ESTIA FOUNDATION OF AUSTRALIA

SDA Resident Information Handbook

Your Home. Your Rights. Your Community.

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How to use this handbook

This handbook is a plain English guide for residents living in Estia Foundation of Australia Specialist Disability Accommodation (SDA). It explains what you can expect from Estia, what Estia expects from you, and where to go for help. It is not a replacement for your SDA Residency / Tenancy Agreement. If there is any inconsistency, the Agreement and applicable law apply.

Important

This handbook is written for residents. It should be explained in the communication style, language or format the resident is most likely to understand.

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Quick Reference - Who to Contact

Situation	Contact
Emergency: fire, flood, gas leak, medical emergency or immediate danger	Call 000
Repairs, property issues, maintenance or tenancy questions	Estia Administration - 02 9879 8000 | admin@estia.org.au
Complaint or feedback about the SDA home	Estia Administration - 02 9879 8000 | admin@estia.org.au
External SDA or NDIS complaint	NDIS Quality and Safeguards Commission - 1800 035 544
Tenancy rights and NSW rental advice	NSW Fair Trading - 13 32 20
Daily supports, personal care, meals, community access	Your SIL provider or support provider, as set out in your service agreement
Privacy concern	Estia Administration - 02 9879 8000 | admin@estia.org.au

Estia uses role-based contacts so residents do not need to rely on a particular staff member being available. If Estia staff change roles, the contact pathway remains the same.

1. Welcome to Your SDA Home

Welcome to Estia Foundation of Australia. This is your home. Estia wants you to feel safe, respected, comfortable and included in your household and community.

What is SDA?

Specialist Disability Accommodation (SDA) is housing for NDIS participants who require specialist housing solutions because of extreme functional impairment or very high support needs. SDA is about the home and the building. It is separate from personal support services.

What Estia does as SDA provider

- Provides and maintains the home, building, shared areas and safety systems.
- Manages tenancy matters, accommodation payments and property records.
- Arranges repairs, maintenance and property inspections.
- Works with the resident, representative, SIL provider, support coordinator and other stakeholders where appropriate.
- Supports a safe, respectful and well-maintained living environment.

What this handbook is for

This handbook explains practical information about living in an Estia SDA home. It should be read with your SDA Residency / Tenancy Agreement, the Code of Behaviour, the Property Condition Report, house rules and any emergency information for your home.

2. Your Rights

You have rights as an SDA resident, as an NDIS participant and as a tenant in New South Wales. Estia will support these rights and expects all people in the home to respect them.

Right	What it means in everyday life
Choice and control	You are supported to make decisions about your life, home, routines and support arrangements.
Dignity and respect	People must speak to you and about you respectfully.
Privacy	Your room, personal information and private life must be respected.
Safety	You have the right to live free from violence, abuse, neglect and exploitation.
Security of tenure	Your tenancy will not be ended without proper legal grounds and required notice.
Complaints	You can complain or give feedback without being treated badly.
Advocacy	You can ask a family member, advocate, guardian, representative or support person to help you.
Culture and identity	Your culture, beliefs, language, relationships and identity should be respected.

No punishment for speaking up

You will not be disadvantaged because you raise a concern, make a complaint, ask for an advocate or question a decision.

3. Your SDA Residency / Tenancy Agreement

Before or when you move into an Estia SDA home, you are given an SDA Residency / Tenancy Agreement. This is the main legal document for your tenancy. It explains the rights and responsibilities of you and Estia.

Your Agreement explains

- who the parties are: you and Estia Foundation of Australia;
- the SDA property address and room details;
- accommodation payments and payment methods;
- bond arrangements, if any;
- how repairs, inspections and access work;
- your responsibilities as a tenant;
- how complaints, privacy and record keeping are managed;
- how your tenancy may end; and
- the attachments, including the Code of Behaviour and Building Safety Features and Plan.

Getting help to understand it

You can ask Estia to explain the Agreement in a way you understand. You may also ask a trusted person, advocate, guardian, representative, support coordinator or legal adviser to help you before signing.

