

# Fact Sheet – Housing for People with Disability - Rights and Responsibilities.

Hume's aim is to provide opportunities for people to prosper by creating vibrant and connected communities.

As a National Disability Insurance Scheme (NDIS) registered Specialist Disability Accommodation (SDA) provider, Hume manages a range of SDA homes across metropolitan Sydney and regional NSW.

Hume is committed to breaking down barriers and empowering people with disability to choose where and with whom they live.

## What are customer rights?

As a customer you have rights. We will ensure your rights and outcomes are reflected in our practices.

## Safety and stability

People with disability have a right to be comfortable in their home and safe from physical and psychological harm.

## Rights and voice

People with disability can exercise their rights and responsibilities and have valued roles in the community.

## Independence

People with disability exercise choice and control over decisions about their lives.

## Relationships and community

People with disability are active participants within their home and community.

## Tenancy matching

Processes are in place to pair people with disability with suitable housing and with other residents.

Customers also have the right.

- To their information being kept private
- To see any information that Hume has about them
- To have a say on any changes to their agreement with Hume about their home
- To stay in their home for as long as they like, if they are keeping up with their responsibilities
- To talk with Hume employees in a way that they understand

## What is Supported Independent Living (SIL)?

**Supported Independent Living (SIL) is the assistance paid to provide help in a person's home to encourage a person to live as independently as possible.** It includes physical support (i.e., personal care, cooking, daily living tasks, health care, manual handling, behaviour support) and includes keeping people safe.

Supported independent living is for people with higher support needs, who need some level of help at home all the time.

This means the participant needs a significant amount of help throughout the day, 7 days a week. This includes overnight support.

Supported independent living funding cannot be used for things like rent or other day-to-day expenses like groceries.

### What are SIL Providers responsible for?

The SIL Provider has a Service Agreement with the customer. The Service Agreement outlines the responsibilities of both the provider and the customer.

### What is Specialist Disability Accommodation (SDA)?

#### **Specialist Disability Accommodation (SDA)**

is the home that a person lives in. It is the building that has been approved by the National Disability Insurance Agency (NDIA) as eligible for SDA payments. It is not other supports (i.e., health, clinical, behaviour care) or assistive technology that are provided to a person.

SDA is for people who need daily support in their home due to their very high physical support requirements or their safety needs. This means one or more of the following.

- 'Informal supports' (i.e., often family and friends, people who help you but do not get paid for their help) cannot meet an individual's personal care needs.
- A person has spent a long time in a group home or residential aged care facility.
- A person's behaviour poses a risk to themselves or to others.

SDA funding is specifically to cover the cost of the housing – including the land it is on – as well as ongoing costs such as repairs and maintenance. It cannot be used by the NDIS participant for any other purpose.

The residents have access to their own room, and share the homes facilities (kitchen, bathrooms, laundry, lounge room etc.) with other persons with a disability. There is a maximum of 4 to 5 residents per home.

### As an SDA Provider what is Hume Community Housing responsible for?

Hume has an Accommodation Agreement with the customer outlining the responsibilities of both the provider and the customer.

Hume's responsibilities include.

- Providing and maintaining the home is a good state of repair
- Responding in a timely manner to requests for maintenance to ensure the safety, security, and privacy of the customers
- Treating customers with respect and courtesy
- Listening to customers
- Complying with NDIS registration and with all relevant law requirements
- Keeping customer information private and confidential
- Providing required notice to the customer if the Accommodation Agreement needs to end
- Providing change of Hume contact details
- Maintaining insurance requirements – workers compensation, public liability, professional indemnity, home, and contents insurance.
- Providing information about managing complaints or disagreements
- Listening to customer feedback and resolve problems quickly
- Assisting the customer should there be a need to replace the SIL Provider
- Complying with all other standards, guidelines, and codes of conduct as applicable
- Providing invoices and bills in ways that the customer asks for
- Fulfilling obligations to workers and other people at the home under the work, health, and safety legislation

### What are the customer's responsibilities under the Accommodation Agreement?

Hume has an Accommodation Agreement with each customer outlining the responsibilities of both the provider and the customer.

The customer's responsibilities include.

- Paying the rent on time
- Treating the SDA Provider, their staff and contractors with courtesy and respect
- Using the home for residential purposes only and not for any other purposes (including any illegal purpose)
- Not intentionally damaging their bedroom or any other part of the home
- Respecting other customers and their right to treat the house as their home
- Notifying Hume of any maintenance or repair work that needs to be done at the home
- Notifying Hume if they are planning any holidays or other absences (more than 7 days)
- Providing Hume with the required notice if they need to end the Accommodation Agreement (60-day notice period)

### More information

Hume has more information available for customers about living in their home.

These include easy read fact sheets on.

- Your Accommodation Agreement
- Communicating your way
- Rights and Responsibilities
- Finding the right home for you

If you would like assistance in understanding these fact sheets, please let us know.

We can work with you to communicate using a method that best suits you, including interpreter services, sign language, visual aids, or assistive technology.

You can contact us

- In person at one of our offices
- In writing
- By phone – 1800 004 300
- By email at [SDAenquiries@humehousing.com.au](mailto:SDAenquiries@humehousing.com.au)
- By Hume's website [www.humehousing.com.au](http://www.humehousing.com.au) Through our online chat function
- By WhatsApp on (02) 9722 4300

Hume office locations

**Fairfield:** 7 Hamilton Road, Fairfield NSW 2165

**Parramatta:** Level 4/79 George Street, Parramatta NSW 2150

**Maitland:** 464 High Street, Maitland NSW 2320

**Raymond Terrace:** 46 William Street, Raymond Terrace NSW 2324