

## **Enrolment of SDA Properties Policy**

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### **1. Introduction**

#### **1.1 Purpose**

This Policy and the Policies and Procedures and related documentation set out in section 1.5 below (**Related Documentation**) supports CDNI Care to apply the Enrolment of SDA Properties NDIS Practice Standard.

#### **1.2 Policy Aims**

CDNI Care is committed to ensuring that each Client's SDA dwelling meets the requirements of the design type, category and other standards that were identified through the dwelling enrolment process.

#### **1.3 NDIS Quality Indicators**

In this regard, CDNI Care aims to demonstrate the following quality indicators through the application of this Policy and the relevant systems, procedures, workflows and other strategies referred to in this Policy and the Related Documentation:

- (a) Mechanisms are in place to ensure CDNI Care's SDA enrolled dwellings meet the design type, category and density restriction requirements of the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018.
- (b) Mechanisms are in place to ensure CDNI Care maintains ongoing compliance with the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018 and all relevant laws and standards, including building standards and tenancy laws that apply to specialist disability accommodation dwellings.
- (c) Enrolled dwellings are in a good state of repair and are being appropriately maintained, having regard to the safety, security and privacy of residents.

#### **1.4 Scope**

- (a) This Policy applies to the provision of all CDNI Care's SDA enrolled dwellings.
- (b) All permanent, fixed term and casual staff, contractors and volunteers are required to take full responsibility for ensuring full understanding of the commitments outlined in this Policy.
- (c) The relevant persons specified in the column corresponding to a procedure described in this Policy have the responsibility to implement the relevant systems, procedures, workflows and other strategies referred to in the relevant procedure.

#### **1.5 Related Documentation**

The application of the above NDIS Practice Standards by CDNI Care is supported in part by and should be read alongside the Policies and Procedures and related documentation corresponding to this Policy in the Policy Register.

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## **2. Definitions**

### **2.1 Definitions**

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**CDNI Care** means CDNI Care Pty Ltd ABN 32 640 960 658.

**Client** means a client of CDNI Care (including an NDIS participant) and includes current, future and former Clients.

**Key Management Personnel** means Armour Ncube, Saneliso Sibanda, Blessing L Ncube, Beatitute N Ncube and other key management personnel involved in CDNI Care from time to time.

**Legislation** means the Residential Tenancies Act 1997 (Vic), National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rule 2018, National Disability Insurance Scheme (Specialist Disability Accommodation) Rules 2020, all State and Territory laws, codes and standards that apply to the SDA Enrolled Dwellings and any other legislation, regulations, rules and guidelines referred to in the Legislation Register.

**Legislation Register** means the register of legislation, regulations, rules and guidelines maintained by CDNI Care.

**Planned Maintenance Schedule** means a schedule for replacement, upgrade, renovation, repairs and maintenances of all or part of the SDA enrolled dwelling and regular checks and inspections to ensure that SDA enrolled dwelling complies with the Legislation (eg. health and safety) and any duty of care CDNI Care owes to the Client, to be undertaken in a planned and systematic manner, as determined by CDNI Care.

**Policy Register** means the register of policies of CDNI Care.

**Principal** means Saneliso Sibanda

**Procedures** means the procedures which are intended to clarify the responsibilities of the board, Principal, Key Management Personnel and other Workers and make explicit the underlying principles of this Policy.

**Related Documentation** has the meaning given to that term in section 1.1.

**Responsive Maintenance** means urgent and non-urgent repairs and maintenance necessary to reinstate the SDA enrolled dwelling to a safe or functional level of service.

**SDA** means specialist disability accommodation.

**VCAT** means the Victorian Civil and Administrative Tribunal.

**Worker** means a permanent, fixed term or casual member of staff, a contractor or volunteer employed or otherwise engaged by CDNI Care and includes the Principal.

Words and phrases not defined in this Policy will have the meaning given to them in the Legislation.

