

**Link  
Wentworth**  
Providing homes, building futures.



# Tenant

# Handbook

Specialist Disability  
Accommodation

October 2022





**Your Disability Housing Specialist is:** [REDACTED]

**Your Tenant Reference Number is:** [REDACTED]

(use this number when you pay your rent and utilities)

**Your property is:** [REDACTED]

## Our Offices

In case there are any changes to our office opening hours, we recommend that you check our Facebook page or call ahead first.

### Chatswood

Level 10 67 Albert Avenue,  
Chatswood NSW 2067

#### Contact during office hours

P (02) 9412 5111  
E enquiries@linkwentworth.org.au

#### Office hours

Monday to Friday, 9am – 5pm

#### Mailing Address

PO Box 5124 Chatswood West NSW 2067

### Penrith

Borec House,  
Suite 1002, Level 1,  
29–57 Station Street,  
Penrith NSW 2750

#### Contact during office hours

P (02) 4777 8000  
E enquiries@linkwentworth.org.au

#### Office hours

Monday to Friday, 8.30am – 4.30pm

#### Mailing Address

PO Box 4303, Penrith Westfield NSW 2750

### West Ryde

Level 2, 3-5 Anthony Road,  
West Ryde NSW 2114

#### Contact during office hours

P (02) 9412 5111  
E enquiries@linkwentworth.org.au

#### Office hours

Monday to Friday, 9am – 5pm

### Katoomba

Level 2, 98 Bathurst St,  
Katoomba NSW 2780

#### Contact during office hours

P (02) 4777 8000  
E enquiries@linkwentworth.org.au

#### Office hours

Monday, Tuesday, Thursday, and Friday,  
8.30am – 4.30pm (closed on Wednesday)

### Lithgow

42 Main Street,  
Lithgow NSW 2790

#### Contact during office hours

P (02) 4777 8000  
E enquiries@linkwentworth.org.au

#### Office hours

Tuesday, Wednesday and Friday, 11am – 3pm  
(closed on Monday and Thursday)

### Windsor

409A George Street,  
South Windsor NSW 2756

#### Contact during office hours

P (02) 4777 8000  
E enquiries@linkwentworth.org.au

#### Office hours

Monday, Tuesday, Thursday, and Friday, 8.30am  
– 4.30pm (closed on Wednesday)

## General maintenance and after-hours emergencies

9:00am to 5:00pm

Monday to Friday (02) 9412 5111

## Acknowledgement of Country

Link Wentworth wishes to acknowledge the Traditional Custodians of the Land on which we work and pay our respect to the Elders both past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander people.

This Handbook has been developed to accompany your Specialist Disability Accommodation (SDA) Accommodation Agreement and to provide you with an overview of the roles and responsibilities for individuals, families, carers and your accommodation provider.

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SDA does not refer to the disability support services a person receives, but to the homes in which these services are delivered. SDA may include specialist designs for people with very high support needs or may have a specific location or features to provide more complex or costly supports to help maintain independent living.



# Welcome to Link Wentworth



On behalf of the team at  
Link Wentworth, I warmly  
welcome you to your new home.

Link Wentworth is committed to providing people living with a disability greater choice about where and how they live in the community. We provide access to the support needed to be independent and achieve goals.

As one of Australia's largest community housing providers, we provide safe, secure homes, and always treat our tenants with kindness, respect, and fairness. We believe everyone has a right to a safe and secure home where they can grow, connect with community, and build brighter futures that create positive change.

With an extensive range of accommodation available for residents requiring disability housing, we ensure accommodation is tailored and designed to the needs and requirements of each tenant's particular circumstances. Our disability accommodation has been designed and developed to cater for people living with physical health, mental health and sensory disability issues.

This Handbook has been designed to give you all the general information you will need to help you settle in. We hope that the Handbook answers any questions you have about your tenancy with Link Wentworth and your home. You can also get more information on our website [www.linkwentworth.org.au](http://www.linkwentworth.org.au).

The Specialist Disability Team will continue to support you with your accommodation needs and requirements.

We are committed to providing you with a secure home and a high standard of service.

**Enjoy your new home!**

A handwritten signature in blue ink that reads "Andrew".

