**Memorandum of Understanding**

**[INSERT] Housing and Support Project**

This Memorandum of Understanding (MOU) commences on [DATE] (Effective Date)

Parties:

**SUMMER FOUNDATION LTD** ABN: 90 117 719 516

of Level 3, 991 Whitehorse Rd, Box Hill, Vic 3128

And

**[NAME OF ORGANISATION]** [ABN xx xxx xxx xxx]

of [ADDRESS, SUBURB, STATE, POSTCODE]

Background:

1. The Summer Foundation is establishing, refining and evaluating a housing and support project in [SUBURB] to demonstrate an alternative option for young people to living in an aged care facility.
2. Building on the lessons from the first demonstration projects in Abbotsford Victoria and the Hunter New South Wales, the aim of this project is to demonstrate how the model is sustainable in an NDIS funding environment. (Schedule 1 sets out more details about the Project, its objectives and the broad support service model framework.)
3. [DISABILITY SUPPORT PROVIDER] has been selected by the Summer Foundation to collaborate in the establishment, provision, development and refinement of the support model for the first two years of the project. Support will be provided to tenants in the [NO. OF APARTMENTS] project properties all located within the one apartment development. These tenants are anticipated to move in progressively, rather than all at one time.
4. Funding for the support services provided directly to tenants by [DISABILITY SUPPORT PROVIDER] will come from the NDIS and other government funding programs, or the tenant’s own resources. There is no payment provided by the Summer Foundation for any direct or indirect activities or services provided by [DISABILITY SUPPORT PROVIDER] as part of this project.

**The parties agree as follows:**

1. Mutual intentions
   1. This MOU has been created in and defined by a spirit of collaboration, with this collaboration underpinned by shared values and a shared commitment to achieve the project outcomes.
   2. The Summer Foundation and [DISABILITY SUPPORT PROVIDER] will at all times during the term of this MOU use their best endeavours to work in line with the following principles:
      1. **Effective collaboration**: engage in clear and open communication in a way that demonstrates mutual trust and respect for each other;
      2. **Supporting model evolution**: work to support the ongoing refinement of the support model (including design features and technology) in an NDIA context in response to insights developed through reflective practice, action research and formal evaluation;
      3. **Improving outcomes for tenants**: working to achieve positive outcomes for tenants (and their families as relevant) through building capability for living independently in a sustainable way;
      4. **Supporting evaluation and knowledge translation**: active participation in evaluation processes to share insights and inform and influence future service and program development.
   3. During the term of the MOU the Summer Foundation and [DISABILITY SUPPORT PROVIDER] will:
      1. act professionally and ethically;
      2. comply with all applicable laws;
      3. not make any statement or representation which is untrue, incorrect or incomplete in any material regard;
      4. not intentionally do anything which is or may prejudice the collaboration formed by, or the objects of this MOU.
2. Status of this document
   1. This document is intended to record the mutual intentions of the parties and except as expressly provided in this clause, it is not intended to create binding or enforceable rights or obligations between the parties.
   2. The parties agree that clauses 4, 5, 6, 7, 8, 9, 10 and 11 are legally binding on the parties and create enforceable rights and obligations between the parties.
3. Roles and services
   1. The details of the project are set out in Schedule 1 and this provides important context for the roles outlined in this MOU of the Summer Foundation and [DISABILITY SUPPORT PROVIDER].
   2. Within the context of this MOU the Summer Foundation is responsible for:
      1. Establishment of the [PROJECT NAME] Housing and Support Project;
      2. Obtaining initial NDIA [LOCAL] office support for the establishment of the project and for implementation of NDIA processes to support the success of the project;
      3. Making available to project tenants at an affordable rent (25% of income and 100% of Commonwealth Rental Assistance) [NO. OF APARTMENTS] fully accessible and adaptable apartments with capacity for smart home technology in the [NAME OF DEVELOPMENT in [SUBURB, STATE];
      4. Initial identification and screening of suitable tenants;
      5. Nomination of tenants for final approval of acceptance into project by [DISABILITY SUPPORT PROVIDER] and the NDIA [LOCAL] Office;
      6. Provision of a suitable on-site apartment to be used as a hub for [DISABILITY SUPPORT PROVIDER] support staff;
      7. Engagement of a professional property and tenancy manager for the [NO. OF APARTMENTS] project units;
      8. Establishment of a project working group to bring all key organisations involved in the project together to support information sharing, communication, co-ordination, project monitoring, problem solving and refinement of the project model;
      9. Commissioning the project’s evaluation and strategies to inform and influence others to establish similar projects.
   3. Within the context of this MOU [DISABILITY SUPPORT PROVIDER] is responsible for:
      1. Providing core supports to all tenants of the project, with the specific support elements to be provided determined by the best outcomes for tenants. The supports provided need to enable [DISABILITY SUPPORT PROVIDER] to have a deep understanding of each tenant’s needs and the ability to proactively monitor and manage any issues affecting achievement of successful tenant outcomes;
      2. Providing timely support to selected tenants to prepare for their NDIA planning process;
      3. Providing a range of transition support to tenants to prepare for their move in, settle into their new home, and plan for their engagement in their local community;
      4. Providing services in a manner consistent with the objectives of the Project as outlined in Schedule 1 and specifically in alignment with the Support Model Service Framework outlined in Table 1 of Schedule 1;
      5. Developing and refining an effective 24-hour support model for the project, and negotiating the funding for this model with the NDIA. This service is to be provided on site at the commencement of the project;
      6. Developing expertise in the technology options included in the project and pro-actively supporting tenants to use available technology to support enhancement of their capacity for independent living;
      7. Work collaboratively with other organisations as required to support achievement of successful outcomes for tenants;
      8. Establish an effective quality management and quality improvement system including formal reporting to the Summer Foundation as per details outlined in Schedule 2 of this MOU;
      9. Actively participating in the project working group;
      10. Contributing to the action research and formal evaluation activities of the demonstration project relating to the design of units, technology and support model approach, as well as tenant and project outcomes and other project related issues.
   4. In the context of this MOU the Summer Foundation and [DISABILITY SUPPORT PROVIDER] will:
      1. Identify key contacts for managing the organisational relationships under this MOU with each party to inform the other each within a week of any changes made to these key contacts;
      2. Work judiciously and collaboratively to address any significant risks or challenges for tenants in the Summer Foundation units being able to live safely, with quality of life and able to maintain their tenancies;
      3. Together identify any aspects where the NDIA funding framework and resources available in individual plans are not well aligned with achievement of the project objectives; and
      4. Meet together monthly (or as mutually agreed between the parties) to address any issues arising and discuss progress and outcomes being achieved in line with the purpose of the [NAME OF PROJECT] Housing and Support Project.
4. Licence to occupy apartment

