Specialist Disability Accommodation Maintenance & Modification Guidelines v6 released October 2024

Department of Families, Fairness and Housing **OFFICIAL**



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1 Scope and purpose of this guide

These Specialist Disability Accommodation Maintenance and Modification Guidelines (also referred to as guidelines) set out the processes for managing maintenance and modifications for Specialist Disability Accommodation (SDA) dwellings owned by the Department of Families, Fairness and Housing (DFFH).

DFFH has obligations to ensure that the department's SDA remain compliant with all Commonwealth, Victorian and departmental requirements. This includes SDA-specific requirements and broader landlord responsibilities.

These guidelines outline detail relating to requesting, recording and follow-up on maintenance and modifications, and so are an important tool for staff and residents

2 Contact points

Maintenance and capital related contact points

| Types of requests | Examples | Contact details |
|------------------------------------|--|---|
| Responsive maintenance | Fixtures and fittings | Housing Call Centre (DFFH) Phone: 1300 292 512 Email: SDA.Maintenance@dffh.vic.gov.au |
| Fire services Backup generators | Fire systems including carbon monoxide & smoke alarms, fire sprinklers and door strikers Back-up generators | Air Master (External contractor) Phone: 9543 8999 |
| Capital modifications New fixtures | Structural and layout changes (door widening) New items (grab rails) | Property Services – Disability Homes Victoria (DFFH) Email: sda.propertyservices@dffh.vic.gov.au |

3 Key stakeholders

SDA residents and support providers

Residents and NDIS participants

People living in departmental SDA will generally have a residential agreement with the department and may be referred to as residents or participants within these guidelines.

Supported Independent Living provider

A supported independent living provider also referred to as SIL provider is the organisation/staff supports that are assisting the resident and/or supervising tasks of daily life, generally in a shared living environment. A SIL provider is engaged direct from the resident/s and assist with developing skills to live as autonomously as possible within the living environment.

Maintenance and modification related services

Housing Call Centre and After-Hours Service provider

The Housing Call Centre (also referred to as the HCC) is part of DFFH and is a state government agency which records, triages and actions all responsive maintenance requests across Victoria. The HCC works alongside a contracted after-hours service provider (for after-hours jobs received), in being the primary contact point for all responsive maintenance of department owned SDA dwellings.

The HCC and the after-hours service provider provide coverage 24 hours per day, seven days per week

- HCC operates Monday to Friday (from 7am until 7pm) and can be contacted via phone and email
- After-hours service provider operates Monday to Friday (from 7pm until 7am) and the entirety of Saturday/Sunday and can only be contacted via phone

During <u>business hours</u>, from Monday to Friday 7am until 4:30pm, all jobs regardless of the priority, timeframe, and method of submission (both email and phone) will be raised to contractors.

During <u>after-hours periods</u>, from Monday to Friday, 4:30pm until 7am and all weekend, only works that must be completed and can't be carried over until the next business day will be raised. This generally means that only jobs categorised as critical or urgent and called through (same phone number as the HCC) will be processed, with the remainder logged and passed to the HCC for raising to contractors the next business day.

These after-hours arrangements are in place as the after-hours tradespeople engaged are not the regular tradespeople that operate during business hours and are more limited in the service they can provide. This means that some jobs that cannot be completed may only be 'made-safe' during the after-hours period, while the finalisation of the job is carried over until business hours where the regular trades-people may finish the works.



Contractors

Head contractors (responsive maintenance)

All contractors engaged by the HCC were selected following a competitive selection process, have current and relevant qualifications and insurance, and must abide by the builder's code of conduct. The code of conduct can be viewed via the following link: http://www.housing.vic.gov.au/code-conduct-public-housing-contractors

Contractors are authorised to complete works within a pre-determined limit and scope.

There is a mandate for the contractor to first ensure that the property is made safe from a maintenance perspective and then to follow a priority order as outlined below:

- 1. Repair existing item
- 2. Replace with the same item (if deemed beyond repair)
- 3. Replace with a similar item, following Property Services approval (e.g. replacing domestic toilet with bariatric toilet)

As outlined above, a repair will be first attempted. If the item is considered beyond reasonable repair, the contractor will issue a replacement of the exact same item. Where replacement with the exact item is either not possible (e.g. make or model no longer available) or not recommended (e.g. the item is no longer suitable for residents/staff), the contractor will require authorisation from Property Services prior to replacing with the similar or different item.