**Andrew McAnulty**  
CEO

## Link Wentworth's commitment to you

We are committed to the NDIS principles and objectives. We believe that people with a disability should:

1. Be supported to participate in and contribute to social and economic life to the extent of their ability
2. Be able to exercise choice in the pursuit of their goals and the planning and delivery of their supports
3. Receive reasonable and necessary supports, including early intervention supports
4. Receive supports outside of the NDIS and be assisted to coordinate these supports with the supports provided under the NDIS.

We strive to provide our tenants with accommodation that fosters a sense of independence, choice and an ability to participate with a broader community, while also having their own space. We ensure that our tenants living with a disability have access to services to become part of the vibrant Link Wentworth community. This includes:

- Access to a high-quality service with a Client Services Team available Monday to Friday from 9am to 5pm for any questions, in addition to our Specialist Disability Team.
- Invitations to community engagement events and activities. Many of our Disability Housing tenants have attended past events, including being involved with our annual art exhibition.
- Receiving the tenant newsletter and regular communications to ensure all tenants are kept up-to-date with important information and the community.
- Access to high quality end-to-end property management, including repairs and maintenance.



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# 1 What is the NDIS, SDA and SIL

## What is the NDIS?

The National Disability Insurance Scheme (NDIS) is the new way for the government to provide support to Australians with disability, their families and carers.

More information can be found at: [www.ndis.gov.au/understanding/what-ndis](http://www.ndis.gov.au/understanding/what-ndis)

## What is SDA?

Specialist Disability Accommodation (SDA) is one of the supports that may be funded under the NDIS. SDA describes a dwelling that has specialist designs for people with very high needs or a location or features that assist the delivery of supports.

## What is SDA funding?

Eligible participants may receive SDA funding to cover the cost of providing specialist design features within a home. SDA funding is paid directly to the registered SDA provider. SDA funding is for the dwelling only - it does not cover support costs (such as Supported Independent Living), which are assessed and funded separately by the NDIS.

Eligible NDIS participants who have SDA funding in their NDIS Plan can choose their required SDA property from the available supply of SDA properties in the market. For further information go to: [www.ndis.gov.au/providers/housing-and-living-supports-and-services/specialist-disability-accommodation](http://www.ndis.gov.au/providers/housing-and-living-supports-and-services/specialist-disability-accommodation)

## What is Supported Independent Living (SIL)?

Supported Independent Living (SIL) is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. These are the supports provided to people with disability in their home, regardless of property ownership, and can be in a shared or individual living arrangement. You have the choice to engage a SIL provider to support you to live as independently as possible in your dwelling.

## The difference between SDA and SIL

SDA is the home an individual lives in, while SIL is the disability supports delivered in that home to help maintain independent living.



## 2 Your responsibilities

As a Link Wentworth tenant you have the following responsibilities:

- To pay your rent on time
- Keep your home clean
- Tell us if something is broken in your home
- Let us know if you are going away for a long time. This could mean going on a holiday or going to the hospital.
- Follow any rules set by strata or the group home.

### Content Insurance

Link Wentworth will pay for building insurance. You should take out contents insurance to cover the loss or damage of your personal possessions.

### Pets

Provided that you can demonstrate that you can adequately care for your pet, Link Wentworth will consider pet applications. Pets must comply with body corporate by-laws and/or house rules.

### Smoking

All Link Wentworth SDA apartments are smoke-free. If you smoke, you must smoke outside and be considerate of neighbours.

### Safety and fire plan for apartment living?

A Fire Evacuation Diagram is available in the living room. Please make yourself aware of your home's evacuation plan and assembly area.



