

# Vacancy Coordination Practice Guide

September 2017

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## Glossary

The following terms are used in relation to this document:

Term	Definition
Collaboration Agreement	The agreement between SIL and SDA providers that meets the requirements of the Disability Act.
CSO	Community service organisation
Department, department	The Department of Health and Human Services in Victoria
Disability Act	The Disability Act 2006 (Vic)
Disability Support Register	The department's current database of people in Victoria with a confirmed need for funding to purchase supports that meet their disability needs or for supported accommodation.
Dwelling	A property enrolled with the NDIA by a registered SDA provider.
Dwelling vacancy notification	A form completed by the SDA provider to declare a vacancy in SDA property.
Local Area Coordinators (LAC)	Local organisations working in partnership with the NDIA to help participants, their families and carers access the NDIS. LACs will help participants write and manage their plans and also connect participants to mainstream services and local and community-based supports.
National Disability Insurance Agency (NDIA)	The NDIA is a Commonwealth statutory agency. The role of the NDIA is to implement the NDIS.
NDIS	The National Disability Insurance Scheme
Participant	A person with a disability that has met the access requirements to become a participant of the NDIS.
Registered Provider	A disability support provider that has met the NDIS requirements for qualifications, approvals, experience, capacity and quality standards to provide a product or service.
Vacancy coordination meeting	A meeting between the SDA and SIL providers chaired by the divisional VCT to determine who will be the best fit for the vacancy.
SDA dwelling vacancy profile and applicant profile	A tool to collect vacancy information and prospective tenants' information.
SDA marketing flyer	A flyer used to advertise a vacancy in SDA property for prospective tenants.
Service Agreement	An agreement between the SDA provider, SIL provider and a participant that describes what supports will be delivered and how they will be delivered. The agreement also sets out each party's responsibilities and obligations and how to resolve any problems that may arise. The residential statement issued by the SIL provider will form a combined service agreement for SDA and SIL services with an NDIS participant.
Support coordination	Funded support under the NDIS. Where support coordination is intended to assist a participant with SDA in their plan, support coordination would include assistance to

Term	Definition
	locate, apply for, access, transition and maintain SDA arrangements including the development of written agreements when moving into a dwelling.
Specialist Disability Accommodation (SDA)	Housing provided by a NDIS registered provider to participants who require specialist housing solutions to assist with the delivery of their supports. SDA refers to the dwelling itself and not the support. Providers must be registered with the NDIS to provide SDA.
Supported Independent Living (SIL)	Support to participants provided in a shared living arrangement including assistance with or supervision of the tasks of daily life.
Vacancy Coordination Team	The department's team that oversees the coordination of the process to offer residency in all Victorian Government dwellings. The VCT may also coordinate this process for CSO or privately owned dwellings unless they elect to operate an independent process that satisfies the requirements set out in this policy. The VCT comprises a central coordinator (Central VC) and four divisional VCTs. The roles and responsibilities of both components of the VCT are described in this guide.
VCT - Central VC	The central coordinator, located in central office, which comprises part of the department's VCT. The roles and responsibilities of the Central VC are described in this guide.
VCT - Divisional Vacancy Coordination Team(VCT)	The four divisional teams, located in each operational division, that comprise part of the department's VCT. The roles and responsibilities of the divisional component of the VCT are described in this guide.
Divisional SDA coordinator	Representative for all government owned properties.



## Part 1 Introduction

### Background

The National Disability Insurance Scheme (NDIS) is the new way of providing funding for supports for people with a disability, their families and carers in Australia. The NDIS provides Australians under the age of 65 (at the time of entering the NDIS) who have a permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life.

Participants of the NDIS develop a personal goal-based plan with the National Disability Insurance Agency (NDIA) specifying the reasonable and necessary supports that are to be funded under the NDIS. Specialist Disability Accommodation (SDA) is one type of reasonable and necessary support that may be funded for a participant under the NDIS.

Some Australians with a disability require access to specialist housing solutions to meet their needs and aspirations. This includes people who have severe functional impairments or very high support needs. Eligible participants will have SDA funding included in their plan which will enable them to source the SDA they require and choose from the market. SDA refers to the house only, and does not refer to the supports that are provided there. Supported Independent Living (SIL) provides assistance with, or supervision of, the tasks of daily living. In most cases, SIL is provided to participants living in SDA.

The introduction of SDA into the NDIS brings a change to how participants with specialist housing needs will find a home. The NDIA, as the administrator of the NDIS, does not manage or coordinate placements into SDA dwellings via a centralised process. Instead, participants with SDA in their plans will need to look for a home and SDA providers will need to advertise vacancies to these participants.

For participants this means considering advertised SDA vacancies, selecting which to apply for, and considering and negotiating any offers to reside in a SDA dwelling, with assistance from their supports. SDA providers are responsible for advertising SDA vacancies and carrying out processes to review applications and to identify their suitable participant to offer residency in their SDA dwelling. The decision to accept or decline a SDA offer rests with the participant.


In Victoria, the *Disability Act 2006 (Vic)* (the Disability Act) provides a legislative framework which sets out the rights and responsibilities of people with a disability and gives effect to a range of quality and safeguards requirements for disability service providers. Victoria and Commonwealth governments have committed to maintaining quality and safeguarding therefore these requirements will continue to apply during Victoria's transition to the NDIS.

The Disability Act stipulates that 'admission' to a residential service (as defined by the Act) must be in accordance with a process determined by the Secretary of the Department of Health and Human Services (the department).

To meet this requirement the department has developed a policy for NDIS transition that continues to comply with Victoria's legislative requirements while also supporting the NDIS objectives and principles. The policy is referred to as the *Offering Residency in Specialist Disability Accommodation Policy and Standards (Victoria)* (the policy). The policy provides the minimum standards required to meet the department's requirements for 'admission' to SDA in accordance with a process determined by the Secretary.

During NDIS transition, the department **coordinates** the process to advertise, receive and consider applications for residency in all government owned SDA dwellings in transitioned and non-transitioned areas in Victoria through the Vacancy Coordination Team (VCT).

Community service organisations (CSO) SDA providers, in consultation with the SIL providers operating in their dwelling, are required to develop their own procedures for offering residency in SDA that comply with the minimum



standards outlined in the policy. SDA and SIL providers may choose to engage an external provider to coordinate this process. The department's VCTs may be engaged to coordinate the process of advertising, receiving and considering applications for SDA.

Where the VCT is coordinating the process for CSOs, the VCT will not accept responsibility for:

- costs incurred to the SDA and SIL providers during the process to advertise, receive and consider applications for residency in their dwellings, in respect to any vacancy; or
- costs or losses incurred by the SDA and SIL providers where complexities or delays arise in identifying a preferred participant to whom a vacancy will be offered including if a participant declines an offer; or
- resolving disputes between the SDA and SIL providers where they cannot reach an agreement in relation to whom a vacancy will be offered to; or
- coordinating and supporting a participant's transition into SDA once the participant has accepted an offer; or
- resolving issues once a participant has signed agreements with the SDA and SIL providers; or
- resolving issues arising from the residency composition or support requirements of residents.

While the Disability Act continues to apply during Victoria's transition to the NDIS, the VCT will ensure that SDA is offered to participants in accordance with the minimum standards outlined in the policy and in a fair and transparent manner that demonstrates a commitment to:

- maximising choice and control for participants;
- ensuring compliance with Victoria's legislation;
- ensuring integrity and good outcomes for participants residing in SDA;
- balancing the needs of participants looking for a home with the needs of existing residents;
- maximising household harmony, resident safety and sustainable living arrangements in SDA; and
- maximising the use of SDA in the provision of specialist housing options for NDIS participants.

## Purpose

The purpose of the Vacancy Coordination Practice Guide (the guide) is to assist the VCT to implement the practice changes required to effectively respond to requests for service from NDIS participants, SDA (accommodation) and SIL (support services).

This guide describes the practice, process and timeframes for central and divisional VCT coordinators to comply with the minimum standards outlined in the policy.

## Application of this guide

### Which vacancies does this guide apply to?

- Any vacancy in Government owned SDA dwellings
- Any vacancy in privately and CSO owned SDA dwellings if they elect to have the department's VCTs coordinate the process to advertise, receive and consider applications for residency in their SDA dwellings
- Any vacancy in existing state-wide SDA dwellings (including Government and Privately/CSO owned)

## Principles

The principles below underpin the process to offer residency for all SDA dwellings in Victoria:

- **Equity:** to ensure that all eligible participants are considered for SDA in a fair and transparent manner.

- **Consistency:** to ensure that decision making is undertaken in a reliable manner and that enough information is provided to make sound decisions.
- **Sustainability:** to ensure SDA offers are part of a long-term and proactive plan that takes into consideration the sustainable operations of the SDA and SIL providers
- **Compatibility:** to ensure the physical, emotional, social and support needs of the current residents are taken into consideration when identifying a participant to offer SDA.
- **Safety:** to ensure that the support and safety needs of the current and prospective residents are addressed.

