

Your Specialist disability accommodation residency agreement

A guide for you



How to use this document



Consumer Affairs Victoria (CAV) wrote this document. When you see the word 'we', it means CAV.



We have written this information in an easy to read way.

We use pictures to explain some ideas.



We have written some words in **bold**.

We explain what these words mean.

There is a list of these words on page 32.



This Easy Read document is a guide to your Specialist disability accommodation residency agreement.



You can find the other document on our website at consumer.vic.gov.au/sda



You can ask for help to read this document. A friend, family member or support person may be able to help you.

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What is specialist disability accommodation?



Specialist disability accommodation (SDA)

is accessible housing for people with disability.



SDA is part of the National Disability Insurance Scheme (NDIS).



When you live in SDA, we call you an SDA resident.



The housing is provided by an SDA provider.



It doesn't include the supports you need to live in your SDA.



You can get the supports you need to live in your SDA from a **Supported Independent Living (SIL) provider.**



Your SIL provider will support you with daily tasks to help you live independently.

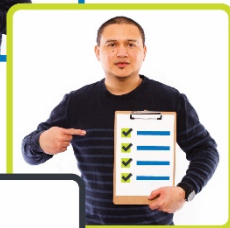


It's important that your SDA provider and your SIL provider work together.

What is your SDA residency agreement?



Your SDA residency agreement is an agreement between you and your SDA provider.



It explains:

- how you can expect to be treated
- the things you must do
- the rules of the SDA.

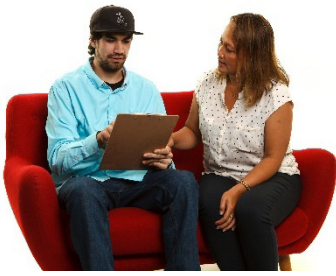


You need to be given this information:

- 7 days before you sign the agreement
- in a way that you can understand.



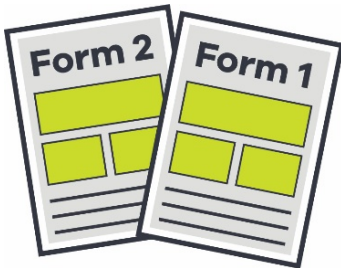
You can ask for support to understand the agreement if you need it.



Your SDA provider must make sure you understand the agreement.



They must also make sure they tell you at least 14 days before if the rules of the SDA will change.



We have forms for SDA providers to use. The law says they must use the forms.



The law that applies is the *Residential Tenancies Act 1997*.



This law protects the rights of:

- people living in SDA
- SDA providers.

Things you must do



There are things you must do when you live in SDA.



You must look after the SDA.



You must pay your rent on time.



You must respect:

- other people who live in the SDA
- staff who work in the SDA.



You must not do anything in the SDA that is against the law.



You must try not to cause any damage.



If any damage happens, you must tell your SDA provider about it.



You must keep the SDA clean.



You must not get a pet unless your SDA provider says it is ok.



If you don't do these things, your SDA provider can give you a Breach of duty notice.



A Breach of duty notice is like a formal complaint.



It explains:

- what the issue is
- how it needs to be fixed.



A **complaint** is when you tell someone about:

- something that has gone wrong
- a problem you want fixed.



If you don't fix the issue, your SDA provider can go to the **Victorian Civil and Administrative Tribunal (VCAT)**.



VCAT helps solve legal problems for people in Victoria in a way that is quick and fair.

Things your SDA provider must do



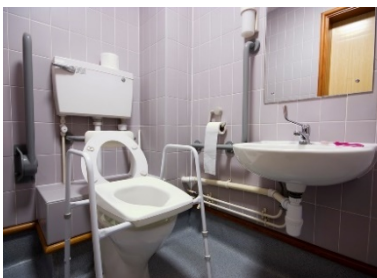
There are things your SDA provider must do while you live in the SDA.



They must treat you with respect.



They must protect your privacy.



They must put in things you need to support you to live your daily life.

For example, an accessible toilet.



They must quickly fix anything that gets broken or damaged.



They must make sure the SDA is secure.



If you want a pet, but your SDA provider says you can't have one, they must have a good reason.



If your SDA provider doesn't do these things, you can give them a Breach of duty notice.

