

**Policy No:** BAYSA 04

**Policy Title:** Alterations and Disability Modifications

**Review Date:** April 2022

## 1. Purpose

BAYSA Limited (BAYSA Housing) is committed to providing an appropriate response to tenants who require alterations or disability modifications to their properties.

This policy outlines details of how BAYSA Housing will manage requests from tenants or their support workers to make alterations or requests disability modifications to properties in a fair and transparent manner.

## 2. Scope

This policy applies to all BAYSA properties, tenants, and prospective tenants.

## 3. Policy

Where tenants of THM properties require disability modifications such as handrails and other safety fixtures, tenants and/or their support workers are required to contact BAYSA housing in writing.

BAYSA Housing management will then consult with relevant parties to determine an appropriate outcome which will be provided in writing to the tenant and/or their support worker.

Where determined to be appropriate, BAYSA Housing may arrange alterations or modifications with instructions from medical practitioners or occupational therapists (OTs), describing fixture and placement requirements, and in consultation with the Department of Health & Human Services.

There are a small number of THM properties that are fully modified for disability access. Where these properties are not available for tenants requiring wheelchair access, THMs in collaboration with support workers, should consider longer term housing options.

Additional scope for supporting alterations and disability modifications will occur through consultation with clients and support workers, and will occur in line with the [Homelessness Services Guidelines and Conditions of Funding \(section 4\)](#)

## 4. Definitions

**Tenant** – a tenant, occupant or resident legally residing in a BAYSA property

## 5. Responsibilities

**BAYSA Housing Management** is responsible for:

- The development, implementation and review of this Policy.

**Workplace Participants** are responsible for:

- Complying with this policy.

## 6. Policy Application

This policy will be applied in line with BAYSA Housing Funding and Service Agreement and program level procedures.

**7. Legislation, Acts, Standards**

[Residential Tenancies Act 1997](#)

[Homelessness Services Guidelines and Conditions of Funding \(section 4\)](#)

QIC Health & Community Services Standards 7<sup>th</sup> Ed

Human Services Standards (HSS)

**8. Related Documents**

NIL

**9. Appendices**

NIL

**10. Document History**

Version Number	Approval Date	Approved By	Brief Description
V1	April 2019	ED Client Services	New BAYSA Policy.
<b>Custodian</b>	Manager Youth Services		