Over 100 ways to improve access at home

A Smart State initiative
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.

Disclaimer

The Queensland Government has distributed this booklet as an information source only and makes no statement, representation or warranty about the accuracy or completeness of the information contained in it. Users of the booklet should satisfy themselves or seek advice about a specific property or their own circumstances.

The Queensland Government disclaims all responsibility and liability (including, without limitation, liability for negligence) for all expenses, losses, damages and costs incurred as a result of the information being inaccurate or incomplete in any way or through any other cause.

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.
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.

ARABIC
إذا واجهتم صعوبة في فهم هذه المعلومات، الرجاء الاتصال بالوزارة على الرقم المحدد أدناه وسوف نترتيب لكم مترجم فوري ليقوم على مساعدتك.

BOSNIAN
Ako imate poteškoća u razumijevanju ovih informacija, molimo kontaktirajte odjel na dolje naveden telefon i mi ćemo obezbijediti tumača koji će vam pomoći.

CHINESE
如果您理解本資訊有困难，请拨打下面的電話，與我部聯絡。我們將安排一位譯員為您提供協助。

CROATIAN
Ako vam je teško razumjeti ovu informaciju, nazovite dolje navedeni telefonski broj i mi ćemo urediti da dobijete pomoć tumača.

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 مساعدة نماید.

SAMOAN
Afai e faigata ona e malamalama i leneni faamatalaga, faamolemole faafesotai 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, позвовите службу на доле наведени број телефона и ми ћемо организовати преводиоца да вам помогне.

SPANISH
Si usted tiene dificultades para entender esta información sirvase contactar al departamento llamando al número telefónico indicado abajo y conseguiremos un intérprete para que le ayude.

TURKISH
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
# Table of contents

## 1 Introduction
- Background 4
- What is Home Access? 4
- What are some of the barriers you may face in your home? 4
- How can these be overcome? 5
- Professional and technical advice 6

## 2 Over 100 ways to improve access at home
- Entering the home 7
- Internal hallways, doorways and windows 14
- Bathroom/toilet 16
- Kitchen 23
- Bedroom 26
- Cupboards, wardrobes and drawers 27
- Lighting, controls, taps and flooring 30
- Outdoor areas 33

## 3 Useful organisations and services
- Referral and information services 36
- Home modification services 37
- Equipment 38
- Other services 40

## 4 Tenants’ rights and responsibilities
- Residential Tenancies Authority 42
- Tenancy Advice Service, Tenants’ Union of Queensland Inc. 43
- Tenant Advice and Advocacy Service (Queensland) 43

## 5 Useful contacts 44

## 6 Frequently asked questions 60

## 7 Bibliography and other references 63
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.
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.

- 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.

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.
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.

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.
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.

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.

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.

- 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.
  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.
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.

  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.
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.
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.
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.
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.
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.
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.
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.

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).
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.
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.

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.
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.

- 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.
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.
Outdoor areas

**The clothesline is too high.**

- Install a height adjustable rotary clothesline.
- Install a fold-down clothesline outside your home (e.g. Paraline).
- 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.

**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.
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.

Long-handed 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.
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.
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.


**Brisbane**
- 70 Merivale Street
- South Brisbane Qld 4101
- Email: ron@archicentre.com.au
- Ph: 1300 134 513
- Fax: 07 3846 4970

**Association of Consultants in Access Australia Inc.** [www.access.asn.au](http://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

**Building Services Authority Queensland** [www.bsa.qld.gov.au](http://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

**Cairns**
- 181 Aumuller Street
- Westcourt Qld 4870
- Email: info@bsa.qld.gov.au
- Ph: 1300 272 272
- Fax: 07 4031 6831

**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

**Mackay**
- 25 River Street
- Mackay Qld 4740
- Email: info@bsa.qld.gov.au
- Ph: 1300 272 272
- Fax: 07 4953 4151
### Useful contacts – continued