## Roles and responsibilities

**Specialist Disability Accommodation providers** are required to establish a Disability Accommodation Collaboration Agreement (Collaboration Agreement) with a Disability Support Provider (SIL) that is registered under the Disability Act, stipulating that both parties agree to co-operate with each other in complying with the requirements of the Disability Act and the *National Disability Insurance Act 2013* (NDIS Act) and are meeting the needs of the residents in their household. Accordingly, SDA and SIL providers are required to work together to ensure a fair and transparent process in accordance with the standards outlined in the policy and standards.

**Supported Independent Living providers** are required to be registered under the Disability Act and have a Collaboration Agreement with the SDA provider stipulating that both parties agree to fully co-operate with each other in complying with the requirements of the Disability Act and the NDIS Act, and in meeting the needs of the residents in their household. Accordingly, SDA and SIL providers are required to work together to ensure a fair and transparent process in accordance with the standards outlined in the policy and standards.

**Central Vacancy Coordination** monitors the process to offer residency in all Victorian Government owned SDA, in accordance with the standards outlined in the policy and standards. Central VC is comprises part of the department's VCT.

**Divisional Vacancy Coordination Team**, in consultation with the relevant SIL and SDA provider(s), coordinates the process to offer residency in all Victorian Government owned SDA, in accordance with the standards outlined in the policy and standards. Divisional VC team will chair the vacancy coordination meeting.


**NDIS participants**, with SDA funding approved in their plans, will be looking for a home in consultation with their informal supports and/or support coordinator (if funded and allocated). This will mean considering advertised SDA vacancies, selecting which ones to apply for and considering, accepting, negotiating or declining any offers.

**NDIS funded Support Coordinators**, where funded and allocated in a participant's plan, play a critical role in supporting participants to determine which SDA dwellings to apply for and to consider, accept, negotiate or decline any SDA offers. Support coordinators also play an important role in supporting participants to provide accurate and current information about their support needs and preferences in an application for SDA.

**Informal supports (e.g. families and carers)** use their detailed knowledge and understanding of a participant's support needs, preferences and aspirations to support a participant to determine which SDA dwellings to apply for, and to consider, accept, negotiate or decline any SDA offers.

**Specialist Disability Accommodation representative** is responsible for representing the SDA owner in relation to the assessment of the persons who are the suitable applicants. The representative for all government owned properties is the SDA coordinator or department nominee in each division.

**Supported Independent Living representative** is the departmental staff person who holds the role of Operations' Manager; Disability Accommodation Services Manager, or Residential Client Services Manager for government operated SIL. They will provide relevant information such as the current level of support, day-to-day operations of



the household and preferences of current residents. If CSOs deliver SIL services, they will nominate their own SIL representative.

## Requirements for SDA to be funded

The NDIA will only pay for SDA when the participant resides in the dwelling. A participant is considered to be residing in the dwelling from the commencement date of the NDIS service agreement or residential statement. The NDIA will also provide funding to cover defined vacancy periods. Refer to page 9 and SDA Rules for further details.

## Review

This practice guide will apply over the period of Victoria's transition to the NDIS (from 1 July 2016 to the 30 June 2019) and will be reviewed throughout this period as required.

## Link

[Offering Residency in Specialist Disability Accommodation Policy and Standards \(Victoria\)](http://www.dhs.vic.gov.au/about-the-department/plans,-programs-and-projects/projects-and-initiatives/disability-services/national-disability-insurance-scheme) available from <http://www.dhs.vic.gov.au/about-the-department/plans,-programs-and-projects/projects-and-initiatives/disability-services/national-disability-insurance-scheme>

[Disability Accommodation Collaboration Agreement](http://www.dhs.vic.gov.au/about-the-department/plans,-programs-and-projects/projects-and-initiatives/disability-services/national-disability-insurance-scheme) available from <http://www.dhs.vic.gov.au/about-the-department/plans,-programs-and-projects/projects-and-initiatives/disability-services/national-disability-insurance-scheme>

[SDA Rules](https://www.ndis.gov.au/specialist-disability-accommodation) available from <https://www.ndis.gov.au/specialist-disability-accommodation>

## Part 2 Practice guidance

An overview of the vacancy coordination process can be found at Diagram 1.

Under the NDIS rules for SDA, providers have 90 days to fill a vacancy for a dwelling that is enrolled to house four or five residents, and 60 days to fill a vacancy for a dwelling that is enrolled to house two or three residents. A vacancy is considered filled from the service agreement or residential statement commencement date.

Private and CSO SDA providers may choose to engage the department's VCTs to coordinate the process of advertising, receiving and considering applications for SDA dwelling vacancies.

Practice guidance for 2.1 declaring a vacancy, 2.2 advertisement, 2.3 open inspections, and 2.4 identifying a suitable person applies to all government owned SDA dwellings and privately and CSO owned dwellings that choose to engage the department to undertake vacancy coordination.

### 2.1 Declaring a vacancy

#### Policy and Standards reference

(Note: This section contains reference from the *Offering Residency in Specialist Disability Accommodation Policy and Standards (Victoria)*)

A vacancy may arise if a:

- new dwelling(s) is enrolled with the NDIA;
- resident advises that they will be vacating;
- provider issues a notice to vacate (pursuant to the Disability Act); or
- resident passes away.

Under the Terms of Business for Registered Providers, SDA providers are required to notify the NDIA within five business days if:

- the participant gives notice to vacate; or
- the provider gives notice to vacate; or
- there is an impending vacancy for any other reason.

#### Process summary

Responsible party	Task	Timeframe (business day)	Required systems, tools and templates
SIL	<ul style="list-style-type: none"><li>• Notify the SDA provider of planned / unplanned vacancy</li></ul>	Immediately	
SIL / SDA	<ul style="list-style-type: none"><li>• Submit a dwelling vacancy notification to Central VC via email: <a href="mailto:centralvct@dhhs.vic.gov.au">centralvct@dhhs.vic.gov.au</a> as soon as<ol style="list-style-type: none"><li>1. a vacancy becomes available or</li><li>2. an exit date is confirmed</li></ol></li></ul>	Within 2 business days of notification	SDA dwelling vacancy notification form (Appendix 1)
SIL / SDA	<ul style="list-style-type: none"><li>• Complete a marketing flyer template and provide to the SDA Coordinator for endorsement</li><li>• Submit the marketing flyer template,</li></ul>	Within 2 business days of notification	SDA Marketing flyer template

	including inspection time(s), to Central VC after it has been endorsed by the SDA Coordinator		
SIL / SDA	<ul style="list-style-type: none"> <li>Submit a SDA dwelling vacancy profile (de-identified) to Central VC</li> </ul>	Within 2 business days of notification	SDA dwelling vacancy profile (Appendix 2)
Central VC	<ul style="list-style-type: none"> <li>Receive and acknowledge the completed vacancy notification form, marketing flyer and dwelling vacancy profile.</li> <li>Seek further information from SDA/SIL if required.</li> <li>Notify the relevant operations division of the vacancy</li> </ul>	Within 1 business day	Email auto reply
Central VC	<ul style="list-style-type: none"> <li>Prepare the marketing flyer for advertising</li> </ul>	Within 2 business days (of receipt of the marketing flyer)	Nil
Divisional VCT	<ul style="list-style-type: none"> <li>Update NDIS-CRIS service provision for SDA and/or SIL with service end dates where an exit has occurred</li> </ul>	Within 1 business day of notification from Central VC	NDIS-CRIS
Divisional VCT	<ul style="list-style-type: none"> <li>Arrange a vacancy coordination meeting date and time with SDA and SIL providers and inform Central VC</li> </ul>	Within 2 business days of notification	Nil
Central VC	<ul style="list-style-type: none"> <li>Notify NDIA of the vacancy</li> </ul>	Within 5 business days of <ol style="list-style-type: none"> <li>a vacancy becoming available or</li> <li>an exit date is confirmed</li> </ol>	NDIA contact details

## 2.2 Advertisement

### Policy and Standards reference

To meet the department's minimum standards, all vacancies in transitioned areas are required to be:

- advertised for at least ten business days

This is to ensure that all eligible participants have an opportunity to view and apply for a vacancy and that information is available and accessible to all participants.

SDA providers, represented by the SDA Coordinator, in consultation with SIL provider(s), should ensure the availability and accuracy of information about the dwelling so that participants have sufficient information to determine whether to apply. This includes:

- the SDA type (design category and building type);
- features of the house;
- the general location of the SDA including proximity to amenities such as public transport;
- basic and de-identified information about any existing residents, such as gender and age mix;
- a description of the application process such as key dates, open inspection times and application process;
- specialist support features.

