



5.4 ENROLMENT OF SDA PROPERTIES POLICY AND PROCEDURE

1.0 Purpose

To ensure that each participant's specialist disability accommodation dwelling meets the requirements of the design type, category and other standards that were identified through the dwelling enrolment process.

2.0 Scope

The policy applies to:

- ESG Inclusive Homes employees, whether permanent or casual, contractors, volunteers, and stakeholders
- All participants, their families, carers and/or advocates.

3.0 Definitions

Terminology	Definition
Home Modifications	Custom-built changes to a participant's home to help them access and use areas of the home.
SDA	Specialist disability accommodation
SDA Dwelling	Specialist disability accommodation (SDA) is a range of housing designed for people with extreme functional impairment or very high support needs. SDA dwellings have accessible features to help residents live more independently and allow other supports to be delivered better or more safely.

4.0 Policy

ESG Inclusive Homes is committed to ensuring 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.

ESG Inclusive Homes has established systems, policies and procedures, workflows, and other strategies to ensure that ESG Inclusive Homes:

- Implements mechanisms to ensure that ESG Inclusive Homes' SDA dwellings meet the design type, category, and density restriction requirements of the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018
- Implements mechanisms to ensure ESG Inclusive Homes maintains ongoing compliance with the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018 and all relevant laws and standards, including building standards and tenancy laws that apply to specialist disability accommodation dwellings; and
- Ensures that enrolled dwellings are in a good state of repair and are being appropriately maintained, having regard to the safety, security, and privacy of residents.

4.1 SDA Enrolled Dwelling Meets Design Type, Category and Other Standards

- ESG Inclusive Homes have met the requirements under the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018 and other relevant legislation to provide SDA dwellings and will continue to meet those requirements.
- Each of ESG Inclusive Homes SDA dwellings have satisfied the minimum conditions to provide SDA support that include the following conditions:
 - a. A permanent dwelling (e.g., not a mobile home)
 - b. Suitable to be used for specialist disability accommodation
 - c. The dwelling is to provide long-term accommodation for at least one participant (e.g., is not used only for respite, emergency, or temporary accommodation)
 - d. The dwelling meets all relevant building codes, standards and laws that are applicable to the SDA
 - e. Have not been funded or provided by the National Disability Insurance Scheme for complex home modifications for the dwelling after 1 December 2016 and within 10 years of the day on which ESG Inclusive Homes applies to enrol the dwelling.
 - f. Have not been funded or provided by the National Disability Insurance Scheme, other than complex home modifications, for the dwelling after 1st December 2016 and within 5 years of the day on which ESG Inclusive Homes applies to enrol the dwelling
 - g. The Commonwealth, a State or Territory does not provide funding in respect of the dwelling under a scheme unrelated to disability
 - h. The dwelling is suitable to house the maximum number of residents and eligible participants in the application
 - i. ESG Inclusive Homes has suitable capacity and experience to provide specialist disability accommodation services at the dwelling
 - j. If the dwelling is owned by a person other than ESG Inclusive Homes, the owner of the dwelling has agreed in writing that ESG Inclusive Homes can enrol the dwelling and the owner will not separately enrol the dwelling

- k. Each participant who resides at the dwelling has their own private bedroom or a similar size private room and in the case of a couple that they have at least one private bedroom and a similar size private room
- l. If the dwelling is on a lot of land that has 2 or more dwellings, and at least one of those dwellings is either a new build or existing stock, the dwelling complies with the relevant density restrictions; and
- m. ESG Inclusive Homes holds a written assessment and has obtained a written certification from an appropriately authorised building authority or entity, such as an occupancy certificate (or equivalent) or certification from a building assessor accredited by a local or state government authority, that states the SDA dwelling complies with the National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rules 2018 and other relevant legislation.