### 3. Policy

#### 3.1 General

(a) CDNI Care is committed to ensuring:

- (1) mechanisms are in place to ensure CDNI Care's SDA enrolled dwellings meet the design type, category and density restriction requirements of the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018;

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- (2) mechanisms are in place to ensure CDNI Care maintains ongoing compliance with the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018 and all relevant laws and standards, including building standards and tenancy laws that apply to specialist disability accommodation dwellings; and
  - (3) CDNI Care's SDA enrolled dwellings are in a good state of repair and are being appropriately maintained, having regard to the safety, security and privacy of residents.
- (b) CDNI Care has established systems, procedures, workflows and other strategies to ensure that all CDNI Care's SDA enrolled dwellings are in a good state of repair and are being appropriately maintained, having regard to the safety, security and privacy of residents.

### 3.2 SDA Enrolled Dwelling Meets Design Type, Category and Other Standards

- (a) CDNI Care's dwellings have met the requirements under the Legislation in order to provide SDA in the dwellings and will continue to meet those requirements.
- (b) Each of CDNI Care's SDAs has satisfied the minimum conditions to be enrolled, that is:
- (1) the dwelling is a permanent dwelling (eg. not a mobile home);
  - (2) the dwelling is suitable to be used for specialist disability accommodation;
  - (3) the dwelling is to provide long-term accommodation for at least one Client (eg. is not used only for respite, emergency or temporary accommodation);
  - (4) the dwelling meets all relevant building codes, standards and laws that are applicable to the SDA;
  - (5) the National Disability Insurance Scheme has not funded or provided complex home modifications for the dwelling after 1 December 2016 and within 10 years of the day on which CDNI Care applies to enrol the dwelling;
  - (6) the National Disability Insurance Scheme has not funded or provided home modifications, other than complex home modifications, for the dwelling after 1 December 2016 and within 5 years of the day on which CDNI Care applies to enrol the dwelling;
  - (7) the Commonwealth, a State or Territory does not provide funding in respect of the dwelling under a scheme unrelated to disability;
  - (8) the dwelling is suitable to house the maximum number of residents and eligible participants in the application;
  - (9) CDNI Care has suitable capacity and experience to provide specialist disability accommodation at the dwelling;
  - (10) if the dwelling is owned by a person other than CDNI Care, the owner of the dwelling has agreed in writing that CDNI Care can enrol the dwelling and the owner will not separately enrol the dwelling;
  - (11) each Client for which the dwelling is enrolled has their own private bedroom or a similar size private room and in the case of a couple that they have at least one private bedroom and a similar size private room;

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- (12) if the dwelling is on a parcel of land that has 2 or more dwellings and at least one of those dwellings is either a new build or existing stock, the dwelling complies with the relevant density restrictions. If the density restriction applies in relation to a parcel of land, the total number of eligible participants that can receive funding for specialist disability accommodation in relation to all dwellings located on the parcel of land must not exceed:
- (A) if one of the dwellings on the parcel of land is enrolled to house 3 or more Clients – 10 Clients or 10% of the total number of Clients residing on the parcel of land (assuming one bedroom per client) whichever is greater;
  - (B) if all of the dwellings on the parcel of land are enrolled to house no more than 2 Clients and are part of an intentional community – 15 Clients or 25% of the total number of Clients residing on the parcel of land (assuming one bedroom per client) whichever is greater;
  - (C) if all of the dwellings on the parcel of land are enrolled to house no more than 2 Clients and are not part of an intentional community – 15 Clients or 15% of the total number of Clients residing on the parcel of land (assuming one bedroom per client) whichever is greater;
- (13) CDNI Care holds a written assessment that the dwelling complies with the Legislation and a written certification that the dwelling meets the Legislation from an appropriately authorised building authority or entity, such as an occupancy certificate (or equivalent) or certification from a building assessor accredited by a local or state government authority;
- (14) the dwelling falls within one of the SDA buildings types below:

<b>SDA building types</b>			
<b>Item</b>	<b>Building type</b>	<b>Features</b>	<b>Building Code of Australia classification</b>
1	Apartment	<p>The features of an apartment are:</p> <ul style="list-style-type: none"> <li>(a) it is self-contained occupying only part of a larger residential building; and</li> <li>(b) it is typically built above or below another dwelling.</li> </ul> <p>A self-contained dwelling that is separated from other dwellings by walls alone is not an apartment but is likely to be a villa, duplex or townhouse.</p>	Class 2
2	Villa, duplex and townhouse	<p>The features of a villa, duplex or townhouse are as follows:</p> <ul style="list-style-type: none"> <li>(a) it has 3 or less residents;</li> <li>(b) it is a semi-attached property within a single land title or strata titled area;</li> <li>(c) it is separated from other villas, duplexes or townhouses by a fire-resistant wall (not required for existing stock);</li> <li>(d) it has a separate and reasonably accessible entry;</li> </ul>	Class 1a or 3

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		(e) the residents are not able to internally travel between dwellings (restricted internal access between dwellings may exist for support staff only); (f) it may be an ancillary dwelling that is located on the same parcel of land as another dwelling (e.g. a fully self-contained granny flat).	
3	House	The features of a house are as follows: (a) it is a low-rise dwelling with gardens or a courtyard; (b) it is located on a clearly separate land area (separated by, for example, a fence, hedge or other form of delineation); (c) it has no shared wall, roof, entry area, driveway, carpark or outdoor area with any other dwelling other than an ancillary villa, townhouse or duplex that has no more than one resident; (d) the parcel of land on which the house is located is proportional to the number of residents and is consistent with similar properties in the neighbourhood in which the house is located; (e) the parcel of land on which the house is located has no more than 2 ancillary villas, duplexes or townhouses	Class 1 or 3
4	Group home	A group home is distinguished from other houses by having 4 or 5 long-term residents.	Class 1b or 3

(15) the dwelling falls within one of the SDA design categories below:

<b>SDA design category</b>		
<b>Item</b>	<b>SDA design category</b>	<b>Features</b>
1	Basic	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.
2	Improved livability	Housing that has been designed to improve 'livability' by incorporating a reasonable level of physical access and enhanced provision for people with sensory, intellectual or cognitive impairment.
3	Fully accessible	Housing that has been designed to incorporate a high level of physical access provision for people with significant physical impairment.
4	Robust	Housing that has been designed to incorporate a high level of physical access provision and be very resilient, while reducing the likelihood of reactive maintenance and reducing the risk to residents and the community.

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5	High physical support	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.
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### 3.3 Information confirming CDNI Care's commitment to ensuring its SDA enrolled dwellings are in a good state of repair and are being appropriately maintained, having regard to the safety, security and privacy of residents

Before the Client occupies the SDA enrolled dwelling, CDNI Care provides each Client and the relevant persons in the Client's support network with:

- (a) information as to the Client's rights and responsibilities and CDNI Care's rights and responsibilities in relation to the repair and maintenance of the SDA enrolled dwelling; and
- (b) information and documents which the Client requires in order to exercise its rights,

in the language, mode of communication and using terms which the Client is most likely to understand.

### 3.4 Condition Assessments and Reports

CDNI Care conducts assessments of vacant and occupied SDA enrolled dwellings:

- (a) before the Client occupies the SDA enrolled dwelling;
- (b) whilst the Client occupies the SDA enrolled dwelling, if the Client requests CDNI Care undertake repairs or maintenance or to determine if the SDA enrolled dwelling requires any repairs or maintenance;
- (c) to create, maintain and implement the Planned Maintenance Schedule;
- (d) on completion of any repairs or maintenance at the vacant SDA enrolled dwelling, to ensure it is in good repair and safe for the future Client to occupy;
- (e) on completion of any repairs or maintenance at the occupied SDA enrolled dwelling, to ensure it is in good repair and safe for the Client to occupy;
- (f) if the Client is vacating the SDA enrolled dwelling, before the Client vacates to determine and record the condition of the SDA enrolled dwelling.

CDNI Care inspects fittings, fixtures and internal and external finishes listed in the condition report to record the condition of the SDA enrolled dwelling.

Each of the fittings, fixtures and internal and external finishes is given a grading. The condition of each fixture is graded as GOOD, FAIR or POOR.

If the fittings, fixtures and internal and external finishes are in a satisfactory and safe condition, the condition is graded as GOOD.

If there is cosmetic wear and tear only (fixtures or fittings are marked, chipped or worn), the condition is graded as FAIR.

