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| Specialist Disability Accommodation Maintenance and Modification Guidelines  v5 released September 2021 |
| Department of Families, Fairness and Housing |
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To receive this document in another format, phone 1300 161 485, using the National Relay Service 13 36 77 if required, or email <myhome@homes.gov.au>.

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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@dhhs.vic.gov.au |
| Fire services  Backup generators | * Fire systems including carbon monoxide & smoke alarms, fire sprinklers and door strikers * Back-up generators | Celsius Fire (External contractor)  Phone: 9543 8999 |
| Capital modifications  New fixtures | * Structural and layout changes (door widening) * New items (grab rails) | SDA Coordinator (DFFH)  Email: SDA.coordinator@homes.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 **business hours**, 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 **after-hours periods**, 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 SDA Coordinator 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 an SDA coordinator prior to replacing with the similar or different item.

#### Celsius Fire (fire services, carbon monoxide detectors and back-up generators)

Celsius Fire has been contracted by the department to respond to all maintenance of essential fire and generator safety services. The following items should be referred directly to Celsius Fire:

* 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)

### SDA Coordinator

SDA Coordinator’s act on behalf of the Department of Families, Fairness and Housing to assess and manage maintenance and modification work. SDA Coordinators may request additional information and supporting evidence from a SIL provider to support a maintenance or modification request.4 Steps to arranging responsive maintenance works

# 4 Requesting maintenance

There are six steps to organising maintenance safely and are summarised below.

## Step 1: Make the area safe

Check the area and make it safe for residents, staff, visitors, and contractors. If the situation presents any immediate danger to persons or the property, house staff should implement emergency evacuation procedures before arranging for repairs.

## **Step 2: Occupational health and safety (OH&S) risks**

### Identify hazards and risks

SIL providers (or other where applicable) are reasonably expected to assess risks and place controls that the SIL provider can reasonably be expected to manage e.g. resident behaviour where this may present a risk to a contractor when on-site.

Examples of risks that should be considered and assessed include (but are not limited to):

* Physical behaviour that could be perceived as threatening,
* Verbal or physical responses to new people, noises or activity that could be perceived as threatening,
* Curious resident behaviour that may result in a resident interfering with contractor work or equipment (which may also present a risk to the resident), and
* Resident behaviour that is likely to change or escalate while contractor staff are present.

### 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, communicated, and understood by all staff and the contractor/s operating within the property. Some example measures to manage and control risks include (but are not limited to):

* Staff will support the resident in an area of the building away from the area where contractor staff are working,
* Staff will support resident away from the property whilst the works are being carried out, and
* Additional staff will be available to support resident whilst contractor staff are at the property.

The risks and controls / measures (as exampled above) will support a safe working environment for the contractor and keep residents and house staff safe as far as is reasonably practicable. SIL providers must ensure that all house staff are aware of the assessed risks and controls and information is appropriately handed over to any new or covering staff. Handover should occur between staff as the original staff member that initially raised the work request, may not be present when the contractor arrives.

## 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:   * complete failure of essential services (water, power, or gas) | Within eight hours |
| Urgent | Repairs that need to be completed to maintain a safe environment. Examples include:   * 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 | Within 24 hours |
| Priority | Repairs that do not require a critical or urgent response. Examples include:   * Leaking taps * Blocked stormwater drains | Within seven days |
| Normal | Repairs that do not need fixing right away. Examples include:   * Non-urgent fencing and gate repairs | Within 14 days |

## 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 by phone 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. To assist house staff with inducting the contractor to the house, and implementation of any site-specific instructions, provide the contractor with a Contractor OH&S form (see appendix for an example template).

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 a departmental SDA coordinator 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 prior agreement with an SDA coordinator has been made.

There are modification items that don’t require SDA coordinator 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 an SDA coordinator 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 myhome@homes.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 an SDA coordinator.

### 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.Coordinator@homes.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

**Restrictive practice means any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability.** Under the [National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018](https://www.legislation.gov.au/Details/F2020C01087), certain restrictive practices are subject to regulation. These include seclusion, chemical restraint, mechanical restraint, physical restraint, and environmental restraint.

Environmental restraint restricts a person’s free access to all parts of their environment, including items or activities.

Where an resident’s behaviours of concern place themselves or others at risk of harm, and subsequently a regulated restrictive practice is required, a behaviour support plan must be developed and lodged with the NDIS Commission.