## 3 Link Wentworth responsibilities

### LinkWentworth will:

- ✔ Maintain the property in a good state of repair to ensure the property is safe and secure.
- ✔ Take all reasonable steps to ensure you have peace and comfort in your property.
- ✔ Treat you and your family with courtesy and respect at all times and listen to any feedback or complaints you may have.
- ✔ Provide solutions quickly to any problems or issues that may arise.
- ✔ Respond in a timely manner to requests for repairs and maintenance.
- ✔ Ensure the property is fitted with adequate locks and security features.
- ✔ Ensure the property is enrolled with the National Disability Insurance Agency (NDIA) as SDA.
- ✔ Ensure that tenancy related notices are adhered to and you are made aware of your right to seek a review of a decision.
- ✔ Take all necessary steps to fulfil our obligations to workers and other people at the property under Work Health and Safety regulations.
- ✔ If there is a need to replace the SIL provider at the property, LinkWentworth will assist you in the process as outlined in this Handbook.
- ✔ Provide the required notice if we need to end your SDA Agreement.
- ✔ Protect your privacy and confidential information at all times and contact you within five business days if our contact details change.
- ✔ If required, we will consult with you to obtain a good match of co-residents when there is a vacancy to be filled at your residential location.
- ✔ If required, we will consult with you and work with your SIL provider if there are behaviours of concern at your residential location that are interfering with your quality of life.
- ✔ Take reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and/or abuse of people living with a disability
- ✔ Take all appropriate steps to manage, respond and record any conflict of interest in a transparent, timely, confidential and sensitive matter
- ✔ Ensure our staff, agencies and contractors comply with the Residential Tenancy Act (NSW) 2010.

## 4 Rental payments

### How is SDA paid for?

Your accommodation is paid for from two sources:

1. SDA payments from the NDIA
2. Reasonable Rent Contribution (RRC) which is paid by you.

### What is the Reasonable Rent Contribution?

Under the Link Wentworth SDA program, tenant rent is usually set according to the NDIS Reasonable Rent Contribution (RRC) policy. This is the amount you are expected to contribute to the cost of your housing. The RRC is calculated at:

- (1) 25% of the basic single rate of the Disability Support Pension (DSP), plus
- (2) 25% of the pension supplement, plus
- (3) 100% of the Commonwealth Rental Assistance.

Your Reasonable Rent Contributions are paid fortnightly in advance.

**Note:** The basic rate of the DSP is the amount under the Social Security Act 1991 that is the maximum basic rate for a person who is single and over 21 years.

### SDA payments

You and your NDIS Plan Nominee, if you have one, are responsible for ensuring that SDA funding is included in your NDIS plan at all times. Link Wentworth will work with you to ensure the correct level of SDA is available in your plan.



**Rental increases**

Rent increases may occur twice per year aligned with any changes to the DSP. LinkWentworth will provide 14 days' notice of any increases that will occur in your rental payments.

**Rental bond**

No rental bond is required for SDA.

**Other payments**

You will also be required to pay for all utilities (electricity, water usage, gas, water and internet) as well as your own personal groceries, medication and other household supplies.

**What if I go on holidays?**

If you go on holiday or if you are temporarily absent from the property for a period, up to a maximum of 60 days, you are required to tell LinkWentworth and are still required to make your agreed rental payments.

**How do I make my rent payments?**

Rental payments can be made through:

- The New South Wales Trustee & Guardian, if you are under Financial Management
- A self-managed direct debit payment system
- Direct deposit by your family or guardian into the LinkWentworth account, or
- CentrePay.

## 5 Ending your SDA Agreement

### What if I want to move out?

If at any time you would like to leave the property, Link Wentworth requires 60 days' notice in writing of your intention to vacate. Any rental payments will be required until the end of the notice period unless otherwise agreed. All personal belongings must be removed from the property once your SDA Agreement ends.

### What if Link Wentworth needs to end your Agreement?

If Link Wentworth is required to end your SDA Agreement for any reason, we will arrange a meeting with you, your family or carer, the property's SIL provider and any other support you require. Link Wentworth will provide you with a minimum of 90 days' written notice and work with you to find a new property and/or SIL provider.

Reasons Link Wentworth may end your SDA Agreement include, but are not limited to:

- the accommodation no longer meets your support needs
- you no longer require SDA
- the dwelling is no longer able to be used as SDA
- you are using the property for an illegal purpose
- you have not paid your required rental payment following overdue notices
- you are no longer funded for SDA
- you cannot be supported at the property without causing serious risk of harm to others.

Link Wentworth may be required to end your SDA Agreement by providing you with 90 days' notice in writing.

### Vacating the property

When you leave the property, you are responsible for:

- Moving your furniture out of the property
- Cleaning the property
- Ensuring all accounts are up to date and paid
- Disconnection of utilities (if applicable).



## 6 Repairs and alterations

### **How do I request property repairs or alterations?**

A repair or alteration can be requested by speaking to your Disability Housing Specialist or contacting LinkWentworth by email or phone using the details below.