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maryborough</td>
<td>Suite No 1, 208 Lennox Place Lennox Street</td>
<td>1300 272 272</td>
<td>07 4122 3814</td>
</tr>
<tr>
<td></td>
<td>Maryborough Qld 4560</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:info@bsa.qld.gov.au">info@bsa.qld.gov.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rockhampton</td>
<td>164 Berserker Street (Cnr Elphinstone Street)</td>
<td>1300 272 272</td>
<td>07 4926 1377</td>
</tr>
<tr>
<td></td>
<td>North Rockhampton Qld 4701</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:info@bsa.qld.gov.au">info@bsa.qld.gov.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sunshine Coast</td>
<td>Unit 7, WIN Television Centre Cnr Baden Powell Street</td>
<td>1300 272 272</td>
<td>07 5459 9655</td>
</tr>
<tr>
<td></td>
<td>&amp; Maroochydore Road Maroochydore Qld 4558</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:info@bsa.qld.gov.au">info@bsa.qld.gov.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Toowoomba</td>
<td>Clestrain Mall 131A Herries Street</td>
<td>1300 272 272</td>
<td>07 4638 1917</td>
</tr>
<tr>
<td></td>
<td>Toowoomba Qld 4350</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:info@bsa.qld.gov.au">info@bsa.qld.gov.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Townsville</td>
<td>AAMI Building 287 Ross River Road</td>
<td>1300 272 272</td>
<td>07 4725 3401</td>
</tr>
<tr>
<td></td>
<td>Aitkenvale Qld 4814</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:info@bsa.qld.gov.au">info@bsa.qld.gov.au</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brisbane South</td>
<td>21 Jaybel Street Salisbury Qld 4107</td>
<td>1800 052 222 (freecall)</td>
<td>07 3274 6733</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:carelink@ccrcbs.org.au">carelink@ccrcbs.org.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brisbane North</td>
<td>19 Hayes Street Caboolture Qld 4510</td>
<td>1800 052 222 (freecall)</td>
<td>07 5428 0277</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:cabinfo@crcsc.com.au">cabinfo@crcsc.com.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bundaberg</td>
<td>Shop 6, Bingera Court 245 Bourbong Street</td>
<td>1800 052 222 (freecall)</td>
<td>07 4151 0666</td>
</tr>
<tr>
<td></td>
<td>Bundaberg Qld 4670</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:carelink.CQ@crcsc.com.au">carelink.CQ@crcsc.com.au</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Useful contacts – continued

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

| Deafness Resources Australia | www.deafnessresources.net.au |

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia-wide</td>
<td>Ground Floor 33 Argyle Street Parramatta NSW 2150</td>
<td>1800 555 201 (freecall)</td>
<td>02 9875 2972 (freefax)</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:dra@deafnessresources.net.au">dra@deafnessresources.net.au</a></td>
<td></td>
<td>TTY: 1800 555 203 (freecall direct to Deafness Resources Australia)</td>
</tr>
</tbody>
</table>
Useful contacts – continued

<table>
<thead>
<tr>
<th>Department of Veterans’ Affairs <a href="http://www.dva.gov.au">www.dva.gov.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Brisbane</strong></td>
</tr>
<tr>
<td>Floor 4, 259 Queen Street Mall</td>
</tr>
<tr>
<td>Brisbane Qld 4001</td>
</tr>
<tr>
<td><strong>Gold Coast</strong></td>
</tr>
<tr>
<td>Level 5, 12 Short Street</td>
</tr>
<tr>
<td>Southport Qld 4215</td>
</tr>
<tr>
<td><strong>Sunshine Coast</strong></td>
</tr>
<tr>
<td>129 Horton Parade</td>
</tr>
<tr>
<td>Maroochydore Qld 4558</td>
</tr>
<tr>
<td><strong>Toowoomba</strong></td>
</tr>
<tr>
<td>99 Russell Street</td>
</tr>
<tr>
<td>Toowoomba Qld 4350</td>
</tr>
<tr>
<td><strong>Townsville</strong></td>
</tr>
<tr>
<td>150 Walker Street</td>
</tr>
<tr>
<td>Townsville Qld 4810</td>
</tr>
<tr>
<td><strong>Tweed Heads</strong></td>
</tr>
<tr>
<td>Shop 45</td>
</tr>
<tr>
<td>Tweed Mall Shopping Centre</td>
</tr>
<tr>
<td>Wharf Street</td>
</tr>
<tr>
<td>Tweed Heads NSW 485</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Disability Information Service, Disability Services Queensland</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Queensland-wide</th>
<th>Email: <a href="mailto:disabilityinfo@disability.qld.gov.au">disabilityinfo@disability.qld.gov.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ph:</strong> 07 3224 8444</td>
<td>Ph: 1800 177 120 (freecall)</td>
</tr>
<tr>
<td>Ph: 1800 010 222 (freecall, ask for telephone number 1800 177 120)</td>
<td>Fax: 07 3896 3467</td>
</tr>
</tbody>
</table>
## Useful contacts – continued


