



Welcome Home Webinar 2

Facilitation notes

Introduction

Welcome Home is a package of compliance education resources for registered providers of specialist disability accommodation (SDA). The resources are designed to help providers understand their service obligations under the [NDIS Practice Standards for SDA](#) and explore a rights-based approach to service delivery.

Who should use this package?

- Registered providers of SDA who are required under their terms of registration to comply with the SDA Practice Standards
 - Tenancy management employees, officers, agents and subcontractors
 - Executive teams and Board members
- SDA-eligible participants and self-providers
- Support coordinators (and any other referring agencies or professionals)
- Registered providers of support working with SDA tenants
- SDA tenant supporters (informal and formal)

How does it work?

The Welcome Home package is a free resource available through [The Summer Foundation's Summer Learning platform](#). From November 2021, the resource will be available from [The NDIS Quality and Safeguards Commission](#).

The package has 2 components:

1. Online training modules designed for self-paced learning.
2. A series of 3 webinars that build on the training material and include participant activities.

Welcome Home Training Modules

The Welcome Home Package includes 6 training modules. A user can access the modules in any order and work through them at their own pace.

Module 1: A rights-based approach to SDA

Module 2: Rights and Responsibilities

Module 3: Conflict of Interest

Module 4: Service Agreements

Module 5: Enrolment of SDA Properties

Module 6: Tenancy Management

Module 1 introduces the concept of rights-based service delivery as a key objective of the NDIS Quality and Safeguarding Framework.

Modules 2 - 6 focus on the 5 performance areas in the SDA Practice Standards with explanations and good practice tips for achieving the performance outcomes and utilising the key performance indicators.

Each module also contains a set of management tools and resources designed to further explore rights-based service delivery and good practice. These include database templates, policy guides, fact sheets, infographics, videos and podcasts.

The Welcome Home Executive Resource includes a self-assessment tool designed to monitor performance and manage continual improvement, and 3 podcasts from the Summer Foundation's Reasonable and Necessary podcast series:

- Talking to SDA providers
- Talking to SDA tenants
- Talking to the NDIS Commission

Webinars

The Welcome Home webinar series contains 3 training sessions designed to build on the information provided in the training modules. The webinars take a closer look at a rights-based approach to SDA within the context of common service scenarios and challenges.

Each webinar should run for approximately 2.5 hours and follow a standard format:

Part 1: an introduction to different aspects of the SDA service environment and associated issues and challenges for compliance.

Part 2: participants look at case studies of common practice scenarios. A participant poll asks questions based on the preceding material and provides participants with an opportunity to ask questions (a chat facility can be used for questions and comments if numbers are too high for facilitated conversation). Case studies could also be explored as breakout room activities.

Each webinar comes with a set of resources including:

- A Power Point slide set
- Facilitation notes
- A selection of case studies, activity sheets and FAQs

Webinar 2: Who do I work with?

The second webinar looks at roles that support the delivery of SDA services and how an SDA provider should engage with those roles.

The first half of the session explains how the NDIS has fundamentally altered the service objectives for home and living services and the impact this change has had on the roles and relationships that support service delivery.

The case studies look at 3 roles supporting SDA service delivery and how an SDA provider should engage with these roles to uphold a tenant's rights. The roles are:

- A tenant's support network member
- A support co-ordinator
- An NDIS registered provider of supports

The material in this webinar draws on the Module 3: Conflict of Interest and Module 6: Tenancy Management.

