

# Policy Specialist Disability Accommodation

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## Policy Statement

Beyond Housing is a provider of Specialist Disability Accommodation (SDA). SDA is accommodation for people with a disability who require specialist housing solutions. Beyond Housing will adhere to the *National Disability Insurance Scheme (NDIS) Act 2013 (Cth)* and Rules, the NDIS Practice Standards, and the *Residential Tenancy Act 1997 (Vic)* and other laws and guidelines as they apply to the delivery of SDA services.

Beyond Housing participates in the development of innovative and accessible housing designs that meet the needs of people with a disability.

## Policy Application

This policy applies to all Beyond Housing employees and includes all permanent and casual staff, volunteers, work experience students, management, and the Chief Executive Officer (CEO). For the purposes of this document, all parties will be referred to throughout this policy as workplace participants.

## Responsibility & Authority

- The Board of Beyond Housing has responsibility for ensuring compliance with legal and regulatory requirements at a Governance level.
- This policy is operational and therefore the Chief Executive Officer (CEO) is responsible for ensuring:
  - Appropriate and effective policies and systems are in place to operationalise legal and regulatory requirements and therefore implement this policy in accordance with that responsibility.
  - All managers and workplace participants are aware of this policy.
  - Support for workplace participants to undertake their responsibilities under this policy is provided.
- The CEO may delegate specific responsibility to managers or workplace participants to ensure that the objectives relating to this policy are met.
- Managers and Team Leaders are responsible for informing workplace participants about their responsibilities under this policy.
- All workplace participants are responsible to familiarise themselves with this policy and comply with its requirements.

## Policy Detail

This policy addresses core requirements that apply to providers of Specialist Disability Accommodation under NDIS Practice Standards and Quality Indicators Module 5. Throughout this policy the participant who is provided accommodation will be referred to as the participant / renter.

### Rights and Responsibilities

All participants /renters residing in a Beyond Housing SDA have their legal and human rights upheld including the right to:

- Autonomy, privacy, and freedom of sexual expression
- Request reasonable adjustments or modifications to the dwelling to meet individual needs.
- Communication that is responsive to individual need and where possible easy read documents are provided to assist in understanding.

Accredited under the Department of Families, Fairness and Housing (DFFH) Beyond Housing has the Victorian Charter of Human Rights interwoven into many of its core organisational documents. All participants / renters are provided the same treatment, rights, and choice.

## **Conflict of Interest**

A participant / renter has a right to exercise choice and control over other NDIS support providers that may assist the participant in their supported independent living. Beyond Housing workplace participants will support NDIS participants to understand the distinction between us as the dwelling provider and other support services that may be engaged.

All workplace participants are required to sign a Code of Conduct that requires them to disclose a conflict of interest, or potential conflict of interest to their manager. If a conflict of interest occurs, workplace participants will disqualify themselves from decision making processes that have the potential to compromise the workplace participant or the organisation.

The participant's / renter's housing rights, including security of tenure is upheld, irrespective of any decision the participant / renter makes in relation to other supports.

## **Service Agreements**

As part of the sign up under the SDA Residency Agreement the participant / renter / nominated NDIS contact is supported to understand the terms and conditions that apply to the agreement. This document is governed by the requirements under the NDIS and abides by the *Residential Tenancy Act 1997 (Vic)*. In keeping with legislative requirements, the participant / renter and/or nominee will be provided with a copy of the agreement and information statement. These standard documents can be found at [Consumer Affairs Victoria - Resources for SDA Providers](#)

Beyond Housing will notify the Director Consumer Affairs Victoria within 14 days of an SDA residency agreement being entered into via the online form [Add a new SDA residency agreement](#)

Beyond Housing adheres to the NDIS Price Guide for SDA and the Reasonable Rent Contribution (RRC) is specified in the agreement and does not exceed the maximum specified rate.

