ABN: 16 658 892 847

Company Name: Disability Housing Properties Pty Ltd

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**Module 5:**

**Specialised Disability Accommodation**

May 2022

## Specialised Disability Accommodation Policy and Procedure

### Policy and Procedure

The Specialised Disability Accommodation Policy and Procedure set out how Disability Housing Properties Pty Ltd manages participants within the SDA setting and the responsibilities in which are implemented by Disability Housing Properties Pty Ltd. This will also cover the enrolment of participants, service agreements and the management of tenancy.

This extends to all employees and meets relevant laws and regulations and standards.

### Definitions

|  |  |
| --- | --- |
| Dwelling | a house, flat, or other place of residence. |
| Mitigate | make (something bad) less severe, serious, or painful. |
| Collateral Materials | Collateral Materials means all packaging, labels, press releases, advertising, promotion displays, testers, samples, or other materialsof any and all types prepared in connection with the Products. |

### Policy

Disability Housing Properties Pty Ltd ensures it takes steps to mitigate risks regarding conflicts of interests which may affect Disability Housing Properties Pty Ltd or the participant of Disability Housing Properties Pty Ltd going into an SDA setting. This is done by making correct arrangements for tenants, supporting tenants, and having set Policies and Procedures for conflicts of interest. This will be followed through with a service agreement for the accommodation.

Disability Housing Properties Pty Ltd will ensure responsibilities of both the SDA provider (Disability Housing Properties Pty Ltd) and the tenant are implemented and upheld throughout the service period.

As an SDA dwelling Disability Housing Properties Pty Ltd will ensure all property enrolment procedures are fulfilled and met. This includes but not limited to locations, planning, certifying the property, understanding ownership rolls, the design, welcoming features, and any further requirements.

Disability Housing Properties Pty Ltd will implement a range of procedures for tenancy enrolment/management and ensuring that working with tenants is implemented to increase maintaining the tenants. Disability Housing Properties Pty Ltd will also carry out regular inspections of the property and make any necessary alterations where needed.

Disability Housing Properties Pty Ltd is committed to having participants live in a well maintained, homely property. Disability Housing Properties Pty Ltd ensures workers are driven to give the best positive experience to participants by using an effective tenancy management system (TMS); participants are made aware of all policies, procedures, rights, responsibilities, security and privacy, treat participants with respect, provide a fair and professional house space, ensure the home is best suited to give each participant a healthy environment to develop positive impacts throughout their lifestyles, to ensure participants maintain their tenancy and resolve any issues in a fast manner to avoid eviction.

Disability Housing Properties Pty Ltd’s Responsibilities -

Disability Housing Properties Pty Ltd has set responsibilities that it needs to follow to ensure effective supports are being provided to the participant at all times and to maintain continuity supports; this includes:

* Ensure workers comply with each set policy and procedure.
* Setting KPI’s for each property.
* Most suitable clients are given vacancies.
* Any vacancies are mentioned to NDIA as soon as possible.
* Workers have the correct and suitable knowledge, training, skills, and qualifications to assist those in an SDA setting and to manage/assess SDA dwellings.
* Tenancy Management is implemented into all areas of Disability Housing Properties Pty Ltd’s delivery of service for SDA.
* Maintain each and every property to be suitably used by a participant.
* Fulfil all required Work, Health and Safety obligations of the property.
* Have the appropriate insurances in place: home and contents insurance, public liability, professional indemnity, and work cover.
* Ensure fire safety equipment is checked and maintained regularly; these will include fire alarms and fire extinguishers.
* Comply with the NDIS Terms of Business for Reregistered Providers of SDA and any relevant standards/guidelines such as Building codes and standards for accommodation.
* Follow NDIS Commissions steps to maintain provider ship.
* Ensure each property has an emergency evacuation plan printed and placed in clear view.
* Each property is cleaned before a tenant moves in.
* Providing contact details to the participants in a timely manner, especially if they change.
* Give tenants the required notice if their needs to be an eviction made.
* Respond quickly to maintenance and repair requests or requests which may indicate security, WHS or privacy concerns.
* Listen to participants concerns, complaints and feedback and provide them information on how they can manage complaints and feedback.
* Issuing invoices to all tenants as required (and if requested).
* Ensuring each property has sufficient security measures such as locks, alarms and even cameras (if required).
* Resolve problems promptly.
* Assist tenants in moving in/out of the accommodation.
* Assist participants in finding a new dwelling option or a support coordinator if the participant wishes to move (if a support coordinator is not already allocated).
* NDIA is aware of vacancies where vacancies are within the dwelling.
* Vacancies are provided to most suitable participants.
* Training is provided on tenancy management to staff members.
* Ensure participants are hitting their goals, targets and needs as directed in their support plan by collaborating with a Supported Independent Living (SIL) provider. Ultimately ensuring progress is being made.

Worker Responsibilities -

Workers have a set of responsibilities dealing with participants who required SDA; this is due to the importance of maintaining a happy, safe, and supportive environment for the participants.

* Ensuring any conflicts of interests are accounted for, documented, and managed appropriately without bias.
* Ensure they hold suitable qualifications and have the correct skills and training for completing their tasks.
* Assess each dwelling using home risk assessments.
* Help and ensure participants understand the service agreement and collateral materials before they sign the document.
* Ensure best practice is followed and the implementation of policies and procedures (specifically tenancy management along with other procedures).
* Tenancy management training is provided and been attended.
* Listen to participants complaints and feedback; report this to management.
* Work in collaboration with SIL providers to identify any needs, goals or targets that may not be getting completed. Ultimately ensure the participant is making progress.

### Procedures

**Service Agreements with Participants**

Disability Housing Properties Pty Ltd is committed to provide SDA accommodation for participant or SDA residents or tenants who are an NDIS approved participant who has SDA in their plan. Tenancy services will be provided to them as following:

* Rent collection
* Keeping the property well maintained
* Undertake modifications if required.