Webinar two – Slide Guide and Facilitation Notes

Slide	Facilitation Notes
<div data-bbox="168 293 976 392" data-label="Image"> </div> <div data-bbox="210 437 349 571" data-label="Image"> </div> <div data-bbox="369 446 721 491" data-label="Section-Header"> <h3>Welcome Home</h3> </div> <div data-bbox="383 499 878 533" data-label="Text"> <p>Webinar Two: Who should I work with?</p> </div> <div data-bbox="168 622 976 722" data-label="Image"> </div>	<p>This is the second Welcome Home training webinars.</p> <p>This webinar looks at the roles that support the delivery of SDA services and how an SDA provider should engage with those roles.</p> <p>The material in this webinar draws on Welcome Home Module 3: Conflict of Interest and Module 6: Tenancy Management.</p>
<div data-bbox="168 831 976 903" data-label="Section-Header"> <h3>Welcome Home education package</h3> </div> <div data-bbox="873 865 938 927" data-label="Image"> </div> <p data-bbox="237 954 741 975">Compliance education resources for registered SDA providers</p> <ul data-bbox="237 1007 904 1209" style="list-style-type: none"> • Understand the SDA Practice Standards (Module 5) • Explore a rights-based approach to service delivery • Online self-paced learning – walkthrough the SDA Practice Standards (policies, procedures, practice principles) • Tools and resources – good practices for rights-based service delivery 	<p>The package has been designed for use by registered providers of SDA. The resources may also be useful for anyone who would like to understand an SDA provider's service obligations e.g., support coordinators, self-providers, SDA-eligible participants and their supporters.</p> <p>The resources are designed to strengthen a provider's understanding of the NDIS Practice Standards for SDA. This is 1 of the supplementary modules attached to the NDIS Core Practice Standards. An SDA provider must comply with the NDIS Core Practice Standards and supplementary Module 5. A provider should check the NDIS Commission website to confirm if they have any additional service obligations. Module 1 explains the SDA Practice Standards in more detail and links to NDIS Commission information.</p> <p>The SDA Practice Standards establish a framework for developing the policies, procedures and practices that meet an SDA provider's conditions of registration as outlined in the NDIS (Specialist Disability Accommodation Conditions) Rule</p>

[2018](#) and the 5 (tenant focussed) performance outcomes outlined in the NDIS (Provider Registration and Practice Standards) Rules 2018.

The SDA Practice Standards build on the key principles and objectives of the [NDIS Quality and Safeguarding Framework](#) that are the basis for a 'rights-based approach to service delivery'. Welcome Home places a strong focus on a rights-based approach to delivering SDA services and the obligation of an SDA provider to uphold the legal rights of an SDA tenant. This includes supporting a person to make informed decisions throughout their tenancy and adopting a person-centred approach to delivering tenancy management services.

It is important at this point to distinguish the conditions for SDA registration outlined in the SDA Conditions Rule from the conditions for SDA eligibility outlined in the [SDA Rules 2020](#). The conditions of registration set the service standards that an SDA provider must meet. The conditions of eligibility set the criteria for a participant to receive SDA funding and for a provider to claim SDA payments. While the 2 areas intersect, the policies and decisions the NDIA make about SDA eligibility do not alter the basic objectives and obligations that an SDA provider has to uphold tenant rights. SDA providers often confuse these 2 areas when discussing compliance issues. Keep an eye out for that confusion in discussions, especially if funding or pricing issues are used to excuse non-conformance.

The 6 Welcome Home training modules provide a comprehensive guide to the SDA Practice Standards and 60 management tools and resources designed to support the development of good practices.

NOTE: The Welcome Home package is not designed to get individual service providers 'audit-ready'. The package will strengthen a provider's understanding of their compliance obligations and give a solid grounding for establishing good practices and a rights-based approach to service delivery.

Welcome Home Webinar Series



Webinar One: The essentials of the SDA provider role - responsibilities, priorities, and challenges

Webinar Two: The roles that support SDA service delivery and how an SDA provider should engage and coordinate with those roles

Webinar Three: The perspective of the SDA tenant. What does good and bad service delivery look like to a tenant.

The Welcome Home webinar series is designed to further explore some of the key themes and challenges related to a rights-based approach to service delivery.

- The webinars complement the online training material. They are not a 'live' alternative to the training modules.
- Suggested pre-reading is Module 1: A rights-based approach to service delivery and Module 2: Rights and Responsibilities. These outline the basics of a rights-based approach to service delivery.

Webinar 1 looks at the key practice principles and service objectives that shape the SDA provider role. This webinar draws on material from Module 2: Rights and Responsibilities and Module 4: Service Agreements.

Webinar 2 looks at the roles that support SDA service delivery and how they intersect with the SDA provider role. This webinar draws on material from Module 3: Conflict of Interest and Module 6: Tenancy Management.

Webinar 3 explores a rights-based approach to service delivery from the perspective of an SDA tenant. This webinar has been co-designed and should ideally be co-facilitated by people with lived experience of SDA.

What we will discuss today



Introduction to SDA service objectives

The changing face of housing services for people with disability

The SDA Practice Standards – service objectives that all service providers should share

The who, the what and the how of SDA service delivery

Case studies

- Working with a tenant's support network
- Working with a support coordinator
- Working with NDIS registered providers of support

Introduction to SDA service objectives

- Service model and objectives have changed under NDIS. The focus has shifted from standardized care in large congregate settings to person-centred support that is responsive to an individual's changing needs and upholds their legal rights and personal autonomy.
- SDA Practice Standards set performance outcomes and indicators for an SDA provider to manage service arrangement and relationships with other service providers, particularly SIL providers in shared housing.
- An SDA provider has a complex network of relationships to manage. They must understand when they are required to set standards and lead these relationships, rather than allow other service providers to act autonomously. This is a particular challenge for conformance with performance standards for tenancy management.

