



Enable
NEW ZEALAND®

Housing Modifications for People with Challenging Behaviours e-Learning Series:

Session Four – EMS Advice Requests: What's Needed

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Date: August 2026

Karakia Timatanga (*Karakia*)

**Whakataka te hau ki te uru
Whakataka te hau ki te tonga
Kia mākinakina ki uta
Kia mātaratara ki tai
E hī ake ana te atākura
He tio, he huka, he hauhū
Tīhei mauri ora!**

*Cease the winds for the West
Cease the winds from the South
Let the breeze blow over the
ocean
Let the red-tipped dawn come
with a sharpened air
A touch of frost, a promise of a
glorious day*

Presenters



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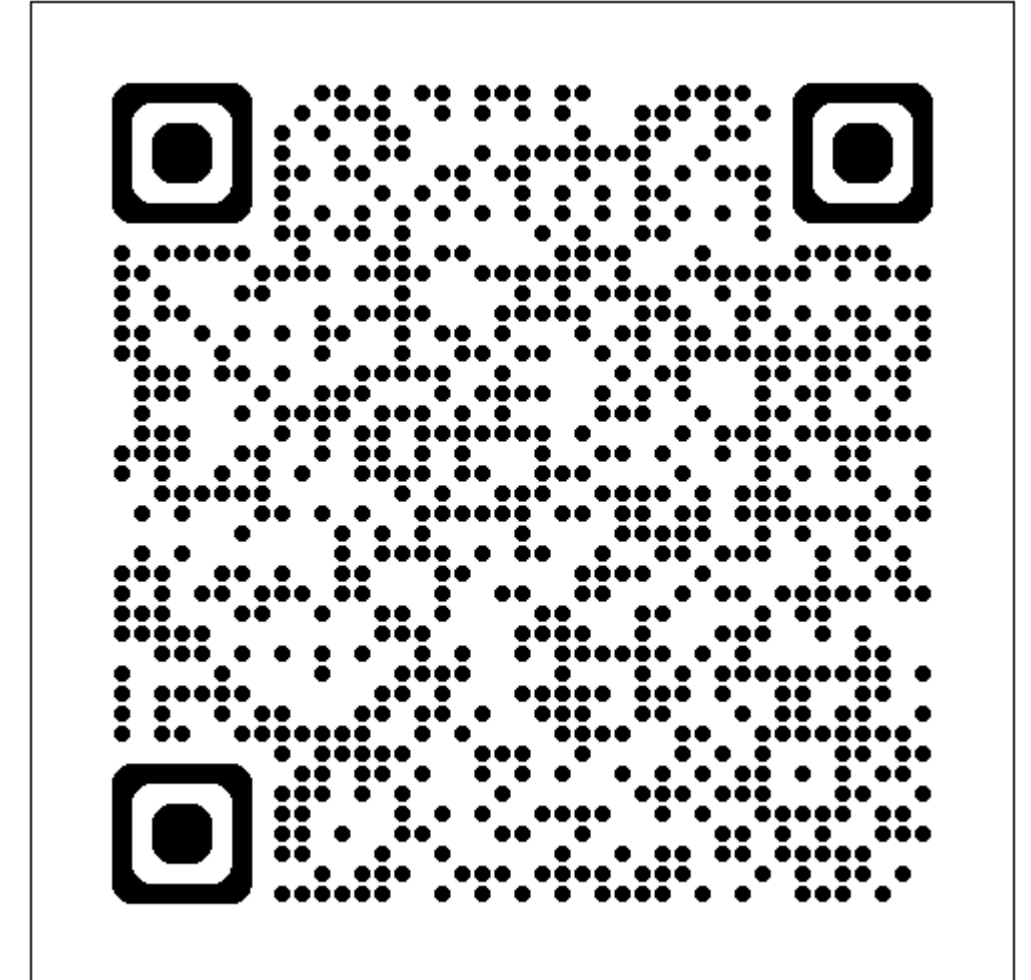
Objectives: Session Four

By the end of this session, participants will be able to:

- 🏠 Understand and apply DSS criteria to EMS Advice Requests
- 🏠 Clearly outline the functional, behavioural, and environmental risks that the modifications aim to reduce.
- 🏠 Submit clear and concise EMS Advice requests (including relevant photos and concept sketches) to reduce requests for further information.

Request for EMS Advice Guide

- 🏠 EMS Funding Stream – Before you start
- 🏠 **Background information**
- 🏠 **Current functional ability**
- 🏠 **Goals**
- 🏠 **Clinical reasoning**
- 🏠 **Proposed solution**
- 🏠 Attachments



Request for EMS Advice – Before You Start

- 🏠 Check DSS eligibility and access criteria first.
- 🏠 Reference EMS Housing Modifications Manual (2014):
 - Section 2** Assessment, eligibility and access criteria
 - Section 13.4** Challenging behaviour
 - Section 6.4** Modifications to support people with challenging behaviour
 - Section 10.1.1** LTS-CHC requirements
- 🏠 **Identify the pathway:** A, B, or B Addendum

Guide: Housing request for EMS advice for challenging behaviours (2026)

Practice Guideline: Interface between Needs Assessment and Service Coordination and Equipment and Modification Service Assessors and Providers. (2015) & Practice Guidelines Addendum – Management of Housing Modifications and Behaviour Support Requirements. (2018)

EMS Housing Modification Manual (2014)

Request for EMS Advice – Background information

- 🏠 Primary diagnosis and co-morbidities
- 🏠 Roles of the person and primary carers
- 🏠 Description of property (ownership, length of stay, stability)
- 🏠 Living situation and shared care arrangements
- 🏠 Current supports (paid/unpaid)
- 🏠 NASC and other agency involvement
- 🏠 Previous DSS funding / self-funded modifications

Request for EMS Advice – Current functional ability

- 🏠 Impact of diagnosis on daily activities and participation
- 🏠 Specific behaviours of concern:
 - Frequency (how often)
 - Severity (intensity and impact)
 - Risk (to self and others)
- 🏠 Triggers and patterns
- 🏠 Current management strategies and their effectiveness

Request for EMS Advice – Goals



Request for EMS Advice – Clinical Reasoning

- 🏠 Describe behaviours of concern and how they create risk
- 🏠 Identify changes in the person's environment or circumstances
- 🏠 Outline solutions considered
- 🏠 Explain why the proposed modification is essential
- 🏠 Address parental and homeowner responsibilities
- 🏠 Consider behaviour support strategies first

Request for EMS Advice – Proposed Solution

- 🏠 Describe the proposed solution in detail
- 🏠 If you do not support the proposed solution, why?
- 🏠 Is Explore supporting the proposed modification (Pathway B)?