The service agreement using the Tenancy Agreement are to be completed for the participant.

Disability Housing Properties Pty Ltd does not provide SDA for a participant unless either

(a) a written service agreement has been entered into between Disability Housing Properties Pty Ltdand the participant in relation to the provision of the SDA; or

(b) Disability Housing Properties Pty Ltd:

* has worked with the participant to establish a written service agreement in relation to the provision of SDA
* has provided a copy of the proposed agreement to the participant
* provides SDA to the participant in accordance with the terms of the proposed agreement

Both parties will ensure that they have a set of agreed expectations and goals of what support and how they will be delivered. Service agreement will outline the responsibilities and obligations of both parties and how they will solve any arisen problem.

Each SDA resident will be briefed about the service agreement and Disability Housing Properties Pty Ltd ‘sstaff and workers will ensure that the SDA resident is aware of service agreement items using understandable mode of communication, language and terms, for example, by using an Advocate or a translator.

The SDA resident will receive a copy of the service agreement upon signing the agreement and a copy of the signed agreement will be kept as a provider’s record.

Responsibilities of Disability Housing Properties Pty Ltd

At Disability Housing Properties Pty Ltdwill ensure that:

* The provided services meet the needs and expectations of the SDA residents
* SDA resident will be treated respectfully and communicated openly and honestly in a timely manner
* SDA residents’ feedback and complaints are taken seriously and implemented in the improvement process
* Assist the SDA residents to make clear decisions and treat the SDA resident with courtesy and respect
* Avoid any conflict of interest between SDA residents and staff
* Regularly improve the services provided to the SDA residents and listen to the SDA resident’s feedback and resolve problems quickly
* Retain information in a confidential way and protect the SDA resident’s privacy and confidential information
* Everyone is living in a safe environment and any risk to the SDA residents will be mitigated as soon as possible
* Provide supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act and Rules, and the Australian Consumer Law; keep accurate records on the supports provided to the SDA resident
* The property is kept safe and secure at all time
* Each SDA resident receives a signed copy of this agreement.
* The contact details should always be up to date and communicated to the SDA resident if there is any change
* The property is fitted with adequate locks and security features to enable the home to be kept reasonably secure
* Comply with all relevant legislations, obligations and standards
* Appropriate insurance for workers compensation, public liability, professional indemnity and home and contents insurance must be in place and keep them up to date
* Key tenancy information should be communicated in a mode of language that is understandable for the tenant and should be translated if required.

Obligations of Disability Housing Properties Pty Ltdto all staff, SDA residents and other service providers must be fulfilled.

If a tenant has special communication needs,Disability Housing Properties Pty Ltd will ensure that information is provided in an understandable mode of communication. There are some methods as following that will enhance the understanding ofthe information:

* Liaison with the Guardian, Advocate, Person responsible or other person nominated by the tenant.
* Bringing friends or family members of their own choice to the meetings with Disability Housing Properties Pty Ltd. Engage an interpreter or translator

Disability Housing Properties Pty Ltd will ensure to take the best measures to manage any disagreement or complaint and listen to your feedback to resolve the problems as quickly as possible as per Feedback and Complaint Policy.

Management Team ensure that SDA resident requests are dealt as soon as possible.

If we require to make any changes to this agreement or end this agreement, provide a notice to them prior to implementing changes.

Communication with each participant through Participant Handbook, the provision of supports which is responsive to their needs and is provided in the language, mode of communication and terms that the participant is most likely to understand.

## Responsibilities of the Workers

* Have the required skills and training for support provision in a way that they can maintain the tenancy agreement
* Conduct a risk assessment as directed by the management personnel.
* Ensure that the SDA resident needs and expectation are met
* Ensure that all risks to the tenant and anyone else in the organisation is managed and no harm will be to anyone
* Manage and record any complaints raised by the tenant
* Communicate with the tenant about any changes, corrective actions to the complaints and feedbacks
* Manage any required alterations prior to the start or during the agreement term
* Ensure that the tenancy agreement is described to the SDA resident before they sign it

Managing any conflict of interest by:

* Document any arisen conflict of interest in the register
* Ensure to provide a clear and transparent advice and support to the SDA resident
* Ensure that all SDA residents are treated equally

SDA resident are responsible to:

* Pay all tenancy charges and accommodation fees
* Treat Disability Housing Properties Pty Ltd staff with respect and courtesy
* Not to make any damage to the property intentionally
* If they are planning any absence, inform Disability Housing Properties Pty Ltd in advance
* Respect the neighbour’s rights and privacy
* If they wish to end the accommodation service agreement, give us a notice as agreed
* Maintain the dwelling so as not to cause a fire, health or safety hazard.
* Get the written agreement of the SDA provider before installing anything that cannot be easily removed without damaging the dwelling.
* Do not make any modifications without Disability Housing Properties Pty Ltd approval
* Be respectful to the house rules and ensure that abide by them
* Provide access to the room for maintenance checks and repairs as agreed,
* Not use the property for any illegal purposes

**Dwelling Management**

 Disability Housing Properties Pty Ltdis committed to not provide SDA in a dwelling, unless that dwelling has been enrolled in accordance with this National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rule 2018 and relevant State and Federal legislations.

Disability Housing Properties Pty Ltdis committed that our dwelling shall meet each of the following requirements:

(a) the dwelling is a permanent dwelling

(b) the dwelling will provide long-term accommodation for at least one SDA resident

(c) the Commonwealth and participating jurisdictions do not (as at the date of application for enrolment) provide funding for accommodation in respect of the dwelling under a scheme unrelated to disability

(d) the dwelling meets all relevant building codes, standards and laws;

(e) if a density restriction applies to the dwelling, the density restriction for the relevant parcel of land must be satisfied immediately before the enrolment;

(f) either:

(i) the specialist disability accommodation provider owns the dwelling to be enrolled; or

(ii) the owner of the dwelling:

(A) has acknowledged in writing that the dwelling is to be enrolled as an SDA dwelling; and

(B) has not separately enrolled the dwelling as SDA;

(g) the dwelling is one of the following:

(i) a New Build;

(ii) Existing Stock; or

    (iii) Legacy Stock.

