



Welcome Home Webinar 2 – Case Study 2

Mark and Louise

Working with a support coordinator

Mark is 40 years old. He has SDA funding to live with 1 other person in a 3-bedroom Improved Livability apartment. Mark never thought he would be able to live independently and is now desperate to move out of his family home although his priority is to remain in his local community near his family and friends.

Mark's support coordinator, Louise, refers him to the only available SDA provider in the local area even though they only offer 3 – 4 bedroom homes. She tells Mark that she will keep her eye out for other options and to think of this SDA place as a temporary arrangement.

Louise speaks to the SDA provider and assures them that even though Mark has funding for an apartment, he would be very happy to move into one of their homes.

Q. What did Mark need from his support coordinator and the SDA provider in this situation?

- A.** A confidential conversation between the SDA provider and his support coordinator about Mark's circumstances

All information sharing between a support coordinator and an SDA provider should occur with the consent of an NDIS participant:

- The support coordinator and the SDA provider should establish separate conversations with the participant to discuss their housing support needs and preferences.
 - The support coordinator should have a broad ranging conversation to establish a participant's independent living needs, preferences and goals.
 - The conversation with an SDA provider should focus on the SDA services they deliver and whether these will be suitable for meeting the housing support needs of an individual.
 - The participant should be able to nominate any additional supporters they would like to be involved in these conversations.
- All conflict of interest risks should be proactively managed by the support coordinator and the SDA provider i.e. if a participant does not have access to other supporters or the same entity is delivering support coordination and SDA
- No referral to an SDA provider should be made without the informed consent of the prospective tenant. A support coordinator should be able to demonstrate how they gain informed consent from an individual.

B. A three-way communication about the risks and options if Mark moves into the group home

A support coordinator and participant should obtain information from an SDA provider about tenancy terms and conditions and then separately assess the risks and benefits of going ahead with the tenancy. In a 'thin' market, risks and benefits may include:

- Benefit: Leaving inappropriate living arrangements
- Risk: Being stuck in housing that is not compatible with a person's needs or preferences

An SDA provider should be clear about a person's expectations and intentions for a tenancy and, in turn, be candid about their options and risks. For example, in a thin market:

- A prospective tenant who must compromise their housing preferences to accept a tenancy offer should be candid about their commitment to the tenancy – are they likely to keep looking for alternative housing?
- An SDA provider should be clear about their expectations – will they be flexible if a person wishes to terminate an SDA agreement or will they apply penalties?

C. A 6-month lease

SDA is designed to provide secure long-term accommodation. The NDIS provides other supports for people who need short or medium-term housing.

- Ideally, the tenancy conditions for SDA should reflect this intention.
- If a person's circumstances make it impossible for them to make a reasonable commitment to a tenancy i.e. 12 months, they should ideally reconsider their options with their support coordinator rather than seek terms from a provider that compromise the intention of SDA and, potentially, undermine their housing security.
- If a person wishes to make short-term tenancy arrangements, with an SDA provider, their options and any risks associated with that arrangement should be clarified and documented and the person must be supported to give informed consent to those arrangements.