Air Master (fire services, carbon monoxide detectors and back-up generators)

Air Master is contracted by the department to respond to all maintenance of essential fire and generator safety services. The following items should be referred directly to Air Master:

- carbon monoxide detectors.
- smoke detectors.
- · back-up generators,
- fire sprinklers,
- door strikers, and
- other fire related systems and items.

Other specialist consultants and contractors

The department may also use other specialist services depending on the nature of works. For example, an architect and builder would be used if part of the property were to be upgraded. Residents and house staff will be provided with advance notice before any upgrade works are carried out to ensure minimal disruption.



Department of Families, Fairness & Housing (DFFH)

Property Services

The Property Services unit acts on behalf of the Department of Families, Fairness and Housing to assess and manage maintenance and modification work. Property Services staff may request additional information and supporting evidence from a resident or SIL provider to support a maintenance or modification request.

4 Requesting maintenance

There are six steps to safely requesting maintenance.

Step 1: Make the area safe

House staff should check the area for immediate risks to residents, staff, visitors, and contractors. If any danger is present, implement emergency evacuation procedures before arranging repairs.

Step 2: Identify OH&S risks

Identify hazards and risks

SIL providers (or others as applicable) are expected to assess and manage risks, such as resident behaviour that may affect contractor safety. Risks to consider include:

- · Physical behaviour that may appear threatening
- · Reaction to new people, noise or activity
- Curious behaviour that may lead to resident interference with contractor work or equipment
- Resident behaviour that may escalate with contractor presence.

Implement hazard/risk mitigation control/s

The SIL provider is to ensure so far as is reasonably practicable that risk control measures are implemented, documented, and communicated to all staff and contractors. Examples of control measures include:

- · Supporting the resident in a different area of the building or away from the property during work
- Having additional staff available to support residents whilst contractors are on site.

To ensure a safe working environment, all staff should be briefed on assessed risks and controls, with clear handovers to new or covering staff, as the initial requestor may not be present when contractors arrive.



Step 3: Determine urgency of repair

When a new request for maintenance is logged through the HCC, each request will be assigned a priority level corresponding to an expected timeframe for completion.

If there are additional factors that necessitate the works being completed within a shorter timeframe, such as reasons contained in the following table, ensure that you advise the HCC when logging the request.

| Priority Level | Description | Timeframe for Completion |
|-------------------|---|--------------------------|
| Critical | Repairs that need to be completed due to immediate risk to any occupant's safety. Examples include: | Within eight hours |
| | complete failure of essential services (water, power, or gas) | |
| Urgent | Repairs that need to be completed to maintain a safe environment. Examples include: | Within 24 hours |
| | partial failure of essential services (water, power, or gas) | |
| | waste blockages to toilet, kitchen, and bathroom | |
| | serious roof leak | |
| | complete failure of heating or cooling fixtures | |
| | broken or damaged access points - locks, doors, windows etc | |
| | repairs to fixtures that are causing OH&S issues | |
| Priority | Repairs that do not require a critical or urgent response. Examples include: | Within seven days |
| | Leaking taps | |
| | Blocked stormwater drains | |
| Normal | Repairs that do not need fixing right away. Examples include: | Within 14 days |
| | Non-urgent fencing and gate repairs | |

Step 4: Request maintenance

When requesting maintenance via the Housing Call Centre, you may phone or email. For critical and urgent maintenance, call the Housing Call Centre (rather than email) as the job needs to be raised immediately.

Confirm completion of risk assessment

When requesting maintenance, staff must confirm (via phone or email) that they have appropriately assessed risks to the resident, house staff and contractors, and will implement reasonable controls/ measures to keep all parties safe before and during contractor attendance on-site.

Where an external property management service has been engaged to coordinate maintenance on behalf of a SIL provider, they will need to confirm that the risk assessment and controls / measure will be in place.



NOTE: The HCC is unable to raise work requests until confirmation has been received that risks have been assessed and reasonable controls will be in place.

Record job reference number and priority level

The HCC will tell you the allocated priority level and estimated time of completion assigned to the job. If the works need to be completed sooner, you must state the reasons to the HCC. It is important to record the job number, date and time of the request and estimated time of completion so that requests not completed by the required timeline can be escalated.