Disability Housing Properties Pty Ltdis committed to ensure that each SDA dwellings’ design, provision and management, complies at all times with:

(i) the landlord, tenancy, building, and health and safety laws of the State or Territory and local government area in which the SDA dwelling is located; and

(ii) applicable building standards such as National Construction Code (NCC)Vol 1 and 2, As 1428.1, AS/NZS 1428.4.1, AS/NZS 2890.6, AS 1735 and NDIS Specialist Disability Accommodation Design Standard;

 (iii) any other applicable laws or standards of the Commonwealth, State or Territory and local government area in which the SDA dwelling is located; and

Disability Housing Properties Pty Ltdis committed to ensure that any persons employed or otherwise engaged by the provider comply at all times with:

(i) the landlord, tenancy, building, and health and safety laws of the State or Territory and local government area in which the SDA dwelling is located; and

(ii) applicable building standards and codes; and

(iii) any other applicable laws or standards of the Commonwealth, State or Territory and local government area in which the SDA dwelling is located.

**Design Management**

The appropriate building type for an SDA resident is to be determined by Disability Housing Properties Pty Ltd, having regard to:

(a) the SDA resident’s preferences, if those preferences are established and align with the SDA resident’s statement of goals and aspirations

(b) the features of the building type

(c) the support model that is most appropriate for the SDA resident including immediately available or constant person to person supports

(d) the SDA resident’s support needs; and

(e) whether the building type would represent value for money in that the costs would be reasonable, relative to both the benefits achieved and the cost of alternatives

As well as the extent to which the building type would:

(f) facilitate social and economic participation, in particular how the building type would impact on:

(i) the participant’s ability to engage in the life of the household and community; and

(ii) the dynamics of the household, having regard in particular to the SDA resident’s ability to share with others and build relationships;

(g) facilitate past, established or planned connections or the continuation of established connections, in particular of culture or community;

(h) increase, reduce or mitigate the risks to the SDA resident and others, having particular regard to the SDA resident’s response to risk and the interaction of the SDA resident with the environment;

(i) improve life stage outcomes for, and be of long-term benefit SDA resident to, the SDA resident;

(j) impact on the SDA resident’s capacity or capability, in particular, the extent to which a building type would:

(i) alleviate the impact of the SDA resident’s impairment on their daily functioning;

(ii) enhance the SDA resident’s skill development, in particular independent living skills;

(iii) increase the benefit and effectiveness of supports other than SDA for the SDA resident’s skill development, in particular independent living skills; and

(iv) enhance the opportunity for a move to accommodation other than SDA, or to lower cost SDA, in particular through a transition period with intensive capacity building supports;

(k) facilitate or sustain informal supports, and the extent to which informal supports would reduce the cost of other supports;

(l) facilitate or hinder the provision of other supports required by the SDA resident; and

(m) facilitate access to other support or specialist services required by the SDA resident which are not funded or provided through the NDIS.

**Design Type**

There are five types of property designs suitable for SDA. They are:

* **basic** design, which refers to housing without specialist design features but with a location or other features that cater for the needs of people with disability and assist with the delivery of support services;
* **improved liveability** design, which refers to housing that has been designed to improve ‘liveability’ by incorporating a reasonable level of physical access and enhanced provision for people with sensory, intellectual or cognitive impairment;
* **fully accessible** design, which refers to housing that has been designed to incorporate a high level of physical access provision for people with significant physical impairment;
* **robust** design, which refers to housing that has been designed to incorporate a high level of physical access provision and to be very resilient, reducing the likelihood of reactive maintenance and reducing the risk to the SDA resident and the community;
* **high physical support** design, which refers to housing that has been designed to incorporate a high level of physical access provision for people with significant physical impairment and requiring very high levels of support.

**Dwelling Enrolment Form**

An SDA Dwelling Enrolment Form will be submitted to the NDIS to enrol the properties. The following information should be included in this form.

* Type of SDA (existing stock, new build, new build refurbishment or legacy stock)
* Maximum number of residents
* Design category (basic, improved liveability, fully accessible, robust, high physical support)
* other property features, e.g. a breakout room
* shared land restrictions (for new build only)
* intended residents.
* building type (apartment, villa/duplex/townhouse, house, group house or legacy stock)
* on-site overnight assistance

Completed Dwelling Enrolment Forms must be emailed to: [SDARegistration@ndis.gov.au](mailto:SDARegistration@ndis.gov.au).

**Partners**

For delivering a successful accommodation service, the following items will be identified before enrolling the property:

* a day-to-day assistance is provided by the Support Independent Living (SIL) providers
* Unmet needs and expectations of the SDA resident are in place with the support of local carer groups and support providers
* Accessible design is provided by the external advisors

**Property Enrolment**

SDA registration with the NDIS is in place and will be maintained.

The following will be considered in choosing the right site for SDA:

* NDIS locations are prioritised
* Local needs are considered
* Access to amenities and transport are considered
* Density restrictions are followed
* Ensure that it is one of the NDIS SDA type of building
* Ensure that the building is certified with LHA

Ensure that each property:

* Is designed for maximum of 5 people
* Is a permanent home to the SDA residents
* Is designed for long term accommodation
* Is not a part of a wider accommodation scheme such as aged care
* All required modifications are in place
* The agreement fees determined by NDIS are in place
* There is a high level of accessibility in place
* All buildings are compliant with the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018 and relevant acts and regulations
* No previous NDIS funding is received

By submitting a Dwelling Enrolled form to the NDIS, all SDA properties are enrolled.