Request for EMS Advice – Attachments

- 🏠 Concept sketches (internal and external views)
- 🏠 Photos and/or videos showing current environment and context
- 🏠 Explore Positive Behavioural Support Plan (if relevant)
- 🏠 NASC confirmation if high-cost, complex or Pathway B (restraint)
- 🏠 LTS-CHC confirmation (if applicable)

NB: Please ensure attached documents are clearly labelled

Concept sketches – what we need!

- 🏠 Show the full context of the space
- 🏠 Provide accurate measurements – include width, height and depth
- 🏠 Sketches do not need to be to scale (but proportions help!)
- 🏠 Use the same orientation for both your existing and proposed sketches
- 🏠 Keep existing and proposed concept sketches on separate pages
- 🏠 Label all features clearly
- 🏠 Use the notes section to clarify needs and key details
- 🏠 It can be helpful to include dimensions of existing or proposed equipment solutions.

ENAH102 - Housing modification concept sketch



To be completed by the EMS Assessor

Choose one



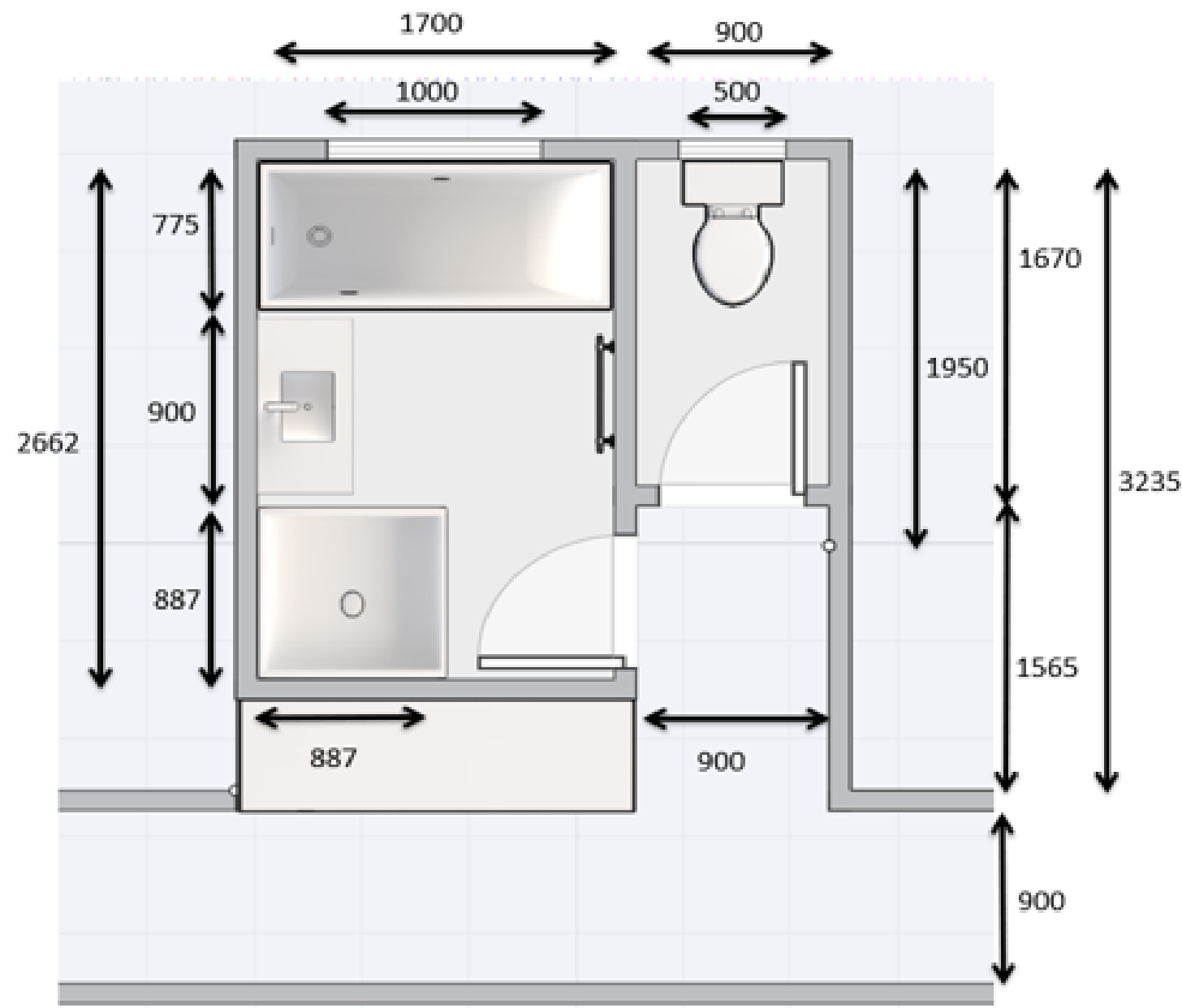
Existing environment



Proposed modification

Client Name Click or tap here to enter text.

EMS Assessor Click or tap here to enter text.



All measurements in mm

Notes

- clear description of identified works.
- sizes, dimensions make or model of equipment.

