

1 Purpose

- 1.1 The purpose of this policy is to clarify Hume Group's specialist disability accommodation (SDA) rent payment process and to define what the payments cover.
- 1.2 The policy is also designed to support a Participant's tenancy over their home environment and to inform them of their rights and responsibilities regarding SDA rental payments.

2 Policy Statement

- 2.1 Hume Group will charge rent for accommodation services as per the Accommodation Agreement with the Participant. Hume Group will inform Participants of their rental payment requirements.
- 2.2 This policy defines the time frames, payment options, handling of rent increases and accounting processes. Participants are informed of rent increases following appropriate legislative requirements; they are provided the right to express their opinion regarding this matter.
- 2.3 Hume Group will not accept goods in place of rent payment.

3 Procedure

Collection of rent

- 3.1 Hume Group will not collect rent more than fourteen (14) days in advance.
- 3.2 Payments will be made to Hume Group on a fortnightly basis.
- 3.3 Payments will be made via cheque, cash, through electronic funds transfer including Humepay and Centrepay deduction.
- 3.4 Participants are required to apply to Hume's Senior Manager - HPWD if they wish to undertake any other payment method.
- 3.5 While the SDA payment from NDIA is attached to a Participant, it may be paid directly to Hume Group and this will be reviewed on an individual basis.
- 3.6 Benchmark prices are expressed as a price per Participant by the National Disability Insurance Agency (NDIA). The agency assumes Participants are in receipt of the Disability Support Pension, and that Reasonable Rent Contribution excluding board is:

For people on a Disability Support Pension

- 25% of the basic rate of the Disability Support Pension or equivalent
- Plus 25% if in receipt of a youth disability supplement
- Plus 100% of any eligible Rent Assistance

For people not on a Disability Support Pension

- 25% of the basic rate of the Disability Support Pension
- Plus 100% of any eligible Rent Assistance.

- 3.7 The benchmark prices will be automatically adjusted when the Disability Support Pension payment rates are changed. Therefore, Hume Group will monitor and record payments against the Participant.
- 3.8 As per the Accommodation Agreement, Hume Group will seek the SDA payment from the NDIA in accordance with the relevant NDIS rules, guidelines and terms of business or Hume Group will seek payment for Continuity of Support (COS) from the Commonwealth Department of Health.

Absences of Participant from SDA

- 3.9 If the Participant is temporarily absent from the SDA property for a period, up to a maximum of 60 days, the Participant is required to tell Hume Group and the Participant is still required to make the rent payments.
- 3.10 If the Participant is absent from the property for a period in excess of 60 days, then NDIA will stop paying the SDA Payment and the Accommodation Agreement will end on the last day covered by the SDA Payment.

4 Receipts for rent

- 4.1 All payments will be provided a written receipt within two (2) weeks.
- 4.2 Receipts can be sent to a Participant using an email address or postal address the Participant has provided.
- 4.3 Rent receipts must show the following:
- Name of the Participant
 - Address of the rented property
 - Date rent was paid
 - Amount of rent paid
 - The period which the rent covers.

5 Records of payment

- 5.1 A record of all payments will be maintained for a minimum of seven (7) years.
- 5.2 Payment statements can be requested by a Participant, guardian or administrator.
- 5.3 A statement or record of payment will be forwarded within two weeks of the request.

6 Rent Review

- 6.1 In the event of a rent increase, Hume Group will provide at least twenty-eight (28) days' notice in writing to the Participant, their guardian or administrator. This increase can only occur after six (6) months and in intervals of six (6) months.
- 6.2 Hume Group will review rents every six (6) months to determine if an increase is required to maintain the viability of the SDA.

7 Excessive rent

- 7.1 If a Participant receives a written notification of a rent increase and views the rental increase as excessive, the Participant, guardian or advocate can request a review in terms of the Hume Group [Compliments, Complaints and Appeals Policy](#).
- 7.2 If the Participant, guardian or administrator is still unsatisfied, a complaint can be lodged with the NDIS Quality and Standards Commission.

8 Other charges

- 8.1 Hume Group will not charge a rental bond for SDA.
- 8.2 Hume Group will not demand, or receive, any guarantee for the performance of duties under the Accommodation Agreement.
- 8.3 Hume Group will not charge for preparation, continuation or renewal of an Accommodation Agreement.
- 8.4 Hume Group will not demand, or receive from the Participant, a charge or indemnity for the first issue of a rent payment card or establishment and use of direct debit. Any applicable bank charges are to be paid by the Participant.
- 8.5 Hume Group will undertake all costs linked to the installation of electricity, water, gas, oil supply service, sewerage and drainage.
- 8.6 Hume Group will not seek overpayment for the utility charges and will seek only the amount owed.
- 8.7 The Participant may be required to make additional payments to the SIL Provider in terms of the agreement with the SIL Provider

9 Definitions

Accommodation Agreement - the agreement entered into between the Participant and Hume Group setting out the responsibilities of both parties

Employee – a person employed by Hume Group

HPWD – Housing for People with Disability Team within Hume

Hume: Hume Community Housing Association Company Limited

Hume Group: the corporate structure that includes Hume and Subsidiaries as created from time to time

NDIA – National Disability Insurance Agency

NDIS -National Disability Insurance Scheme

Participant - people who are eligible to access the NDIS

SDA Payment – SDA funding provided for a Participant directly by the NDIA

Subsidiary means a company in which Hume is the sole member or owns all or at least a majority of the shares.

Supported Independent Provider (SIL) Provider or Service Provider – The SIL Provider is the service that provides staff to support the NDIS participant in their home. The SIL Provider may help the participant with meals, personal hygiene, friendships and accessing the community.

Specialist Disability Accommodation (SDA) - the dwelling for a Participant, which is approved as SDA by the NDIA but does not include supports delivered to the person while the person is living in the accommodation (i.e., health, clinical, behaviour care or assistive technology).

10 Related documents

- SDA Accommodation Agreement
- NDIA Price Guide
- [Your Accommodation Agreement Fact Sheet](#)
- [Rent Assistance Fact Sheet](#)
- [Rent Reviews Fact Sheet](#)

11 References

- [Disability Services and Inclusion Act 2023](#)
- [NDIS Act 2013](#)
- [Residential Tenancies Amendment \(Review\) Act 2018](#)
- [Residential Tenancies Regulation 2019](#)
- [Privacy Act 1988](#)
- [Work Health and Safety Act 2011](#)
- [NDIS Standards and Quality Indicators 2021](#)
- [NDIS \(Specialist Disability Accommodation\) Rules 2020](#)

Hume Group Policies and Procedures

- SDA Management Manual
- Participants Rights and Responsibilities Policy

12 Approval and Review

Approval and Review	Details
Approval Authority	Board
Policy Owner	Chief Operating Officer
Next Review Date	01/09/2027
Policy History	Details
Original Approval Authority and Date	Board