**Tenancy Management**

# Number of Residents

Disability Housing Properties Pty Ltdis subject to the following conditions:

* + (a) Disability Housing Properties Pty Ltdensure that no more residents are housed in an SDA dwelling than the number for which the dwelling is enrolled; and
  + (b) in the case of dwellings that are enrolled to house more than five long-term residents on the basis that the provider is a participant providing SDA to themselves, Disability Housing Properties Pty Ltdmust not house any resident in the dwelling other than the participant’s spouse or de facto partner and children.

# Identifying Potential SDA Tenants

It is Participant’s right to visit and then choose their new home. If any of the tenants wish to visit the property, Disability Housing Properties Pty Ltdwill welcome them and will provide them with a tour guiding them about the property. We will make sure that the new visit has the least disruption to the existing tenants with setting the inspection time in an arranged time.

Disability Housing Properties Pty Ltd’scriteria to be eligible for SDA service are as follows:

* A Participant who has the SDA included in their NDIS plan
* The participant’s needs are being met with the appropriate support arrangements in place.

The potential SDA tenants will be identified by Disability Housing Properties Pty Ltdvia:

* Receipt of Expression of interest (e.g. via the website)
* Upon provision of a referral from another disability Service Providers, including support coordinators
* Through attendance at disability service forums
* Through referrals from advertising activities
* Direct contact from hospitals, rehabilitation centres, and aged care providers

# Legislative Guidelines

We will ensure that our properties meet the requirements and obligations set out in the legislation as well as NDIS guidance including the following:

* National Disability Insurance Scheme (NDIS) Act 2013
* [National Disability Insurance Scheme (Quality Indicators) Guidelines 2018](https://www.legislation.gov.au/Details/F2018N00041)
* National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rule 2018
* rules and instruments made under the NDIS Act and the NDIS Quality and Safeguards Commission
* relevant state and territory legislation, including applicable codes and standards.

# Assessment of Potential SDA Tenants

Disability Housing Properties Pty Ltdwill works through an assessment proforma to assess potential eligibility of a participant and SDA facilitator in consultation with the participant, their family and their SDA provider if the NDIS participant who has expressed their interest in SDA, but it is not included in their existing plan yet.

New tenants must be suitable with the existing tenants and there should be a balance between their needs when filling vacancies. Resident Support needs and the SDA model are to be compatible with the needs of new and existing tenants.

IfDisability Housing Properties Pty Ltdhas assessed the participant as likely to be eligible for SDA, in relation to their housing goal, will be supported in the development and revision of their NDIS plan.

# Advertising Vacancies in SDA Properties

Disability Housing Properties Pty Ltd’svacancies are promoted via:

* Some websites like Housing Hub or Go Nest which provide services to the participants who SDA is included in their plan to match them with the SDA providers.
* Through Disability Housing Properties Pty Ltd’swebsite.
* Contacting people who has expressed interest in the SDA services of Disability Housing Properties Pty Ltdto discuss their suitability and accommodation options.
* Marketing activities (e.g. Disability Expos).

When a new SDA property of Disability Housing Properties Pty Ltdis confirmed for accommodation, advertising will be undertaken (e.g. construction commenced, accommodation purchased, or long-term accommodation leased).

If there is any vacancy in place for an existing SDA property, Disability Housing Properties Pty Ltdwill undertake an advertisement.

Disability Housing Properties Pty Ltdshould ensure the availability and accuracy of information about the dwelling so that participants have sufficient information to determine whether to apply. This includes:

* The SDA type (design category and building type)
* Features of the house
* The general location of the SDA including proximity to amenities such as public transport
* Basic and de-identified information about any existing residents, such as gender and age mix
* A description of the application process such as key dates, open inspection times and application process
* Specialist support features

# Notifying the National Disability Insurance Agency (NDIA) Of Vacancies

Vacancies should be reported to the NDIA within 5 business days, specially where:

* A vacancy notice from a participant is received
* Upon giving a notice to the participant by Disability Housing Properties Pty Ltd
* When a participant dies
* Any vacancy happens for any other reason.

# Allocation of SDA Housing

A successful and sustainable tenancy will be provided by Disability Housing Properties Pty Ltdupon matching participants with properties that:

* Match the needs of the participant
* Provide the services to the participant to access specialist support services
* Supporting the participant with meeting their NDIS plan’s goals and objectives
* Take the best advantage of the available housing

**Tenant Selection**

The needs, wishes, choices and situations of participants will be considered for filling the vacancies in SDA dwellings.

In filling the vacancies, all impacts of new tenant on the wellbeing and quality of life of the current as well as new residents will be assessed. The potential benefit of the potential tenant will be considered and ensuring that the services will meet their requirements.

The following criteria are used for the suitability of the potential tenants to fill the vacancies:

* Cultural background
* Support needs including:
* Personal support
* Self-management
* Activities of daily living
* Mobility
* Communication skills
* Behaviours of concern
* Personal interests.
* Age
* Gender

**Disability service Provider (including SIL Providers) selection and management**

URCARE AND SUPPORT SERVICES and other service providers have their own roles and responsibilities in providing services to the participants.

As such, the URCARE AND SUPPORT SERVICES as an SDA registered provider will provide dwellings for NDIS Participants with SDA in their plan and will manage the tenancy related services including:

* Collection of rent
* Maintenance of property
* Modification of property if required.

Other service providers will be engaged to provide necessary supports to residents. These supports may include:

* Assistance with activities of daily living (Supported Independent Living)
* Transport
* Leisure activities
* Household tasks
* Behaviour management and support.

Disability support workers may require providing services either on a visiting basis or 24/7 basis depending on the participant plan and requirements.