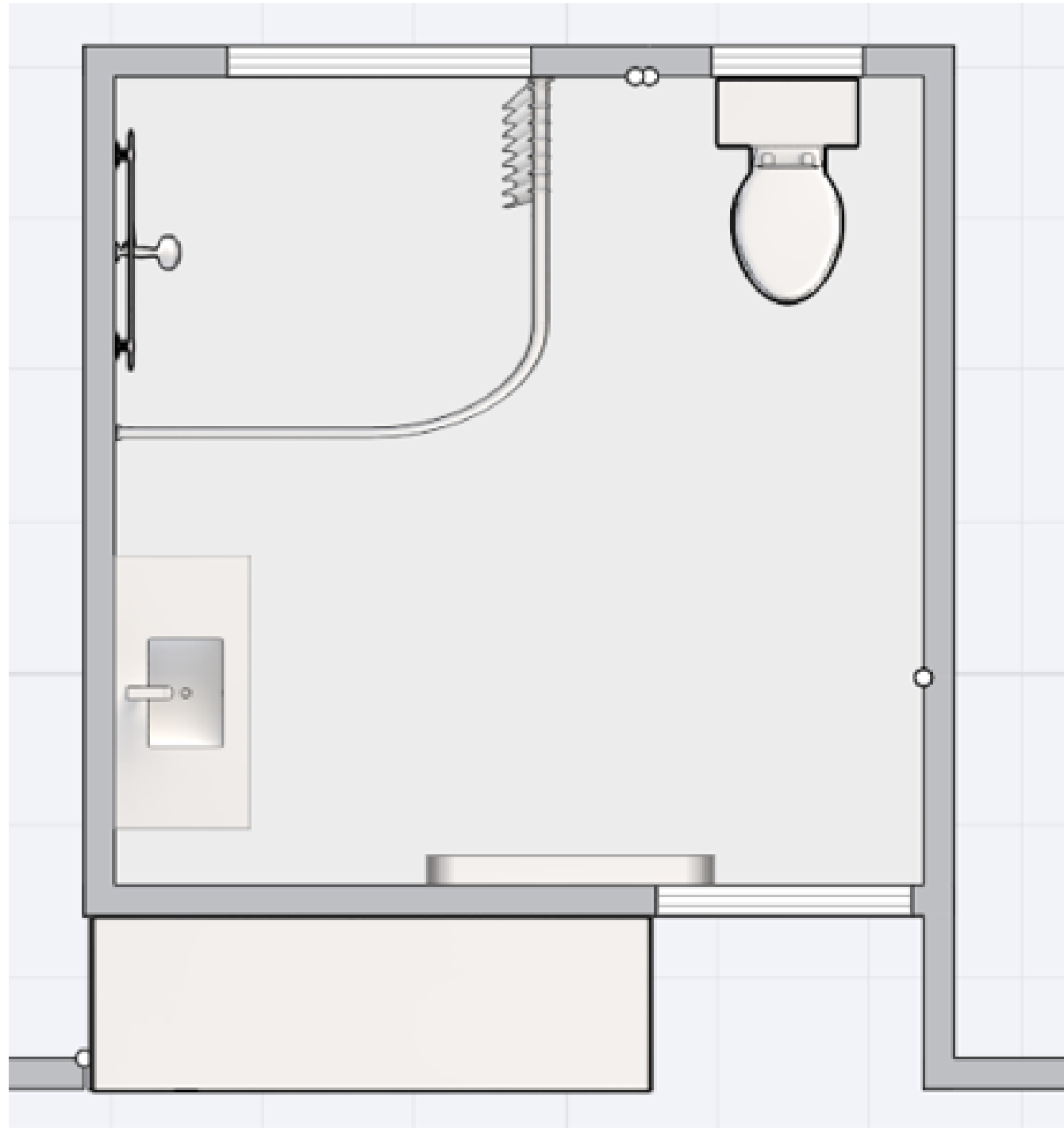
- Lip into shower - 90 mm
- Handheld shower unit
- Moulded shower cubicle
- Depth of vanity - 445 mm
- Space between bath and vanity = 40 mm
- Space between vanity and shower = 60 mm
- Windows - 1200 FFL
- Toilet door - 770 mm
- Bathroom door - 700 mm
- Wardrobe - 475 x 1700 mm

Disclaimer: All photographs and sketches used in this presentation depict the presenter's own homes and have been included for illustrative purposes only. They do not represent a client, client property, or client circumstances. Some concept drawings were created using Homestyler design software.

Illustration by C. Maclean (2026)

