

T 4.10 Disability Modifications Policy for Direct Managed Tenants

1. Purpose

To support tenants to live safely and independently by making property modifications that enable independence, accessibility and ageing in place, where possible.

2. Scope

This policy applies to all housing assets owned or managed by Common Equity NSW (CENSW) or its Co-operative members.

3. Policy

CENSW supports tenants, to live safely and independently by considering requests for property modifications that improve accessibility and functionality.

A disability modification means an alteration to a property that is required to meet the medical, mobility or support needs of a tenant or household member with a disability, special need or age-related condition. Modifications may be minor (such as grab rails, lever taps or hand-held showers) or major (such as ramps, widened doorways or bathroom alterations).

Requests are assessed fairly and consistently, considering household needs, the suitability of the property and the long-term sustainability of the housing portfolio.

3.1 Making a Request for Disability Modifications

Tenants of should apply for disability modifications in writing. Requests should include:

- an Occupational Therapist (OT) report outlining the modifications required
- any other relevant medical or support information.

CENSW may also arrange a property inspection to understand the request before making a decision.

3.2 Assessing Requests for Disability Modifications

When assessing requests for modifications, CENSW will consider:

- whether the modification will support the tenant or household member to remain in their home
- whether all viable alternatives have been explored

- the economic viability of the modification, including long-term value, funding sources, relocation options and suitability for current and future tenants
- compliance with program, regulatory or environmental standards and covenants.

If CENSW does not own the property, we will seek approval from the property owner before any work is undertaken.

3.3 Decision Making

Outcomes of modification requests will be communicated to the tenant, including the reasons for decisions. Where modifications cannot be undertaken, alternative options such as a transfer will be explored (see Transfer Policy).

CENSW may also seek its own Occupational Therapist or Independent Living Skills assessment to inform its decisions.

4 Appeals

Tenants have the right to appeal decisions made under this policy. The CENSW Appeals Policy has more information on appeals.

5 Related Legislation, Documents and Policies

- Co-operative Partnership Agreement (CPA)
- Residential Tenancies Act 2010 (NSW)
- Housing Act 2001 (NSW)
- Disability Discrimination Act 1992 (Cth)
- National Construction Code – Building Code of Australia (for accessibility and building standards)
- Transfer Policy
- Appeals Policy

6 Variations

Name and Designation Approver	Head, Cooperative Services
Contact/Responsible Delegation	Cooperative Support Team Manager
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