Case Studies

There are 3 case studies that explore how an SDA provider should engage with roles supporting tenants and SDA service delivery. A trainer can select from a collection of case studies or create their own with the case study template and tenant profiles. Example below:

Case study 1 – Working with a tenant's support network

- What information should an SDA provider have about support network members?
- What responsibilities does the SDA provider have for managing supporter involvement in a tenancy?

Case study 2 – Working with a support coordinator

- When should an SDA provider engage with a prospective tenant and their support coordinator?

- What information should an SDA provider and a support coordinator exchange?

Case study 3 – Working with an NDIS registered provider of supports

What are the responsibilities of an SDA provider and a support provider in the delivery of tenancy management?

The NDIS has changed the service objectives for delivering housing to people with disability. These changes alter the nature of key relationships and service arrangements supporting service delivery.



The changing face of housing services for people with disability

SDA signals change: service objectives



Pre-NDIS

- Shared supported accommodation model
- Large congregate settings
- Housing & support package
- Standardised services for passive recipients of care
- Shelter and care
- Risk-averse



SDA

- Support independent living in the community
- Smaller shared housing
- Separate housing & support services
- Services responsive to individual
- Facilitates autonomy
- Risk-proportionate

Pre-NDIS:

- The shared supported accommodation model that was dominant in the pre-NDIS system, delivered a standardised service package including housing and in-home support to residents in large group home settings.
- The key service objective was to provide shelter to residents as passive recipients of care.
- The management style was risk averse and offered little room to accommodate individual needs or preferences.

SDA

- SDA offers independent living opportunities for people with disability. The NDIA has stated its intention to support the scale-down of shared household size.
- Housing and in-home support services are assessed and funded separately by the NDIA and should be delivered as separate service areas. The SDA sector is still transitioning to this service model but the NDIA has signalled its intention to require the design of separate housing and in-home support into future SDA models.
- All service providers are required to adopt a person-centred approach that is flexible and responsive to an individual's needs and preferences. Policies and procedures should aim to facilitate a person's autonomy and afford them some degree of risk in their decision-making.
- Webinar 1 looks at dignity or risk and supported decision-making. Also see an explanation of dignity of risk in the [NDIS Quality and Safeguarding Framework](#).

SDA signals change: tenant outcomes



Resident

- Leases a room and shared living spaces
- No choice of where and who to live with
- Shared residential services (eg. personal care, meals)
- Required to follow house rules



Tenant

- Leases a dwelling
- Choice of where and who to live with
- Choice & control over in-home support providers (shared OOA)
- Consulted about provider expectations for use of the dwelling

One of the most important outcomes from these changes is that people who require support to live independently can now enjoy the rights of a mainstream residential 'tenant' rather than those of a 'resident' who typically has fewer legal rights, responsibilities and freedoms.

Note on house rules: while an SDA provider is within their rights to set their expectations and rules for access to and use of an SDA dwelling, house rules should be set independently by tenants or in collaboration with the SDA provider. They must not be imposed on tenants or decided by other support roles, such as a SIL provider. A prospective tenant should be comfortable with existing house rules and give informed consent to abide by them.

SDA practice standards



Performance Standard	Performance Outcome	SDA Service Arrangements and Relationships
Rights and Responsibilities	Service delivery upholds SDA tenant's legal rights	Ensure compliance with rights-based policies
Conflict of Interest	Right to exercise choice and control over NDIS supports is not limited by choice of SDA dwelling	Proactively manage service arrangements and relationships that limit choice and control particularly SIL affiliations
Service Agreements	Support tenant to understand terms and conditions of SDA agreement	Explain terms and conditions (incl. roles and responsibilities) to tenant
Enrolment of SDA Properties	SDA dwelling meets the conditions for property enrolment	Registered providers of support who delivery SDA must not deny dwelling access to other NDIS service providers
Tenancy Management	Tenant can exercise choice and control and is supported by effective tenancy management	Ensure compliance with person-centred procedures and set roles and responsibilities

SDA Practice Standards outline performance outcomes and indicators for an SDA provider to manage service arrangements and relationships with other service providers. The [Pricing Arrangements for SDA 2021 - 22](#) now include an SDA Terms of Business that have expanded these responsibilities.