Choose one ☐ Existing environment ☒ Proposed modification

EMS Assessor	Click or tap here to enter text.
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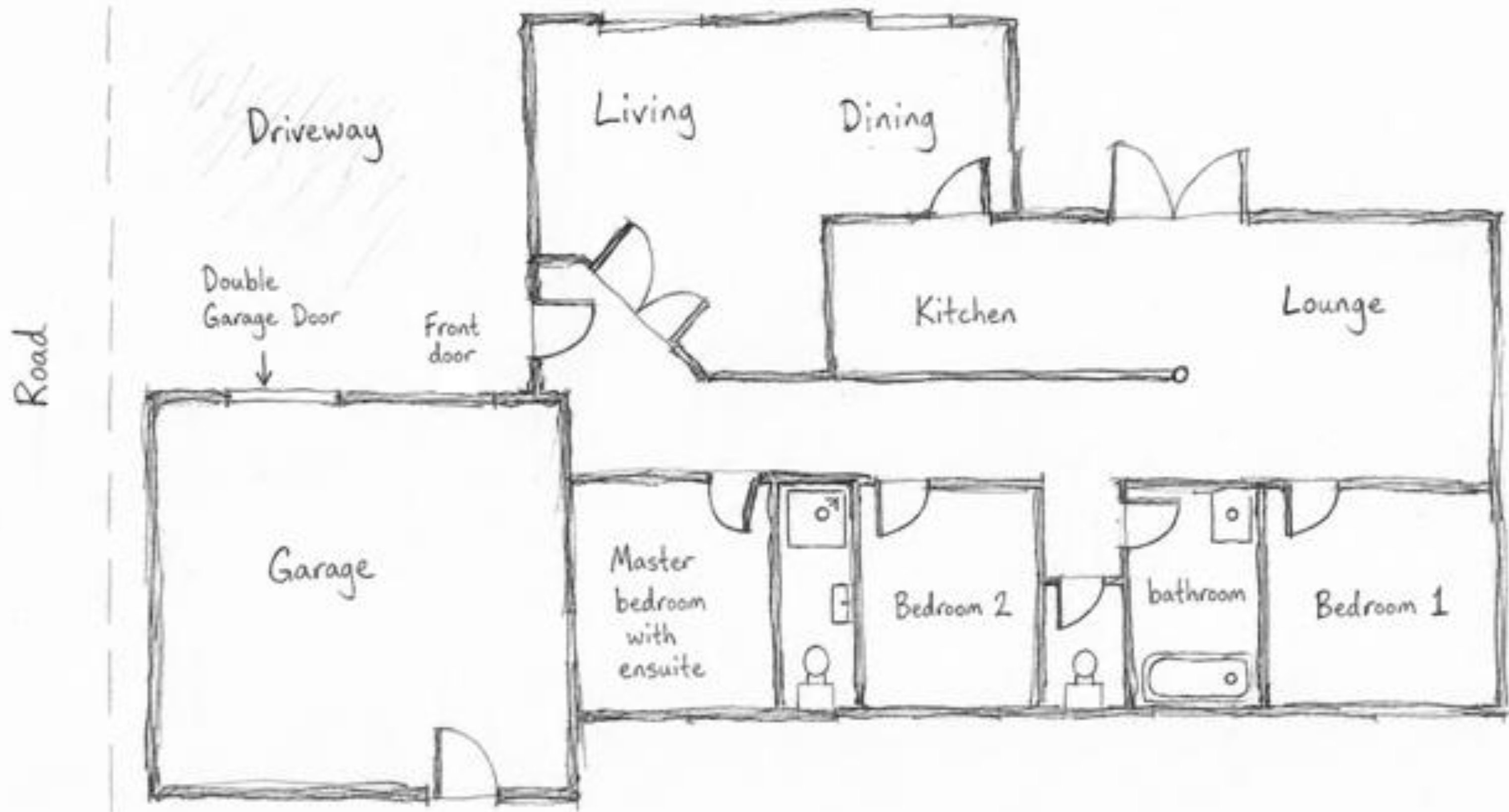
- **clear description of identified works.**
- **sizes, dimensions make or model of equipment.**

- LAS – 1200 x 1400 mm
- New 900 mm W/C accessible vanity
- Toilet to remain in current position
- Remove dividing wall between toilet and bathroom
- Relocate access – provide and install internal surface slider – 850 mm clear opening
- 800 mm grab rail (900 mm FFL)

Concept sketches – House & Property

A full house sketch is required when:

- 🏠 Complex bathroom modifications
- 🏠 Extensive wall lining (soft and hard wall lining)
- 🏠 Extensive internal modifications (e.g. window restrictors or glazing)
- 🏠 Safe play areas
- 🏠 Any EMS Advice request that requires review by the DSS EMS Review Panel



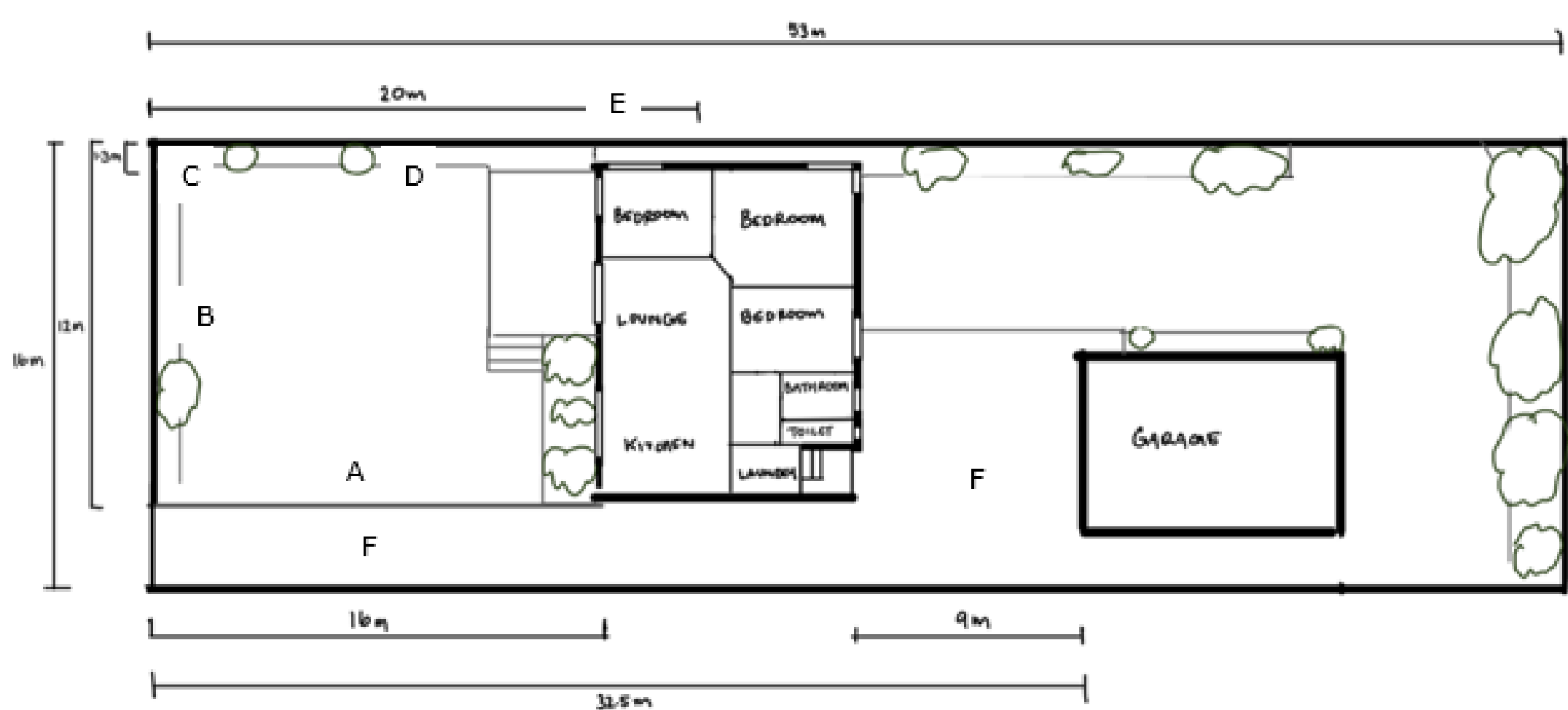
ENAH102 - Housing modification concept sketch