When can your SDA provider enter your SDA?



Your SDA provider needs to give a reason for entering your SDA.



There are also rules about how much time your SDA provider needs to give you before they can enter your SDA.



They can enter:

- between 8 am and 6 pm
- on any day of the week that isn't a public holiday.



They must tell everyone who lives in the SDA before they enter.

On the following pages, we explain:



- reasons your SDA provider can give you for entering your SDA
- how much time your SDA provider needs to give you before they can enter your SDA.

24 hours before



Here is a list of reasons your SDA provider can give you for entering your home where they must tell you 24 hours (1 day) before.



They need to carry out a task that the law says all SDA providers need to do.



They need to fix something that:

- is broken
- has been damaged.

48 hours before



Here is a list of reasons your SDA provider can give you for entering your home where they must tell you 48 hours (2 days) before.



They want to show a room in your SDA to a new resident.

The SDA provider can only give this reason if:



- they have told a resident of your SDA they must move out
- a resident of your SDA has said they plan to move out.



They want to show your SDA to someone who might buy it.



They want to show your SDA to a money lender.



If your SDA provider gives you one of these reasons, they can only enter your SDA:

- twice in 1 week
- for 1 hour at a time.



Everyone who lives in the SDA must agree about when the SDA provider will enter your SDA.

7 days before



Here is a list of reasons your SDA provider can give you for entering your home where they must tell you 7 days before.



They want to find out what price your SDA would sell for.



They need to inspect your SDA.



Your landlord can only inspect your SDA:

- once every 6 months
- after you've been living there for 3 months.



They have asked you if they can enter your SDA for a different reason.

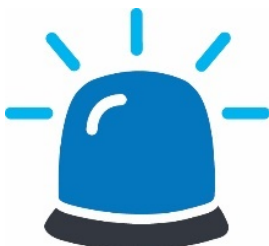
Entering without telling you before



Sometimes your SDA provider doesn't need to give you any notice before they enter your SDA. This could be because:



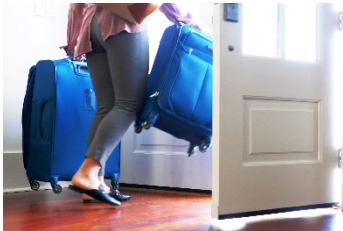
- you have said it is ok for them to enter



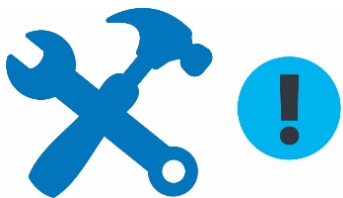
- there is an emergency



- they think that someone is in danger



- they think that you have left the property and won't be coming back



- they need to fix something urgently.

Community visitors



Community visitors are **volunteers** – people who choose to work for free.



They will visit your SDA to make sure people living there are being:

- cared for well
- treated with respect.



They will also see if there is anything wrong at the SDA.



They might ask you questions about living in your SDA.



A community visitor can come anytime.

You can also ask for a community visitor to come to the SDA by contacting the Office of the Public Advocate (OPA):



Phone: **1300 309 337**



TTY

If you use textphone or modem, call the National Relay Service.

133 677

Give them OPA's number – **1300 305 612**



Email: opa_advice@justice.vic.gov.au



Website:

www.publicadvocate.vic.gov.au/our-services/community-visitors Community visitors page on the Office of the Public Advocate website

Making a complaint



If you have a complaint about your SDA, you can contact your SDA provider.

You can contact your SDA provider about:



- anything related to living in your SDA



- anything in your room or your SDA that is broken or damaged and needs to be fixed



- a problem you have with another resident who lives in your SDA.



Your SDA provider must have a good way to deal with any complaints.

How to make a complaint about your SDA provider



If you aren't happy with your SDA provider, you can contact the NDIS Quality and Safeguards Commission:



Phone: **1800 035 544**

TTY



If you use textphone or modem, call the National Relay Service.

