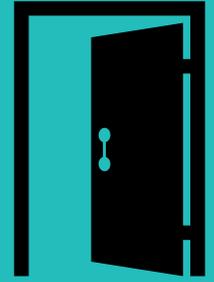




Documented Arrangements between Access4u
(National Disability Insurance Scheme Registered Specialist
Disability Accommodation Provider)
You (The Tenant)
and the Tenant's other NDIS supports



This document spells out how Access4u will support you to receive your NDIS supports in your home.

- 1) This is your home.
- 2) Access4u owns the home, or manages it on behalf of someone else.
- 3) You have a lease with Access4u. The rights and obligations between Access4u and you are written in the lease.
- 4) Access4u's relationship is with you, or through your guardianship or administrator with you.
- 5) We are separate from other NDIS supports. We don't have a legal relationship or a business arrangement with your other NDIS supports.
- 6) Only you or Access4u can stop you living in your home. Your rights and responsibilities are in your lease with Access4u.
- 7) Access4u is happy for you to live in your home as long as you want and we will support you to do that.
- 8) Access4u supports your independence and choice and control over your life.
- 9) We have no say over your choice regarding NDIS supports. It is your home and you choose who provides you with NDIS support.
- 10) You can stay with your NDIS supports or change them. You don't need to tell us if you change them, but it would help us if you could.
- 11) Your NDIS supports have access to your home as long as you wish to invite them.
- 12) Your NDIS supports have the rights and responsibilities that you give them in regard to the services they provide to you. These should be spelled out clearly in the service agreement you and they negotiate.





- 13) Access4u carries out and approves all maintenance to the house. If you need maintenance work done, you, your guardian or your NDIS supports can contact us.
- 14) We can also make modifications to your house to meet your needs. We would rather work with you to make modifications rather than you look for somewhere else to live. We will work with you to do this.
- 15) Access4u is solely responsible for filling vacancies. Your NDIS supports cannot decide who might live with you.
- 16) We're happy to take referrals for vacancies from you, your guardian, or your other NDIS supports.
- 17) Access4u will consult with you on who lives in the house. Having a say on who you live with is very important to Access4u.
- 18) Access4u's preference is that all tenants live by themselves, or with people of their choice. If that's your goal, we can work with you to make that happen.
- 19) We know that a number of our tenants live in a shared or group house.
- 20) Who you live with is important.
- 21) We will attempt to manage any problems between you, other tenants, or neighbours. That is our job and what our staff are well trained to do. We can work with your NDIS supports to work things out, but we'll always keep you informed.
- 22) We can help you if you have any issues with your NDIS supports.
- 23) If you feel threatened or unsafe, we can help. We are always here and we will work with you and you guardian to sort things out.
- 24) We will investigate any observations or allegations made to us of violence, abuse, neglect, exploitation, or discrimination.





- 25) We will report unauthorised restrictive practices to the proper authorities.
- 26) We have a complaints management and resolution system and an incident reports management system. This information was given to you when you signed the lease.
- 27) We are responsible for reporting any incidents to the NDIS Commission, and as we are also a Nationally Registered Community Housing Provider, we need to report incidents to that Regulator as well.
- 28) It is your choice whether your NDIS supports work from your home or set up an office in your home.
- 29) We will support you if you don't want the NDIS supports to have an office in your home.
- 30) We will support you if you wish to charge your NDIS supports for using part of your home as an office.
- 31) On your behalf, we can also ask your NDIS supports to contribute to the power or water they use.
- 32) Access4u has policies and procedures about your tenancy. We made you aware of them when you signed your lease.



If you have any questions, or wish to see any of our policies and procedures about your tenancy, please contact us on 1800 022 237.

Cathy Miller
Chief Executive Officer at Access4u

This document has been prepared to meet the requirements of:

- Convention on the Rights of Persons with Disabilities (CRPD)
- National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rule 2018
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- Community Housing Providers (National Law) (South Australia) Act 2013
- Residential Tenancies Act 1995