<table>
<thead>
<tr>
<th>Region</th>
<th>Address</th>
<th>Phone Numbers</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Central Office</strong></td>
<td>Level 3A (Ground Floor) Neville Bonner Building 75 William Street Brisbane Qld 4000</td>
<td>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</td>
<td><a href="mailto:mailbox@disability.qld.gov.au">mailbox@disability.qld.gov.au</a></td>
</tr>
<tr>
<td><strong>Far North Queensland</strong></td>
<td>130 McLeod Street Cairns Qld 4870</td>
<td>Ph: 07 4046 7200 Fax: 07 4031 8596</td>
<td><a href="mailto:cairns_dsq@disability.qld.gov.au">cairns_dsq@disability.qld.gov.au</a></td>
</tr>
<tr>
<td><strong>Central Queensland/Wide Bay</strong></td>
<td>74 Ward Street Rockhampton Qld 4700</td>
<td>Ph: 07 4932 1600 Fax: 07 4932 1611</td>
<td><a href="mailto:mailbox@disability.qld.gov.au">mailbox@disability.qld.gov.au</a></td>
</tr>
<tr>
<td><strong>South Coast</strong></td>
<td>24 Tansey Street Beenleigh Qld 4207</td>
<td>Ph: 07 3884 7001 Fax: 07 3884 7044</td>
<td><a href="mailto:mailbox@disability.qld.gov.au">mailbox@disability.qld.gov.au</a></td>
</tr>
<tr>
<td><strong>Brisbane</strong></td>
<td>Level 1, 27 Peel Street South Brisbane Qld 4101</td>
<td>Ph: 07 3109 7007 Fax: 07 3109 7034</td>
<td><a href="mailto:mailbox@disability.qld.gov.au">mailbox@disability.qld.gov.au</a></td>
</tr>
<tr>
<td><strong>Ipswich/South West Queensland</strong></td>
<td>5–7 Wharf Street Ipswich Qld 4305</td>
<td>Ph: 07 3280 1872 Fax: 07 3280 1000</td>
<td><a href="mailto:mailbox@disability.qld.gov.au">mailbox@disability.qld.gov.au</a></td>
</tr>
<tr>
<td><strong>North Queensland and Remote Region</strong></td>
<td>Nathan Business Centre 340 Ross River Road Aitkenvale Qld 4814</td>
<td>Ph: 07 4727 0666 Fax: 07 4775 4762</td>
<td><a href="mailto:mailbox@disability.qld.gov.au">mailbox@disability.qld.gov.au</a></td>
</tr>
<tr>
<td><strong>Sunshine Coast</strong></td>
<td>Floor 3, Town Square Precinct 33 King Street (Cnr Beerburum Rd) Caboolture Qld 4510</td>
<td>Ph: 07 5490 1180 Fax: 07 5499 2236</td>
<td><a href="mailto:mailbox@disability.qld.gov.au">mailbox@disability.qld.gov.au</a></td>
</tr>
</tbody>
</table>
Useful contacts – continued