The dwelling falls within one of the SDA buildings types below:

SDA Building Types			
Item	Building Type	Features	Building Code of Australia Classification
1	Apartment	<p>The features of an apartment are:</p> <ul style="list-style-type: none"> a) it is self-contained occupying only part of a larger residential building; and b) it is typically built above or below another dwelling. <p>A self-contained dwelling that is separated from other dwellings by walls alone is not an apartment but is likely to be a villa, duplex, or townhouse.</p>	Class 2
2	Villa, duplex, and townhouse	<p>The features of a villa, duplex or townhouse are as follows:</p> <ul style="list-style-type: none"> a) It has 3 or less residents b) It is a semi-attached property within a single land title or strata titled area c) It is separated from other villas, duplexes, or townhouses by a fire-resistant wall (not required for existing stock) 	Class 1a or 3

		<ul style="list-style-type: none"> d) It has a separate and reasonably accessible entry e) The residents are not able to internally travel between dwellings (restricted internal access between dwellings may exist for support staff only) f) It may be an ancillary dwelling that is located on the same parcel of land as another dwelling (e.g., a fully self-contained granny flat). 	
3	House	<p>The features of a house are as follows:</p> <ul style="list-style-type: none"> a) It is a low-rise dwelling with gardens or a courtyard b) It is located on a clearly separate land area (separated by, for example, a fence, hedge, or other form of delineation) c) It has no shared wall, roof, entry area, driveway, carpark, or outdoor area with any other dwelling other than an ancillary villa, townhouse or duplex that has no more than one resident d) The parcel of land on which the house is located is proportional to the number of residents and is consistent with similar properties in the neighbourhood in which the house is located e) The parcel of land on which the house is located has no more than 2 ancillary villas, duplexes, or townhouses 	Class 1 or 3
4	Group Home	A group home is distinguished from other houses by having 4 or 5 long-term residents.	Class 1b or 3

a) The dwelling falls within one of the SDA design categories below:

SDA Building Types		
Item	SDA Design Category	Features
1	Basic	Housing without specialist design features but with a location or other features that cater for the needs of people with disability and assist with the delivery of support services.
2	Improved Liveability	Housing that has been designed to improve 'liveability' by incorporating a reasonable level of physical access and enhanced provision for people with sensory, intellectual, or cognitive impairment.
3	Fully Accessible	Housing that has been designed to incorporate a high level of physical access provision for people with significant physical impairment.
4	Robust	Housing that has been designed to incorporate a high level of physical access provision and be very resilient, while reducing the likelihood of reactive maintenance and reducing the risk to residents and the community.
5	High Physical Support	Housing that has been designed to incorporate a high level of physical access provision for people with significant physical impairment and requiring very high levels of support.

4.2 Occupying SDA Enrolled Dwellings

Before a participant occupies a ESG Inclusive Homes SDA enrolled dwelling, ESG Inclusive Homes will provide each participant and the relevant persons in the participant's support network with:

- Information as to the participant's rights and responsibilities and ESG Inclusive Homes' rights and responsibilities in relation to the repair and maintenance of the SDA enrolled dwelling; and
- Information and documents to assist each participant to exercise their rights, in the language, mode of communication and using terms which the participant is most likely to understand.

4.3 Condition Assessments and Reports

ESG Inclusive Homes conducts assessments of vacant and occupied SDA enrolled dwellings:

- Before the participant occupies the SDA enrolled dwelling
- Whilst the participant occupies the SDA enrolled dwelling
- If the participant requests ESG Inclusive Homes to undertake repairs or maintenance or to determine if the SDA enrolled dwelling requires any repairs or maintenance

- To create, maintain and implement the Planned Maintenance Schedule
- On completion of any repairs or maintenance at the vacant SDA enrolled dwelling, to ensure it is in good repair and safe for the future participant to occupy; and
- Before a participant vacates the SDA enrolled dwelling to determine and record the condition of the SDA enrolled dwelling.