- Rights & Responsibilities:** An SDA provider must have mechanisms in place to ensure that their officers, employees, agents and subcontractors comply with rights-based policies and the SDA Terms of Business.
- Conflict of Interest:** An SDA provider must declare to a tenant any service arrangement that limit or could limit their choice and control. This includes service models for delivery of SDA and SIL by the same provider and commercial arrangements with other service providers, particularly any affiliations with a SIL provider.
- Service Agreements:** An SDA provider must explain all tenancy terms and conditions to a tenant and ensure they understand their rights and responsibilities. This requires the SDA provider to explain the different roles and responsibilities of all service providers working with a person in their home.

- **Enrolment of SDA Properties:** The conditions for enrolling an SDA property include the responsibility of registered providers of support who also deliver SDA to not deny dwelling access to another NDIS service provider for the purposes of supporting a tenant in their home.
- **Tenancy Management:** An SDA provider must ensure all employees, officers, agents and sub-contractors comply with tenancy management policies and person-centred practices supporting tenancy management.

A rights-based approach to service delivery



- Uphold defined rights
- Comply with applicable laws
- Service delivery is flexible & responsive to individual
- Service delivery facilitates autonomy



Summarise the service objectives for SDA and a rights-based approach to service delivery.

Good practice tip: The SDA provider should aim to engage all service providers working with a person in their home to establish a consistent/ compatible approach to service delivery. If service providers diverge in their service objectives and practices this will create problems for the tenant and the delivery of effective tenancy management.

SDA provider responsibilities



Tenant

- Establish and record communication and decision-making support needs
- Explain rights, responsibilities and tenancy terms and conditions
- Explain tenancy management procedures including roles and responsibilities
- Collaborate to establish shared support arrangements



Employees, agents, subcontractors

- Ensure compliance with rights-based policies
- Ensure compliance with person-centred procedures

Registered providers of support and other support roles

- Coordinate dwelling access
- Collaborate to establish shared service arrangements
- Establish and document tenancy management responsibilities
- Ensure access to information about tenant support needs

Good Practice

- Set the tone for service delivery to support a rights-based, person-centred approach.

An SDA provider has different responsibilities for managing relations with tenants, service providers and other supporters:

Tenant:

- Document details about a tenant's communication and decision-making support needs and preferences
- Provide information to a tenant (and their supporters) about tenancy terms and conditions and tenancy management procedures, including the roles and responsibilities of all service providers.
- Collaborate with a tenant to set arrangements for delivery of shared supports (including dwelling access). Document these arrangements for the tenant.

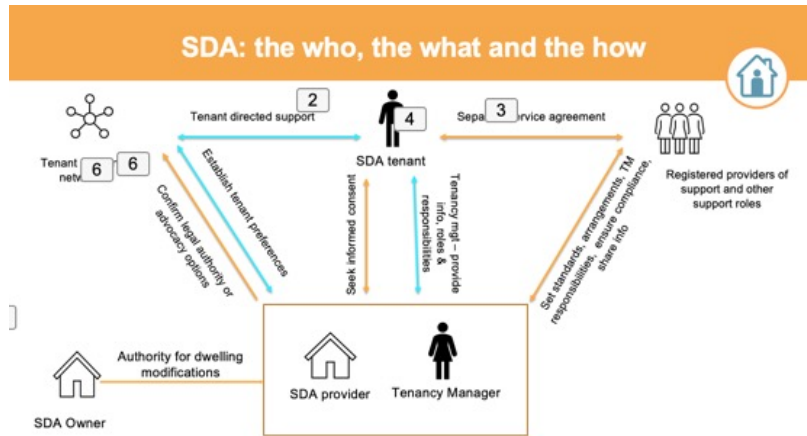
Employees, agents, subcontractors

- Ensure compliance with all SDA policies and procedures

Registered providers of support and other support roles

- Establish and document all service arrangements for shared support including dwelling access.
- Establish and document all roles and responsibilities for tenancy management.
- Ensure information about a tenant's support needs is appropriately available to other service providers to ensure a consistent approach to service delivery.

Good practice tips: Engage with all service providers and supporters working with a tenant in their home to set the tone for rights-based, person-centred approach to service delivery.



This slide reinforces key responsibilities of the SDA provider role but it's main purpose is to demonstrate there is a complex network of relationships, roles and responsibilities that an SDA provider must manage. Key to this responsibility is understanding where roles and responsibilities are separate and where they intersect.

This is a good point to run the Lead, Follow, Collaborate activity that looks at the different roles and responsibilities of SDA and in-home support providers.