When a maintenance request is made that will result in an environmental restraint, for example locks on cupboard, gates, doors, restricted access to rooms, areas or even taps and light switches, a senior manager from the service provider must endorse the maintenance request in writing. The manager must confirm that the environmental restraint is approved in the person’s Behaviour Support Plan and all other least restrictive interventions have been considered.

## 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.Coordinator@homes.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.

# 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@dhhs.vic.gov.au
* Phone: 1300 292 512

**Complaints and feedback related to other property related matters**

Specialist Housing for Disability

* Email: myhome@homes.vic.gov.au
* Phone: 1300 161 485 (for manager response)

**Complaints and feedback that cannot be resolved by Specialist Housing for Disability**

Department of Families, Fairness and Housing

* Telephone: 1300 884 706
* Mail: GPO Box 4057, Melbourne, Victoria
* Website: [www.dhhs.vic.gov.au/making-complaint](http://www.dhhs.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   * Hot & cold water * Gas * Electricity * Phone * Sewer | Any immediate risk or hazard identified, includes faulty power points, light fittings, leaking gas, blockages or complete failures should be logged as critical. |
| Fire Safety Equipment, Back-up Generators and Carbon Monoxide Detectors   * Fire sprinklers * Fire safety equipment * Smoke alarms and carbon monoxide detectors * Back-up generators * Door lock strikers * Installed Emergency lighting * Visual alert alarms | All items listed should be called through to Celsius Fire (external contractor): Phone: 9543 8999 |
| Heating and Cooling   * Heating - das ducted, electrical, hydronic, and split systems * Air conditioning – ducted, evaporative, and split systems * Fixed cooling - Filters and vents | Repairs are to be categorised as urgent repairs, while servicing will be categorised as normal.  Hydronic heating maintenance and servicing is carried out via a specialised contractor. Email SDA.Coordinator@homes.vic.gov.au if you require further instructions.  Gas ducted heating servicing is carried out via head contractors as routine maintenance. Contact the Housing Call Centre if you require further information.  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   * Oven and stove * Cook top * Dishwasher * Rangehood * Benchtops, cupboards, and drawers | The following are **not** the responsibility of the SDA provider to maintain:   * Whitegoods (washing machine, dryer, fridge, and freezer) * Ceiling hoists and other assistive technology (floor hoists etc) |
| Bathroom   * Shower / Bath * Toilet / water closet * Tapware and towel rails * Grab rails   Fixed shower seats | When requesting maintenance to hydraulic or specialist baths, provide the HCC with details of the company who previously serviced or repaired the bath (if known). Usually, the bath will have a label or sticker with the name of the service agent. |
| Indoor areas   * Curtains / blinds * Lighting * Floor coverings (vinyl and carpet) * Corner guards and door protectors * Walls * Windowpanes * Fly screens * Window frames | The following are **not** the responsibility of the SDA provider:   * Cleaning of food stain or other from walls, ceiling, or doors. * Carpet cleaning * Window cleaning |
| Outdoor Area   * Gardens / trees * Clothesline * Letterbox * Outdoor structures (veranda, pergola, carport) * Paths * Driveways | The following are **not** the responsibility of the SDA provider:   * 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.Coordinator@homes.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 Celsius Fire (external contractor): Phone: 9543 8999  For new installations email SDA.Coordinator@homes.vic.gov.au |
| 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 - Celsius Fire: Phone: 9543 8999 |
| Roof and gutters | Gutter cleaning is a routine maintenance item that will take place without the needing to log a request. However, if gutters have become full of debris and require cleaning before the next scheduled routine clean, staff and residents should submit a maintenance request to the HCC. |
| 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@dhhs.vic.gov.au