A participant requires to have separate service agreement with SIL provider or any other disability service provider along with having a service agreement with SDA provider. It is participants right to choose their own service providers including SIL providers regardless of relationship between SDA Provider and SIL providers. The tenant has the security tenure in Disability Housing Properties Pty Ltd’sproperty irrespective of their decision about their service providers including SIL Providers.

Disability Housing Properties Pty Ltdmay enter into a formal partnership agreement with a disability service provider. Where a formal partnership is formed with the disability service provider including SILproviders, a written agreement will be signed between both parties to outline their roles and responsibilities.

A partnership may be formed betweenDisability Housing Properties Pty Ltdand disability support providers to:

* To find a suitable housing solution for the disability service provider’s participant
* To establish a preferred provider arrangement for example, to choose a Supported Independent Living Service provider
* To source the SDA tenants for its own property

This agreement will not override the agreement with individual SDA tenant’s right to choose their own preferred service provider and to change their SIL providers.

# Conflicts

We work proactively to manage conflicts and avoid them in the first place. These practices are as follows:

* Interest of participants are the priority for us
* Participants and their families will be engaged constructively
* Transition planning is in place
* Participants and their families are always included in the communications.

To prevent conflicts the methods of communication should be agreed in the first place. It should be clear that who is the contact person in the participant’s family for any concerns about the participant’s health, safety. Early resolution is the best response to the conflicts.

A third-party mediator may be required if the conflicts are not resolved although there are some best efforts are made to resolve it. In this case, the local state or territory justice service may be contacted to assist in mediation.

# New Developments

For each new dwelling, Disability Housing Properties Pty Ltdwill discuss with the potential SDA tenants individually. The participants with SDA in their support plan who need to live in the new developments are the potential SDA tenants.

# Offers of Tenancy

All SDA offers will be made formal in both writing and preferred communication method defined by the client.

# Withdrawal of Offers

The applicant will be notified by the SDA provider if the application is withdrawn for any reason and a full explanation of the reason will be provided to the participant.

# Accepting an Offer/Filling a Vacancy

A period of 14 days will be provided to the clients who have received tenancy offer to confirm the acceptance of the offer. If the offer is accepted, they will need to sign a Service Agreement.

If required, the tenancy agreement will be described verbally to the tenant in a mode of communication that is understandable for the tenant. Advocate or Translator can be provided upon request.

# Before Moving in

Prior to occupancy, a copy of the Service Agreementwill be signed by Disability Housing Properties Pty Ltdand the tenant or their authorised representative as well as a copy of the premises condition report.

# Information for New Tenants

The participant Handbook will be handed to the new tenant. Safety and security items of the doweling will be discussed with the tenant.

# Shared Housing

A shared housing is the tenancy that has a number of bedrooms. In such cases, each tenant will be treated as an individual tenant if the vacancy is in a shared housing. It means, each tenant will receive a Service Agreement for the bedroom and access to the common areas.

# Service Agreement for SDA Tenants in Enrolled SDA Dwellings

All services will be provided according to the service agreement. In addition:

* Updates will be provided to the participants regarding their access to services, details of services and the amount they have been charged for the provided services.
* For GST purposes, the service agreement will be consistent with the guidelines and tax requirements as well as NDIS pricing arrangements.
* Information related to the complaint handling and dispute resolution will be included in the service agreement.
* If the participant plan’s fund is self-managed, the cost of services, the time services will be provided as well as the method of payment should be clearly mentioned in the service agreement and a timeframe will be provided for the termination notice( 14 days minimum) or some additional time will be provided if it is required to find some other service providers to provide the services to the participant.

The House Rules are intended to support people to live together and to ensure the housing complex is one where every resident’s privacy and lifestyle choices are respected, and they are free from violence, abuse, neglect and discrimination.

Provision of a well-managed home is essential to us and we are committed to work with each participant who are living in our properties. The following guidelines is applicable to all of our services and workers:

* An efficient tenancy management system will assist us in supporting our tenants
* A positive impact will be provided to the community participants with disability who require homes through our tenancy management system and home provision.
* If there is any issue including a breach of tenancy agreement from each party, we will try to support participants through building positive relationships and sustaining their tenancy before deciding to terminate the agreement.
* All the tenants and workers should be aware of their roles and responsibility as well as their rights which is included in the service agreement.
* Diversity is valued in our organisation and we are committed to provide equal opportunities across all of our properties and will ensure that all tenants are treated fairly, with respect and professionalism.

# Behaviour of Concern

Behaviours of concern are the ones that it is very difficult to see any reason behind that behavior.it is sometimes called ‘Challenging or complex behaviours too. These types of behaviours are not acceptable by people and/or are usually hard to understand. Examples of Behaviour of concern include:

* Physical or verbal aggression
* Self-injury
* Property destruction
* Impulsive behavior
* Hyper-sexuality
* Aggressive behavior
* Hurting other participants
* Refusing to do thing
* Making loud noises that bothers other tenants

For managing conflicts between tenants, the following actions will be taken:

* Ensure that tenants take all actions related to the service agreement
* Encourage tenants to put some ground rule to avoid conflicts
* Communicate those house rules to the new tenants
* Ensure that everyone participates is involved in the decision-making process
* Ensure that tenants can communicate their concerns
* Ensure that Disability Housing Properties Pty Ltdwill not take any sides in conflict resolution
* Ensure thatDisability Housing Properties Pty Ltdwill participate in conflict management and facilitate mediation
* Ensure that the issue is clarified, and resolution are offered
* Ensure that those resolutions are in place

# Conflict Management

For preventing any conflicts between tenants, we will:

* Ensure that tenants are aware of their responsibilities under their tenancy agreement
* Ensure that the house rules are in place and all tenants have agreed to them
* Ensure to communicate all of the house rules to the prospective tenants prior to moving in
* Ensure that all decisions affecting the tenants are made in consultation with the tenants and their supporters
* Ensure that areas of concerns are discussed with the tenant and there is a communication mode in place such as meetings or written notices
* Ensure to avoid taking sides if any conflict happens
* Facilitate the mediation and clarify the issues if any conflict occurs and will ensure that resolutions are followed up.

