.net.au	Ph: 07 3229 9416 Fax: 07 3229 0519
Tableland	45 Mabel Street Atherton Qld 4883 Email: has@athertonsc.qld.gov.au	Ph: 07 4091 4512 Fax: 07 4091 4602
Toowoomba	20 Garget Street Toowoomba Qld 4350 Email: tmbahas@bigpond.net.au	Ph: 07 4632 7385 Fax: 07 4638 3944
Townsville	Level 1, Northtown 280 Flinders Street Townsville Qld 4810 Email: drl@townsville.qld.gov.au	Ph: 07 4727 9025 Fax: 07 4727 9770
Wynnum	Suite 2, 99 Whites Road Manly West Qld 4179 Email: wynhas@bluecare.org.au	Ph: 07 3393 3154 Fax: 07 3893 0017

Useful contacts – continued

Housing Loans, Department of Housing www.housing.qld.gov.au

Brisbane Level 6, 133 Mary Street Ph: 1300 654 322
Brisbane Qld 4001 (freecall)
Email: loaninformation@housing.qld.gov.au

LifeTec Queensland Inc. (formerly Independent Living Centre) www.lifetec.org.au

Brisbane Level 1, Reading Newmarket Ph: 07 3552 9000
Cnr Newmarket and Ph: 1300 885 886
Enoggera Roads (freecall)
Newmarket Qld 4051 Fax: 07 3552 9088
Email: mail@lifetec.org.au

Medical Aids Subsidy Scheme, Queensland Health www.health.qld.gov.au/mass/

Brisbane 184 St Pauls Terrace Ph: 07 3250 8555
Fortitude Valley Qld 4006 Fax: 07 3250 8582
Email: mass184@health.qld.gov.au

Cairns 8–10 Aplin Street Ph: 07 4050 3500
Cairns Qld 4870 Fax: 07 4031 3048
Email: kain_donily@health.qld.gov.au

Mackay 12–14 Nelson Street Ph: 07 4968 3931
Mackay Qld 4740 Fax: 07 4968 3829
Email: greg_shephard@health.qld.gov.au

Townsville 35–37 Gregory Street Ph: 07 4729 9365
North Ward Qld 4812 Fax: 07 4729 9361
Email: greg_shephard@health.qld.gov.au

OT AUSTRALIA Qld (Australian Association of Occupational Therapists Qld Inc.) www.otqld.org.au

Brisbane Suite 8, 416 Logan Road Ph: 07 3397 6744
Stones Corner Qld 4120 Fax: 07 3397 6599
Email: info@otqld.org.au

Useful contacts – continued

Residential Tenancies Authority www.rta.qld.gov.au

Brisbane	33 Herschel Street Brisbane Qld 4001	Ph: 1300 366 311 Fax: 07 3361 3666
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Royal Blind Foundation www.rbf.org.au

Brisbane	Kent Street Woolloongabba Qld 4102 Email: info@rbf.org.au	Ph: 07 3391 9191 Fax: 07 3391 3406
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Technical Aid to the Disabled Queensland Inc. www.technicalaidqld.org.au

Brisbane	10 Waterloo Street Newstead Qld 4006 Email: tadq@technicalaidqld.org.au	Ph: 07 3216 1733 Fax: 07 3216 1744
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Tenancy Advice Service, Tenants' Union of Queensland Inc. www.tuq.org.au

Brisbane State-wide*	28 Robertson Street Fortitude Valley Qld 4006 Email: mail@tuq.org.au Please make enquiries using the telephone advice service.	Ph: 07 3257 1108 or 1800 177 761 (outside Brisbane only) Fax: 07 3257 1135
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*This telephone advice service is staffed by a single advice worker and is often in high demand.

North Queensland	208 McLeod Street Cairns Qld 4870 Email: nqoffice@tuq.org.au Please make enquiries using the telephone advice service.	Ph: 07 4031 3194 Fax: 07 4031 3248
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Useful contacts – continued

Tenant Advice and Advocacy Service (Queensland)