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If there is substantial wear and tear, for example, the carpet is threadbare or has holes, the condition is graded as POOR.

Once the condition report is completed, CDNI Care provides copies to the Client and the Client accepts and signs the condition report (with or without changes), or in some cases is considered to have accepted the condition report.

### 3.5 Planned Maintenance

CDNI Care creates and maintains a Planned Maintenance Schedule for each of its SDA enrolled dwellings to:

- (a) protect, improve or maintain the expected life, quality and value of the SDA enrolled dwelling;
- (b) ensure compliance with CDNI Care's obligations with respect to repairs and maintenance under the SDA residency agreement and the Legislation; and
- (c) to minimise the occurrence of unplanned repairs and maintenance, resulting in lower costs and less disruption to Clients.

Planned repairs and maintenance may include:

- (a) carrying out compliance assessments for smoke alarms, electrical safety and door and window locks;
- (b) ensuring that the SDA enrolled dwelling is appropriately secured and change locks if required;
- (a) ensuring all appliances are functioning;
- (b) full or partial replacement of floor coverings;
- (c) structural works;
- (d) major upgrades, adaptations, modifications or repairs to the SDA enrolled dwelling and public and communal areas.

CDNI Care determines when repairs and maintenance are to be undertaken under the Planned Maintenance Schedule according to:

- (a) repairs and maintenance required as a result of safety and security issues;
- (b) repairs and maintenance required to comply with the Legislation;
- (c) life cycle of the fixtures, fittings, internal and external finishes;
- (d) Client's needs and priorities;
- (e) whether the SDA enrolled dwelling is vacant or occupied (eg. if vacant CDNI Care may bring works forward to minimise the impact on future Clients);
- (f) CDNI Care's budget.

### 3.6 Responsive Maintenance

CDNI Care responds to requests from Clients for repairs and maintenance in a timely manner, depending on the nature and priority of the repairs or maintenance and subject to the SDA residency agreement and the

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Legislation. Whilst CDNI Care has set out response times below, these are estimates only and the response times may vary depending on factors such as availability of contractors, number of requests received by CDNI Care for repairs and maintenance etc. If the repairs or maintenance are not able to be undertaken within the response times below or where CDNI Care has a number of requests for repairs or maintenance and it is more efficient to have the contractor undertake all the repairs or maintenance at the same time, CDNI Care may arrange for temporary repairs or maintenance to be undertaken or delay the repairs or maintenance until such time as the repairs or maintenance can be undertaken in full.

Response times also depend on the Client providing access to the SDA enrolled dwelling, inconvenience or disruption that repairs or maintenance would cause the Client and the likelihood of the repairs or maintenance having to be escalated if not undertaken within a reasonable time.

Category	Estimated Response Time (From when the request is received by CDNI Care)
<b>Emergency repairs or maintenance</b> – Very high risk to the Client’s health and safety and/or damage to the SDA enrolled dwelling if not undertaken (eg. gas leak, serious water leak).	As promptly as possible but no later than 3 hours
<b>Very Urgent repairs or maintenance</b> – High risk to the Client’s health and safety and/or damage to the SDA enrolled dwelling if not undertaken (eg. disruption to electricity supplies, breakdown of hot water system).	As promptly as possible but no later than 24 hours
<b>Urgent</b> – Moderate risk to the Client’s health and safety and/or damage to the SDA enrolled dwelling if not undertaken within a reasonable period of time (eg. minor water leaks or malfunctions in appliances or electrical systems).	As promptly as possible but no later than 5 days
<b>Non-urgent</b> – Low risk to the Client’s health and safety and/or damage to the SDA enrolled dwelling if not undertaken within a reasonable period of time (eg. cosmetic repairs or maintenance).	As promptly as possible but no later than 30 days, subject to the Planned Maintenance Schedule.

### 3.7 Complaints and Disputes

If a dispute arises between CDNI Care and the Client or the Client has a complaint about:

- (a) the condition of the SDA enrolled dwelling;
- (b) whether repairs or maintenance need to be carried out;
- (c) the extent of repairs or maintenance to be carried out;
- (d) the repairs or maintenance undertaken by CDNI Care (eg. quality),

the Client can make a complaint in accordance with the Feedback and Complaints Policy or apply to VCAT to have the matter determined by the Tribunal in accordance with the Legislation.

