
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 Service Agreements with Participants NDIS Practice Standard.

1.2 Policy Aims

CDNI Care is committed to ensuring that each Client is supported to understand the terms and conditions that apply to their specialist disability accommodation dwelling and the associated service and/or tenancy agreements.

1.3 NDIS Quality Indicators

In this regard, CDNI Care aims to demonstrate the following quality indicator 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) Work is undertaken with the Client to develop a written SDA residency agreement that meets the requirements of the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018, and any applicable state or territory residential tenancy legislation.
- (b) Each Client is supported to understand the SDA residency agreement, including any conditions, by using the language, mode of communication and using terms which that Client is most likely to understand.
- (c) Each Client receives a copy of their SDA residency agreement signed by the Client and CDNI Care. Where this is not practicable, a record is made detailing the circumstances in which the Client did not receive a copy of their SDA residency agreement.

1.4 Scope

- (a) This Policy applies to all CDNI Care's Clients and all SDA residency agreements entered into by CDNI Care and the Clients.
- (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 Standard 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

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

Client means a client of CDNI Care (including an NDIS Client) 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) 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.

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.

SDA means specialist disability accommodation.

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

CDNI Care is committed to ensuring that each Client is supported to understand the terms and conditions that apply to their specialist disability accommodation dwelling and the associated service and/or tenancy agreements:

CDNI Care has established systems, procedures, workflows and other strategies to ensure that:

- (a) work is undertaken with each Client to develop a written SDA residency agreement that meets the requirements of the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018, and any applicable state or territory residential tenancy legislation;
- (b) each Client is supported to understand the SDA residency agreement, including any conditions, by using the language, mode of communication and using terms which that Client is most likely to understand; and

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- (c) each Client receives a copy of their SDA residency agreement signed by the Client and CDNI Care. Where this is not practicable, a record is made detailing the circumstances in which the Client did not receive a copy of their SDA residency agreement.

3.2 Information and Documents to be Given to the Client

Before the SDA residency agreement is entered into or established by CDNI Care and the Client, CDNI Care provides the Client and the relevant persons in the Client's support network with:

- (a) an information statement and a copy of the SDA residency agreement; and
 (b) an explanation of the information statement and SDA residency agreement,

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

3.3 Signing of the SDA Residency Agreement

CDNI Care enters into or establishes the SDA residency agreement with the Client in accordance with the Legislation.

3.4 Notice of SDA Residency Agreement

CDNI Care gives the Director notice of the SDA residency agreement entered into or established with the Client, in accordance with the Legislation.

3.5 Record of SDA Residency Agreement

CDNI Care gives the Client a copy of the SDA residency agreement signed by the Client and CDNI Care or where this is not practicable, makes a record detailing the circumstances in which the Client did not receive a copy of their SDA residency agreement.

3.6 Feedback and Complaints Management Policy

If a dispute arises between CDNI Care and the Client or the Client has a complaint arising out of the process followed by CDNI Care in relation to the entering into or establishment of the SDA residency agreement, the dispute or complaint will be dealt with in accordance with CDNI Care's complaint handling policy.

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.

Procedure	Responsibility
4.1 Information and Documents to be Given to the Client (a) Give the Client an information statement, in the form approved by the Director, at least 7 days before entering into or establishing the SDA residency agreement with the Client.	All Workers

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<ul style="list-style-type: none"> (b) Enter into the SDA residency agreement, or work with the Client to establish the SDA residency agreement, before the Client occupies their SDA enrolled dwelling. (c) Give the Client and the Client's guardian or administrator a written copy of the SDA residency agreement, in the prescribed standard form and including or referring to matters required by the National Disability Insurance Scheme 2013 (Cth) and any regulations, rules or instruments made under that Act, on or before the commencement date in the SDA residency agreement. (d) Give an explanation both verbally and in writing where reasonable, of the information statement and the SDA residency agreement to the Client in the language, mode of communication and using the terms which the Client is most likely to understand. (e) If it appears that the Client would benefit from support or requires support to understand the information statement and any explanation of the information statement, use reasonable endeavours to convey the contents of the information statement and explanation of the information statement to the Client in the language, mode of communication and using the terms which the Client is most likely to understand. (f) If it appears that the Client would benefit from support or requires support to understand the information statement and any explanation of the information statement, give a copy of the information statement and explanation of the information statement to a family member, carer, guardian, advocate or other person chosen by the Client or if no person is chosen, to a person who CDNI Care considers can assist the Client and is not employed by, or a representative of, CDNI Care. (g) If it appears that the Client would benefit from support or requires support to understand the SDA residency agreement and any explanation of the SDA residency agreement, give a copy of the SDA residency agreement and explanation of the SDA residency agreement to a family member, carer, guardian, administrator, advocate or other person chosen by the Client or if no person is chosen, to a person who CDNI Care considers can assist the Client and is not employed by, or a representative of, CDNI Care. 	
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<p>4.2 Signing of SDA Residency Agreement</p> <ul style="list-style-type: none"> (a) Arrange for the Client to sign the SDA residency agreement. (b) CDNI Care to sign the SDA residency agreement. 	<p>All Workers</p>
<p>4.3 Notice of SDA Residency Agreement</p> <ul style="list-style-type: none"> (a) Give the Director written notice of the SDA residency agreement within 14 days of the SDA residency agreement being entered into or established, including the: <ul style="list-style-type: none"> (1) name and contact details of CDNI Care; 	<p>All Workers</p>

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<p>(2) Address of the SDA enrolled dwelling being provided by CDNI Care under the SDA residency agreement; and</p> <p>(3) term of the SDA residency agreement.</p>	
<p>4.4 Record of SDA Residency Agreement</p> <p>(a) Give the Client a copy of the SDA residency agreement signed by the Client and CDNI Care or where this is not practicable, make a record in the Client's file detailing the circumstances in which the Client did not receive a copy of their SDA residency agreement.</p> <p>(c) Place a copy of the SDA residency agreement signed by CDNI Care and the Client in the Client's file.</p>	<p>All Workers</p>
<p>4.5 Complaints and disputes</p> <p>(a) 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>All Workers</p>
<p>4.6 Workers to commit to Policy</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>All Workers</p>
<p>4.7 Train Workers</p> <p>(a) Training and supporting Workers to ensure that the Procedures are followed.</p> <p>(b) Training staff to recognise the importance of following the Procedures.</p>	<p>Principal and Key Management Personnel</p>
<p>4.8 Complementary policy adoption</p> <p>Adopt and maintain the Policy and Related Documentation which assists CDNI Care to demonstrate the relevant NDIS Quality Indicator related to the Service Agreements with Participants NDIS Practice Standard.</p>	<p>Principal and Key Management Personnel</p>

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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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