Escalate the job (if required)

If contractors do not attend within the timeframe given or there is a change that requires the job to be completed more urgently, contact the HCC citing the job reference number.

Step 5: Prepare for and induct the contractor

Prior to a contractor attending the house, contractors must call the nominated contact person <u>by phone</u> to arrange access. It is important that staff arranging the access with the contractor diarise the appointment.

The contractor may ask if there are any risks and measures / controls that they need to be aware of.

Where maintenance is in a resident's bedroom, staff should ensure that the resident is aware and/or provide any notice to the resident (or guardian where appropriate).

Confirm identify of contactors

When the contractor arrives on site, staff should confirm and document the following information including

- · Date and time,
- Relevant maintenance task,
- · Contractor name and company,
- · Job reference number, and
- Presence of identity card.

NOTE: If in doubt or to confirm the identity of the contractor, you may contact the HCC direct and verify the identify over the phone.

Induct the contractor to the site to ensure a safe working environment

Ensure the measures to address OH&S compliance and provide a safe work environment for the contractor are in place before the contractor attends the property. Once the contractor arrives on-site, house staff must induct the contractor suitably to the site by communicating risk controls, emergency evacuation procedures and other relevant instructions to ensure safety of all.



As part of the contractor induction, contractors can complete the Contractor OH&S checklist provided by Homes Victoria (see appendix).

Once the induction has occurred, house staff should inspect and assess the actual maintenance area/item with the contactor to identify; the area of work; any hazards or risks; their likelihood; and degree of impact on staff, contractors, residents, and the public. Hazards could include, but not limited to:

- Tools, materials, substances, or equipment unattended and accessible to residents,
- Impact on house security and operational safety protocols for example doors being removed or locks being offline, and
- How long the item may be offline.

Disclosure of resident information to a contractor should only occur where it's necessary to ensure the safety of all parties. Disclosure of resident information should be done so in accordance with privacy requirements. The contractor may need to complete a Job Safety Analysis in accordance with requirements stated in the National Construction Code.

A staff summary of contractor's obligations is attached to assist staff in understanding what is required of contractors in accordance with their contract with the department (see appendix).

Step 6: Review the completed works

Once the contractor has finalised the repairs, ensure you review and are satisfied. If works have not been completed to a satisfactory standard, or fixture is faulty, contact the HCC and cite the job work number.

5 Additional considerations

Self-funding works

Where a resident or SIL provider would like to self-fund modifications or maintenance, agreement and all conditions must be obtained by Property Services in writing. Upon vacating the premises or at the request of the department, all self-funded modifications must be removed and returned to the same state before the modification was made, unless Property Services has provided prior agreement.

There are modification items that don't require Property Services approval, and these can be viewed from www.consumer.vic.gov.au.

Capital and modification works

The department will assess requests and prioritise according to a planned approach. Requests for capital modifications must be endorsed by the SIL provider at Operations or Area Manager level. To make a request, complete and submit the Application for Modifications form.

Vacancy maintenance

Routine maintenance does not automatically occur when a resident vacates a room. If required, any maintenance or upgrade work should be requested at the time the resident vacates the room. House staff are requested to inspect the room and log any works, such as patching of walls or steam cleaning direct with the HCC.

Where an incoming resident or SIL provider would like to request an upgrade or modification to the room, such as the change of flooring or widening of doorways, these requests should be referred directly to Property Services for consideration using the Application for Modifications process outline above.

Resident damage

Repairs of any resident-caused damage should initially be requested as responsive maintenance by contacting the HCC. Once the maintenance has been raised with the HCC, please provide further information relating to the damage by emailing sda@dffh.vic.gov.au.

Specialist equipment

Ceiling hoist repairs

The supply, servicing, and repair of ceiling hoists, tracking and slings should be funded through resident/participant NDIS plans. The department will conduct any repair work to the roof structure or internal beams and should be referred to Property Services.

Grab rails

The department carries out repairs and installations of grab rails. Repairs or remedial work to existing grab rails should be forwarded to the HCC.

To make a request for new grab rails, complete and submit the Application for Modifications form to sda.propertyservices@dffh.vic.gov.au. A report from an occupational therapist or physiotherapist detailing the requirements will generally be required to support the application.

