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Providers must be registered through the NDIS Quality and Safeguards Commission to enrol a specialist disability accommodation (SDA) dwelling.

For information on NDIS provider registration and renewal visit the [How to register page](#).

More information, including provider obligations regarding SDA supports, is in:

- the [National Disability Insurance Scheme Act 2013](#) (NDIS Act)
- the Rules made under the NDIS Act, in particular the [NDIS \(Specialist Disability Accommodation\) Rules 2020 \(SDA Rules\)](#) and the [NDIS \(Supports for Participants\) Rules 2013](#) and the [NDIS \(Registered Providers of Supports\) Rules 2013](#)
- State and territory legislation, including codes and standards that apply to the provision of SDA in each state or territory.

## Frequently asked questions - Dwelling enrolment

### How do I apply to enrol a dwelling as SDA?

All applications to enrol dwellings as SDA must be submitted to the NDIA through the 'my NDIS provider portal'.

A dwelling enrolment process map is available:

[SDA dwelling enrolment process map \(PDF 120KB\)](#)

Read the my [NDIS provider portal guide](#) to learn how to access and use the portal.

Watch this [video demonstration](#) to learn how to use the new my NDIA provider portal.

[Transcript for 'My NDIS provider portal'](#)

### How can I record where I claimed GST tax credits when enrolling a new dwelling?

We have improved the SDA enrolment form on the my NDIS provider portal to now also record when GST tax credits were claimed when an SDA provider is enrolling a new property.

SDA providers will be asked to answer two additional questions related to GST in the SDA Enrolment Form when enrolling a new dwelling.

This means all of the information will now be captured and stored in the my NDIS provider portal.

The answers to these questions will inform the correct SDA Price Calculation that will occur automatically in our new computer system.

### **When can I apply to enrol a dwelling as SDA?**

An application to enrol a dwelling as SDA can be commenced at any time, however it can only be submitted for assessment by the NDIA when the dwelling is fully built and completed.

A dwelling is complete when a Certificate of Occupancy/Completion or equivalent has been issued.

### **When can I expect to hear about my enrolment application?**

We aim to process dwelling enrolment applications within 28 days of receiving a complete and correct application.

This is as long as providers have included all the information and documents we need.

We are not responsible for delays due to incorrect or incomplete applications.

### **How will I be notified of a dwelling enrolment decision?**

If the outcome of the application is to enrol the dwelling as SDA, a Certificate of Enrolment will be emailed to you.

The status of the dwelling in the my [NDIS provider portal](#) will change to Enrolled.

If the outcome of the application is to not enrol the dwelling as SDA a letter explaining the decision will be emailed to the application contact. The status of the dwelling, in the my [NDIS provider portal](#), will change to Not Enrolled.

## What documents do I need to include with my application to enrol a dwelling as SDA?

Mandatory evidence requirements vary depending on the SDA Type seeking enrolment. These are summarised in the table below.

<p><b>Evidence Type: Proof of Ownership</b></p> <p>In all cases, proof of dwelling ownership must be submitted. An acceptable proof of ownership document is a Council Rates Notice or Title Deed.</p> <p>The owner name recorded in the dwelling enrolment application must match the ownership document submitted. For example, if the dwelling is owned by a company, the owner name recorded in the application must be the company name, not the name of a company representative.</p>	<p><b>Mandatory for these SDA Types:</b></p> <p>New Build New Build (Refurbishment) Existing Stock Legacy Stock</p>
<p><b>Evidence Type: Permission to Enrol where owner and SDA provider are different</b></p> <p>Where an SDA provider is seeking to enrol a dwelling as SDA but is not the owner of the dwelling, a letter of permission from the owner of the dwelling must be submitted.</p> <p>The letter must state two things:</p> <ol style="list-style-type: none"> <li>1. the SDA provider has their permission to enrol the dwelling; and</li> <li>2. the owner will not separately apply to enrol the dwelling.</li> </ol> <p>The letter must be signed by the dwelling owner/s as identified in the ownership document/s submitted. If the owner is a legal entity such as a company, trust or similar, the letter of permission can be signed by an authorised representative of the legal entity. The letter of permission must be accompanied by evidence that the signing individual is an authorised representative of the legal entity, for example an ASIC extract.</p>	<p><b>Mandatory for these SDA Types:</b></p> <p>New Build New Build (Refurbishment) Existing Stock Legacy Stock</p>