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

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mackay &amp; Hinterland</strong></td>
<td>Cnr River &amp; Tennyson Streets</td>
<td>07 4963 2740</td>
<td>07 4963 2750</td>
<td><a href="mailto:home.assist@skillstm.com.au">home.assist@skillstm.com.au</a></td>
</tr>
<tr>
<td><strong>Maryborough/ Burnett/Cooloola Districts</strong></td>
<td>133 Adelaide Street</td>
<td>07 4123 2234</td>
<td>07 4123 2116</td>
<td><a href="mailto:homessa@bigpond.net">homessa@bigpond.net</a></td>
</tr>
<tr>
<td><strong>Sunshine Coast</strong></td>
<td>1/103 Enterprise Street</td>
<td>07 5476 6130</td>
<td>07 5445 6078</td>
<td><a href="mailto:mdoerehas@powerup.com.au">mdoerehas@powerup.com.au</a></td>
</tr>
<tr>
<td><strong>Townsville</strong></td>
<td>Level 1, Northtown Shopping Centre</td>
<td>07 4727 9712</td>
<td>07 4727 9770</td>
<td><a href="mailto:dr1@townsville.qld.gov.au">dr1@townsville.qld.gov.au</a></td>
</tr>
<tr>
<td><strong>Barcaldine &amp; District</strong></td>
<td>66 Ash Street</td>
<td>07 4651 2187</td>
<td>07 4651 2376</td>
<td><a href="mailto:bdinehas@bigpond.net.au">bdinehas@bigpond.net.au</a></td>
</tr>
<tr>
<td><strong>Beaudesert Shire</strong></td>
<td>46 Anna Street</td>
<td>07 5541 1653</td>
<td>07 5541 1143</td>
<td><a href="mailto:marycare@gil.com.au">marycare@gil.com.au</a></td>
</tr>
<tr>
<td><strong>Blackall &amp; District</strong></td>
<td>2A Coronation Drive</td>
<td>07 4657 6777</td>
<td>07 4657 6888</td>
<td><a href="mailto:rhonda.prow@cofcqld.com.au">rhonda.prow@cofcqld.com.au</a></td>
</tr>
<tr>
<td><strong>Bowen/Whitsunday</strong></td>
<td>33 Kennedy Street</td>
<td>07 4786 3629</td>
<td>1800 649 842 (freecall)</td>
<td><a href="mailto:h.woodhouse@bluecare.org.au">h.woodhouse@bluecare.org.au</a></td>
</tr>
<tr>
<td><strong>Bribie Island</strong></td>
<td>1/191 First Avenue</td>
<td>07 3408 0416</td>
<td>07 3408 0150</td>
<td><a href="mailto:bivchai@bigpond.net.au">bivchai@bigpond.net.au</a></td>
</tr>
<tr>
<td><strong>Brisbane North East (St Michael's)</strong></td>
<td>655 Brunswick Street</td>
<td>07 3254 0355</td>
<td>07 3254 0387</td>
<td><a href="mailto:St.MichaelsHAS@bigpond.com">St.MichaelsHAS@bigpond.com</a></td>
</tr>
</tbody>
</table>

