



Do you require a disability modification to your Public Housing property?

What is a disability modification?

A disability modification is a change made to your home to allow you to continue to live independently. For example you may require hand rails in the bathroom or toilet.

How do I request a modification?

A request for a disability modification to your property must come from an Occupational Therapist.

Community Occupational Therapy Services is provided through home visits to the clients home and interventions frequently include home modifications, prescription of equipment and education about the prevention of complications for clients and carers.

You can contact the Community Occupational Therapist on the following numbers:

SOUTH	6222 7280
NORTH	6348 7111
NORTH -WEST	6430 6666

The Community Occupational Therapist will visit you in your home to establish what you need to continue living in your home. They will discuss any costs that you may be responsible for. They will complete a report and forward to Housing Tasmania.

What happens next?

Not all requests happen automatically. Just because the Occupational Therapist has made a request does not guarantee the modification will be approved.

If the request is straight forward, for example installation of handrails, the contractors will be advised and the work completed.

If the request is more complicated, for example installing a ramp, then a Technical Consultant will visit your home and prepare an estimate for the work which has been requested and will provide an assessment report and estimate to the Service Area regarding the feasibility of the modification.

The Service Area will then determine if the request is practical for the property. Some properties will be unable to be modified and alternatives will be discussed with you at this time.



What if my request is not approved?

If your request is declined, your Tenancy officer will contact you and your Occupational Therapist to advise of the decision and will discuss alternative options for you.

Some modifications are not appropriate for the property concerned and you may have to consider a transfer to a more suitable property instead.

If approved who will come and undertake authorised repairs?

Contractors undertake maintenance and repairs work on Housing Tasmania properties and install the disability modifications.

Contractors are required to work in a courteous and professional manner.

They must:

- contact you to arrange a suitable time to do the work;
- leave a card so that you know when they have been to your home;
- show you their identification before entering your home;
- make sure that your home is secure before they leave if you have to leave before the work is complete;
- respect your privacy and treat your home and possession with care;
- be appropriately dressed, helpful and polite;
- try to at all time cause a minimum of untidiness and inconvenience; and,
- clean up where they may have made a mess.

You can help by:

- being home at the agreed time;
- giving plenty of notice if you're unable to be at home at the agreed time;
- packing away personal items while repairs are being done; and,
- keeping children and pets away from the work area.

Related fact sheet:

- Public Housing Maintenance and Repairs
- Looking after your home

More information

If you would like further information, please contact your local Housing Tasmania office.