

A Notice of entry from your SDA provider

An Easy Read guide for you



How to use this guide



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



We have written this guide 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 17.



This Easy Read guide is a summary of a notice.



You can find the notice on our website at

www.consumer.vic.gov.au/sda



You can ask for help to read this guide.

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.

What is this guide about?



This guide is about a notice from your SDA provider.



The notice is called a **Notice of entry to residents of SDA.**



This notice is about your SDA provider entering your SDA.

On the following pages, we explain:



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

When can your SDA provider enter your SDA?



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



Each reason has a number.

This number is about the part of the law the reason comes from.



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



This law protects the rights of:

- people living in SDA
- SDA providers.



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

8am – 6pm

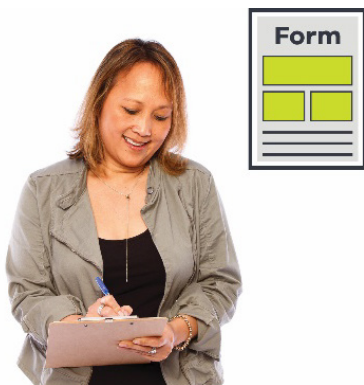


Your SDA provider can only enter your SDA between 8 am and 6 pm on the day they have said they will enter.



Your SDA provider can enter your SDA on any day of the week that isn't a public holiday.

They must:



- tell everyone who lives in the SDA before they enter



- give everyone who lives in the SDA the notice.

24 hours before



Here are reasons your SDA provider can give you for entering your SDA where they must tell you 24 hours (1 day) before.



498V(1)(c) – they need to carry out a task that the law says all SDA providers need to do.



498V(1)(f) - they need to fix something that:

- is broken
- has been damaged.

48 hours before



Here are reasons your SDA provider can give you for entering your SDA where they must tell you 48 hours (2 days) before.



498V(1)(a) – they want to show a room in your SDA to a new resident.

The SDA provider can only give this reason if:

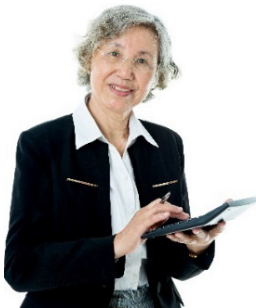


- they have told a resident in your SDA to move out
- a resident in your SDA has said they plan to move out.

498V(1)(b) – they want to show your SDA to:



- someone who might buy it



- a money lender.



The SDA provider can only give you this reason if they have said they are planning to sell your SDA.



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 are reasons your SDA provider can give you for entering your SDA where they must tell you 7 days before.



498V(1)(d) – they want to find out what price your SDA would sell for.



498V(1)(e) – they need to inspect your SDA.

Your SDA provider 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.

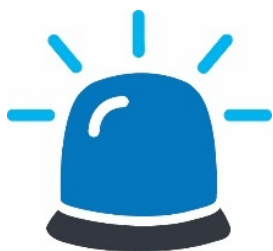
Entering without telling you before



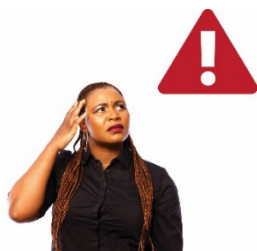
Sometimes your SDA provider doesn't need to give you any notice before they enter your SDA. This could be because:



- you and the other residents have said it is ok for them to enter



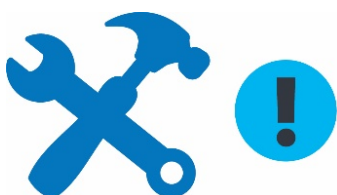
- there is an emergency



- they think that someone is in danger



- they think that you have left the SDA 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 and make sure the residents are:

- being well cared for
- treated with respect.



They will also see if there is anything wrong at the 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: **1300 305 612**



Email: **OPA_Advice@justice.vic.gov.au**



Website:

www.publicadvocate.vic.gov.au/our-services/community-visitors

Sending the notice



Your SDA provider can give you the notice:

- in person
- in the mail
- by email.



Your SDA provider must give you the notice in a way that you can understand.



Your SDA provider can only send you the notice by email if you have said it is ok.



You might have said it is ok:

- in your SDA Residency agreement
- in writing at another time.

If they need to, your SDA provider will also give the notice to:



- a member of your family



- your carer or support person



- your **guardian** or **administrator** – someone who makes decisions for you



- an **advocate** – someone who speaks up for people with disability who can't speak up for themselves.

Word list



Advocate

Someone who speaks up for people with disability who can't speak up for themselves.



Guardian or administrator

Someone who makes decisions for you.



Notice of entry to residents of SDA

This notice is about your SDA provider entering your SDA.



Specialist disability accommodation (SDA)

Accessible housing for people with disability. It is part of the NDIS.



Volunteers

People who choose to work for free.

Contact us



1300 55 81 81

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 55 81 81

TTY

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



133 677

Give them our number – **1300 55 81 81**



If you use Speech to Speech Relay call

1300 555 727

Give them our number – **1300 55 81 81**



www.consumer.vic.gov.au



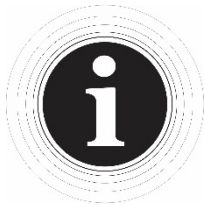
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