This 3-minute captioned video presents a segment from the Welcome Home Reasonable and Necessary Podcast: Talking with SDA tenants. The conversation between host, Dr George Taleporos and 2 tenants shows how easy it is for everyone to get confused about who plays what role in the delivery of SDA services.



Case studies and good practices

The remainder of the training works with case studies about common SDA service scenarios. Short participant polls ask questions related to the key learnings from the first half of the training. Commentary is provided for facilitators to review results and guide conversations about good practices.

- Read through each case study
- Run the participant poll (Zoom has a poll function that you can use)
- Review poll results using commentary (see slides below and in case studies provided in resource pack)
- Provide word versions of case studies with good practice tips (based on your commentary) to participants after the training

Most answers highlight some aspect of good service delivery. The response 'all of the above' is often applicable but this should be teased out further in discussion or commentary.

Many of the case studies in the resource pack can be used in any of the webinars. Trainers are free to mix and match case studies from the resource pack with other webinars to explore particular themes or issues.



Working with a tenant's support network

The way in which an SDA provider engages with a tenant's support network can impact the level of independence and personal autonomy a person enjoys in their home life.

An SDA provider has a responsibility to understand the level of informal and formal support a tenant has available to them throughout their tenancy and to establish how the tenant wants their informal supporters to be involved in their tenancy.

Module 2: Rights and Responsibilities contains resources about working with a tenant's support network.

Tenant support network



Informal Supporters

Tenant nominated

- Natural supporter e.g., family, friends
- Other trusted person e.g. peer group leaders, community members
- Professional supporter e.g. support coordinator, allied health



Formal

- Tenant-appointed decision-maker (e.g. family member with Power of Attorney)
- State-appointed guardian/administrator
- NDIS plan or correspondence nominee (cannot be NDIS service provider)

Common challenge: To ensure the tenant's voice is heard.

"We are constantly battling the families' expectations and who's speaking for the person."
(SDA provider)

A range of people can be part of a tenant's support network. It is important for an SDA provider to establish:

- Whether a person is an 'informal' supporter nominated by the tenant or a 'formal' supporter who may also be nominated by a tenant or appointed by a tribunal or court order.
- How a tenant wishes their informal and nominated formal supporters to be involved in their tenancy.
- Confirm the legal authority of any supporter to make decisions on behalf of a tenant.
- Document details about a tenant's support network and ensure the information is appropriately available to service providers working with the tenant in their home.

A common challenge is ensuring the tenant's voice is heard above those of their supporters. Many tenants will not be used to being the loudest voice in the room or speaking for themselves. Tenancy management procedures can support a person to develop their confidence and skills to speak up and make their own decisions.

Good practice tips:

- Regularly review a tenant's preferences for how their support network members are engaged
- Even if a tenant has formal supporters authorised to make decisions on their behalf, the tenant should be the first point of contact when addressing a tenancy matter and they should be consulted about all aspects of the decision-making process and the outcome.
- Ensure all procedures for working with a tenant's support network uphold the person's privacy and confidentiality

NDIS Consultation: Supported Decision Making



Public consultation to improve supported decision making:

- Consultation paper 'Supporting you to make your own decisions'
- Support for Decision Making Policy Framework
- Increase opportunities & capabilities for NDIS participants to make decisions about NDIS services
- Capacity building for decision supporters, agency staff and partners
- Strengthen support for decision making in appointment of NDIS nominees

This slide provides details about the NDIS public consultation conducted in mid 2021 to support development of a supported decision-making framework.

Trainers should check for updated content including policy outcomes from the consultation or replace with other relevant information such as state/territory laws or guidelines related to supported decision-making.

Case study 1: Gemma & Emily



Gemma is 28-years-old and uses a manual wheelchair for mobility. She lives in a 1 bedroom fully accessible SDA apartment. Gemma's Dad gave her lots of support to apply for the NDIS and sign her SDA agreement but Gemma now self-manages all aspects of her life including her tenancy.

One of Gemma's NDIS goals was to explore her sexuality and relationships. Since moving out of home she has started a relationship with Emily and they have decided to live together in Gemma's apartment.

Gemma's SDA agreement states that partners and family members are permitted to share her bedroom but this must be approved by the NDIA. Gemma approaches her tenancy manager to discuss the process and they say they will get back to her soon.

Two days later, Gemma's Dad calls to say he received a weird email from the tenancy manager stating: "Gemma has asked if we will permit her to live with her girlfriend, Emily, in her apartment. Are you okay with this?"

Gemma is annoyed. She never gave her permission for the tenancy manager to contact her father about her personal matters and she never would!

