

POLICY

Specialist Disability Accommodation Policy

RECORD DETAILS

Policy	Specialist Disability Accommodation Policy
Date authorised by Executive	December 2020
Review responsibility	Executive General Manager Housing people with Disability
Date last reviewed	September 2021
Next review date	August 2023
Version	V 2

PURPOSE

The purpose of this policy is to ensure that Haven; Home, Safe (HHS) meets obligations to provide SDA supports in accordance with client, statutory, regulatory, and third-party requirements.

HHS is registered with the NDIS to provide Specialist Disability Accommodation (SDA) and certified against the NDIS Practice Standards Module 5 Specialist Disability Accommodation.

The policy addresses core requirements that apply to providers of Specialist Disability Accommodation under NDIS Practice Standards Module 5, and additional policy settings developed by HHS.

SCOPE

This policy applies to all HHS workers in all locations and outlets where SDA is provided.

DEFINITIONS

Specialist Disability Accommodation (SDA) refers to housing designed in accordance with the SDA Design Standard to meet the needs of people with extreme functional impairment or high support needs, and delivered in accordance with the NDIS Act 2013 and Rules and other laws as they apply.

POLICY

- HHS shall adhere to the NDIS Business Rules, The NDIS Act 2013 and Rules, NDIS Practice Standards, Code of Conduct, Worker Screening Requirements, the Residential Tenancies Act and other laws and guidelines as they apply to the delivery of SDA.
- SDA development and supply shall be overseen by robust governance and operational management systems.
- Opportunities shall be provided for people with disability to contribute to the governance of the organisation.
- When developing housing policy, procedures and programs, HHS shall consider the legal and human rights of people with disability.
- Each participant's access to SDA shall be consistent with their legal and human rights and they shall be supported to exercise informed choice and control.

- HHS shall not, as far as possible, limit a participant's choice and control over other support provision by their choice of SDA dwelling. Where such limits exist, they will be clearly communicated to the participant and family.
- HHS shall facilitate supported decision-making for people with disability by supporting each person with disability to identify an independent advocate or trusted support person to assist them to communicate their intentions, help them to understand the available choices and make decisions, including the right to access an advocate.
- Each participant's housing rights, including security of tenure, shall be upheld, irrespective of any decision the participant makes about the provision of other NDIS supports within their SDA dwelling.
- As the housing needs of people change, HHS shall facilitate the assessment and supply of home modification and assistive technology, or relocation to more appropriate housing and support to meet requirements.
- Communication with each participant about the provision of SDA support shall be responsive to their communication needs and provided in languages and formats which people are most likely to understand.
- Conflicts of interest, perceived or actual, shall be proactively managed and documented.
- Each participant accessing SDA shall be supported by effective tenancy management.
- A Residency Agreement shall be in place that meets the requirements of the Residential Tenancies Act 1997, and the NDIS Act 2013 and Rules.
- HHS recommends and prefers the use of an SDA Residency Agreement. This is strongly preferred for people with intellectual disability, acquired brain injury and decision-making disability. However, a resident has the right to enter into a standard Residency Agreement if that is their choice.
- HHS shall, where required, have a documented Service Arrangement (Collaboration Agreement) in place with each support agency that delivers support for independent living supports within the SDA.
- The Collaboration Agreement shall detail of the roles and responsibilities of HHS and the support agency, and how the parties will work together to assure service quality and safety for SDA residents.
- SDA properties shall be designed and enrolled with the NDIS in accordance with the SDA Design Standards and the National Construction Code, Building Code of Australia, and other standards as they apply.
- SDA properties shall be maintained in a good state of repair having regard to the safety, security and privacy of residents.
- Each SDA property shall have a sprinkler system installed as required by the National Construction Code and Building Code of Australia.
- For the avoidance of doubt, HHS policy requires each SDA dwelling to have fire sprinkler system installed and maintained in dwellings head leased or managed by HHS.
- On case-by-case basis, HHS may head lease or manage SDA dwellings in the absence of a fire sprinkler system, having demonstrated in consultation with a qualified consultant and the property owner that safety features and emergency procedures are in place and appropriate to manage the safety and evacuation of occupants.
- Where a fire sprinkler system is not installed, HHS must implement appropriate emergency management plan and procedures to manage the safety and evacuation of occupants in the event of fire.
- Each SDA shall have an Emergency Management Plan as applicable to meet HHS' obligations as an operator of a care facility under AS 3745:2010, and otherwise as deemed appropriate.

- At September of each year, prior to the onset of bushfire season, an appropriately qualified consultant shall be engaged to assess bushfire risk for SDA dwellings located in bushfire prone areas.
- Residents with mobility impairment and high support needs shall be assessed for the need for a Personal Emergency Evacuation Plan to be developed.
- Each participant shall be provided with information regarding the arrangements for continuity of supports and services, the dwelling safety features, and evacuation procedure for their SDA home.
- HHS shall have a Covid-safe plan in place for SDA service delivery and shall, together with support agencies and contractors, appropriate policies and procedures to prepare for and manage potential outbreaks of viruses and contagious diseases with a view to appropriately limiting potential risk of harm to SDA residents.
- HHS shall ensure supports and services can continue as far as possible without interruption or impact on service quality or safety in the event of an emergency or significant disruption to the HHS business.
- Due diligence including risk-assessment shall be undertaken on all properties owned by third parties seeking management service from Haven; Home, Safe to ensure that the SDA policy criteria are met.
- HHS shall have a complaints management and resolution system in place which meets the requirements of the National Disability Insurance Scheme (Complaints Management and Resolution Rules) 2018.
- HHS shall maintain an incident management system in accordance with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 and includes procedures for identifying, assessing, recording, managing, resolving and reporting incidents.