

## **Specialist Disability Accommodation - Tenancy Management 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 Tenancy Management NDIS Practice Standard in the Specialist Disability Accommodation Module.

#### **1.2 Policy Aims**

Where applicable, policies and procedures are in place about how CDNI Care will declare, advertise and fill vacancies in shared living, including how each Client's views, preferences and needs are documented and taken into account. The policies are made available to Clients in the language, mode of communication and using terms which each Client is most likely to understand.

#### **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) Demonstrated adherence to the requirements established in the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018.
- (b) Where applicable, policies and procedures are in place about how CDNI Care will declare, advertise and fill vacancies in shared living, including how each Client's views, preferences and needs are documented and taken into account. The policies are made available to Clients in the language, mode of communication and using terms which each Client is most likely to understand.
- (c) Where a change in participant needs or circumstances occurs, reasonable adjustments are made to accommodate the changes. 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.
- (d) State or territory legislative requirements regarding the provision of tenancy-related notices are adhered to and each participant is aware of their right to seek review of a decision, where applicable.
- (e) Policies, procedures and agreements relating to any tenancy management are provided in the language, mode of communication and terms which each participant is most likely to understand.

#### **1.4 Scope**

- (a) This Policy applies to all applicants for 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.

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- (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 participant) and includes current, future and former Clients and, where applicable, any applicant who has made an application to occupy one of CDNI Care's SDA enrolled dwellings.

**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 National Disability Insurance Scheme Act 2013 (Cth), National Disability Insurance Scheme (Specialist Disability Accommodation) Rules 2020 (Cth) 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.

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## 3. Policy

### 3.1 General

CDNI Care has:

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- (a) established this Policy and systems, procedures, workflows and other strategies setting out how CDNI Care declares, advertises and fills vacancies in shared living, including how each Client's views, preferences and needs are documented and taken into account; and
- (b) made this Policy available to Clients in the language, mode of communication and using terms which each Client is most likely to understand.

As part of the Procedures, CDNI Care regularly monitors the systems, procedures, workflows and other strategies used by CDNI Care in declaring, advertising and filling vacancies in CDNI Care's SDA enrolled dwellings.

### 3.2 Declaring, Advertising and Filling Vacancies

Where an SDA enrolled dwelling becomes vacant, CDNI Care follows a procedure for declaring, advertising and filling the SDA enrolled dwelling that:

- (a) ensures that applicants have a clear understanding of the procedure and criteria used by CDNI Care to fill the vacancy;
- (b) fills the vacancy as quickly and efficiently as possible;
- (c) complies with the Legislation;
- (d) documents and takes into account each Client's views, preferences and needs;
- (e) regularly monitors and reviews the systems, procedures, workflows and other strategies used by CDNI Care in declaring, advertising and filling vacancies in CDNI Care's SDA enrolled dwellings.

In determining the suitability of an applicant to occupy the SDA enrolled dwelling, CDNI Care will take into consideration:

- (a) the applicant's eligibility under the Legislation – the applicant must be a current participant under the National Disability Insurance Scheme, be approved to live in the relevant SDA building category and have sufficient SDA funds included in their support package;
- (b) whether the applicant is already a resident of another one of CDNI Care's SDA enrolled dwellings;
- (c) the proximity of the SDA enrolled dwelling to dwellings occupied by the applicant's family;
- (d) the proximity of the SDA enrolled dwelling to the applicant's place of employment;
- (e) the applicant's age;
- (f) where CDNI Care considers it appropriate, references provided by the applicant – unless CDNI Care determines otherwise, applicants will be required to provide one each of the following references:
  - (1) reference from a previous landlord or agent reflecting a good rental payment history and property maintenance;
  - (2) personal reference from a person who has known the applicant for at least 2 years; and
  - (3) character reference from a person who has known the applicant for at least 2 years;

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- (g) applicant’s ability to pay the rent for the SDA enrolled dwelling;
- (h) size of the SDA enrolled property compared to the applicant’s needs;
- (i) applicant’s views, preferences and needs (eg. amenities);
- (j) support services required by the applicant;
- (k) neighbouring Clients.

### 3.3 Feedback and Complaints Management Policy

If a dispute arises between CDNI Care and the Client or the Client has a complaint about CDNI Care’s process for declaring, advertising and filling the vacancy of the SDA enrolled dwelling, the dispute or complaint will be dealt with in accordance with CDNI Care’s Feedback and Complaints Management 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
<p><b>4.1 Declaring, Advertising and Filling Vacancies</b></p> <p>When a vacancy occurs in one of CDNI Care’s SDA enrolled dwellings, CDNI Care will:</p> <ul style="list-style-type: none"> <li>(a) declare the SDA enrolled dwelling vacant;</li> <li>(b) advertise the vacancy on CDNI Care’s website;</li> <li>(c) notify any referrers of Clients of the vacancy;</li> <li>(d) notify any eligible and suitable applicants who have previously submitted applications to CDNI Care of the vacancy;</li> <li>(e) assist applicants to complete CDNI Care’s application form if they require assistance;</li> <li>(f) provide applicants with information about the assessment process, including timelines for decision making;</li> <li>(g) give applicants the opportunity to ask questions;</li> <li>(h) record applicants’ details and notes on CDNI Care’s system;</li> <li>(i) assess each application and the applicant’s suitability to the SDA enrolled dwelling taking into account the criteria set out in this Policy;</li> <li>(j) create a shortlist of the top 3 applicants for the SDA enrolled dwelling according to the criteria set out in this Policy, ranking the applicants from one to three;</li> </ul>	<p><b>All Workers</b></p>

