Health Provider Assist

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Specialised Disability Accommodation Handbook

Brought to you by:
Health Providers Assist

03 9120 8822

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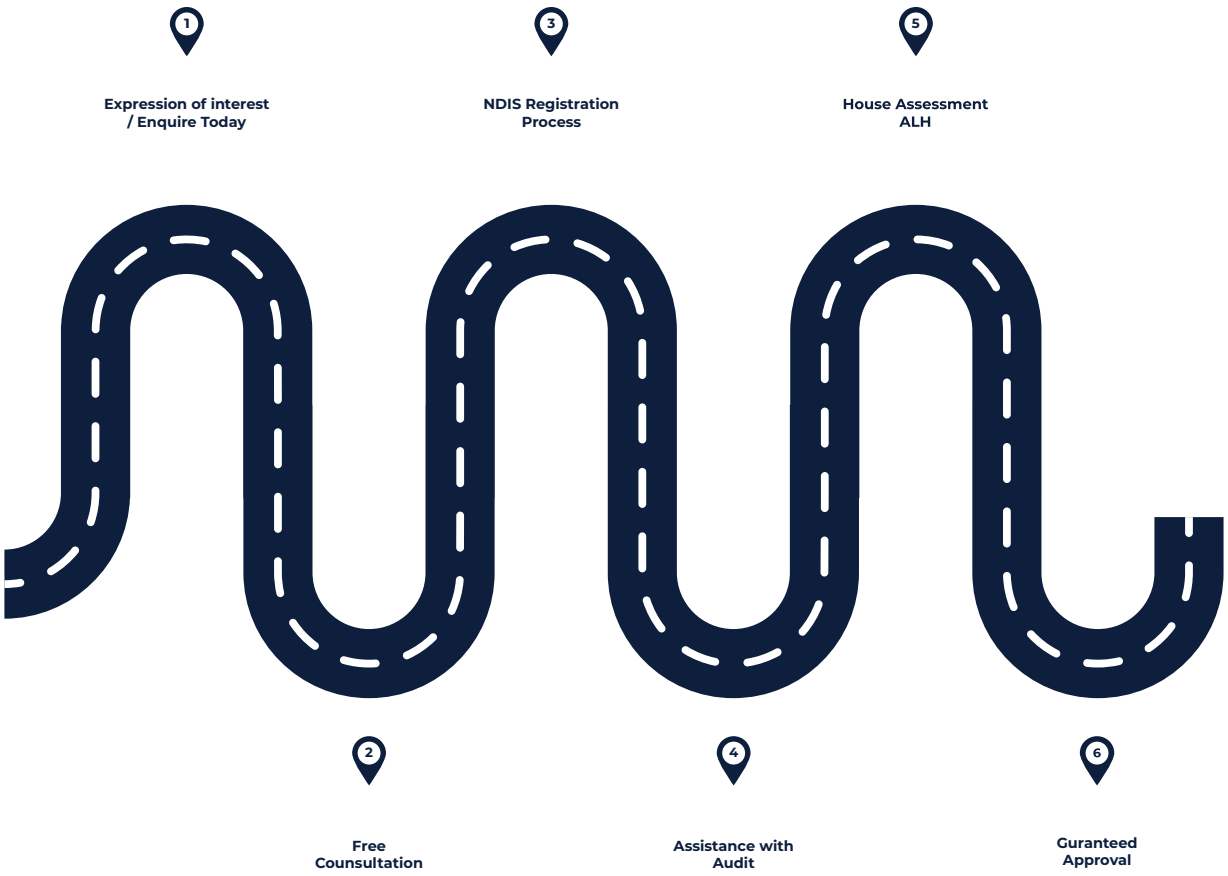
Provider Registration Roadmap



What is Specialised Disability Accommodation (SDA)?

Specialist disability accommodation (SDA) is a range of housing designed or modified for people with extreme functional impairment or very high support needs.

SDA dwellings have accessible features to help residents live as independently as possible and allow other supports to be delivered to a higher quality standard or more safely.

Participants eligible for SDA:

- have an extreme functional impairment or very high support needs
- meet the specialist disability accommodation needs requirement and the NDIS funding criteria

SDA helps to stimulate the market to produce high quality, contemporary, accessible, well-designed housing for participants with SDA funding in their plan. SDA funding is paid directly to SDA providers to cover the building and maintenance costs. Participants pay a reasonable rent contribution and other day to day living costs such as electricity bills.