### Process summary

Responsible party	Task	Timeframe (business day)	Required systems, tools and templates
Central VC	<ul style="list-style-type: none"><li>• Advertise the vacancy state-wide, including but not limited to<ul style="list-style-type: none"><li>➢ Via email to all Local Area Coordination (LAC) agency, support coordination providers and others as required</li><li>➢ Via <a href="http://www.thehousinghub.org.au">www.thehousinghub.org.au</a></li></ul></li></ul>	Within 2 business days (of receipt of the marketing flyer)	Mailing list Housing Hub
Divisional VCT	<ul style="list-style-type: none"><li>• Notify their own networks of the vacancy as appropriate – including support coordination providers, LAC provider, participants /representatives within their own networks</li></ul>	10 business days (during the advertising period)	Divisional mailing list
SIL and SDA	<ul style="list-style-type: none"><li>• Notify their own networks of the vacancy as appropriate and where they exist</li></ul>		NIL
Divisional VCT	<ul style="list-style-type: none"><li>• Scope people on DSR (in non-transitioned areas only) and early transitioned NDIS participants who indicated their needs and interests for supported accommodation</li></ul>		CRIS–DSR Sigbox

### Process description

The central VC and divisional VCT to promote and advertise the vacancy within their own networks as required. SIL and SDA may promote and advertise the vacancy within their own networks as appropriate and where those networks exist. The divisional VCT's should already have relationships with support coordinators and LACs to assist them to provide sufficient information of the participant in the application.



### ***Scoping people on the DSR and early transitioned NDIS participants***

The NDIS is being rolled out across Victoria on an area-by-area basis. To meet the person's disability support needs in the most appropriate way and not place the person at a disadvantage as a result of area rollout, divisional VCT will scope early transitioned NDIS participants who indicated their needs and interests for supported accommodation, as per section 2.11 of this guide, as well as the DSR. Divisional VCT will check people on the DSR who have urgent and unmet accommodation needs and are requesting to move to the particular local government area where the vacancy is located. This process occurs during the advertisement period.

### ***Requests for Quote***

Support coordinators or NDIA planners may contact divisional VCTs for a SDA quote. For government owned SDAs, divisional VCT's will confirm that in kind arrangements are still in place and the participants' NDIS plan must include provisions for SDA. For CSO owned SDA, VCT coordinators are to refer their enquiries to the appropriate CSO.

[In-Kind FAQs for Participants, Support Coordinators and Providers](https://www.ndis.gov.au/participants/inkind.html) is available from <https://www.ndis.gov.au/participants/inkind.html>.

A summary of the process can be found at Diagram 2.

## 2.3 Open inspections

### Policy and Standards reference

Open inspections are an integral feature of advertising SDA and provide a valuable opportunity for prospective residents to view the dwelling and seek further information about the accommodation fabric and/or location. As the support provider, the SIL provider should coordinate open inspections. To meet the department's minimum standards, SIL providers must:

- provide reasonable notice to the existing residents of the dates for the inspections;
- minimise disruptions to the existing residents;
- ensure the inspection does not cause any security or safety problems to the existing residents;
- respect existing residents' privacy, including the outgoing resident if they are still residing in the dwelling, by restricting access to their private rooms during inspections;
- ensure inspections are only available to prospective residents and/or their supports.

### Process summary

Responsible party	Task	Timeframe (business day)	Required systems, tools and templates
Divisional VCT Teams	<ul style="list-style-type: none"><li>• Answer any queries with regard to the advertised vacancy</li><li>• Collect details and develop an attendee list for open inspection/s</li><li>• Provide the attendee list to SIL prior to the scheduled open inspection date/s</li></ul>	Inspection to occur during the advertising period (10 business days)	Attendee list (Appendix 3)
SIL	<ul style="list-style-type: none"><li>• Host / facilitate open inspection (s) using the open for inspection tip sheet</li><li>• Use attendee list to manage open inspection</li><li>• Answer any vacancy and support queries at the time of inspection</li></ul>		Open for Inspection tip sheet (Appendix 4)
Participants	<ul style="list-style-type: none"><li>• Consider the advertisement</li><li>• Confirm attendance prior to attending open inspection</li><li>• Attend open inspections (optional)</li><li>• Apply for a SDA vacancy</li><li>• Submit the completed application form to divisional VC email address</li></ul>		Application form



## Process description

The divisional VCT collects the person's details, NDIS participant number, their plan/funding status and notes who will be attending the inspection.

If NDIS participants do not have SDA as a provisional item in their approved plan, the divisional VCT will inform NDIS participants or support coordinators or LACs to arrange a plan review.

A summary of the process can be found at Diagram 2.



## 2.4 Identifying a suitable person

### 2.4a Screening

#### Policy and Standards reference

The NDIA is responsible for assessing SDA eligibility. The divisional VCT will check that any participant applying for a vacancy is approved for SDA by the NDIA prior to forwarding all applications to SDA/SIL.

Where SDA is being funded for a participant, the appropriate SDA type (design category and building type) and location will be included in their plan. Where SDA is not immediately available for a participant, the SDA type and location will still be included in their plan so that if the participant decides to accept a SDA offer for that type and in that location, it can be funded without a plan review. However, a plan review may be required to determine SIL funding.

People 65 years or older, who are not NDIS participants, and are already residing in SDA who experience a change in support needs and wish to apply for alternative SDA properties, can be considered for a vacancy in SDA. This includes externally owned SDA where no equivalent cost of capital payment is currently paid in respect of residents aged 65 years and over. Applications from people aged 65 years or over are currently not residing SDA will not be accepted and refer those applicants to *My Aged care*.

SDA and SIL providers should review all applications received to determine who will be the best fit for the household.

Information on continuity of support for older people receiving specialist disability services in Victoria is available from: <http://intranet.dhs.vic.gov.au/resources-and-tools/guides-and-manuals/ndis-transition-resource-kit/before-transition/Access-to-specialist-disability-services-in-Victoria-for-older-people>

#### Process summary

Responsible party	Task	Timeframe (business day)	Required systems, tools and templates
Divisional VCT	<ul style="list-style-type: none"><li>Receive and acknowledge participant applications</li><li>Advise central VC of the outcome of advertising (the number and names of applications received)</li></ul>	Within 1 business day (from close of applications)	
Divisional VCT	<ul style="list-style-type: none"><li>Review all applications</li><li>Confirm SDA and SIL are in the participants plan</li><li>Contact participants, support coordinators or LACs if additional information or clarification is required</li><li>Add summarised information to the dwelling and applicant profile template including the DSR clients and early transitioned participants</li><li>Send the applicant profile sheet and applications to SDA and SIL representatives for their review</li></ul>	Within 3 business days (from close of applications)	Email auto reply SDA dwelling & applicant profile template (Appendix 2)

SDA/SIL representatives	<ul style="list-style-type: none"> <li>Review all information</li> </ul>	Within 2 business days (of receipt of applicant profile)	Nil
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## Process description

### ***Compatibility assessment***

Divisional VCT coordinators review all applications received, DSR and early transitioned NDIS participants to identify appropriate participants and clients (i.e. basing on reasonable factors, such as age, gender, mobility and area preference as per information provided in the SDA dwelling vacancy profile). VCT coordinators are required to summarise relevant information of appropriate participants and clients into the applicant profile sheet.

VCT coordinators are required to share information with SDA and SIL in regards to all applications received and why some applications were deemed to be inappropriate for the SDA dwelling vacancy.

The SIL provider can discuss the vacancy with existing residents and seek input into what will maximise household harmony when identifying a suitable applicant. It should be noted that the discussion is for consultation and not decision making purposes. The SIL provider can discuss the vacancy with existing residents at the monthly resident household meeting or other platform as appropriate.

The purpose of the compatibility assessment process is to consider all applications equitably and is not intended to be a short listing process.

## 2.4b Vacancy coordination meeting

### Policy and Standards reference

SDA and SIL providers are required to work together to identify a preferred participant to offer SDA. As outlined in the Collaboration Agreement, SDA and SIL providers agree to fully co-operate with each other in meeting the needs of the residents of the household. This may include communicating with each other and sharing information about the existing residents and the services.

To meet the department's minimum standards, decision making must be retained on file in an appropriate electronic document management system.

**Refer** to Factors for consideration in screening (Appendix 6).

### Process summary

Responsible party	Task	Timeframe (business day)	Required systems, tools and templates
Divisional VCT	<ul style="list-style-type: none"><li>Chair the vacancy coordination meeting with SIL and SDA</li><li>Record meeting minutes which include clear decision making progress and rationale why the vacancy is offered to a particular applicant.</li></ul>	Within 1 business day	Meeting minutes (Appendix 5)
SDA/SIL/Chair (for Government owned SDA the Divisional SDA Coordinator will represent DHHS)	<ul style="list-style-type: none"><li>Attend the vacancy coordination meeting</li><li>Assess all applications and profiles</li><li>Recommend the most suitable applicant</li><li>List and agree to the ranking of suitable applicants to offer the vacancy</li><li>Sign the meeting minutes</li></ul>		Meeting minutes (Appendix 5)  Factors for consideration in screening (Appendix 6)

### Process description

#### *Vacancy coordination meeting*

SDA and SIL providers must consider individual factors that may influence the likelihood of a sustainable and long term tenancy.