ESG Inclusive Homes will inspect all fittings, fixtures and internal and external finishes listed in the condition report to record the condition of the SDA enrolled dwelling as follows:

- Each of the fittings, fixtures and internal and external finishes is given a grading. The condition of each fixture is graded as GOOD, FAIR or POOR
- If the fittings, fixtures, and internal and external finishes are in a satisfactory and safe condition, the condition is graded as GOOD
- If there is cosmetic wear and tear only (e.g., fixtures or fittings are marked, chipped, or worn), The condition is graded as FAIR
- If there is substantial wear and tear (e.g., the carpet is threadbare or has holes). The condition is graded as POOR; and
- Once the condition report is completed, ESG Inclusive Homes will provide a copy of the condition report to the participant, which the participant must accept, sign, and return to ESG Inclusive Homes.

4.4 Planned Maintenance

ESG Inclusive Homes creates and maintains a Planned Maintenance Schedule for each SDA enrolled dwellings to:

- Protect, improve, or maintain the expected life, quality, and value of the SDA enrolled dwelling
- Ensure compliance with ESG Inclusive Homes obligations with respect to repairs and maintenance under the SDA Residency Agreement and relevant legislation; and
- To minimise the occurrence of unplanned repairs and maintenance, resulting in lower costs and less disruption to participants.

Planned repairs and maintenance may include:

- Carrying out compliance assessments for smoke alarms, electrical safety and door and window locks
- Ensuring that the SDA enrolled dwelling is appropriately secured and change locks if required
- Ensuring all appliances are functioning
- Full or partial replacement of floor coverings
- Structural works; and/or
- Major upgrades, adaptations, modifications or repairs to the SDA enrolled dwelling and public and communal areas.

ESG Inclusive Homes determines when repairs and maintenance are to be undertaken under the Planned Maintenance Schedule according to:

- Repairs and maintenance required because of safety and security issues
- Repairs and maintenance required to comply with relevant legislation
- Life cycle of the fixtures, fittings, internal and external finishes
- Each participant's needs and priorities
- Whether the SDA enrolled dwelling is vacant or occupied (e.g., if vacant ESG Inclusive Homes may bring works forward to minimise the impact on future participants)
- ESG Inclusive Homes' budget.

4.5 Responsive Maintenance

ESG Inclusive Homes responds to requests from participants for repairs and maintenance in a timely manner and:

- Depending on the nature and priority of the repairs or maintenance
- Subject to the SDA Residency Agreement
- Availability of contractors; and/or
- Number of requests received by ESG Inclusive Homes for repairs and maintenance.

If the repairs or maintenance are not able to be undertaken within the response times below, or where ESG Inclusive Homes has a number of requests for repairs or maintenance and it is more efficient to have the contractor undertake all the repairs or maintenance at the same time, ESG Inclusive Homes may arrange for temporary repairs or maintenance to be undertaken or delay the repairs or maintenance until such time as the repairs or maintenance can be undertaken in full.

Response times also depend on the participant providing access to the SDA enrolled dwelling, inconvenience or disruption that repairs or maintenance would cause the participant and the likelihood of the repairs or maintenance having to be escalated if not undertaken within a reasonable time.

SDA Repairs	
Category	Estimated response time from when the request is received by ESG Inclusive Homes
Emergency Repairs or Maintenance - Very high risk to the participant's health and safety and/or damage to the SDA enrolled dwelling if not undertaken (e.g., gas leak, serious water leak).	As promptly as possible but no later than 3 hours

Very Urgent Repairs or Maintenance - High risk to the participant's health and safety and/or damage to the SDA enrolled dwelling if not undertaken (e.g., disruption to electricity supplies, breakdown of hot water system).	As promptly as possible but no later than 24 hours
Urgent Repairs or Maintenance - Moderate risk to the participant's health and safety and/or damage to the SDA enrolled dwelling if not undertaken within a reasonable period (e.g., minor water leaks or malfunctions in appliances or electrical systems).	As promptly as possible but no later than 5 days
Non-Urgent Repairs or Maintenance - Low risk to the participant's health and safety and/or damage to the SDA enrolled dwelling if not undertaken within a reasonable period (e.g., cosmetic repairs or maintenance).	As promptly as possible but no later than 30 days, subject to the Planned Maintenance Schedule.

