

Rental Collection Procedure

Commitment

Ilowra is committed to ensuring rental collection is efficient and effective. We believe that a good rental collection procedure is important for all stakeholders. A simple and efficient rental collection process benefits residents, Ilowra and property owners.

Scope

This procedure is to ensure rental collection by Ilowra:

- complies with legislation, policy and related requirements
- is simple to follow, consistent and efficient
- occurs within agreed timeframes

What is rental collection?

Each month, Ilowra is paid rent for each resident living in Ilowra SDA. Rent includes:

- Reasonable Rent Contribution (RRC) which is 25% of the resident's Disability Support Payment (DSP)
- Commonwealth Rent Assistance (CRA)
- SDA payments made directly by the NDIA to Ilowra as the SDA Provider

Procedure

1. Collection of Resident Rental Contribution

Each resident is required to contribute all of their Commonwealth Rent Assistance and 25% of their Disability Support Payment as their rental payment for living in Ilowra SDA. This payment will be collected by Ilowra each fortnight on the date that the resident receives their Commonwealth Rent Assistance and Disability Support Payment from Centrelink.

A rental receipt will be provided if it is requested by a resident.

A flowchart illustrating the procedure for the Collection of Resident Rental Contribution is provided in Appendix 1.

2. Changes to Resident Rental Payments or Rental Collection Procedures

Ilowra is permitted to adjust the amount of Resident Rental Contribution twice yearly, including on the dates when Commonwealth Rent Assistance and Disability Support Payment indexation occurs. These indexation adjustments are made by Centrelink on 20th March and 20th September each year to align payments with the Consumer Price Index. Adjustments to the resident rental contributions will be advised in writing to residents at least 60 days before the rent changes. Rent will not be increased more frequently than once every 6 months.

Any changes to the rent payment procedure or to Illowra's contact details will be advised in writing to residents within 5 business days of any change.

3. Collection of SDA Payment

Illowra receives additional payments from the NDIA for each SDA approved resident living in Illowra SDA.

Collection of the SDA payment requires Illowra to electronically submit an invoice each month to the NDIS Provider Portal. The NDIA will directly pay Illowra SDA payments for each resident living in Illowra SDA.

A flowchart illustrating the procedure for Collection of SDA Payments is provided in Appendix

Legislation and Standards

The following legislation applies to this policy and supporting documentation:

[Disability Act 2006 \(Victoria\)](#)

[Residential Tenancies Act 1997](#)

[Privacy and Data Protection Act 2014 \(Vic\)](#)

[SDA Rules](#) available from <https://www.ndis.gov.au/specialist-disability-accommodation>