www.housing.qld.gov.au/renting/info/taasq.htm

Atherton	53 Mabel Street Atherton Qld 4883 Email: taastbl@bigpond.net.au	Ph: 07 4091 3128 Fax: 07 4091 4662
Bayside	Level 1, Wynnum Civic Centre 66 Bay Terrace Wynnum Qld 4178 Email: baycam@ecn.net.au	Ph: 07 3893 0016 Fax: 07 3396 2844
Bowen	39 Powell Street Bowen Qld 4805 Email: bowhouse@tpgi.com.au	Ph: 07 4786 3735 Fax: 07 4786 4833
Brisbane Inner Southside	4 Norfolk Road South Brisbane Qld 4101 Email: joe.wech@swiftdsl.com.au	Ph: 07 3844 9814 Fax: 07 3846 7599
Bundaberg	254 Bourbong Street Bundaberg Qld 4670 Email: bbtaas@bigpond.net.au	Ph: 07 4153 2957 Fax: 07 4153 2937
Cairns	Floor 1, Tropical Arcade Corner Abbott and Shields Streets Cairns Qld 4870 Email: taascns@bigpond.net.au	Ph: 07 4031 6733 Fax: 07 4031 6008
Caravan & Mobile Home Residents Assoc. of QLD	Room 3, Level 5 182 Bay Terrace Wynnum Central Qld 4178 Email: camratas@bigpond.net.au	Ph: 1800 061 142 (freecall) Ph: 07 3893 0733 Fax: 07 3893 0126
Fraser Coast	43 Hunter Street Pialba Qld 4655 Email: fctaas@bigpond.net.au	Ph: 07 4124 1523 Fax: 07 4124 5501
Gladstone	144 Goondoon Street Gladstone Qld 4802 Email: christinah@gladstonecc.qld.gov.au	Ph: 07 4976 6360 Fax: 07 4972 9792

Useful contacts – continued

Gold Coast North	14 George Street Southport Qld 4215 Email: tenant@onthenet.com.au	Ph: 07 5591 1102 Fax: 07 5591 8369
Gold Coast South	2/6 Philippine Parade Palm Beach Qld 4221 Email: tenancy@onthenet.com.au	Ph: 07 5598 3230 Fax: 07 5525 6359
Gympie and South Burnett	22 Nash Street Gympie Qld 4570 Email: taasgym@bigpond.net.au	Ph: 07 5482 7623 Fax: 07 5482 8971
Inner North	New Farm Neighbourhood Centre 967 Brunswick Street New Farm Qld 4005 Email: taas@newfarmneighbourhood.org	Ph: 07 3358 3951 Fax: 07 3254 0336
Ipswich	Shop 6, Nolan Plaza Corner East and Limestone Streets Ipswich Qld 4305 Email: itasi@bigpond.net.au	Ph: 07 3281 5409 Fax: 07 3281 5933
Logan City	Shop 1, 376 Kingston Road Slacks Creek Qld 4127 Email: taas@yfs.org.au	Ph: 07 3208 8736 Fax: 07 3808 9416
Mackay	Shop 8, Porter Plaza Carlyle and Gordon Streets Mackay Qld 4740 Email: hrrsmky@mcs.net.au	Ph: 07 4957 6334 Fax: 07 4957 6295
Mt Isa	Old Courthouse Mt Isa Qld 4825 Email: itaas@micda.org.au	Ph: 07 4743 9659 Fax: 07 4749 2659
Near North	Office 2, 4 Gaffield Street Morayfield Qld 4506 Email: admin@tenancyadvice.org.au	Ph: 07 3888 3577 Fax: 07 3888 3932
Outer Northern Suburbs – Albion Office	Suite 5, Albion Arcade 281 Sandgate Road Albion Qld 4010 Email: nstaas@tenancyadvice.org.au	Ph: 07 3262 9555 Fax: 07 3262 9111

Useful contacts – continued

Outer Northern Suburbs – Stafford Office	Shop 3, 249 Stafford Road Stafford Qld 4053 Email: stafford@tenancyadvice.org.au	Ph: 07 3857 8686 Fax: 07 3857 8776
Outer Southern Suburbs	21 Hanify Street Acacia Ridge Qld 4110 Email: taas@bigpond.net.au	Ph: 07 3277 7583 Fax: 07 3216 6849
Rockhampton	121 West Street Rockhampton Qld 4670 Email: taasrton@cqnet.com.au	Ph: 07 4992 7411 Fax: 07 4922 7411
Roma	Cnr Quintin and Bowen Streets Roma Qld 4455 Email: hr@romanc.org	Ph: 07 4620 1065 Fax: 07 4622 1448
Sunshine Coast	14 Maud Street Nambour Qld 4560 Email: tenantadvice@scrhc.org	Ph: 07 5476 0555 or 07 5451 2900 Fax: 07 5451 2908
Toowoomba	19A Russell Street Toowoomba Qld 4350 Email: marcl@tascinc.com.au	Ph: 07 4616 9707 Fax: 07 4616 9777
Townsville	448 Flinders Street Townsville Qld 4810 Email: tvilhro@thru.net.au	Ph: 07 4772 5617 Fax: 07 4721 5107
Whitsunday	Office 1 Whitsunday Professional Centre 3 Island Drive Cannonvale Qld 4802 Email: tenancy@bigpond.com	Ph: 07 4946 6449 Fax: 07 4946 7388

6 Frequently asked questions

For further information on services in this section please refer to 'Useful Organisations and Services' located in part 3 of this booklet. Contact details for these organisations can be found in part 5 of this booklet.