5.0 Procedure

Procedure	Responsible
<p>5.1 Mechanisms to ensure dwellings meet the design type, category, and density restriction requirements</p> <ul style="list-style-type: none"> - Identify the type of property for approval by: <ul style="list-style-type: none"> - Assessing the suitability of the dwelling against the SDA dwelling categories and review any planning to suit one of the categories. This can be found on the NDIS website under 'SDA Design Standard' - Ensuring the property is designed for long-term use - Ensuring the dwelling is built for 5 or less people - Ensuring the property has not been part of NDIS funding for home modifications - Ensuring the home is available for only NDIS participants (not a 'family and friends', or other government scheme-based home such as SRS or Aged Care) - Ensuring the dwelling is a grounded residential home and not a mobile home - Ensuring the dwelling has a good appearance and has a homely feeling 	The Director and/or appointed delegate

<ul style="list-style-type: none"> - Ensuring the dwelling has modifications to suit each participant's individual needs - Ensure the dwelling is safe and meets relevant building standards (such as building codes) - Ensuring the dwelling has been approved and certified through appropriate governing bodies. 	
<p>5.2 Pricing in Accordance with the SDA Price Guide</p> <ul style="list-style-type: none"> - ESG Inclusive Homes will ensure the dwelling is priced in accordance with the latest version of the SDA Price Guide and SDA Price Calculator and other relevant rules and relevant legislation. The price will be based on the aspects of the dwelling which include its location, accessibility, design category and whether the dwelling is new or existing stock. 	The Director and/or appointed delegate
<p>5.3 Location of Dwelling</p> <ul style="list-style-type: none"> - ESG Inclusive Homes will ensure the dwelling is suitably located by taking into consideration the below factors: <ul style="list-style-type: none"> - Public transport, shopping centres, support services and amenity locations - Density restrictions and land use - Building restrictions and noise restrictions - Zoning matters - Access to local needs such as social and formal and informal supports; and - Location of NDIS offices. 	The Director and/or appointed delegate
<p>5.4 Dwelling Ownership and Possession</p> <ul style="list-style-type: none"> - Enrol the property if it meets the criteria set out above and otherwise meets the requirements of the NDIS Commission, by completing an SDA Dwelling Enrolment Application Form and Declaration. 	The Director and/or appointed delegate
<p>5.5 Obtain and maintain Provider Registration</p> <ul style="list-style-type: none"> - Obtain registration as a NDIS Registered Provider with respect to the registration group 'Specialised Disability Accommodation' and maintain that registration with the NDIS Commission. ESG Inclusive 	The Director and/or appointed delegate

<p>Homes will ensure compliance with its relevant obligations to ensure it maintains its provider registration.</p>	
<p>5.6 Annual Attestation</p> <ul style="list-style-type: none"> - Ensure ESG Inclusive Homes completes an SDA Annual Attestation Form and submits this to SDARegistration@NDIS.gov.au by 15 March of every year. 	<p>The Director and/or appointed delegate</p>
<p>5.7 Information Confirming ESG Inclusive Homes' Commitment to Ensuring its SDA Enrolled Dwellings are in a Good State of Repair and Are Being Appropriately Maintained, Having Regard to the Safety, Security and Privacy of Residents</p> <ul style="list-style-type: none"> - Ensure each participant and their family, carers and/or advocates are provided with induction materials before the participant commences occupying the SDA enrolled dwelling, which includes: <ul style="list-style-type: none"> - A statement which: <ul style="list-style-type: none"> - Confirms ESG Inclusive Homes' commitment to ensuring its SDA enrolled dwellings are in a good state of repair and are being appropriately maintained, having regard to the safety, security, and privacy of residents - Includes the specific rights of each participant and how a participant can exercise their rights in relation to repairs and maintenance - Contact details and other information required by the participant to request repairs or maintenance (e.g., request for urgent repairs can be in writing or verbal and request for non-urgent repairs must be in writing) - Information as to when the participant may be liable for costs of repairs and maintenance; and - Information as to how the participant can apply to VCAT for assistance with matters relating to repairs and maintenance forms which the participant can use to request repairs and maintenance to the SDA enrolled dwelling. - Advise the participant that they have a responsibility to: <ul style="list-style-type: none"> - Promptly report wear and tear and damage caused to the SDA enrolled dwelling 	<p>All ESG Inclusive Homes employees</p>