Summer Foundation grants to [DISABILITY SUPPORT PROVIDER] a licence to occupy an apartment within the [NAME OF PROJECT] Housing and Support Project (to be nominated by Summer Foundation) for the use of [DISABILITY SUPPORT PROVIDER]’ staff in delivering support services and such licence is granted on the following terms:

* 1. The licence is only for the purposes of carrying out the services referred to in this MOU.
  2. [DISABILITY SUPPORT PROVIDER] must keep the apartment clean, tidy and in good repair and must repair any damage caused by [DISABILITY SUPPORT PROVIDER] or its agents or invitees. At the end of the licence, [DISABILITY SUPPORT PROVIDER] must return the apartment to the same condition as at the commencement of use and occupation, except for fair wear and tear.
  3. [DISABILITY SUPPORT PROVIDER] is responsible for safety and security in the apartment, and without limiting the generality of that obligation must:
     1. establish, maintain and comply with appropriate emergency safety and security procedures;
     2. comply with all laws and good practice relating to health and safety;
     3. do all things prudent and necessary to protect people and property in the apartment; and
     4. prevent any nuisance and unreasonable noise and disturbance to other occupants or visitors in the building.
  4. [DISABILITY SUPPORT PROVIDER] releases Summer Foundation from and in respect of all claims it may have against Summer Foundation in relation to any and all death or injury suffered, or loss and damage incurred, howsoever resulting from, or in connection with its use and occupation of the apartment, except to the extent caused or contributed to by the negligent act or default or breach of this agreement by Summer Foundation or its agents.
  5. [DISABILITY SUPPORT PROVIDER] indemnifies Summer Foundation against all claims made against Summer Foundation, and costs and liability incurred by Summer Foundation in connection with, or as a result of death or injury suffered, or loss and damage incurred, as a result of, or in connection with [DISABILITY SUPPORT PROVIDER]’ use and occupation of the apartment, except to the extent caused or contributed to by the negligent act or default or breach of this agreement by Summer Foundation or its agents.
  6. Summer Foundation is not required to give [DISABILITY SUPPORT PROVIDER] use of the apartment unless and until Summer Foundation is satisfied that [DISABILITY SUPPORT PROVIDER] has in place a suitable insurance policy against public liability in respect of the apartment such policy which must name Summer Foundation as an interested party and be otherwise acceptable to Summer Foundation in all respects.
  7. [DISABILITY SUPPORT PROVIDER] must pay Summer Foundation a licence fee of $520 per annum for the licence (upon invoice) and must pay or reimburse Summer Foundation for all utilities consumed at the apartment during the term of the licence.
  8. The licence granted under this MOU ends on the day that this MOU ends.