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<p>(k) give each of the top 3 applicants:</p> <ul style="list-style-type: none"> <li>(1) notice that they have been shortlisted for the SDA enrolled dwelling;</li> <li>(2) an opportunity to inspect the SDA enrolled dwelling; and</li> <li>(3) a copy of the SDA residency agreement to be entered into together with any related documents;</li> </ul> <p>(l) offer the SDA enrolled dwelling to the most suitable applicant and give them the opportunity to make an informed decision about whether they accept the offer;</p> <p>(m) if the most suitable applicant does not accept the offer of the SDA enrolled dwelling:</p> <ul style="list-style-type: none"> <li>(1) offer the SDA enrolled dwelling to the second most suitable applicant and give them the opportunity to make an informed decision about whether they accept the offer; and</li> <li>(2) advise the most suitable applicant that their refusal of the offer will not negatively affect their application for future dwellings;</li> </ul> <p>(n) if the second most suitable applicant does not accept the offer of the SDA enrolled dwelling, repeat the process set out in item 4.1(l) with the third most suitable applicant.</p>	
<p><b>4.2 Communicate in the language, mode of communication and terms that the Client is most likely to understand</b></p> <p>Support Clients to communicate about the provision of Tenancy Management in a manner which is responsive to their needs and in the language, mode of communication and terms that the Client is most likely to understand by:</p> <ul style="list-style-type: none"> <li>(a) using respectful, open, clear, and honest communication in all professional interactions (e.g., spoken, written, social media);</li> <li>(b) communicating effectively with Clients to promote their understanding of proposed SDA supports and services (e.g., active listening, use of plain language, encouraging questions).</li> <li>(c) identifying potential barriers to effective communication and making a reasonable effort to address these barriers including by providing information and materials on how to access interpreter services, legal and advocacy services.</li> <li>(d) working with bilingual assessment staff, interpreters (linguistic and/or sign), communication specialists and relevant advocacy agencies/services that can also assist Client participation, inclusion, informed choice and control.</li> <li>(e) encouraging Clients to engage with their family, friends and chosen community if Everhomes has been directed by the Client to do so.</li> <li>(f) informing Clients of their inherent human rights and legal rights.</li> </ul>	<p><b>All Workers</b></p>

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<p>(g) supporting Clients to exercise their rights and responsibilities.</p> <p>(h) documenting all material communications accurately, clearly, professionally and in a timely manner and including them in the Client's information file.</p> <p>(i) supporting Clients, their family, carers and support network to find, use and access the SDA supports and services they need and work with them to reduce any limitations or barriers where they exist.</p> <p>Aboriginal, Torres Strait Islander and all people from Cultural, linguistic and diverse backgrounds (CALD) are supported in accessing SDA supports and services in the community in an inclusive and supportive environment.</p>	
<p><b>4.3 Providing access to advocacy</b></p> <p>Encourage and support Clients to access legal or advocacy services that can inform them of their tenancy management rights by providing information in relation to how to access such services in Client Induction Booklet.</p>	<p><b>Principal and Key Management Personnel</b></p>
<p><b>4.4 Monitor and review the systems, procedures, workflows and other strategies</b></p> <p>Monitor and review the systems, procedures, workflows and other strategies used by CDNI Care in declaring, advertising and filling vacancies and implement any changes.</p>	<p><b>Principal and Key Management Personnel</b></p>
<p><b>4.5 Complaints and disputes</b></p> <p>Respond to and deal with any other complaints or disputes in accordance with CDNI Care's Feedback and Complaints Management Policy.</p>	<p><b>All Workers</b></p>
<p><b>4.6 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>4.7 Train Workers</b></p> <p>(a) Training and supporting Workers in the Procedures.</p> <p>(b) Training staff to recognise the importance of following the Procedures in declaring, advertising and filling vacancies in CDNI Care's SDA enrolled dwellings.</p>	<p><b>Principal and Key Management Personnel</b></p>

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<p><b>4.8 Complementary policy adoption</b></p> <p>Adopt and maintain the Policy and Related Documentation which assists CDNI Care to demonstrate the relevant NDIS Quality Indicators related to the Tenancy Management NDIS Practice Standard.</p>	<p><b>Principal and Key Management Personnel</b></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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