## 4. Procedure

This Policy is supported by the following Procedures. The Procedures work together dynamically and are relevant to all parts of CDNI Care. The Procedures are not ordered in priority and all are important to achieving the aims of this Policy.

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Procedure	Responsibility
<p><b>4.1 Mechanisms to ensure dwellings meet the design type, category and density restriction requirements</b></p> <p>Identify the type of property for approval by:</p> <ul style="list-style-type: none"> <li>(a) assessing the suitability of the dwelling against the SDA dwelling categories and review any planning to suit one of the categories. This can be found on the NDIS website under ‘SDA Design Standard’;</li> <li>(b) ensuring the property is designed for long-term use, not short-term;</li> <li>(c) ensuring the dwelling is built for 5 or less people;</li> <li>(d) ensuring the property has not been part of NDIS funding for home modifications;</li> <li>(e) ensuring the home is available for only NDIS participants (not a family, friends’ or other government scheme-based home such as SRS or Aged Care);</li> <li>(f) ensuring the dwelling is a grounded residential home and not a mobile home;</li> <li>(g) ensuring the dwelling has a good appearance and has a homely feeling;</li> <li>(h) ensuring the dwelling has modifications to suit Client needs;</li> <li>(i) ensure the dwelling is safe and meets relevant building standards (such as building codes);</li> <li>(j) ensuring the dwelling has been approved and certified through Liveable Housing Australia.</li> </ul>	Principal
<p><b>4.2 Pricing in accordance with the SDA Price Guide</b></p> <p>Ensure the dwelling is priced in accordance with the latest version of the SDA Price Guide and SDA Price Calculator and other relevant rules and Legislation. The price will be based on the aspects of the dwelling which include its location, accessibility, design category and whether the dwelling is new or existing stock.</p>	Principal
<p><b>4.3 Location of dwelling</b></p> <p>Ensure the dwelling is suitably located by taking into consideration the below factors:</p> <ul style="list-style-type: none"> <li>(a) public transport, shopping centres, support services and amenity locations;</li> <li>(b) density restrictions and land use;</li> <li>(c) building restrictions and noise restrictions;</li> </ul>	Principal

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<ul style="list-style-type: none"> <li>(d) zoning matters;</li> <li>(e) access to local needs such as social and formal and informal supports;</li> <li>(f) location of NDIS offices.</li> </ul>	
<p><b>4.4 Dwelling ownership and possession</b></p> <ul style="list-style-type: none"> <li>(a) Ensure dwelling is owned by CDNI Care, to ensure that management of the dwelling is easily maintained, property restrictions are minimised and CDNI Care has management control over the entire dwelling; or</li> <li>(b) ensure the owner of dwelling consents to the SDA enrolment and has a complete understanding of what the dwelling will be used for along with associated risks that may be involved.</li> </ul>	<b>Principal</b>
<p><b>4.5 Dwelling enrolment submission</b></p> <p>Enrol the property if it meets the criteria set out above and otherwise meets the requirements of the NDIS Commission, by completing an SDA Dwelling Enrolment Application Form and Declaration.</p> <p><a href="https://www.ndis.gov.au/providers/housing-and-living-supports-and-services/housing/specialist-disability-accommodation/sda-registration-and-dwelling-enrolment#dwelling">https://www.ndis.gov.au/providers/housing-and-living-supports-and-services/housing/specialist-disability-accommodation/sda-registration-and-dwelling-enrolment#dwelling</a>.</p>	<b>Principal</b>
<p><b>4.6 (Obtain) and maintain Provider Registration</b></p> <p>Obtain registration as a registered NDIS provider with respect to the registration group 'Specialised Disability Accommodation' and maintain that registration with the NDIS Commission. CDNI Care will ensure compliance with its relevant obligations to ensure it maintains its provider registration.</p>	<b>Principal and all Workers</b>
<p><b>4.7 Annual Attestation</b></p> <p>Ensure CDNI Care completes an SDA Annual Attestation Form and submits this to SDARegistration@NDIS.gov.au by 15 March of every year.</p>	<b>Principal</b>
<p><b>4.8 Information confirming CDNI Care's commitment to ensuring its SDA enrolled dwellings are in a good state of repair and are being appropriately maintained, having regard to the safety, security and privacy of residents</b></p> <ul style="list-style-type: none"> <li>(a) Ensure each Client and their families, carers, chosen person or advocate are provided with induction materials before the Client commences occupying the SDA enrolled dwelling, which includes: <ul style="list-style-type: none"> <li>(1) a statement which: <ul style="list-style-type: none"> <li>(i) confirms CDNI Care's commitment to ensuring its SDA enrolled dwellings are in a good state of repair and are being appropriately maintained, having regard to the safety, security and privacy of residents;</li> <li>(ii) includes the specific rights the Client is entitled to, as a client of CDNI Care, exercise in relation to repairs and maintenance</li> </ul> </li> </ul> </li> </ul>	<b>Principal</b>