1. Confidentiality
   1. In this clause, unless the context otherwise requires:
      1. **Confidential Information** of a party means all information in whatever form (including, verbal information, or information recorded on paper or by electronic means) relating to that party which that party indicates, or which by its nature, is confidential. However, it excludes information which is already in the possession of that party or which becomes known or generally available to the public – except if this happens because of a breach of this document (in which case it remains Confidential Information) or which that party independently develops;
      2. **Disclosing Party** means, in relation to particular Confidential Information, the party whose particular Confidential Information is disclosed;
      3. **Prescribed Purpose** means the fulfillment of this MOU;
      4. **Receiving Party** means, in relation to particular Confidential Information, the party who receives the particular Confidential Information from the other party;
      5. **Representative** means, in relation to a party, its agents, contractors, directors, employees, volunteers, subcontractors and officers.
   2. The parties agree that they and their representatives:
      1. will not disclose, without the consent of the Disclosing Party, any Confidential Information to any person other than in the circumstances described in clause 3.3;
      2. will not use or reproduce, without the consent of the Disclosing Party, any of the Confidential Information for any purpose other than the Prescribed Purpose;
      3. will establish and maintain effective security measures to safeguard all Confidential Information from unauthorized access, use, copying, disclosure, damage or destruction; and
      4. will take reasonable steps to enforce the confidentiality obligations under this MOU.
   3. The parties may disclose the Confidential Information of the Disclosing Party in connection with the Prescribed Purpose to their Representatives who, prior to the disclosure of any Confidential Information:
      1. have specific need to access the Confidential Information for the Prescribed Purpose; and
      2. have been informed by the Receiving Party that they owe a duty of confidence to the Disclosing Party.
   4. The Parties shall use their best endeavours to ensure that none persons to whom Confidential information is disclosed in accordance with any clause of this MOU do or omit to do anything which, if done or omitted to be done by the Parties, would constitute a breach of the parties’ obligations under this MOU.
   5. All parts of *this* clause survive the termination of this MOU.
2. Relationship of Parties
   1. Summer Foundation and [DISABILITY SUPPORT PROVIDER] agree that:
      1. Nothing in this MOU constitutes either party as agent or partner of the other, or creates any agency or legal partnership for any purpose whatsoever;
      2. Except as otherwise specifically provide for in this MOU, a party shall not have any authority to act for, or to create or assume any responsibility of obligation on behalf of, any other party.
3. No assignment

A party shall not assign any right under this MOU.

1. Finances

The parties acknowledge that each party will bear its own costs in relation to this MOU or anything arising out of this MOU (unless they agree otherwise).

1. Dispute and Termination
   1. Disputes
      1. Should a serious dispute arise, the party who considers there is a dispute needs to notify a senior manager in the other party in writing;
      2. Following the notification of a dispute the parties must together use their best efforts to resolve the dispute within 8 working days from the notice of the dispute being provided;
      3. If the dispute is not resolved it will be escalated to the CEOs of the two organisations who have a further 8 working days to resolve the dispute;
      4. If the parties are not able to resolve the dispute within the timeframes, they will engage a mutually agreed expert to assist in negotiating a resolution to the dispute.
   2. Termination
      1. Either party may terminate this MOU at any time by written notice of three months to the other party;
      2. Through a dispute process or termination of the MOU the parties will continue to work together to minimise any negative impact on project tenants, the other parties involved in the Project and the overall Project intention.
2. Term of the agreement
   1. This agreement will be in place for a two years period, starting on the date of [DATE].
   2. Six months prior to the end of this agreement the Summer Foundation will start a process with tenants, [DISABILITY SUPPORT PROVIDER] and others as considered appropriate to review future support arrangement options for the project within an NDIA context.
3. Variation of MOU

Summer Foundation and [DISABILITY SUPPORT PROVIDER] agree that any variation to this MOU must be in writing and signed by both parties.