<p><b>Evidence Type: Certificate of Occupancy/Completion or equivalent</b></p> <p>Where the type of SDA is New Build or New Build (Refurbishment), a copy of written certification the dwelling meets all building codes and laws that apply to the dwelling must be submitted. This is generally a Certificate of Occupancy/Completion or equivalent. The Certificate of Occupancy/Completion or equivalent must have been first issued on, or after 1 April 2016.</p> <p>Mandatory for these SDA Types: New Build New Build (Refurbishment)</p>	<p><b>Mandatory for these SDA Types:</b> New Build New Build (Refurbishment)</p>
<p><b>Evidence Type: Cost of dwelling refurbishment</b></p> <p>Where the type of SDA is New Build (Refurbishment), evidence the refurbishing/renovating costs equalled or exceeded the amounts tabled in Appendix F of the NDIS Pricing Arrangements for SDA, must be submitted. This is generally in the form of building contracts and paid invoices. A statutory declaration is not acceptable.</p>	<p><b>Mandatory for these SDA Types:</b> New Build (Refurbishment)</p>
<p><b>Evidence Type: SDA Design Standard certification</b></p> <p>Where the type of SDA is New Build or New Build (Refurbishment), Final-As-Built Certification and Assessment Summary Report prepared by a third-party Accredited SDA Assessor must be submitted to demonstrate compliance with the Design Category for which the dwelling is seeking enrolment.</p>	<p><b>Mandatory for these SDA Types:</b> New Build New Build (Refurbishment)</p>
<p><b>Evidence Type: Livable Housing Australia certification</b></p> <p>Where the application to enrol is for a design category other than Basic.</p>	<p><b>Mandatory for these SDA Types:</b> Existing Stock Legacy Stock New Build when applying to enrol under the minimum design requirements</p>

**Evidence Type: Existing Stock & Legacy Stock evidence**

Where the SDA Type is Existing Stock or Legacy Stock, evidence must be submitted that:

- a. The dwelling has, at some time between 1 July 2013 and 1 December 2016, accommodated a resident that has an extreme functional impairment or very high support needs; and
- b. a resident who received disability related supported accommodation (or equivalent) payments from a State or Territory between 1 July 2013 and 1 December 2016.

This is generally satisfied by a letter from government and/or a copy or copies of a relevant funding agreement/s that identify the dwelling address.

Personal information about any resident should be redacted.

The NDIA will not access NDIS participant records for this purpose.

A statutory declaration is not acceptable.

**Mandatory for these SDA Types:**

Existing Stock  
Legacy Stock

### Is there a cut-off date for the enrolment of Existing Stock or Legacy Stock?

The NDIA is considering the need to continue to enrol Existing and Legacy Stock noting that it was expected that all Existing and Legacy Stock would have been enrolled now that the Scheme has fully transitioned. Any date to cease enrolments of these types will be published with due notice given.

### How do I identify the Building Type of the dwelling I am applying to enrol as SDA?

There are definitions, including Building Code of Australia classifications of four building types set out in Schedule I of the [SDA Rules](#) .

The Building Code of Australia classification is recorded in the Certificate of Occupancy/Completion or equivalent issued for a dwelling.

## What is the SDA Design Standard?

Information about the SDA Design Standard is available [here](#).

## What are the Minimum Design Requirements?

The Minimum Design Requirements were the previous criteria used to determine if the construction of a dwelling meant it was suitable for enrolment as SDA. These differ depending on the SDA Type.

The Minimum Design Requirements for Existing and Legacy stock are set out in the [SDA Pricing Arrangements](#).

## Can I enrol a dwelling as SDA if the NDIS has funded or provided home modifications for the dwelling?

No.

The [SDA Rules](#) state that if the NDIS has funded or provided complex home modifications for the dwelling at any time after 1 December 2016, and within the period of 10 years beginning on the day the application to enrol is made, the dwelling may not be enrolled as SDA.

If the NDIS has funded or provided home modifications, other than complex home modifications, for the dwelling at any time after 1 December 2016, and within the period of 5 years beginning on the day the application to enrol is made, the dwelling may not be enrolled as SDA.