Specialist or hydraulic baths

Repairs to existing specialist or hydraulic baths should be forwarded to the HCC. Advise the HCC where there is a specialised bath and if known, include the details of the previous service agent who repaired. This can sometimes be found on a sticker attached to the bath or in any previous service history kept at the SDA.

Portable Heaters

In line with the department's Capital Development Guidelines (Fire Risk Management, Series 7.4), portable heating appliances should generally not be used except where alternatives are not practicable. Where portable heating is being used on a temporary basis, such as while a repair to an existing heating unit is being undertaken, staff should ensure that a property risk assessment is conducted.



Temporary portable heating should either be oil filled column heaters or electric panel heaters. For a full list of safety features and instructions, the capital development guidelines may be accessed from the following link. https://providers.dffh.vic.gov.au/capital-development-guideline-74-fire-risk-management-policy-and-procedures-supported-community.

Restrictive Practices

Environmental restraint limits a person's free access to their environment, including areas, items, or activities. When a resident's behaviours pose risks to themselves or others, requiring a regulated restrictive practice, an approved Behaviour Support Plan must be developed and lodged with the NDIS Commission.

For maintenance or modification requests resulting in environmental restraints (e.g. locks on cupboards, gates, doors, restricted access to areas, taps, or light switches), staff must obtain confirmation from the Authorised Program Officer (APO). This confirmation, provided directly or via email, verifies that:

- 1. The restraint is authorised in the resident's Behaviour Support Plan.
- 2. All less restrictive alternatives have been considered.

Please ensure that APO approval or documented evidence of it is provided at the time the request is submitted.

Power Outages

Within Victoria there will be planned and unplanned power outages from time to time. SDA households will need to prepare and plan for both circumstances. Further information and instructions can be accessed from https://www.energy.vic.gov.au/safety-and-emergencies/power-outages

Preparing and planning for outages may include

- contacting your electricity supplier to indicate the needs of the house, any vulnerabilities and updating contact details, and
- ensuring there are alternatives or back-up strategies to use essential assistive technology, such as a mobile hoist.

There are NDIS requirements for the SDA provider to supply emergency power solutions in High Physical Support SDA, where the welfare of a resident/s is at risk. Further rationale is provided within the SDA Design Standards, indicating that this is to ensure a backup for life support systems if needed by resident/s.

To request a back-up power solution in an SDA, complete the Modification and Application form and submit to sda.propertyservices@dffh.vic.gov.au. Back-up power solutions will generally only be considered in High Physical Support SDA, unless there are exceptional circumstances where there is a serious risk of injury or life, and there is no other solution available.

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6 Complaints and feedback (maintenance and property related)

There may be times when service is not to the standard expected and residents and/or SIL provider are encouraged to let the department know. The following is a general guide on how to raise a complaint that may relate to maintenance delays, unsatisfactory workmanship, departmental staff, or contractors.

Complaints and feedback related to unresolved maintenance

Housing Call Centre (For example, contractor non-attendance or unsatisfactory workmanship)

Email: SDA.maintenance@dffh.vic.gov.au

Phone: 1300 292 512

Complaints and feedback related to other property related matters

• Email: sda@dffh.vic.gov.au

Phone: 1300 161 485 (for manager response)

OR

• Telephone: 1300 884 706

· Mail: GPO Box 4057, Melbourne, Victoria

· Website: https://www.dffh.vic.gov.au/making-complaint

Complaints that cannot be resolved by the Department

NDIS Commission

• Telephone: 1800 035 544

TTY: 133 677

National Relay Service: ask for 1800 035 544

Website: www.ndiscommission.gov.au

Appendix A: Responsive maintenance table

When submitting maintenance requests to the Housing Call Centre (HCC), the HCC will assign a priority level. Where the works need to be completed sooner than assigned, ensure you advise the HCC operator.