# Concerns and Feedback

Disability Housing Properties Pty Ltdwill ensure that:

* The tenants and their family speak up their problem
* Tenants are supported to provide feedback
* Feedbacks are treated confidential
* All feedbacks are reviewed
* People who provide feedbacks is protected from any unfavourable treatments
* Emergency repairs will be arranged as soon as possible

# Responsibilities of the Key Management Personnel

* Ensure that the workers are trained and there is a training in place for supporting the tenants
* Ensure that vacancies are reported to the NDIS
* Ensure that all workers comply with policies and regulations
* Ensure that the most suitable person is chosen for the vacancies
* Ensure that a proper tenancy management is in place

# Responsibilities of the Workers

* Have the required skills and training for support provision in a way that they can maintain their tenancy agreement
* Ensure that the performance targets are in place for each of the properties
* Ensure that the tenancy agreement is in place and implemented
* Have the knowledge and skills of tenancy management
* Ensure that participants are moving toward their goals by the consulting, listening and responding to the tenants and working with the support independent living providers

# Emergency Repairs

Participants are encouraged to contact their contact person if there is any emergency repair required and we will contact the property manager as soon as possible. Emergency repairs could be as following:

* Serious storm or fire damage
* Serious roof leak
* Electrical fault
* Blocked toilet
* Any maintenance that may pose a person in a risk of harm

# SDA Property Modifications

# Types of Modifications

There are two groups of modification: minor and major.

1. Minor modification are the non-structural works like following:

* Grab rails
* A hand-held shower
* Lever taps

1. Major Modifications are the works that involve structural changes, such as:

* Widening doorways
* Access ramps
* Changing the kitchen, bathroom or laundry
* Replacement of floor coverings
* Work that requires a Development Application (DA) approval

Disability Housing Properties Pty Ltdwill review the following options before approving modifications:

* The needs of the current and future tenant should be met through assessment of modification
* For completion of the requested work, the financial resources should be considered.
* Long term value of the property
* Alternative options’ cost
* More suitable accommodations and available alternatives
* The possibility of relocating the tenant and its benefits

**Requests for Modification**

**New Tenancies**

* The required modification for the new tenant will be determined in consultation with the tenant, their support providers, workers as well as other agencies.

**Existing Tenants**

* A request for property modifications will be provided by the tenant and supporting documents will be supplied.
* For minor modifications only some supporting document including medical certificates or a report from a health practitioner should be included.
* An occupational therapist report must be accompanied if a major repair is required.

# Assessing Requests for Modifications

**New Tenancies**

* Upon receipt of the confirmation about the needs of the tenant from a health care professional, Disability Housing Properties Pty Ltdwill do the modification without any cost to the tenant, if it is viable to do so.

**Existing Tenancies**

* Upon the receipt of the modification application and supporting documents from the tenants, Disability Housing Properties Pty Ltdwill assess the application with the below considerations:
* Ensuring that the tenants can keep their tenancy status if the maintenance is undertaken
* Considering the economic requirements of this modification.

The property will be inspected by Disability Housing Properties Pty Ltd’sstaff,the tenant, support service provider and/or relevant support person for ensuring that the property I modifiable if the proposed changes are accepted and deemed feasible.

# Sustaining Tenancy

We will support tenants to maintain their tenancy.

An initial risk assessment needs to be done to identify the requirements of each tenant and ensure that those are met in rooms. For example, independent living supporters will be contacted to ensure that they are satisfied with the services to reduce the possibility of ending an agreement.

A meeting will be held with the tenant, their supporters and NDIS or Support Coordinators if we wish to terminate an agreement in the first two years in order to make sure that we have discussed all options to support the tenant to maintain their tenancy agreement.

# Tenancy Inspections

Regular inspection using the SDA Inspection Checklist, will be done to ensure that:

* The property is well maintained
* There is no requirement for any repairs
* All applicable building codes and laws are met, and all required certifications are in place.

An attestation using SDA Attestation Form will be submitted to the NDIS annually that all our properties are in a good state of repair and well maintained and abide by all safety and security rules as well as privacy of tenants.

Participants will be provided with a notice prior to any inspection.

# Visitors

Anyone who is visiting the tenant and will stay up to four weeks is deemed as visitor. The tenant should write to Disability Housing Properties Pty Ltdif they wish to extend their visitors duration of stay any time before 4 weeks is due and as soon as possible the following occurs:

* An extension of visiting should be applied to Disability Housing Properties Pty Ltdby the tenant if the visitor stays longer that 4 weeks.
* If the visitor has stayed longer than 4 weeks, the tenant must apply for additional occupants to be approved.
* There is no need to pay any extra fee for the visitors’ stay that is less than four weeks.

The responsibility of the visitors’ behaviour is with the tenant. According to the conditions of the agreement, tenants must abide by the obligations and condition including their own behaviour as well as their visitor’s behaviour.

# Assessing Requests for Additional Occupants

If any approval for the additional occupant is required, the tenant needs to contact Disability Housing Properties Pty Ltd**.**

If a request for additional occupant is received to a rented SDA dwelling, Disability Housing Properties Pty Ltdwill ensure that it is compliant with theNational Disability Insurance Scheme (Specialist Disability Accommodation Rules) 2018. It should also be ensured that the number of people in the dwelling are not more than the number enrolled in the service agreement.