### Home Assist Secure
www.housing.qld.gov.au/programs/ch/support/has.htm
<table>
<thead>
<tr>
<th>Region</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brisbane</td>
<td>Unit 2, 385 Sherwood Road</td>
<td>07 3379 8000</td>
<td></td>
<td><a href="mailto:mkahas@ecn.net.au">mkahas@ecn.net.au</a></td>
</tr>
<tr>
<td>South West</td>
<td>Rocklea Qld 4106</td>
<td>07 3379 9555</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brisbane Western</td>
<td>41 Brookfield Road</td>
<td>07 3878 8058</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Suburbs</td>
<td>Kenmore Qld 4069</td>
<td>07 3878 8068</td>
<td></td>
<td><a href="mailto:wsbhas@cofcqld.com.au">wsbhas@cofcqld.com.au</a></td>
</tr>
<tr>
<td>Bundaberg</td>
<td>79 Woongarra Street</td>
<td>07 4153 1099</td>
<td></td>
<td><a href="mailto:chrism@centacarebundaberg.com.au">chrism@centacarebundaberg.com.au</a> (freecall)</td>
</tr>
<tr>
<td>&amp; District</td>
<td>Bundaberg Qld 4670</td>
<td>1800 112 210</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>07 4153 2502</td>
<td></td>
</tr>
<tr>
<td>Caboolture</td>
<td>30 Beerburrum Road</td>
<td>07 5498 9154</td>
<td></td>
<td><a href="mailto:cmanager@bigpond.com">cmanager@bigpond.com</a></td>
</tr>
<tr>
<td>&amp; Kilcoy</td>
<td>Caboolture Qld 4510</td>
<td>07 5498 9754</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caloundra</td>
<td>61 Edmund Street</td>
<td>07 5491 7489</td>
<td></td>
<td><a href="mailto:calhome@caloundra.net">calhome@caloundra.net</a></td>
</tr>
<tr>
<td>Central Queensland</td>
<td>116 East Street</td>
<td>07 4922 3301</td>
<td></td>
<td><a href="mailto:wares@rcc.qld.gov.au">wares@rcc.qld.gov.au</a></td>
</tr>
<tr>
<td></td>
<td>Rockhampton Qld 4700</td>
<td>1800 223 301 (freecall)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>07 4921 2339</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charleville</td>
<td>114–118 Alfred Street</td>
<td>07 4654 1307</td>
<td></td>
<td><a href="mailto:has@charlevillenc.org">has@charlevillenc.org</a></td>
</tr>
<tr>
<td>&amp; District</td>
<td>Charleville Qld 4470</td>
<td>07 4654 3240</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chermisd</td>
<td>Senior Citizens Centre Inc.</td>
<td>07 3624 2111</td>
<td></td>
<td><a href="mailto:homeassist@burniebrae.org.au">homeassist@burniebrae.org.au</a></td>
</tr>
<tr>
<td>&amp; District</td>
<td>60 Kuran Street</td>
<td>07 3624 2170</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Far North</td>
<td>Cnr Kamerunga &amp; Fairweather Roads</td>
<td>07 4039 9780</td>
<td></td>
<td><a href="mailto:sjcclfqnqhas@bigpond.com">sjcclfqnqhas@bigpond.com</a></td>
</tr>
<tr>
<td>Queensland</td>
<td>Redlynch Qld 4870</td>
<td>1300 301 882 (freecall)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>07 4039 9777</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 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  
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: lhascrc@bigpond.net.au  
Ph: 07 4658 0671  
Fax: 07 4658 0679
### Useful contacts – continued