EXECUTION PAGE

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| **SIGNED** on behalf of **Summer Foundation Limited ACN 117 719 516** by its authorised officer in the presence of: | )  )  ) |  |
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| Witness |  | Witness full name |
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| **SIGNED** on behalf of **[DISABILITY SUPPORT PROVIDER] Limited ACN xxx xxx xxx]** by its authorised officer in the presence of: | )  )  ) |  |
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| Witness |  | Witness full name |
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SCHEDULE 1

Housing and Support Project Background and context

1. Introduction

The Summer Foundation is developing an innovative housing and support model in [SUBURB, STATE]. This project is building on the many insights and learnings from the Abbotsford and Hunter Demonstration Projects.

The project in the [LOCATION] is being established to demonstrate and refine a new housing and support option that provides an alternative to aged care facilities for young people with complex support needs. The model will be formally evaluated and learning’s documented to support others to replicate the model. Ultimately we are working to demonstrate that:



The [NAME OF PROJECT] Housing and Support Project will provide a new housing opportunity for [NO. OF APARTMENTS] people with significant disabilities in a [NO. OF UNITS]-unit apartment development located close to shops and services. The use of technology and accessible and customisable design are core features of the model.

The [NAME OF PROJECT] Housing and Support Project model aligns well with the aspirations for the NDIS. There is a real opportunity to collaborate in this innovative demonstration project and contribute to implementing and refining a new housing and support model that provides new options for people with significant disabilities and complex support needs.

There are five interrelated aspects that together are considered critical to the success of the [NAME OF PROJECT] Housing and Support Project and its ability to deliver the anticipated results.

1. Tenants with a strong desire to live more independently
2. Centrally located housing that is designed to be accessible, have customisable features, and incorporates smart home technology
3. Support model and practice approach focused on supporting participants build their capability for a more independent and included life in line with their personal goals.
4. Action research approach combined with formal evaluation
5. Knowledge translation and dissemination to encourage others to learn from the demonstration model and replicate the model
6. Project focus - supporting living independently in your own home

The [NAME OF PROJECT] Housing and Support Project involves independent living in your own home in an apartment development with full tenancy rights as well as responsibilities. There is a very strong focus on supporting people to:

* Live their life with as much autonomy and independence as possible
* Have as much control over their home environment as possible
* Have a home environment that can support maintenance of family roles and contact with friends and family
* Be connected with others and included in the community as fully participating citizens

1. The tenants

The prime target group for the [NAME OF PROJECT] Housing and Support Project is people:

* aged 21- 55 with acquired or late onset disabilities; and
* in, or at risk of entry to, residential aged care, and
* who are seeking to develop their capacity for more independent living.

Project participants can either live alone or with their family or a friend. It is anticipated that some prospective tenants may still currently be living with family or in shared supported accommodation as well as in rehabilitation facilities and residential aged care.

The project is seeking to include participants with a range of disabilities including acquired brain injuries, spinal injuries and progressive neurological conditions such as Multiple Sclerosis.

The Summer Foundation is working with a panel consisting of an independent occupational therapist and, [DISABILITY SUPPORT PROVIDER] (appointment support provider for project) and in consultation with the NDIA to identify and approve suitable tenants for the project.

Consistent with the focus on supporting independence, people wanting to be considered for the project (amongst other criteria) need to demonstrate the following:

* A strong desire to live independently and willingness to take responsibility for achieving this
* Willingness to use any technology that is provided to support and enhance independence
* Capacity to successfully live in an apartment development in close proximity to multiple neighbours
* Ability to understand and fulfil personal responsibilities (with support as required) associated with being a tenant with a Residential Tenancy Agreement
* The location is appropriate for the person – either supporting ongoing connection with family, friends and interests or is a suitable location to build a more independent lifestyle
* Willingness to actively participate in the evaluation of the project

1. The apartments

The [NAME OF PROJECT] Housing and Support Project has [NO. OF APARTMENTS] accessible apartments for people with disabilities. The characteristics of apartments are varied and can provide housing for people in the target group living in a range of different household circumstances as follows:

* [NO.] ground floor apartments with direct street access from the apartment with one accessible bedroom and a second smaller room for a study, storage area, or family or friends staying over
* [NO.] larger apartments with 2 bedrooms, including one with two fully accessible bedrooms; these are suitable for people living alone or with a family member, such as partner or child, or a friend
* [NO.} large apartments with 3 bedrooms, creating the opportunity for people to live with a number of other family members if their current housing circumstances (for example lack of accessible design, lack of technology) places them at significant risk of needing to move away from their family

Two of the apartments will be used as display units for an initial 6 months.