4. Living in Your Home and House Rules

Shared living works best when everyone respects each other. The house rules below support safety, privacy, comfort and fair use of shared spaces. These rules apply to residents and visitors.

House rules

- Treat other residents, workers, visitors and neighbours with respect.
- Respect every person's privacy and only enter another person's room with permission.
- Keep noise to a reasonable level, especially early in the morning and late at night.
- Use common areas fairly and leave them clean after use.
- Keep hallways, exits and emergency paths clear at all times.
- Do not damage the property or other people's belongings.
- Do not take or borrow property that does not belong to you without permission.
- Only smoke in areas where smoking is allowed.
- Do not use the property for any illegal or unsafe purpose.
- Visitors must behave respectfully and not disrupt the home.
- Report damage, hazards or repair needs as soon as possible.

Violence, bullying and harassment

Violence, abuse, harassment, intimidation, discrimination and threatening behaviour are not acceptable. If you feel unsafe, tell Estia, your SIL provider, a trusted person or call emergency services if there is immediate danger.

5. SDA and SIL - Who Does What?

SDA and SIL are different. SDA is about the home and the building. SIL is about daily living support. You may choose your SIL provider. Your tenancy rights do not depend on choosing a particular SIL provider.

SDA Provider - Estia	SIL Provider or Support Provider
Provides and maintains the home and physical building.	Provides daily support such as personal care and routines.
Manages tenancy matters, agreements and accommodation records.	Supports daily living skills and community participation.
Arranges repairs, maintenance and contractor access.	Assists with meals, medication prompts or activities where funded and agreed.
Maintains smoke alarms, building safety features and property compliance.	Supports implementation of NDIS support goals.
Consults residents about vacancies and household fit.	Provides support workers according to the service agreement.
Works with SIL providers through collaboration arrangements where appropriate.	Communicates support needs and risks, with consent and in line with privacy obligations.

Your choice of provider

You have the right to choose your SIL provider or other support providers. Estia will work with your chosen provider where appropriate to support safety, communication and your wellbeing.

6. Repairs, Maintenance and Property Access

You do not need to organise property repairs yourself. Report repair needs to Estia Administration. Estia will assess the matter and arrange appropriate maintenance or contractor attendance.

How to report a repair

Contact	Details
Estia Administration	Phone: (02) 9879 8000 Email: admin@estia.org.au

Examples of urgent repairs

- burst water pipe or serious leak;
- blocked or broken toilet;
- gas leak or dangerous electrical fault;
- flooding, fire or storm damage;
- loss of essential services such as water or electricity;
- hot water failure;
- damage that makes the property unsafe or insecure; and
- any hazard that creates immediate safety risk.

Property access

Estia will provide notice before routine inspections, non-urgent repairs and other planned access, unless an emergency or serious safety concern means access is needed immediately. Entry will be managed in accordance with the SDA Residency / Tenancy Agreement and NSW tenancy law.

Reason for entry	Notice guide
Emergency or urgent repairs	No notice may be required
Routine inspection	At least seven days written notice
Repairs or maintenance assessment	At least two days notice, unless urgent
Smoke alarm repair or replacement	Notice as required under tenancy rules
Welfare concern where Estia cannot contact you	No notice may be required

7. Safety, Emergencies and Evacuation

Your safety is a priority. Each home has safety features and emergency procedures. You should know where the exits are and what to do in an emergency.

In an emergency

- Call 000 for fire, medical emergency, gas leak, flood, serious injury or immediate danger.
- Leave the building if it is unsafe to stay.
- Follow the evacuation plan for your home.
- Tell your support worker, SIL provider or Estia when it is safe to do so.
- Do not re-enter a building during an emergency unless emergency services say it is safe.

Fire and smoke alarms

- Do not remove, cover, damage or interfere with smoke alarms.
- Report any alarm fault, chirping alarm or damaged safety equipment immediately.
- Keep exits, corridors and pathways clear.
- Do not leave cooking unattended.
- Keep heaters away from curtains, clothing and furniture.

Personal emergency plans

If you need help to evacuate or respond to emergencies, this should be recorded in your personal emergency plan and shared with relevant support people where you consent or where required for safety.

8. Rent and Household Contributions

Your accommodation payments are set out in your SDA Residency / Tenancy Agreement. They may include your Reasonable Rent Contribution and Commonwealth Rent Assistance, where applicable.

Plain English explanation

- The Reasonable Rent Contribution is calculated under SDA rules and the Agreement.
- Commonwealth Rent Assistance may be included where you are eligible.
- Payments must be made on time using an approved payment method.
- Written receipts are available and can be requested.
- Tell Estia early if you are having difficulty making payments.
- Estia will keep records of payments and relevant tenancy financial records.

Financial pressure or rent difficulties

If you are falling behind or worried about payments, contact Estia Administration as early as possible. Estia may discuss a repayment arrangement, refer you to financial counselling or work with your representative, support coordinator or plan nominee where appropriate and with consent.

9. Changes to Your Circumstances

Some changes may affect your tenancy, safety or support arrangements. Please tell Estia as soon as possible when important details change.

Change	Why Estia needs to know
Phone, email or address for representative	So Estia can contact the right person if needed.
Emergency contact details	So support can be coordinated during an emergency.
Mobility equipment or home modification needs	So safety and access needs can be considered.
Hospital stay, holiday or other extended absence	So the tenancy and safety arrangements can be managed.
Change of SIL provider or support provider	So property access and collaboration arrangements can be updated.
NDIS plan changes affecting SDA funding	So accommodation arrangements can be reviewed.

You can tell Estia by phone, email, in writing, or through your representative or support provider. Important tenancy information should be confirmed in writing where possible.

10. Resident Participation and Quarterly Meetings

Residents should have opportunities to contribute to how the home operates. Estia will support resident participation through quarterly resident meetings and other feedback options.

Quarterly resident meetings may discuss

- repairs and maintenance updates;
- safety matters and emergency procedures;
- shared living issues;
- suggestions for improvements;
- upcoming inspections or planned works;
- household communication; and
- feedback about Estia SDA services.

Participation is your choice

You can attend meetings, provide feedback separately, ask a representative to support you or choose not to participate. Estia will try to support communication methods that work for residents.

11. Complaints, Feedback and Advocacy

Feedback helps Estia improve. A complaint is when you tell Estia that you are unhappy with something or believe something needs to be fixed. You can complain about accommodation, repairs, safety, communication or how Estia manages SDA matters.

How to make a complaint

- phone Estia Administration on (02) 9879 8000;
- email admin@estia.org.au;
- write a letter;
- tell an Estia staff member;
- ask a family member, guardian, advocate or trusted person to complain for you; or
- make an anonymous complaint if you prefer.

What happens next

- Estia will acknowledge the complaint within two working days where contact details are available.
- Estia will review the complaint and may ask for more information.
- Estia aims to deal with complaints within 21 days.
- You will be told the outcome where appropriate.
- You can ask for an advocate or support person at any stage.

External option	Contact
NDIS Quality and Safeguards Commission	1800 035 544
NSW Fair Trading	13 32 20
Office of the Australian Information Commissioner	www.oaic.gov.au
Emergency services	000

12. Privacy and Information

Estia collects and keeps personal information needed to manage SDA accommodation, tenancy responsibilities, safety, communication and compliance obligations. Estia will protect your information in accordance with privacy law.

Information Estia may keep

- your name, contact details and representative details;
- emergency contacts and communication preferences;
- tenancy records, payment records and property condition reports;
- records about repairs, maintenance, complaints and incidents;
- relevant information from your NDIS plan where you choose to provide it; and
- consent forms and information sharing records.

Sharing information

Estia will seek consent before sharing personal or health information unless sharing is authorised or required by law, needed for serious safety reasons, or required by a regulator, court or emergency service. You can withdraw or change consent unless the information must be shared by law.