SDA Market Information Statement

The SDA Market Information Statement 2021 (PDF 603KB) provides a high-level overview of SDA growth opportunities and risks.

The Statement considers:

- Recent NDIA publications and improvements to SDA systems
- A commitment to quarterly SDA reporting, including pipeline data
- Challenges facing SDA demand forecasting and eligibility assessment.

SDA Rules

Most of the requirements and obligations for SDA are in the NDIS (Specialist Disability Accommodation) Rules 2021 (SDA Rules).

The SDA Rules require all providers to be registered NDIS providers and for all dwellings to be enrolled with the NDIA. The SDA Rules outline dwelling enrolment requirements such as design categories, building types and other features that affect prices.

SDA Design Standard

The SDA Design Standard outlines design requirements and gives providers the flexibility to respond to participant needs and preferences.

Visit the SDA Design Standard page and SDA Operational Guideline for more information.
It also shares the NDIA's approach to market stewardship so that participants, providers, and investors can better understand some of the things that influence market growth and sustainability in the SDA market.

The Design Categories are as follows:

Basic (only applies to Existing SDA dwellings)

Basic design means a dwelling enrolled as Existing SDA which has no special accessibility or liveability design features.

Improved Liveability

Improved Liveability design dwellings must be designed to LHA* Silver level and have improved liveability design features, such as lines of sight for people with sensory, intellectual or cognitive impairment.

Fully Accessible

Fully Accessible dwellings must be designed to LHA Platinum level for people with significant physical impairment, featuring good wheelchair accessibility in the bathroom, kitchen and external areas.

Robust

Robust dwellings must be designed to LHA Silver level, having good physical access features, but are also designed to be very resilient and safe, including retreat areas for safety of residents and support staff.

High Physical Support

High Physical Support dwellings must be designed to LHA Platinum level, having a very high level of specialised design and physical access, such as structural provision for ceiling hoists.

Requirements of SDA providers

Any organisation seeking to be an SDA housing provider must register as a NDIS provider.
It is not necessary to be registered as an SDA provider to start building SDA – this is only required at the point of dwelling enrolment. Many new SDA developers and investors are not registered SDA providers – they assign this role to another organisation that is registered and has the systems in place for the NDIS compliance requirements for SDA providers.

An SDA provider may also outsource the tenancy/property management role for SDA properties to another organisation. However the SDA provider is responsible for ensuring any contracted organisation providing services to the SDA property complies with the quality and safeguarding requirements for SDA.

All people providing services to NDIS participants must comply with the NDIS Code of Conduct, whether they are registered or not. The NDIS Code of Conduct "promotes safe and ethical service delivery by setting out expectations for the conduct of both NDIS providers and workers" (NDIS Quality and Safeguards Commission). Anyone providing supports and services to people with disability must:

- Respect the rights of the person
- Deliver services competently
- Prevent violence, neglect, abuse, and exploitation
- Respect privacy
- Act on quality and safety
- Prevent sexual misconduct

www.ndiscommission.gov.au/providers/ndis-code-conduct

NDIS Practice Standards (SDA module) – must be complied with by all registered SDA providers. The Practice Standards for SDA set out the performance indicators by which registered SDA providers will be audited to maintain registration. The SDA Practice Standards require SDA providers to ensure their services conform with 5 outcomes for people living in SDA dwellings:

- Each participant's access to specialist disability accommodation dwellings is consistent with their legal and human rights and they are supported to exercise informed choice and control.
- 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.
- Each participant is supported to understand the terms and conditions that apply to their specialist disability accommodation dwelling and the associated service and/or tenancy agreements.
- 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.
- Each participant accessing a specialist disability accommodation dwelling is able to exercise choice and control and is supported by effective tenancy management.

For more information refer to the NDIS Practice Standards – Specialist Disability Accommodation Module: www.ndiscommission.gov.au/document/986

The enrolment process for SDA properties

The registered SDA provider submits dwellings for enrolment, and must provide the following

information about the dwelling:

- Whether it is Existing, Legacy or New Build
- How many people it will house – New Build and Existing SDA dwellings must provide housing for 5 or fewer NDIS participants
- Building Type
- Design Category

Existing SDA means the dwelling was built prior to April 2016, was previously primarily used as housing for people with disability who have an extreme functional impairment or very high support needs and housed someone who was funded for disability supported accommodation under the previous system.

