



ABLE AUSTRALIA SERVICES

Tenancy Handbook







About Able Australia



Able Australia is a not-for-profit that supports people with disability.



We've been around for over 50 years.

Our values:



Trust



Respect



Excellence



Kindness

This handbook explains your rights, responsibilities, and what we do as your housing provider.



What is Specialist disability accommodation (SDA) and Supported independent living (SIL)?



SDA = the house or accommodation you live in.



SIL = the daily support you get in that home.

- You can get **one or both** through Able.
- **SDA** = building. **SIL** = support.

Communication



We support your right to choose where and how you live.



You can ask us any questions about your home or tenancy.



Contact details are at the back of this handbook.

Your Responsibilities

You agree to:



Pay rent on time.



Use the house as a home (not for anything else).



Respect staff and housemates.



Let us know if you're going away.



Don't damage the property.



Be involved in decisions about new housemates.



Give proper notice before moving out.



Treat everyone with respect - no discrimination or violence.



Let us know if your NDIS funding changes.



Our Responsibilities

We will:



Give you a tenancy agreement to sign before moving in.



Treat you and your family with respect.



Keep the property safe and well-maintained.



Act fast on maintenance issues.



Fit the property with fire safety gear and locks.



Help you with complaints or feedback.



Make sure you're included in tenancy decisions.



Keep your info private.



Support finding good housemates and managing any issues.



Help if a SIL provider needs to change.





Conflict of interest



SDA (housing) and SIL (support) are run separately at Able.



If Able provides both, you'll have separate agreements.



Each service is managed by different teams to stay fair.

Paying Rent



- SDA is funded from the NDIS plan



- You pay a reasonable rent contribution in line with the [NDIS price guide](#).



You can pay via CentrePay or EFT.



Rent may increase once a year – you'll be notified.



If you can't pay rent, talk to us – we may be able to help.



Ending the Agreement



You must give **60 days' notice** in writing if moving out.



Able will give **90 days' notice** if we need to end your tenancy.



Shorter notice may apply in urgent or serious situations.



You must clean the house, pay rent, and take your belongings when you leave.

New Housemates



We work with you and the SIL provider to find a good match for shared homes.



Your preferences will be considered.

If There are Behaviour Concerns



We'll talk with you and your support team to find solutions.



We may suggest different housing if needed.



Repairs and Maintenance



Report issues to your SIL provider – they will let us know.

Urgency decides how quickly we respond:

	Critical	<ul style="list-style-type: none"> • Fire, major flood, no power 	Within 2 hours
	Urgent	<ul style="list-style-type: none"> • No hot water, broken lock 	Within 24 hours
	Low	<ul style="list-style-type: none"> • General repairs, painting 	Within 5 working days
	Planned	<ul style="list-style-type: none"> • Pest control, cleaning, gutter checks 	Within 30 working days



We may charge for some modifications.

Inspections and Access

We may enter your room:



- **Immediately** in emergencies.



- **24-48 hours' notice** for repairs, inspections, or to show the room to a new tenant.

Support Providers



You can choose your own SIL provider.



If not Able, we will work with your SIL provider on a Collaboration Agreement.



We help if you want to change SIL providers.



Temporary providers may be brought in for up to 90 days if needed urgently.

Emergencies and Natural Disasters



Your home has safety features like smoke alarms.



Your SIL provider has a Personal Emergency Evacuation Plan (PEEP) for you.



In a natural disaster, we'll arrange emergency housing (up to 90 days).



If your house is too damaged, we'll work with you on long-term options.

Privacy



We keep your personal and health info private.



You can choose who we share your info with.



You can take back your consent any time.

Solving Disputes



We'll work with you and your SIL provider to sort out issues.



If that doesn't work, we'll help you go to a tenancy service in your state.

Record Keeping



We keep your tenancy records for 7 years.

You can ask to see them by emailing: tenancy@ableaustralia.org.au

Pets



Pets are allowed if everyone in the house agrees.



You must agree on where the pet can go and cover all costs for it.

Feedback and Complaints

To give feedback or complain:



- Email: feedback@ableaustralia.org.au



- Call: **1300 225 369**



- Fill out the online form on our website.

You can also contact:

- **NDIA – 1800 800 110** or ndis.gov.au
- **COS Program – 1800 020 103** or visit the **Aged Care** website
- **Independent advocates** – visit: [Disability Advocacy Finder](#)

Key Contacts

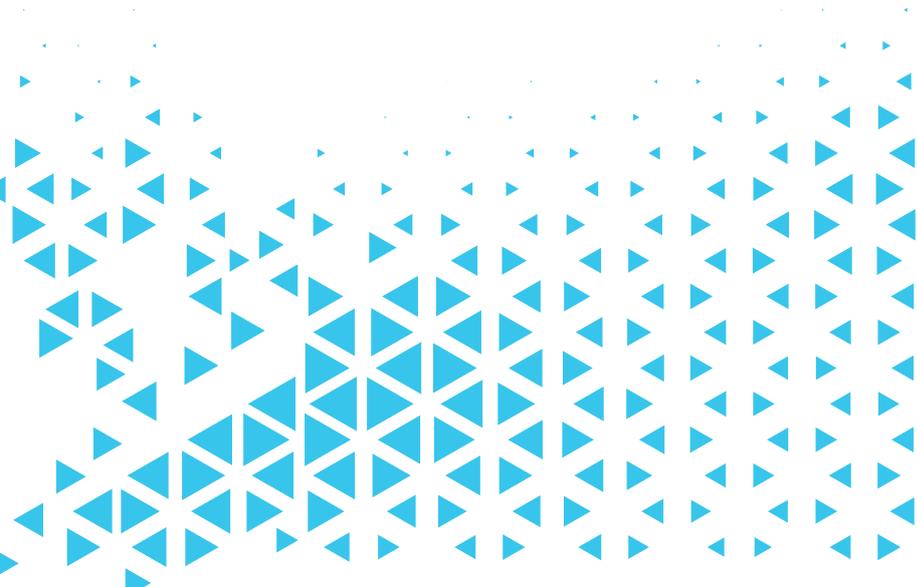
**Facilities Maintenance
Emergencies Only**

1300 068 549

Able Australia Services

1300 225 369





National Office

413 Canterbury Road
Surrey Hills VIC 3127
1300 225 369

Able Australia Services

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