



Participant Handbook

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Under the **National Disability Insurance Scheme (NDIS)**

About GR8 Property

Established in 2004 GR8 Property evolved from a full financial services history that dates to 1989. With this history behind it GR8 Property Management is able to provide its clients a more holistic service offering through remaining well connected to the industries it evolved from. While our Speciality is Property Management you also get the benefit of access a range of services in property investment, property management, real estate, and finance.

A West Australian owned and fully independent property management business our staff and team are committed property management experts who all own property themselves, something that's not common in the industry. We believe if you don't own property yourself how can properly manage someone else's!

At the heart of everything we do are the values of our Passion Statement:

It is our Passion to gain the Trust, Friendship and Advocacy of our clients, associates and team members through growing their confidence, their wealth and their business and ensuring peace of mind by the way we do business. In doing this, our business will thrive.

Whether you are a client, associate or supplier, we exist to provide you with unbeatable service and value. We recognise that you are an equal partner in every transaction you have with us.

Contact Details

Phone (08) 9358 3400	Email admin@gr8corp.com.au	Address Unit 4/7 Gympie Way Willetton.
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Our Services

GR8 is a one-stop-shop Western Australian based property company that provides expert property management, strata management, investment solutions and finance services.

We are renowned for our exceptional customer service and commitment to our all clients and business partners. If you engage with GR8 you will be rewarded with a team that produces results.

Call us and experience a passion for service that always puts you first on 08 9358 3400 or admin@gr8corp.com.au.

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Service Quality

To deliver our services as a Registered NDIS Provider of SDA, GR8 Property must comply with the NDIS Quality and Safeguards Framework. This means we must comply with:

- the *NDIS Terms of Business for Registered Providers*, including the SDA Addendum;
- the *NDIS (SDA) Rules 2020*;
- the *NDIS (SDA Conditions) Rule 2018*;
- the *SDA Design Standard (for new builds completed after 1 July 2021)*;
- the *SDA Price Guide*;
- the *SDA Guide to Suitability*;
- the *NDIS Code of Conduct*;
- WA and local government landlord, tenancy, building and health and safety laws; and
- any other applicable laws or standards.

We must also obtain and maintain accreditation against the SDA Standards within the *NDIS Practice Standards*.

NDIS Practice Standards

The NDIS Practice Standards are quality standards that govern how Registered NDIS providers must deliver services. The Standards that relate to GR8 Property are:

Schedule 7 - Module 5 - Specialist Disability Accommodation

1. Rights and Responsibilities
2. Conflict of Interest
3. Service Agreements with participants
4. Enrolment of SDA Properties
5. Tenancy Management

GR8 Property undergoes Certification audits against these Standards every three years. Mid-term audits are undertaken every 18 months between Certification audits.

As set out in this handbook, GR8 Property is committed to delivering services in compliance with these standards and in continuously improving its service delivery. We operate in accordance with comprehensive policies and procedures, which are reviewed regularly and incorporate participant and other stakeholder feedback.

NDIS Code of Conduct

GR8 Property and its staff comply with the NDIS Code of Conduct. In providing supports or services to people with disability, GR8 Property and its staff must:

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions;
- respect the privacy of people with disability;
- provide supports and services in a safe and competent manner, with care and skill;
- act with integrity, honesty and transparency;
- promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability;
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability; and
- take all reasonable steps to prevent and respond to sexual misconduct.

Anyone can raise a complaint about potential breaches of the *NDIS Code of Conduct*. See the 'Feedback and Complaints' section of this booklet for more information.

Your Rights

GR8 Property respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting you to exercise your rights, we must comply with the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, National Disability Insurance Scheme Act 2013 and NDIS Practice Standards (2018) - Rights and Responsibilities.

In supporting you to exercise your rights, we must comply with the *United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, (Cth)*, Equal Opportunity Act 1984 and NDIS Practice Standards (2018) and *NDIS Practice Standards (2018)*.

You have the Right to access SDA that:

- promotes, upholds and respects your legal and human rights;
- respects your culture, diversity, values and beliefs;
- respects and protects your dignity and right to privacy;
- is free from violence, abuse, neglect, exploitation or discrimination;
- allows you to exercise informed choice and control;
- supports your privacy, intimacy and sexual expression; and
- allows you to live with residents who are not eligible for SDA and to choose to share a bedroom with others, where possible.

You can request GR8 Property's full *Participant Charter* from any staff member.

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Interpreting and Translation

The delivery of safe, high-quality services relies on effective communication. Where required, interpreters and translators will be made available at no cost to support your interactions with us.

Advocacy

GR8 Property fully supports your right to have an independent advocate support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff. Alternatively, you can use the Disability Advocacy Finder, which is available online at <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>.

Privacy and Confidentiality

GR8 Property values and respects the privacy, confidentiality and dignity of our participants and their families, as well as our staff. We collect, use, protect and release Personal Information in full compliance with relevant State and Federal privacy legislation.