As per the Collaboration Agreement, SDA and SIL representatives are required to fully collaborate with each other in balancing the needs of existing and new residents living at the property. The recommendation to offer SDA to a participant will rest with the SDA and SIL providers, and the participant will make the final decision to either accept or decline the offer.

All parties are required to fully collaborate with each other at the meeting and each party will need to agree on the preference and ranking. In the event that a consensus is unable to be reached after both parties attempted to resolve the disagreement, SIL will make a final decision on ranking of vacancies to be offered to participants. If there are any complexities while identifying a suitable participant, the SDA and/or SIL representatives may discuss this with their line management outside of the meeting. This process is to be completed for the top three ranked

applicants to avoid further delays in case an offer of residency be declined. The SDA and SIL representatives' role is to offer the vacancy to the participants (in priority order) and the participants will make the decision to accept or decline the offer.

Meeting minutes must include the decisions making process and a clear rationale for the vacancy to be offered to a particular applicant. Documentation must be available to demonstrate that the SDA and SIL providers acted with due care, skill and diligence when offering a participant SDA, when a complaint is investigated by the Disability Services Commissioner or when requested.

For CSO or privately owned SDA dwellings, the recommendation to offer SDA to a participant will rest with the SDA and SIL providers.

**Refer** to Meeting minutes (Appendix 5).

**Refer** to Diagram 3 for an overview of the receiving applications and screening process.

## 2.5 Communicating an offer of residency

### 2.5a Communication for government owned SDA dwellings only

#### Policy and Standards reference

A formal offer of SDA should be made to the suitable participant. The letter is to be signed by SIL representative. The participant, in consultation with their support coordinator and/or their informal supports, will make a decision to accept, decline or negotiate the offer.

#### Process summary

Responsible party	Task	Timeframe (business day)	Required systems, tools and templates
Divisional VCT	<ul style="list-style-type: none"> <li>Contact the suitable participant and/ or their support coordinator/LAC, or their nominated person if a support coordinator or LAC is not allocated.</li> </ul>	Within 2 business days (from vacancy coordination meeting)	Nil
SDA/SIL	<ul style="list-style-type: none"> <li>Prepare and send an offer letter and response to offer of residency form to an appropriate person (participant, nominated person, support coordinator or LAC)</li> </ul>		Offer letter template (Appendix 7) Response to offer of residency template (Appendix 8)
SDA/SIL	<ul style="list-style-type: none"> <li>Arrange a SDA visit for the participant prior to acceptance/decline if required</li> </ul>	Within 5 business days (from the offer)	Nil
Participant and /or representative/s	<ul style="list-style-type: none"> <li>Visit the SDA and meet with SIL if required</li> <li>Consider the offer</li> <li>Indicate his/her decision and sign the letter and forward it to the appropriate contact</li> </ul>		Nil

SDA/SIL	<ul style="list-style-type: none"> <li>Inform Central VCT of the participant's decision if received signed letter</li> <li>Provide the copy of signed letter to Central VCT</li> </ul>	Immediately after the acceptance from participant.	Signed response to offer of residency template (Appendix 8)
Central VC	<ul style="list-style-type: none"> <li>Inform Divisional VCT of the participant's decision.</li> <li>If the participant accepts the offer, advise the Local NDIA</li> </ul>		
Divisional VCT	<ul style="list-style-type: none"> <li>Monitor commencement of transition process</li> <li>Upload signed offer letter to NDIS-CRIS (create new NDIS-CRIS record if no NDIS-CRIS record exists for participant)</li> </ul>		
Divisional VCT	<ul style="list-style-type: none"> <li>If the participant declines the offer, contact next suitable participant or support coordinator or LAC if allocated.</li> </ul>	Immediately after the confirmation from participant	Nil
SDA/SIL	<ul style="list-style-type: none"> <li>Prepare and send an offer letter as appropriate</li> </ul>		Offer letter template (Appendix 7) Response to offer of residency template (Appendix 8)

## Process description

### Offer

SDA and/or SIL provider may need to include conditions such as funding approval in the offer letter as required. SDA or SIL providers may also have some conditions which need to be included in the offer letter. The offer is subject to a formal agreement between the participant, the SDA and SIL provider. The residential statement issued by the SIL provider will form the service agreement for SDA and SIL services with an NDIS participant.

SDA and SIL providers will require to decide who would write an offer letter, however, they are able to use the template of offer letter and/or response to offer of residency from this guide. They are expected to use their own letterheads.

**Refer** to offer letter template (Appendix 8) and response to offer of residency template (Appendix 9)

## 2.5b Communication for private and CSO who select the department to coordinate

Private and CSO SDA and SIL providers may choose to engage the department's VCTs to coordinate the process of advertising, receiving and considering applications for SDA dwellings. The VCTs will not have any role or responsibilities following the vacancy coordination meeting. Private and CSO SDA and SIL providers are required to communicate with the suitable participant and arrange for transition.

An overview of the process can be found at Diagram 4.

## 2.6 Confirming participant tenancy for Government owned SDA dwellings

### Policy and Standards reference

To meet the department's minimum standards, SDA providers must notify any unsuccessful participants and their supports, of the outcome of their application.

### Process summary

Responsible party	Task	Timeframe (business day)	Required systems, tools and templates
SDA / SIL	<ul style="list-style-type: none"><li>Develop and agree to an SDA and SIL service agreement with the participant and / or their representatives</li></ul>	Within 10 business days after acceptance and prior to commencement of service delivery	Service Agreement (Residential Statement)
SIL	<ul style="list-style-type: none"><li>Advise divisional VCT once service agreement is signed</li></ul>	Immediately after the service agreement is signed	Nil
Divisional VCT	<ul style="list-style-type: none"><li>Advise unsuccessful applicants of the outcome</li></ul>	Within 5 business days of notification of service agreement being signed	Outcome message (Appendix 9)
SDA/SIL	<ul style="list-style-type: none"><li>Transition to commence</li></ul>	Immediately after the service agreement is signed	Nil
Central VC	<ul style="list-style-type: none"><li>Monitor the transition timelines</li></ul>		Nil
Divisional VCT	<ul style="list-style-type: none"><li>Advise Central VC once transition is concluded.</li><li>Update contact details and service provision in NDIS-CRIS</li></ul>	Immediately after the notification	Nil

### Process description

The service commencement day must be clearly specified in the service agreement. It should also be within 60-90 days of vacancy period so the SDA and possible SIL providers will not carry an unfunded vacancy period and be financially disadvantaged.

Diagram 4 provides an overview of the process.



## 2.7 State-wide SDA dwellings

Existing state-wide SDA refers to dwellings that are available for people with a disability from across the whole state regardless of where they live. These dwellings typically provide specialist services for a specific target cohort such as people with Huntington's Disease.

**Refer** to Appendix 11 for the list of existing state-wide dwellings.

The department's VCT will also coordinate the process to offer residency for all existing state-wide dwellings, irrespective of asset owner. This is to ensure that all eligible people with a disability in Victoria are considered for a vacancy in a state-wide property including NDIS participants and people registered on the DSR who have not yet transitioned to the NDIS and have an unmet need for accommodation.

Where a person who has not yet transitioned to the NDIS is identified as the suitable person to offer the vacancy, VCT, the NDIA, SDA and SIL providers should work together to assist the person to become a participant in a timely manner. It is important to note that SDA funding is not available until a NDIA plan decision has been approved regarding SDA eligibility, SDA type and SDA location.

## 2.8 NDIS-Client Relationship Information System (CRIS) recording

NDIS-CRIS has been designed for the department to record information about services. For areas that have transitioned to the NDIS, divisional staff are responsible for updating NDIS-CRIS records of service provision that are required to record the SDA and SIL service's which the department own and deliver.

The divisional VCT's are to upload signed acceptance and copy of application to NDIS-CRIS.

NDIS-CRIS will also allow divisional VCT's to create a client without Target Group Assessment and allow a new NDIS participant to be added to system.

CRIS recording information is available from:

<http://intranet.dhs.vic.gov.au/resources-and-tools/guides-and-manuals/disability-services-cris-unit-tools-and-resources>

<http://intranet.dhs.vic.gov.au/our-organisation/projects-and-initiatives/disability-services-delivered-by-dhhs-under-the-ndis>

## 2.9 Record keeping

All documentation relating to offering residency will be kept in the SigBox. Documentation includes notification forms, flyers, profile, applications, meeting minutes and any acceptance and decline letters.



## 2.10 Closure of DSR

A person formally becomes a participant of the NDIS once the person met the access requirements. NDIS plan development and approval may take some time, a person's DSR application is to be closed by the divisional VCT once the person has an approved NDIS plan.