13. Moving Out

If you decide to move out, or if the tenancy is ending, Estia will support a respectful and orderly process. Notice periods and legal requirements are set out in your SDA Residency / Tenancy Agreement and NSW tenancy law.

When you decide to leave

- Provide written notice to Estia as required by the Agreement.
- Tell your representative, support coordinator and SIL provider so supports can be planned.
- Remove your personal belongings by the agreed date.
- Take part in the final inspection where possible.
- Pay any outstanding accommodation payments that are properly payable.

Property condition

At the end of the tenancy, the property should be left as close as possible to the condition at the start, except for fair wear and tear. Estia may complete a final Property Condition Report with you or your representative where possible.

Belongings left behind

If belongings are left behind, Estia will manage them in accordance with the Agreement and applicable law. Please speak with Estia early if you need help arranging removal or collection.

14. Useful Contacts

Contact	Details
Estia Administration	02 9879 8000 | admin@estia.org.au
Estia Foundation of Australia address	5-7 Pearson Street, Gladesville NSW 2111
Emergency services	000
NDIS Quality and Safeguards Commission	1800 035 544
NDIS general information	www.ndis.gov.au
NSW Fair Trading	13 32 20 | www.fairtrading.nsw.gov.au
Office of the Australian Information Commissioner	www.oaic.gov.au
Your SIL provider	As listed in your service agreement

Remember

This is your home. You have rights. Estia is here to support safe, respectful and well-maintained SDA accommodation.

Attachment A - Building Safety Features and Emergency Information

Estia will provide site-specific building safety information for each SDA home. This may include a map or plan showing safety equipment and evacuation points.

Safety feature	Location or notes
Fire alarms	[insert site-specific information]
Smoke alarms	[insert site-specific information]
Fire sprinklers, if installed	[insert site-specific information]
First aid location	[insert site-specific information]
Emergency exits	[insert site-specific information]
Emergency evacuation point	[insert site-specific information]
Personal emergency evacuation assistance	[insert resident-specific plan location, if applicable]

Attachment B - Resident Rights Summary

This one-page summary can be used with residents, representatives and support people to explain key rights in plain English.

- I have the right to be safe.
- I have the right to be treated with dignity and respect.
- I have the right to privacy in my room and personal life.
- I have the right to make choices about my home and support.
- I have the right to complain without fear.
- I have the right to ask for an advocate.
- I have the right to understand my tenancy agreement.
- I have the right to live free from abuse, neglect and exploitation.
- I have the right to have my culture, relationships and identity respected.
- I have the right to be consulted about matters affecting my home.

Attachment C - Complaints and Advocacy Contacts

Residents can use the contact points below for help, complaints or advocacy. Estia can assist a resident to contact an external complaints body or advocate if requested.

Organisation / option	When to use it	Contact
Estia Administration	SDA property, tenancy, maintenance or general complaint	02 9879 8000 | admin@estia.org.au
NDIS Quality and Safeguards Commission	Complaint about NDIS provider conduct, abuse, neglect, safety or quality	1800 035 544
NSW Fair Trading	Tenancy rights and rental information	13 32 20
OAIC	Privacy complaint or privacy information	www.oaic.gov.au
Emergency services	Immediate danger, fire, medical emergency, gas leak or serious incident	000
Advocate or representative	Support to speak up, understand information or attend meetings	Resident choice

Resident Acknowledgement

This acknowledgement may be used to record that the handbook has been provided and explained. Signing is not a condition of receiving tenancy rights.

Item	Details
Resident name	
Representative / advocate, if any	
Date handbook provided	
Communication method used	
Staff member / role	

Resident or representative signature: _____

Date: _____

Change Log

Version	Date	Author	Summary of change
V1.0	1 July 2026	CEO	New participant-facing SDA Resident Information Handbook. Aligned with Estia SDA Residency / Tenancy Agreement, NDIS Practice Standards, NSW tenancy requirements and Estia governance format.

- END OF HANDBOOK -