

## POLICY 4.3 – SUPPORTED INDEPENDENT LIVING (SIL) AND TENANCY

### Scope

This policy applies where Wonderland Community Services (WCS) provides support to participants living in WCS rented accommodation through Supported Independent Living (SIL) or In-Home Care (IHC).

### Policy Statement

WCS is committed to providing clear, fair, and respectful tenancy arrangements for participants living in SIL or IHC settings, ensuring compliance with the NDIS Practice Standards (2021) – particularly *Core Module: Rights and Responsibilities, Provision of Supports Environment, and Supports in Daily Life*.

This policy promotes participant dignity, choice, and safety while maintaining legal and ethical tenancy practices.

### Rental Agreements

- WCS will provide a written rental agreement to participants that clearly outlines the responsibilities of both WCS and the participant.
- The rental agreement will be explained verbally to the participant, ensuring they understand their rights and obligations and have the opportunity to ask questions or provide feedback.

#### Responsibilities of WCS include:

- Acting in accordance with Australian Commercial Law*
- Rents charged are within the participant's capacity and WCS warrants that it will act fairly and ethically in all financial dealings.*
- Provision of rental agreement*
- Provision of any agreed house rules for tenants in common*

### Participant Concerns Regarding the Dwelling

- Information will be provided on how participants can communicate concerns about the dwelling.
- The Key Worker will take participant concerns to the Client Care Officer or Site Manager, especially if tenancy termination is being considered, and arrange meetings to discuss these concerns.

### Managing Potential Conflicts in Shared Living

- The Key Worker will provide mediation between participants where conflicts arise.
- If mediation is not acceptable, Coordinators of Support (COS) for the involved participants will assist with conflict resolution.
- If issues remain unresolved, participants will be advised of their right to contact their Coordinator of Support or access advocacy services, as suggested by the Client Care Officer.

### Changes to Participant Circumstances or Support Needs

- Any changes will be agreed upon and communicated promptly.
- The Key Worker will liaise with the Client Care Officer to determine what information should be shared with care staff or external parties in consultation with the participant.

### Shared Living Arrangements and Filling Vacancies

- Participants will receive a clear explanation of how vacancies will be filled, with respect to each participant's needs, preferences, and circumstances.
  - Prior to moving into shared accommodation, participants will:
    - i. Meet and get to know potential housemates in a neutral setting to discuss shared living possibilities.
    - ii. Have the opportunity to trial living together using Short-Term Accommodation (STA) or Medium-Term Accommodation (MTA) funding (where available) to assess suitability and sustainability.
    - iii. Be offered a short-term (one-month) lease agreement to further trial the living arrangement.
    - iv. Have the option to leave and seek alternative accommodation if the arrangement is unsuitable.

### Managing Behaviours of Concern That May Risk Tenancy

- Behaviours of concern will be referred to the COS for assessment and, if required, referral to a Behaviour Support Practitioner.
- Tenancy rules will be reiterated within the rental agreement.
- Alternate accommodation options will be considered if the tenancy is at risk, with immediate support available to participants feeling unsafe, including STA accommodation support coordinated by the COS.

### Rent and Utilities Charges

- Participants will be provided with a clear, printed statement detailing all rent and utilities charges, including:
  - Yard maintenance
  - Electricity
  - Gas
  - Internet
  - Cleaning and cleaning materials
- Where additional participants move into the property, any justified rent reductions will be communicated.
- It is acknowledged that WCS may be financially out of pocket until the property reaches full occupancy.

### Legislative and Standards Compliance

This policy aligns with the following key standards and legislation:

- **NDIS Practice Standards (2021):**
  - *Core Module: Rights and Responsibilities* – ensuring participant understanding and agreement to tenancy terms.
  - *Provision of Supports Environment* – maintaining safe, comfortable, and responsive living environments.
  - *Supports in Daily Life* – addressing participant preferences and needs in tenancy arrangements.
- **Australian Consumer Law** and relevant tenancy legislation.
- **NDIS Code of Conduct Rules 2018** – ensuring ethical and fair treatment of participants.

DATE	PERSON/S	DETAILS
12.08.2025	Becci Fazldeen	Review and update
16.07.2025	Toni Megihan	Review and update
06.03.2024	Bronwyn McMullen	Review and update
18.11.2021	Toni Megihan	Policy created

