1. Registration criteria

Disability service providers must be IRQS (Independently Reviewed against Quality Standards) registered with the TAC before progressing to registration as a Shared Supported Accommodation (SSA) service provider.

Revocation or cessation of IRQS registration will affect registration as a SSA service provider. The TAC is unable to accept or maintain registration of a SSA service provider if IRQS registration has been revoked or ceased.

The TAC may refuse or revoke SSA registration of a provider as per the [Refusal/Revocation of Shared Supported Accommodation Registration Guideline](https://www.tac.vic.gov.au/providers/resources/refusal-or-revocation-of-shared-supported-accommodation-registration).

Registration as an SSA provider to the TAC will be for a three-year period, after which time a provider’s registration will be reviewed. SSA provider registration renewal and property re-enrolment will be through attestation of continued adherence to terms and conditions set out in this document. Providers may be required to provide updated third-party verification documentation to support re-registration.

The TAC is unable to guarantee a minimum amount of TAC clients or WorkSafe injured workers once IRQS and SSA service provider registration has been accepted.

2. Provider details

|  |
| --- |
| Registered business/company name |
|  |
| Trading name(s) (if applicable) |
|  |

|  |  |
| --- | --- |
| Registered business address | |
|  | |
| Suburb: | Post code |

|  |  |  |
| --- | --- | --- |
| ABN/ACN |  | Business phone number |
|  |  |  |
| Business email |  | Business website |
|  |  |  |

|  |  |
| --- | --- |
| Postal address (if different to the above) | |
|  | |
| Suburb: | Post code |

3. Service specification for SSA service providers

This service specification details requirements of the TAC and WorkSafe specific to shared supported accommodation service delivery. These requirements are in addition to declarations made for IRQS registration for the provision of disability services.

The shared supported accommodation service provider must:

* 1. deliver services aligned to best practice, utilising a client led approach that ensures individuals’ choice, privacy and wellbeing, supporting participation in valued social roles and facilitating dignity of choice and risk in residents’ lives;
  2. be registered with and comply with TAC IRQS registration requirements;
  3. employ suitably qualified and trained staff to provide the services outlined in this specification and the IRQS registration requirements;
  4. provide care and support as a 24-hour shared care model by staffing the SSA property to ensure appropriate access to staff is available across the full 24-hour period. To be classified as a shared care model, service provision must be for two or more residents;
  5. ensure all residents have a suitable residential statement under the *Disability Act 2006*, residential tenancy agreement or Specialist Disability Accommodation residency agreement as per the *Residential Tenancies Act* (service providers must ensure the tenancy agreement offering the greatest protection to the resident is utilised as applicable to the resident, dwelling, and in adherence with current legislation);
  6. ensure that each resident has a personalised emergency evacuation plan, developed in collaboration with the resident, their family and treating team. This should contain detailed information about the specific mobility and support requirements of residents during an emergency evacuation of the building, and be communicated to the residents and all disability service provider staff working with the residents. The evacuation plan is to be reviewed annually and updated periodically. Further information is available at [www.tac.vic.gov.au/fire-risk-prevention-training-for-providers](http://www.tac.vic.gov.au/fire-risk-prevention-training-for-providers)
  7. allow access to and coordinate with other health and community service organisations within the service system, including other disability service providers when required, with a view to maximising resident choices in service providers and in providing the most effective services to support individual residents’ goals and aspirations;
  8. support residents to develop and maintain meaningful and sustainable social networks and relationships, including having visitors, being socially active and participating in valued social roles of their choosing based on their interests and preferences;
  9. consider the views of all current residents before accommodating another resident in the property;
  10. ensure independent Community Visitors managed by the Office of the Public Advocate can visit residents if the residents so choose and the Community Visitors are legally enabled to visit the service;
  11. co-operate with the TAC in relation to periodic performance monitoring and reporting as a means of demonstrating quality of service provision. This includes but is not limited to completion of a TAC provided performance report at the request of the TAC. Reporting intervals will be dependent on a provider’s resident numbers, for example, 6 or 12 monthly intervals. Performance reporting may include requesting information on workforce and staff development, resident engagement and quality improvement initiatives. (SSA Performance Report sample template can be provided upon request.)

