Contact details

My TAC home modification representative is:	My project manager is:
Phone:	Phone:
Email:	
My occupational therapist is:	My builder is:
Phone:	
Email:	
Feedback	
We are always trying to improve the information we give to our with comments or suggestions you have about this brochure.	
Notes	











We are here to help. We will support you to consider any changes that may need to be made to your home to improve your safety and independence. Modifications can be simple things like a hand rail or access ramp or more complex major structural work.

This brochure explains the process for more complex home modifications and describes the roles and responsibilities for everyone involved.

Words in bold are explained on page 2.

The way TAC home modifications happen

Home modifications involve a number of people working together and can take 6 to 12 months to complete. You can see a timeline of the process involved over the page.

Process for home modifications approval

We will allocate a dedicated **TAC home modification** representative to help you manage this process and be your main point of contact to:

- Arrange a meeting at your home with an occupational therapist who is experienced in home modifications. They will assess your home and look at your needs and goals,
- Review all relevant information including the **occupational** therapist's report when making a decision about your home modifications,
- · Approve the home modifications you need because of your transport accident injuries to improve your safety and independence.

Process to get your home modifications built

The TAC uses Project Management companies to supervise and work with you, or your representative, to complete your home modifications on time and within budget. We can arrange a project manager who will:

· Prepare a project plan and work out how much the modifications will cost,

tac.vic.gov.au/homemods

- Let you know what approved modifications can be built at your home based on their building expertise,
- Choose a suitable builder from the Project Management company's list of builders,
- · Help you with the design, quote and build of the works.

If your modifications cost more than \$50,000 you will need to sign a Capital Services Agreement (CSA).

One of the requirements listed in the **Capital Services** Agreement is that you will live in your home for 8 years, unless there are exceptional circumstances.

Before the work can start on your home, you will be required to sign a building contract with the builder.

If your home can't be modified

Sometimes your home might not be suitable for the types of modifications you need.

If for any reason your home can't be modified, your **TAC home modification representative** will talk to you about your options.

After your home modifications are finished

Once your home modifications are finished, your **project** manager will organise a final inspection to check the work. Your TAC home modification representative and occupational therapist might also be at the final inspection.





Roles and responsibilities

You and/or your representatives

- Meet at your home to talk about your home modification needs
- If your modifications will cost more than \$50,000 you will be asked to sign a legal contract called a
 Capital Services Agreement
- Work with your project manager and occupational therapist to develop and review the final designs for your home modifications
- Sign a **building contract**
- Meet at your home for a final inspection when your home modifications are complete to make sure the changes are consistent with your identified needs and goals

TAC home modification representative

Your **TAC** home modification representative is your main point of contact for your home modifications. They will work with you to:

- Arrange a referral for an occupational therapist with experience in home modifications to visit your home,
- Arrange meetings to talk about options for your home modifications,
- Review all relevant information, including the occupational therapist's report, and send a referral to a project manager,
- Pay for temporary accommodation while your home is modified (if required),
- Review and approve your home modifications.

Occupational therapist

An occupational therapist, with experience in home modifications, will assess you and your home and recommend the changes you need because of your accident injuries. They may also support you to:

- Consult with your treating occupational therapist,
- Complete a report for the TAC and attend meetings when asked to by the TAC,
- Review your home modification designs,
- Attend the final inspection (if required).

Project manager

Your **project manager** has expertise in the building industry and is qualified to manage your home modifications. They will work with you to:

- Complete the designs of your home modifications and choose a suitable builder.
- Make sure the finished work complies with the occupational therapist's report, the approved scope of works and your final designs,
- Keep you up to date with how the work is going.

Capital Services Agreement

Definitions

Under the *Transport Accident Act*, the TAC needs you (and the home owner if you don't own it) to sign a contract called a **Capital Service Agreement** if the modifications will cost more than \$50,000.

The Capital Service Agreement outlines your entitlements and responsibilities and provides information on maintenance of the modifications, subsequent modifications, frequency of modifications and changes to ownership.

Building contract

Modifications more than \$10,000 require a building contract to be signed before work can begin, as per the Victorian Building Authority regulations.

A building contract outlines the work to be done, yours and the builder's rights and responsibilities, any special conditions and payment.

Your **project manager** will make sure that a building contract is signed before the work starts

Home modifications timeline

1. FIRST MEETING

Meeting at your home to talk about your home modification needs:

- You and/or your representative
- TAC home modification representative
- Occupational therapist
- Project manager

3. TAC REVIEW



Your TAC home modification representative will review the occupational therapist's report and other relevant information and send a service request to a project manager.

5. HOME MODIFICATIONS APPROVED



Your **TAC** home modification representative will review the project plan and contact you to let you know what modifications have been approved. If your modifications cost more than \$50,000, you will need to sign a **Capital Services Agreement**

DESIGN OF YOUR HOME MODIFICATIONS BEGINS



Your project manager and the occupational therapist (if required) will work with you to develop designs for your approved home modifications

9. BUILDER CHOSEN BUILDING CONTRACT SIGNED



Your project manager will:

- Get building quotes or go to tender for the building works
- Choose a suitable builder
- Arrange planning and building permits
- Arrange the building contract
- Let you know the start date for building

11. BUILDING OF YOUR HOME MODIFICATIONS BEGINS



Your project manager

will inspect your home modifications regularly during the building works

13. FINAL INSPECTION AND SIGN-OFF



Assessment phase

Planning & approval phase

2. OCCUPATIONAL THERAPIST SUBMITS REPORT



The **occupational therapist** will assess you and your home and make recommendations

to the TAC about your needs

4. PROJECT PLAN DEVELOPED



Your **project manager** will prepare a project plan and a concept design (if required) and send it to the TAC and occupational therapist (if required)

6. TAC HANDS OVER TO PROJECT MANAGER



Your **TAC** home modification representative will hand over to your **project manager** to work with you and a builder to make the modifications to your home

Design phase

8. DESIGNS APPROVED AND BUILDING CONTRACT SIGNED



You will be involved in the review and approval of the final designs and sign a **building contract**

10. TEMPORARY ACCOMMODATION APPROVED (IF REQUIRED)



If you are unable to live in your home during the home modifications the TAC can help you to explore temporary accommodation options (if required)

Build phase

12. HOME MODIFICATIONS FINISHED



When your home modifications are finished your **project manager** will organise a final inspection meeting at your home with:

- You and/or authorised representative
- Project manager

To help us

14. QUESTIONNAIRE

COMPLETED

To help us improve our service, we will ask you to do a short survey about your experience

TAC (if required)Occupational therapist (if required)