

GUIDED SELF-MANAGED HOME MODIFICATIONS: CLIENT INFORMATION

Working in partnership with the TAC – A guide for you and your builder where you choose to self-manage your home modification.

This information highlights aspects of home modification that you and your builder need to be aware of during the approval, planning and build phases of the home modification process.

As the home modifications are being managed by you and your builder, you are responsible for the project management of all building works, which includes the TAC-funded Items. The TAC is funding the home modifications related to your injury. If there are any issues or disputes, you are responsible for addressing these with your builder.

BUILDER QUALIFICATIONS AND EXPERIENCE

- Ensure your builder is a Registered Building Practitioner with Evidence of Builder Registration / ABN number.
- Discuss with your builder their experience or construction expertise related to disability access of the property to be modified.
- Discuss with your builder their experience with interpreting occupational therapist clinical recommendations related to the construction of an accessible home modification.
- Discuss if your builder is aware of Australian Standard 1428 related to the Australian Standards for Disability & Access for people with disabilities.

BUILDER CERTIFICATES AND REGULATORY COMPLIANCE

- Ask your builder for the Certificate of Homeowners Warranty Insurance as applicable to each state and territory.
- You or your authorised representative should review, understand and sign the building contract. (Building contracts are specific to each state and territory.)
- You and your builder will need to ensure your home modifications meet all applicable local and state laws, regulations and rules, including obtaining all planning permits related to the building works.
- Your or your builder will need to provide evidence of all planning and building permits to the TAC to enable us to pay for your modifications.
- Your home modifications are subject to the regular laws, regulations and rules that govern home renovations and construction Australian wide.
- The Livable Housing Design Guidelines at livablehousingaustralia.org.au provide useful information for consumers seeking to introduce livable design features into a new home or that could be readily applied within an existing home. The Guidelines describe livable design elements to promote maximum flexibility and adaptability in the home.

BUILDER RESPONSE SCHEDULE AND QUOTATION

- You need to ensure your builder sends the completed Response Schedule to the TAC.
- You need to ensure your builder provides to the TAC a quotation based on the TAC-agreed Scope of Works and is aligned to industry standard pricing.
- You will need to discuss with your builder the use of existing fittings and fixtures as part of the home modification construction.

- You and your builder need to ensure the home modifications are related to your accident injury needs. The TAC can only pay for the modifications related to the injuries you incurred as a result of your transport accident.
- You will need to provide the TAC with a copy of the design plans and the building contract when they are signed off by you to enable the TAC to process any payments.
- You should consider the construction timeframe for the home modification and any temporary accommodation or storage requirements you may need during the period if required.

COMMUNICATION AND RELATIONSHIP MANAGEMENT

- You, your builder and the TAC work collaboratively with the occupational therapist in the planning and delivery of the specified home modification.
- You may be required to sign a TAC Capital Services Agreement (CSA) which outlines the roles and responsibilities of each party.
- You will be contacted regularly by the TAC during the design and build phase to provide guidance or assistance if required.
- You need to work proactively with your builder to identify, manage or resolve any building issues relating to your home modifications.
- You will need to update the TAC on the progress of the home modification including any delays, variation or building compliance issues.
- You will be required to provide property access for progress inspections including a final inspection to ensure the works meet the occupational therapist recommended home modifications.
- You may be required to send evidence or photographs of works completed prior to the TAC making any progress payments to you.
- If a home modification has been made or installed improperly, the costs associated with repair or to reinstall are the responsibility of your builder.

BUILDER INVOICE

- You will need to review and approve all home modification related invoices from your builder, prior to forwarding to the TAC for payment.
- Your builder will need to register with the TAC for invoice payments at tac.vic.gov.au/register.
- Ensure your builder invoice includes the following information:
 - Client name
 - Client TAC claim number
 - Client BM number
 - Description of works undertaken
 - Dates of service
 - ABN
 - Details of your nominated bank account for Electronic Funds Transfer (EFT) payment
- The TAC will release funds for home modifications in staged progress payments once you approve invoices. For example:

○ deposit payment	10%
○ base stage progress payment	20%
○ frame stage progress payment	20%
○ lock-up stage progress payment	20%
○ completion stage payment	30%

Contact details: