

Specialist Disability Accommodation

About our services



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



About this book



Families,
Fairness
and Housing

This book is from the
Department of Families, Fairness and Housing.

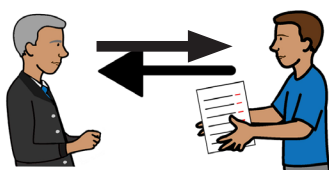


We own lots of **Specialist Disability
Accommodation** in Victoria.



Specialist Disability Accommodation or SDA
is where you live.

We will call SDA your **home**.



This book is about the services we give you.

Our services



We want to give good services to people who live in our homes.



We have rules about what we must do for you.

For example, we will

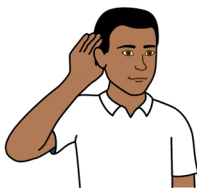
- make it easy for you to contact us



- give you clear information



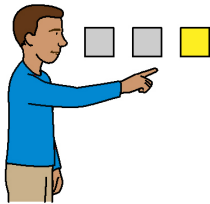
- keep your personal information safe



- listen to your ideas



- treat you with respect.



We will also

- give you choice and control



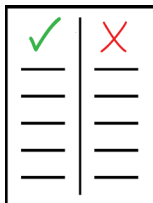
- tell you about important decisions



- tell you about your rights and **responsibilities**
 - responsibilities are things you **must** do for us.



- tell you how to make a complaint.



You can read all our service rules in a document called **client services charter**.

You can read our client services charter on our website.

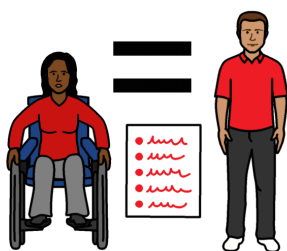


dhhs.vic.gov.au/publications/client-services-charter

Your rights



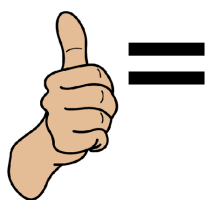
We think about your **human rights** when we make decisions.



Human rights are things everyone should be able to have and do.



Human rights include laws about **equal rights**.



Equal rights means everyone is treated fairly.



You can read about human rights on this website.

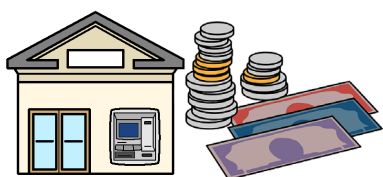
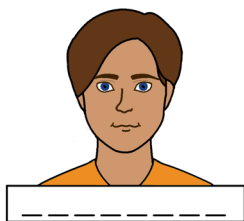
humanrights.vic.gov.au/translations/english-simplified/about-your-rights

Your information

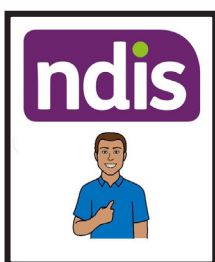
We keep information about people who live in our homes.

For example

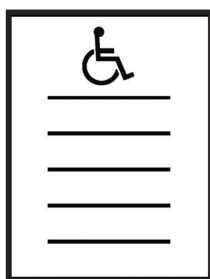
- your personal information



- your bank information



- your NDIS information.



We might also keep information about

- your disability

- your needs



- any big problems you have in your home.



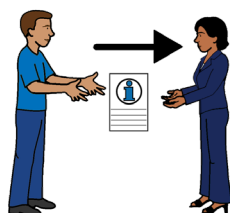
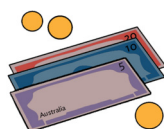
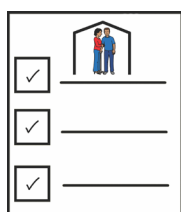
We might ask for other information.

We will tell you how we will use your information.

How we might use your information

We need to

- know who lives in our homes
- write agreements
- manage your rent and NDIS money
- make decisions about your home
- write reports and plans.



We also need to share your information if the law says we must.

For example, to keep you safe.

Our privacy policy



Our **privacy policy** has rules about how we keep your information safe.



Only staff who need to know will be able to read your information.



You can read our full privacy policy on our website.

dhhs.vic.gov.au/publications/privacy-policy

Clear information



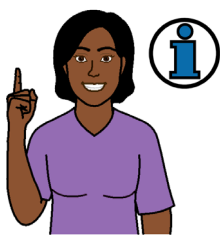
We will give you information that meets your needs. For example, in Easy English or other languages.



We will write clear information

- in our agreements
- in letters
- on our website.