Legacy is similar to Existing but the dwelling houses more than 5 people.

New Build SDA refers to SDA housing completed after April 2016.

The level of SDA funding approved for a person will depend on whether the person is living in (or seeking to live in) an SDA dwelling based on these 4 factors. The SDA price tables, found in the SDA Price Guide, set out the different SDA prices paid, depending on the type of SDA dwelling and whether the person is sharing the dwelling.
There is a significant difference in SDA pricing (subsidy) and payments for Existing and Legacy SDA housing compared with New Build SDA housing. New Build pricing is much higher, reflecting the high costs associated with developing specialised housing, providing an incentive to the market to invest in development of SDA.

The SDA dwelling must then be enrolled under one of the several Design Categories (listed earlier) and Building types, which are as follows:

An SDAdwelling must be enrolled under one of several specified Building Types, Broadly:

Apartments
(Maximum 2 Residents)

Villa/duplex/townhouse
(Maximum 3 Residents)

House
(2 to 3 Residents)

Group Home
(4 to 5 Residents)

SDA pricing arrangements and price limits

NDIS Pricing Arrangements for Specialist Disability Accommodation (formerly the SDA Price Guide) is a summary of all prices that apply to SDA. The SDA price calculator can help providers calculate the expected annual income of an SDA dwelling.
Visit the SDA pricing and payments page for more information.

Demand Map

How to Register

Requirements

Both the state and federal government have set requirements for providers to register:

- Have an ABN
- Develop a range of legal documents in line with the current legislations such as: Policies, Registers, Procedures, Staff Forms, Client Forms and much more to become compliant
- Develop a Quality Improvement Plan based on your improvement areas for the next year
- Complete required assessment modules about your legal documents and business
- Complete both the verification and certification audit (when you wish to work with higher need clients)

How we help with the requirements

It can be very difficult to register. That's why our program supports you to register:

- Show you how to apply for an ABN or CAN
- We will develop ALL of the necessary compliance requirements such as; Policies, Registers, Procedures, Staff Forms, Client Forms and much more to get you compliant
- We will develop your Quality Improvement Plan for you to follow to improve your business
- We will complete the long assessment modules for you.
- We will support you through your audit process whenever you wish to go through your audit.
- We make the process efficient and smooth!

How Do I Get Clients?

As a part of the Health Provider Assist NDIS registration program, we assist you in the client gaining process to help you make the most out of your registration. We will:

- Get you in touch with one of our friendly client managers to help you for your first couple months in getting started and helping you find the best ways to get clients
- Send you contacts of coordinators who work directly with clients and coordinate them to businesses like yours
- Provide you with a wide range of resources that show you what the best ways are to find new participants to bring on board.

Our Client Manager

We will support you every step of the way and help with everything

- Receive fortnightly or monthly calls based on your preference
- The client manager will help you with absolutely everything from getting your first clients and invoicing them
- If you ever need assistance with anything, your client manager will be there to help

Registration Steps

STEP 1

Complete initial documents to get started (this includes providing your ABN details and selecting which services your looking to register for.

STEP 2

Receive access to the HPA Portal, and within three weeks of commencing with our services, you will receive your Policies & Procedure Manual, and all Supporting Documents.

STEP 3

After receiving all intellectual property, we will provide you with an audit training module to complete.

STEP 4

Once complete, we will request the following: your resume, PRODA login details, and a small biography about yourself.

STEP 5

Book in a time with the applications team to have the application submitted. We will COMPLETE and SUBMIT the application on your behalf.

STEP 6

Within 24 hours, you will receive your initial scope of audit from the NDIS commission. This is the document you will provide to the auditors.

STEP 7

Obtain quotes form Approved Quality Auditors (AQA). Sign a contract and engage an AQA. Book in a time and complete the first stage of the auditing process. (Generally done via email correspondence, phone or Zoom)

STEP 8

The AQA will send their finding to the NDIS Commission, where you will then receive your full approval for NDIS Registration.

STEP 9

After becoming a registered provider, 18 months later down the track you will go through the renewal process, where you will sit your mid-term audit

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Request An Appointment

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