

# NDIS Home Modification Services



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# Introduction



Complete Project Partners is a leader among NDIS Home modification providers, We are Brisbane based, however have Project Managers available across Queensland and Northern NSW, including rural and remote regions, to assist you with your NDIS home modification requirements.

With our NDIS Registered Building Works Project Managers (BWPM) and Building Construction Practitioners for Design Consultations, Complete Project Partners has the knowledge and partnerships to ensure your home meets your needs, regardless of complexity or scope.

Complete Project Partners assist in all aspects of complex home modifications assisting providers to be better informed and assist them to navigate through the complex home modification process, to mitigate risks with planning and ensuring due diligence is undertaken.

We ensure the building works comply with state and local requirements -building permissions and certifications are obtained for works and manage and resolve issues before they become complaints, streamlining the process for you

Trust Complete Project Partners to work with you and your wider support network of therapists and carers to help you bring your required home modifications to life.



# Key Personnel



## Kris Munro

Director & Snr Project Manager

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### ABOUT KRIS

Kris is known for his calm, solution-focused approach, ability to manage complex projects, and unwavering commitment to getting it done right — not just fast.

With previous roles as a senior construction supervisor and project manager across a variety of high-value projects, Kris brings deep knowledge of building codes, stakeholder management, and NDIS expectations.

He holds multiple relevant certifications, including:

- Diploma of Project Management
- Certificate IV in Building & Construction
- Residential Building Inspectors Course (QBCCRBI001)
- QBCC Site Supervisors Licence
- Cert III in Government
- Cert III Cabinetmaking

Kris is also a proud veteran, having served as a Sergeant in the Royal Australian Armoured Corps, which shaped his values of leadership, integrity, and accountability.

***“This work is personal for me. It’s about helping people live with more dignity, safety, and control. That’s what drives me every day.”***





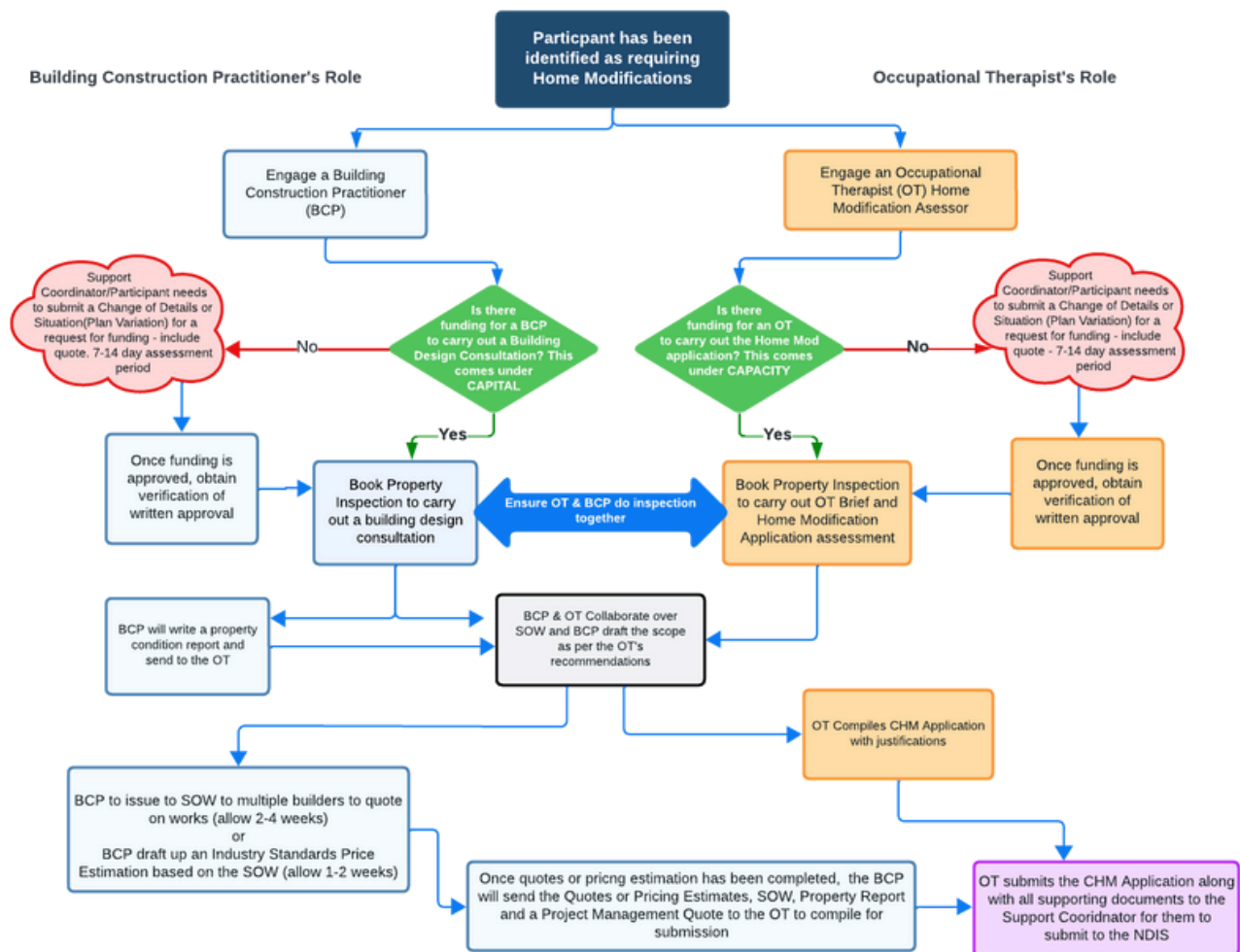
## Services Provided:

- Building Construction Practitioner
- Building & Design Consultation
- Project Management Services

# NDIS Home Modification Application Flow Chart



## NDIS HOME MODIFICATION APPLICATION PROCESS - FLOW CHART



## Building Construction Practitioners

Under the new NDIS guidelines released on 27 September, 2022 for complex home modifications and in some minor home modifications (those in Category B), a "building construction practitioner" will be funded to work with the participant and home modification assessor to help plan the recommended scope of works.

Building construction practitioners have building knowledge and expertise to:

- Give advice on the design and cost of home modifications
- Outline the scope of work
- Provide drawings so builders can give quotes on the works.

They could be an architect, engineer, builder, or other building related practitioner with required qualifications and must be independent from any of the builders who provide quotes for your job.

A building construction practitioner will work closely with you and your home modification assessor to help plan the home modification. They will make sure the home modification supports recommended by your assessor are possible in your home.

They will also work out how the modifications can be done in the most effective way. Your building construction practitioner will review your property and home. They will give information to support the home modification assessment.

They will also identify if any preliminary works by building specialists like engineers, surveyors or architects, are needed to help plan your modifications. You can ask your building construction practitioner to also be your building works project manager if they have the right skills and if the NDIS have funded this.

You can ask your building construction practitioner to help you check builder credentials and get builder quotes, taking the time and stress away from the Occupational Therapist and Support Coordinators.

**Your Building Construction Practitioner carries out the Building & Design Consultation to determine the viability of your proposed Home Modification.**

## Building & Design Consultation

The Building & Design Consultation is a service which allows the ability to determine the suitability of the home for modification and ways of achieving functional outcome in accordance with jurisdictional requirements, and the participant's requirements to achieve required accessibility. The goal of the consultation is the development of scope of works for the home modification.

*This service is independent of the Project Management Service.*

Our appointed Team Member will meet with the client and OT at the start of the design process, generally this is at the initial onsite appointment, to discuss building elements, construction methodology, high-level costs and program.