Responsive Maintenance Table - The following table lists commonly requested responsive maintenance items and added instructions.

| Items | Guidance |
|---|--|
| Essential Services | Any immediate risk or hazard identified, includes faulty power points, light fittings, leaking gas, blockages or |
| Hot & cold water | complete failures should be logged as critical. |
| • Gas | |
| Electricity | |
| Phone | |
| • Sewer | |
| Fire Safety Equipment, Back-up Generators and Carbon Monoxide Detectors | All items listed should be called through to Air Master (external contractor): Phone: 9543 8999 |
| Fire sprinklers | |
| Fire safety equipment | |
| Smoke alarms and carbon monoxide detectors | |
| Back-up generators | |
| Door lock strikers | |
| Installed Emergency lighting | |
| Visual alert alarms | |



| Items | Guidance |
|--|---|
| Heating and Cooling | Repairs are to be categorised as urgent repairs, while servicing will be categorised as normal. |
| Heating - das ducted, electrical, hydronic, and split systems | Hydronic heating maintenance and servicing is carried out via a specialised contractor. Email sda.propertyservices@dffh.vic.gov.au if you require further instructions. |
| Air conditioning – ducted, evaporative, and split systems | Gas ducted heating servicing is carried out via head contractors as routine maintenance. Contact the Housing Call Centre if you require further information. |
| Fixed cooling - Filters and vents | Any provision of portable heating should be used in accordance with Capital Development Guidelines, Series 7.4 and returned once heating has been restored. |
| Kitchen amenities and fixtures | The following are not the responsibility of the SDA provider to maintain: |
| Oven and stove | Whitegoods (washing machine, dryer, fridge, and freezer) |
| Cook top | Ceiling hoists and other assistive technology (floor hoists etc) |
| Dishwasher | |
| Rangehood | |
| Benchtops, cupboards, and drawers | |
| Bathroom | When requesting maintenance to hydraulic or specialist baths, provide the HCC with details of the company who |
| Shower / Bath | previously serviced or repaired the bath (if known). Usually, the bath will have a label or sticker with the name of |
| Toilet / water closet | the service agent. |
| Tapware and towel rails | |
| Grab rails | |
| Fixed shower seats | |
| Indoor areas | The following are not the responsibility of the SDA provider: |
| Curtains / blinds | Cleaning of food stain or other from walls, ceiling, or doors. |
| Lighting | Carpet cleaning |



| Items | Guidance |
|---|---|
| Floor coverings (vinyl and carpet) Corner guards and door protectors Walls Windowpanes Fly screens Window frames | Window cleaning |
| Outdoor Area | The following are not the responsibility of the SDA provider: |
| Gardens / trees Clothesline Letterbox Outdoor structures (veranda, pergola, carport) Paths Driveways | Non-fixed items including outdoor furniture and above ground trampolines General garden maintenance, including lawns, vegetable gardens, outdoor landscaped areas (e.g. watering, trimming, cultivating, and pruning) The following should be emailed to sda.propertyservices@dffh.vic.gov.au as can be organised on a case-by-case basis creation of new pathways, ramps, and steps. larger foliage maintenance (such as trees) outdoor maintenance on very larger blocks or acreage (outside of any fenced area) |
| Pest control and wildlife relocation | Prevention of household pests (such as ants, cockroaches, and rodents) through cleaning and adequate storage of food is the responsibility of tenants. Where the pests cannot be prevented or eradicated by everyday house products, these should be raised as priority. For relocation of other wildlife, these should be raised as urgent or via local service. |
| Door and gate strikers | All maintenance to door and gate striker hardware should be called through to Air Master (external contractor): Phone: 9543 8999 For new installations email: sda.propertyservices@dffh.vic.gov.au |



| Items | Guidance |
|--|--|
| Doors, locking hardware, fences, gates, and garage doors | When requesting maintenance to doors/locks, the following questions may be asked by the Housing Call Centre to identify the issue and correct contractor to resolve the issue: |
| | - A locksmith where door hardware is stiff or not opening. |
| | - A carpenter where the door is out of alignment or has dropped. |
| | - Where existing door striker installed, and system will not close or engage – Air Master: Phone: 9543 8999 |
| Roof and gutters | SDA properties receive annual scheduled cleaning of gutters, roofs, valleys and drainage pits, with 1 to 4 cleans yearly depending on gutter system type and surrounding trees. Properties in designated bushfire zones have a minimum of two cleans during fire season. Residents and staff can request additional unscheduled cleaning through the HCC, but please include an explanation and photos to support the request. |
| Mould | Prevention and initial removal of mould via cleaning is the responsibility of residents and SIL provider. Deeper mould or mould that cannot be removed by household cleaning should be raised as priority. |



