



FULL CARE LIFETIME

SPECIALISED DISABILITY ACCOMMODATION POLICY

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ABOUT SDA

The National Disability Insurance Scheme (NDIS) Specialist Disability Accommodation (SDA) program plays a crucial and transformative role in addressing the housing needs of individuals with significant disabilities. SDA is a key component of the NDIS, focusing on providing suitable and purpose-built housing options that cater to the specific requirements of people with disabilities. It recognises that accessible and appropriate housing is not just a basic necessity but a fundamental right that enables individuals to live their lives with independence, dignity, and autonomy.

The SDA program aims to bridge the gap between housing and support services by offering a range of specialised living spaces. These spaces are designed with careful consideration for accessibility, mobility, safety, and the unique needs of each resident. SDA dwellings can include features such as wheelchair-friendly layouts, adjustable fixtures, assistive technology, sensory accommodations, and personal care support systems. By incorporating these elements, SDA properties foster an inclusive and enabling environment, empowering individuals to actively participate in their communities and pursue their goals and aspirations.

SDA focuses on providing appropriate accommodation options that are purpose-built or specially adapted to cater to the specific requirements of people with disabilities. This can include features such as wheelchair accessibility, assistive technology, sensory accommodations, and other modifications to enhance mobility, safety, and independence. The goal of SDA is to ensure that individuals have access to suitable housing that supports their well-being, maximizes their independence, and enables them to live as autonomously as possible.

One of the significant advantages of the NDIS SDA program is its emphasis on choice and control for participants. The program recognises that housing preferences differ among individuals, and as such, it offers a variety of housing options to cater to diverse needs. Participants have the opportunity to select from a range of SDA housing designs, locations, and support models, enabling them to find a living arrangement that best aligns with their preferences and lifestyle.

Moreover, the SDA program is not limited to just the provision of physical housing. It also addresses the crucial aspect of support services by facilitating collaboration between housing providers and support providers. This integrated approach ensures that individuals receive the necessary assistance and care within their chosen SDA dwelling, promoting a holistic and person-centered approach to disability support.

SCOPE

This manual including its policies, procedures and its descriptions applies to all employees, contractors and any other relevant interested parties who work for Full Care Lifetime and who are involved in providing specialist disability accommodation to participants.

PARTICIPANTS RIGHTS AND RESPONSIBILITIES POLICY AND PROCEDURE

Full Care Lifetime is committed to providing each participant with access to specialist disability accommodation dwellings that are consistent with their legal and human rights. Participants should be supported to exercise informed choice and control in relation to their accommodation, and their autonomy should be respected.

Policy:

Knowledge and understanding of participants' legal and human rights

- All employees and contractors will be provided with the necessary knowledge and understanding of participants' legal and human rights.
- The NDIS Code of Conduct and Practice Standards, as well as any relevant state or federal legislation, will be incorporated into everyday practice.
- Reasonable adjustments or modifications to the dwelling will be made to meet the needs of participants, including modifications to the physical environment, changes to procedures or practices, or the provision of additional support or services.

Agreements and communication with participants

- Agreements or contracts with participants will be responsive to their needs and provided in a language, mode of communication and terms which they are most likely to understand.
- All communication about the provision of specialist disability accommodation, including about rights and responsibilities in relation to the dwelling, will be provided in a language, mode of communication and terms which participants are most likely to understand.
- Participants will be given the opportunity to provide feedback on the service provided and any agreements or contracts they have entered into.

Respect for participants' autonomy

- Participants' autonomy, including their right to privacy, intimacy and sexual expression, will be respected at all times.
- Employees and contractors will support participants' right to make decisions about their own lives.
- Participants will be supported to exercise informed choice and control in relation to their accommodation, including their right to privacy, intimacy and sexual expression.
- Employees and contractors will be trained to understand and support participants in their expression of sexuality and intimacy.

The Specialist Disability Accommodation Module outlines the rights and responsibilities of both NDIS participants and providers. The following are the main points of each:

Rights and Responsibilities of NDIS Participants:

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Participant Rights and Incorporation into Everyday Practices:

- At Full Care Lifetime, We recognise that participants in our specialist disability accommodation (SDA) have legal and human rights that must be respected and upheld.
- All staff members are responsible for incorporating these rights into their everyday practices, ensuring that participants are treated with dignity, respect, and equality.

Responsive Agreements and Communication:

- Agreements or contracts with participants will be tailored and responsive to their individual needs, preferences, and goals.
- Communication regarding the dwelling, its services, and any related information will be provided in a language, mode of communication, and terms that the participant can easily understand.
- Efforts will be made to ensure that participants are actively involved in decision-making processes and have a clear understanding of their rights and responsibilities.

Respect for Autonomy and Personal Expression:

- We value and respect each participant's autonomy, including their right to privacy, intimacy, and sexual expression.
- Staff members will uphold these rights by promoting an inclusive and supportive environment that allows participants to exercise choice and control over their personal lives and relationships.

Choice and Control over NDIS Supports:

- Participants have the right to exercise choice and control over other NDIS supports, which should not be restricted or limited by their choice of specialist disability accommodation dwelling.
- We will support participants in accessing and managing other NDIS supports, ensuring that their preferences and goals are taken into consideration.

Upholding Housing Rights and Security of Tenure:

- Housing rights, including security of tenure, will be upheld for participants irrespective of any decision they make regarding the provision of other NDIS supports within the specialist disability accommodation dwelling.
- Participants will not face any disadvantage or discrimination regarding their housing rights based on their choices or decisions related to other NDIS supports.

Implementation and Review:

This policy will be effectively communicated to all relevant interested parties involved in providing SDA services. Training programs and regular updates will ensure that staff members understand

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and implement these principles in their interactions with participants. The policy will be periodically reviewed to ensure its continued effectiveness, compliance with legal requirements, and alignment with best practices in disability accommodation services.

By adhering to this policy, Full Care Lifetime ensures that participants' rights, autonomy, and choices are respected and supported within the SDA framework. We are committed to creating a safe, inclusive, and empowering environment where participants can thrive and exercise control over their lives.

Rights and Responsibilities of Full Care Lifetime:

At Full Care Lifetime, we are committed to upholding the legal and human rights of participants in the National Disability Insurance Scheme (NDIS) and providing high-quality specialist disability accommodation (SDA) services. This policy outlines our approach to participant rights, managing conflicts of interest, ensuring clarity in service provision, and compliance with the NDIS requirements.

Participant Rights and Reasonable Adjustments:

- All staff members are required to have knowledge and understanding of each participant's legal and human rights and incorporate these principles into their everyday practice.
- We are committed to making reasonable adjustments or modifications to the dwelling to meet the specific needs of participants, ensuring accessibility and promoting their independence and well-being.

Conflict of Interest Management:

- Policies and procedures are in place to manage perceived or actual conflicts of interest among our staff members.
- These policies are designed to ensure that conflicts of interest are identified, assessed, and appropriately managed to maintain participant trust and safeguard their interests.
- Participants will be provided with information about our conflict of interest policies in a language, mode of communication, and terms that they can easily understand.