**Refer** to Appendix 11: DSR closure and accommodation registration process letter for early transition person in non-transitioned area

**Refer** to Appendix 12: DSR closure and accommodation registration letter for transitioned area



## 2.11 Provision of accommodation to NDIS participants in non-transitioned areas

### Background

People across the state, on the DSR with an urgent and pressing need for support have been provided the opportunity to transition to the NDIS ahead of their scheduled area roll out. Some of these people will have been registered on the DSR for supported accommodation prior to becoming an NDIS participant. For some people, the need for supported accommodation (SIL / SDA) will be identified as part of their NDIA approved plan. It is possible that NDIS participants in this cohort may request supported accommodation, or suitable accommodation options may become available in non-transitioned areas during or after the person becomes a NDIS participant.

### Purpose

To assist and support operational divisions to offer supported accommodation to early transitioned NDIS participants currently residing in non-transitioned areas.

### Principles

The principles and processes outlined in the DSR guidelines, including urgency and priority criteria, must be applied when considering an early transitioned participant for a supported accommodation vacancy in non-transition area.

A key consideration is to meet the person's disability support needs in the most appropriate way and not place the person at a disadvantage as a result of the nomination for early transition to the NDIS.

To be eligible for a supported accommodation vacancy, an early transitioned NDIS participant must have:

- an unmet accommodation need; and
- an approved NDIS plan or have a verbal confirmation from NDIA regards to SDA funding

There are two scenarios that may arise throughout the early transition process:

- a suitable accommodation vacancy arises whilst the person is waiting for access to the NDIS to be confirmed, or is in the process of developing their plan
- the need for supported accommodation has been identified as part of their plan development with the NDIA.

### Process

- Early transitioned NDIS participants will be invited to indicate whether they still wish to be considered for vacancies in supported accommodation in their local area by completing an acknowledgement form.
- An early transitioned NDIS participant (or their representative) must confirm they have funding approved in their plan for accommodation (SDA and SIL). If the person does not have funding for SIL and SDA the participant will be advised to discuss their support needs with the NDIA. This may include a request for a plan review.
- The vacancy coordination team (or divisional equivalent) should ensure that the details of those participants are collected. The vacancy coordination team (or divisional equivalent) are encouraged to maintain this information in SigBox.
- When a supported accommodation vacancy becomes available, the vacancy coordination team (or divisional equivalent) will consider people on the DSR and the early transitioned NDIS participants who have indicated their need for and interest in supported accommodation.
- The vacancy coordination team (or divisional equivalent) will follow the shortlist, panel, decision making and offer processes which are outlined in the DSR guidelines.



## Data collection

Once the early transitioned NDIS participant has moved to supported accommodation,

- DSR team will update the CRIS-NDIS - instruction for recording NDIS SDA and SIL supports in CRIS is available from <http://intranet.dhs.vic.gov.au/our-organisation/projects-and-initiatives/disability-services-delivered-by-dhhs-under-the-ndis>
- DSR team will complete the data template (SSA Vacancy Management Data Update Template) by 6 business days prior to the last date of each month and upload the completed template to Sig box to “Report” folder by 5 business days prior to the last date of each month.
- Central VC team will send all data to [NDIS.Data@dhhs.vic.gov.au](mailto:NDIS.Data@dhhs.vic.gov.au) by 3 business days prior to the last date of each month

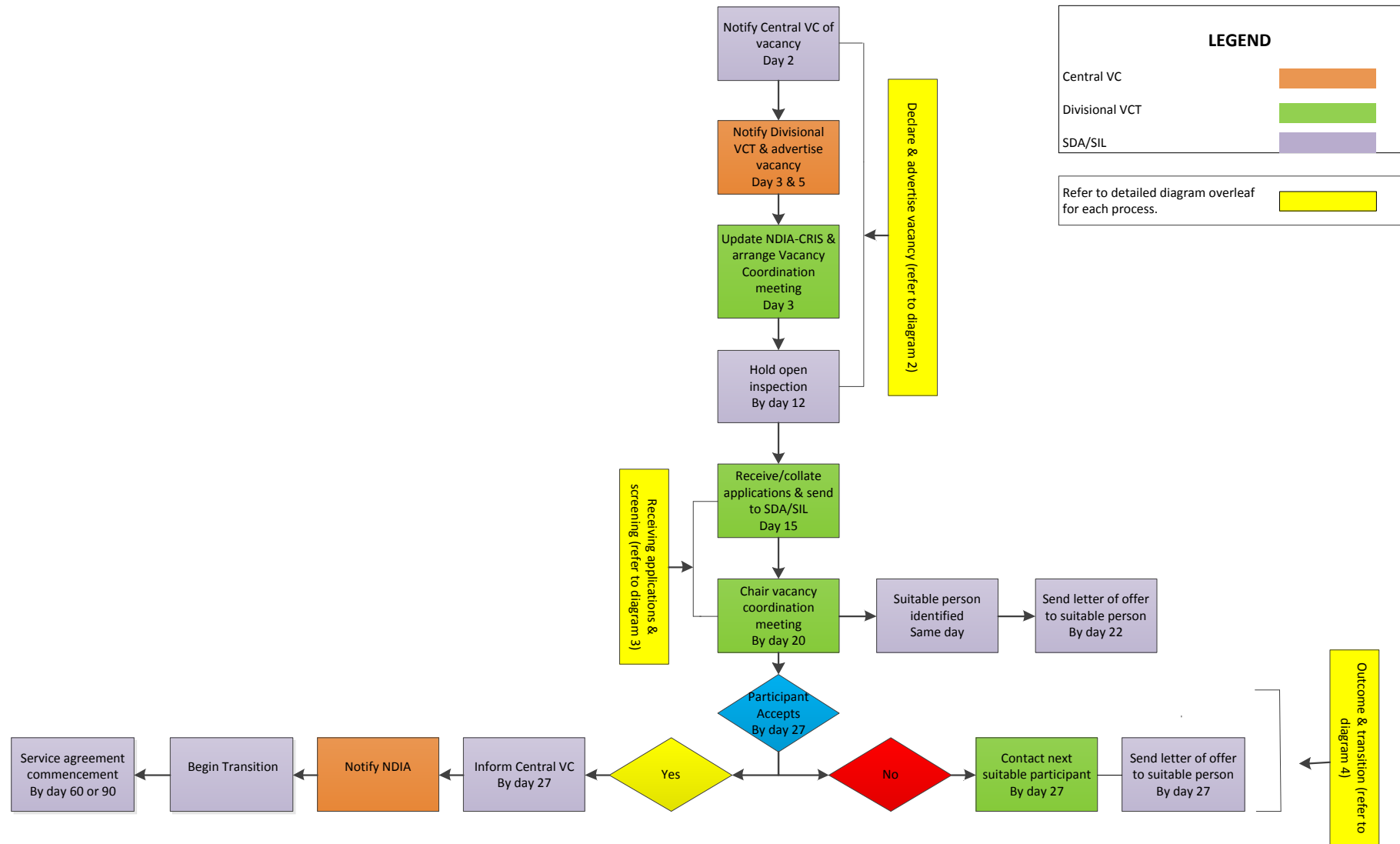
## Reference

**Refer** to Appendix 11: DSR closure and accommodation registration letter for early transition person in non-transition area

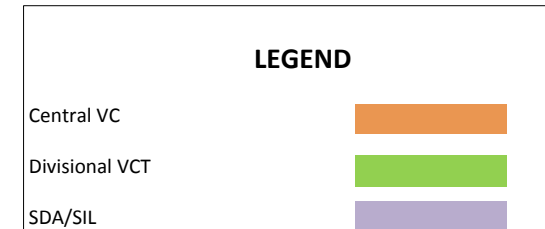
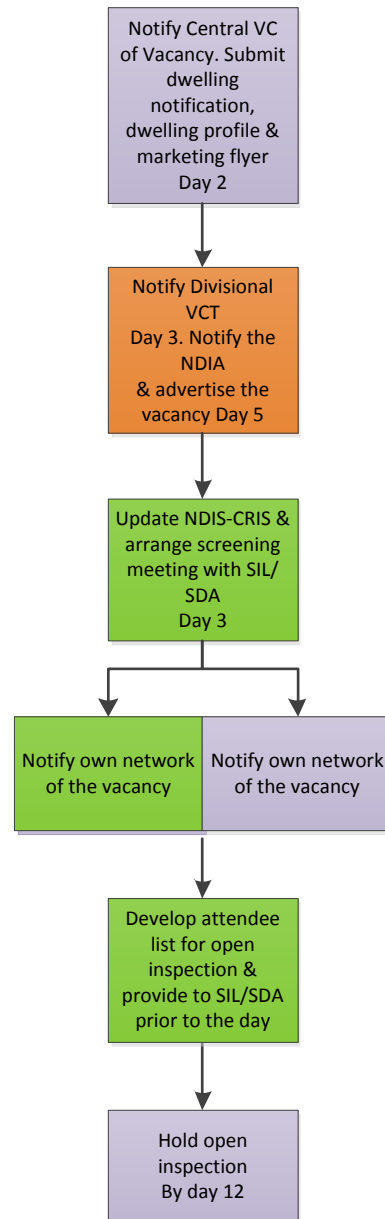
**Refer** to Appendix 13: Acknowledgement form

