

## Policy: Tenancy Management



Inclusive Housing Australia provides houses for people with disability to call their home.



The NDIS calls these types of homes Specialist Disability Accommodation or SDA for short.



The NDIS stands for National Disability Insurance Scheme.



People living in IHA houses and apartments are called tenants.



IHA has written the Tenancy Management policy, so you and other tenants have choice and control over how you live in the home you rent.



A policy is a set of rules written to tell IHA staff what to do.



To explain this policy tenants are “you” and IHA is “we”.



This policy tells IHA staff and volunteers how to support you to live happily in your home.



This policy explains how we support you and other tenants in several ways. We will assist you to understand the information and provide easy to read information.



One way is to tell you that it is ok to ask for changes to be made to your home to make it easier for you to move around from room to room or inside a room like the bathroom.



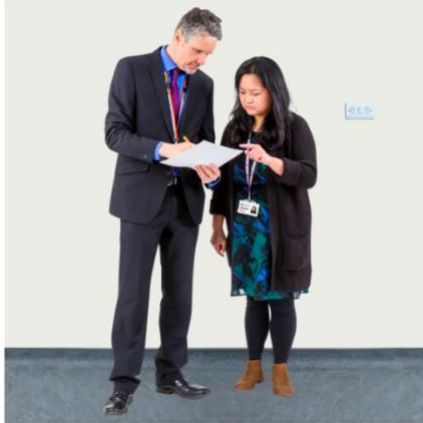
You might want changes to make it easier to get in and out of your home.



This policy also says we will give you a written document telling you about the services we give you.



The document will also tell you who else will provide services to you and what those services are.



When there is space in your house or apartment for someone else, we will advertise the space and tell others about the home. We will tell you when this happens.



This includes making sure you know when people are to visit your home to see if they want to move in.



We must also make sure you know you have the right to make a complaint.



Any complaint you make will be taken seriously.



You will be told what things we are doing to act on your complaint.



We must also keep a list of anything that happens that isn't good.



We call things that happen that are not good incidents.





We have rules on how we handle incidents.



We will share these rules with you when you move in with us.



We can give you these rules in the language you speak.



IHA will also keep to the rules set by the NDIS about the home you live in.



And we will keep to other rules for the area you live in.



IHA will read all feedback and complaints and use it to make sure our services are the best they can be.

We will provide help throughout the process to ensure the best outcome is reached.

You can also make a complaint to the NDIS Quality and Safeguards Commission.





[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

[feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)



1800 800 100



If you have questions for us about this policy, please ask us.



You can do this by writing an email and sending it to  
[info@inclusivehousing.com.au](mailto:info@inclusivehousing.com.au)