Application for an additional occupant may be considered under the following circumstances:

* The rent account of the tenant is up to date
* Overcrowding will not be caused upon approval of the application
* The tenant will not be able to apply for rehousing because of overcrowding caused by additional occupant.
* Resulting density complies with the density restrictions in the NDIS (Specialist Disability Accommodation Condition) Rules 2018;
* The additional occupant has a good record of tenancy
* The additional occupant is not an ineligible former tenant
* Any nuisance or annoyance caused by approving the additional occupant, will not be accepted
* The type of property is suitable for the new household arrangement
* The additional occupant does not owe any money to URCARE AND SUPPORT SERVICESfrom a previous tenancy, or has made acceptable arrangements to repay the debt to Disability Housing Properties Pty Ltd**.**
* If any tenancy agreement with another social housing provider is finalised.

Disability Housing Properties Pty Ltdkeeps the right to accept or decline any additional occupant. After approval, based on the new household income, Disability Housing Properties Pty Ltdwill calculate the rent. Within 20 working days of the outcome of the application, the tenant will be notified.

It is the occupants right to complaint if the application is declined.

# Failure to Notify Disability Housing Properties Pty Ltd of an Additional Occupant

If the tenant allows another person to live in the property who is not listed with URCARE AND SUPPORT SERVICES, that occupant is a non-approved additional occupant including the visitors who live in the property without approval and for more than 4 weeks.

Disability Housing Properties Pty Ltdreserves the right to do the following if believes that there are non-approved additional occupants living in the property:

* According to the rent payments, charge an additional payment
* Terminate the tenancy agreement.

# Feedback and Complaint Policy

The Best practices and continuous improvements that are promoted by management, create a supportive and respectful culture in Disability Housing Properties Pty Ltdthat supports the workers, stakeholders and participants to be open to make complaints and feedback and report any issues.In the performance assessment of management, this will be assessed and reviewed.

Disability Housing Properties Pty Ltdis committed to handle all complaints and feedback until it is resolved completely.

The information related to the complaints and feedback will be dealt confidentially in a way those are discussed directly with involved people.

If the consent has been provided, a third party would be able to lodge complaints and feedback on behalf of another person.

Any ongoing issue could be identified by tracking and analysing feedback and complaint data. As a part of the continuous improvement process, the feedback, complaints and dispute resolution will be discussed in management team meetings regularly.

Information about this policy & Procedure will be shared with any participant or stakeholder wishing to lodge feedback.

# Complaint Handling (Easy Read version)

**Quality is about receiving good services that:**

* meet the needs of participant
* give people with disability choice and control.

**We make sure our worker:**

* give good quality services and supports
* keep people with disability safe

**We protect any personal information people give us – we keep your information private.**

**You can complain about your services and supports when:**

* something has gone wrong
* something is not working well
* something has not been done the right way
* something makes you unhappy
* you have been treated badly.

**What do we do about complaints?**

* We listen to complaints
* help people fix their complaints
* teach worker about the best ways to handle complaints.

* **How do you make a complaint to us?**
* You can call us OR email us
* You can call us between 9am and 5pm, Monday to Friday.

# Feedback and Complaint Management

 In the workers induction, all workers will be trained in this policy & Procedure to provide the stakeholders with the information related to the feedback, complaints and compliments.

Continuous improvement is an important part of the team meeting agenda covering workers and participant feedback and complaints.

If requested by workers, this information will be provided to them and will be displayed in Disability Housing Properties Pty Ltd’spremises at all time.

A variety of format including an easy English version as well as translated versions of the information related to the feedback and complaints will be provided to stakeholders including workers and participants. Interpreters and referrals would be available, too.

Workerswill provide all participants, their families and carers with information when they first access the service and, throughout service delivery, remind them of the policy and their right to make a complaint without fear of affecting their service.

All participants, their families and carers will be provided with the information of policies & Procedure and their right to make complaints in the commencement of service as well as throughout the service delivery by Disability Housing Properties Pty Ltdworkers.

The roles and responsibilities of the workers when a complaint is received as well as their awareness of the policy & Procedure will be assessed in the performance reviews. If required, additional in-house training, on the job training and formal training will be provided. Managers and supervisors will be monitoring this.

The general principles guiding actions under the NDIS Act also describe the rights of people with disability to:

* Realise their potential for physical, social, emotional and intellectual development.
* Be supported to participate in and contribute to social and economic life to the extent of their ability.
* Be supported to exercise choices in relation to taking reasonable risks in pursuit of their goals and the planning and delivery of their supports.
* Be respected for their worth and dignity and to live free from abuse, neglect and exploitation.
* Be able to determine their own best interests, including the right to exercise choice and control to engage as equal partners in decisions that will affect their lives to the full extent of their capacity.
* Have their privacy and dignity respected.
* Have the role of families, carers and other significant persons in their lives acknowledged and respected.
* Have access to advocates and supports which promote innovation, quality, continuous improvement, contemporary best practice and effectiveness.

# Feedback Management Process

Any stakeholder will be able to provide feedback at any time through:

* A worker
* Management team
* Public email address
* Mail
* Phone contact

An Improvement Report will be completed by the receiving worker or the management team if the feedback is provided verbally.

Support and assistance (e.g. involvement of a support person, interpreter or advocate) will be provided to people who should participate in the feedback mechanism if required.

# Complaints Management Process

**Receive and Record**

For an easy resolution without recourse to the Procedure of complaint management, individuals are encouraged to contact Disability Housing Properties Pty Ltdto lodge a complaint.

Disability Housing Properties Pty Ltdwill handle all complaints until it is resolved completely.

The complaint could be made by individuals at any time to the NDIS Commission, the Health and Community Services Commissioner.

Individuals could use an advocate of their choice if they like to act on their behalf. The advocate could be a family member or friend or sourced from the National Disability Advocacy Program.

Workers will:

* **Listen** – openly and nicely to the complaint and the raised issue.
* **Ask** – what is the outcome that the complainant is seeking.
* **Inform** – the complainant about the complaint process, timing and realistic expectations.
* **Be accountable** – a show empathy toward the complainant or affected person and ensure that all commitments are made.
* **Assess** – the situations that cause any danger or require any specialised response.

