

# Tenancy matching procedure Instructions for home seekers

# How to use this instruction booklet

If you are looking to find a new home in department owned SDA (we call you a 'home seeker' in this document) the journey has four stages:

**1. Needing a new home**

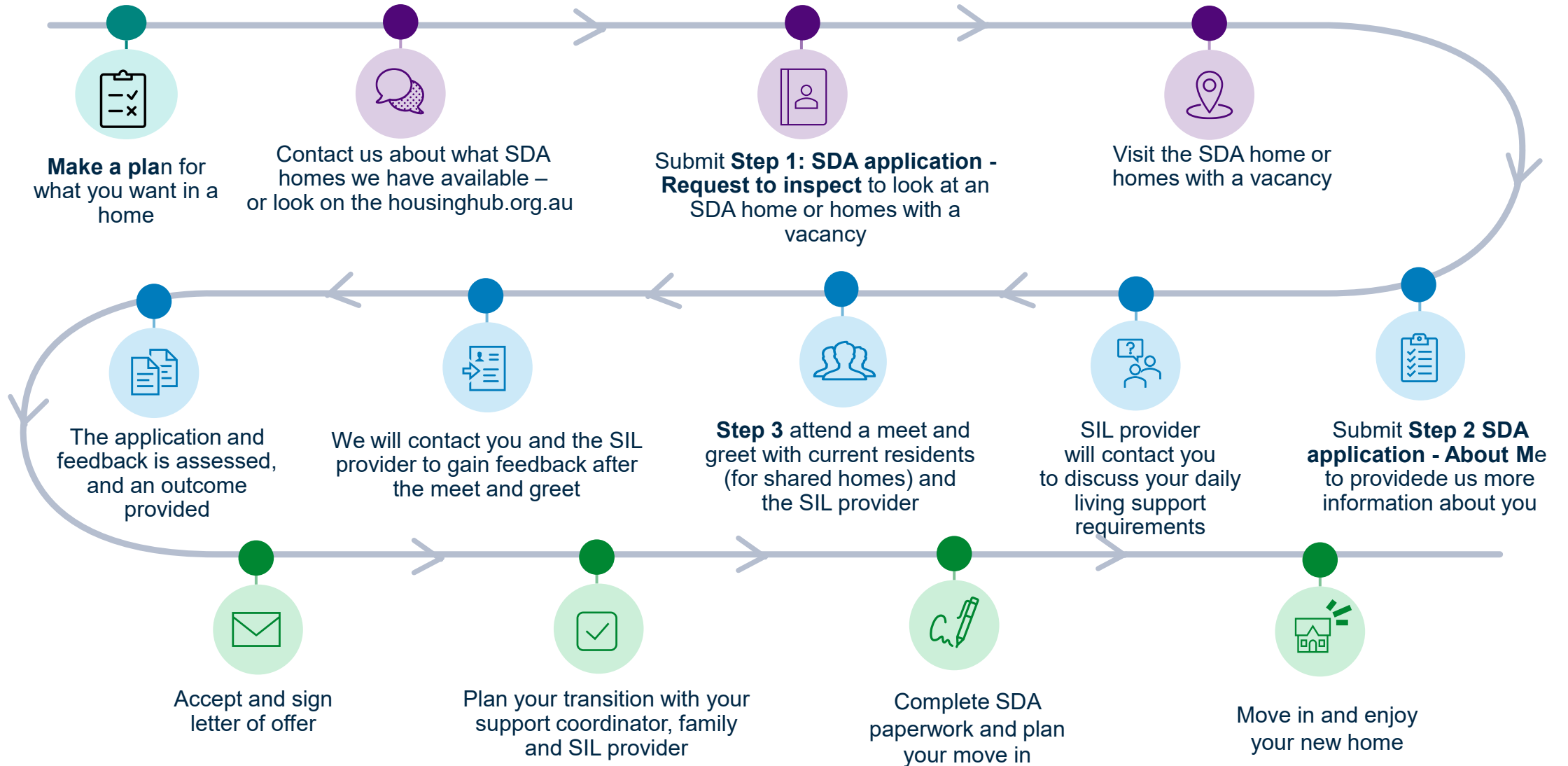
**2. Looking for a new home**

**3. Finding the right home**

**4. Moving in**

This booklet provides information on what you can do at each stage and what you can expect from the department at each stage.

