



Welcome Home Webinar 2 – Case Study 3

Ben loves cooking

Working with an NDIS Registered Provider of Supports

Ben has been offered a tenancy in an Improved Liveability house with 2 other tenants. He has always loved to cook and used to help his Mum make the family meals at home. One of the things Ben is most looking forward to about moving out of home is building up his skills to cook for himself.

When Ben moves into his new SDA home, he goes straight into the kitchen to see how it is set up. The SIL worker who supports the household tells him that tenants are not allowed to use the kitchen and he will not be able to do his own cooking. All the tenants' meals and snacks are prepared for them by the SIL worker.

Ben was not made aware of this house rule when he originally talked to the SDA provider about his tenancy. He wishes he had known about this rule before he signed his SDA agreement.

- A.** A meeting organised for Ben and the SIL provider to discuss his lifestyle and living preferences

It is the responsibility of an SDA provider to establish how a prospective tenant will want to access and use an SDA dwelling **before** they make a formal tenancy offer.

Ben should have the conversation about his lifestyle preferences with his SDA provider before he enters the tenancy agreement, not with the SIL provider after he moves in.

- The terms and conditions for accessing and using an SDA dwelling, including access to areas within the dwelling, must be included in an SDA agreement and explained to a tenant along with any support they require to give informed consent to those conditions.
- An SDA provider should use this process to identify any risks related to delivering SDA services to a person that may undermine their security of tenure, such as the person's inability or unwillingness to comply with house rules.

- B.** An easy to understand factsheet about house rules and who to contact with concerns or issues

An SDA provider should provide easy to understand information about their expectations for a tenant to access and use an SDA dwelling.

Ben's SDA provider could have given him the following support material to help him understand his tenancy conditions before entering an agreement:

- An easy to understand summary of house rules
 - Information about how house rules are made, reviewed and changed and the level of involvement a tenant can have in that process
 - Contact details for a tenancy management role that can discuss a tenant's access or use of an SDA dwelling.
- C. An explanation from any service provider about Ben's responsibilities as a tenant in a shared household
- A registered provider of supports, such as a SIL provider, may have a useful role to play in supporting a tenant to address matters concerning the expectations for their access and use of a dwelling, however the SIL provider should not be responsible for independently setting or managing house rules.
 - The SDA provider should establish and document the role and responsibilities of other service providers as they relate to tenancy management.