



# TENANT HANDBOOK

SPECIALIST DISABILITY ACCOMMODATION (SDA)

## Acknowledgement of Country

We respect and honour Aboriginal and Torres Strait Islander Elders past, present and future. We acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Islander people on this land and commit to building a brighter future together.

This Handbook has been developed to accompany your residential tenancy agreement (RTA) and to provide you with an overview of the roles and responsibilities for individuals, families, carers and KinKera.

SDA does not refer to the disability support services a person receives, but to the homes in which these services are delivered. SDA dwellings have accessible features to help residents live more independently and allow other supports to be delivered better or more safely.



# WELCOME TO KINKERA COMMUNITY

On behalf of the team at KinKera,  
I warmly welcome you to your new home.

KinKera is committed to providing people living with a disability greater choice and control about where and how they live in the community. We are a premium SDA provider that designs homes Australia wide with you at the heart of every blueprint.

Disability housing in Australia faces the dual challenge of meeting diverse needs and ensuring accessibility for all. At KinKera, we're reimagining housing and crafting innovative designs both in bustling inner cities and serene regional areas to ensure every individual living with a disability finds a place called home.

This Handbook has been designed to give you all the general information you will need to help you settle in. We hope that the Handbook answers any questions you have about your tenancy with KinKera and your home. You can also get more information on our website [www.kinkera.com.au](http://www.kinkera.com.au).

Our team will continue to support you with your accommodation needs and requirements.

We are committed to providing you with a secure home and a high standard of service.

Enjoy your new home!



**Ian Jordan**  
Director



# KinKera's commitment to you

1. Be supported to participate in and contribute to social and economic life to the extent of their ability.
2. Be able to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.
3. Receive reasonable and necessary supports, including early intervention supports.
4. Receive supports outside of the NDIS and be assisted to coordinate these supports with the supports provided under the NDIS.

We strive to provide our tenants with accommodation that fosters a sense of independence, choice, control, and an ability to participate with the broader community, while also having their own space. We ensure that our tenants living with a disability have access to services to become part of the vibrant KinKera community. This includes:

- Access to our KinConcierge services which helps tenants' transition smoothly into independent living and to integrate into KinKera communities.
- Invitations to community engagement events and activities.
- Access to high quality end-to-end property management, including repairs and maintenance.



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# 1. What is the NDIS, SDA and SIL

## What is the NDIS?

The National Disability Insurance Scheme (NDIS) provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community and an improved quality of life.

More information can be found at: <https://www.ndis.gov.au/understanding/what-ndis>

## What is SDA?

SDA is one of the supports that may be funded under the NDIS. SDA is a range of housing designed for people with extreme functional impairment or very high support needs. SDA dwellings have accessible features to help tenants live more independently and allow other supports to be delivered better or more safely.

## What is SDA funding?

Eligible participants may receive SDA funding to cover the cost of providing specialist design features within a home. SDA funding is paid directly to the registered SDA provider. SDA funding is for the dwelling only - it does not cover support costs (such as Supported Independent Living) which are assessed and funded separately by the NDIS.

## What is Supported Independent Living (SIL)?

SIL is one type of support to help you live in your home. It includes help or supervision with daily tasks, like personal care or cooking meals. It helps you live as independently as possible, while building your skills. These are the supports provided to people with disability in their home, regardless of property ownership, and can be in a shared or individual living arrangement. You have the choice to engage a SIL provider to support you to live as independently as possible in your dwelling.

## The difference between SDA and SIL

SDA is the home an individual lives in (i.e. bricks & mortar) while SIL is the daily life supports delivered in that home to help maintain independent living.



## 2. Communication

We recognise that as you settle in, you may have further questions about your property or your RTA. As part of our commitment, we will work with you and your representative and/or SIL Provider to support and enable your choice and control, to answer any questions and to resolve any concerns which might arise.

Please reach out to us if you have questions or wish to discuss any aspect of your tenancy or the property.