## Can I enrol a dwelling with a room for on-site overnight assistance (OOA)?

Yes.

The [SDA Pricing Arrangements](#) describe the criteria for OOA that must be met by building type and when OOA is payable.

**Can SDA dwelling enrolments be transferred between providers?**

No.

SDA dwelling enrolments cannot be transferred between providers.

Where the SDA Provider or owner of an enrolled SDA dwelling wishes to change SDA providers, the dwelling enrolment must be cancelled by the outgoing SDA provider. The incoming SDA provider must then submit a new application to enrol the dwelling as SDA.

All mandatory evidence must be submitted with the new application to enrol and the new application will be assessed on its merits, regardless of the previous enrolled status. Cooperation between providers may be required to source required evidence, however where this is not possible consideration will be given by the NDIA as to what options are available to demonstrate compliance with mandatory criteria for enrolment.

**I am applying to enrol a dwelling that has been previously enrolled as SDA with a different provider. Which design requirements do I need to meet?**

The design requirements that apply will first depend on the SDA type you are applying to enrol - New Build, Existing Stock or Legacy Stock.

<p><b>SDA Type:</b></p> <ul style="list-style-type: none"> <li>• New Build</li> <li>• New Build (Refurbishment)</li> </ul>	<p><b>First date dwelling enrolled:</b></p> <ul style="list-style-type: none"> <li>• Before 1 July 2021</li> </ul>	<p><b>SDA Design Standard may not be mandatory if:</b></p> <ul style="list-style-type: none"> <li>• No more than 30 days between cancellation of enrolment by outgoing provider and application to enrol submission by incoming provider; &amp;</li> <li>• There is no change to Building Type or Design Category of the dwelling; &amp;</li> <li>• Certification against the Liveable Housing Australia Guidelines by a registered Liveable Housing Australia Assessor is submitted to demonstrate compliance with the minimum design requirements for the Design Category for which the dwelling is seeking enrolment</li> </ul>
<p><b>SDA Type:</b> <b>New Build</b></p> <ul style="list-style-type: none"> <li>• New Build (Refurbishment)</li> </ul>	<p><b>First date dwelling enrolled:</b></p> <ul style="list-style-type: none"> <li>• After 1 July 2021</li> </ul>	<ul style="list-style-type: none"> <li>• SDA Design Standard is mandatory</li> </ul>
<p><b>SDA Type:</b></p> <ul style="list-style-type: none"> <li>• Existing Stock</li> <li>• Legacy Stock</li> </ul>	<p><b>First date dwelling enrolled:</b></p> <ul style="list-style-type: none"> <li>• Any date</li> </ul>	<p><b>Minimum Design Requirements are mandatory</b></p> <ul style="list-style-type: none"> <li>• Certification against the Liveable Housing Australia (LHA) Guidelines by a registered Liveable Housing Australia Assessor that has not passed its valid-to date</li> </ul>

**Can I change the characteristics of a dwelling once it is enrolled?**



Providers can submit applications to modify the characteristics of an SDA dwelling via the my [NDIS provider portal](#) .

An application to modify a dwelling enrolment is considered a new application to enrol and all evidence requirements apply.

### **I have submitted all of the evidence I think is required for my dwelling enrolment application. Why have I been asked for more and/or different information or documents?**

When considering whether to approve the enrolment of a dwelling, the NDIA is not limited to considering the mandatory minimum documents set out above.

The NDIA may also take into consideration other matters that may be relevant in a particular case. Section 25(5) of the SDA Rules allows the NDIA, by written notice, to request an applicant to provide further information or documents that it reasonably requires.

### **How do I contact the NDIA about my SDA dwelling enrolment?**

The SDA dwelling enrolment team can be contacted via email at [SDAEnrolment@ndis.gov.au](mailto:SDAEnrolment@ndis.gov.au).

### **What are my obligations regarding the maintenance and repairs of an enrolled dwelling?**

SDA providers are responsible for ensuring that each of their enrolled dwellings is in a good state of repair and is being appropriately maintained. This is a condition of enrolment set out at Section 28 of the [SDA Rules](#) .