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| General Details | | | | | | | | | | | | |
| Time | |  | | | Date | | | |  | | | | |
|  | | | | |  | | | | | | | | |
| Address of Property – Room Number (if applicable) | | | | | | |
|  | | | | | | | | | | | | |
| Agency Details | | | | | | | | | | | | |
| Agency Name | |  | | | Agency Telephone | | | |  | | | | |
|  | | | | |  | | | | | | | | |
| Name of person submitting this form | |  | | | | Contact Number | | | |  | | |
|  | | | | | |  | | | | | | |
| Contact Person - phone number for work access: | | | | | | | | | | | | | | |
| Contact Name |  | | Contact Number | | | | |  | | |
|  | | | |  | | | | | | | |
| Access Instructions |
|  | | | | | | | | | | | |
| Access Times |
|  | | | | | | | | | | | |
| Risk Assessment – risk to Contractors attending | | | | | | | | | | | | | | |
| Are there any specific hazards or risks that might occur when a contractor attends on site to undertake this work? | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
| If yes, please confirm there is a plan in place to eliminate or reduce the hazard/risk e.g. changes to resident support arrangement/staffing levels or special instructions to the contractor, and that the risk and plan will be communicated to the contractor. | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |

|  |  |
| --- | --- |
| COVID-19 Screening Questions | |
| Have you been overseas in the last two weeks or been in contact with anyone who has returned from overseas in the last two weeks? |
|  |
| Have you been diagnosed with coronavirus and are currently in isolation? |
|  |
| Are you in a period of 14-day quarantine as directed by a health professional? |
|  |
| Have you been identified as a close contact with anyone who has coronavirus? (A close contact is someone who has spent greater than 15 minutes face-to-face, cumulative, or has shared a closed space for more than two hours, cumulative, with a confirmed case of coronavirus) |
|  |
| Are you experiencing any of these symptoms: Fever, Chills, Cough, Sore throat, Shortness of breath, Runny nose, or Loss of sense of smell? |
|  |

|  |
| --- |
| Maintenance Request Information: |
| Maintenance Request details: **If URGENT work required, please do not email - phone through to 1300 292 512** |
| **Location:**    **Job Description (details of maintenance required):**    **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 was last serviced or maintained *\*This may be located on the actual item*** | | | | |
| 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)** |
| *1.1.1900* | *9:00am* | *Blocked toilet* | *Ref1234* | *Urgent* | *9am 2.1.1900* | *Smith,*  *Plumbing Company* | *2.1.1900* | *3:00pm* | *3:30pm* | *Signature* | *Works not completed. Contractor to order further parts.* |
|  |  |  |  |  |  |  |  |  |  |  |  |

# Appendix D: Contractor OH&S form template

**To be completed by the contractor before works begin, or after a change in ongoing work.**

House supervisor: ….……………………………….....................................................

House contact phone number: ….……………………………….....................................................

| Safety Induction / Job Safety Analysis | Check |
| --- | --- |
| I have been provided with safety information that is specific to this house by: (staff members name) |  |
| 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 *Privacy and Data Protection Act 2014* (Vic). |  |
| I have been given a satisfactory induction to the site, including information about any identified hazards, risks and controls in place, and the house emergency plan. |  |
| Should an emergency incident arise, I will contain the situation only if it is safe to do so and immediately notify the staff on duty. |  |
| I have been shown the location of the evacuation point for this building. |  |
| I have considered and, where appropriate, conducted a Job Safety Analysis for the work I will be doing on the site. |  |

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, a departmental SDA coordinator 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.Coordinator@homes.vic.gov.au](mailto:SDA.Coordinator@dhhs.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@dhhs.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.Coordinator@homes.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@dhhs.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 in full name>  <Fill in phone number and email address>  <Signature> |  |
| **SIL provider endorsement (management)**  <Fill in name of management contact>  <Fill in phone number and email address of management contact>  <Signature of management contact> |  |

**Modification Details**

|  |  |
| --- | --- |
| **Property address**  <Fill in property address>  <Division i.e. North/South/East/West> |  |
| **Date of application**  <Fill in date of application> |  |
| **Supported Independent Living (SIL) provider details**  <Fill in SIL provider name>  <Fill in contact person name>  <Fill in phone number> |  |
| **Requestor name and contact details**  <Fill in name>  <Fill in contact details> |  |
| **Overview of request**  <Describe current property fabric and issue that requires change>  <Describe options considered to address the issue>  <Describe the proposed modification>  <Describe the benefits of the proposed modification>  <Describe any additional rationale to support application e.g. OH&S, mobility changes> |  |
| **Lease details (where applicable)**  <Specify the type of lease>  <Describe any additional lease details> |  |
| **Quotations**  <Specify approximate or actual quotation>  <Specify quotation source. i.e. builder name>  <Specify funding source i.e. self-funding, NDIS funding or DHHS funding> |  |
| **Any additional information**  <Describe any additional information that will support the decision>  <Any supportive documentation i.e. therapist report> |  |

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