Complete Project Partners will assess and discuss in an initial consult with the OT & Client:

- Selection of materials, fittings and fixtures, as well as providing advice on what may or may not be approved for funding by the NDIS;
- Australian Standards;
- National Construction Codes;
- Whether a building permit will be required;
- Building cost estimate; and
- Construction program sequencing.

Once all parties are satisfied with the proposed design solution, concept drawings and a scope of works relating to the proposed home modifications will be required for builders to quote. CPP have an in-house design team that can provide:

- Concept drawings if required;
- Existing property condition report; and
- Basic or in-depth property information
- Scope review
- Obtaining Building Works Quotes
- Obtaining Equipment Supply Quotes (i.e. Lifts, stair lifts etc)
- Assessing Quotes and preparing Quotes for funding submission

# Building & Design Consultation



The next step in the NDIS Home Modifications process is going out to the market with the concept documentation

## **Scope Review**

A scope review of works from the OT Assessor is to determine all construction considerations have been made, which in turn will provide the OT with guidance on ensuring the works tendered are accurate and not at risk of being misrepresented and meet the current guidelines for compliance.

## **Assessment of Works**

An initial site assessment to determine pre-existing repairs or remedial works required to be carried out prior to the modification, this will also assist in guiding the approval process for construction quotes as it will give a clear outline of unrelated works.

The NDIS has allocated a separate pool of funding for the purposes of a Building & Design Consultation, it can be claimed under the support item Code: HM - Design Consultation with Builder, Support Item reference Number: 06\_182499311\_0111\_2\_2.

This is a non-quotable item under this funding pool and separate from the participants plan, it must be requested by the Support Coordinator prior to the engagement of the Building & Design Consultation.

## **Quoting of Building Works**

For home modifications exceeding \$20,000, two quotes will generally be required. The quote, along with the specification that the builder provides, needs to be formatted in a certain way and requires inclusions and exclusions to be clearly expressed. We can assist in communicating these requirements as well as provide a list of builders that may have the capability to complete the works.

It is important the builders quoting have received as much information as possible to assist them in the quoting process. The better the information is, the less assumptions will have to be made. Less assumptions means a lower cost overall and increased cost certainty.

Once quotes have been received from the preferred builders, it is integral to review the inclusions and exclusions prior to submitting a Complex Home Modification assessment report. We can interrogate the builders' quotes to ensure there are no hidden conditions and that everything listed in the scope of works has been accounted for.



# Building & Design Consultation Services



## **Building Inspection**

An onsite building inspection will be conducted to determine the structural integrity of the building and the viability of the modification. This will also determine if a structural engineer will need to be involved and if any remedial works will need to be conducted prior to home modification commencement.

## **Modified Monash Model**

MM1, MM2 areas : \$0 additional MM3, MM4 areas : \$300 fee MM5, MM6, MM7 areas : \$600 fee MM locations represent the additional costs incurred when working in remote locations. (input cost as per location)

## **Consultation with OT**

CPP is to be engaged to consult with the OT on coming up with the best possible design layout for the home modifications. This is to meet all of the NDIS design guidelines and look at multiple design options to ensure value for money is being met. This does not include the drafting of the SOW.

## **Design and Drafting**

A measure-up of the dwelling and Revit/CAD-based drawings are to be drafted to represent the existing dwelling and proposed modifications. These plans can further be used by the appointed builder to leave very little room for error.

## **Scope Of Works**

Compile a detailed builders scope of works for the proposed home modification, in order for builders to quote against. The scope of works will be broken down in a line item format for ease of comparison and thorough execution of works.

## **Builders Quotes**

Request and review builders' quotes on behalf of the participant. Quotes to include: 2 builders, 1 Project Management quote, 1 Quote for portable ensuite (if required), and any additional quotes that may be required including but not limited to Engineering, Architects, certifier, etc. CPP will review all quotes and ensure they are in line with the scope of work and correct pricing for the area of works.

## Project Management Service

As of 27 September, 2022 the NDIS changed the guidelines for home modifications making it a requirement for all modifications over \$20,000 to have a Building Works Project Manager who is independent from the builder, to oversee and coordinate the works.