Distinction between SDA and NDIS Supports:

- Participants will be supported in understanding the distinction between the provision of specialist disability accommodation (SDA) and other NDIS supports delivered within the dwelling.
- In cases where our organisation delivers both SDA and other NDIS supports to the same participant, separate service agreements will be established to maintain transparency, clarity, and accountability.

Understanding Terms and Conditions:

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- Our staff will actively support each participant in understanding the terms and conditions that apply to their specialist disability accommodation dwelling and the associated service and/or tenancy agreements.
- Open communication channels will be maintained to address any questions or concerns regarding the terms and conditions, ensuring that participants have a clear understanding of their rights and obligations.

Compliance with NDIS Design Requirements:

- Mechanisms are in place to ensure that our enrolled specialist disability accommodation dwellings meet the design type, category, and density restriction requirements as specified in the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules.
- Regular monitoring, audits, and assessments will be conducted to ensure ongoing compliance with the NDIS design requirements.

This policy will be communicated to all staff members and stakeholders involved in the provision of specialist disability accommodation services. Ongoing meetings/trainings programs will be implemented to ensure staff members understand and adhere to the policy. Regular reviews will be conducted to assess policy effectiveness and make necessary updates in line with regulatory changes.

Full Care Lifetime is committed to maintaining the highest standards of participant rights, conflict of interest management, clarity in service provision, and compliance with NDIS requirements.

Knowledge of Participant's Legal and Human Rights:

- The participant's legal and human rights will be discussed at the initial assessment and regularly reviewed.
- Staff will undergo regular training on the NDIS Code of Conduct and NDIS Practice Standards to ensure they have up-to-date knowledge of participants' legal and human rights.
- Reasonable adjustments or modifications to the dwelling will be made as required to ensure the participant's needs are met and their rights are respected.

Agreements and Communication with Participants:

- Any agreement or contract with a participant will be reviewed regularly to ensure it is responsive to their needs and in line with their legal and human rights.
- All communication with participants will be provided in the language, mode of communication, and terms which the participant is most likely to understand. This includes using interpreters, providing written information in accessible formats, or using assistive technology.
- Participants will be given the opportunity to provide feedback on the service provided and any agreements or contracts they have entered into.

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Respect for Participants' Autonomy:

- Participants' autonomy, including their right to privacy, intimacy, and sexual expression, will be respected at all times.
- Staff will be trained to understand and support participants in their expression of sexuality and intimacy.
- Any issues related to privacy, intimacy, or sexual expression will be addressed promptly and sensitively, with the participant's rights and needs as the highest priority.

Reporting and Responding to Incidents:

- Any incidents of abuse, neglect, or violation of participants' legal and human rights will be reported to the NDIS Commission and relevant authorities as required.
- The company will respond to any concerns or complaints from participants promptly and respectfully, with a focus on resolving the issue and ensuring the participant's needs are met.
- The company will regularly review its policies and procedures to ensure they are in line with the NDIS Code of Conduct and NDIS Practice Standards, and that participants' rights and needs are being met.

Implementation:

Full Care Lifetime will ensure that all employees and contractors who work for the organisation are aware of this policy and procedure and are provided with the necessary training and support to implement it effectively. This policy will be regularly reviewed and updated as necessary to ensure that it continues to meet the needs of participants and aligns with any changes to relevant legislation or regulations.

CONFLICT OF INTEREST

Policy:

This policy ensures that each participant's right to exercise choice and control over other NDIS support provision is not limited by their choice of specialist disability accommodation dwelling.

It also provides guidelines for managing perceived or actual conflicts of interests and ensures that participants understand the difference between the provision of specialist disability accommodation and other NDIS supports provided in the dwelling.

The policy upholds the participant's housing rights, including security of tenure, regardless of their decisions about other NDIS supports within the specialist disability accommodation dwelling.

Additionally, this policy and procedure aim to manage conflicts of interest in the delivery of NDIS plan management and support coordination services by Full Care Lifetime.

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The policy applies to the Management Team and all employees of Full Care Lifetime, and it complies with relevant legislation, regulations, and standards.

The policy acknowledges that failure to respond to actual or potential conflicts of interest can damage Full Care Lifetime's reputation, community confidence, and may have legal ramifications. Therefore, Full Care Lifetime is committed to managing conflicts of interest in an open and transparent manner.

This policy and procedure document outlines Full Care Lifetime's commitment to managing conflicts of interest in an open and transparent manner. The NDIS Terms of Business for Registered Providers requires providers to have policies about potential conflicts of interest in service delivery.

Definitions:

Registered Plan Management Provider: an NDIS provider who is registered to manage the funding for supports in NDIS participants' plans. Plan Management Providers are responsible for purchasing supports identified in participants' plans, receiving and managing funding provided by the Agency, and acquitting funding provided by the Agency.

Registered Support Coordination Provider: an NDIS provider who is registered to help NDIS participants identify, connect with, and work with service providers who provide the supports best suited to them.

Procedure:

Full Care Lifetime recognises the importance of ensuring that participants have full control over their NDIS support provisions, particularly when it comes to their choice of specialist disability accommodation dwelling. Therefore, we have developed a procedure to manage perceived or actual conflicts of interests and provide clear guidance to participants.

Organisational policies are in place, detailing how conflicts of interest are managed and made available to participants in the language, mode of communication, and terms that they are most likely to understand.

Management and staff performing plan management and support coordination functions will ensure that the organisation's Risk Register includes the ongoing potential conflict of interest related to delivering these services along with other NDIS supports.

Staff must also declare any potential conflict of interest arising from Full Care Lifetime being both plan manager or support coordinator and a provider of other supports to participants.

We proactively manage and document any conflicts of interest that arise, to ensure that participants are not affected. Participants must be presented with a range of choices about providers of supports, and staff will not seek to influence the participant to select Full Care Lifetime over other organisations.

Where a specialist disability accommodation provider is delivering both specialist disability accommodation and other NDIS supports to the same participant, separate service agreements are put in place to avoid any conflicts of interest.

Full Care Lifetime and its staff must not accept any offer of money, gifts, services, or benefits that would cause them to act in a manner contrary to the interests of an NDIS participant. Staff must

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have no financial or other personal interest that could directly or indirectly influence or compromise the choice of provider or provision of supports to a participant, including obtaining or offering any form of commission.

At Full Care Lifetime, we understand that participants' housing rights, including security of tenure, are crucial. Therefore, we uphold these rights irrespective of any decision/s the participant makes about the provision of other NDIS supports within the specialist disability accommodation dwelling, as long as they don't contradict any matters covered by the specialist disability accommodation service agreement.

The Full Care Lifetime Management Team will review this policy and procedure at least annually, incorporating feedback from service users, suggestions from staff, and best practice developments.

The Full Care Lifetime Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant, feed into Full Care Lifetime service planning and delivery processes.

In summary, Full Care Lifetime's procedure ensures that participants have control over their NDIS support provisions and the choice of specialist disability accommodation dwelling. We proactively manage and document any conflicts of interest that arise, support participants in understanding the distinction between specialist disability accommodation and other NDIS supports, and uphold their housing rights.

SERVICE AGREEMENT WITH PARTICIPANT

Policy:

The purpose of this policy is to ensure that each participant who is supported by the National Disability Insurance Scheme (NDIS) understands the terms and conditions that apply to their specialist disability accommodation dwelling and the associated service and/or tenancy agreements.

Procedure:

At Full Care Lifetime, we are committed to providing written service agreements that meet the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules and relevant residential tenancy legislation. The service agreement will govern all services provided to enrolled participants, and additional provisions will be included to support a positive living experience for all tenants.

Service Agreement:

Updates: In order to ensure that participants are kept informed about the services they are receiving and associated charges, the service provider will send regular updates to the participant. These updates will provide details about the services provided, the cost of these services, and any changes to pricing or services. All service charges will be consistent with the guidelines and tax requirements for GST and NDIS pricing arrangements, ensuring transparency and accountability in pricing. A copy of the signed service agreement will be provided to the participants.

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Complaint handling: The service agreement will include details of complaint handling and dispute resolution procedures. This is important to ensure that participants have a clear and accessible process for raising concerns or issues they may have with the services they are receiving. The service provider will outline the steps that participants can take if they have a complaint or dispute, and will ensure that these steps are easy to understand and follow.

Self-managed plans: If a participant's plan is self-managed, the service agreement will clearly state the cost and timeline for services, method of payment, and a minimum 14-day notice period for termination. This provision is important to ensure that self-managed participants have clear expectations about the costs and timelines associated with the services they are receiving. The service provider will clearly outline the cost of each service, the method of payment that will be accepted, and the timeline for payment. Additionally, the agreement will state that the participant must provide a minimum of 14 days' notice if they wish to terminate the services. This provides the service provider with sufficient notice to prepare for the termination and ensures that the participant does not incur any additional charges.

House Rules:

The House Rules are designed to create a safe and supportive environment for all residents. Each of the rules outlined below will help to ensure that our tenants are able to live together in harmony while also receiving the support they need from our organisation.

Tenancy management: We are committed to providing efficient tenancy management services that will help our tenants to feel comfortable and secure in their homes. Our tenancy management system includes regular inspections, repairs and maintenance to ensure that each tenant's property is well-maintained and up-to-date.

Positive impact: We believe that our tenancy management system and home provision will have a positive impact on the community of participants with disabilities who require housing. Our goal is to provide a safe and supportive environment that will enable our tenants to thrive.

Breach of agreement: In the event of a breach of the tenancy agreement, we will work with our tenants to support them and sustain their tenancy before deciding to terminate the agreement. We believe that building positive relationships with our tenants is the key to successful tenancy management.

Roles and responsibilities: We believe that it is important for all tenants and workers to be aware of their roles, responsibilities, and rights as detailed in the service agreement. This will help to ensure that everyone understands their obligations and will help to create a positive and productive living environment.

Diversity: We value diversity and are committed to providing equal opportunities across all of our properties. We believe that treating all tenants fairly, with respect and professionalism, is essential to creating a supportive and inclusive community.

Safety and emergency: In order to ensure the safety and well-being of all individuals who may be present on the premises, it is important to have emergency, fire alarms, and evacuation plans in place. It is essential that they are established and communicated clearly to all those who may be

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affected. This includes identifying potential hazards, installing appropriate alarm systems, and creating a detailed plan for responding to emergencies and evacuating the building in a safe and orderly manner. It is also important to conduct regular training and/or drills to ensure that everyone understands their role and responsibilities in the event of an emergency. By prioritising safety and preparedness, we can minimise the risk of harm and protect the well-being of all those who rely on our services

Conflict Management:

Conflict management is an essential part of our services, and we are committed to preventing conflicts between tenants and resolving any issues that may arise in a timely and professional manner. To achieve this, we have developed the following strategies:

- **Prevention:** Our first priority is to prevent conflicts from occurring in the first place. We will achieve this by ensuring that tenants are aware of their responsibilities under their tenancy agreement, and we will communicate the house rules to them clearly. We will consult with tenants on all decisions that affect them, ensuring that their views are taken into account. This will create a positive and supportive environment, reducing the likelihood of conflicts.
- **Resolution:** Despite our best efforts, conflicts may still occur. In such cases, we will facilitate mediation and clarify issues to ensure that all parties involved fully understand the situation. We will ensure that the resolutions are in place and followed up to ensure that the conflict does not escalate or reoccur. Our approach will be impartial, and we will not take sides in any dispute. We will remain committed to maintaining a peaceful and supportive community where all tenants feel safe and respected.

Concerns and Feedback:

- **Feedback process:** We understand that feedback is an essential aspect of improving our services, and we encourage our tenants to provide us with feedback. We have established a feedback process that is straightforward and easily accessible. Our tenants can provide feedback in writing, by phone or email, or in person. We respect the privacy of our tenants and ensure that all feedback is treated as confidential. Our staff will support our tenants in providing feedback, and we will ensure that all feedback is recorded and tracked.
- **Review:** We take all feedback seriously, and we review all feedback received. We are committed to continuous improvement and use feedback to identify areas where we can improve our services. We will ensure that all feedback is responded to promptly, and we will keep our tenants informed about any action taken as a result of their feedback. We will protect our tenants from any unfavourable treatments or discrimination as a result of providing feedback, and we will ensure that they feel comfortable providing feedback to us in the future. We will also use feedback to inform our staff training and development, so we can continue to improve our services.

Responsibilities:

- **Key management personnel:** The key management personnel of our company are responsible for ensuring that our workers are trained, efficient, and well-equipped to provide quality services to our tenants. They are also responsible for reporting any vacancies, ensuring that our policies and regulations are followed, and selecting suitable candidates to fill any available positions. Our management team is committed to providing a supportive environment for all employees and to continuously improving our services.
- **Workers:** Our workers are responsible for maintaining our tenancy agreements and implementing service agreements with our tenants. They must have a thorough knowledge of tenancy management, including rent collection, maintenance, and conflict resolution. Our workers also work with independent living providers to support tenants in achieving their goals and to ensure that all their needs are being met. Our workers are expected to communicate effectively with tenants, work collaboratively with other staff members, and maintain a high level of professionalism at all times.

Emergency Repairs:

At Full Care Lifetime, we understand that emergency repairs can happen at any time, and we are committed to ensuring that our tenants receive prompt attention and resolution to their concerns. To ensure that our tenants are well-supported in case of emergency repairs, we have put the following measures in place:

- **Contact person:** All participants are provided with a contact person who they can reach out to in case of emergency repairs. This contact person is available 24/7 to ensure that our tenants can receive the help they need at any time.
- **Reporting process:** In case of serious storm or fire damage, serious roof leak, electrical fault, blocked toilet, or any maintenance that poses a risk of harm to a person, tenants are encouraged to contact their designated contact person as soon as possible. We take all reports of emergency repairs seriously and will act promptly to resolve them.
- **Property manager:** We will contact the property manager as soon as possible to ensure that the emergency repairs are attended to promptly. We work with a team of experienced and reliable professionals to ensure that any repairs are completed to a high standard and in a timely manner.
- **Risk assessment:** Our team will carry out a risk assessment to determine the level of emergency repairs required and prioritise the repairs accordingly. We aim to minimise disruption to our tenants' daily lives while ensuring their safety and well-being.

Overall, we are committed to ensuring that our tenants have a safe and comfortable living experience in our dwellings. We understand that emergency repairs can be stressful and disruptive,

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and we will do everything in our power to ensure that our tenants are well-supported during such situations.

ENROLMENT OF SPECIALIST DISABILITY ACCOMMODATION PROPERTIES

Policy:

The purpose of this policy is to ensure that each participant's specialist disability accommodation (SDA) dwelling meets the requirements of the design type, category, and other standards that were identified through the dwelling enrolment process.

This policy also aims to establish mechanisms to ensure that a provider's enrolled SDA dwellings meet the design type, category, and density restriction requirements of the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules, maintain ongoing compliance with relevant laws and standards, and are in a good state of repair and appropriately maintained, with regard to the safety, security, and privacy of residents.

Procedure:

Enrolment of SDA Properties

Enrolling a Specialist Disability Accommodation (SDA) property under the National Disability Insurance Scheme (NDIS) requires Full Care Lifetime to ensure that each dwelling meets specific requirements. These requirements pertain to the design type, category, and other standards that were identified through the dwelling enrolment process. The design type and category determine the level of support and services that the dwelling can provide, while other standards may relate to accessibility, safety, and quality of living conditions. Full Care Lifetime must ensure that the SDA properties they enroll meet these requirements to ensure that participants have access to safe, secure, and appropriate housing options that meet their individual needs. This step is essential to ensure that the enrolled SDA properties comply with the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules and all relevant laws and standards. By enrolling SDA properties that meet these requirements, Full Care Lifetime aims to provide high-quality housing options for participants that promote independence, autonomy, and quality of life.

SDA Dwelling Enrolment:

SDA funding can only be paid to a Registered SDA Provider that has an enrolled, compliant dwelling. This remains the case even where a participant has engaged a registered plan manager or is self-managing their NDIS plan.

Dwelling Enrolment Requirement:

- Dwellings can only be enrolled with the NDIA once construction is fully complete and a certificate of occupancy has been issued.

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- New Build SDA applications must include certification evidence against the SDA Design Standard by an Accredited SDA Assessor at both the Design and Final as Built stages, meeting all relevant requirements.

Dwelling Enrolling Process:

- All SDA dwellings must be enrolled through the My NDIS Provider Portal, enabling online enrolment requests and end-to-end application management.
- To access the portal, Full Care Lifetime should email provider.support@ndis.gov.au with the required information, including organisation name, authorised contact's full name and date of birth, email, and PRODA registration authority (RA) number.

Enrolment Change or Cancellation:

The Director is responsible for updating or cancelling a dwelling enrolment in the following cases:

- If there is a change in the design category or building type of the dwelling.
- If the dwelling is no longer suitable for use as SDA.

Additionally, the Director must notify the NDIA if there are circumstances that could potentially change the design category, building type, or suitability of the enrolled dwelling.

Notifications regarding these changes must be submitted by the Director to the NDIA within 5 working days.

Full Care Lifetime recognises the importance of compliance with the NDIS (Specialist Disability Accommodation Conditions) Rules and other relevant laws and standards, including building standards and tenancy laws.

To ensure ongoing compliance, Full Care Lifetime must establish mechanisms that enable them to monitor and manage their SDA properties effectively.

Such mechanisms should include regular review and updates of policies and procedures, as well as the establishment of a compliance management system to track and monitor compliance with relevant laws and regulations.

Full Care Lifetime should also appoint a dedicated compliance officer responsible for ensuring that all relevant laws and standards are adhered to, and that any non-compliance issues are promptly addressed.

Full Care Lifetime must ensure that their SDA dwellings are in a good state of repair, are being appropriately maintained, and that all safety, security, and privacy issues are promptly addressed.

This involves conducting regular maintenance and repair work and carrying out safety checks to identify and address any potential hazards. Full Care Lifetime must ensure that their staff involved in the enrolment and management of SDA properties are appropriately trained and qualified to carry out their duties. This includes training on compliance issues, safety procedures, and privacy protection measures. By establishing these mechanisms, Full Care Lifetime aims to provide a high-quality living environment for participants, ensuring their safety, security, and wellbeing.

Full Care Lifetime recognises the importance of maintaining SDA properties in a good state of repair to ensure that participants have access to safe, secure, and appropriate housing options that meet their individual needs. To achieve this, providers must establish and implement effective

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maintenance and repair processes to ensure that their enrolled dwellings are in a good state of repair and are being appropriately maintained. Providers must conduct regular maintenance and repair work on their enrolled dwellings to ensure that any issues are identified and addressed promptly. This includes conducting regular safety checks to identify and address any potential hazards that may affect the safety and wellbeing of participants. Additionally, providers must ensure that any necessary repairs are carried out promptly to prevent any further deterioration of the dwelling or its components.

To achieve this, Full Care Lifetime should establish a maintenance and repair schedule for each enrolled dwelling and ensure that it is adhered to. Full Care Lifetime should also ensure that any maintenance and repair work is carried out by qualified and licensed professionals to ensure that it is done to the required standards. By ensuring that their enrolled dwellings are in a good state of repair and are being appropriately maintained, Full Care Lifetime aims to provide participants with high-quality living conditions that are safe, secure, and conducive to their wellbeing.

Full Care Lifetime recognises the importance of complying with all relevant laws, standards, and guidelines when making changes to an enrolled Specialist Disability Accommodation (SDA) dwelling. This involves ensuring that any modifications or alterations made to the dwelling comply with building codes and accessibility requirements and do not compromise the safety, security, or privacy of participants. Full Care Lifetime must establish processes and procedures for managing and approving any changes to enrolled SDA dwellings. This includes conducting assessments of proposed changes to ensure that they meet relevant standards and guidelines, obtaining necessary approvals from regulatory bodies, and communicating any changes to participants and their support teams. In addition, Full Care Lifetime must ensure that any changes made to an enrolled SDA dwelling do not impact the level of support and services that the dwelling can provide. This means that Full Care Lifetime must ensure that the design type and category of the dwelling remain appropriate for the needs of the participant, and that any changes made do not compromise the participant's ability to access necessary supports and services. By adhering to these requirements, Full Care Lifetime aims to ensure that enrolled SDA dwellings provide safe, secure, and appropriate housing options that meet the individual needs of participants while complying with all relevant laws and regulations.

Full Care Lifetime recognises the importance of maintaining accurate records of enrolled Specialist Disability Accommodation (SDA) dwellings. This is essential to ensure that the dwellings meet all relevant laws, regulations, and standards and to provide the necessary support and services to participants. Full Care Lifetime must establish processes and procedures for maintaining accurate records, including information on the dwelling's design type, category, and density restriction requirements. This information should be updated regularly to ensure that it remains current and relevant. Full Care Lifetime must also maintain records of any maintenance and repair work carried out on enrolled SDA dwellings. This includes records of the work performed, the date of the work, and any costs associated with the work. By maintaining accurate records, Full Care Lifetime aims to provide participants with safe, secure, and appropriate housing options while complying with all relevant laws and regulations.

Full Care Lifetime recognises the critical role that staff play in ensuring the effective enrolment and management of Specialist Disability Accommodation (SDA) properties. To this end, Full Care Lifetime is committed to ensuring that all staff involved in SDA property management are appropriately trained and qualified. This involves providing staff with training on SDA enrolment

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processes, compliance with relevant laws and regulations, safety and security procedures, and the needs of participants.

Full Care Lifetime also recognises that the needs of participants may vary, and that staff must be equipped with the skills and knowledge to meet these needs effectively. Therefore, Full Care Lifetime may provide additional training and support to staff as needed to ensure that they are able to provide the best possible care and support to participants.

In addition to training, Full Care Lifetime ensures that staff are appropriately qualified for their roles. This involves ensuring that staff members have the necessary qualifications and experience to carry out their duties effectively. For example, staff members responsible for conducting safety checks on SDA properties must have relevant qualifications and experience in occupational health and safety.

By ensuring that all staff involved in SDA property management are appropriately trained and qualified, Full Care Lifetime aims to provide participants with high-quality living environments that meet their individual needs and ensure their safety, security, and wellbeing.

Full Care Lifetime recognises the importance of ensuring that participants have a voice in the management of their Specialist Disability Accommodation (SDA) dwelling. To this end, providers must establish mechanisms that enable participants to provide feedback on the quality and condition of their dwelling, as well as to raise any complaints or concerns they may have. This may include setting up a feedback and complaints process, providing contact information for relevant staff, and ensuring that participants have access to advocacy and support services if needed.

Full Care Lifetime acknowledges that prompt resolution of complaints and concerns is essential to maintaining the safety, security, and wellbeing of participants. Providers must ensure that all complaints and concerns are addressed in a timely and appropriate manner, and that any necessary action is taken to address any issues raised. This may involve conducting investigations, carrying out repairs or maintenance work, or providing additional support or services to participants.

By establishing these mechanisms, Full Care Lifetime aims to ensure that participants have a say in the management of their SDA dwelling and that any issues are promptly addressed to ensure the safety, security, and wellbeing of participants.

Full Care Lifetime recognises the importance of providing accurate, clear, and accessible information to participants regarding their Specialist Disability Accommodation (SDA) dwelling. To ensure that participants are able to make informed decisions about their housing options, providers must establish processes and procedures for communicating information about SDA properties to participants and their support teams. This includes providing information on the design type, category, and density requirements of the dwelling, as well as any modifications or alterations made to the dwelling. Full Care Lifetime must also ensure that participants have access to information on the support and services available in the local community and how to access them.

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Full Care Lifetime must ensure that all information provided to participants is presented in a format that is accessible to them. This may include providing information in alternative formats, such as braille, large print, or audio recordings, for participants with vision or hearing impairments. Full Care Lifetime must also ensure that any language or communication barriers are addressed to ensure that participants are able to understand the information provided.

Finally, Full Care Lifetime must ensure that any changes to the information provided to participants are promptly communicated to them and their support teams. This includes providing information on any changes to the level of support or services available, as well as any changes to the design type or category of the dwelling. By adhering to these requirements, Full Care Lifetime aims to ensure that participants have access to accurate and accessible information regarding their SDA dwelling, enabling them to make informed decisions about their housing options.

Full Care Lifetime recognises the importance of ensuring that any fees charged to participants for their Specialist Disability Accommodation (SDA) dwelling are reasonable and transparent, and comply with all relevant laws and regulations. Full Care Lifetime must establish processes for determining fees charged to participants, taking into account the design type and category of the dwelling, the level of support and services provided, and any other relevant factors. Fees must be communicated clearly to participants, including any changes to fees over time, and providers must ensure that participants have access to information on how fees are calculated and what they cover. Full Care Lifetime must also ensure that any fees charged to participants comply with all relevant laws and regulations, including any restrictions on the amount of fees that can be charged. By adhering to these requirements, Full Care Lifetime aims to ensure that participants have access to high-quality, affordable SDA housing options that meet their individual needs.

Review and Monitoring:

This policy and procedure will be reviewed annually by the Full Care Lifetime to ensure ongoing compliance with the NDIS (Specialist Disability Accommodation Conditions) Rules and all relevant laws and standards.

Full Care Lifetime must establish mechanisms to monitor and review their compliance with this policy and procedure, including regular audits and inspections of their SDA properties.

Any breaches of this policy and procedure must be promptly reported to the Full Care Lifetime, and appropriate remedial action taken to address the breach.

Any updates or changes to the NDIS (Specialist Disability Accommodation Conditions) Rules and other relevant laws and standards must be promptly incorporated into this policy and procedure.

TENANCY AND VACANCY MANAGEMENT

As a specialist disability accommodation (SDA) provider, our primary responsibility is to provide housing solutions that meet the needs of participants with significant functional impairments and/or very high support needs. Our Tenancy Management Policy and Procedures sets out our approach to SDA tenancy management, including creating, assigning, supporting, and ending tenancies. In addition to these, we recognise the importance of new tenancy visits and filling vacancies with suitable tenants.

We understand that participants approved for SDA housing have the right to choose their new home. We welcome and encourage potential tenants to visit our properties. Our workers will provide a guided tour of the property and answer any questions that participants may have. We will arrange visits at a time that is least disruptive to existing tenants.

Policy:

Full Care Lifetime is committed to providing effective tenancy management to all participants accessing specialist disability accommodation (SDA) dwellings. We aim to support participants in exercising choice and control over their housing options while adhering to the requirements established in the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules. Our policies and procedures regarding tenancy management will ensure that each participant's views, preferences, and needs are taken into account.

Procedure:

Adherence to the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules:

Full Care Lifetime will adhere to the requirements established in the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules to ensure effective tenancy management for all participants accessing SDA dwellings.

Vacancy declaration and advertising policies:

Where applicable, Full Care Lifetime will have policies and procedures in place for declaring, advertising, and filling vacancies in shared living, including how each participant's views, preferences, and needs are documented and taken into account. These policies will be made available to participants in a language, mode of communication, and terms that they are most likely to understand.

Shared Living Vacancy Management:

At Full Care Lifetime, we have a comprehensive shared living vacancy management policy and procedure to ensure that the process of declaring, advertising, and filling vacancies is fair, transparent, and accessible to all participants. We advertise vacancies through multiple communication channels, including our website, social media, and direct communication with existing participants. Our advertisement provides clear and accurate information about the

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vacancy, including the location, type of accommodation, expected level of support, and any relevant costs. We also ensure that the policies and procedures related to the declaration, advertisement, and filling of vacancies are available to all participants in a language, mode of communication, and terms that they can understand.

Participants have the opportunity to express their interest in the vacancy and provide input about their preferences and needs related to the accommodation and support, which we take into account during the selection process. We consider the participant's expressed preferences and needs, as well as their suitability for the accommodation and support provided, when selecting a participant for the vacancy. This is determined through a thorough assessment process, including interviews and discussions with relevant parties. All participants who express interest in the vacancy are informed of the outcome of the selection process.

In SDA, filling vacancies with suitable tenants must be done with careful consideration of the needs and suitability of potential new tenants and existing tenants. We rely on partnerships with local carer groups or support providers to help us identify potential tenants, local unmet needs, and expertly assess a potential tenant's support needs, accessibility requirements, and tenant compatibility. Our tenancy agreement outlines the rights and responsibilities of tenants and is provided in a format and language that is most likely to be understood by the participant. We support participants in maintaining their tenancy through ongoing communication and practical assistance, such as cleaning or maintenance. If a participant is no longer able to sustain their tenancy, we work with them to find alternative accommodation that meets their needs and preferences. Our goal is to provide suitable and sustainable housing solutions that meet the needs and preferences of our participants while ensuring a fair and transparent process for filling vacancies.

Filling Vacancies:

Full Care Lifetime should wait for the confirmation of an NDIS participant's SDA eligibility and plan decisions before offering them a vacancy. SDA funding can only be paid for the period when SDA was included in the participant's NDIS plan.

Once a participant has approved SDA funding in their plan, their plan will specify the suitable design category, building types, and locations for their residence.

In managing vacancies, Full Care Lifetime must:

- Ensure that the number of residents in an SDA dwelling does not exceed its enrollment capacity.
- Carefully consider the compatibility of new participants with existing residents.
- Seek the views of existing residents before accommodating another participant in the dwelling.

To gather feedback from existing residents on potential new residents, Full Care Lifetime will:

- Determine whether residents prefer to provide individual or group feedback.
- Consider and address individual communication needs.
- Share de-identified applicant information with residents, focusing on objective information relevant to compatibility.

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All feedback from existing residents will be recorded on their file, while de-identified feedback will be summarised and recorded on the applicant's file to inform the final decision on offering a vacancy.

If a participant is offered and accepts a vacancy, an initial assessment will be conducted to document and consider their views, preferences, and needs. This will be followed by the preparation of an SDA Service Agreement and other relevant tenancy or occupancy documentation.

Mixed Tenant Arrangements:

SDA funding can only be used for enrolled SDA dwellings. However, SDA compliant dwellings can be used in mixed tenant arrangements, accommodating non-NDIS residents or NDIS participants with different profiles and levels of need.

Full Care Lifetime can engage in a lessor/lessee relationship with non-SDA participants, with the tenancy agreement reflecting general market rental prices rather than SDA price limits. This negotiation is between the tenant and landlord and does not involve the NDIA.

Full Care Lifetime may also design and develop SDA to serve multiple purposes, such as aged care or general housing.

The procedures for declaring, advertising, and filling vacancies in shared living at Full Care Lifetime are as follows:

- **Notification to NDIA:** Any vacancy that arises in an SDA enrolled dwelling must be reported to the NDIA within 5 business days via the online form provided by the NDIA. The form must include the ABN of the provider with whom the dwelling is enrolled, the full address of the dwelling, the number of vacancies available in the dwelling, and the number of residents in the dwelling.
- **Documenting Participant Views, Preferences, and Needs:** Full Care Lifetime will document the views, preferences, and needs of each participant in a format that is easily accessible and understandable to them. This information will be considered when filling vacancies to ensure that each participant's needs are met to the greatest extent possible.
- **Declaring and Advertising Vacancies:** Full Care Lifetime will declare and advertise vacancies in shared living in a manner that is accessible to all participants. This may include listing the vacancies in the SDA Finder, notifying participants and their families/carers directly, and promoting the vacancies through other relevant channels.
- **Filling Vacancies:** When filling vacancies, Full Care Lifetime will consider the views, preferences, and needs of each participant as documented in above. Where possible, participants will be given the opportunity to visit the dwelling and meet any potential housemates before a decision is made.

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- **Policies and Procedures Availability:** The policies and procedures for declaring, advertising, and filling vacancies in shared living, including the process for documenting participant views, preferences, and needs, will be made available to all participants in a language, mode of communication, and terms that they are most likely to understand. These policies and procedures will be regularly reviewed and updated as needed to ensure they remain effective and relevant.

Documented arrangements with participants and other NDIS providers:

Full Care Lifetime will have documented arrangements in place with each participant and each participant's other NDIS providers that deliver supported independent living supports within an SDA dwelling. These arrangements will outline the party or parties responsible and their roles (where applicable) for the following matters:

- How the SDA provider will work with other providers who deliver supported independent living supports to ensure the shared living arrangement is working for all tenants;
- How potential conflicts involving the participant will be managed;
- Policies and procedures for responding to violence, abuse, exploitation, or conflict involving one or more participants that may impact on the condition of the dwelling;
- How each participant's concerns about the SDA dwelling will be communicated to and addressed by the SDA provider;
- How behaviours of concern will be managed, if this is a relevant issue for the participant;
- How changes to a participant's circumstances or supports will be agreed and communicated;
- Arrangements for continuity of supports (including SDA) in the event of a natural disaster or other emergency; and
- In shared living, how vacancies will be filled, including the participant's right to have their needs, wishes, choices, and situation taken into account.
- Where the participant does not consent to an agreement, the SDA provider has a documented record of this.

Tenancy Management:

Full Care Lifetime recognises the importance of tenancy management in ensuring the well-being and independence of our participants. As part of our commitment to providing quality accommodation, we have developed policies and procedures that cover various aspects of tenancy management.

One of our key priorities is regular property inspections and maintenance to ensure that our properties meet high standards of quality and safety. We will promptly address any issues or repairs that are needed to ensure that participants are living in safe and comfortable conditions.

Our tenancy agreement will clearly outline the rights and responsibilities of the tenant and Full Care Lifetime, and will be provided in a format and language that is most likely to be understood by the

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participant. Participants will be given an opportunity to ask questions and seek clarification about any aspect of the agreement or related policies and procedures.

We are committed to open and ongoing communication with our tenants to ensure that their needs and concerns are addressed. Regular meetings will be held to discuss any issues related to the tenancy, and we will provide support with practical tasks such as cleaning or maintenance as needed.

If a participant is no longer able to sustain their tenancy, we will work with them to find alternative accommodation that meets their needs and preferences. We will provide support and guidance to help participants transition to their new accommodation.

Full Care Lifetime is dedicated to providing high-quality accommodation and support to our participants, and we believe that our tenancy management policies and procedures are an important part of achieving this goal.

Changes in participant needs or circumstances:

Where a change in participant needs or circumstances occurs, Full Care Lifetime will make reasonable adjustments to accommodate the changes. If the changed support needs exceed the design category or functionality of the dwelling, work will be undertaken to modify the dwelling, following consideration of the impact of the modifications on the other tenants (if applicable). Where the participant's needs or circumstances cannot be accommodated, the participant and any relevant support providers will be made aware of the need to find alternative accommodation.

Continuity of Supports in the Event of a Natural Disaster or Other Emergency

Full Care Lifetime is committed to ensuring its SDA dwellings are maintained in good order to support continuity of care.

In the event of a natural disaster or other emergency where participant safety and property are at risk, Full Care Lifetime will work closely with providers delivering supports in its Full Care Lifetime to activate their emergency response plans.

Full Care Lifetime will also work closely with those providers, participants, families and carers, local emergency services, the NDIS Quality and Safeguards Commission and other relevant stakeholders to identify and implement alternative accommodation arrangements, where this is required.

Tenancy-Related Notices

Full Care Lifetime understands the importance of adhering to state or territory legislative requirements regarding the provision of tenancy-related notices. We ensure that all relevant notices are provided to participants in a timely and appropriate manner. Participants are also informed of their right to seek a review of any decision where applicable.