Appendix B: Email template

Housing Call Centre - SDA.Maintenance@dffh.vic.gov.au

If URGENT work required, please do not email - phone through to 1300 292 512

| General Details | | | | | |
|---|---------------------------|------------|------------------------------|--------------|--|
| Time | | Date | Date | | |
| | | | | | |
| Address of Property – Roor | n Number (if applicable | e) | | | |
| | | | | | |
| Agency Details | | | | | |
| Agency Name | | Agency To | elephone | | |
| | | | | _ | |
| Name of person submitting form | this | Contact N | lumber | | |
| | | | | | |
| Contact Person - phone nui | mber for work access: | | | | |
| Contact Name | | Contact No | umber | | |
| | | | | | |
| Access Instructions | | | | | |
| | | | | | |
| Access Times | | | | | |
| | | | | | |
| Risk Assessment – risk to C | ontractors attending | | | | |
| Are there any specific haza this work? | rds or risks that might o | occur when | a contractor attends on site | to undertake | |
| | | | | | |
| If yes, please confirm there resident support arrangeme and plan will be communicated | ent/staffing levels or sp | | _ | _ | |
| | | | | | |
| | | | | | |

| Maintenance Request Information: | | | | |
|---|-----------------|--------------|----------------|--------------|
| Maintenance Request details: If URGENT work 1300 292 512 | required, plea | se do not em | ail - phone th | rough to |
| Location: | | | | |
| Job Description (details of maintenance requ | uired): | | | |
| Any additional information: | | | | |
| Please complete if applicable to maintenance | request | | | |
| | Gas | Elec | Solar | Heat Pump |
| Heater type | | | | |
| Stove (cooktop) type | | | | |
| Oven type | | | | |
| Hot water Service type | | | | |
| Specialist equipment: Details of where this wa the actual item | s last serviced | or maintaine | d *This may k | e located on |
| Company name: | | | | |
| Phone Number: | | | | |

Appendix C: Maintenance and contractor tracking log template

| Date | Time | Maintenance Item | Job reference number | Priority | Follow up date (if not completed) | Contractor name & company | Contractor attendance date | Time in | Time out | Contractor signature | Comments (e.g. is follow up appointment required) |
|------|------|---------------------|----------------------------|----------|---|---------------------------|----------------------------|---------|-------------|----------------------|---|
| | | | | | | | | | | | |
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Appendix D: Contractor OH&S checklist

This checklist may be completed by the contractor before works begin

I have been shown the location of the evacuation point for this building.

immediately notify the staff on duty.

doing on the site.

House staff name:

| Safety Induction / Job Safety Analysis | Check |
|--|-------|
| I have been provided with safety information that is specific to this house | |
| My colleagues and I agree to maintain the confidentiality of information provided, particularly where that information relates to residents, and any personal information is subject to the <i>Privacy and Data Protection Act 2014</i> (Vic). | |
| I have been given a satisfactory induction to the site, including information about any identified hazards, risks and controls in place, and emergency evacuation plan. | |

Should an emergency incident arise, I will contain the situation only if it is safe to do so and

I have considered and, where appropriate, conducted a Job Safety Analysis for the work I will be

| Contractor name: | |
|-----------------------|--|
| Contractor signature: | |
| Date: | |



Appendix E: Contractor obligation summary

In general, staff need to be aware and ensure that, in accordance with their contract, the contractors are to:

Make contact by phone or in person with house staff to arrange for access prior to carrying out the work

Gain prior permission from house staff for use of power, gas, water, and house facilities

Obtain prior permission to work in unoccupied houses (for example between 9:00am and 3:30pm weekdays when SDA houses may be unstaffed)

Show identification to staff on arrival

Cooperate with house staff in undertaking the sign-in and site induction processes. Contractors also have a duty to induct new workers in their onsite personnel and inform them of any hazards or necessary information relevant to works at the house

Carry out works between 8:30am and 5:30pm, Monday to Friday, or at other suitable times with prior agreement, and subject to local council by-laws and Environment Protection Authority regulations

Follow safe work practices in accordance with the *Occupational Health and Safety Act* (2004) Vic, *Occupational Health and Safety Regulations 2017* (Vic), Australian Standards and Codes of Practice. This includes conducting and completing a Job Safety Analysis (JSA).