This case study looks at a situation where a tenant is not properly consulted about their preferences for engaging their supporters in a tenancy matter.

Poll question and chat



Poll question: What did Gemma need from the SDA provider in this situation?

(Choose one answer only)

- A. An offer to meet with Gemma and Emily to discuss their options
- B. A factsheet about the requirements and procedures for applying to share her bedroom
- C. A check in to see if her preferred support people were still the same
- D. Other – put a comment in the chat

Q. What did Gemma need from the SDA provider in this situation?

(Choose 1 answer only)

- A. An offer to meet with Gemma and Emily to discuss their options
 - A tenant should be an SDA provider's primary point of contact for addressing any tenancy matter. The tenancy manager should have had a discussion with Gemma about changing her living arrangements before involving any other parties.
 - For a complex matter such as establishing the tenancy conditions that apply to a household with SDA and non-SDA eligible tenants, the SDA provider should engage with all the parties involved, in this case Gemma and Emily, about their shared and individual rights, responsibilities, options and risks.
 - Ensure a tenant understands their right to share their home (bedroom) with a non-SDA eligible person.
 - Confirm the tenancy conditions for a tenant when they share their bedroom with a non-SDA eligible tenant (see [The Pricing Arrangements for SDA 2021 – 22](#) for detailed guidelines on setting maximum reasonable rental contributions and board payments for a tenant who shares their room).
 - Negotiate tenancy conditions with a non-SDA eligible tenant (payments are not price regulated. See [The Pricing Arrangements for SDA 2021 – 22](#) and the [SDA Operational Guidelines](#) for more details).
- B. A factsheet about the requirements and procedures for applying to share her bedroom

A tenant's understanding of their rights and responsibilities will be strengthened if an SDA provider is able to reinforce key information in a number of ways. A conversation about a tenant's right to share their bedroom can be supported by material that provides practical information such as the NDIA procedures

they must follow and any resources or supports that can help them.

Examples include:

Gemma's tenancy manager could support the conversation about Emily moving in with some information resources, such as:

- A summary of the process for applying to share a bedroom and the responsibilities of the tenant and the SDA provider.
- Links to additional information i.e. SDA Operational Guidelines

C. A check in to see if her preferred support people were still the same

An SDA provider should ensure they have a clear and up to date understanding of a tenant's preferences for involving members of their support network in tenancy matters.

Gemma's tenancy manager should have discussed who Gemma would like to be involved in any conversations about Emily moving in and updated any documentation about her support network members.

- Regularly review a tenant's preferences for involving members of their support network in their tenancy and always check in with a person before you reach out to one of their supporters.
- Document details about formal supporters and the tenancy matters they have the legal authority to address.
- An SDA provider should not become actively involved as a decision maker for a tenant. If a person does not have adequate support to address tenancy matters, seek legal advice about their best advocacy options (See Module 2: Rights and Responsibilities for more information).
- Always ensure a tenant's confidentiality and privacy are respected in any communication with members of their support network.

Working with tenant supporters: good practices



- Establish and record a tenant's preferences for communication and decision-making support and review regularly with tenant
- Ensure a tenant is always the first point of contact and check with them before reaching out to their supporters
- Ensure a tenant participates in all decision-making about tenancy matters
- Prioritise tenant confidentiality and privacy
- If a tenant does not have adequate support in place, seek advice about their best advocacy options and avoid becoming an active decision-maker

Summarise the list of good practices for working with a tenant's support network.



Working with Support Coordinators

A lot of information-sharing and negotiation can occur before an SDA tenancy offer is made and accepted. The information exchange between an NDIS participant, their support coordinator and an SDA provider can be crucial to establishing a successful tenancy.

Roles & Responsibilities



Support Coordinator

- Establish NDIS participant's housing & personal support needs
- Establish independent living preferences (formal and informal goals, lifestyle etc.)
- Identify available housing options
- Engage SDA provider / connect tenant & provider
- Exchange relevant information with SDA provider i.e. SDA agreement
- Discuss service options with participant



SDA Provider

- Establish tenant support needs (dwelling mods, shared support model, housing and lifestyle preferences)
- Explain terms & conditions of tenancy
- Declare service arrangements that limit choice & control
- Identify tenancy options & risks
- Provide relevant information i.e. SDA agreement

Understanding when and how to engage with a person's support coordinator or other referring agency is central to an SDA provider's responsibility to uphold a participant's right to make informed decisions about their NDIS services.