<ul style="list-style-type: none"> - Promptly report repairs and maintenance required to their SDA enrolled dwelling - Allow access to the SDA enrolled dwelling when ESG Inclusive Homes' requires for repairs and maintenance to be undertaken - Pay the costs of repairs and maintenance to the SDA enrolled dwelling where the participant is responsible under the SDA residency agreement or relevant legislation - Undertake minor repairs and maintenance to the SDA enrolled dwelling including: <ul style="list-style-type: none"> - Replacing light bulbs in the SDA enrolled dwelling - Replacing smoke alarm batteries if required - Replacing door and window locks and keys where keys are lost - Repairing any items that have been erected/installed by the participant (e.g., hooks and air conditioning) - General care and upkeep of the SDA enrolled dwelling, including any outdoor space of which they have exclusive use. - Advise the participant that ESG Inclusive Homes has a responsibility to ensure that repairs and maintenance are undertaken on all its SDA enrolled dwellings to: <ul style="list-style-type: none"> - Ensure that they are safe, and all appliances are maintained in a proper working order; and - In a manner to minimise any inconvenience or disruption to the participant and having regard to the safety, security, and privacy of the participant. 	
<p>5.8 Condition Assessments and Reports</p> <ul style="list-style-type: none"> - Inspect the SDA enrolled dwelling and assess the state of repair and the general condition of the SDA enrolled dwelling: <ul style="list-style-type: none"> - Before the participant occupies the SDA enrolled dwelling - If the participant requests ESG Inclusive Homes undertake repairs or - Maintenance, within the timeframes required under the SDA residency agreement and relevant legislation 	<p>All ESG Inclusive Homes employees</p>

- In accordance with the Planned Maintenance Schedule
 - On completion of repairs or maintenance to the SDA enrolled dwelling; and
 - Where the participant is vacating a SDA enrolled dwelling, on or before the date on which the participant vacates the SDA enrolling dwelling.
- Ensure future and former participants provide up-to-date contact details to ESG Inclusive Homes.
- On completion of the inspection and assessment, ESG Inclusive Homes will prepare a condition report of the state of repair and the general condition of the SDA enrolled dwelling as at the date of the assessment, including:
 - Details of any wear and tear or damage to the SDA enrolled dwelling, including the nature of the damage
 - Details of any repairs or maintenance which ESG Inclusive Homes considers need(s) to be undertaken
 - Any photographs taken by ESG Inclusive Homes, with the participant's consent of the SDA enrolled dwelling, making sure to record the date and the address of the SDA enrolled dwelling on the photographs; and
 - Details of any costs of repairs or maintenance which ESG Inclusive Homes considers are the responsibility of the participant under the SDA residency agreement or the Legislation.
- Provide two copies of the condition report to the participant or Participants (e.g., The former participant when they vacate the SDA enrolled dwelling and the future participant before they commence occupying the SDA enrolled dwelling).
- Advise the participant that:
 - The purpose of the condition report is to have an accurate record of the condition of the SDA enrolled dwelling at the time of assessment that is agreed to by ESG Inclusive Homes and the participant