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<p style="text-align: center;">of the SDA enrolled dwelling (eg. to request CDNI Care undertake repairs or maintenance);</p> <ul style="list-style-type: none"> <li>(2) contact details and other information required by the Client to request repairs or maintenance (eg. request for urgent repairs can be in writing or verbal and request for non-urgent repairs must be in writing);</li> <li>(3) information as to when the Client may be liable for costs of repairs and maintenance;</li> <li>(4) information as to how the Client can apply to VCAT for assistance with matters relating to repairs and maintenance;</li> <li>(5) forms which the Client can use to request repairs and maintenance to the SDA enrolled dwelling.</li> </ul> <p>(b) Advise the Client that they have a responsibility to:</p> <ul style="list-style-type: none"> <li>(1) promptly report wear and tear and damage caused to the SDA enrolled dwelling;</li> <li>(2) promptly report repairs and maintenance required to their SDA enrolled dwelling;</li> <li>(3) allow access to the SDA enrolled dwelling when CDNI Care’s requires for repairs and maintenance to be undertaken;</li> <li>(4) pay the costs of repairs and maintenance to the SDA enrolled dwelling where the Client is responsible under the SDA residency agreement or the Legislation;</li> <li>(5) undertake minor repairs and maintenance to the SDA enrolled dwelling including:             <ul style="list-style-type: none"> <li>(i) replacing light bulbs in the SDA enrolled dwelling;</li> <li>(ii) replacing smoke alarm batteries if required;</li> <li>(iii) replacing door and window locks and keys where keys are lost;</li> <li>(iv) repairing any items that have been erected/installed by the Client (eg hooks and air conditioning);</li> <li>(v) general care and upkeep of the SDA enrolled dwelling, including any outdoor space of which they have exclusive use.</li> </ul> </li> </ul> <p>(c) Advise the Client that CDNI Care has a responsibility to ensure that repairs and maintenance are undertaken on all its SDA enrolled dwellings to:</p> <ul style="list-style-type: none"> <li>(1) ensure that they are safe and all appliances are maintained in a proper working order;</li> </ul>	
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(2)	in a manner so as to minimise any inconvenience or disruption to the Client and having regard to the safety, security and privacy of the Client.	
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<b>4.9</b>	<b>Condition Assessments and Reports</b>	<b>All Workers</b>
	<p>(a) Inspect the SDA enrolled dwelling and conduct an assessment of the state of repair and the general condition of the SDA enrolled dwelling:</p> <ul style="list-style-type: none"> <li>(1) before the Client occupies the SDA enrolled dwelling;</li> <li>(2) if the Client requests CDNI Care undertake repairs or maintenance, within the timeframes required under the SDA residency agreement and the Legislation;</li> <li>(3) in accordance with the Planned Maintenance Schedule;</li> <li>(4) on completion of repairs or maintenance to the SDA enrolled dwelling; and</li> <li>(5) where the Client is to vacate the SDA enrolled dwelling, on or before the date on which the Client vacates the SDA enrolling dwelling.</li> </ul> <p>(b) Ensure future and former Clients provide up-to-date contact details to CDNI Care.</p> <p>(c) On completion of the inspection and assessment, prepare a condition report of the state of repair and the general condition of the SDA enrolled dwelling as at the date of the assessment, including –</p> <ul style="list-style-type: none"> <li>(1) details of any wear and tear or damage to the SDA enrolled dwelling, including the nature of the damage;</li> <li>(2) details of any repairs or maintenance which CDNI Care considers need(s) to be undertaken;</li> <li>(3) any photographs taken by CDNI Care, with the Client's consent, of the SDA enrolled dwelling, making sure to record the date and the address of the SDA enrolled dwelling on the photographs; and</li> <li>(4) details of any costs of repairs or maintenance which CDNI Care considers are the responsibility of the Client under the SDA residency agreement or the Legislation.</li> </ul> <p>(d) Provide 2 copies of the condition report to the Client or Clients (eg. the former Client when they vacate the SDA enrolled dwelling and the future Client before they commence occupying the SDA enrolled dwelling).</p> <p>(e) Advise the Client that:</p>	