133 677

Give them the NDIS Commission's number –

1800 035 544



Website: [ndiscommission.gov.au](https://www.ndiscommission.gov.au)

Or you can contact the Disability Services
Commissioner:



Phone: **1800 677 342**



Email: **complaints@odsc.vic.gov.au**



Website: **odsc.vic.gov.au**

How long you will live in the SDA

Your agreement will tell you:



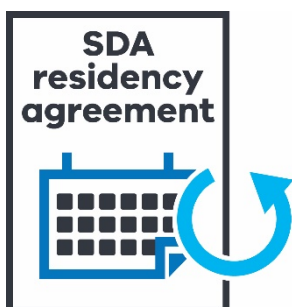
- how long you will live in your SDA



- the date the agreement starts on



- the date the agreement ends on.



When your agreement ends, it will start again and go for the same amount of time unless you or your SDA provider end it.



There are different ways to end the agreement.



We have explained these in *Your specialist disability accommodation residency agreement: Information about your rights and responsibilities*.



You should be given a copy of that document with your SDA residency agreement.

Your rent

Your agreement will tell you:



- how much your rent will cost



- how much the government will give you to help pay your rent



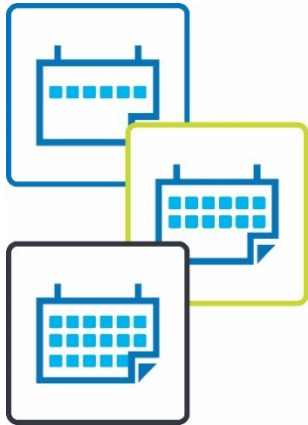
- how much you must pay to live in your SDA



- the date your first rent payment is due on



- how often you must pay your rent.



You might have to pay your rent:

- each week
- every 2 weeks
- each month.



If you pay your rent each month, it must be paid on the same date.



Your agreement will tell you which day of the month your rent will be due.



The amount of rent you pay can change.



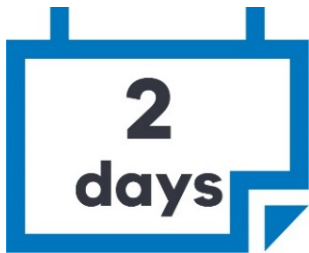
Your SDA provider needs to tell you 60 days before your rent will change.

Repairs to your SDA

Urgent repairs



If there is a problem with your home and you need it fixed quickly, you can contact your SDA provider.



They must make sure the problem is fixed within 2 days.



An urgent repair can include:

- a blocked toilet
- a big leak in the roof
- hot water not working.

Non-urgent repairs



If there is a problem with your SDA and it isn't urgent, you can contact your SDA provider.



They must make sure the problem is fixed within 14 days.



If they haven't fixed the problem by this time, you can contact us.



A non-urgent repair can include:

- a hole in the wall
- broken blinds
- a leaking tap.

Contacting you



Your SDA provider might want to use email to:

- contact you
- send you information.



Your SDA provider needs your **consent** to do this.



When you give your consent, you say it is ok to do something.

Extras



You and your SDA provider might have extra things you want to include in your agreement.



There is space in your agreement where you can write anything extra.

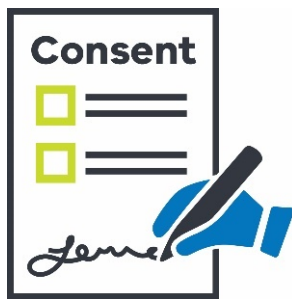
Word list



Complaint

A complaint is when you tell someone about:

- something that has gone wrong
- a problem you want fixed.



Consent

When you give your consent, you say it is ok to do something.



Specialist disability accommodation (SDA)

Specialist disability accommodation is accessible housing for people with disability.



Supported Independent Living provider

People who support you with daily tasks to help you live independently.



Victorian Civil and Administrative Tribunal (VCAT)

VCAT helps solve legal problems for people in Victoria in a way that is quick and fair.

Contact us



1300 40 43 19

The cost is the same as a local call.

If you speak a language other than English, please contact TIS – Translating and Interpreting Service.



131 450

Ask to talk to an Information Officer at Consumer Affairs Victoria on

1300 40 43 19

TTY

If you use textphone or modem, call the National Relay Service.



133 677

Give them our number – **1300 40 43 19**



If you use Speech to Speech Relay call

1300 555 727

Give them our number – **1300 40 43 19**



www.consumer.vic.gov.au/sda



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