# Slide one

## SDA Reference Group Meeting: Issues Facing SDA Providers

National Disability Services.

Specialist Disability Accommodation (SDA) Forum.

Exploring issues, challenges and opportunities.

8 September 2021, 2pm – 4pm Australian Eastern Standard Time.

# Slide two

## Agenda:

1. Welcome and Acknowledgement of Country by Sarah Fordyce, State Manager Victoria, NDS
2. Policy Update by Philippa Angley, Head of Policy, NDS
3. SDA Data and Insights by Joseph Connellan, Director of MC Two proprietary limited.
4. Issues identified in SDA Sector profiling interviews and social housing regulation review consultation by Heidi Cheung, Senior Policy and Projects Officer, Quality and Safeguarding, NDS.
5. Q and A
6. National Construction Code and Challenges with Tenancy Agreements by Owen Jourdian, Managing Director, Illowra Projects.
7. Q and A
8. Disability Housing Outcomes Framework by Anna Ashenden, Principal consultant at Social Ventures Australia
9. Provider perspectives by Natasha Williams, Executive General Manager, GenU
10. Q and A
11. Break out rooms: What needs to change?
12. Sharing findings
13. Close of Meeting

# Slide three

## Policy Update

Philippa Angley, Head of Policy, NDS

# Slide four

## SDA Data and Insights

Joseph Connellan, Director, MC Two Pty Ltd

# Slide five

## Welcome and Introductions

* Acknowledgment of Country:
  + I would like to begin by acknowledging the Traditional Custodians of the land on which we all meet today and pay my respects to their Elders past and present. I extend that respect to Aboriginal and Torres Strait Islander peoples here today.
* Joseph Connellan, MC Two Pty Ltd ([www.mctwo.com.au](http://www.mctwo.com.au/))
  + Joseph is a consultant who focuses on developing better housing and services for people with disability.
  + Joseph operates in all Australian States and Territories
  + MC Two provides analysis, advice and education
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# Slide six

## The Housing for NDIS Participants System

​This slide contains two diagrams.

The first diagram is a triangle which has been cut in half lengthways. The left half of the triangle has been titled ‘Housing’, while the right side of the triangle has been titled ‘Support’.

The Housing side of the triangle has been divided into a number of parts. The very smallest part of the triangle, at the very top, is labelled specialist disability accommodation (which includes robust, high physical support, fully accessible, improved liveability and basic). This shows that SDA is a very small part of the disability housing landscape. The rest of the housing side of the triangle is made up of social and affordable housing, the private rental market and homes (owned outright, with shared equity or in host arrangements/living at home in family or friend’s house).

The Support section of the triangle shows Supported Independent Living (SIL) in the smallest part of the triangle at the very top. The next section is made up of Independent Living Options and other flexible supports.

The second diagram on the slide is a pie chart. The pie chart shows the types of housing used by people with disabilities. Only 2.3% of the housing is new SDA. Existing SDA makes up 3.7% of housing. Non-SDA houses make up 94% of housing.

# Slide seven

## NDIS SDA program

* The purpose of any housing funding is to deliver:
  + Contemporary housing
  + Within budget
  + In a timely
  + In a reputable manner
* SDA program:
  + Commenced in 2015 with the SDA Pricing and Payments Framework
  + Framed around
    - Enrolling existing SDA and developing new SDA dwellings
    - Adding SDA to 28,000 NDIS participants both in (17,500) and entitled to (10,500) SDA.
  + Budget estimated at $700m.
* The NDIS:
  + Adopted an open market recurrent funding model
  + Rather than the tender approach more commonly used in housing programs

# Slide eight

## Contemporary Housing

* NDIA nominated "Contemporary Group Houses":
  + In Home and Living Consultation
  + Dwellings for two to four people (but not five resident houses)
  + With some single resident housing
* To March 2021:
  + 15,074 places in existing SDA dwellings enrolled
  + 3,220 places developed in new SDA dwellings
  + 720 places in new SDA were in five resident group homes (more than 20% of places delivered)
  + 55% of all SDA places in development are for one resident
* Conclusion: The current SDA funding mechanism is not delivering the range and balance of SDA needed to provide a contemporary housing portfolio

# Slide nine

## Within Budget

* The projected SDA annual budget:
  + To house 28,000 participants in SDA is $700m (ave $25,000)
  + To June 2021 $203.5m annual SDA funding was committed
* Growth:
  + 60% of funding for new SDA "Contemporary group houses" is above $25,000
  + 40% of SDA capacity is in development is 1 resident apartments with minimum funding $78,000
  + NDIA is flagging redevelopment of 11,000 of existing SDA on top of 10,500 additional SDA
* Topping Up:
  + NDIA is considering allowing SDA to be topped up further from Home and Living
* Conclusion: Under the current methodology, the only way to stay within the SDA budget of $700 million is to:
  + Continue restricting the numbers of eligible participants accessing SDA
  + Impede the redevelopment of non-contemporary existing stock

# Slide ten

## Timely Manner

* The NDIA has projected growth:
  + There were 17,500 in existing SDA-like accommodation
  + By 2021, 25,000 of 28,000 participants would have SDA
  + By June 2021, there were 16,033 active participants with SDA supports
* NDIA is flagging:
  + Redevelopment of 11,000 of existing SDA on top of 10,500 additional SDA
* Growth in SDA stock:
  + The growth rate is slow, with 191 participants added in the most recent quarter and 1,051 in year
* Conclusion: At the current growth rate, it will take 10+ years to house the additional SDA and a further 10 years to redevelop the SDA nominated by the NDIA as not contemporary. Thousands of participants will be inappropriately accommodated and many will remain in programs funded by other parts and levels of government.

# Slide eleven

## Reputable Manner

* Awareness:
  + NDIS Home and Living consultation is highlighting the deficiencies in the delivery of the SDA
* Mainstream Media:
  + A perception of rorting or Government overpaying may be accentuated by the reports in mainstream media about SDA investment opportunities
* Conclusion: The SDA funding mechanism represents significant reputational risk relating to failure to deliver and rorting. This risk applies to the NDIS, the NDIA, Governments, Ministers, SDA developers, investors and providers.

# Slide twelve

## Summary

After 6 years, the SDA program funding mechanism is failing to deliver:

* + **Timely Manner** Rather than the 25,000 NDIS participants in SDA, there are 16,000, less than were thought to be living in SDA like accommodation when the scheme started.
  + **Within Budget** The cost of SDA is now set to significantly exceed the projected $700m, only constrained by the development of new and redevelopment of new SDA progressing at a rate that will take decades to accomplish.
  + **Contemporary Housing** The SDA that is produced is neither all contemporary nor balanced.
  + **Reputable Manner** Once these programs deficiencies and the risks associated with investing in SDA become more public, as is happening with the current NDIS Home and Living consultation, there is a significant reputational risk to all involved.
  + **Conclusion:** It is time to review and replace the failing open market SDA funding mechanism with proven market-based housing procurement methodologies.
  + Joseph Connellan, Director MC Two Pty Ltd, email: [joseph.connellan@gmail.com](mailto:joseph.connellan@gmail.com), mobile: 0438 388 444

# Slide thirteen

## Issues identified in SDA Sector Profiling Interviews and Social Housing Regulation Review Consultation

Heidi Cheung, Senior Policy and Projects Officer, Quality and Safeguards, NDS

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## Issues Identified in SDA Sector Profiling Interviews

1. Lack of continuity and predictability with NDIS SDA and SIL fundings
2. Mismatch between NDIA price drivers for SDA and the needs of SDA participants, resulting in too many one-bed apartments
3. Complexity of the regulatory environment for SDA providers in Victoria
4. Confusion around building classes and fire safety requirements
5. Lack of clarity around SDA vs. SIL provider responsibilities
6. Tenancy options are limited, problematic and do not meet contemporary expectations
7. DHHF re-gazettal of properties results in double audits for SDA and SIL providers
8. SDA vacancy management and significant delays in NDIA communication and decision making
9. Concerns with the DFFH Collaboration Agreement with SIL providers
10. Non-registered providers can have severe implications for SDA providers

# Slide fifteen

## Social Housing Regulation Review Consultation

NDS will be making a submission to the [Victorian Government Social Housing Regulation Review](https://www.nds.org.au/news/feedback-sought-on-victorian-social-housing-regulation-review) and wants to hear from providers on suggestions on what works and what needs to change for tenants and people trying to access housing:

* What are the most important changes needed to improve social housing?
* Is it easy to apply for social housing?
* Does the waiting list work well?
* How can tenants have a stronger voice?
* What are the biggest problems that need to be fixed for tenants?
* What information and support do tenants need?
* Should everyone eligible for social housing have the same rules?
* What rules and policies make it hard to feel at home in your property?
* What is good about social housing?

Please submit any input to Heidi Cheung by Tuesday, 14 September.

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## National Construction Code and Challenges with Tenancy Agreements

Owen Jourdian, Managing Director, Illowra Projects

# Slide seventeen

## Q and A

# Slide eighteen

## Disability Housing Outcomes Framework

Anna Ashenden, Principal – Consulting, Social Ventures Australia

SVA Consulting has partnered with the sector to co-develop a common outcomes framework to demonstrate the impact of housing on people with disability

* **Disability housing and funding models are changing** across the sector, and governments are looking to ensure value for money
* **Customers have more choice** and expectations are growing, with providers needing to demonstrate responsiveness and impact
* It is **hard to know what good looks like**, and there is no consistency across organisations regarding systems and methods used to collect and analyse data
* It is **challenging to compare and learn from one another** about what works to guide future development of the market

This slide contains a photo of 3 different pages of the outcomes framework report.

# Slide nineteen

## The Framework considers the link between the activities of providers (levers) and the changes these facilitate for people with disability (outcomes).

Impact: the overall long-term outcomes created for people with disability, their families, carers and communities

Outcomes: The short, medium and long-term changes that can be seen for people with disability

Indicators: specific, observable and measurable characteristic or changes that represent achievement of or progress toward the outcomes

Levers: The systems, tools, devcisions and activities available to providers to change or influence outcomes, above and beyond the minimum requirements

Outputs: Specific, observable and measurable characteristics that demonstrate that the levers are in place

Compliance: The minimum requirements in order to meet legal and financial obligations.

Impact, outcomes, indicators, levers and outputs are covered within this project. Compliance is not considered as part of this project.

# Slide twenty

## The Framework centres around six outcomes which reflect core values of choice and control, and what matters most for people with disability to live a good life

People with disability…:

* Health: …are physically, mentally and emotionally healthy and can access health services
* Relationships and community:… have healthy relationships at home and are connected to their community
* Rights and voice:… can exercise their rights and responsibilities and have valued roles in community
* Independence:… have choice and control over decisions about their lives
* Stability and safety:… are comfortable in their home and safe from physical and psychological harm
* Daily living:… are in control of their daily living routines

# Slide twenty-one

## In addition, we have identified eight key levers which housing and support providers can use to facilitate or enhance good outcomes for people with disability

Built Form Housing provider:

* Location: Proximity of the home to services, work family and friends
* Quality of the home: durability of the home including workmanship and the materials
* Design and configuration: the layout of the housing style and accessibility features

In-home support provider (SIL):

* Support model: model of care including active supports and delivery

Both SDA provider and SIL provider:

* Stability: tenure of the house and change of staff and people with disability
* Safety: features or services that allow for comfort within the home and facilitate improved safety
* Relationships between residents and providers: the relationship between residents and providers, and between providers
* Tenancy matching: processes in place to pair people with disability to housing and other residents.

# Slide twenty-two

## The focus for the work in 2021 has been to codesign a tool to measure progress against the Framework, and a preliminary pilot to test the Framework and tools in practice

### **Stage 2: Co-design tool and user testing. February – July 2021**

**Key activities**

* Develop, test, and refine targeted tool to support organisations to collect data and track their impact against the Framework
* Confirm privacy, ethics, and benchmarking opportunities to support sector-wide improvement

**Objectives**

* Codesign tools and ensure data collection and analysis is both practical and meaningful for people with disability, providers, funders, and other key stakeholders
* Design adjustment methodologies as and where required to adequately interpret participant outcomes in different contexts (e.g. type of disability, severity of disability, location, housing configuration)

### **Stage 3: Preliminary pilot with 7 providers and ~150 people with disability August 2021 – February 2022**

**Key activities**

* Preliminary pilot of tool and processes in a small number of organisations
* Targeted support to administer the tool with tenants / customers
* Facilitated communities of practice to share and learn
* Preliminary data reporting against the 8 common indicators

**Objectives**

* Ensure the framework and processes are practical to implement and enable modification as needed before rollout at scale
* Deliver preliminary outcomes to participating organisations in a user-friendly format so that they can understand their performance​
* Determine how pilot sites can leverage outcomes data to learn from one another

# Slide twenty-three

## The surveys have been designed to be brief and accessible to a broad range of people with consideration of those who may require additional support to respond.

This slide features three images of the survey tool. The first image contains a description of the Longer Terms Outcome Survey. The second two images show example questions on the survey. The images overlap each other and as a result, some of the words are not able to be read. The images are used to show what the survey application looks like.

The slide contains several arrows pointing to different features within the application. These include:

* Ability to change colours
* Text to speech
* Icon and text response options
* Ability to understand who may be providing support to a person respond
* High contrast design with low intensity colours
* Response options are all clickable and not drag and drop
* 4-point Likert scale

The accessibility of the survey and tool will continue to be refined based on feedback received during the preliminary pilot

# Slide twenty-four

## We are exited to continue to collaborate with people and organisations across the sector – we’d love to hear from you about how we can work together

* February 2022 – complete preliminary pilot
* Early 2022 – Evaluate pilot, revise tool and processes
* April 2022 – Commence broader industry pilot
* TBC – Full rollout of tool and system across sector

For more information, visit the [disability housing outcomes website](https://disabilityhousingoutcomes.com).

Or contact us directly: Anna Ashenden, Principal, SVA Consulting, [aashenden@socialventures.com.au](mailto:aashenden@socialventures.com.au)

Any questions?

# Slide twenty-five

## Provider Perspectives

Natasha Wiliams, Executive General Manager GenU Residential and Individual Supports

# Slide twenty-six

## Q and A

# Slide twenty-seven

## Break Out Rooms: What needs to change?

# Slide twenty-eight

## Meeting Close

Next SDA Reference Group Meeting: Wednesday 10th November, 2pm – 3pm AEDT

[Register here](https://www.nds.org.au/events-and-training/all-events-and-training/sda-update-meeting-3791)