**Refer** to SSA Vacancy Management Data Update Template which available from Sigbox

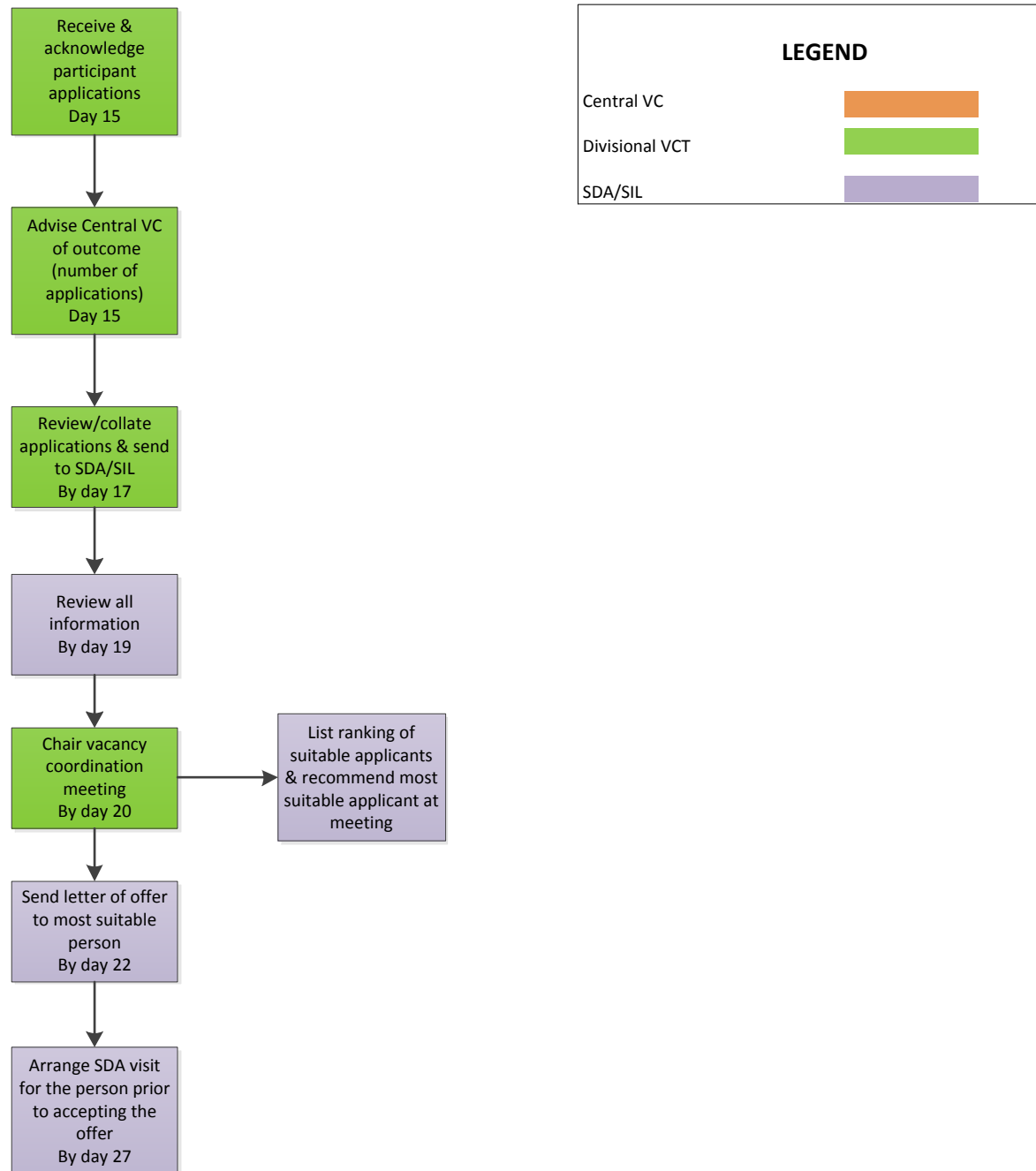
## 2.12 Diagram 1: Overview of Vacancy Coordination Process



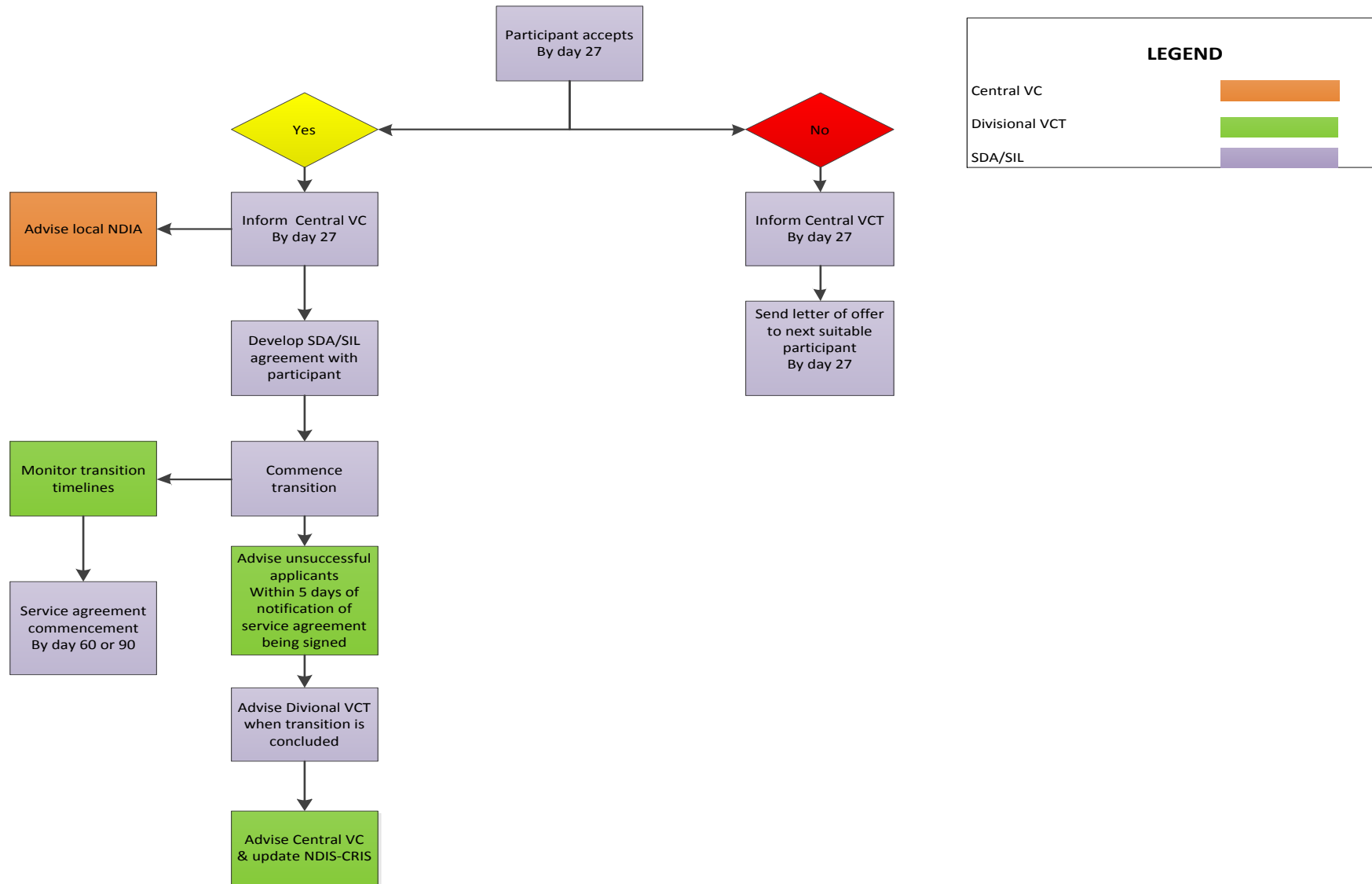
## 2.13 Diagram 2: Declare and Advertise Vacancy Process



## 2.14 Diagram 3: Receiving applications & screening



## 2.15 Diagram 4: Outcome and confirming participant tenancy



## Part 3 Appendices

### Appendix 1: Specialist disability accommodation – dwelling vacancy notification form

This form is used to notify the division of a vacancy in specialist disability accommodation (SDA).