We will make sure you get clear information when you need to make important choices.

We will also give clear information to people who support you.

For example



- your family



- your **guardian**
 - a guardian makes legal choices for you



- your **advocate**
 - an advocate helps us to understand your needs



- your **administrator**
 - an administrator helps you manage your money.

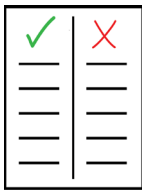
Child safe standards



Most people who live in our homes are adults.



If someone under the age of 18 lives in a home we make sure they are safe.



We follow laws about services for children.



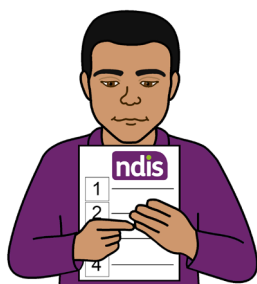
The laws make sure staff

- think about child safety and report child abuse



- have a **Working with Children Check** and **NDIS Check**
 - this means we check the person who works for us has **not** hurt someone in the past.

NDIS rules



We follow NDIS rules to make sure you get the best supports and services.

The NDIS rules say what we **must** do for you

For example, we follow

- the NDIS Code of Conduct
- the NDIS Practice Standards.



Visit the NDIS website for more information.

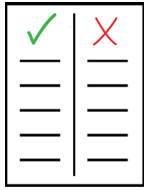


ndiscommission.gov.au/participants/ndis-code-conduct

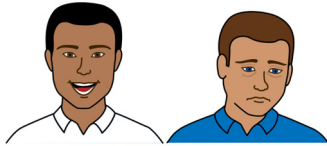


ndiscommission.gov.au/providers/ndis-practice-standards

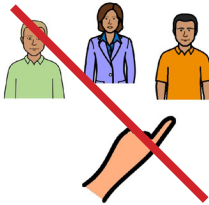
Conflict of interest



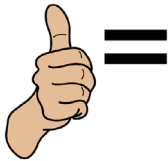
Our staff **must** follow **conflict of interest** rules.



Conflicts of interest happen when staff make decisions that are good for them but **not** fair for you.

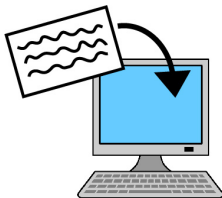


For example, if we say you **cannot** choose a different support provider.



Our staff **must** always make fair decisions.

You can contact us if you think something is **not** fair for you.



Email myhome@homes.vic.gov.au

How to make a complaint

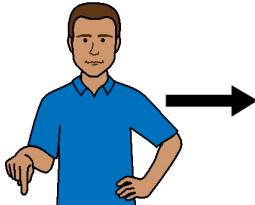


You can make a **complaint** about something that has happened in your home.



A complaint means you tell us

- what you are **not** happy about



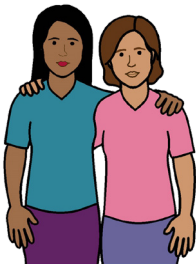
- what you want to happen next.



Call 1300 161 485



Email myhome@homes.vic.gov.au



You can ask someone to help.
For example, family or friends.



We will

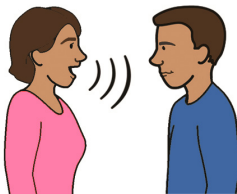
- treat you with respect



- give you clear information



- tell you how we will try to fix the problem fast



- contact people who support you to help us fix the problem.



If you are still **not** happy, you can contact us.

Contact information is on the next page.

More information



Families,
Fairness
and Housing

Contact us if you want to make a complaint
about something in your home.



Call 1300 884 706



Website

dffh.vic.gov.au/making-complaint



You can also send a letter to

Department of Families, Fairness
and Housing - Complaints

GPO Box 4057

Melbourne Victoria 3000

Other contacts

You can also contact other organisations if you think something is unfair in your home.



Community Visitor Program

The program helps people with disability to get their rights.



Call 1300 309 337



NDIS Quality
and Safeguards
Commission

NDIS Quality and Safeguards Commission

If you are an NDIS participant and want to make a complaint about an NDIS service.



Call 1800 035 544



Disability Service Commissioner

If you are **not** an NDIS participant and want to make a complaint about a disability service.



Call 1800 677 342



Consumer Affairs Victoria

If you need more information about your SDA rent and tenancy agreement.



Call 1300 404 319



If you need help to speak or listen use the National Relay Service.



Call 1800 555 660



Website

communications.gov.au/accesshub/nrs

Give the relay officer the phone number you want to call.

[illegible]

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