A one-bedroom unit is available for use as a hub for support staff. The contribution of the support provider organisation to the outgoings associated with this unit will be determined through discussion with the selected provider.

1. Overview of the project support model

The orientation of the support approach is to support tenants to develop their capability to live with as much independence as is possible, and encourages and facilitates the tenant to build a life that is meaningful to them and engaged with others.

The location of the housing (close to services and community resources), the accessible and customisable features of the housing, and the technology are all important elements that support a tenant to live with greater independence. In order to maximise the positive impact of these features the support approach needs to encourage and support tenants to make full use of the opportunities provided through the location, design and technology incorporated into the housing.

It is anticipated that each tenant will receive individual support in line with the goals of their individual plan. A key source of funding for this is anticipated to be from the NDIS and will be varied for each person, based on their individual priorities and needs. More specialist (such as health) or mainstream supports are also anticipated to form part of many plans.

The support model for the [NAME OF PROJECT] Housing and Support Project includes access to 24-hour support in emergencies and when urgent unplanned assistance is required and in the initial stages of the project this will be provided form an onsite location. Unplanned assistance can include direct support as well as indirect support such as a discussion over the phone about how to resolve an issue.

A support partner will be appointed to the project across the first two years of the project. ([DISABILITY SUPPORT PROVIDER] has been appointed to this role.) Tenants will be involved in determining support arrangements following the initial two-year project establishment phase.

A support model service framework (Table 1) sets out the core elements of the approach that is expected to underpin provision of support. The Summer Foundation and [DISABILITY SUPPORT PROVIDER] will collaboratively review this framework and make any adjustment as required in light of development of the model.

Key elements of the support model

The following provides additional information about a number of specific elements of the support approach and arrangements to be implemented in the [NAME OF PROJECT] Housing and Support Project. These elements have all been refined through the and and Hunter Demonstration Projects and they will be further tested and refined in the [NAME OF PROJECT] Housing and Support Project. Some adaptations of elements have been anticipated given the new NDIA funding environment where all funding is provided though individual packages.

Intensive transition and inclusion support

A central part of the approach to supporting people in the Abbotsford and Hunter Demonstration Projects that have been developed by Annecto & Ability Options is that of providing specialised transition and inclusion support through at least the first two years of a participant’s time with the project. This is a skilled and professional role that is highly flexible and focused on supporting each person in a manner appropriate to their circumstances and aspirations; the role also have a strong focus on proactive solution seeking when challenges arise.

The core features of this role:

* Facilitates individual planning and review (including transition planning)
* Facilitates establishment and maintenance of circles of support and personal networks
* Works with the participant and others providing key supports to the participant
* Assistance to build capability of individuals and important others to strengthen self direction
* Facilitate community connections and partnerships
* Builds and maintains relationships with specialist supports and other service providers e.g. allied health

This role is a lynch pin of the service model in the initial two year phase of the project. Transition planning work with the tenant started 3-6 months in advance of a tenant’s move. The focus was on working with the tenant and their support network to plan how all aspects that need to be in place to support the tenant to successfully move to their new home come together in a coordinated way.

Intensive transition and inclusion support continued while the tenant settled into their new home. The focus in this phase has been on working to support each tenant to think through the strategies and capabilities they require to implement their individual life plan and build their capability for living as independently as possible. Tenants have been supported to identify any practical or other assistance they might need with things that that are important to them e.g looking for volunteering opportunities, reconnecting with friends.

In the Abbotsford and Hunter Demonstration Projects the role and approach has been found to be central to the success of the project in:

* Supporting participants to set clear goals based on their considered views about what they want to achieved in their new home
* Continuing to support participants to build their capability in central aspects important to living more independently in a sustainable manner.

While a core set of consistent principles and practices always underpin the approach, the specific focus of this role changes through the various stages of the initial two years of the participants involvement with the project. While the length of a stage will vary between participants, and there can be some overlap between stages, conceptually the stages can be understood as follows.

* **Planning to move to a new home**: typically around 3-5 months

In this stage the focus is on supporting people to plan for moving to their new home including working with participant to identify aspects such as:

* + What opportunities does this new home give me?
  + How do I want to live my life in this new home?
  + What needs to happen for me to move to my new home?
  + How do I want to be supported?

The focus of the work with support networks varies in this stage depends on whether the person has a strong family/support network or limited support network. Where the person has family and close supports, then part of the role may well need to be supporting them to manage any anxieties that may impact on achieving a successful transition of the participant to their new home.

