

Policy: Tenancy Management

Date: 29 May 2023

Version: Version 6

Introduction

Inclusive Housing Australia (IHA) is a dedicated provider of Specialist Disability Accommodation (SDA). IHA builds and manages accommodation for people with disability to transform their lives by helping them to live independently. SDA does not refer to the disability support services a person receives, rather the homes in which these services are delivered. While we will help participants to navigate the NDIS system, it will be the responsibility of individuals to negotiate their relationships with other providers. This policy has been developed as a set of rules and principles that guide our people about how to act in the workplace. Procedures are currently under development.

Policy statement

IHA's Tenancy Management policy has been developed to ensure each participant or potential participant accessing one of our SDA dwellings is able to exercise choice and control and is supported by effective tenancy management.

This policy supports IHA to apply Specialist Disability Accommodation Module of the National Standards for Disability Services.

Scope

This policy applies to all staff including permanent and casual, contract workers, temporary agency workers, and volunteers. This policy is owned by the Board.

Principles

IHA will:

1. Demonstrate adherence to the requirements established in the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018.
2. Work with participants, their plan nominee, financial manager, support co-ordinator, and allied health professionals to understand and develop their support plans.
3. Assist participants to understand the agreement and conditions via meeting with Customer Engagement Manager, providing SDA Handbook (also in Easy Read) and direction to access to translating services.
4. Declare, advertise and fill vacancies by placing vacancy listings on the NDIS vacancy finder, promotional website (e.g., Housing Hub and GoNest), the IHA website and via direct communication with support co-ordinators and

hospital/rehab discharge units; from the time we are notified that a property is vacant or to be vacated.

5. Will implement the use of the:
 - IHA Vacancy Management Process
 - Statement of Participant Aspirations*
 - My Housing Preference Form*

*Reviewed annually or at any time by request from a Participant.
6. Ensure documented arrangements are in place with each participant and each participant's other NDIS providers that deliver supported independent living supports within a specialist disability accommodation dwelling. These arrangements will outline the party or parties responsible and their roles (where applicable) for the following matters:
 - a) How the specialist disability accommodation provider will work with other providers who deliver supported independent living supports to ensure the shared living arrangement is working for all tenants, refer (IHA/SIL Provider) Service Agreement
 - b) How potential conflicts involving the participant will be managed;
 - c) Policies and procedures for responding to violence, abuse, exploitation or conflict involving one or more participant which may impact on the condition of the dwelling;
 - d) How each participant's concerns about the specialist disability accommodation dwelling will be communicated to and addressed by the specialist disability accommodation provider;
 - e) How behaviours of concern will be managed, if this a relevant issue for the participant;
 - f) How changes to a participant's circumstances or supports will be agreed and communicated;
 - g) Arrangements for continuity of supports (including specialist disability accommodation) in the event of a natural disaster or other emergency; and
 - h) In shared living, how vacancies will be filled including the participant's right to have their needs, wishes, choices and situation taken into account.
7. Have a documented record where the participant does not consent to an agreement.
8. Ensure allegations and incidents of violence, abuse, neglect, exploitation or discrimination, are acted upon, each participant affected is supported and assisted, records are made of any details and outcomes of reviews and investigations (where applicable), and action is taken to prevent similar incidents occurring in the future.
9. Encourage participants to advise IHA verbally and in writing and the NDIS of a change of circumstances; and the NDIS via the NDIS Change of details or change of situation Form.

10. Make reasonable adjustments to accommodate the changes where a change in participant needs or circumstances occurs. If the changed support needs exceed the design category or functionality of the dwelling, work is undertaken to modify the dwelling, following consideration of the impact of the modifications on the other tenants (if applicable). Where the participant's needs or circumstances cannot be accommodated, the participant, and any relevant support providers are made aware of the need to find alternative accommodation.
11. Maintain a complaints management and resolution system that meets the requirements of the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 and follows the principles of procedural fairness and natural justice.
12. Maintain an incident management system in accordance with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.
13. Adhere to state or territory legislative requirements regarding the provision of tenancy-related notices by ensuring key staff member understands the tenancy legislation.
14. Specific changes or notifications for a participant will be addressed on-on-one with the participant's support network – NDIS Plan Nominee, Guardian, Financial Manager, Support Coordinator. Changes will be notified by Customer Engagement and confirmed in writing.
15. Broad changes or notifications, for example changes in Reasonable Rent Contribution will be communicated in writing, when invoices are distributed.
16. IHA will ensure that communications go to key stakeholders, including:
 - a) Changes in rent to be communicated to financial manager
 - b) Change in NDIS plan to be communicated to Plan Nominee
17. Ensure each participant is aware of their right to seek review of a decision, where applicable, by explaining in writing how to appeal a notice in the event one is issued.
18. Provide policies, procedures and agreements relating to any tenancy management in the language, mode of communication and terms which each participant is most likely to understand.

Definitions

Not applicable.

Related Documents

- IHA Vacancy Management Process
- Statement of Participant Aspirations*
- My Housing Preference Form

Related legislation and policy

Legislation, policy, guidelines or other material that directly relates to this policy include:

- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Specialist Disability Accommodation) Rules 2016
- National Standards for Disability Services
- NDIS Quality and Safeguarding Practice Standards 2020

If any person feels that a part of IHA's policies are not in the best interest of persons we support or do not reflect the intent or practices of person-centred care, the matter is to be referred to the Chief Operating Officer at info@inclusivehousing.com.au. The Chief Operating Officer shall consider concerns expressed regarding policies and procedures. The Chief Operating Officer, at their discretion, is the only person who may make an exception to the policies.

This policy is further reinforced through IHA's SDA Handbook and other communications with Participants.

Accessibility

This Policy is available in accessible format. Participants can access the Easy Read version on the IHA [website](#).

Language Interpreting Services are available to NDIS participants and carers at no charge. Call TIS National direct on 131 450 or call the NDIS on 1800 800 110. Information on the service can be found on the NDIS [website](#).

Changes to this policy

This Policy is subject to change at any time. Please check our Policy on our website www.inclusivehousing.com.au regularly for any changes.

Approvals

Date of approval:

Date of review:

Signature of Chief Operating Officer:

Signature of Board Chair: