



SDA 005
Specialist Disability Accommodation Tenant
Continuity of Support

Contents

- 1. AUTHORISING AUTHORITY 3
- 2. PURPOSE / BACKGROUND 3
- 3. POLICY DETAIL..... 3
- 4. LEGISLATIVE AND REGULATORY FRAMEWORK 5
- 5. DEFINITIONS; 5

VERSION	DATE REVIEWED	CHANGE SUMMARY
0.1 Draft	June 2025	Developed and drafted Kate Wisbey COO
1.0	July 2025	Approved CEO & COO

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 how CHC ensures SDA tenants have access to consistent support for daily activities and to maintain their life choices. CHC recognises that access to consistent support improves the safety and quality of care, maximises resources, and increases satisfaction for our customers within their home.

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.

3. POLICY DETAIL

Service Commitment: At CHC, our customers and communities are at the centre of what we do. We are committed to:

- Treating our customers with fairness and respect
- Communicating clearly so that tenants and their representatives can make informed decisions
- Providing fair service by following the right process
- Working openly with tenants and their representatives to find shared solutions
- Following all relevant laws and regulations

In the event that an observed or reported issue constitutes a critical incident (e.g., physical assault, severe property damage, natural disaster, or sudden death), CHC staff must follow both this policy and the *CHC Critical Incident SOP*. The SOP provides specific operational steps to ensure immediate safety, incident control, and regulatory notification

SDA Tenants Continuity of Support:

In the event of a natural disaster or other emergency, CHC and the SIL provider work together to ensure all customers are safe. This may include relocating customers from an SDA dwelling and sourcing suitable alternative accommodation. In an emergency situation, the SIL provider supporting a customer has the responsibility of ensuring that CHC is aware of the customer's location and is able to include the customer in any emergency evacuation plan.

This involves coordination and communication between the SIL provider, CHC, and other stakeholders involved in emergency response. Evacuation plans are displayed clearly on walls of each SDA dwelling to inform customers of procedures and exit points.

The SIL provider will provide timely and appropriate support, without interruption, to the customer.

The role of the SIL provider includes:

- Documenting all customer requirements
- Listing all appointments and tasks related to a customer's needs
- Allocating staff resources to allow continuity of support, according to the needs of the customer
- Accessing, reading, and complying with the customer's plan
- Providing quality services as per the plan
- Contacting the customer if there are any changes or potential changes to their care
- Undertaking emergency procedures, as required

CHC will inform our customers if there is an unavoidable interruption to utilities (such as the supply of electricity, water, gas) within their accommodation. We use our best endeavours to let customers know of the interruption by telephone or email before the service or appointment.

In an unavoidable interruption situation, we collaborate with the utility organisation and/or emergency services to prioritise the needs of our customers.

This ensures that all necessary measures are taken to minimise the impact of service interruptions and provide a safe and comfortable environment for our customers.

The SIL provider will be responsible for contacting a tenant or their guardian to:

- Seek agreement to any accommodation changes
- Explain alternative arrangements to the customer
- Seek the customer's agreement and ensure they are aware of the changes

Complaints and Appeals

An NDIS participant who is not happy with a decision we make or who believes that we have not followed this policy can complain or appeal using the complaints and appeals policies available on the CHC website or by phoning CHC.

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 and this is reflected in the Human Rights Policy for the organisation TMP 011

4. LEGISLATIVE AND REGULATORY FRAMEWORK

This policy operates within and supports compliance with the following legislation, regulatory frameworks, and standards relevant to CHC's service delivery across general community housing and Specialist Disability Accommodation (SDA):

- Human Rights Act 2004 (ACT)
- Children and Young People Act 2008 (ACT)
- Residential Tenancies Act 1997 (ACT)
- Community Housing Providers National Law (ACT)
- NDIS Practice Standards and Quality Indicators
- NDIS (Specialist Disability Accommodation) Rules 2018
- Disability Inclusion Act 2014 (NSW)
- Disability Discrimination Act 1992 (Cth)
- United Nations Convention on the Rights of Persons with Disabilities (CRPD)

5. DEFINITIONS;

At Risk of Harm: A situation in which a person's safety, wellbeing, or dignity is threatened by violence, abuse, neglect, exploitation, or discrimination.

Child or Young Person: An individual under the age of 18 years, as defined under the *Children and Young People Act 2008 (ACT)*.

Critical Incident: An unexpected event that causes, or has the potential to cause, serious harm to a person, property, or the environment. This includes physical, psychological, or emotional harm and may require immediate emergency response. Refer to CHC's *Critical Incident SOP* for procedural guidance.

Crisis: A situation in which a tenant or household experiences acute distress, instability, or immediate risk, which significantly impacts their wellbeing or capacity to maintain their tenancy without intervention.

Duty of Care: The legal and ethical obligation of CHC staff to take reasonable steps to prevent foreseeable harm to tenants, particularly children or vulnerable people, through protective action or referral.

Formal Supports: Funded or structured support services provided through NDIS or other government systems, such as Supported Independent Living (SIL) or mental health case management.

Human Rights: The civil, political, and cultural rights protected under the *Human Rights Act 2004 (ACT)*, particularly those related to safety, privacy, dignity, and freedom from degrading treatment.

Informal Supports: Unpaid support offered by family, friends, neighbours, or community members that assists a tenant with daily activities or emotional support.

Notifiable Incident: An incident that must be reported to an external authority or regulator, including the NDIS Quality and Safeguards Commission, Child and Youth Protection Services, or ACT Human Services Registrar, depending on the circumstances.

Public Authority: As defined in the *Human Rights Act 2004 (ACT)*, CHC is considered a public authority when delivering housing services under legislation or funding agreements.