To be completed by the EMS Assessor

Choose one ☒ Existing environment

Proposed modification

Client Name Click or tap here to enter text.	EMS Assessor Click or tap here to enter text.
	
Notes • clear description of identified works. • sizes, dimensions make or model of equipment. • A) No fencing – 16m • B) 12m of 1200mm high fencing – palings on outside • C) 1.5 mm fencing – angled fencing between 1200 to 1800mm – palings on inside • D) 14.5m high fencing – meets DSS criteria • E) No fencing – 1m between house and existing fencing • F) Driveway Note: back of property not observable from common areas of the home	

ENAH102 - Housing modification concept sketch

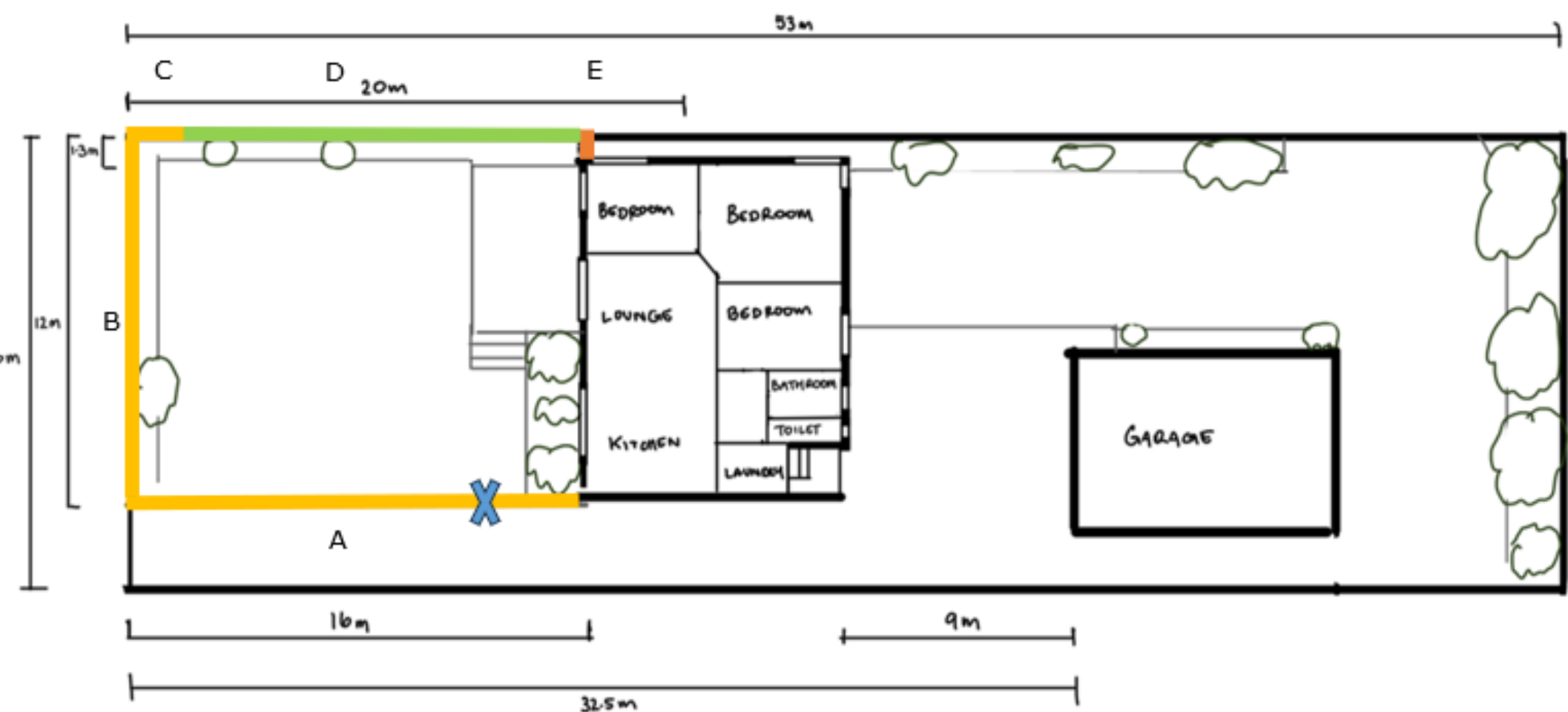


To be completed by the EMS Assessor

Choose one ☐ Existing environment ☒ Proposed modification

Client Name [Click or tap here to enter text.](#)

EMS Assessor [Click or tap here to enter text.](#)



Notes

- clear description of identified works.
- sizes, dimensions make or model of equipment.