This stage also includes active co-ordination of all the activities required to come together to support the person make the move including supporting participation by others (such a family, therapist, friends) in this process. The role is more intense when the person has limited family or other supports.

* **The settling in process**: 3-6 months post move

This includes attention to:

* + actively supporting participants to find ways to understand and manage their likely heightened anxiety
  + support progressive establishment of new routines
  + development of capabilities and connections with local community resources and opportunities in line with their goals.

If people are not pro-actively supported through managing any major challenges or anxieties that arise for them then the potential to support achievement of positive outcomes can become constrained.

* **Supporting ongoing capability building to pursue individual goals**: starts 3-6 months post move

This includes working with participants to:

* + build their capability for problem solving around normal and disability specific daily living challenges
  + identify what assistance they find most useful to address specific challenges
  + understand how they can get the best from their supports and sustain support arrangements, including more capably managing the relationship aspects of this where appropriate;
  + reflecting on their goals and refining them in response to changing preferences and understanding of new opportunities.

In the Abbotsford and Hunter Demonstration Projects this approach has been found particularly important for people with cognitive or behavioural attributes or mental health issues that can present obstacles to them building a positive, engaged and more satisfying life that has a focus beyond being a person with a disability.

Providing the transition and inclusion support is a skilled and professional role that is highly flexible and focused on supporting each person in a manner appropriate to his or her circumstances and aspirations. There is a strong focus on proactive solution seeking and supporting tenants strengthen their capabilities when challenges arise. Another important aspect of the role is building and maintaining relationships with specialist supports and other service providers in order to ensure an ongoing co-ordinated approach to supporting the tenant.

***Please note:*** In the [NAME OF PROJECT] Housing and Support Project in an NDIA planning and funding framework context it is anticipated that the transition inclusion facilitation role may not be a fully dedicated role due to the NDIA funding approach. However it is expected that there will be a strong investment in transition planning and support for people pre move and post move until they are well established in their new home and community.

Individual support

In the [NAME OF PROJECT] Housing and Support Project it is anticipated that each tenant will receive individual support in line with the goals of their individual plan. A key source of funding for this is anticipated to be from the NDIS and will be varied for each person, based on their individual priorities and needs. More specialist (such as health) or mainstream supports are also anticipated to form part of many plans.

Given the target group for the [NAME OF PROJECT] Housing and Support Project, for a number of tenants supporting independence will also require effective co-ordination with allied health and other health services and implementation of health and rehabilitation plans as part of day-to-day support provision. For example:

* For a number of tenants, particularly (but not only) those with an **ABI,** a concerted focus on rehabilitation to address physical or cognitive issues will be central to achieving greater long term independence
* For other tenants, the ever present threat to independence and wellbeing arising from having a “**narrow margin of health**” will require particular attention and purposeful monitoring
* For tenants with **progressive neurological conditions**, a focus on maintenance of function and mobility and/or flexible and timely adjustment of support as capacities fluctuate will be required

Building the capacity of tenants – the focus for support workers

In the project support model, support workers are expected to move beyond the traditional role of completing tasks for people with a disability. While support workers still need to undertake many practical tasks competently, their orientation needs to be on fostering a tenant’s sense of independence and supporting a tenant to direct their own life and build their capacity for living more independently. This includes supporting tenants to use the technology and the inbuilt design features so that they benefit from these. It also involves supporting people make the most of the easy access to services, transport and recreation opportunities provided by the central location of the apartments.

As indicated earlier, the role of support workers will include implementation of components of rehabilitation or health plans; implementation of these plans is anticipated to be central to supporting a number of tenants live independently in their own home on a sustained basis.

Access to 24-hour support to address emergencies and problem solving

The support model for the [NAME OF PROJECT] Housing and Support Project includes access to 24-hour support in emergencies and when urgent unplanned assistance is required. Unplanned assistance can include direct support as well as indirect support such as a discussion over the phone about how to resolve an issue.

Each tenant will have an individual support plan and support will be provided to each tenant in line with his or her plan. However, it is anticipated that given the complexity of tenant’s support needs that it will be necessary, especially in the initial stages of the project, to ensure tenants have access to support 24 hours a day to respond to emergencies and other important unplanned need for assistance. The experience from the Abbotsford and Hunter Demonstration Projects has highlighted that a tenant’s growing confidence in living independently can unravel quickly if they are not swiftly and effectively supported when confronted with events/incidents that they perceive as creating high anxiety for them.

