

SECTION 1: TENANT AND HOUSING SERVICES

OVERVIEW

Independent Living Villages Ltd and Controlled Entities (ILV) provides a range of housing and tenancy management services. Aspects of the Tenant and Tenant Housing policies may differ for the different types of housing and different tenant groups.

Types of Housing

Community Housing

Independent Living Villages Ltd is a registered community housing provider and may develop and/or manage affordable housing properties to accommodate eligible tenants (Community housing tenants).

Specialist Disability Accommodation (SDA)

ILV provides SDA in in properties owned, leased on a long-term basis or rented on the open market. All SDA is provided in properties that have been enrolled with the National Disability Insurance Scheme.

People housed in SDA includes:

- National Disability Insurance Scheme (NDIS) participants with Specialist Disability Accommodation (SDA) in their NDIS Plan (SDA tenants)
- People with a disability who may not be eligible for SDA (Other tenants)
- Family and/or friends of people with a disability (Other tenants)

There may be times when there is no client with SDA in their NDIS plan and apartments in the SDA dwelling are leased to non-SDA eligible tenants.

Tenancy Management

ILV provides tenancy management services for its own properties and for other organisations for their SDA and/or affordable housing properties. This is currently performed by Evolve Housing on ILV's behalf.

Where the SDA tenant or other tenant has a guardian, all notices etc. will be sent to the guardian and ILV will liaise with the guardian, Supported Independent Living (SIL) provider and tenant in relation to any housing and tenancy matters.

Policy No: 1.0	Name: Introduction – Tenant and Housing Services		
Approved by: PaR C'tee	Version: 1.3	Review Date: Sep 2023	Page 1
Date Approved: 2 Sep 21			

OVERVIEW

Provides information on eligibility for tenancy in Specialist Disability Accommodation (SDA) provided by Independent Living Villages Ltd and its Controlled Entities (ILV) and the process for identification of potential tenants and filling vacancies.

DEFINITIONS

Refer to Glossary

POLICY

IDENTIFYING POTENTIAL SDA TENANTS AND ADVERTISING VACANCIES

Eligibility criteria for SDA provided by ILV are:

- NDIS participant with SDA as part of their plan
- Participant has the capacity to sustain independent living with care and support
- Appropriate support arrangements are in place to meet the needs of the client.

- Vacancies in ILV's SDA properties are promoted via:
 - Expressions of interest received directly e.g. Via the website
 - Specific SDA vacancy sites such as Housing Hub and Go Nest
 - NDIS vacancy notifications and search functions
 - Via referrals from disability service providers
 - Through attendance at disability forums and expos
 - Through referrals from advertising activities
 - Direct contact from hospitals, rehabilitation centres, and aged care and retirement homes.

ASSESSMENT OF POTENTIAL SDA TENANTS

Where a NDIS participant has expressed interest in SDA but does not currently have a Plan or have SDA in their existing plan, ILV works through an assessment proforma to assess potential eligibility with an SDA facilitator in consultation with the participant, their family and their SIL provider.

Participants assessed by ILV as likely to be eligible for SDA are supported in the process of developing or reviewing their NDIS Plan in relation to their housing goals.

NOTIFYING THE NATIONAL DISABILITY INSURANCE AGENCY (NDIA) OF VACANCIES

ILV must notify the NIDA within 5 business days of vacancies, specifically where:

- A participant gives notice to vacate
- Provider gives notice to vacate
- Impending vacancy for any other reason.

When providing the notification of a vacancy, ILV must inform the NDIA if information about the vacancy can be made available to other participants (Terms of Business for Registered Providers, July 2016)

Policy No: 1.0	Name: Introduction – Tenant and Housing Services		
Approved by: PaR C'tee	Version: 1.3	Review Date: Sep 2023	Page 2
Date Approved: 2 Sep 21			

ALLOCATION OF SDA HOUSING

ILV aims to promote successful and sustainable tenancies by matching participants to properties that:

- Meet their special needs so far as these are known
- Assists the participant to access specialist support services they utilise on a regular basis
- Assists the participant to meet the goals and objectives as outlined in their NDIS plan
- Makes the best use of available housing stock.

TENANT SELECTION

In filling vacancies in SDA dwellings, the needs, wishes, choices and situation of participants will be taken into consideration.

New Developments

ILV will speak individually with potential SDA tenants for each new dwelling. Potential SDA tenants would normally be participants with SDA in their plan wanting to live in the location of the new development.

Where there are more interested NDIS participants than accommodation, the following prioritisation criteria will be applied:

- Assessed design category (level of accessibility required by the participant) matches type available in the development
- Young person resident in a nursing home or aged care facility
- Risk from living in current accommodation
- Aboriginality
- Views of existing SDA tenants already resident in the dwelling on who they think would be a good fit.

ILV will document the basis for its selection of SDA tenants.

TENANT SELECTION FOR SDA MANAGED BY ILV ON BEHALF OF A SERVICE PROVIDER

The Service Provider will determine the SDA tenants for the dwelling. Where the service provider is unable to fill all vacancies, ILV will source tenants using the methods outlined above.

CONFLICT OF INTEREST

Conflict of interest may arise in situations where a Board Member, staff member or someone with a personal relationship with a Board Member or staff member applies for SDA. In these cases, everything must be done to reduce the conflict of interest:

- Management must be informed, and actions and decisions recorded on Conflict of Interest register
- Board or staff member involved must not be involved in assessment or allocation process.

CONFIDENTIALITY

All information regarding applicants collected during the assessment process, is confidential and is not discussed externally except with the specific consent of the applicant (applicants will generally have signed specific consents).

Policy No: 1.0	Name: Introduction – Tenant and Housing Services		
Approved by: PaR C'tee	Version: 1.3	Review Date: Sep 2023	Page 3
Date Approved: 2 Sep 21			



Independent Living Villages Ltd And Controlled Entities (ILV)



RELATED POLICIES, LEGISLATION OR OTHER RESOURCES

ILV proforma for assessing eligibility for SDA

The Pathway to SDA Summer Foundation December 2017

Policy No: 1.0	Name: Introduction – Tenant and Housing Services		
Approved by: PaR C'tee	Version: 1.3	Review Date: Sep 2023	Page 4
Date Approved: 2 Sep 21			