Safe play area

- Yellow – New fencing (A 16 + B 12 + C 1.6m)
- Green – Meets DSS criteria (D 14.5 m)
- Orange – New fencing (E 1.2 m)
- X - 900 mm self-closing pedestrian gate with key lockable magna-latch
- All fencing 1800mm (built to meet DSS criteria)
- Family to remove vegetation within 1m from the fenceline and trim height of bushes to ensure visibility

ENAH102 - Housing modification concept sketch



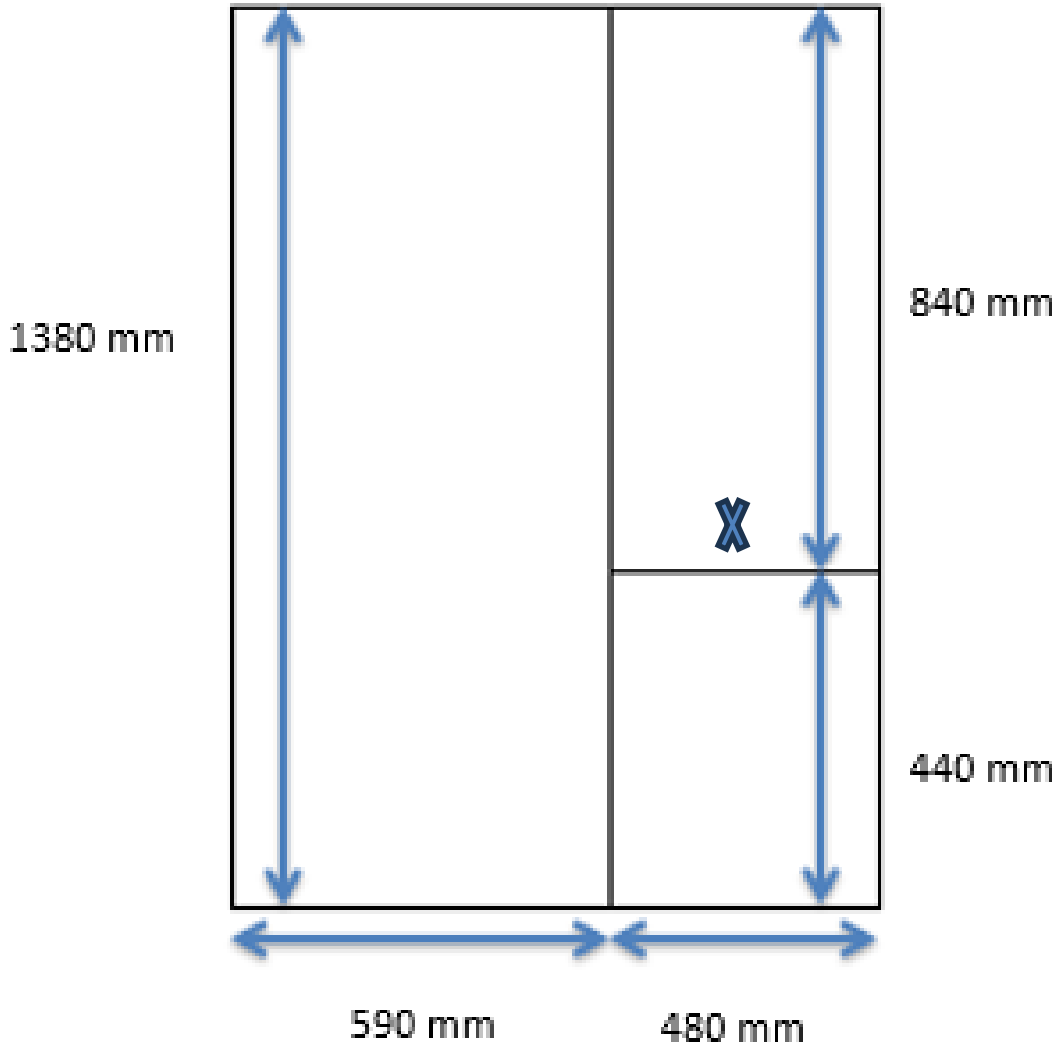
To be completed by the EMS Assessor

Choose one ☐ Existing environment ☐ Proposed modification

Client Name [Click or tap here to enter text.](#)

EMS Assessor [Click or tap here to enter text.](#)

Example 1



Example 2



Notes

- clear description of identified works.
- sizes, dimensions make or model of equipment.

[Click or tap here to enter text.](#)

Example 1:

X 1 x opening window – requires window restrictor
3 x window panes – require suitable safety glazing

Example 2:

A – 1380mm x 590mm
B – 840mm x 480mm
C – 440mm x 480mm
Window restrictor: 1 x opening window (B)

ENAH102 - Housing modification concept sketch



To be completed by the EMS Assessor

Choose one ☐ Existing environment ☐ Proposed modification

Client Name [Click or tap here to enter text.](#)

EMS Assessor [Click or tap here to enter text.](#)



- Notes
- clear description of identified works.
 - sizes, dimensions make or model of equipment.

[Click or tap here to enter text.](#)