At least in the initial phase, the model will include 24-hour access to on-site support staff. The methods for alerting staff include wall buttons, pendants or wrist watch alert devices, an alert button on a tablet or smart phone, sending a text message or making a call to the staff phone number.

There will be ongoing exploration in the [NAME OF PROJECT] Housing and Support Project of different options for providing access to 24-hour support with the project support provider expected to refine and evolve the approach. The options considered will be informed by how well tenants settle in and build their capability and confidence. Options considered will also need to be informed by an assessment of how any significant risks (including related to health) for an individual tenant can be effectively addressed.

The model provides opportunities for some efficiency in support arrangements related to access to 24-hour support because of the close proximity of the apartments to each other and the emergency communication system. However, it is important to note that the model being developed is not a new version of the traditional shared supported accommodation model. It is a model supporting people to live independently in their own home.

One support provider for the first two years

It is planned that one support provider will be appointed for the first two years of implementation of the [NAME OF PROJECT] Housing and Support Project. A process that allows for tenant involvement in reviewing the support provider arrangements beyond the first two years will be established.

In the Abbotsford and Hunter Demonstration Projects a decision was made to appoint one support provider for an initial two-year period to develop and refine the support model. This has been found to be an important factor in maintaining the integrity of the focus on supporting independence and supporting tenants build their capacity and confidence in their new living environment, including confidence with the technology. It is considered that the appointment of one organisation to provide core supports to all tenants provides the project with the consistency needed to evaluate the impact of the model in its early years. It also assists with a more streamlined ability to continue to refine the practice approach in response to feedback and evaluation findings.

The Summer Foundation has tested this aspect of the model with the NDIA and is confident that as a Demonstration Project the appointment of one support provider will be a feasible approach for the first two years.

It is expected that tenants will be involved in selecting the individual staff who will provide most of their practical and personal support in line with their individual plans. The experience in the Abbotsford and Hunter Demonstration Projects with this approach has highlighted that it provides tenants with a strong sense of control and choice. The success of maintaining strong tenant confidence in the support provider requires fine tuned sensitivity to the needs, priorities and preferences of each tenant. It also requires building respectful and robust relationships with each tenant and capacity to support constructive solution seeking when challenges arise.

1. Funding the support, equipment and modifications

The cost of individual tenant support, including access to 24-hour support, will need to be funded from mainstream disability and other support funding (anticipated to be predominantly NDIA funding).

The Summer Foundation has secured capital funding to cover the cost of installation of an emergency communication system and pre-wiring for home automation in all units. Each unit also has a number of design features that can be readily customised if needed to better support a specific tenant live with greater independence. (For example - it is possible to change the height of the kitchen bench and the bathroom basin). However, any personal equipment, individualised customisation or activation of the home automation system will need to be funded through a tenant’s individual funding arrangements.

1. Property and tenancy management

Each tenant will have an individual lease under a standard residential tenancy agreement. Rent will be set at 25% of income and 100% of any Commonwealth Rental Assistance (up to 75% of market rent) to which they are entitled. Tenants will have full tenancy rights and be expected to meet all normal tenancy responsibilities, including those associated with the Owners Corporation by laws for the building. l

Management of the properties by an experienced and independent property and tenancy manager is also a key element of the project model. [NAME OF PROPERTY MANAGER ORGANISATION] has been appointed to be the inaugural property and tenancy manager for the project.

In addition to undertaking core property and tenancy management as set out in this Agreement, the property and tenancy manager is also expected to:

* 1. Be an active and effective collaborator in implementation, evaluation and refinement of an innovative housing and support demonstration model, with a focus on, but not limited to, tenancy management aspects of the demonstration project.
  2. Work collaboratively with others involved in the Project to support project tenants to live their lives with as much independence and autonomy as possible and be included in the community as fully participating citizens.
  3. Tailor their practice approach to work in a manner that is sensitive to each tenant’s particular capabilities and disabilities (including physical, communication and cognitive disabilities) and to support achievement of successful tenancies.
  4. Develop an understanding of the specific adaptability features of the apartments and building and an understanding of the emergency communication and home automation features built in.
  5. Participate in the defects inspection process alongside Summer Foundation representative and/or their agent prior to handover of properties from the builder.
  6. Support as necessary, in liaison with others involved in the project, the process for undertaking any modification/adaptation of units required for individual tenants in close association with the tenant, any relevant allied health specialists and support staff.
  7. Participate in regular project partner meetings to collaborate on sharing insights and development of solutions to any emerging issues with supporting tenants achieve successful outcomes.

