

311 Enrolment of SDA Properties Policy and Procedure

1. Customer Statement

At Link Wentworth our customers and communities are at the centre of what we do. We are committed to:

- treating our customers with compassion and respect
- communicating clearly so that our customers can make informed decisions
- providing fair service by following the right process
- working openly with customers to find shared solutions
- following all relevant laws and regulations

2. Purpose

The purpose of this policy is to provide the participant with a specialist disability accommodation (SDA) dwelling that meets design type, category and other standards requirements that are identified during the dwelling enrolment process.

3. Policy

Link Wentworth Housing will ensure that dwellings meet design type, category and density restrictions required under NDIS (SDA Conditions) Rules 2018. Link Wentworth Housing will only apply to enrol an SDA dwelling that meets the definitions listed in this policy.

4. Procedure

Before applying to enrol an SDA dwelling, Link Wentworth Housing will ensure that the dwelling is:

- a permanent dwelling
- intended to provide long-term accommodation for at least one participant, i.e. is not used only for respite, emergency or temporary accommodation
- not already being funded as accommodation by the commonwealth, state or territory
- under a scheme unrelated to disability not excluded from SDA, because it has previously received home modifications funding from the National Disability Insurance Agency (NDIA) of the type described in SDA Rule 6.9.

Link Wentworth Housing will hold a written assessment that the dwelling complies with the requirements in the SDA Rules and the NDIA's Price Guide for SDA regarding its type, location and features. Link Wentworth Housing will engage a third-party assessor, e.g. Liveable Housing Australia (LHA), a certified access consultant or a building assessor.

Link Wentworth Housing will hold written certification that the dwelling meets relevant building codes and laws in the following form:

- certification from an appropriately authorised building authority or entity such as an occupancy certificate (or equivalent).

Link Wentworth Housing will ensure that we comply with the NDIS (Specialist Disability Accommodation) Rules 2018 by ensuring the organisation implements:

- Management Meetings
- An Internal Audit Schedule

5. References

- NDIS Standards and Quality Indicators 2020
- NDIS (Specialist Disability Accommodation) Rules 2018
- NDIS (SDA Conditions) Rules 2018
- NDIS Price Guide
- *Residential Tenancy Act 2010* (NSW)

6. Complaints and appeals

An NDIS participant who is not happy with a decision we make or who believes that we have not followed this policy can complain or appeal using the complaints and appeals policies that are available on the Link Wentworth website www.linkwentworth.org.au or by phoning Link Wentworth on 13 14 21.

7. Privacy and Confidentiality

Link Wentworth has obligations and responsibilities under its Privacy Policy. Please refer to the policy for further information.

8. Approval, Policy Owner and Review Frequency

Policy type:	Management Level
Executive Leadership team owner:	Chief Customer Officer
Business owner:	Manager, Partnerships and Disability Supports
Ultimate Approval body:	Chief Customer Officer
Review Frequency:	Every two years or more frequently if circumstances warrant

Approved by – **Chief Customer Officer**