### 3. Your responsibilities

As a KinKera tenant you have the following responsibilities:

- To pay your rent on time.
- Keep your home clean.
- Tell us if something is broken in your home.
- Let us know if you are going away for a long time. This could mean going on a holiday or going to the hospital.
- To treat KinKera staff and contractors with courtesy and respect.
- To not damage any part of your home.
- To ensure all families, carers and visitors treat everyone including staff and other tenants with courtesy and respect at all times. Violent or aggressive behaviour will not be tolerated.
- Follow any rules set by strata or KinKera.

#### Contents Insurance

KinKera or the strata will pay for building insurance. You should take out contents insurance to cover any loss or damage of your personal possessions.

#### Pets

Provided that you can demonstrate that you can adequately care for your pet and subject to strata rules (if applicable), KinKera will consider and supports pet applications.

#### Smoking

All KinKera dwellings are smoke-free. If you smoke, you must smoke outside and be considerate of neighbours.

#### Safety and fire plan for apartment/townhouse living

A Fire Evacuation Diagram is provided at onboarding training and should be kept at your home in a visible and easily accessible location. Please make yourself aware of your home's evacuation plan and assembly area.





## 4. KinKera's responsibilities

Subject to the RTA, KinKera will:

- Maintain the property in a good state of repair to ensure the property is safe and secure.
- Take all reasonable steps to ensure you have peace in your property (quiet enjoyment).
- Always treat you and your family with courtesy and respect and listen to any feedback or complaints you may have.
- Provide solutions as quickly as possible to any problems or issues that may arise.
- Respond in a timely manner to requests for repairs and maintenance.
- Ensure the property is fitted with adequate locks and security features.
- Ensure the property is enrolled with the National Disability Insurance Agency (NDIA) as SDA.
- Ensure that tenancy-related notices are adhered to.
- Take all necessary steps to fulfil our obligations to workers and other people at the property under Work Health and Safety legislation.
- Assist you as much as is reasonably practicable if you wish to change your service/ SIL provider.
- Provide the required notice if we need to end your RTA.
- Protect your privacy and confidential information at all times and contact you within five business days if our contact details change.
- If required, we will consult with you to obtain a good match of co-residents when there is a vacancy to be filled at your home.
- If required, we will consult with you and work with your SIL provider if there are behaviours of concern at your home that are interfering with your quality of life.
- Take reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and/or abuse of people living with a disability.
- Take all appropriate steps to manage, respond and record any conflict of interest in a transparent, timely, confidential, and sensitive matter
- Ensure our staff, agencies and contractors comply with the relevant residential tenancies legislation applicable to your home.



## 5. Rental payments

### How is SDA paid for?

Your home is paid for from two sources:

- (1) SDA payments from the NDIA from your NDIS plan; and
- (2) Reasonable Rent Contribution (RRC) which is paid by you.

### What is the RRC? ?

This is the amount you are expected to contribute to the cost of your housing. The RRC is calculated as:

- (1) 25% of the basic single rate of the Disability Support Pension (DSP); plus
- (2) 25% of the pension supplement; plus
- (3) 100% of the Commonwealth Rental Assistance.

### Your RRC is to be paid fortnightly in advance as per the RTA.

Note: The basic rate of the DSP is the amount under the Social Security Act 1991 that is the maximum basic rate for a person who is single and over 21 years.

### SDA payments

You and your NDIS Plan Nominee, if you have one, are responsible for ensuring that the required SDA funding is included in your NDIS plan at all times.

### Rental increases

Rent increases will occur on 1 July of each year. The increase will be aligned with the increase to the DSP which occurs on 20 March of each year.

### Rental bond

At this stage, we do not request a rental bond. We reserve the right to change this policy in the future.

### Other payments

You will also be required to pay for all utilities (electricity, water usage, gas, water and internet) as well as your own personal groceries, medication and other household supplies.

### What if I go on holidays?

If you go on holidays or if you are temporarily absent from your home for up to a maximum of 60 days, you are required to tell KinKera and are still required to make your agreed rental payments.



**How do I make my rent payments?**

You must sign and return to us a Centrepay deduction authority to allow us to deduct the rental payments from your Centrelink payments.