- An SDA-eligible participant should have separate conversations with their support coordinator and an SDA provider.
- The support coordinator is responsible for establishing a person's housing support needs, preferences and expectations and identifying suitable housing options.
- A support coordinator should coordinate information exchange with an SDA provider and ensure all tenancy terms and conditions are clearly understood
- A support coordinator should have procedures to confirm a participant's consent to contact an SDA provider and facilitate contact.
- An SDA provider is entitled to understand a person's circumstances so they can identify any potential risks or issues related to sustaining a tenancy i.e. complex behaviour support needs, an intention to seek alternative SDA in a thin market
- The support coordinator is responsible for discussing a person's service options around market conditions or NDIA determinations. An SDA provider should not be involved in this conversations although this can be challenging if the support coordinator does not have a good knowledge of SDA and relies on the SDA provider as the 'expert'.

Good practice tip: Focus on providing clear information about tenancy conditions and service arrangements and refer a support coordinator to neutral sources of information i.e. NDIA or NDIS Commission websites for additional information about SDA.

Case study 2: Mark and Louise



Mark is 40 years old. He has SDA funding to live with 1 other person in a 3-bedroom Improved Livability apartment. Mark never thought he would be able to live independently and is now desperate to move out of his family home although his priority is to remain in his local community near his family and friends.

Mark's support coordinator, Louise, refers him to the only available SDA provider in the local area even though they only offer 3 – 4 bedroom homes. She tells Mark that she will keep her eye out for other options and to think of this SDA place as a temporary arrangement.

Louise speaks to the SDA provider and assures them that even though Mark has funding for an apartment, Mark is very happy to move into one of their homes.

This case study looks at a support coordinator and SDA provider engaging in a 'thin' market where risks and uncertainties exist for both tenant and provider.

Poll and chat



Poll question: What did Mark need from his support coordinator and the SDA provider in this situation?

(Choose one answer only)

- A. A confidential conversation between the SDA provider and support coordinator about Mark's circumstances
- B. A three-way communication about the risks and options if Mark moves into the group home
- C. A 6-month lease
- D. Other – put a comment in the chat

Q. What did Mark need from his support coordinator and the SDA provider in this situation?

A. A confidential conversation between the SDA provider and his support coordinator about Mark's circumstances

- All information sharing between a support coordinator and an SDA provider should occur with the consent of an NDIS participant:
- The support coordinator and the SDA provider should establish separate conversations with the participant to discuss their housing support needs and preferences.
- The support coordinator should have a broad ranging conversation to establish a participant's independent living needs, preferences and goals.
- The conversation with an SDA provider should focus on the SDA services they deliver and whether these will be suitable for meeting the housing support needs of an individual.

- The participant should be able to nominate any additional supporters they would like to be involved in these conversations.
- All conflicts of interest should be proactively managed by the support coordinator and the SDA provider i.e. if a participant does not have access to other supporters or the same entity is delivering support coordination and SDA.
- No referral to an SDA provider should be made without the informed consent of the prospective tenant. A support coordinator should be able to demonstrate how they gain informed consent from an individual.

B. A 3-way communication about the risks and options if Mark moves into the group home

A support coordinator and prospective tenant should obtain information from an SDA provider about tenancy terms and conditions and then separately assess the risks and benefits of going ahead with the tenancy. In a 'thin' market, risks and benefits may include:

- Benefit: Leaving inappropriate living arrangements.
- Risk: Being stuck in housing that is not compatible with a person's needs or preferences.

An SDA provider should be clear about a person's expectations and intentions for a tenancy and, in turn, be candid about their options and risks. For example, in a thin market:

- A prospective tenant who must compromise their housing preferences to accept a tenancy offer should be candid about their commitment to the tenancy – are they likely to keep looking for alternative housing?
- An SDA provider should be clear about their expectations – will they be flexible if a person wishes to terminate an SDA agreement, or will they apply penalties?

C. A 6-month lease

SDA is designed to provide secure long-term accommodation. The NDIS provides other supports for people who need short or medium-term housing. Ideally, the tenancy conditions for SDA should reflect this intention.

If a person's circumstances make it impossible for them to make a reasonable commitment to a tenancy i.e. 12 months, they should reconsider their options with their support coordinator rather than seek terms from a provider that compromise the intention of SDA.