4. Property Enrolment Criteria

The property in which service provision is occurring:

* must be a building Class 3 or above as defined by the National Construction Code (NCC), **or**
* must be Specialist Disability Accommodation (“SDA”) enrolled with the National Disability Insurance Agency (“NDIA”)

The TAC may consider registration of non-SDA enrolled properties or building class other than Class 3 on a case by case basis where limitation of client choice of SSA accommodation exists due to geographical location. Enrolment of such properties will also be considered during the initial registration and enrolment intake where TAC clients/WorkSafe injured workers already reside at the SSA property, however this does not guarantee further TAC clients or WorkSafe injured workers being accommodated at this property.

The property enrolled should house no more than 5 residents.

The TAC will accept new enrolments of properties providing accommodation for up to 5 residents in total (excluding support staff). Current SSA providers (where TAC clients or WorkSafe injured workers currently reside on a long term basis) that house more than 5 residents in the one property will be accepted as eligible for registration for three years as per the enrolment application. Providers are encouraged, as per community expectations, to reduce the resident number to a maximum of 5 per property prior to any request for registration renewal and property re-enrolment.

A property cannot be enrolled as a SSA property with the TAC:

* if that property is already registered to provide accommodation services under the Supported Residential Services (Private Proprietors) Act 2010with the Department of Health.
* if that property is already registered through the Aged Care Quality and Safety Commission to provide aged care   
  residential services.

The registered provider must not enrol a property that is not owned by the registered provider unless the owner of the dwelling   
has acknowledged in writing that the property is to be enrolled as an SSA with the TAC.

A property which has undergone complex home modification funded by the TAC or WorkSafe may be ineligible for enrolment   
as an SSA.

5. Checklist of eligibility

|  |  |  |
| --- | --- | --- |
| Before a SSA service provider can be registered with the TAC the property in which the services are delivered must satisfy the following eligibility requirements |  | Indicate if met |

|  |  |  |
| --- | --- | --- |
| The property must be a minimum of minimum of Class 3 building as defined by the National Construction Code (NCC), **or** the property must be SDA enrolled with the NDIA |  |  |

|  |  |  |
| --- | --- | --- |
| The property must provide each resident with a separate bedroom of adequate size to accommodate the individual’s personal effects and equipment, and for care staff to carry out care /support tasks safely and effectively. Room sharing can however be negotiated with the TAC on a case by case basis, to take into consideration a resident’s personal circumstances and preferences |  |  |

|  |  |  |
| --- | --- | --- |
| The property must be a ‘home-like’ environment with furnishings, equipment and services appropriate to the individual’s support needs |  |  |

|  |  |  |
| --- | --- | --- |
| The property must be intended to provide long-term accommodation for residents (for example, not be  a temporary or emergency accommodation setting) |  |  |

|  |  |  |
| --- | --- | --- |
| The property must be a permanent dwelling that will provide long-term accommodation (i.e. not a temporary or portable structure) |  |  |

|  |  |  |
| --- | --- | --- |
| If a property is SDA enrolled, the TAC will require evidence of current SDA compliance certification for  SDA provision with the NDIS. For properties that are not SDA enrolled, the provider must submit: |  | Indicate if met |

|  |  |  |
| --- | --- | --- |
| a Certificate of Occupancy **or** Essential Safety Measures Determination (whichever is most current) specifying  a minimum of Class 3 building as per the National Construction Code (NCC) |  |  |

|  |  |  |
| --- | --- | --- |
| a current Annual Essential Safety Measures Report (VIC) **or** Fire Safety Compliance Certificate (Interstate) |  |  |

6. Terms and conditions

As a SSA service provider registered with the TAC/WorkSafe to support TAC clients and/or WorkSafe injured workers in the accommodation setting, the SSA service provider must:

* 1. ensure that SSA properties in which disability support services are being delivered comply with all relevant occupational health and safety laws, including for Victorian workplaces, the Occupational Health and Safety Act 2004 and Regulations;
  2. ensure that essential safety measures specific to the obligations for the date of building or work occurring on the building are in place, as defined in Building Regulations 2018, or as are updated or amended from time to time;
  3. ensure that essential safety measures, as listed in Annual Essential Safety Measures Report (VIC) or Fire Safety Compliance Certificate (Interstate), are maintained and operate satisfactorily, including items listed in Schedule 8 of the Building Regulations 2018such as fire extinguishers, smoke alarms and exit signs;
  4. ensure that property exits and paths of travel to exits are kept readily accessible, functional and clear of obstructions;
  5. ensure that the property in which services are provided are maintained in a good state of repair and are being appropriately maintained, having regard to the residents safety, security and privacy;
  6. provide a fully equipped and easily accessible first aid kit in a prominent location of the residence and ensure that all personnel know its location and application;
  7. ensure that all equipment used or proposed to be used by personnel for a TAC client and/or WorkSafe injured worker is mechanically sound; is installed and operated in accordance with the manufacturer’s instructions and standards, and has clearly specified servicing requirements and a record of servicing as per the requirement to ensure continued user safety;
  8. ensure that all areas used to provide disability services to TAC clients and/or WorkSafe injured workers have an adequate and safe working space, including space for safe and effective use of equipment;
  9. ensure that all wet areas used by residents are cleaned frequently and regularly in order to maintain a high standard of safety;
  10. notify the TAC within 10 working days if the property in which the disability support services are being provided has become   
      an SDA enrolled dwelling with the NDIA (if not already an SDA enrolled property), or if the SDA enrolment status of the   
      property changes;
  11. seek prior approval from the TAC for any substantial renovations that could impact on a resident’s wellbeing or require temporary relocation of residents. This includes, but is not limited to, renovations of any wet areas, proposed structural renovations including changes to living areas or bedrooms, additional structures on the same site such as by way of portable living quarters or any proposal that would alter the number of residents in the property;
  12. ensure the service provision and property criteria as specified within this document are adhered to if TAC/WorkSafe residents are moved into transitional shared supported accommodation settings whilst renovations occur (as described in point k above). The transitional location will need to be approved by the TAC. If TAC/WorkSafe residents reside in the transitional property for greater than 6 months, the transitional property will be required to be enrolled with the TAC using the Shared Supported Accommodation Property Enrolment form.

7. SSA provider registration declaration and consent by applicant

## Declaration

The SSA service provider agrees that all information in this application for registration is true and correct at the time of application.

The SSA service provider agrees to be bound by the provider registration and enrolment requirements contained in the SSA registration and property enrolment document.

The SSA service provider agrees to be bound by the provider registration requirements of IRQS.

The SSA service provider agrees to provide services and accommodation in accordance with the following TAC and WorkSafe policies and guidelines which are available to view on the relevant websites.

TAC relevant guidelines:

* Assisted accommodation provider guidelines
* Quality of care
* Serious incident reporting guidelines
* Fire risk prevention training

WorkSafe Victoria relevant policies and guidelines:

* Supported accommodation services policy
* Daily living expenses policy

## Consent

The SSA service provider consents to the collection, use and disclosure of personal information by the TAC and WorkSafe for the purpose outlined in the section headed ‘Personal and health information’ on this form below.

|  |
| --- |
| Registered business/company name |
|  |
| Trading name(s) (if applicable) |
|  |
| Name of authorised representative |
|  |
| Position held by authorised representative |
|  |

|  |  |  |
| --- | --- | --- |
| Signature |  |  |
|  |  | Date |
|  | / / |

Insert image (jpg/png) of signature and submit by email.

## Personal and health information

TAC

The TAC will retain the information provided and may use or disclose it to make further inquiries or assist in the ongoing management of the claim or any claim for common law damages. The TAC may also be required by law to disclose this information. Without this information the TAC may be unable to determine entitlements or assess whether treatment is reasonable and may not be able to approve further benefits and treatment. If you require further information about our privacy policy, please call the TAC on 1300 654 329 or visit our website at [www.tac.vic.gov.au](http://www.tac.vic.gov.au)

WorkSafe

Personal and health information collected by WorkSafe and its Agents on this form is used for the purpose of processing, assessing and managing claims under Victorian workers’ compensation legislation to assist with a worker’s rehabilitation and return to work and to assist WorkSafe and its Agents to better manage claims generally.

For the purposes of processing, assessing and managing a claim, WorkSafe and the Agent of the injured worker’s employer may use and/or disclose personal and health information collected in this form or about the worker to each other and to the following types of organisations: employees, contractors and agents of WorkSafe and its Agents; employers of the injured worker; solicitors, medical practitioners and other health service providers, private investigators, loss adjusters and other service providers acting on behalf of WorkSafe or the Agent in relation to the claim; the Accident Compensation Conciliation Service and Medical Panels; a court or tribunal in the course of criminal proceedings or any proceedings under any of the Acts which WorkSafe administers;   
any other person, organisation or government agency authorised by the individual the information is about, or by law, to obtain   
the information.

An individual may request access to personal and health information about them collected by WorkSafe or an Agent by contacting the Agent. Personal and health information collected by WorkSafe is managed in accordance with the legislation, applicable privacy laws, and the WorkSafe Privacy Policy. The WorkSafe Privacy Policy is available at the nearest WorkSafe office or at [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)