GR8 Property will only collect information necessary for safe and effective service delivery. We will only use information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it. We will only take photos or videos of you with your full and voluntary consent.

Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law.

You may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained, we will destroy or permanently de-identify it.

Feedback and Complaints

Feedback and complaints provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by GR8 Property and is seen as an opportunity for improvement. We encourage feedback and comments on the services we provide, both positive and negative. Whether a compliment or complaint, your feedback will be treated with confidentiality and sensitivity.

Feedback, compliments and complaints can be lodged:

- directly with a staff member, either verbally or by providing a completed *Feedback and Complaints Form*,
- by email to: admin@gr8corp.com.au, or
- by phone on 08 9358 3400, or
- in writing to: Unit 4/7 Gympie Way Willetton.

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement.

All feedback and complaints will be used by GR8 Property to continuously improve our service delivery.

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Feedback and Continuous Improvement

In addition to the above, GR8 Property is continually seeking feedback on how we can improve the services we provide. This includes through satisfaction surveys, requests for feedback by staff after you interact with us and involving you in our service planning and review processes. Please feel free to provide any suggestions or ideas you have to a staff member.

Complaints

We encourage anyone with a complaint to speak directly to a GR8 Property staff member in the first instance, who will attempt to resolve the issue immediately. If the matter cannot be resolved promptly or within 24 hours, it will be escalated to GR8 Property's Managing Director.

You can use GR8 Property's Feedback and Complaints Form to formally lodge your complaint and a staff member can assist you to do this if you wish.

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

All feedback and complaints will be used by GR8 Property to continuously improve our service delivery.

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Escalating Complaints

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from GR8 Property's Managing Director, or alternatively through any of the following agencies:

NDIS Quality and Safeguards Commission

- Online: www.ndiscommission.gov.au
- Phone: 1800 035 544.

Australian Human Rights Commission

- Phone: 1300 656 419
- Online: humanrights.gov.au

WA Health and Disability Services Complaints Office

Online: www.hadsco.wa.gov.au; and
Phone: 1800 813 583.

WA Ombudsman

Phone: 08 9220 7555; and
Online: www.ombudsman.wa.gov.au.

The WA Equal Opportunity Commission (for complaints related to discrimination and breaches of the Equal Opportunity Act 1984):

Online: www.eoc.wa.gov.au;
Phone: (08) 9216 3900;
Email: eoc@eoc.wa.gov.au; and
Post: PO Box 7370, Cloisters Square, Perth, WA, 6850.

NDIS participants purchasing products and services also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. See <https://www.commerce.wa.gov.au>.

In addition, participants can contact the [Australian Securities and Investments Commission \(ASIC\)](http://www.asic.gov.au) if they have concerns regarding consumer protection in relation to finances.

Conflicts of Interest

GR8 Property requires all of its staff to declare all potential, perceived and real conflicts of interest that could impact how our SDA is delivered to you. This includes conflicts of interest relating to financial, business or personal matters, as well as any financial or business interests that GR8 Property has with other organisations.

With respect to the delivery of SDA in particular:

- All participants must be treated equally and not given preferential treatment above others.
- Staff must not influence or direct you or your supporters' decision-making, or limit your access to information, choice and control. Advice and information provided about GR8 Property's SDA and support that can be provided within it must be accurate, transparent and objective.
- Staff must support you to understand the distinction between GR8 Property's SDA and other NDIS supports delivered by other NDIS providers in your SDA home.
- You must be given the choice of the service providers who provide your supports. Regardless of which service providers you choose, we will respect and uphold all of your choice.

Conflicts of interest may occur when a staff member has a personal or business relationship with a participant (or person known to or supporting a participant) who applies to live in GR8 Property's SDA. In such cases, the conflict of interest will be effectively managed by GR8 Property while upholding the participant's choice and control over where they live.

You can request a copy of our full *Conflict of Interest Policy and Procedure* from any staff member.

Vacancy Management

GR8 Property will use a variety of ways to advertise its SDA vacancies, such as the NDIA's provider finder; local networks; its website; other websites that offer matching and exploration of vacancies by tenants; local support coordinators and their networks; and outsourcing to a real estate agent.

Should you wish to fill an advertised vacancy, you must complete an *SDA Application Form*. Applications must be submitted to the Directors, who will meet you to determine whether the vacancy can be offered to you.

GR8 Property will carefully consider applicants' likely compatibility with any existing residents, as well as the and views of those residents before approving an SDA application.

If you are offered a vacancy and accept it, an initial assessment will be undertaken to ensure your views, preferences and needs are documented and taken into account. This will be followed by preparation of an SDA Service Agreement.

Mixed Tenant Arrangements

SDA dwellings can be used in a 'mixed tenant' arrangement, together with non-NDIS residents and/or NDIS participants with a different profile and level of need. GR8 Property may also design and develop SDA to serve multiple uses, such as aged care or general housing. In such circumstances, GR8 Property will engage non-NDIS residents in a typical lessor/lessee relationship.

SDA Service Agreements

Our SDA Service Agreements meet all relevant requirements under the WA: *Residential Tenancies Act 1987* and NDIS legislation, Rules, Standards and policies.

A signed Agreement must be in place before you can move into your SDA home. We will give you a copy of your signed Agreement and keep a copy on your file. If you choose to not have an Agreement, we will still keep records relating to our Agreement with you on file.

SDA Payments and Rent

In many cases, an NDIS Participant's SDA funding will cover the rent they have negotiated with GR8 Property.

You can apply to live in a higher cost SDA type than is included in your NDIS plan, however the NDIA will not increase your NDIS plan budget to meet the higher payments on your behalf. In these cases, you can agree to pay a Reasonable Rent Contribution (RRC).

You may also choose to make Voluntary Discretionary Contributions in addition to your RRC in certain circumstances.

Depending on the circumstances, GR8 Property may also charge Board and/or Bond as part of your SDA arrangements.

More details on the above payments are provided in your Agreement and will be explained to you at the time of preparing your Agreement.

Access to Providers of Other Supports

GR8 Property will work closely with your supported independent living (SIL) and other support providers to ensure they have free access to you and your home, when you need it and to ensure that services can be provided to you and any other residents smoothly. Specific details about these arrangements will be set out in your Agreement.

Freedom from Harm, Abuse and Neglect

All participants living in GR8 Property's SDA homes have the right to live in a peaceful home environment, including when they are living with other people. Providers delivering SIL and other services to you and any other residents in your home will generally be responsible for ensuring you and your home environment are safe.

However, GR8 Property takes its residents' safety and wellbeing very seriously, and we encourage you to contact us directly if you have any concerns or are aware of a situation where harm, abuse or neglect may be occurring. We adhere to strict policies and procedures to both prevent harm from occurring, and respond to any incident that does occur, in our homes.

Conflicts Between Residents

Conflicts between residents living in the same SDA dwelling should be managed in the first instance by the residents themselves with support from SIL providers, other support providers and informal support networks where required.

As your SDA Provider, GR8 Property will involve itself to the extent agreed to in any collaborative arrangements that have been formalised in your Agreement.

Conflicts that escalate to incidents should be managed in accordance with the relevant support providers' incident management policies and procedures; otherwise GR8 Property will enact its *Feedback and Complaints* and *Participant Incident Management Policies and Procedures* where applicable.

Incidents that Impact on the Condition of an GR8 Property SDA Dwelling

GR8 Property must be made aware of all incidents that occur in its properties, as well as any damage incurred or repairs required as a result of an incident. Reporting requirements and methods are set out in your Agreement.

Where an incident involves one or more residents and impacts on the condition of an GR8 Property SDA dwelling, we will work with residents, their service providers and any other support people such as advocates or interpreters to:

- identify the cause of the damage;
- identify who is responsible for any payments required to repair the damage; and
- ensure the damage is repaired as quickly as is reasonably possible.

We will also consider whether someone's role in an incident constitutes a breach of their responsibilities under their Agreement with GR8 Property. Where this is the case, GR8 Property may elect to end the Agreement and recover damage repair costs from any bond originally paid.

Where an incident's investigation or review finds that an NDIS participant may be inappropriately

housed, GR8 Property will inform the participant, NDIA and any relevant support providers of the need to find alternative accommodation.

Continuity of Supports in the Event of a Natural Disaster or Other Emergency

GR8 Property is committed to ensuring its SDA dwellings are maintained in good order to support continuity of care.

In the event of a natural disaster or other emergency where participant safety and property are at risk, GR8 Property will work closely with providers delivering supports in its SDA homes to activate their emergency response plans. GR8 Property will also work closely with those providers, participants, families and carers, local emergency services, the NDIS Quality and Safeguards Commission and other relevant stakeholders to identify and implement alternative accommodation arrangements, where this is required.

Ending Your SDA Service Agreement

NDIS Participant Termination

You may end your Agreement with GR8 Property at any time in accordance with the provisions of the WA residential tenancy legislation. It is expected that you will make all accommodation payments until the end of the notice period, unless we agree to other arrangements in writing.

GR8 Property Termination

Before giving notice to end your Agreement for any reason, GR8 Property must arrange a meeting with you, your representatives, relevant Service Providers, an NDIS Support Coordinator and any other relevant support people to consider whether you require additional support to remain in your SDA home.

Ending your Agreement in the first two years

GR8 Property may only end your Agreement in the first two years if you:

- carry out an illegal activity within your home;
- do not pay your accommodation payments within 14 days of receiving an overdue notice;
- cease to be a Participant in the NDIS; or
- cannot be supported in the property without serious risk of harm to yourself, staff or other residents.

Ending this Agreement after the first two years

After the expiry of the first two years of your Agreement, GR8 Property may end the Agreement by providing you with 90 days' notice.