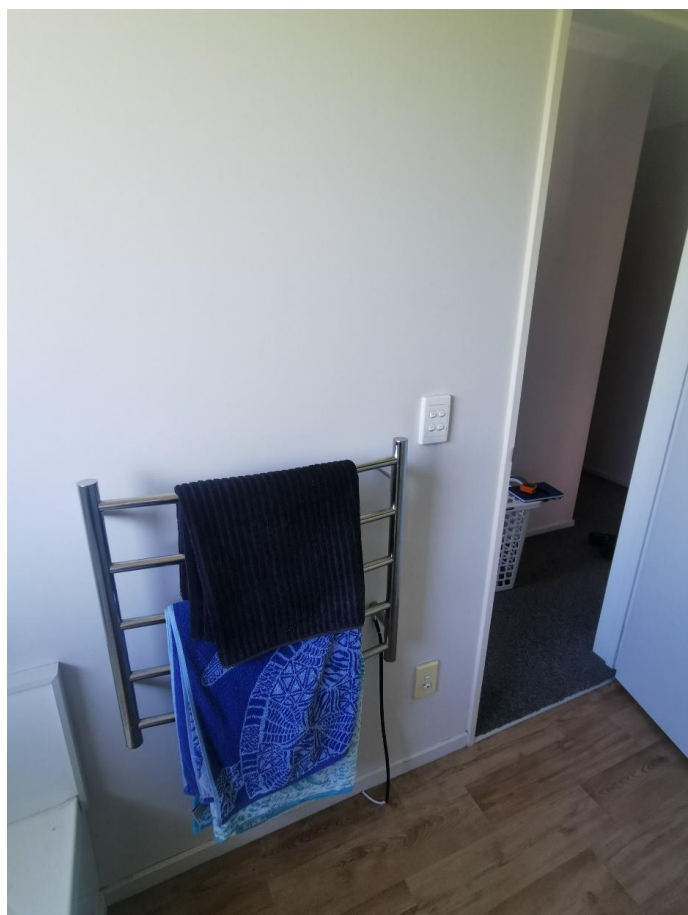
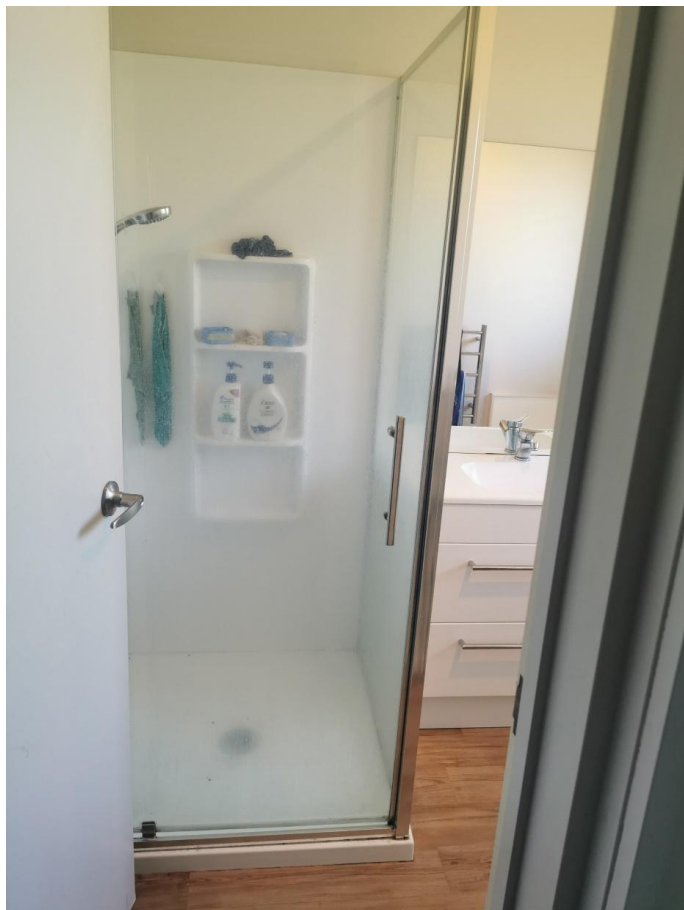
- A - 4000 mm with 760 mm door opening
B - 3500 mm with large window (2000 x 1500 mm)
C - 4000 mm
D - 3500 mm
Height of ceiling – 2400 mm
- Install hard wall lining to C and D
 - Install solid core door
 - Install 1 x window restrictor (X)

Photos

What we need in your photos:

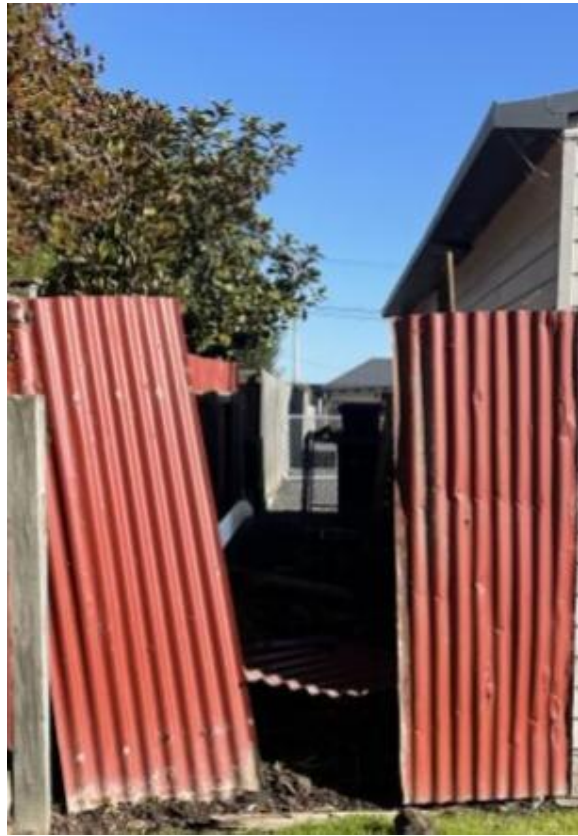
- 🏠 Photos help us understand the full environmental context
- 🏠 If it's not relevant, don't include it
- 🏠 Start with wide shots to show the overall context
- 🏠 Include closer images of key areas of concern
- 🏠 Ensure the layout and flow of the space can be seen
- 🏠 Photos should complement sketches and written information

