

Accommodation Services Addendum - Vacancy Management

Purpose

This document provides information on eligibility for tenancy in Specialist Disability Accommodation (SDA) or supported accommodations provided by CASS Disability Services (CASS DS) and the process for identification of potential tenants and filling vacancies.

Procedures

Identifying potential tenants-

Eligibility criteria for SDA provided by CASS DS are:

- The person is an NDIS participant with SDA as part of their plan;
- The Participant has the capacity to sustain independent living with care and support.
- Appropriate support arrangements are in place to meet the needs of the Participant.

CASS DS identifies potential tenants via:

- Expressions of interest received directly (e.g. via phone calls, existing NDIS participants);
- Referrals from LAC, local hospital social workers;
- Via referrals from disability service providers, including Support Coordinators.
- Through attendance at disability service forums (e.g., SLHD CoP; CESP HN Disability Network Meeting);
- Through referrals from advertising activities;
- Direct contact from hospitals, rehabilitation centres, and aged care providers.
- Accessible by participant via the NDIA The Specialist Disability Accommodation (SDA) Finder

Advertising vacancies in CASS properties -

Vacancies in CASS DS properties are promoted via:

- Posting on the Housing Hub (operated by the Summer Foundation) and Go Nest;
- Through CASS DS own website, advertisement postings via other media outlets;
- Contacting people on the enquiry list (people who have expressed an interest in accommodation in that area) to discuss the accommodation and their suitability);
- Marketing activities (e.g., Local festival events, Community Expos).

For new SDA properties CASS DS will undertake advertising when availability of SDA accommodation is confirmed (e.g., construction commenced, accommodation purchased, or long-term accommodation leased).

For existing enrolled SDA properties, CASS DS will undertake advertising when there is a vacancy available.

NOTIFYING THE NATIONAL DISABILITY INSURANCE AGENCY (NDIA) OF VACANCIES

CASS DS must notify the NDIA within 5 business days of a vacancy arising in an SDA dwelling via the online form, specifically where:

- A participant gives notice to vacate.
- CASS gives the participant a notice to vacate;
- A participant dies;
- Impending vacancy for any other reason.

The NDIA is authorised to collect SDA vacancy data under section 29(1)(f) of the [NDIS SDA Rules](#).

From 2 August 2021, providers must use this form to advise the NDIA of SDA vacancies, as per the SDA Rules.

To notify the NDIA of a vacancy and list CASS DS vacant SDA dwelling in the SDA Finder, the following information will need to be provided:

1. ABN
2. Location, including: street address, postcode, suburb, and State/Territory
3. Number of vacancies
4. Number of residents

ALLOCATION OF SDA HOUSING

CASS DS aims to promote successful and sustainable tenancies by matching participants to properties that:

- Meet their special needs so far as these are known.
- Assists the participant to access specialist support services they utilise on a regular basis.
- Assists the participant to meet the goals and objectives as outlined in their NDIS Plan.
- Makes the best use of available housing stock.

TENANT SELECTION

In filling vacancies in SDA dwellings, the needs, wishes, choices and situation of Participants will be taken into consideration. CASS DS will follow the procedures as set out in the Participant Matching Policy and conduct the relevant matching assessment to determine the best fit for everyone.