As the first step of complaint resolution, the management team will discuss the complaints with the other party involved in the complaint.

The complaint will be treated as a formal complaint if it cannot be resolved in a prompt way within a proper timeframe. If the individuals are not aware of their rights, the workers should advise them how to lodge a complaint and assist them properly if they wish.

A complainant needs to lodge a complaint using the Complaint Form.

Formal complaints can be lodged:

* either verbally or by sending a completed Complaint Form, in direct contact with a worker
* by email
* Face to face with workers or management team
* by phone
* in writing

Individuals could use an advocate of their choice if they like to act on their behalf. The advocate could be a family member or friend or sourced from the National Disability Advocacy Program.

The complaint will be referred to the CEO/Director if it alleges an actual or possible criminal activity, abuse or neglect. As per this policy & Procedure, the CEO/Director will report the complaint to the NDIS and any other relevant authority for further investigation.

The management team will:

* **Record –** all information that is relevant to the compliment or complaint, in its original and simplest form. Complaint records shall be kept for seven years from the day the record is made. Complaints are confidential.
* **Store and Protect** – for more security, the complaint reports would only be accessible to relevant people.

 The managementteam will:

* **Acknowledge** – complaints are received within two business days to create a confident and trustworthy relationship with the complainant.
* **Provide anonymity** – If someone requested to be anonymous in their complaint application, their contact might not be accessible.
* **Seek desired outcomes** – It is important to be realistic in handling complaints. It means if required, the case should be referred to a suitable organisation to handle.
* **Avoid conflict of interest** – An independent investigator to the matter should be assigned, if necessary.
* **Provide timeframes and expectations** to the complainant where possible.

**Resolve**

In resolving a complaint, Disability Housing Properties Pty Ltdwill:

* **Involve the complainant –** with Informing them about the status of their complaint and discuss any miscommunicated information with them usingthe Improvement Report Form
* **Request additional information** – if required and limit the timing by applying a time frame.
* **Consider extensions** – Only if there is any additional time required, with the provision of the explanation, communicate it to the complainant.
* **Record** – all actions and feedbacks regarding the complaint investigation in the **Form03.Improvement Report Form**
* **Focus** – on the identified complaint matters only. A complaint is not an opportunity to review a whole case.

For the purpose of investigation and resolution, the management team will refer the complaint to the CEO/Director, if they cannot resolve it.

Investigation of complaints will not be conducted by a person about whom a complaint has been made. If required, the management team will determine the appropriate person to undertake the investigation.

Themanagement team will determine the appropriate person for the complaint investigation.

# Communicate Resolution

All complaints should be responded by Disability Housing Properties Pty Ltdas soon as possible within 28 days from acknowledgment.

An update to the complainant is required within 28 days if the complaint cannot be resolved in full. The date by which full response can be expected should be provided to the complainant. The response could be provided verbally in the first instance, but it shall be confirmed in writing.

Any misunderstanding regarding the complaint could be supported by someone from Disability Housing Properties Pty Ltdif required. (e.g. interpreters, referral to advocates, etc.).

Complaint resolution should include:

* **Acknowledgement** – of how the person is affected by the situation and what is their expectation of quality service
* **Apology** – In some cases can be a proper resolution or partial resolution to what people have suffered
* **Answers** – The information needed for addressing people’s concern or an explanation of what is happened; and
* **Action** – Agreement on actions that will make the concerns and service improvements

Options for actions responding to a complaint include but are not limited to:

* explaining processes
* rectifying an issue
* providing an apology
* ongoing monitoring of issues
* training workers.

Also, the below actions can be done:

* Before providing written advice, the outcome could be discussed verbally (if Possible) and further contact will be allowed after the receipt of the advice for conflict resolution.
* At the completion stage of the complaint investigation, the further action available to the complainant should be recorded. Another possible action could be to escalate the situation with an external agency or further revision within the organisation.
* Providing additional information that is not included in the first complaint as well as reviewing the soundness of the first investigation through further review.
* Opportunities will be identified from the complaint outcomes and distributed to the appropriate parties for the purpose of ongoing improvement.
* Feedback from the complainant about the process should be sought.

**Monitoring and Review**

Following mechanisms would be followed by Disability Housing Properties Pty Ltdfor measuring participants and stakeholders’ satisfaction:

* For the purpose of receiving suggestions for improvement and assessing whether the participants are aware of their rights, regular participant’s feedback will be obtained.
* Management team meetings may involve participants and other stakeholder representatives

The feedback, compliment and complaint system will be used to ensure continuous learning and accountability is in place by:

* Identification of opportunities for improvement as a result of a complaint
* Feedback analysis to monitor the service performance trends evaluation and identify improvement opportunities; and
* Continuous improvement plan assists in how the outcome of feedback is communicated with stakeholders. Positive feedback will be recorded for well-done activities.

This Procedure will be reviewed annually.

# Complaints Escalation and Dispute Resolution

In case, if Disability Housing Properties Pty Ltdcould not satisfy the complainant, details of another agency will be provided to assist them in achieving the resolution.

All complaints, including the escalated complaints, will be tracked from the same kind of report and the same method of communication will be applied.

A complaint can be made to the NDIS Commission by:

* Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
* [National Relay Service](http://www.relayservice.gov.au/) and ask for 1800 035 544.
* Completing a [complaint contact form.](https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF)

### Supporting Documents

Relevant documents relating to this policy and procedure:

* SDA Service Agreement
* Home Risk Assessment
* Maintenance Register
* Feedback, Compliments and Complaints Policy and Procedure
* Records and Information Keeping Policy and Procedure.

Disability Housing Properties Pty Ltd can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers

### Policy Review

Disability Housing Properties Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

By signing this document, I acknowledge that I have read and understood the Specialised Disability Accommodation Policy and Procedure. I need to comply with this policy and procedure, and that Disability Housing Properties Pty Ltd can change or update the policy at any time.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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