NB: Please ensure photos are labelled

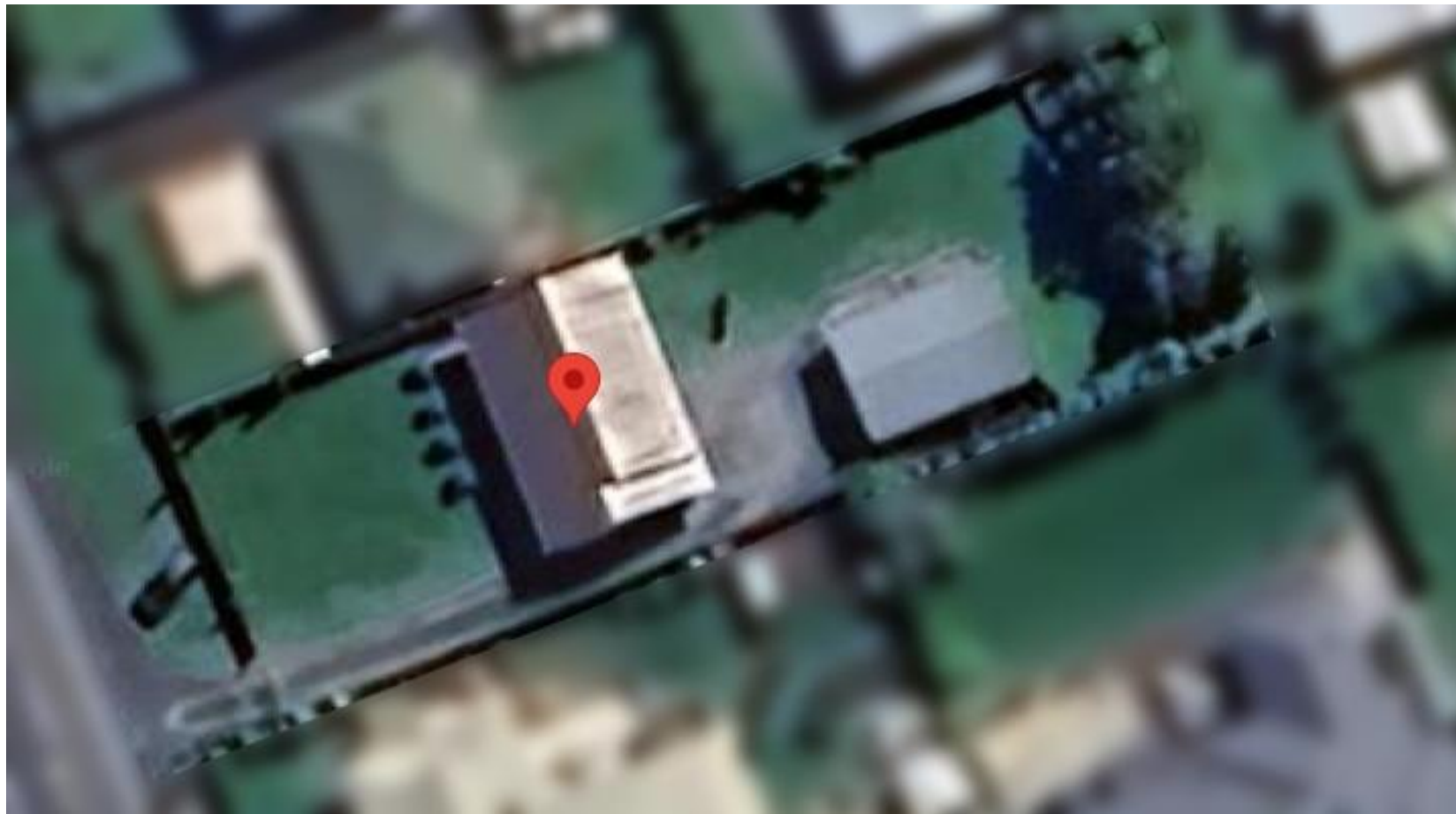


Source: C. Maclean's photographs (2026)





Google vs Homes



Google.com



Homes.co.nz

Google Maps – Measuring



Enable NZ Warehouse
8 Clow Place, Hamilton

Source: Google Maps, accessed 15 May 2025.

Request for EMS Advice – Key Takeaways

- 🏠 Include all essential information to support timely and informed decision-making
- 🏠 Apply DSS criteria to recommendations
- 🏠 Describe risks, focusing on function, behaviour, and environment
- 🏠 How do the proposed modifications reduce risk of injury and harm to the person and others
- 🏠 Use photos/sketches to strengthen context
- 🏠 Be clear and concise to reduce delays

Thank you

We welcome any comments or feedback about today's session, as well as suggestions for future education topics.

If you have any questions, please send an email through to:

csa@enable.co.nz

with title of "**CB e-learning session four**" in the subject line.



<https://www.surveymonkey.com/r/R9JSJJS>

Karakia Whakakapi (*Closing Karakia*)

Kia whakairia te tapu

Kia wātea ai te ara

Kia turuki whakataha ai

Kia turuki whakataha ai

Haumi e, Hui e, Tāiki e!

Restrictions are moved aside

So the pathways are clear

To return to everyday activities

References and Resources

- 🏠 Enable New Zealand. (2026). *Guide: Housing request for EMS advice for challenging behaviours*. <https://www.enable.co.nz/tools/forms/guide-housing-request-for-ems-advice-for-challenging-behaviours>
- 🏠 Ministry of Health. (2014). EMS Housing Modifications Manual. <https://www.disabilitysupport.govt.nz/assets/Housing-modifications-manual1.pdf>
- 🏠 Ministry of Health. (2018). Addendum cover page. <https://www.disabilitysupport.govt.nz/assets/Addendum-to-Challenging-behaviour-practice-guidelines-20181.pdf>
- 🏠 Ministry of Health. (2018). Addendum – Management of Housing Modifications and Behavioural Support Requirements https://www.disabilitysupport.govt.nz/assets/Management_housing_modifications1.pdf
- 🏠 Ministry of Health. (2015). Practice Guideline: Interface between Needs Assessment and Service Coordination and Equipment and Modification Service Assessors and Providers. <https://www.disabilitysupport.govt.nz/assets/Practice-guideline-interface-between-NASC-and-EMS-providers-20151.pdf>