## **Enrolment of SDA Properties**

SDA properties shall be designed and enrolled with the NDIS in accordance with the SDA design standards and National Construction Code, Building Code of Australia, and other standards as they apply. SDA properties shall be maintained in a good state of repair having regard to the safety, security, and privacy of participants / renters.

## **Tenancy Management**

Beyond Housing will declare and advertise any vacancies via [Housing Hub](#) . Consideration will be taken to ensure any new participant / renter is a good fit with the existing participants / renters. Beyond Housing will notify the National Disability Insurance Agency (NDIA), within 5 business days, if there is an impending vacancy via the online form [Update SDA Vacancy](#)

All participants / renters are provided with an information booklet relevant to the nominated Supported Independent Living (SIL) service Provider. This outlines the Service Manager as the first point of contact to raise any operational concerns.

The SDA residency agreement outlines the responsibility for repairs and maintenance.

Where a participant's/ renter's needs or circumstances change Beyond Housing will consider adjustments be made to accommodate the modification to the dwelling if required. Any such changes shall be made taking into consideration the impact on other participants/ renters.

## Incident Management

Beyond Housing has a client incident management policy that meets the minimum requirements under the [National Disability Insurance Scheme \(Incident Management and Reportable Incidents\) Rules 2018 \(Cth\)](#)

## Complaints Management

Beyond Housing has a complaints management policy and procedure that meets the requirements of the [National Disability Insurance Scheme \(Complaints Management and Resolution\) Rules 2018 \(Cth\)](#).


## Definitions

<b>Specialist Disability Accommodation</b>	Housing designed in accordance with the SDA design standard to meet the needs of people with high support needs and delivered in accordance with the NDIS Act 2013.
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## Related

Document Reference	Document Type
<a href="#">Charter of Human Rights and Responsibilities Act 2006 (Vic)</a>	Legislation
<a href="#">Disability Discrimination Act 1992 (Cth)</a>	Legislation
<a href="#">Disability Discrimination and other Human Rights Legislation Amendment Act 2009 (Cth)</a>	Legislation
<a href="#">National Disability Insurance Scheme Act 2013 (Cth)</a>	Legislation
<a href="#">National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rule 2018 (Cth)</a>	Other
<a href="#">National Disability Insurance Scheme (Code of Conduct) Rules 2018</a>	Other
<a href="#">National Disability Insurance Scheme (Specialist Disability Accommodation) Rules 2020 (Cth)</a>	Other
<a href="#">National Disability Insurance Scheme (Quality Indicators for NDIS Practice Standards) Guidelines 2018 (Cth)</a>	Other
<a href="#">National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 (Cth)</a>	Other
<a href="#">National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 (Cth)</a>	Other
<a href="#">Residential Tenancies Act 1997 (Vic)</a>	Legislation
<a href="#">NDIS Practice Standards and Quality Indicators - November 2021 (Version 4)</a>	Other
<a href="#">Access and Equity</a>	Policy
<a href="#">Advocacy</a>	Policy
<a href="#">Code of Conduct</a>	Policy
<a href="#">Code of Ethics</a>	Policy
<a href="#">Diversity</a>	Policy
<a href="#">Contractors</a>	Policy
<a href="#">Client Incident Management</a>	Policy
<a href="#">Maintenance and Repairs</a>	Policy
<a href="#">Compliments and Complaints</a>	Policy
<a href="#">Privacy and Confidentiality</a>	Policy
<a href="#">Rental Agreement and Management</a>	Policy

<a href="#">Rights and Responsibilities</a>	Policy
<a href="#">Starting an agreement with an SDA resident</a>	Other
<a href="#">Consumer Affairs Victoria – Resources for SDA providers</a>	Other

<b>Approver Name:</b>	Celia Adams (CEO)	<b>Approver Signature:</b>		<b>Approval Date:</b>	19/01/2024
<b>Next Review Date:</b>	19/01/2027	<b>Version:</b>	2	<b>Document Owner:</b>	Leisa Makszin