



Specialist Disability Accommodation

How we fix your home



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 how we look after your home
and fix things when they break.

What we will fix



We follow laws about fixing your home.

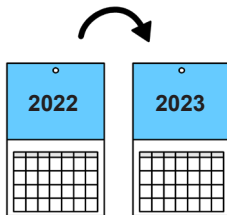
We **must** fix your home when things around the building



- break

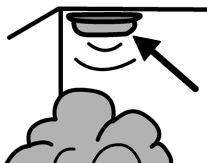


- do **not** work well.



We will check your home every year to make sure it is safe if there is an emergency.

For example, a bushfire.

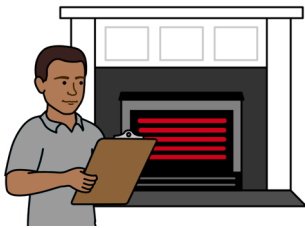


Your home will have fire sprinklers and smoke alarms.

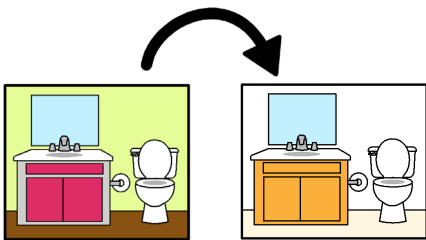
We do 3 types of work on homes



1. We fix things fast when they break.
For example, if your sink does **not** work.



2. We check things to make sure they are safe.
For example, that your gas heaters work well.



3. We fix part of the home if it does **not** work well.
For example, if you need a new bathroom.

How we will fix your home



We work with your **support provider** to make sure your home is safe.

Support providers help people with disability live in their homes.



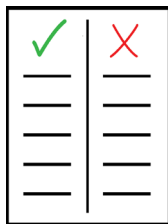
We will fix your home if

- your support provider tells us to fix something

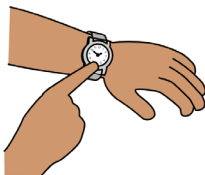


- you tell us something needs to be fixed.

Contact information is at the end of this book.



We follow rules about how fast we **must** fix things.



We will fix things fast to keep you safe

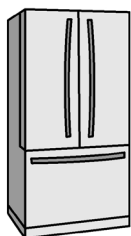


We will send a person to your home to fix the problem.

Things your support provider can help with

Your support provider will help you to fix things that are **not** part of the building.

For example



- a fridge



- a wheelchair



- a hoist



- a TV

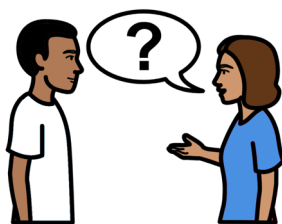


- a hairdryer.

What happens if you damage your home?



If you or your house mates break part of the building we will fix it.



We will talk to your support provider about why the damage happened.



We might also talk to experts if you or your house mates need help to manage behaviour.



We will try to fix the damage so it does **not** happen again.

What happens if someone else damages your home?



Your support provider will tell us when something needs to be fixed.

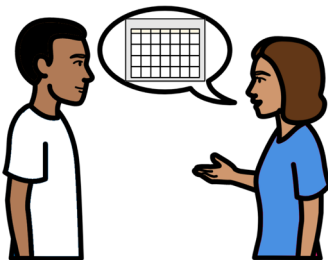


We will make a plan to fix it.



If your support worker breaks something we might ask your support provider to pay to fix it.

When we come to fix your home



We will talk to your support provider about the best day and time to fix your home.



People who fix your home will only work in areas that need to be fixed.

How to contact us



When something needs to be fixed

You or your support provider can contact us.



Call 1300 292 512



Email SDA.Maintenance@dffh.vic.gov.au

More information



Families,
Fairness
and Housing

You can contact us for more information or to tell us about a problem with your home.



Call 1300 161 485



Email myhome@homes.vic.gov.au



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.

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