

# Working with KinKera

*How we partner with SIL providers to support tenants in SDA homes.*

**Audience:** *SIL Providers (Support Coordinators welcome too)*









**Read with:** *KinKera Comprehensive SDA Guide (master)*








KinKera designs, builds and operates Specialist Disability Accommodation. SIL providers deliver the daily supports for tenants in our homes. This companion sets out how we partner – clearly, so the people we both support get the best result.

*Participants have choice and control in selecting their SDA provider and living arrangements.*

## WHO DOES WHAT

KinKera handles	SIL provider handles
 <b>The property</b> – building, maintenance, customisation, safety compliance	 Daily personal care and support delivery
 <b>The tenancy</b> – leases, rent collection, SDA payment claims	 Rostering, staffing and supervision
 <b>The community</b> – Scouting Hub, KinAcademy resources, resident events	 Implementation of behaviour support plans
	 Day-to-day participant goals and progress
	 Participant incident reporting under NDIS Practice Standards.

### Joint responsibilities

-  Vacancy management and housemate matching
-  **Safe operation of the physical environment** – fire safety, building systems, infection control.
-  Supporting a safe living environment (in collaboration with the SIL provider and participant).
-  Onboarding and transition planning
-  Feedback and continuous improvement

### ONBOARDING A NEW TENANT

- 1 Participant, family, Support Coordinator or SIL provider submits an Expression of Interest and tenant application to KinKera.
- 2 Joint transition meeting to review the tenant's support needs, behaviour support plan and home suitability – everyone at the table before move-in is confirmed.
- 3 Collaborative agreement between KinKera and the SIL provider signed, locking in shared roles and responsibilities.
- 4 Tenancy agreement signed, move-in date locked in and all logistics confirmed.
- 5 KinKera delivers access details, a personalised welcome pack and hands-on move-in day support so every tenant arrives to a home that's ready for them.



## MAINTENANCE, CUSTOMISATION, ESCALATION

### Non-urgent maintenance

submit via the Maintenance Request form on [kinkera.com.au](http://kinkera.com.au). Response within standard service levels.

### Urgent maintenance

hoist failure, water leak, safety risk – please contact KinKera directly for urgent issues rather than submitting a form.

### Customisations

paint colour, fittings, sensory features and similar tenant-led changes go through the Customisation Request form. We review every request and respond directly with next steps.

### Escalation

for anything urgent, time-sensitive or unresolved through normal channels, contact KinConcierge directly.

## YOUR SINGLE POINT OF CONTACT

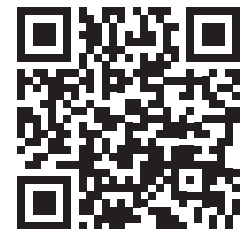
KinConcierge is KinKera's dedicated partner liaison service. One number, one inbox, one team – for anything you need.

## FEEDBACK AND QUALITY

We welcome feedback – formal and informal. Use the Feedback form on [kinkera.com.au](http://kinkera.com.au), or contact KinConcierge directly. We share complaints and compliments transparently with our partners as part of continuous improvement.

### IMPORTANT TO KNOW

For the full picture, download the KinKera Comprehensive SDA Guide from [www.kinkera.com.au/kinacademy](http://www.kinkera.com.au/kinacademy) or scan the QR code to share the link.



## TALK TO KINKERA



better homes in  
thriving communities



Registered  
NDIS Provider  
#4050086689



1300 082 353



[hello@kinkera.com.au](mailto:hello@kinkera.com.au)



[www.kinkera.com.au](http://www.kinkera.com.au)

building award-winning homes

*Participants have choice and control in selecting their SDA provider and living arrangements.*