**Once this form is completed please email to [centralvct@dhhs.vic.gov.au](mailto:centralvct@dhhs.vic.gov.au)**

#### Information about the person completing this form

Date form completed	
Organisation	
Name	
Position	
Contact phone number	

#### Vacancy details

Address of SDA	
Phone number of SDA	
NDIS property reference number (if property is enrolled as an SDA under the NDIS)	
Name of SDA provider owner	
Name of SIL provider	
Contact name of SIL provider	
SDA design and type (design category and building type)	

**Details of person vacating**

Name of person exiting the placement	
Person's date of birth	
Date of exit / planned exit	
CRIS number of the person exiting the service (if known)	
NDIS participant number of the person exiting the service (if they are an NDIS participant)	
Reason for exit (for example, death, exit to aged care, notice to vacate, other)	
New address (if appropriate)	

**INTERNAL OFFICE USE ONLY**

Date received	
Person receiving form	
Update end date for SDA and/or SIL support in NDIS-CRIS	

## Appendix 2: SDA dwelling and applicant profile template

(Excel version is available)

SDA provider	
SIL provider	
Address of vacancy	

Details	Residents (SIL to complete)	APPLICANT 1 (VCT to complete)	APPLICANT 2	APPLICANT 3
Age	Resident 1: Resident 2: Resident 3: Resident 4: Resident 5:			
Gender	R1: R2: R3: R4: R5:			
Cultural background	R1: R2: R3: R4: R5:			
Disability or impairments	R1: R2: R3: R4: R5:			
Health Needs	R1: R2: R3: R4: R5:			



Support Requirements - Activities of Daily Living	R1: R2: R3: R4: R5:			
Behaviours of concern	R1: R2: R3: R4: R5:			
Night time supports - Sleep over or Active night	R1: R2: R3: R4: R5:			
Risk Assessment - <i>Has the person been subject to an assessment for fire risk behaviours or manual handling? Please provide details</i>	R1: R2: R3: R4: R5:			
Day Activities	R1: R2: R3: R4: R5:			
Mobility	R1: R2: R3: R4: R5:			



Communication skills	R1: R2: R3: R4: R5:			
Strengths, interests and preferences for applicants	R1: R2: R3: R4: R5:			
Description of house - <i>physical structures, locks, kitchen, and mobility access</i>				
Fabric - <i>is there capacity to consider changes to the physical structure to take account of individual needs within current resources?</i>				
Description of vacant room - <i>size, built-in robes, room for manoeuvring a wheelchair, existing furniture and equipment such as manual handling equipment, location in relation to exits and bathroom</i>				
Current Roster (For SIL use only)				



Staff profile				
Are there any important dynamics among existing residents that need to be considered?				
Are there any other specific issues relating to the vacancy or house that need to be considered?				
Funding and plan status	N/A			
Other information				



**Address:**

**SIL Provider:**[illegible]

## Appendix 4: Open Inspection tip sheet

This tip sheet has been developed to assist SDA and SIL providers when hosting an open inspection. The tip sheet includes tasks to complete before and during the open inspection and guidance on important information to provide to attendees and their supports.

**Only people on the attendee list and their supports may enter the property for the open inspection. Attendees cannot enter the bedroom of a person who lives in the house without their permission. Attendees can only enter a bedroom where it is vacant and any common areas (both inside and out). Staff should minimise disruptions to existing residents where possible, for example scheduling the open inspection when existing residents are out or engaging existing residents in other activities if they choose. Staff should also minimise the disruption to existing residents who will be present during the open inspection and attend to the safety and security considerations of both the existing residents and attendees throughout the open inspection.**

### Before open inspection

- ☐ Staff are to read the marketing flyer and familiarise themselves with its content. Seek clarification if unsure about anything on the flyer
- ☐ Staff should have enough copies of the marketing flyer available to provide to attendees
- ☐ Staff are to use the attendee list provided by the divisional Vacancy Coordination Team (VCT) to manage the open inspection
- ☐ Staff are to ensure that all rooms of existing residents are closed for privacy
- ☐ Staff should be mindful of identifying material displayed such as resident names on bedroom doors, photo's, and resident information on display in the office, menu boards and generally around the house

### During open Inspection

- ☐ Staff are to provide a copy of the marketing flyer to each attendee
- ☐ Staff are to provide each attendee with a quick overview of the house including accessibility and proximity to local amenities
- ☐ Staff are to answer any vacancy and support queries from attendees during the open inspection
- ☐ Staff are not to provide personal information to attendees in regards to enquiries about existing residents. If current residents are there and would like to introduce themselves to the open inspection attendees, staff should assist. If attendees ask any questions about current residents, staff should refer them to the advertisement flyer.

### Information to provide to attendees & their supports during open inspection

- ☐ The specific 'house rules' of this SDA e.g. keeping pets, sharing resources and household items, rules around having visitors over to the house, staying overnight or coming for meals, smoking areas etc
- ☐ What the monthly rent or board and lodging information. Any additional contributions residents are required to make for expenses such as utilities or other services
- ☐ What residents are expected to supply themselves i.e. their own bedding, linen and bedroom furniture including mattresses and beds
- ☐ The service agreement (residential statement) needs to be signed and they need to start pay rent within 60 or 90 days as per SDA Rules.
- ☐ Access to a vehicle, whether it is wheelchair accessible (does it have a hoist and anchor points)? Is the vehicle shared? Any other restrictions or considerations with use of the vehicle?

## Appendix 5: Meeting minutes

Date of meeting	
SDA address	
Date of vacancy	
Name of SDA provider	
Name of SIL provider	
Number of application received	

Names of meeting attendees	Title/organisation
	SDA representative
	SIL representative
	Chair - VCT representative

### Summary of applicants

Name	NDIS number	Discussion outcome (include the decision making process and a clear rationale)

Endorsement –SDA provider (Name)	Signature	Date	
Endorsement – SIL provider (Name)	Signature	Date	
Endorsement – Chair (Name)	Signature	Date	



## Appendix 6: Factors for consideration in screening

It is important for SDA and SIL providers to have a thorough resident screening process that considers the factors that may impact on the likelihood of a sustainable and long-term residency. Understanding these factors allows SDA and SIL providers to assess the applications received and identify their preferred applicant to offer SDA.

One of the key considerations impacting on sustainable and long-term residencies is the extent to which an applicant is likely to live harmoniously in the household with the other residents. Some of the factors that may impact household compatibility are outlined below.

### Age

Age-related compatibility refers to personal, developmental and support needs as well as chronological age. Age-related life changes occur for all people, including people with a disability.

People of the same age and stage in life are more likely to share the same interests. Consideration may be given to compatibility on the basis of shared interests. Interests are usually affiliated with age and ability however for some participants' chronological age is not representative of developmental ability. As such, there may be a situation where two participants share a common interest and are developmentally similar but may be of significant difference in age.

### Gender

The gender mix of the household may be considered when assessing compatibility of an applicant.

Factors that may be considered include: staff capacity to provide support to all residents and to ensure the safety and well-being of everyone in the household; acknowledgement and understanding of any cultural differences or issues that may impact on gender issues; factors in a resident's personal history or background that may impact on feelings of safety and well-being.

### Cultural background

A participant's cultural background and beliefs may mean that adaptations may be required to routines and procedures. Similarities and differences between the current residents and applicants should be noted enabling these factors to be considered as part of considerations about compatibility and transition planning.

### Support needs

Offering SDA to a participant on the basis of having the same disability or similar support needs or behaviours of concern is not necessarily advantageous to the residents. In fact, evidence suggests that deliberately having people with a disability with behaviours of concern together in the same residence overwhelms staff ability to provide individualised care. However, if the SDA dwelling offers specialist types of support, then participants with those support needs may be considered as a priority for offering SDA.

Health related needs may also be considered when screening applicants to ensure that the SIL provider, in consultation with the relevant health practitioners, can meet the needs of the applicants.

### Communication skills

The opportunity for people to communicate with each other and not just staff is important to supporting participant's independence and opportunities for development. Ensuring that all strategies are in place to support people to maximise their own communication skills, supports everyone in the house to communicate with each other using preferred methods of communication and ensures staff understand and can support resident's preferred methods of communication.



### Behaviours of concern

Behaviours of concern refers to any behaviour that causes harm to the person or another person. SIL providers may consider developing and implementing support strategies that provide opportunities for residents to develop skills for meaningful interaction and participation, to prevent or significantly reduce the risk of behaviours of concern. This may include, for example, a behaviour support plan that documents behavioural history, any current legal orders, the risks to self or others, relevant risk indicators, protective factors and strategies for low, moderate and severe escalation.

On occasion, it may be that the other residents may be more independent but may have support needs resulting from behaviours of concern. In this instance the SIL provider should determine where there are likely issues of incompatibility and potential risk of harm and ensure appropriate measures can be put in plan to ensure the safety of all the residents in the household.