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Ph</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mackay &amp; Hinterland</strong></td>
<td>Cnr River and Tennyson Streets, Mackay, QLD 4740</td>
<td>07 4963 2740</td>
<td><a href="mailto:home.assist@skillstm.com.au">home.assist@skillstm.com.au</a></td>
</tr>
<tr>
<td></td>
<td>07 46 740</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>&amp; Hinterland Tennyson Streets, Mackay, QLD 4740</td>
<td>1800 679 622</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ph: 07 46 740</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>&amp; Hinterland Tennyson Streets, Mackay, QLD 4740</td>
<td>Freecall Broadsound,</td>
<td>Belyando and Nebo Shires only)</td>
</tr>
<tr>
<td></td>
<td>07 46 750</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax: 07 4963 2750</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Maroochy</strong></td>
<td>Shed 1, 103 Enterprise Street, Kunda Park, QLD 4556</td>
<td>07 5476 6130</td>
<td><a href="mailto:mdoreshas@powerup.com.au">mdoreshas@powerup.com.au</a></td>
</tr>
<tr>
<td></td>
<td>Ph: 07 5445 6078</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Maryborough/ Burnett/ Cooloola Districts</strong></td>
<td>133 Adelaide Street, Maryborough, QLD 4650</td>
<td>07 4123 2234</td>
<td><a href="mailto:homeessa@bigpond.net.au">homeessa@bigpond.net.au</a></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:homessa@bigpond.net.au">homessa@bigpond.net.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax: 07 4123 2116</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Gympie</strong></td>
<td>6/24 Barter Street, Gympie, QLD 4570</td>
<td>07 5483 6666</td>
<td><a href="mailto:coolhas@bigpond.com">coolhas@bigpond.com</a></td>
</tr>
<tr>
<td></td>
<td>Ph: 07 5483 9996</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:coolhas@bigpond.com">coolhas@bigpond.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Mount Gravatt</strong></td>
<td>1693 Logan Road, Upper Mt Gravatt, QLD 4122</td>
<td>07 3849 2131</td>
<td><a href="mailto:mthgas@bigpond.com">mthgas@bigpond.com</a></td>
</tr>
<tr>
<td></td>
<td>Ph: 07 3849 8638</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Mt Isa &amp; District</strong></td>
<td>Old Court House Isa Street, Mt Isa, QLD 4825</td>
<td>07 4749 0036</td>
<td><a href="mailto:has@micda.org.au">has@micda.org.au</a></td>
</tr>
<tr>
<td></td>
<td>Mt Isa, QLD 4825</td>
<td>1800 640 932</td>
<td>(freecall)</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:has@micda.org.au">has@micda.org.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax: 07 4743 2241</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Noosa</strong></td>
<td>Cnr Wallace Drive &amp; Eumundi Road, Noosa, QLD 4566</td>
<td>07 5449 0214</td>
<td><a href="mailto:hao@noosa.qld.gov.au">hao@noosa.qld.gov.au</a></td>
</tr>
<tr>
<td></td>
<td>Ph: 07 5449 0417</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:hao@noosa.qld.gov.au">hao@noosa.qld.gov.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>North Queensland</strong></td>
<td>60 Hackett Terrace, Charters Towers, QLD 4820</td>
<td>07 4787 3943</td>
<td><a href="mailto:charts.towers.bns@bluecare.org.au">charts.towers.bns@bluecare.org.au</a></td>
</tr>
<tr>
<td></td>
<td>Ph: 1800 130 943</td>
<td></td>
<td>(freecall)</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:charts.towers.bns@bluecare.org.au">charts.towers.bns@bluecare.org.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax: 07 4787 7183</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Pine Rivers</strong></td>
<td>78 Dayboro Road, Petrie, QLD 4502</td>
<td>07 3889 1852</td>
<td><a href="mailto:mick.polak@pinerivers.qld.gov.au">mick.polak@pinerivers.qld.gov.au</a></td>
</tr>
<tr>
<td></td>
<td>Ph: 07 3889 1849</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:mick.polak@pinerivers.qld.gov.au">mick.polak@pinerivers.qld.gov.au</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

53
### Useful contacts – continued

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

---

54
<table>
<thead>
<tr>
<th>Useful contacts – continued</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Housing Loans, Department of Housing</strong>  <a href="http://www.housing.qld.gov.au">www.housing.qld.gov.au</a></td>
</tr>
<tr>
<td><strong>Brisbane</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>LifeTec Queensland Inc. (formerly Independent Living Centre)</strong>  <a href="http://www.lifetec.org.au">www.lifetec.org.au</a></td>
</tr>
<tr>
<td><strong>Brisbane</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Medical Aids Subsidy Scheme, Queensland Health</strong>  <a href="http://www.health.qld.gov.au/mass/">www.health.qld.gov.au/mass/</a></td>
</tr>
<tr>
<td><strong>Brisbane</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Cairns</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Mackay</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Townsville</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>OT AUSTRALIA Qld (Australian Association of Occupational Therapists Qld Inc.)</strong>  <a href="http://www.otqld.org.au">www.otqld.org.au</a></td>
</tr>
<tr>
<td><strong>Brisbane</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
## Useful contacts – continued