While there is no longer a requirement to submit an annual attestation as to the good state of repair and appropriate maintenance of enrolled dwellings, SDA providers must notify the NDIA of any changes relating to an enrolled dwelling. This is a condition of enrolment set out at Section 29 of the [SDA Rules](#) .

## Who do I contact about SDA Service Bookings?

All SDA service booking matters need to be raised by calling 1800 800 110 or emailing [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au).

## Frequently asked questions - SDA vacancies

### Do I have to tell the NDIA about vacancies in my SDA enrolled dwelling?

Yes.

Providers must notify the NDIA within 5 business days of a vacancy arising in an SDA dwelling via the online form [here](#).

You may opt out of listing the vacancy in the SDA Finder when you complete the [online form](#) however you must still notify the NDIA of the vacancy.

### What information do I need to include when telling the NDIA about a vacancy in my dwelling?

You must include the following:

- The ABN of the provider with whom the dwelling is enrolled.
- The address of the dwelling in full (Number, Street, Postcode, Suburb, State/Territory). Please ensure this matches the address as it is enrolled. This can be checked in the my [NDIS provider portal](#), or the dwelling enrolment certificate.
- The number of vacancies available in the dwelling.
- The number of residents in the dwelling.

## Can another organisation submit vacancy information to the NDIA on my behalf?

Yes.

You should ensure that they are able to provide accurate information as outlined above.

If the information does not match the dwelling enrolment record the vacancy will not be able to be verified and published in the SDA Finder.

## How do I provide the right contact details for a vacancy?

Fill in question 5 in the [online form](#) (email address, phone number and website address) to provide contact details for a vacancy.

If question 5 is not completed, the contact details submitted during the SDA provider registration process will be used as the default values.

For information about how you can update your provider contact details in the NDIS Commission Portal, visit the [NDIS Commission website](#) .

## Can I list my dwelling if it is under construction, not yet enrolled, or in the process of being enrolled?

No.

At present, only fully constructed and dwellings that have completed the enrolment process are published on the SDA Finder.

## How long will it take for my vacancy to be listed in the SDA Finder and how long will it stay listed for?

The SDA Finder is refreshed weekly. Once a vacancy has been submitted and published in the SDA Finder, it will remain active for 1 month. After 1 month it will automatically be removed from the SDA Finder.

You can re-submit your vacancy for listing in the SDA Finder each month until it is filled.

Currency of information is very important to users of the SDA Finder. Consultation with SDA participants about the SDA Finder determined that vacancy listings should be refreshed monthly.

## Will I receive a confirmation of receipt of submission of my vacancy?

All SDA vacancies submitted via the online form are verified against the dwelling enrolment information held by the NDIA.

You will receive an email within 5 business days to confirm that your vacancy will be added to the SDA Finder, or that your enrolment details do not match and the vacancy is not able to be added to the SDA Finder.

## I have made an error on the form – how can I fix this?

Email [SDAenrolment@ndis.gov.au](mailto:SDAenrolment@ndis.gov.au) with the details of your vacancy and what corrections are required to the information submitted in the form.

## Why can't I see my dwelling listed in the SDA finder?

Possible reasons why your vacancy is not listed in the SDA Finder include:

- The information submitted in the online form is not able to be verified e.g., the wrong ABN was submitted, or the dwelling characteristics did not match.
- A month has passed since the vacancy was submitted and the listing has expired.
- The dwelling is not enrolled as SDA.

### **What do I do if I cannot see my dwelling listed in the SDA finder?**

Re-submit your vacancy using the online form.

Ensure that the information submitted in the online form matches the dwelling enrolment in the my [NDIS provider portal](#).

### **How do I remove a vacancy listing from the SDA Finder?**

Complete the [online form here](#) and select “Remove a Current Listing”.

### **Can I submit vacancies in SIL dwellings for publication in the SDA Finder?**

No.

The SDA Finder is a tool that connects participants looking for SDA with SDA providers only.

### **Where can I submit my feedback to help improve the SDA Finder?**

The NDIA continues to use participant and provider feedback to help shape future improvements to the SDA Finder. If you would like to submit feedback, please email [SDAenrolment@ndis.gov.au](mailto:SDAenrolment@ndis.gov.au).

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