- They are to keep one copy of the condition report and the other copy is to be signed and returned to ESG Inclusive Homes
- They are to check that the condition of the SDA enrolled dwelling at the time of assessment has been accurately recorded in the condition report
- If they do not agree with ESG Inclusive Homes' assessment, they should include their comments in the relevant section of the condition report
- They will not be charged for repairs or maintenance that are required due to fair wear and tear to the SDA enrolled dwelling
- They may be charged for damage that is not due to fair wear and tear, and the condition report can be used by them and ESG Inclusive Homes as evidence of the condition of the SDA enrolled dwelling at the commencement and at the end of occupation of the SDA enrolled dwelling
- Once they have checked the SDA enrolled dwelling and, where relevant, included their comments on the condition report, they must sign and date the condition report
- Once the condition report is signed, it can be used as evidence at VCAT and, as a result, it is important that they write comments on the condition report if they disagree with ESG Inclusive Homes' assessment of the SDA enrolled dwelling in the condition report
- They are to return a signed copy of the condition report to ESG Inclusive Homes within 3 days of being provided with the condition report; and
- If the participant does not return the signed condition report to ESG Inclusive Homes within 3 days, ESG Inclusive Homes considers that the participant agrees that the condition report is correct, and no further action is taken.
- When the participant returns a signed copy of the condition report, ESG Inclusive Homes employees must make note of any comments that have been made and ensure that the Participant has signed and dated the condition report; and

<ul style="list-style-type: none"> - If the participant agrees with the condition report, enter the date the condition report was returned and place a copy of the condition report and the condition report signed by the participant if returned by the participant or notice given to the participant under 4.2(e)(10) in the participant's file as a record of the condition of the SDA enrolled dwelling at the time of the assessment. 	
<p>5.9 Planned Maintenance</p> <ul style="list-style-type: none"> - ESG Inclusive Homes implements a Planned Maintenance Schedule which sets out: <ul style="list-style-type: none"> - SDA enrolled dwelling details - List of fixtures, fittings, and internal and external finishes and - Expected life cycle of each - Forecast repair or replacement date - Identify priorities - Estimate of cost of repair or replacement. - ESG Inclusive Homes will review and update the Planned Maintenance Schedule on an annual basis, or as required 	<p>All ESG Inclusive Homes employees</p>
<p>5.10 Responsive Maintenance</p> <ul style="list-style-type: none"> - ESG Inclusive Homes will consider any request by the participant for repairs or maintenance and assess the category into which the repairs and maintenance fall (e.g., emergency) - ESG Inclusive Homes will arrange an inspection of the SDA enrolled dwelling with the participant and follow the procedure for assessment and condition report; and - ESG Inclusive Homes will respond to requests for repairs or maintenance within the timeframes required under the SDA residency agreement or relevant legislation. 	<p>All ESG Inclusive Homes employees</p>
<p>5.11 Providing Access to VCAT</p> <ul style="list-style-type: none"> - ESG Inclusive Homes will encourage and support participants to apply to VCAT for assistance if ESG Inclusive Homes determines that the repairs or maintenance are/is not required or ESG Inclusive Homes does not undertake the repairs or maintenance in a timely manner. 	<p>All ESG Inclusive Homes employees</p>

5.12 Undertaking Repairs or Maintenance

- ESG Inclusive Homes will obtain all necessary permits and consents to undertake the repairs or maintenance and:
 - Provide contractors with copies of any of ESG Inclusive Homes’ policies and procedures which apply
 - Ensure contractors have necessary insurances and the contractors agree in writing to comply with relevant legislation
 - Give written notice to the participant and the relevant persons in the participant’s support network of temporary relocation from the SDA enrolled dwelling or termination of the SDA Residency Agreement and requirement for them to vacate the SDA enrolled dwelling if required to undertake the repairs or maintenance and provided the circumstances permit under relevant legislation
 - Give the participant and the relevant persons in the participant’s support network notice of any repairs or maintenance in accordance with the SDA residency agreement and relevant legislation, unless in the instance that notice is not required (e.g., in the case of urgent repairs), including details as to the nature of the repairs or maintenance, timeframes within which the repairs or maintenance are to be undertaken and any changes to these (e.g., delays).
 - ESG Inclusive Homes will take reasonable steps to minimise any inconvenience or disruption to the participant when undertaking repairs or maintenance; and
 - ESG Inclusive Homes will take reasonable steps to ensure that any repairs or maintenance:
 - Are carried out by a suitably qualified person; and
 - Are completed in a timely manner.