<table>
<thead>
<tr>
<th>Residential Tenancies Authority</th>
<th><a href="http://www.rta.qld.gov.au">www.rta.qld.gov.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Brisbane</strong></td>
<td>33 Herschel Street</td>
</tr>
<tr>
<td></td>
<td>Brisbane Qld 4001</td>
</tr>
<tr>
<td></td>
<td>Ph: 1300 366 311</td>
</tr>
<tr>
<td></td>
<td>Fax: 07 3361 3666</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Royal Blind Foundation</th>
<th><a href="http://www.rbf.org.au">www.rbf.org.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Brisbane</strong></td>
<td>Kent Street</td>
</tr>
<tr>
<td></td>
<td>Woolloongabba Qld 4102</td>
</tr>
<tr>
<td></td>
<td>Ph: 07 3391 9191</td>
</tr>
<tr>
<td></td>
<td>Fax: 07 3391 3406</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:info@rbf.org.au">info@rbf.org.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Technical Aid to the Disabled Queensland Inc.</th>
<th><a href="http://www.technicalaidqld.org.au">www.technicalaidqld.org.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Brisbane</strong></td>
<td>10 Waterloo Street</td>
</tr>
<tr>
<td></td>
<td>Newstead Qld 4006</td>
</tr>
<tr>
<td></td>
<td>Ph: 07 3216 1733</td>
</tr>
<tr>
<td></td>
<td>Fax: 07 3216 1744</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:tadq@technicalaidqld.org.au">tadq@technicalaidqld.org.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tenancy Advice Service, Tenants’ Union of Queensland Inc.</th>
<th><a href="http://www.tuq.org.au">www.tuq.org.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Brisbane</strong></td>
<td>28 Robertson Street</td>
</tr>
<tr>
<td>State-wide*</td>
<td>Fortitude Valley Qld 4006</td>
</tr>
<tr>
<td></td>
<td>Ph: 07 3257 1108</td>
</tr>
<tr>
<td></td>
<td>or 1800 177 761 (outside Brisbane only)</td>
</tr>
<tr>
<td></td>
<td>Fax: 07 3257 1135</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:mail@tuq.org.au">mail@tuq.org.au</a></td>
</tr>
<tr>
<td></td>
<td>Please make enquiries using the telephone advice service.</td>
</tr>
<tr>
<td></td>
<td>*This telephone advice service is staffed by a single advice worker and is often in high demand.</td>
</tr>
<tr>
<td><strong>North Queensland</strong></td>
<td>208 McLeod Street</td>
</tr>
<tr>
<td></td>
<td>Cairns Qld 4870</td>
</tr>
<tr>
<td></td>
<td>Ph: 07 4031 3194</td>
</tr>
<tr>
<td></td>
<td>Fax: 07 4031 3248</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:nqoffice@tuq.org.au">nqoffice@tuq.org.au</a></td>
</tr>
<tr>
<td></td>
<td>Please make enquiries using the telephone advice service.</td>
</tr>
<tr>
<td>Location</td>
<td>Address</td>
</tr>
<tr>
<td>---------------</td>
<td>--------------------------------------</td>
</tr>
<tr>
<td>Atherton</td>
<td>53 Mabel Street</td>
</tr>
<tr>
<td>Bayside</td>
<td>Level 1, Wynnum Civic Centre</td>
</tr>
<tr>
<td>Bowen</td>
<td>39 Powell Street</td>
</tr>
<tr>
<td>Brisbane Inner Southside</td>
<td>4 Norfolk Road</td>
</tr>
<tr>
<td>Bundaberg</td>
<td>254 Bourbong Street</td>
</tr>
<tr>
<td>Cairns</td>
<td>Floor 1, Tropical Arcade</td>
</tr>
<tr>
<td>Caravan &amp; Mobile Home Residents Assoc. of QLD</td>
<td>Room 3, Level 5</td>
</tr>
<tr>
<td>Fraser Coast</td>
<td>43 Hunter Street</td>
</tr>
<tr>
<td>Gladstone</td>
<td>144 Goondoon Street</td>
</tr>
</tbody>
</table>
Useful contacts – continued

