

At a glance: SDA Provider Experience Survey 2023

Up to 30,000 people with extreme functional impairment and/or very high support needs may be eligible for NDIS funding to live in Specialist Disability Accommodation (SDA).

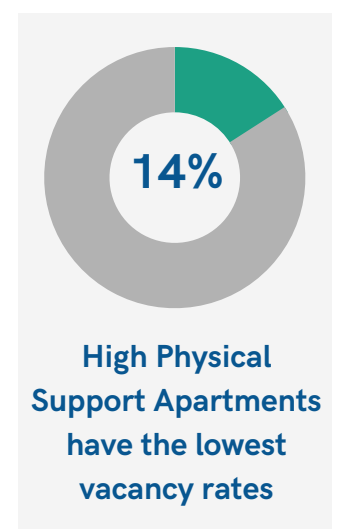
People found eligible for SDA can use their funding to choose a dwelling that meets their housing budget from a registered provider to suit their needs and preferences.

The 2023 SDA Provider Experience Report reveals challenges in the SDA market, based on responses from 41 housing providers. Many SDA providers face financial pressure due to high vacancy rates and delayed payments from the NDIA. These findings emphasise the need for continued monitoring and interventions to ensure market stability.

This year's survey follows previous surveys in 2021 and 2022. To understand the current market conditions, findings from 2023 are contrasted with those from previous surveys.

SURVEY FINDINGS

Finding tenants is still a big challenge, just as it was in 2021 and 2022.



SURVEY FINDINGS

\$1.9M

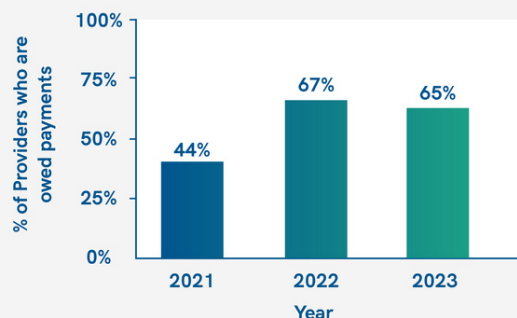
total overdue payments
among respondents



63% of providers say the time the NDIA takes to make SDA decisions is 'extremely challenging'



78% of providers receive less income than anticipated for some of their SDA



RECOMMENDATIONS

- **NDIA to investigate** the continually **high SDA vacancy rates** being reported
 - **Improve the SDA demand data** provided to the market to facilitate better decisions by providers and investors
 - **Address misinformation about the SDA market** to tackle incorrect perceptions about SDA returns
 - Improve the processes of **SDA service bookings**
 - Ensure the **NDIA pays SDA providers** the correct amount, on time
 - **Improve the skills of key actors** within the SDA market, so **correct information** is provided to participants and funding decisions are made consistent with the legislation.
 - **Accelerate** the speed and accuracy of **NDIA processes**
 - **Establish an SDA contact team** within the NDIA to enable a single point of contact
- For a complete list of findings and recommendations see the full report [here](#).*