The following procedures are in place to ensure compliance with legislative requirements:

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- All relevant legislative requirements regarding the provision of tenancy-related notices are regularly reviewed and updated as required.
- All notices are provided in writing to participants, including email, mail or hand delivery, as required by relevant legislation.
- Participants are provided with a clear and concise explanation of the purpose and implications of the notice.
- Participants are informed of their right to seek a review of any decision where applicable. e. All notices and their outcomes are documented and regularly reviewed to ensure compliance with legislative requirements.

Full Care Lifetime understands the importance of ensuring that policies, procedures, and agreements relating to any tenancy management are provided in a language, mode of communication, and terms that each participant is most likely to understand.

The following procedures are in place to ensure that policies, procedures, and agreements are communicated effectively to participants:

- Policies, procedures, and agreements are regularly reviewed and updated as required.
- Policies, procedures, and agreements are provided to participants in a language, mode of communication, and terms that they are most likely to understand.
- Participants are provided with clear and concise explanations of policies, procedures, and agreements.
- Participants are given the opportunity to ask questions and seek clarification regarding policies, procedures, and agreements.
- All policies, procedures, and agreements and their outcomes are documented and regularly reviewed to ensure compliance with legislative requirements and to inform continuous improvement.

Incident Management

Full Care Lifetime recognises the importance of maintaining a safe and secure environment for all participants in the National Disability Insurance Scheme (NDIS). As such, Full Care Lifetime maintains an incident management system that adheres to the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules. This system is designed to ensure that all incidents that occur within the scope of Full Care Lifetime's services are reported, investigated, and managed in a timely and effective manner, and includes policies and procedures for identifying, recording, reporting, investigating, and responding to incidents.

Full Care Lifetime's incident management system is comprehensive and covers a range of incidents, including reportable incidents that are required to be reported to the NDIS Quality and Safeguards Commission. The system provides clear guidance to all staff on how to report an incident, how to investigate it, and how to take appropriate action to prevent similar incidents from occurring in the future.

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As a registered NDIS provider, Full Care Lifetime is required to report any NDIS reportable incidents to the NDIS Commission within 24 hours of becoming aware of the incident. This timeframe is in accordance with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules.

There are different types of NDIS reportable incidents that must be reported to the NDIS Commission within the required timeframe. These include:

- the death of a person with disability
- serious injury of a person with disability
- abuse or neglect of a person with disability
- unlawful sexual or physical contact with, or assault of, a person with disability
- sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
- use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation (however described) of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability

Reportable Incidents Requiring Notification Within 5 Business Days

Reportable Incidents comprising the use of a restrictive practice that is unauthorised or not in accordance with a behaviour support plan must be reported to the NDIS Commission within 5 business days of a member of the Senior Management becoming aware of the incident. However, if the incident resulted in harm to a person with disability, it must be reported within 24 hours. The relevant forms available via the 'My Reportable Incidents' page must be used for these reports.

It is important for Full Care Lifetime to report any NDIS reportable incident within the required timeframe to ensure that the NDIS Commission can take appropriate action to protect the safety and wellbeing of the person with a disability.

All incidents are recorded and tracked in an incident register, which documents the nature of the incident, the date it occurred, and the steps taken to manage and resolve it.

In addition to managing incidents that occur, Full Care Lifetime has also established processes for managing reportable incidents. These are incidents that meet the threshold for being reported to the NDIS Commission. Full Care Lifetime has established clear timeframes and procedures for reporting reportable incidents through the My Reportable Incidents page on the NDIS Commission Portal.

Full Care Lifetime's incident management system is reviewed and updated regularly to ensure that it remains effective in meeting the needs of participants and complying with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules. The system is also supported by ongoing training and support for all staff, which includes guidance on how to recognise and respond to incidents, as well as how to support participants who may have been affected by an incident.

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As a registered NDIS provider, Full Care Lifetime recognises its responsibility towards ensuring the safety and wellbeing of the people it supports. The National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules lays down the guidelines that must be followed by all NDIS providers to identify, report, and respond to any incidents that may occur in connection with the provision of NDIS supports or services. Maintaining a robust incident management system is an essential part of providing high-quality and safe supports and services to people with disabilities. By complying with the NDIS rules and maintaining a comprehensive incident management system, Full Care Lifetime demonstrates its commitment to ensuring the safety and wellbeing of the people it supports.

Allegations and incidents of violence, abuse, neglect, exploitation, or discrimination will be acted upon by Full Care Lifetime. Each participant affected will be supported and assisted, and records will be made of any details and outcomes of reviews and investigations (where applicable). Action will be taken to prevent similar incidents from occurring in the future.

Full Care Lifetime acknowledges the importance of having an effective incident management system in place to prevent, respond to, and manage incidents that may occur within our specialist disability accommodation dwellings. Our incident management system is designed to comply with the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules.

The following procedures are in place to ensure that any incidents are acted upon, affected participants are supported and assisted, and records are made of any details and outcomes of reviews and investigations:

- Any incidents that occur in our specialist disability accommodation dwellings are reported to the designated Incident Officer immediately.
- The Incident Officer investigates the incident and takes necessary steps to ensure the safety and wellbeing of all affected participants.
- All incidents are documented in detail, including the date and time, location, individuals involved, and any actions taken.
- The Incident Officer reviews the incident and determines if it meets the criteria for a reportable incident under the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules.
- If the incident is reportable, the Incident Officer notifies the NDIS Quality and Safeguards Commission as soon as practicable and completes the required reporting and investigation processes.
- If the incident does not meet the criteria for a reportable incident, the Incident Officer takes any necessary steps to prevent similar incidents from occurring in the future and provides support and assistance to affected participants as required.
- All incidents and their outcomes are regularly reviewed to identify any trends or patterns and to inform continuous improvement.

Complaints management

Full Care Lifetime will maintain a complaints management and resolution system that meets the requirements of the National Disability Insurance Scheme (Complaints Management and Resolution) Rules and follows the principles of procedural fairness and natural justice.

Full Care Lifetime recognises the importance of having a clear and transparent process for managing and resolving complaints, including anonymous complaints. To ensure that all complaints are handled in a fair and just manner, Full Care Lifetime will maintain a comprehensive complaints management and resolution system that adheres to the National Disability Insurance Scheme (Complaints Management and Resolution) Rules. The system will provide clear guidelines for participants, their representatives, and other stakeholders on how to make a complaint, what they can expect during the complaint handling process, and how the complaint will be resolved, and these guidelines will be easily accessible and provided in a format that is easy to understand.

The complaints management and resolution system will be based on the principles of procedural fairness and natural justice. This means that all parties involved in a complaint will be treated with respect, their concerns will be taken seriously, and they will be given the opportunity to provide evidence and be heard. Decisions will be made objectively and based on the available evidence. All complaints received by Full Care Lifetime will be recorded and tracked in a complaints register. The register will document the date the complaint was received, the nature of the complaint, and the steps taken to resolve it. The register will also be regularly reviewed to identify any patterns or trends in the complaints received and to identify any systemic issues that need to be addressed. To ensure that all complaints are handled with the utmost care and professionalism, Full Care Lifetime will provide training and support to all staff who may be involved in the complaint handling process. This training will include an overview of the complaints management and resolution system, as well as guidance on how to approach complainants, how to investigate complaints, and how to communicate effectively throughout the process.

