

SDA Provider Pack

Enliven Housing is Australia’s most trusted Specialist Disability Accommodation provider that proudly delivers high-quality housing that is sustainable, safe and supported by person-centred tenancy management services for Australians with disability nationwide.

Provider Identity & Registration	
Registered provider name	Enliven Housing Pty Ltd
NDIS registration number	4-E8KWXZB: (from NDIS Quality & Safeguards Commission)
ABN	70 630 278 527
ACN	630 278 527
Established	2018
Our Mission	<p>Is to provide high-quality, well-maintained SDA enrolled dwellings, which are supported by person-centred, tenancy and property management services for people with disability.</p> <p>Enliven Housing will maximise opportunities for tenants to live independently in, and to be part of their local community to exercise choice and control over where they live, how they are supported and with whom they live, and to know and exercise their human rights.</p>

SDA Design Categories	
Design categories we cater to	Our properties can accommodate High Physical Support (HPS), Fully Accessible (FA), Improved Livability (IL) and Robust.
Our property portfolio	We proudly offer close to 100 premium SDA properties right across Australia. These properties include apartments, villas, townhouses and houses all situated in desirable locations that comply with our strict design philosophy.
Check out our locations	<p>NSW (Western Sydney, South Sydney, Inner West Sydney, Upper North Shore, North-West Sydney, Southern Sydney, Central Coast, Albury-Wodonga)</p> <p>Victoria (Melbourne CBD, Inner North Melbourne, Inner West Melbourne, Inner South Melbourne, Inner</p>

SDA Provider Pack

	<p>South-East Melbourne, Eastern Melbourne, North-East Melbourne, South-East Melbourne, Geelong)</p> <p>QLD (Inner Brisbane, North Brisbane, North-west Brisbane, Gold Coast, Sunshine Coast, Cairns)</p> <p>WA (Inner Perth, North Perth, South Perth)</p> <p>SA (Inner Adelaide, Inner South Adelaide, Inner East Adelaide, Adelaide Coast)</p> <p>ACT (Inner Canberra, Belconnen)</p>
--	--

Accreditation & Compliance	
NDIS Practice Standards compliance statement	<p>Enliven Housing is subject to regular audits by the Regulator and we have passed these audits in 2020, 2023 and are undergoing audit presently in June/July 2026</p> <p>Enliven Housing maintains, Risk, Incident, Complaints and Continuous Improvement Registers.</p>
Workers screening and safeguarding protocols summary	<p>Enliven Housing Risk assesses each role to determine if the employee requires NDIS worker Screening Clearance, and this worker screening is undertaken at the recruitment process.</p>
Insurance coverage confirmation	<p>Workers Compensation for all staff in VICTORIA NSW QLD SA and WA</p>
Building compliance	<p>All properties meet SDA design standard and certified by an SDA certifier as part of the SDA Dwelling Enrolment Process. All our properties are enrolled in the SDA Register but we go above and beyond the NDIS SDA Design Standards. For example, the NDIS SDA Design Standards don't specify a microwave space, but we've successfully implemented it into our kitchen designs - which is compliant and enables our tenants to easily enjoy the use of a microwave in their kitchen.</p>

SDA Provider Pack

Service Model & Support	
Tenancy model	<p>It's clear to us that every tenant is unique and we pride ourselves on adjusting our service delivery to meet your needs in a supported decision-making approach. To ensure this, you'll always be dealing with a designated specialist SDA Tenancy Officer who is accessible and has expertise in SDA homes in your region.</p> <ul style="list-style-type: none"> • Upon signing a lease, we provide a personal induction of your new property. • We provide you with induction cookware including saucepans to make your transition to your new home easier. • For new properties, our Tenancy team is on-site for the first two weeks you move in to assist you with your move, answer any questions you may have and be on-hand to personally resolve any issues.
Sustaining tenancies program	<p>For on-going tenancies, our sustaining tenancies model uses complex tenancy management to prioritise early identification of tenant issues or concerns. This is to ensure that our Tenancy Officers know best how to work with you and your supports to ensure swift and effective resolutions wherever possible.</p>
Customer Service Visits (co-design)	<p>Our Customer Service Visits are the perfect forum for you to communicate any feedback on how your home is suiting your needs and whether there are any concerns at all regarding safety/security. They're non-intrusive and can happen outside of the home at your own discretion.</p>
Enliven Speak Up!	<p>Safety of our tenants is our top priority, which is why we've invested Enliven Speak Up! - an online platform where you can get advice, support and problem-solving pathways. Anything tenants share is encrypted and kept private - and can be used anonymously or you can give your name if you want. It's up to you.</p>
Shared Onsite Support Model	<p>Our Choice Collective model keeps housing separate from the Shared Onsite Support Provider, giving you</p>

SDA Provider Pack

	<p>greater choice and control. Tenants can provide feedback, help shape supports and guide Provider performance.</p> <p>We partner with reputable Support Providers who share our commitment to quality care. Through the Choice Collective model, tenants can choose to change Providers if the current arrangement is no longer the right fit.</p>
Repairs & Maintenance	<p>Our properties are built to the highest SDA standards, but like all homes, general maintenance and repairs may be needed from time to time and when it does, we're on top of it.</p> <p>We have a 24/7 Repairs and Maintenance line 1300 554 054.</p> <p>Please note, If you're in immediate danger, please call 000, not our Repairs and Maintenance line.</p>

Enquiry process	
Dedicated enquiry email and enquiry number	Email: enquiries@enlivenhousing.com.au or call: 1300 365 483
Expected response time	All enquiries will be actioned the day of the enquiry
Enquiries Team	All enquiries are managed by SDA professionals which includes our Customer Service Team, Business Development Managers and our Transition Coordinators.

SDA Provider Pack

Australia's most trusted SDA provider	
<p>What our tenants are saying</p>	 <p>"Moving here has given me more independence and a space that truly feels like home"</p> <p>"I love living at an Enliven property. I recommend it to everyone with SDA."</p> <p>"I would highly recommend Enliven to anyone looking for SDA"</p> <p>"Enliven backed me when no one else would"</p>
<p>Our rating</p>	<p>Enliven Housing</p> <p>4.9 ★★★★★ 85 Google reviews</p>
<p>Our partners</p>	
<p>Enliven Speak Up! wins ADR Project of the Year Award</p>	

SDA Provider Pack

	<p>We're incredibly proud that this work has been recognised as ADR Project of the Year at the Australian ADR Awards.</p> <p>ADR (alternative dispute resolution) is about resolving issues early, constructively and without unnecessary complexity. That's exactly what this program is designed to do - making it easier for people to speak up safely, independently and, if they choose, anonymously.</p>
--	--