



SDA 004

**Specialist Disability Accommodation Tenant
Rights and Responsibilities Policy**

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VERSION	DATE REVIEWED	CHANGE SUMMARY
1.0 Final	3 June 2025	Kate Wisbey COO (Created).
	17 June 2025	Approved CEO

1. AUTHORISING AUTHORITY

Approval Authorities:	All Executive Leadership Roles within CHC.
Administration of Policy	All Business Line Managers
Adherence to Policy:	All CHC Staff
Scope:	This policy applies to tenants of SDA properties managed by CHC. It also applies to all CHC employees and contractors. This policy does not apply to CHC social or affordable housing tenants

2. PURPOSE / BACKGROUND

This policy explains the rights and responsibilities of tenants living in a CHC Specialist Disability Accommodation (SDA) property. It also explains the rights of potential SDA tenants to receive clear and accurate information about SDA living before they make an accommodation agreement with CHC.

CHC aims to meet all state and federal requirements for SDA housing including the National Disability Insurance Scheme (NDIS) Standards and Quality Indicator Requirements 2018 and the NDIS (Specialist Disability Accommodation) Rules 2018.

All staff are expected to apply this policy in a way that is consistent with the spirit and intent of the *Human Rights Act 2004*, considering the rights and dignity of those affected by their actions. Throughout this policy the person who is provided accommodation will be referred to as the participant /tenant.

3. POLICY DETAIL

All participants /tenant residing in a CHC SDA property have their legal and human rights upheld including the right to:

- Individual Autonomy
- Choice and Control
- Innovation
- The opportunity to be actively involved in decision making processes, and
- The opportunity to access the physical, social, economic, spiritual and cultural environment.
- Request reasonable adjustments or modifications to the dwelling to meet individual needs.
- Communication that is responsive to individual need and where possible easy read documents are provided to assist in understanding.

- SDA tenants have a right to autonomy, privacy, intimacy, and sexual expression.
- They can expect CHC staff, support providers, and other tenants to respect these rights. The SDA Accommodation Agreement is between CHC and the SDA tenant.
- A tenant's right to live in the SDA accommodation is separate from the supported independent living (SIL) provider who supplies SIL activities.

Information and Informed Decision -Making

People considering CHC-managed SDA accommodation have a right to receive clear and accurate information about the rights and responsibilities of SDA tenants before they commit to an SDA Accommodation Agreement.

This is so they can make an informed decision about moving into CHC-managed SDA accommodation.

Before becoming an SDA tenant, CHC takes the following steps to enable informed decision-making by potential SDA tenants, with support from their guardian or chosen support person:

- Providing clear information about the rights and responsibilities of SDA tenants both orally and in writing before an SDA Accommodation Agreement is made.
- Providing a copy of the SDA Tenant Handbook and explaining the SDA Accommodation Agreement following an initial enquiry about SDA accommodation.
- Preparing and providing the SDA Accommodation Agreement before the appointment to sign the Agreement, allowing potential tenants, guardians, or chosen support persons to review the Agreement beforehand.
- Arranging assistance from a person not employed by CHC if a potential tenant needs support to understand the SDA Accommodation Agreement and does not have access to a family member, guardian, or administrator.

Tenant Expectations:

An SDA tenant can expect CHC to:

- Treat them with dignity and respect, including respecting their right to privacy, intimacy, and sexual expression.
- Maintain their accommodation so it is kept in good repair, including maintaining fixtures and fittings such as carpets, electrical sockets, built-in cupboards, and ceiling fans.
- Make reasonable adjustments or modifications to the SDA accommodation, including installing fixtures required by a resident to assist with their use and enjoyment of the SDA accommodation.
- Take reasonable steps to ensure the security of the premises.
- Complete any repairs or renovations in a timely manner to minimize inconvenience or disruption.
- Provide information in a language, mode of communication, and terms to suit the participant, for example, easy-read documentation.

Tenant Responsibilities:

A tenant must:

- Pay the rent on the due date, in line with their SDA Accommodation Agreement.
- Look after their SDA accommodation so there are no fire, health, or safety hazards.
- Get written agreement from CHC before installing any fixtures.
- Inform CHC as soon as possible about any damage to their accommodation, including details of the type of damage.
- Contribute to the cost of repairing any damage to the accommodation that they intentionally cause.

A tenant must not:

- Use the premises for an illegal purpose.
- Take actions that put other tenants or staff in danger.
- Cause serious disruption to the ability of other tenants to use and enjoy their accommodation.
- Intentionally damage any part of the accommodation.
- Install any fixtures in their accommodation without getting written agreement from CHC first.

Complaints and Appeals

CHC is committed to creating a safe, respectful, and responsive environment where tenants feel confident to raise concerns or provide feedback about their housing or the services they receive. CHC will ensure that all tenants are informed of their right to make a complaint or raise concerns about:

- The condition or maintenance of their home,
- Any disputes or concerns involving another resident, or
- The service provided by CHC as the SDA provider.

Tenants are encouraged to speak up if they are dissatisfied or have concerns. CHC will treat all feedback seriously and handle all complaints fairly, confidentially, and without negative consequence to the tenant.

For more information, please refer to CHC's Complaints and Appeals Policy, which outlines the process, timeframes, and principles we follow when managing complaints and feedback.

Privacy and Confidentiality

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

CHC Policy Alignment with the Human Rights Act 2004 (ACT)

This policy is developed and implemented in alignment with the *Human Rights Act 2004 (ACT)*. CHC is committed to ensuring that all services, decisions, and interactions uphold and respect the human rights of individuals and communities.

In particular, this policy supports:

- **Recognition and Equality before the Law** by promoting inclusive, fair, and non-discriminatory practices that accommodate the diverse needs of people, including those who may experience vulnerability due to disability, age, mental health, cultural background, economic disadvantage, or exposure to trauma.
- **Protection from Degrading Treatment** by committing to service delivery and decision-making that is respectful, dignified, and free from humiliating or inhumane treatment, especially in times of distress or crisis.
- **Protection of Families and Children** by ensuring that policies and procedures give due regard to the rights of children and the importance of preserving family relationships, particularly in situations involving housing instability or tenancy management.
- **Privacy and Reputation** by handling all personal and sensitive information with care, protecting individuals from unlawful or unjustified intrusions, and promoting respectful communication and record-keeping practices.

4. Legislative and Regulatory Framework

This policy complies with the following external legislation and requirements:

- NDIS Standards and Quality Indicators 2020
- NDIS (Specialist Disability Accommodation) Rules 2018
- United Nations Convention on the Rights of Persons with Disabilities
- Disability Discrimination Act 1992
- Disability Services Act 1986

Key Policy Settings

CHC delivers SDA in line with:

- The NDIS (Specialist Disability Accommodation) Rules 2021
- The NDIS Practice Standards (SDA Module)
- The SDA Design Standard
- All relevant ACT tenancy, housing, and safety laws