How do I contact an occupational therapist?

Advice from an occupational therapist is available through:

- LifeTec Queensland Inc.
- Home Assist Secure.
- OT Australia.
- Most Community Health Centres.

To find your nearest Community Health Centre, contact Commonwealth Carelink on 1800 052 222.

Who can advise me on the best products for me?

Contact either an occupational therapist or staff at the following organisations:

- LifeTec Queensland Inc.
 - Home Assist Secure.
-

Who do I contact if I need a stairlift or waterlift?

LifeTec Queensland Inc. will be able to advise you on the appropriateness of installing a water or stair lift in your dwelling and can provide you with a list of suppliers that sell and install these types of lifts.

Frequently asked questions – continued

How do I find a qualified builder or contractor to assist me?

The Building Services Authority is able to confirm, free of charge, whether the contractor has a current license suitable for your job. This can be done by contacting any Building Services Authority office or by visiting the website at www.bsa.qld.gov.au.

Home Assist Secure, Home and Community Care Home Modification Services and LifeTec Queensland Inc. are also able to provide a list of contractors and/or builders who have worked with the services, older people and people with a disability on home modifications.

Where do I go for information on designing a ramp or graded path?

It is recommended that you seek professional advice prior to constructing a ramp or graded path.

Contact your nearest Home and Community Care Home Modification Service, LifeTec Queensland Inc. or an occupational therapist for advice.

Where can I go for financial assistance for home modifications?

Varying levels of financial assistance may be available to eligible persons from the following:

- Home Assist Secure.
 - Home and Community Care Home Modification Services.
 - Department of Veterans' Affairs.
 - Disability Services Queensland.
 - Queensland Home Adapt Loan.
-

Frequently asked questions – continued

Do I need to seek local government approval for home modifications?

Most of the minor modifications suggested in this book will not require local government approval.

Please contact your nearest Home and Community Care Home Modification Service to confirm if the modifications you intend to undertake will require approval of this type.

What should I do if I find it difficult to view or trial products to test their suitability?

Contact LifeTec Queensland Inc. to view equipment at their display, arrange an appointment or for a list of suppliers who may allow you to trial products in your home.

What if I cannot find a product supplier?

Contact LifeTec Queensland Inc. for assistance on locating products.

Who should I contact if a number published in the booklet is no longer current?

Contact Commonwealth Carelink on 1800 052 222 or Home Access on 07 3238 3996 for assistance, or try the White or Yellow Pages.

7 Bibliography and other references

Bright, K. & Barker, P. 1997

A design guide for the use of colour and contrast to improve the built environment for visually impaired people, University of Reading, UK.

Building Commission 2002

Welcome – Design ideas for accessible homes, Victoria.

Home and Community Care Resource Unit 1999

Ramps, rails and remaining at home.

Independent Living Centre 2003

Guide to planning bathrooms and kitchens, New South Wales.

Master Builders Association 2001

Housing for life, designed for everyone.

Swain, J., Finkelstein, V., French, S., & Oliver, M. 1993

Disabling barriers – Enabling environments, Sage Publications, London.

Queensland Department of Housing 1996

Home modifications information book, Queensland.

Websites

Arthritis Research Campaign, *Your Home and Arthritis*

www.arc.org.uk/about_arth/booklets/6017/6017.htm

Canada Safety Council, *Home Adaptation Checklist*

www.safety-council.org/info/seniors/adapt.html

Canadian Mortgage and Housing Corporation, *Maintaining Seniors' Independence Through Home Adaptations*

www.cmhc-schl.gc.ca/en/burema/rep/masein/index.cfm

Disabled Living Foundation

www.dlf.org.uk/factsheets/

EnableNet

www.enable.net.au

Home and Community Care Program

www.health.qld.gov.au/hacc

How to Care, *Home Modifications/Home Safety*

www.howtocare.com/home.htm

Bibliography and other references – continued

Independent Living Centre New South Wales, Product Database
www.ilcnsw.asn.au

LifeTec Queensland Inc.
www.lifetec.org.au

National Resource Centre on Supportive Housing and Home Modification,
The Do-Able Renewable Home
www.homemods.org/library/drhome

OT Australia – Australian Association of Occupational Therapists
www.ausot.com.au

OT Australia, Queensland – Australian Association of Occupational
Therapists Queensland
www.otqld.org.au

For more information or if you would like this booklet in other formats i.e. large print, audio tape, audio CD or on the department's website, please contact:

Home Access
Queensland Department of Housing

GPO Box 690

Brisbane QLD 4001

Telephone: 07 3238 3996

Email: homeaccess@housing.qld.gov.au

Website: www.housing.qld.gov.au/homeaccess

If calling the **National Relay Service** on 133 677 (textphone and modem callers), please ask for telephone number 07 3238 3996.

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