



PARTICIPANT MATCHING POLICY AND PROCEDURE

Policy Code: 1133

PARTICIPANT MATCHING POLICY AND PROCEDURE

Policy Purpose and Scope

CASS is committed to a person-centred, transparent, and evidence-informed participant matching process. We aim to promote harmonious co-tenancy arrangements by considering the preferences, support needs, values, and compatibility of participants. Participant safety, dignity, and informed choice are central to this process.

We comply with the NDIS Practice Standards, especially under the SDA Module, ensuring that participants:

- Have choice and control in where and with whom they live,
- Live in an environment that promotes social inclusion, and
- Are safeguarded from harm and unnecessary conflict.

Guiding Principles

- Person-Centred: Matching considers individual goals, preferences, routines, and support needs.
- Informed Choice: Participants (and their representatives) are fully informed and actively involved in decisions about co-tenants.
- Compatibility: Shared living works best when participants have compatible lifestyles, routines, and communication styles.
- Cultural Respect: Cultural background, language, religion, and community connections are acknowledged and respected.
- Safety and Wellbeing: The physical, emotional, and psychological safety of all residents is a priority.

Responsibilities

- Management: Oversees the participant matching process, ensures appropriate documentation and compliance with policy.
- Housing Team: Conducts assessments, facilitates matching processes, and coordinate's introductions.
- Support Coordinators (where involved): Work collaboratively with the provider to ensure participants' preferences are well-represented.
- Tenants and Families/Guardians: Are encouraged to participate in the matching and transition process to ensure a good fit.

Matching Criteria

When considering participant placement in shared SDA, the following key factors are assessed:

a. Personal Preferences and Goals

- Who the participant wants to live with (or not live with)
- Lifestyle choices (e.g., quiet vs. social living)
- Gender preferences (if any)



b. Support Needs

- Required level of daily support (e.g., 1:1, shared support)
- Overnight support needs
- Health and behavioural considerations

c. Communication and Behaviour

- Preferred communication methods
- Behavioural compatibility (including behaviours of concern, if relevant)
- Positive behaviour support plans (if applicable)

d. Cultural and Social Factors

- Language spoken
- Cultural or religious needs
- Community participation and routines

Participant Matching Procedure

Step 1: Intake and Assessment

- Collect participant information through intake forms, NDIS plans, and support documentation.
- Discuss housing preferences with participant, family, guardian, and/or support coordinator.
- Review support needs, daily routines, medical needs, and behaviour support plans.

Step 2: Review Existing Tenants (if applicable)

- Review current resident profiles and existing dynamics.
- Consider current participants' preferences and any concerns about compatibility.

Step 3: Preliminary Match and Risk Assessment

- Conduct a Participant Matching Assessment to compare compatibility.
- Complete a risk assessment where behavioural or medical needs may impact co-tenants.
- Seek input from relevant stakeholders.

Step 4: Introduction and Trial Visit

- Arrange an introduction or trial visit, where possible.
- Allow participants to meet, tour the property, and discuss any concerns.
- Gather feedback from all parties.

Step 5: Final Decision

- Evaluate compatibility based on gathered information and feedback.
- If all parties agree, proceed to formalise tenancy arrangements.
- If not suitable, resume search for more appropriate placement.

Step 6: Transition Planning

- Create a transition plan with clear timelines and supports.
- Support the participant emotionally and practically during their move.
- Provide orientation to new home and house rules.

Step 7: Ongoing Review

- Monitor co-tenancy relationships regularly, particularly in the first 3 months.
- Address issues promptly to avoid escalation or breakdown of arrangements.
- Support resolution of minor disputes through mediation if needed.

Documents related to this policy

Related Policies

Specialist Disability Accommodation (SDA) and supported independent living (SIL) Enrolment Policy



CASS - Disability Services

Forms, record keeping or other organisational documents	Group Home Admission Guideline Participant Matching Assessment Form
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Reviewing and approving this policy		
Frequency	Person responsible	Approval
3 years	Unit Head	HAS & DS Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review due
Version 1	22 September 2022	HAS & DS Committee	22 September 2025
Version 2	May 2025	HAS & DS Committee	May 2028