## 6. Ending your SDA Agreement

**What if I want to move out?**

You will need to follow the procedure in the RTA if you wish to leave the property. Any rental payments will be required until the end of any required notice period unless otherwise agreed. All personal belongings must be removed from the property and any damage caused by you to the property made good at the end of the RTA.

**What if KinKera needs to end your Agreement?**

We will follow the procedure in the RTA if we need to end your agreement.

**Vacating the property**

When you leave the property, you are responsible for:

- Moving your furniture and personal belongings out of the property;
- Cleaning the property;
- Making good (fixing) any damage caused to the property;
- Ensuring all accounts are up to date and paid; and
- Disconnecting all utilities (if applicable).

## 7. Repairs and alterations

**How do I request property repairs or alterations?**

A repair or alteration can be requested by calling our call centre on **1800 001 229**.

**How long will repairs or alterations take?**

Each repair or alteration request will be assessed on an individual basis and consider the health, safety and wellbeing of all tenants. All repairs and maintenance will be managed in accordance with our Planned and Responsive Maintenance Policy. We would be happy to provide you with a copy of this policy upon request.



### Repairs we pay for

We pay for things that need to be fixed or replaced from day-to-day use. This is called wear and tear. It includes things like:

- a hot water system breaking down;
- a roof leaking after a storm.

### Repairs you pay for

You must pay to fix damage you, your visitors or your pets cause.

This includes damage that is accidental. We will seek reimbursement for the cost of repairs which you are liable to pay for. If you have trouble paying for the repairs, you can ask us about a payment plan.

### How does KinKera do property inspections?

A representative from KinKera will contact you to arrange a mutually convenient time to visit and inspect the property. This will occur approximately every 6 months. During this time, you can discuss any housing issues or concerns.

Repairs, cleaning, maintenance, upgrades and renovations of any shared areas can be done by KinKera and their contractors at any reasonable time.

## 8. Managing vacancies in shared living arrangements

KinKera will work together with your SIL Provider to manage vacancies by identifying suitable participants using a shared vacancy matching process. In assessing and matching vacancies, KinKera and the relevant SIL Provider will respect each participant's right to have their needs, preferences and situation taken into account.

## 9. Emergencies

KinKera aims to provide a safe home for all residents. This also includes a range of safety items in the home. Both you and your support provider will be briefed on the available safety features, which will be maintained on an ongoing basis.

In the event of an emergency evacuation, your support provider must have plans in place including a Personal Emergency Evacuation Plan. During a bushfire or flood event, it is the support provider's responsibility to assist with evacuating the home.



## 10. Privacy

KinKera complies with all relevant Privacy Laws in the way it holds, uses and shares your personal and health information, including your NDIS Plan.

KinKera may ask you to sign a written consent which allows KinKera to share your personal and health information with the SIL provider or another person/entity for the purpose of providing SDA services to you. You do not have to sign this consent form. If you do choose to sign this form, you can withdraw your consent later at any time.

If you don't provide consent, KinKera may still be able to share some of your personal and health information, but we will follow the relevant Private Laws in relation to any information shared.

## 11. Feedback, complaints and disputes

We love getting feedback about what works for you as much as we appreciate hearing about the things which you are not happy with. We will provide you with a copy of our Complaints and Feedback Policy at the time you sign your RTA. You can refer to this information to send feedback or complaints to KinKera. To provide feedback, request repairs or maintenance, talk about an issue with another resident in the property, or discuss other matters please email [hello@kinkera.com.au](mailto:hello@kinkera.com.au).

Wherever possible, KinKera and the SIL Provider will work together with you to resolve any issues or disputes. Where an informal approach cannot bring any dispute to a speedy resolution, our staff will support you to access the relevant tenancy resolution service in your State or Territory.

## 12. Individual NDIS Plan feedback

If you have an NDIS Plan and need to provide feedback or make a complaint, contact the NDIA by calling 1800 800 110, visiting one of their offices in person, or visit [www.ndis.gov.au](http://www.ndis.gov.au) for further information. Or contact the NDIS Quality and Safeguards Commission at [www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints).





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