| PRINCIPLE | WHY | HOW |
| --- | --- | --- |
| 1. **Orientation of support practice in working with individual tenants** | | |
| **1. Person centred approach** | Support each person to achieve their goals in a way that works for them. | * Person centred planning, a problem solving approach and support in decision making consistent with the principles in the NDIS legislation * Individual aspirations and goals drive support * Respect of the person’s home in the approach to provision of support * Engagement of family and informal networks * Commitment to flexibility and frequent reviews of individual service and support plans * Responsive to changing circumstances * Working collaboratively with all other individuals and organisations supporting the tenant to ensure the best outcomes for the tenant |
| **2. Building capability in living independently** | Develop skills to manage own life on a sustainable basis and be in control of directing how the person is supported. | * Support is seen as ‘working with’, not ‘doing for’ * Support tenant to find their own solutions to addressing issues/challenges * Proactive support to use assistive technology to support tenant independence * Application of positive behaviour support where needed * Tenants participate in selection of their support staff |
| **3. Supporting social and economic participation** | Support tenants to take up opportunities to live as fully participating citizens. | * Support tenant to engage in activities and interests of choice * Support tenant to increase awareness of community resources and opportunities for participation * Support tenants to build the capabilities they need to take up available opportunities for participation * Work collaboratively with the tenant (and where applicable their support network) to identify any potential barriers to participation in the community (e.g physical access, attitudinal environment) and problem solve strategies to address issues |
| 1. **Support provider organisational values and expertise** | | |
| **4. Capable and experienced** | To deliver a high standard of support to ensure individual goals and needs are addressed. | * Understand needs of the target group * Experience in successfully supporting people with complex support needs to live independently in their own home * Demonstrated ability to work effectively with allied health services and enable support workers to effectively implement rehabilitation and other therapeutic plans that support and enhance independence * Active organisational interest and expertise in use of technology to support tenant independence * Effective and on going staff training and staff supervision approaches * Demonstrated ability to support tenants exercise choice in relation to taking reasonable risks in pursuit of their goals * Organisation meets all its statutory obligations * Demonstrate the corporate governance of the organisation * Formal quality improvement processes and performance monitoring systems |
| **5. Partnership and collaboration** | To achieve the objectives of establishing the demonstration model and contribute to the refinement of the model & its evaluation. | * Commitment to collaborate on evolving the demonstration project * Willing to openly reflect on and review service practice within the demonstration project with other project collaborators and evaluators * Active contribution to formal evaluation research * Professional, flexible and respectful approach to inter-organisational relationships and collaboration |

Table 1 [NAME OF PROJECT] Housing and Support Project

Support Model Service Framework

This table sets out a summary of the core elements of the service framework that is expected to guide the approach of [DISABILITY SUPPORT PROVIDER] in providing the support to tenants.

SCHEDULE 2

[DISABILITY SUPPORT PROVIDER] quality and outcome reporting

The details of this Schedule can be revised as required through mutual agreement, confirmed in writing between the Summer Foundation and [DISABILITY SUPPORT PROVIDER]

[DISABILITY SUPPORT PROVIDER] is required tocritically review their performance and have in place a Quality Assurance system that enables the Summer Foundation to monitor service provision, to ensure quality outcomes and provide opportunities for continuous improvement.

[DISABILITY SUPPORT PROVIDER] will provide the following reports to the Summer Foundation:

1. **Monthly:** 
   1. Progress on transition planning and achievement of milestones
   2. Feedback and complaints reporting
   3. Billable and non-billable hour breakdown of case coordination (collectively monthly; individually quarterly)
   4. Reporting on 24/7 support model – data of use and purpose of use
   5. Reporting on any funding issues and how they have or have not been resolved
2. **Quarterly:** 
   1. Report on any increase or reduction of direct support hours
   2. Training provided to staff
   3. Net Promoter Scores determining satisfaction across a range of areas (tenancy, service delivery, case coordination, etc.)
   4. Identifying the hidden opportunities and benefits for tenants (e.g. going out more or even going out independently – providing feedback to the Summer Foundation about the location of the units and how well located buildings can increase these opportunities)
   5. Reporting on individual tenants’ Canadian Occupational Performance Measure (COPM) – Evaluating performance and satisfaction of identified (NDIA) goals and measuring / tracking changes in the performance and satisfaction of identified (NDIA) goals over time.
   6. What’s working / not working – how we have overcome challenges both organisationally and as a project team
   7. Financial reporting of Direct Support and Case Coordination of [NAME OF PROJECT] Housing and Support Project