## Appendix 7: Offer of residency letter template

**Note:** Copy and paste this text into an appropriate format

<Name>

<Address 1>

<Address 2>

<SUBURB STATE POSTCODE>

Dear <Person, representative>

I am pleased to offer you a residency in <address> specialist disability accommodation (SDA). This SDA is owned by <insert SDA provider name> and staff support at this address is currently provided by <insert SIL provider name>. The offer of residency is based on the information in your SDA application form.

This offer of residency is dependent on funding in your NDIS plan for SDA and SIL. <insert if there are any other specific conditions which NDIS participant may need to agree to>

Your support coordinator, your representative or family member could help you to consider this offer of residency, visit the house, meet with the residents and staff and discuss the details of this service. You have 5 business days from the date of this letter to accept or decline this offer. As a first response you may verbally accept or decline the offer via your support coordinator who will notify the Vacancy Coordination Team.

Following this, you are required to formally accept or decline this offer, by completing the Response to Offer of residency letter attached and return it to <insert mailing address> by <insert date>. If we do not receive a verbal response or the Response to Offer of residency within 5 business days from the date of this letter, we may consider that you have declined this offer.

If you accept this offer, a transition process for you to move to your new home will begin. The offer is subject to a formal agreement between you, the SDA and SIL provider. You will be involved in developing a transition plan, which may include additional visits or short-term stays at the new house to help you settle in and will involve people who support you and the staff in the new setting to ensure your needs are well met.

You will also receive a service agreement in the form of a residential statement issued by (insert name of SIL provider) at this address. The residential statement will include type and cost of the service and other information such as conditions and your rights and responsibilities. The residential statement must be signed within (insert appropriate days).

To discuss this offer further, please contact <worker name> on <worker phone>.

Yours sincerely,

<Name>

<Title>

<Organisation >

/ /

CC <insert name>

## Appendix 8: Response to offer of residency template

**Note:** Copy and paste this text into an appropriate format

<Name>

<Title>

<Insert mailing address>

Dear <insert name>,

**Re: Offer of residency at <insert name and address of group home> dated <insert date of letter of offer>**

I am responding to the offer of specialist disability accommodation (SDA) residency at <insert address of supported accommodation>, which is owned by <insert SDA provider name> and staff support provided by <insert SIL provider name>.

I understand the offer of residency is based on the information in my SDA application form.

I understand that a transition plan will be developed to help with the upcoming move if I accept the offer.

### Accept

**(Please complete this section if you wish to accept the offer of residency).**

Accept	Check (X)
I accept the offer of SDA residency and consent to the collection, use and disclosure of personal and health information (as defined in the <i>Privacy and Data Protection Act 2014</i> and the <i>Health Records Act 2001</i> ) about me by the department and other relevant agencies for the purposes of transition to the SDA dwelling and support planning, which includes but is not limited to disclosure of information relating to the provision of disability services to me or which identifies me or is likely to lead to my identification.	

<b>Name of applicant or representative or guardian*:</b>	
<b>Signature:</b>	
<b>Address:</b>	
<b>Date:</b>	

\*(Name of SDA applicant, their nominated representative or Guardian appointed under the *Guardianship and Administration Act 1986*)



## Decline

(Please complete this section if you wish to decline the offer of supported accommodation).

<b>Decline</b>	<b>Check (X)</b>
I decline the offer of residency.	

<b>Reasons for declining this offer (please specify):</b>	
<b>Name of applicant or representative or guardian*:</b>	
<b>Signature:</b>	
<b>Address:</b>	
<b>Date:</b>	

\*(Name of SDA applicant, their nominated representative or Guardian appointed under the *Guardianship and Administration Act 1986*).



## Appendix 9: Outcome message

**Note:** Communication should be provided using a method that best suits the participant, support coordinator or LAC's needs and circumstances

Dear <Person, representative>

Thank you for submitting an application for Specialist Disability Accommodation (SDA) dwelling vacancy at (insert property ID).

After reviewing the applications received, we regretfully inform you that your application has been unsuccessful.

The Department of Health and Human services Vacancy Coordination Team complied with *Offering residency in Specialist Disability Accommodation – Policy and Standards (Victoria)* and this documentation is available from <http://www.dhs.vic.gov.au/about-the-department/plans.-programs-and-projects/projects-and-initiatives/disability-services/national-disability-insurance-scheme>

Thank you again for your application.

Yours sincerely,

<Name>

## Appendix 10: State-wide SDA dwellings

Service and provider	Lead VCT	Target group
Neurological Support Services (previously Arthur Preston Residential Services) Provider: Wesley Mission Victoria	East	Huntington's disease, high medical needs
Multiple Sclerosis Watsonia Units Provider: MS Australia	North	Multiple sclerosis, deteriorating neurological conditions
Multiple Sclerosis Williamstown Provider: MS Australia	North	Multiple sclerosis, deteriorating neurological conditions
Vicdeaf	West	
Able Australia (previously DeafBlind Association)	North	Deaf and blind
Independence Australia (previously ParaQuad)	East	Spinal injury, physical disability
Ventilator Accommodation Support Service Provider: Yooralla	North	Chronic dependence on a ventilator as assessed by the Victorian Respiratory Support Service
Villa Maria Catholic Homes	North	My Future My Choice (MFMC). Young people with high level, complex care needs, including acquired brain injury.

## Appendix 11: DSR closure and accommodation registration process letter for early transition person in non-transitioned area

**Note:** Copy and paste this text into the Department of Health and Human Services letter template which is available in MS Word

<Name>  
<Address 1>  
<Address 2>  
<SUBURB STATE POSTCODE>

Dear <Person, representative>

This letter is to provide you with information about your application on the Victorian Disability Support Register following your early transition to the National Disability Insurance Scheme (NDIS).

A number of people on the Victorian Disability Support Register with an urgent need for support moved to the NDIS earlier than when their area transitioned to the NDIS. As a result of your circumstances you [or your [family member] as appropriate] were included in this group.

The Department of Health and Human Services is working closely with the agency that administers the NDIS - the National Disability Insurance Agency (NDIA) - to ensure people with a disability and their families move as smoothly as possible to the NDIS, with minimal disruption to their services and supports.

The NDIA has confirmed that your request for NDIS support was approved on [Date] and that funding for the supports in your NDIS plan has commenced. This means that you are now a participant of the NDIS. As a result, your application on the Disability Support Register has been closed.

If you still require Department of Health and Human Services supported accommodation in your local area, you are able to indicate whether you are still wish to be considered for vacancy by completing enclosed acknowledgement form. You will need to ensure that your NDIS planner have spoken with you about your accommodation needs when you were developing your NDIS plan. If you are not sure, or want to check if an application has been made on your behalf, then please speak to your support coordinator or local area coordinator [insert LAC agency details if up and running in your area]. If you do not have either a support coordinator or local area coordinator, then you can contact the NDIA on 1800 800 110.

Congratulations on your new arrangements. It is an exciting time for you as a new participant of the NDIS.

If you have any questions about this letter, please contact [Division to insert contact details]

Regards

<Name>  
<Title>  
<Division>

/ /  
CC <insert name>

## Appendix 12: DSR closure and accommodation registration process letter for transitioned areas

**Note:** Copy and paste this text into the Department of Health and Human Services letter template which is available in MS Word

<Name>  
<Address 1>  
<Address 2>  
<SUBURB STATE POSTCODE>

Dear <Person, representative>

As you are aware, the National Disability Insurance Scheme (NDIS) commenced transition in the [Area] in [Month Year]. As a result of the transition, the Disability Support Register process for the [Area] has ceased.

The NDIA has confirmed that your request for NDIS support was approved on [Date] and that funding for the supports in your NDIS plan has commenced. This means that you are now a participant of the NDIS. As a result, your application on the Disability Support Register has been closed.

This means that if you wish to apply for specialist disability accommodation (formerly called supported accommodation) with the Department of Health and Human Services in the [Area], you will need to speak with your Support Coordinator or Local Area Coordinator to arrange for a request form to be submitted on your behalf. If you do not have a Support Coordinator or Local Area Coordination, you can contact the [LAC for area] on [phone number] or else contact the NDIS on 1800 800 110.

Congratulations on your new arrangements. It is an exciting time for you as a new participant of the NDIS. If you have any questions about this letter, please contact [Division to insert contact details]

Regards

Regards

<Name>  
<Title>  
<Division>

/ /  
CC <insert name>

## Appendix 13: Acknowledgement form

<Name>

<Title>

Vacancy Coordination Team

Client Support Service

Department of Health and Human Services

<Insert mailing address>

Dear <insert name>,

I am expressing my interest to be considered for any vacancies in supported accommodation in my local area until my area commences transition to the National Disability Insurance Scheme.

I agree to the Department of Health and Human Services using my Disability Support Register for this purpose.

<b>Name of applicant or representative or guardian*:</b>	
<b>Area preference of supported accommodation:</b>	
<b>Signature:</b>	
<b>Address:</b>	
<b>Date:</b>	

\*(Name of SDA applicant, their nominated representative or Guardian appointed under the *Guardianship and Administration Act 1986*)



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