

Complex home modifications process

To make your house safe and accessible for you, home modifications may be required. These can be relatively simple, such as installing handrails or ramps, or more complex changes such as widening doorways or modifying bathrooms. You may be eligible for NDIS funding to help cover the costs involved. The entire home modification process can be a lengthy and daunting experience especially if there are complex, structural changes to be made. The good news is Rocky Bay is here to help you throughout the process, from assessment and application, through to the design and build phases.

Depending on the level of complexity of the modifications you require, the entire process can be lengthy. There are many steps involved and the process is not necessarily linear. It is not uncommon for complex projects to take up to 18 months to complete. Rocky Bay's team of Complex Home Modifications Assessors (CHMA) will support you to keep the project moving and avoid setbacks and delays where possible.



Assessment and initial recommendation



Step 1. Starting point

Your NDIS Plan contains an allocation of one of the following:

- Project Manager
- Complex home modifications
- Transdisciplinary package

Step 2. Initial Home Access Assessment

Conducted by Rocky Bay's CHMA. Timeframe: Up to 4 weeks for CHMA to action referral from receipt

Step 3. Analysis and draft report completed and sent to customer Timeframe: 3-4 weeks

Step 4. Customer returns the draft report to CHMA Timeframe: 1-2 weeks (depends on

customer response time)

Step 5. CHMA submits recommendations to NDIA Timeframe: 1-2

weeks (depends on customer response time)

Up to 10 weeks

NDIA

NDIA review and

decision

Step 6. NDIA assesses recommendations and makes decision if modifications are required

Timeframe: Timeframes variable.

Can take up to 6+ months

Step 7. Approved by NDIA

If approval is not given by the NDIA, your CHMA will advise you of the possible next steps

Step 8. Customer selects Project Manager + CHMA

A project manager is a person with building skills and knowledge, independent from Rocky Bay, who can create a building design, scope of works and oversee the building team. Talk to your Rocky Bay representative about choosing a Project Manager

Up to 6 months

Scope of works



Step 9. Joint appointment with CHMA, **Project Manager and customer to** discuss scope of works

Timeframe: 2 weeks

Step 10. Project Manager drafts a design and sends to CHMA

Timeframe (for stages 9-11) 4-6 weeks

Step 11. CHMA reviews plans and sends a copy to customer. Liaise with all parties until the plans are agreed

Timeframe (for stages 9-11) 4-6 weeks

Step 12. Project Manager completes an itemised scope of works and cost estimate

Timeframe (for stages 9-11) 4-6 weeks

Step 13. CHMA completes funding application and lodges it with NDIA Timeframe (for stages 9-11) 4-6 weeks

Up to 8 weeks



approval is not given by the NDIA, your CHMA will advise you of the possible next steps

Completed by the customer, **CHMA and Project Manager**

Timeframe: 1 week

Up to 12 months

Up to 6 months

Key terms:

NDIA – National Disability Insurance Agency. The organisation that delivers the National Disability Insurance Scheme.

NDIS - National Disability Insurance Scheme. The NDIS is Australia's national scheme for people with disability. It provides funding directly to individuals for supports and services.

CHM – Complex home modifications. According to the NDIS, complex home modifications are changes to the structure, layout or fittings of a participant's home so they can safely access it and move around comfortably in areas they frequently use.

CHMA – Complex Home Modifications Assessor. A CHMA is a qualified professional, usually an Occupational Therapist, who has completed a nationally recognised home modifications course. They have specific knowledge and skills to assess a home and make recommendations for modifications. The NDIA require a CHMA to be involved in complex cases.

OT – Occupational Therapist. Occupational Therapists work with people to develop, recover, improve and maintain the skills needed for daily living.