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<p>(1) the purpose of the condition report is to have an accurate record of the condition of the SDA enrolled dwelling at the time of assessment that is agreed to by CDNI Care and the Client;</p> <p>(2) they are to keep one copy of the condition report and the other copy is to be signed and returned to CDNI Care;</p> <p>(3) they are to check that the condition of the SDA enrolled dwelling at the time of assessment has been accurately recorded in the condition report;</p> <p>(4) if they do not agree with CDNI Care’s assessment, they should include their comments in the relevant section of the condition report;</p> <p>(5) they will not be charged for repairs or maintenance that are required due to fair wear and tear to the SDA enrolled dwelling;</p> <p>(6) they may be charged for damage that is not due to fair wear and tear, and the condition report can be used by them and CDNI Care as evidence of the condition of the SDA enrolled dwelling at the commencement and at the end of occupation of the SDA enrolled dwelling;</p> <p>(7) once they have checked the SDA enrolled dwelling and, where relevant, included their comments on the condition report, they must sign and date the condition report;</p> <p>(8) once the condition report is signed, it can be used as evidence at VCAT and, as a result, it is important that they write comments on the condition report if they disagree with CDNI Care’s assessment of the SDA enrolled dwelling in the condition report;</p> <p>(9) they are to return a signed copy of the condition report to CDNI Care within 3 days of being provided with the condition report;</p> <p>(10) if the Client does not return the signed condition report to CDNI Care within 3 days, CDNI Care considers that the Client agrees that the condition report is correct and no further action is taken.</p> <p>(f) When the Client returns a signed copy of the condition report, note any comments that have been made and ensure that the Client has signed and dated the condition report.</p> <p>(g) If the Client agrees with the condition report, enter the date the condition report was returned and place a copy of the condition report and the condition report signed by the Client if returned by the Client or notice given to the Client under 4.2(e)(10) in the Client’s file as a record of the condition of the SDA enrolled dwelling at the time of the assessment.</p>	
<p><b>4.10 Planned Maintenance</b></p> <p>(a) Create Planned Maintenance Schedule setting out:</p> <p>(1) SDA enrolled dwelling details;</p>	<p><b>All Workers</b></p>