The image on the next page describes a suggested journey. Your journey might look different. At every step, the department's Specialist Housing Coordinators are there to help you.





Make a plan for what you want in a home

### You can:

- explore your home and living eligibility, your needs and preferences
- confirm eligibility for NDIS SDA funding which is determined by the NDIA
- work with a Support Coordinator and the NDIA to understand your SDA and SIL options and securing appropriate NDIS funding
- understand the minimum SDA design category and design requirements to meet your needs.



Contact us about what homes we have available – or look on the [housinghub.org.au](https://www.housinghub.org.au)

## Stage 2: Looking for a new home

Our Specialist Housing Coordinators support you at every step

### Forms

Collection notice and consent to information sharing form

### You can:

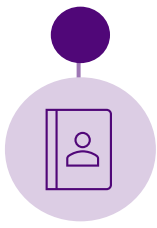
- contact the department about available SDA homes you are interested in or make a general enquiry
- connect with a Specialist Housing Coordinator to discuss any vacancies of interest and how the application process works
- looking at the homes available and if you like one (or more) homes let us know.

### The department will:

- connect you to a Specialist Housing Coordinator to support your journey from that initial enquiry to application outcome
- understand your communication needs and preferences, including any nominated representatives or support people to help through this process
- provide information about the department's SDA homes with vacancies so that you understand the types of homes available.

### What happens next?

- If you are interested in any of our homes, you will go to the next step in the journey, and we confirm if your SDA funding matches what is needed for the home you are interested in
- If you are not interested in any of our homes your journey with us can end here and you might like to look for homes with other SDA providers



## Complete **Step 1 SDA application - Request to Inspect** to view an SDA home with a vacancy

## Stage 2: Looking for a new home

Our Specialist Housing Coordinators support you at every step

### Forms

Step 1: SDA application form – Request to Inspect

### You can:

- complete Step 1 - SDA application form Request to Inspect and provide us with some basic information about yourself and properties of interest
- send the application form to the department.

### The department will:

- read your Request to Inspect Form and contact you about the specific homes you are interested in inspecting
- provide information in the Inspection Request Form to the SIL provider to prepare for an inspection.

### What happens next?

- The department will work with the SIL providers to arrange for a time for you or your representative to visit the property (or properties if you are interested in multiple)



## Visit an SDA house for an inspection

# Stage 2: Looking for a new home

Our Specialist Housing Coordinators support you at every step

### Forms

Property inspection information sheet for home seeker.

An optional checklist to help you decide whether the home is suitable.

### You can:

- work with us to arrange a visit to SDA homes you interested in
- choose to attend in person or online (via video inspection).

### The department will:

- organise a house inspection for you and/or anyone supporting you in this process to see the SDA home/s as well as the neighbourhood
- organise a video inspection if an in person one is not possible
- talk to the SIL provider and anyone living in the home to make sure that we are complying with the *Residential Tenancies Act 1997* (for shared homes).

### What happens next?

- If, after visiting, you decide like the home you can start an application for that home. Our Specialist Housing Coordinators can help you with the application process.
- If, after visiting, you decide the home is not what you are looking for your you might decide this is the end of your journey with us or you might like to work with us to find a different home.

## Complete **Step 2 SDA application - About Me** to provide us more information about you



### Forms

Step 2 SDA application About Me form

Collection notice and consent to information sharing form

### You can:

- start the Step 2 SDA application - About me form for your preferred SDA home
- apply for more than one SDA home at a time (a Specialist Housing Coordinator can work with you on your preferred SDA options)
- send the completed Step 2 application form to the department.

### The department will:

- answer any questions you have about the application form
- read everything you included in your application
- read information given to us from anyone supporting you
- speak with the SIL provider about your application (in a shared home)
- review all of this information and decide whether you should meet the people already living in the home and the SIL (in a shared home).

### What happens next?

- If we decide based on your application that you are a good match for the home, you can move to the next stage where we will contact you about organising a 'meet and greet' with current residents
- If we decide based on your application that you are not a good match for the home your journey can end here or our Specialist Housing Coordinator can work with you to find a better match and change your application



SIL provider to contact you to discuss your daily living and support requirements

## Forms

No forms required.

However, the SIL provider may ask you to complete forms for their service.

## You can:

- the SIL provider who is managing the support within the home/s you have applied for will contact you
- let them know what your needs are in the home and what kind of support you require.