All complaints will be acknowledged within 24 hours of receipt, and Full Care Lifetime will provide regular updates to the complainant on the progress of their complaint. The resolution of the complaint will be communicated to the complainant in writing within 30 days of receipt of the complaint, unless an extension has been granted. If a complainant is not satisfied with the outcome of their complaint, they will be advised of their right to seek further assistance from external bodies such as the NDIS Quality and Safeguards Commission or the Australian Human Rights Commission.

Full Care Lifetime will also ensure that all participants, their representatives, and other stakeholders are made aware of their rights to make a complaint, and that they have access to the necessary resources and support to do so. This may include providing assistance with lodging a complaint, providing interpreters or other language support services, and ensuring that complainants are not subjected to any form of retaliation or victimisation as a result of making a complaint.

Full Care Lifetime is committed to maintaining a transparent and accountable complaints management and resolution system that adheres to the highest standards of procedural fairness and natural justice. The system will be regularly reviewed and updated to ensure that it remains effective in meeting the needs of all stakeholders. Anonymous complaints will also be welcomed

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and taken seriously, and the same process for managing and resolving complaints will be followed, regardless of whether the complaint is made anonymously or not.

SDA DWELLING SAFETY

Full Care Lifetime regularly inspects living environment using "SDA Inspection Checklist" to identify any hazards. The frequency of those inspections will depend on the degree of risk found in each area. As a minimum each area should be inspected once every 6 months. Any hazard found should be recorded on the checklist and fixed as required to eliminate or minimize the risk.

Policy:

At Full Care Lifetime, we are committed to ensuring the safety and well-being of our residents/participants in the Supported Disability Accommodation (SDA) program. To achieve this, we have implemented a policy for regular inspections of the living environment using the "SDA Inspection Checklist." These inspections aim to identify and address any hazards present in the accommodation to eliminate or minimize risks to our residents/participants.

Procedure:

Purpose of Inspections:

- The purpose of the inspections is to proactively identify hazards in the living environment to maintain a safe and secure environment for residents/participants.
- The inspections will be conducted using the "SDA Inspection Checklist," which outlines specific areas to be assessed and potential hazards to be identified.

Frequency of Inspections:

- The frequency of inspections will be determined based on the degree of risk found in each area.
- At a minimum, each area will be inspected once every 6 months to ensure comprehensive hazard identification.
- In areas where higher risks are identified, inspections may be conducted more frequently to ensure timely mitigation.

Inspection Process:

- Competent personnel, such as facility managers or designated staff members, will be assigned as inspectors.
- Inspectors should possess adequate knowledge and training to identify hazards and evaluate risks.

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SDA Inspection Checklist:

- Inspections will be carried out using the "SDA Inspection Checklist" provided by Full Care Lifetime.
- The checklist will cover various areas of the living environment, including but not limited to common areas, individual rooms, kitchens, bathrooms, and outdoor spaces.
- The checklist will include a list of potential hazards and areas for inspection, ensuring comprehensive coverage.

Inspection Process:

- Inspectors will systematically assess each area identified on the checklist.
- Any hazards or risks discovered during the inspection will be recorded on the checklist, specifying the nature of the hazard and its location.
- If immediate action is required to eliminate an imminent danger, the inspector should take appropriate measures and inform the relevant personnel promptly.
- For hazards that can be mitigated or eliminated by routine maintenance, repairs, or modifications, the inspector will report them to the appropriate department for corrective action.

Corrective Actions:

- The identified hazards will be prioritized based on their severity and potential impact on resident/participant safety.
- The responsible department will initiate corrective actions promptly to eliminate or minimize the identified risks.
- Documentation of all corrective actions taken, including repairs, modifications, or maintenance, will be maintained.

Review and Monitoring:

- Periodic review of the inspection process, checklist, and corrective actions will be conducted to ensure their effectiveness.
- Monitoring of the implementation of corrective actions and verification of hazard elimination will be performed to validate the success of the inspection process.

Training and Communication:

- Relevant staff members and inspectors will receive training on hazard identification, the inspection process, and the proper use of the "SDA Inspection Checklist."

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- Residents/participants will be informed about the purpose and importance of the inspections, encouraging their active participation in maintaining a safe living environment.

SDA PROPERTY MODIFICATION

Policy:

At Full Care Lifetime, we recognise the importance of providing appropriate property modifications for our tenants in the Supported Disability Accommodation (SDA) program. This policy outlines the types of modifications allowed, the process for requesting modifications, and the considerations for approving such requests. Additionally, it covers the ongoing maintenance of the properties and the assessment of additional occupants to ensure compliance with relevant rules and regulations.

Procedure:

Types of Modifications:

1. Minor Modifications:

Minor modifications refer to non-structural works aimed at enhancing accessibility and safety. Examples of minor modifications include installing grab rails, hand-held showers, and lever taps.

2. Major Modifications:

Major modifications involve structural changes to the property to accommodate the specific needs of tenants. Examples of major modifications include widening doorways, installing access ramps, changing kitchen or bathroom layouts, replacing floor coverings, and any modifications requiring Development Application (DA) approval.

Approval Process for Modifications:

The needs of the current and future tenants must be assessed to determine the suitability and necessity of the requested modifications.

Financial resources available for completing the requested work should be considered.

Long-term value of the property and its potential impact on tenancy sustainability.

Alternative options and their associated costs.

Availability of more suitable accommodations and possible benefits of relocation for the tenant.

Requests for Modifications:

1. New Tenancies:

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The required modifications for new tenants will be assessed in consultation with the tenant, their support providers, workers, and other relevant agencies.

The modifications deemed viable and necessary for the tenant's well-being will be implemented at no cost to the tenant.

2. Existing Tenancies:

Tenants may submit requests for property modifications, accompanied by the necessary supporting documents.

For minor modifications, supporting documents such as medical certificates or reports from health practitioners may be required.

Major modifications require an occupational therapist report to accompany the request.

Assessing Requests for Modifications:

1. New Tenancies:

Upon confirmation of the tenant's needs by a healthcare professional, Full Care Lifetime will proceed with the modifications, provided they are feasible and meet the tenant's requirements.

2. Existing Tenancies:

Upon receiving a modification application and supporting documents, Full Care Lifetime will assess the request, taking into consideration:

- Ensuring the tenant can maintain their tenancy status if the modifications are completed.
- Economic feasibility of the modifications.

A property inspection will be conducted by Full Care Lifetime's staff, the tenant, support service provider, and/or relevant support person to verify the property's suitability for the proposed changes.

Sustaining Tenancy:

Full Care Lifetime is committed to supporting tenants in maintaining their tenancy.

An initial risk assessment will be conducted to identify tenant requirements and ensure appropriate modifications are made.

Discussions will be held with the tenant, their supporters, and NDIS or Support Coordinators if there is a possibility of terminating the tenancy agreement within the first two years, to explore all options for supporting the tenant.

Tenancy Inspections:

Regular inspections will be conducted using the "SDA Inspection Checklist" to ensure the properties are well-maintained and free from repairs.

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All applicable building codes, laws, safety, security, and privacy requirements will be adhered to.

An annual attestation using the "SDA Attestation Form" will be submitted to the NDIS, confirming that all properties are in good repair and comply with safety standards and privacy regulations.