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gold Coast North</strong></td>
<td>14 George Street</td>
<td>Ph: 07 5591 1102</td>
<td></td>
<td><a href="mailto:tenant@onthenet.com.au">tenant@onthenet.com.au</a></td>
</tr>
<tr>
<td></td>
<td>Southport Qld 4215</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:tenant@onthenet.com.au">tenant@onthenet.com.au</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Gold Coast South</strong></td>
<td>2/6 Philippine Parade</td>
<td>Ph: 07 5598 3230</td>
<td></td>
<td><a href="mailto:tenancy@onthenet.com.au">tenancy@onthenet.com.au</a></td>
</tr>
<tr>
<td></td>
<td>Palm Beach Qld 4221</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Gympie and South Burnett</strong></td>
<td>22 Nash Street</td>
<td>Ph: 07 5482 7623</td>
<td></td>
<td><a href="mailto:taasgym@bigpond.net.au">taasgym@bigpond.net.au</a></td>
</tr>
<tr>
<td></td>
<td>Gympie Qld 4570</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Inner North</strong></td>
<td>New Farm Neighbourhood Centre</td>
<td>Ph: 07 3358 3951</td>
<td></td>
<td><a href="mailto:taas@newfarmneighbourhood.org">taas@newfarmneighbourhood.org</a></td>
</tr>
<tr>
<td></td>
<td>967 Brunswick Street</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>New Farm Qld 4005</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Ipswich</strong></td>
<td>Shop 6, Nolan Plaza</td>
<td>Ph: 07 3281 5409</td>
<td></td>
<td><a href="mailto:itasi@bigpond.net.au">itasi@bigpond.net.au</a></td>
</tr>
<tr>
<td></td>
<td>Corner East and Limestone Streets</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Logan City</strong></td>
<td>Shop 1, 376 Kingston Road</td>
<td>Ph: 07 3208 8736</td>
<td></td>
<td><a href="mailto:taas@yfs.org.au">taas@yfs.org.au</a></td>
</tr>
<tr>
<td></td>
<td>Slacks Creek Qld 4127</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Mackay</strong></td>
<td>Shop 8, Porter Plaza</td>
<td>Ph: 07 4957 6334</td>
<td></td>
<td><a href="mailto:hrsmky@mcs.net.au">hrsmky@mcs.net.au</a></td>
</tr>
<tr>
<td></td>
<td>Carlyle and Gordon Streets</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mackay Qld 4740</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Mt Isa</strong></td>
<td>Old Courthouse</td>
<td>Ph: 07 4743 9659</td>
<td></td>
<td><a href="mailto:itaas@micda.org.au">itaas@micda.org.au</a></td>
</tr>
<tr>
<td></td>
<td>Mt Isa Qld 4825</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Near North</strong></td>
<td>Office 2, 4 Gaffield Street</td>
<td>Ph: 07 3888 3577</td>
<td></td>
<td><a href="mailto:admin@tenancyadvice.org.au">admin@tenancyadvice.org.au</a></td>
</tr>
<tr>
<td></td>
<td>Morayfield Qld 4506</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Outer Northern Suburbs – Albion Office</strong></td>
<td>Suite 5, Albion Arcade</td>
<td>Ph: 07 3262 9555</td>
<td></td>
<td><a href="mailto:nstaas@tenancyadvice.org.au">nstaas@tenancyadvice.org.au</a></td>
</tr>
<tr>
<td></td>
<td>281 Sandgate Road</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Albion Qld 4010</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

58
### Useful contacts – continued

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

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

Queensland Department of Housing 1996

**Websites**

Arthritis Research Campaign, *Your Home and Arthritis*  
[www.arc.org.uk/about_arth/booklets/6017/6017.htm](http://www.arc.org.uk/about_arth/booklets/6017/6017.htm)

Canada Safety Council, *Home Adaptation Checklist*  
[www.safety-council.org/info/seniors/adapt.html](http://www.safety-council.org/info/seniors/adapt.html)

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

Disabled Living Foundation  
[www.dlf.org.uk/factsheets/](http://www.dlf.org.uk/factsheets/)

EnableNet  
[www.enable.net.au](http://www.enable.net.au)

Home and Community Care Program  

How to Care, *Home Modifications/Home Safety*  
[www.howtocare.com/home.htm](http://www.howtocare.com/home.htm)
Bibliography and other references – continued

Independent Living Centre New South Wales, Product Database
www.ilcnswnsw.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.

© State of Queensland (Department of Housing) February 2007

ISBN 0-9752283-3-2