

SDA Provider Checklist

This Check List will be an invaluable tool to help ensure you make an informed decision that not only aligns with your goals and the NDIS requirements, but also guides you through the process and provides the questions to ask to ensure that you are not ripped off by unscrupulous marketeers.

We suggest that you follow each point and get answers from the SDA provider that you are considering to engage.

1. Provider Accreditation and Compliance

- Verify the provider is NDIS-registered and certified to deliver SDA services.
- Confirm compliance with NDIS Quality and Safeguards Commission standards.
- Check for any history of non-compliance or penalties.
- Ensure they are experienced in handling SDA property enrolments and participant placements.
- Is the provider prepared to give you access to their full suite of processes and procedures.
- When were these last audited?
- Where there any Non-Compliance? If yes, what were they and how long did it take to close them out?
- Has the SDA provider any relationship with the SIL provider? Are they in fact the same or related companies?
- Is there an agreement between the SDA and SIL provider in place (legal requirement)

2. Property Enrolment Process

Fees and Costs:

- Is there a property enrolment fee?
- Are there ongoing fees for maintaining SDA property compliance?
- Is there a participant/tenant sourcing and/or enrolment fee
- Is there transparency in the cost structure?

NDIS Compliance Services:

- Does the provider handle enrolment with the NDIS SDA Portal?
- Do they ensure dwellings meet SDA Design Standards (e.g., Improved Liveability, Fully Accessible, Robust, High Physical Support)?
- Do they support regular compliance audits by the NDIS Quality and Safeguards Commission and provide updates and compliance checks to the property, such as Smoke Alarm, Fire Extinguisher etc?
- In the view of the SDA provider how long does the enrolment process take? Note that this currently (12-2024) takes a minimum of 2 months)

3. Participant Onboarding Process

Matching Services:

- How does the provider match participants to dwellings?
- Do they maintain a participant waiting list?
- How are the existing participants involved?

Participant Fees:

- Are there onboarding or administrative fees for participants?
- Is participant support included as part of their offering?

COMMENTS AND FEEDBACK



SDA Provider Checklist

8. Provider Experience and Reputation

- What strategies do they have for minimising vacancies?
- How do they address compliance issues or disputes?
- What happens if the property fails an NDIS audit?
- Are there safeguards in place for unexpected changes (e.g., participant exits)?
- Are there regular Key Stakeholder Meetings
- What does the communication between the providers look like?

10. Contract and Agreement Review

- Carefully review:
 - Head lease agreements (if applicable).
 - Management contracts, including terms, fees, and termination conditions.
- Responsibilities for SDA compliance, tenant management, and property maintenance.
- Ensure there is legal clarity around financial obligations, ownership rights, and NDIS funding flows.

11. Future-Proofing and Market Trends

- Does the provider offer insights into SDA market trends and demand?
- Are they proactive about adapting to future NDIS changes or design standard updates?
- Can they assist with upgrades or modifications to keep properties compliant long-term?

12. Ethical Practices

- Verify that the provider prioritises the needs of participants and is person focussed, while delivering value for property owners.
- Ensure transparency and ethical conduct in participant matching and fee collection.

COMMENTS AND FEEDBACK