Related Illowra documents

Feedback

Policy

Marketing

Flyer

Offer of Residency Letter

Open Inspection Attendee

List Open Inspection Tip

Sheet Outcome Letter

Privacy Policy

Response to Offer of

Residency Screening Tips

Vacancy and Applicant Profile

form Vacancy Notification form

Collaboration agreements

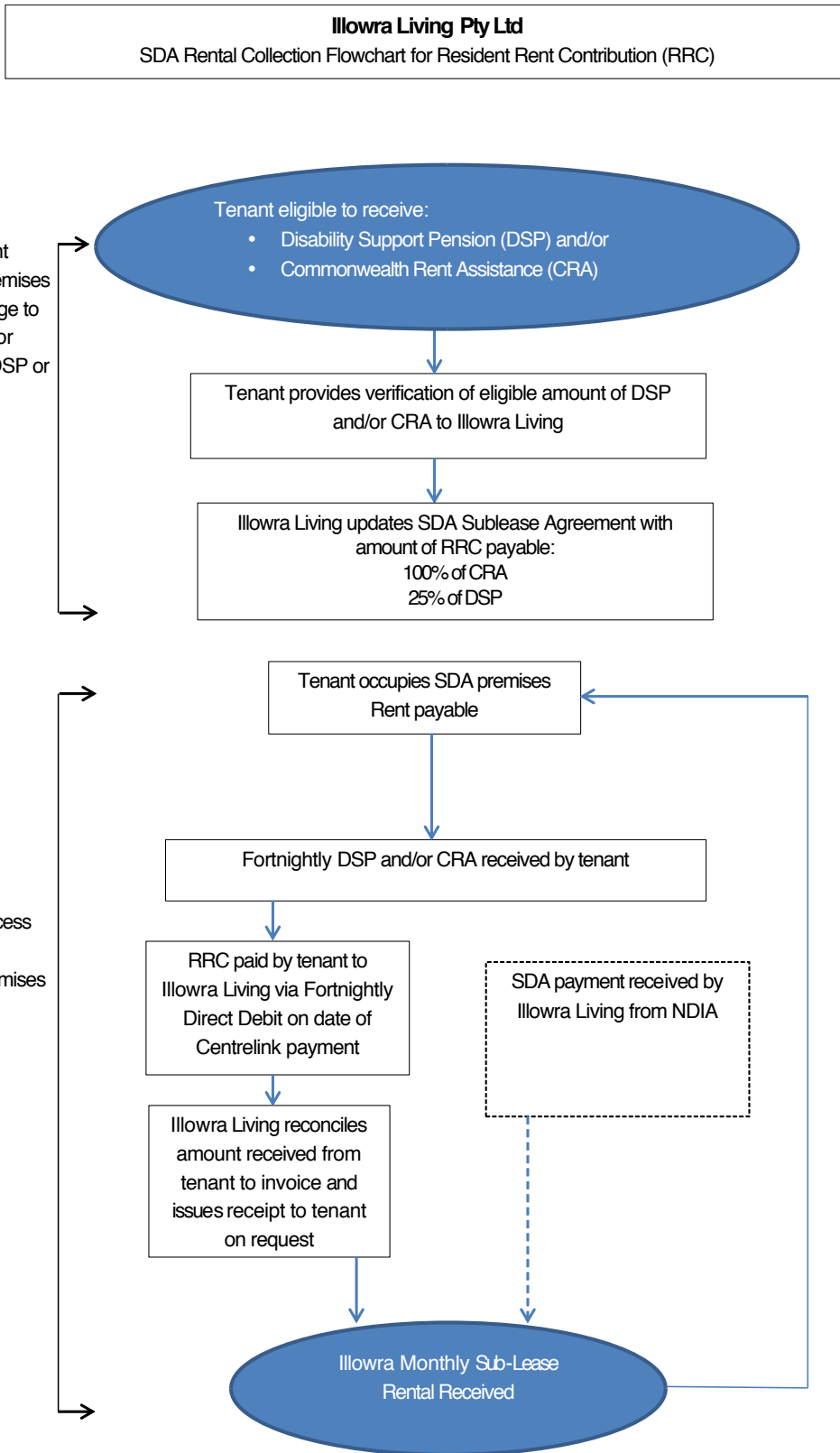
Investor

agreements

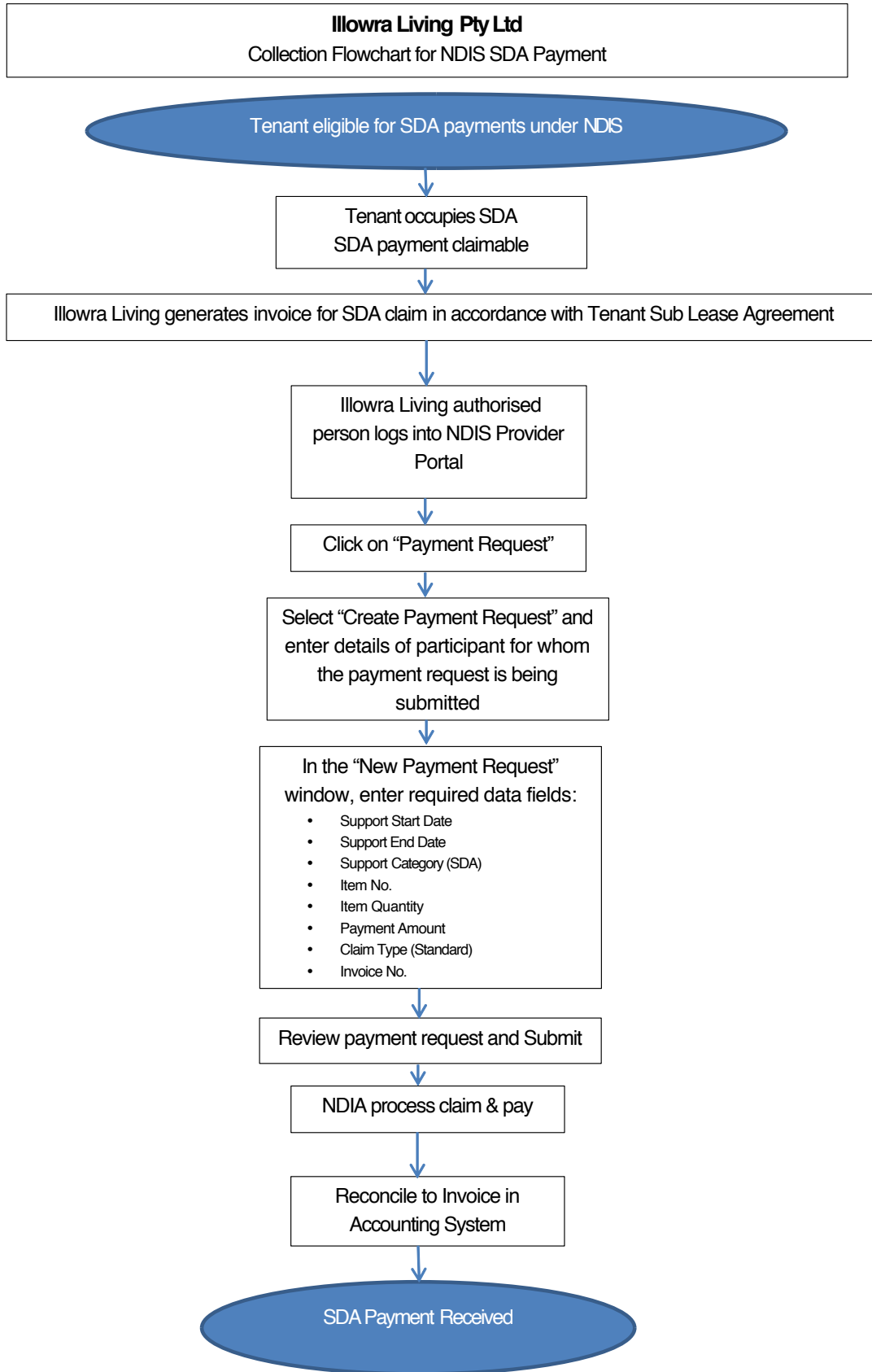
Service

agreements

Appendix 1 – Resident Rental Contribution Collection Procedure



Appendix 2 – SDA Payment Collection Procedure



Policy Matrix: Engagement	
Version	Details
Version 1	4 May 2019
Version 2	22 May 2019
Endorsed	4 May 2019
Changes	