All ESG Inclusive Homes employees

5.13 Complaints and Disputes

- If the Participant disagrees with ESG Inclusive Homes’ assessment of the SDA enrolled dwelling’s condition, ESG Inclusive Homes will arrange a further inspection with the participant within 3 working days.
- If ESG Inclusive Homes and the participant agree that the initial assessment was incorrect, ESG Inclusive Homes will advise the

All ESG Inclusive Homes employees

<p>participant of the change to the assessment and make any changes to the condition report; and</p> <ul style="list-style-type: none"> - Respond to and deal with any other complaints or disputes in accordance with ESG Inclusive Homes' <i>Feedback, Compliments and Complaints Policy and Procedure</i> 	
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5.9 Training

On initial engagement with ESG Inclusive Homes, all employees will undergo comprehensive induction training on ESG Inclusive Homes tenancy management processes as well as receive a copy of ESG Inclusive Homes' *Enrolment of SDA Properties Policy and Procedure* for reference.

Employees will also receive annual feedback, compliments, and complaints refresher training to ensure all workers are aware of, trained in and comply with the required procedures in relation to tenancy management processes and to ensure that best practice outcomes are maintained.

Employees are required to complete an annual performance development review which is designed to assess employee awareness of tenancy management and their roles and responsibilities surrounding these processes. Additional on-the-job and formal training will be provided where required.

6.0 Related Documents, Legislation, Regulations and Standards

- *Specialised Disability Accommodation (SDA) Service Agreement*
- *Feedback and Complaints Form*
- *Feedback, Compliments and Complaints Register*
- *Incident Form*
- *Incident Register*
- *Maintenance Request Form*
- Planned Maintenance Schedule
- *Quality and Continuous Improvement Register*
- *Incident Management Policy and Procedure*
- *Feedback, Compliments and Complaints Management Policy and Procedure*
- *Violence, Abuse, Neglect, Exploitation, Or Discrimination Policy and Procedure*
- [National Disability Insurance Scheme Quality Indicators 2021](#)
- [National Disability Insurance Scheme Act 2013](#)
- [National Disability Strategy 2010-2020](#)
- [National Disability Insurance Scheme Terms of Business for Registered Providers](#)
- [Residential Tenancies Act 1997 \(Vic\)](#)
- [National Disability Insurance Scheme \(Specialist Disability Accommodation Conditions\) Rule 2018](#)

- [National Disability Insurance Scheme \(Specialist Disability Accommodation\) Rules 2020](#)

7.0 Policy Review

This *Enrolment of SDA Properties Policy and Procedure* will be reviewed on an annual basis to ensure that ESG Inclusive Homes operates in accordance with legal, regulatory and company standards. This process will include a review and evaluation of current practices and service delivery types and locations, relevant policies and procedures, forms and registers and will incorporate all ESG Inclusive Homes employee, participant, and other stakeholder feedback.

ESG Inclusive Homes *Quality and Continuous Improvement Register* will be used to record and monitor progress of any improvements identified and where relevant feed into service planning and delivery processes.

ESG Inclusive Homes may make changes to this *Enrolment of SDA Properties Policy and Procedure* at any time to allow for continual improvement, evaluation, and implementation of best practices to improve the effectiveness of its operation.

By signing this document, I acknowledge that I have read, understand, and must comply with this *Enrolment of SDA Properties Policy and Procedure*.