## The department will:

- give the SIL provider your contact details.

## What happens next?

- visit the home and meet the people already living there and meet the SIL provider
- visit more than one time (if you or the other residents need more than one visit)
- decide whether this is the home for you now that you have met the people that could be part of your daily life if you move in

## Stage 3: Finding the right home

Our Specialist Housing Coordinators support you at every step



**Step 3** attend meet and greet with current residents (for shared homes) and the SIL provider

### Forms

No forms required at this step.

### You can:

- visit the home and meet the people already living there and meet the SIL provider
- visit more than one time (if you or the other residents need more than one visit)
- decide whether this is the home for you now that you have met the people that could be part of your daily life if you move in.

### The department will:

- work with the SIL provider and people already living in the home to organise the meeting with you.

### What happens next?

- If it isn't the right home for you can stop your application with us and this does not impact any future applications, you make with us.

## Stage 3: Finding the right home

Our Specialist Housing Coordinators support you at every step



Provide us with feedback following the meet and greet

### Forms:

No forms required at this step.

We will contact you after the meet and greet to get your feedback to assist us to further access your application

### You can:

- provide information to the department either over the phone or via email regarding your feedback of the meet and greet.

### The department will:

- contact you to gather your feedback and answer any questions you have about the visit / meet and greet
- read everything you included in your application
- read information given to us from anyone supporting you
- gather information from the SIL provider and existing residents about the meet and greet (in a shared home)
- review all information and prepare and outcome of your application.

### What happens next?

- If we decide based on your application that you are not a good match for the home your journey can end here or our Specialist Housing Coordinator can work with you to find a better match and change your application.



Receive an outcome on your SDA application from the department

### Forms

You will receive an outcome letter from the department

### The department will (within 10 days of the 'meet and greet'):

- contact the SIL provider and people living in the home about the meet and greet to understand their needs and preferences and whether they think you will be a good match for the home (for shared homes)
- contact you about your experience visiting the home (for shared homes)
- give you a decision on your application - this might be:
  - an **unconditional offer**, which means the department is happy to offer you a place in the home, with no further tasks for you to complete
  - a **conditional offer**, which means we'd like to offer you a place in the home, but we need you to give us some further information or complete a few more tasks for us, before we give you an **unconditional offer**
  - an **unsuccessful application**, which means we can't offer you a place in the home, but we will tell you the reason why and see if we can help you find an alternative home that also meets your needs.

### What happens next?

- If you receive an unconditional offer you will move to the final stage of the journey: moving in.



## Accept and sign letter of offer

## Stage 4: Moving in

Our Specialist Housing Coordinators support you at every step

### Forms

We will provide you an outcome in the form of a letter of offer or an unsuccessful outcome letter.

### You will:

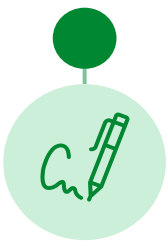
- read your letter of offer
- accept or decline the offer within 10 business days.

### The department will:

- send you a letter of offer with information on how to send it back to us with your decision.

### What happens next?

- If you accept the offer you will move to the last step in the process and we will prepare the documents needed to start your tenancy with us.
- If you decline the offer your home seeker journey with us can end here.
- If you want to explore other options with the department you can speak to a Specialist Housing Coordinator.



## Complete SDA paperwork and plan your move in

### Forms

NDIS Service Agreement

SDA Residency Agreement

Other documents required under the *Residential Tenancies Act 1997*

***Don't worry, we will help you at every step so that your move in experience is smooth as possible.***

### You will:

- set the move in or start date with your supports, the department and SIL provider
- let us know if you need any changes to the home to support your needs
- enter into, or establish, the Residency Agreement and an NDIS Service Agreement with an agreed start date
- start paying rent and SDA service payments from the date agreed.

## Stage 4: Moving in

Our Specialist Housing Coordinators support you at every step

### The department will:

- work with you, people already living in the home and the SIL provider to plan for your move into the SDA home
- complete any property modifications prior to your move in date (where required and agreed)
- provide you or your appointed representative with SDA paperwork for review and signing
- start collecting rent from the resident and claiming an SDA payment from the NDIS plan.

Congratulations and welcome home.

You have reached the end of the home seeking journey. It's time to move in and enjoy your new home.