Phone: 02 9412 5111

Email: [repairs-chatswood@linkwentworth.org.au](mailto:repairs-chatswood@linkwentworth.org.au)

### **How long will repairs or alterations take?**

Each repair or alteration request will be assessed on an individual basis and consider the health, safety and wellbeing of all participants.

### **What if repairs are needed because of damage caused by me?**

If you intentionally damage or destroy any part of the property, you may be required to contribute to the cost of repairs. We carefully assess each case of damage.

### **How does LinkWentworth do property inspections?**

A representative from LinkWentworth will contact you to arrange a mutually convenient time to visit and inspect the property. This will occur approximately every 3-6 months. During this time, you can discuss any housing issues or concerns with your Disability Housing Specialist.

Repairs, cleaning, maintenance, upgrades and renovations of the shared areas can be done by LinkWentworth and their contractors at any reasonable time.

## 7 Support providers

Link Wentworth can help you to choose a support provider. Link Wentworth will help to ensure the following matters are decided between all parties:

- Supports are fully funded by the NDIA or other funding body
- Responsibilities are clear between all parties, including:
  - Duty of care
  - Work Health and Safety (WHS)
  - Governance framework is established
  - Emergency evacuations.

Link Wentworth must be notified if you wish to end a Service Agreement with a support provider who is providing SIL at the property.

A support provider may be changed at any time if:

- the support provider is de-registered by the NDIA
- the support provider becomes insolvent
- Link Wentworth has terminated its agreement with the support provider and the support provider can no longer access the property.

Link Wentworth will guide you through a step-by-step process if you wish to change your SIL provider. The process will involve obtaining proposals from other providers, house meetings, voting and nominations for the new provider to be chosen.

## 8 Emergencies

Link Wentworth aims to provide a safe home for all residents. This also includes a range of safety items in the home. Both you and your support provider will be briefed on the available safety features, which will be maintained and certified on an ongoing basis. For example, if you are in a bushfire risk area, Link Wentworth will undertake bushfire preparation activities and have in place an Annual Fire Safety Statement to reduce the risk of the impact of a potential bushfire.

In the event of an emergency evacuation, your support provider must have plans in place including a Personal Emergency Evacuation Plan. The support provider will also report to Link Wentworth on any fire drills that occur in the home. During a bushfire or flood event, it is the support provider's responsibility to assist with evacuating the home.

## 9 Privacy

LinkWentworth complies with all relevant Privacy Laws in the way it holds, uses and shares your personal and health information, including your NDIS Plan.

LinkWentworth may ask you to sign a written consent which allows LinkWentworth to share your personal and health information with the SIL provider or another person/entity for the purpose of providing SDA services to you. You do not have to sign this consent form. If you do choose to sign this form, you can always withdraw your consent later at any time.

If you don't provide consent, LinkWentworth may still be able to share some of your personal and health information, but any information shared will comply with relevant Privacy Laws.

## 10 Feedback and complaints

We love getting feedback about what works for you as much as we appreciate hearing about the things which you are not happy with. LinkWentworth will give you a copy of a detailed Complaints and Feedback Policy at the time you sign your SDA Accommodation Agreement. You can refer to this information to send feedback or complaints to LinkWentworth. To provide feedback, request repairs or maintenance, talk about an issue with another resident in the property, or discuss other matters, contact your Disability Housing Specialist on (02) 9412 5111 or

[sdaaccommodation@linkwentworth.org.au](mailto:sdaaccommodation@linkwentworth.org.au)

## 11 Individual NDIS Plan feedback

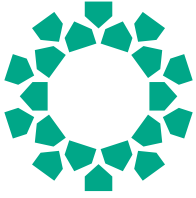
If you have an NDIS Plan and need to provide feedback or make a complaint, contact the NDIA by calling 1800 800 110, visiting one of their offices in person, or visit [www.ndis.gov.au](http://www.ndis.gov.au) for further information. Or contact the NDIS Quality and Safeguards Commission at [www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints).





# Useful Contacts

National Disability Insurance Agency	1800 800 110
NDIS Quality and Safeguards Commission	1800 035 544
Fire, Ambulance, Police	000
Poisons Information Line	13 11 26
Crime Stoppers	1800 333 000
NSW Government Housing Contact Centre	1800 422 322
Translating and Interpreting Service (TIS)	13 14 50
Link2home	1800 152 152
Domestic Violence Line	1800 656 463
Child Protection Helpline	13 2111



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