

Frequently Asked Questions (FAQs) about Home Modifications

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Assessment and Supply of Home Modifications

1. How does the Agency approach Home Modifications Supports?

The Agency has established three different levels for the complexity of assessment and supply of home modification supports that may be included in a participant's plan.

As outlined in the [AT Complexity Classification document](#), these are:

- home adaptation;
- standard (simple or non-structural) home modification; and
- complex (structural) home modification.

The Agency provides reasonable and necessary funding using different approaches aligned to each of these levels of complexity.

2. What are the current arrangements for assessment and supply of home modifications?

The current arrangements for the assessment and supply of these levels vary as follows:

TABLE 1 ASSESSMENT AND SUPPLY OF HOME MODIFICATIONS FOR VARYING COMPLEXITY LEVELS

Complexity level	Assessment and supply
Home adaptation (Level 2) and simple (standard or non-structural) home modifications (Level 3)	<p>An assessment is first obtained from a provider of the participant's choice to address their needs and advise on the most suitable solution.</p> <p>Where participants have the funding for assessment and supply of these supports in their plan and the funds are Agency managed, the providers must be Registered Providers under the NDIS.</p> <p>Some State/Territory AT supply schemes offer supply services as NDIS Registered Providers, and participants may choose to use them to supply home adaptation and simple (standard/non-structural) home modifications.</p> <p>Where budgets are managed by a Plan Management Provider or are self- managed, participants may choose a suitable provider who is not registered with the NDIS to provide this support if they wish.</p>

Complexity level	Assessment and supply
<p>Complex home modifications (Level 4)</p>	<p>The Agency continues to use arrangements developed during Scheme trial phase for the assessment and supply of complex home modifications.</p> <p>These arrangements involve central co-ordination by the Agency on an individual basis where participants continue to have the ability to choose service providers.</p> <p>The Level 4 Complexity Classification recognizes:</p> <ul style="list-style-type: none"> • the high degree of unique customisation inherent in complex home modification; • the need for integration with other AT the participant may use/require; and, • the significant risk for the participant of poor/inexperienced AT/home modifications provision. <p>Accordingly characteristics of AT Assessors considered appropriate for assessing AT at this level are: those with specialist and/or ongoing support (including specialised training) needed to identify, source and integrate components of assistive solutions into the participant's life for effective use.</p>

3. What are the pathways and options in which home modification supply providers can offer their services to NDIS participants?

Suitable supply providers can apply to become Registered Providers in the Home Modifications Category.

It is useful for participants and home modification providers to familiarise themselves with the Agency's [Operational Guidelines](#), particularly "*Including specific types of supports in plans - Home Modifications*" which provides guidance on the way in which the Agency approaches home modification's support.

4. How does the Agency approach consideration of a participant's request for complex home modification under the *National Disability Insurance Scheme Act 2013 (NDIS Act)* and the *NDIS Rules*?

All considerations for participant plans are guided by the NDIS Act and Rules. For complex home modifications, the Agency's [Operational Guideline](#) "*Including specific types of supports in plans - Home Modifications*" provides specific information of direct relevance.

5. Will the Agency consult with people with disabilities and providers regarding its longer term approach to complex home modification services?

The Agency has yet to decide on the longer term national approach for the assessment and supply of complex home modifications.

The Agency intends to consult people with disability and the market in relation to assessment and supply of complex home modifications in the near future. Participants and the market will receive advice when the Agency has finalised its approach in this area to achieve the best outcomes for participants and the Scheme.