Take all reasonable precautions to protect the house and residents' property from theft or damage

Provide adequate fire protection if any high temperature works are required (for example, welding)

Oversee code of conduct to act fairly, be courteous to staff and residents, to respect resident's privacy and to honour undertakings.

Refrain from smoking or the consumption of alcohol or drugs in any residential unit. (smoking may be permitted outside in a designated smoking area.)

Secure all toolboxes and turn off equipment when not in use.

Report any injury or accident to the staff member on duty and to the Housing Call Centre.

Report any ongoing issue to the line manager of equivalent.

Leave the property and not perform the works at any time they may become involved in or could face a situation concerning their personal safety or wellbeing, or if their property, equipment etc. is endangered.



Appendix G: Modification application form template

Description

The following form is to be used when requesting modifications in Department of Families, Fairness and Housing (the department) owned Specialist Disability Accommodation (SDA) dwellings. Before proceeding with modifications to dwellings, Disability Homes Victoria must ensure that all compliance measures are achieved, and that the modification aligns with the department's longer-term capital strategy. Written approval must be provided for any modification that changes the property or fixtures.

- For any queries or further assistance, please email sda.propertyservices@dffh.vic.gov.au
- modifications to an SDA dwelling cannot be funded via home modifications contained in an NDIS plan and modifying the dwelling remains at the discretion of the department.
- residents and SIL provider may make some modifications without the department's approval a full listing is available from www.consumer.vic.gov.au

When to use this form

The following are examples of items where the following form should be used.

- · modifications or changes to the layout of the dwelling
- · concreting or paving a new area or ramp
- · bathroom and kitchen modifications
- · installation of ceiling tracking for a hoist
- · reconfiguration of a room
- installation or removal of fixed items

When to seek assistance from other support partners

Responsive maintenance - Repairs or maintenance of a pre-existing item is responsive maintenance and should be referred to the Housing Call Centre (HCC) at 1300 292 512 or SDA.Maintenance@dffh.vic.gov.au.

Whitegoods and Assistive Technology are not funded by the department and may be funded by residents or NDIS plans. Examples include whitegoods, furniture, ceiling hoists, wheelchairs.

The National Disability Insurance Agency (NDIA) (i.e. the agency responsible for implementation the NDIS) can be contacted via their hotline 1800 800 110 or contact details specific on an NDIS plan.

How to fill in the form

Complete this form, attaching all relevant supportive documentation and email to sda.propertyservices@dffh.vic.gov.au

Supportive documentation may include:

- reports (such as occupational therapist reports) describing the issue, options considered and recommended modification,
- plans or drawings showing the location and proposed layout, and measurements (if applicable),



- · an itemised quotation or estimate of costs if available, and
- any other information documentation relevant to the modification.

When to seek assistance from other support partners

Repairs or maintenance of a pre-existing item is responsive maintenance and should be referred to the Housing Call Centre (HCC) at 1300 292 512 or SDA.Maintenance@dffh.vic.gov.au.

Items that are non-fixed or considered assistive technology are generally not funded by the department. Examples include whitegoods, furniture, ceiling hoists, wheelchairs. These may be funded by residents or NDIS plans.

The National Disability Insurance Agency (NDIA) (i.e. the agency responsible for implementation the NDIS) can be contacted via their hotline 1800 800 110 or contact details specific on an NDIS plan.

Declaration to be signed

I/we have read and agree to the conditions on this application.

I/we declare that all the information requested in this application has been provided and is true and correct.

| Requestor details (person making the application) |
|--|
| <fill full="" in="" name=""></fill> |
| <fill address="" and="" email="" in="" number="" phone=""></fill> |
| <signature></signature> |
| SIL provider endorsement (management) |
| <fill contact="" in="" management="" name="" of=""></fill> |
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Modification Details

| Property address | |
|---|--|
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| Date of application | |
| <fill application="" date="" in="" of=""></fill> | |
| | |
| Supported Independent Living (SIL) provider details | |
| | |



| <fill in="" number="" phone=""></fill> | |
|---|--|
| Requestor name and contact details | |
| <fill in="" name=""></fill> | |
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| Overview of request | |
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| Lease details (where applicable) | |
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| Quotations | |
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| Any additional information | |
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| <any documentation="" i.e.="" report="" supportive="" therapist=""></any> | |

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