Complete Project Partners offer an all-inclusive service for the Project Management of NDIS Home Modifications, included in this service are the following items;

- Site Inspections
- Progress Tracking
- Stakeholder Liaison
- Variation Assessment
- Defect Compilation
- Final Inspections
- Completion of works sign off
- Issue Certificate of Practical Completion



# Project Management Services



**NDIS Project Management services** will ensure a well managed project by implementing strategies which will reduce costs, ensure minimal impact to the homeowner by implement and managing specific timelines and assessing potential risk.

## **Contract Review & Execution**

Prior to execution of construction contracts or service agreements, we will request and review all required documentation from all contractors including insurances, licenses and tickets We will also conduct a financial check on all contractors via credit watch, to ensure they have the financial capacity to carry out the project.

## **Project Budget Review & Implementation**

We will request a breakdown of costs for all aspects of the construction works, which will be set up in conjunction with the project schedule, to allow for transparency in reporting, timelines and costs for progress claims. We will also issue the progress claim schedule to your Plan Manager (if required) so they are aware of time frames for payment.

## **Construction Scheduling & Project Co-ordination**

We will request a construction works schedule from the appointed builder who is coordinating all contractors and allowing for clear timelines of all aspects of the construction process. This will be regularly updated if any unforeseen circumstances arise (e.g. inclement weather for external works). We will also request all relevant WH&S documents required for the works to ensure a safe work site throughout the duration of the works.





## **Site Inspection**

After commencement of the works we will carry out a site inspection at various times throughout the works program, to determine works have been completed in accordance with the Scope Of Works and is compliant with regulatory bodies. Inspections are also critical to ensure there are no further remedial works that were not detected in the initial site inspection.

## **Progress Reports, Budget Tracking & Progress Tracking**

We will issue you with weekly progress reports to Stakeholders, this will be an outline of works progress including photos, and feedback from the contractors and client along with a budget tracking and forecast for the ongoing works and an updated program of works so you are well informed on each stage of the construction.

## **Stakeholder Liaison**

As the appointed management team, we will liaise with all stakeholders including the homeowner, the onsite builder, the Occupational Therapist and the Council where required. Having only one point of contact makes the process more efficient and streamlined.

## **Variation Assessment**

Sometimes during construction, there are unforeseeable items that may require a variation to the initial scope of works. We will assess any variation requests to ensure they are within the required scope of works guidelines and are not deemed to be related to remedial works, we will also make a determination on cost to ensure it is priced reasonably and in the best interests of the client.



## **Defects Compilation and Final Inspection**

Upon completion of the works we will do a site inspection with the client to come to a determination on any outstanding items within the scope of works, we will also do a final walkthrough and mark off on our comprehensive checklist any defects which require attention.

We will compile a report including photos and supporting evidence of any defects which the contractor is required to rectify, we will then allow an agreed time frame to rectify the defects and then conduct a final inspection to ensure the final completion of the works.

## **Completion of Works**

Upon completion of the works we will submit a report with a compilation of supporting documents and photos for submission of job completion for you to make a determination of the final certificate of completion.

## **Certificate of Practical Completion**

Once you have issued your approval for the completion of works, we will then issue the contractor with a certificate of practical completion in order for them to issue their final claim, this will be assessed and upon approval issued for payment.





# Exclusions



## NDIS Project Management Service Exclusions:

- All fees, charges, applications, permits for relocation of existing services associated with any authority -govt or non govt and supporting contractors.
- Coordination and application of building permit
- Building Permit Fees
- Design, Engineering and Consultant Fees. Any additional works conducted outside of line items listed above will be charged at a set fee of \$200/hr
- Any additional Site visits will be charged based upon hourly rate including single way travel times with a minimum of 3 hour charge.

## Ready to get started?

Whether you need help getting funding or support managing the construction — we're here to guide you through it.



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