Working with support coordinators: good practices



- A support coordinator and an SDA provider should have separate conversations with a person about their housing support needs and preferences
- No information exchange, communication or referral should be made without the person's informed consent
- Both the prospective tenant and the SDA provider should be candid about their expectations for the tenancy
- Information exchange should confirm tenancy terms and conditions and tenant rights and responsibilities
- Information exchange should confirm tenant options and risks related to amending, extending or terminating an SDA agreement

Summarise the list of good practices for working with a support coordinator



Working with Registered Providers of Support

There is considerable confusion about the roles and responsibilities of an SDA provider and in-home support service providers related to tenancy management. These issues include vacancy management, responding to a tenant's changed support needs or wishes and reporting concerns about an SDA dwelling.

Many SDA providers underestimate their responsibilities for tenancy management. In shared housing, it is still common to find SIL providers carrying out roles that are the legal responsibility of the SDA provider.

Module 6: Tenancy Management provides additional information about the tenancy management responsibilities of an SDA provider.

Roles and Responsibilities



SDA Provider

- Establish tenancy management policies and procedures
- Explain policies & procedures (incl. roles & responsibilities of all service providers) to a tenant
- Ensure compliance by employees, agents & sub-contractors with policies & procedures
- Collaborate with tenant & support provider to establish arrangements for dwelling access and shared service delivery. Document arrangements
- Lead/coordinate all responses to tenancy matters



Registered Provider of Support

- Enter support service agreement with tenant that is separate from SDA agreement
- Enter service level agreement with SDA provider
 - Comply with SDA policies & procedures (incl. responsibilities set by SDA provider)
 - Collaborate with tenant and SDA provider to establish arrangements for dwelling access and shared service delivery

An SDA provider is responsible for managing and responding to all matters contained in an SDA agreement. This includes:

- Establishing policies and procedures to guide all tenancy management practices
- Establishing the responsibilities of any other service providers for tenancy management matters i.e. information sharing, dwelling access, liability for property damage
- Ensuring compliance with policies, procedures and service arrangements
- Ensure information about all tenancy management procedures are contained in the SDA agreement and/ or supporting material and make available to a tenant and in-home support providers

Good practice tips: Cross reference your SDA agreement and policies and procedures with the SDA Practice Standard to ensure you have addressed all Tenancy Management responsibilities and regularly review the [Price Arrangements for SDA](#) for any amendments to SDA provider responsibilities.

Ensure information about all service provider responsibilities for Tenancy Management matters are consistently documented across your documentation i.e. SDA agreement, SDA information resources for tenants, service level agreements.

Case Study 3: Ben



Ben has accepted a tenancy offer in an SDA 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.

This case study looks at a situation where the SIL provider takes on the role and responsibilities of the SDA provider to discuss a person's expectations for accessing and using an SDA dwelling.

Poll and chat



Poll question: What did Ben need from the SDA provider in this situation? (Choose one answer only)

- A. A meeting organized for Ben and the SIL provider to discuss his lifestyle and living habits
- B. An easy-to-understand factsheet about house rules and who to contact with concerns or issues
- C. An explanation from any service provider about Ben's responsibilities as a tenant in a shared household
- D. Other – put a comment in the chat

A. A meeting organised for Ben and the SIL provider to discuss his lifestyle and living habits

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 understanding information about their expectations for a tenant to access and use an SDA dwelling:

- A summary of house rules will help a person consider whether they are comfortable and able to comply with those rules.
- A prospective tenant should understand how house rules are made, reviewed and changed and the level of involvement they can have in that process.
- A tenant should have contact details for a tenancy management role if they wish to discuss their 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 house rules for using an SDA dwelling however they should not be responsible for independently setting or managing house rules. The SDA provider should establish the support provider's role and responsibilities in this regard.
- A tenant should have easy to understand information about all roles and responsibilities supporting tenancy management matters including up-to-date contact details.

Working with registered providers of support: good practices



- Establish policies and procedures for tenancy management and align with SDA Practice Standards to ensure you cover all responsibilities.
- Collaborate with tenant and SIL provider to establish arrangements for dwelling access and delivery of shared support services. Document arrangements and provide a copy to the tenant.
- Document all roles and responsibilities for tenancy matters and ensure information is consistently documented across SDA agreement, service level agreement and tenant information resources.
- Regularly review coordinated service arrangements with a tenant and support providers to make sure everyone is on the same page about who should do what.

Summarise the list of good practices for working with a registered provider of supports.

SDA: Rules of engagement



- Ensure employees, agents and subcontracts comply with policies and procedures
- Set the tone for service delivery
- Document and explain all roles, responsibilities and service arrangements to a tenant
- Provide responsive tenancy management that is informed by the established needs of a tenant
- Your most important partner is the tenant



Summarise the good practices for engaging with service provider and supporters.