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<ul style="list-style-type: none"> <li>(2) list of fixtures, fittings and internal and external finishes and expected life cycle of each;</li> <li>(3) forecast repair or replacement date;</li> <li>(4) identify priorities;</li> <li>(5) estimate of cost of repair or replacement.</li> </ul> <p>(b) Review and update Planned Maintenance Schedule on a regular (eg. annual) basis.</p> <p>(c) Keep Planned Maintenance Schedule on system and monitor implementation.</p>	
<p><b>4.11 Responsive Maintenance</b></p> <ul style="list-style-type: none"> <li>(a) Consider any request by the Client for repairs or maintenance and assess the category into which the repairs and maintenance fall (eg. emergency).</li> <li>(b) Arrange an inspection of the SDA enrolled dwelling with the Client and follow the procedure for assessment and condition report set out in item 4.2 (depending on the category of the repairs or maintenance).</li> <li>(c) Respond to requests for repairs or maintenance within the timeframes required under the SDA residency agreement or Legislation.</li> </ul>	<b>All Workers</b>
<p><b>4.12 Providing Access to VCAT</b></p> <p>Encourage and support Clients to apply to VCAT for assistance if CDNI Care determines that the repairs or maintenance are/is not required or CDNI Care does not undertake the repairs or maintenance in a timely manner.</p>	<b>All Workers</b>
<p><b>4.13 Undertaking Repairs or Maintenance</b></p> <ul style="list-style-type: none"> <li>(a) Obtain all necessary permits and consents to undertake the repairs or maintenance.</li> <li>(b) Provide contractors with copies of any of CDNI Care's Policies which apply.</li> <li>(c) Ensure contractors have necessary insurances and the contractors agree in writing to comply with the Legislation and any CDNI Care's Policies which apply.</li> <li>(d) Give written notice to the Client and the relevant persons in the Client's support network of temporary relocation from the SDA enrolled dwelling or termination of the SDA residency agreement and requirement for them to vacate the SDA enrolled dwelling if required in order to undertake the repairs or maintenance and provided the circumstances permit under the Legislation.</li> <li>(e) Give the Client and the relevant persons in the Client's support network notice of any repairs or maintenance in accordance with the SDA residency agreement and the Legislation, unless notice is not required (eg. in the case of urgent repairs), including details as to the nature of the</li> </ul>	<b>All Workers</b>

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<p>repairs or maintenance, timeframes within which the repairs or maintenance are to undertaken and any changes to these (eg. delays).</p> <p>(f) CDNI Care to take reasonable steps to minimise any inconvenience or disruption to the Client when undertaking repairs or maintenance.</p> <p>(g) CDNI Care to take reasonable steps to ensure that any repairs or maintenance –</p> <p>(1) are carried out by a suitably qualified person; and</p> <p>(2) are completed in a timely manner.</p>	
<p><b>4.14 Complaints and disputes</b></p> <p>(a) If the Client disagrees with CDNI Care’s assessment of the SDA enrolled dwelling’s condition, arrange a further inspection with the Client within 3 working days following the procedure set out in item 4.2.</p> <p>(b) If CDNI Care and the Client agree that the initial assessment was incorrect, advise the Client of the change to the assessment, make any changes to the condition report and follow the procedure set out in item 4.2, including initialling by CDNI Care and the Client of any changes made to the condition report.</p> <p>(c) If agreement on the SDA enrolled dwelling’s condition cannot be reached at the further inspection, follow the procedure set out in item 4.5.</p> <p>(d) Respond to and deal with any other complaints or disputes in accordance with CDNI Care’s Policy for dealing with complaints and disputes.</p>	<p><b>All Workers</b></p>
<p><b>4.15 Workers to commit to Policy</b></p> <p>(a) All Workers are provided with a copy of this Policy in their orientation and induction materials.</p> <p>(b) Under their employment, contractor agreement or binding letter agreement, each Worker at CDNI Care is required to take responsibility for ensuring:</p> <p>(1) full understanding of the commitments outlined in this Policy as well as procedures and other strategies designed to ensure that the principles of this Policy are upheld; and</p> <p>(2) ensuring that the principles and procedures and other strategies within this Policy are applied in their daily work.</p>	<p><b>All Workers</b></p>
<p><b>4.16 Train Workers</b></p> <p>(a) Training and supporting Workers ensure that the Procedures are followed.</p> <p>(b) Training staff to recognise the importance following the Procedures.</p>	<p><b>Principal and Key Management Personnel</b></p>
<p><b>4.17 Complementary policy adoption</b></p>	<p><b>Principal and Key Management Personnel</b></p>

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Adopt and maintain the Policy and Related Documentation which assists CDNI Care to demonstrate the relevant NDIS Quality Indicators related to the Enrolment of SDA Properties NDIS Practice Standard.	
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## 5. General

### 5.1 Relevant Legislation, Regulations, Rules and Guidelines

Legislation, Rules, Guidelines and Policies apply to this Policy and supporting documentation as set out in the Legislation Register.

### 5.2 Inconsistency

If and to the extent that the terms of this Policy are or would be inconsistent with the requirements of any applicable law, this Policy is deemed to be amended but only to the extent required to comply with the applicable law.

### 5.3 Policy Details

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