



Specialist Disability Accommodation

How we manage 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**.

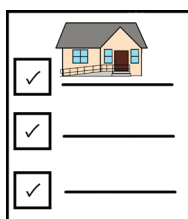


This book is about how we manage things that
happen in your home.

We work with your support provider



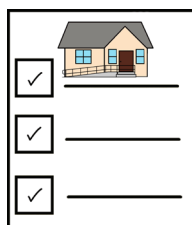
Support providers help people with disability live in their home.



We have an **agreement** with your support provider.

The agreement has rules we all **must** follow to make sure your home

- is safe
- meets your needs.



If you choose a new support provider we will

- make a new agreement with that provider
- keep giving you good services.



You can ask for a copy of the agreement by email.

Email myhome@homes.vic.gov.au



We check to make sure the agreement works.



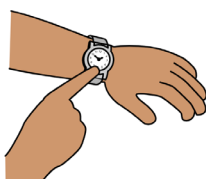
We meet with your support provider every year to make sure we all follow the rules.



You can ask us by email to be part of the meeting.



Email myhome@homes.vic.gov.au



We work with your support provider to fix things fast.



If you think we are **not** working well with your support provider you can make a **complaint**.



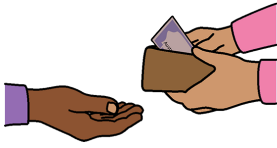
A **complaint** means you tell us

- what you are **not** happy about
- what you want to happen next.



Our contact information is at the end of this book.

About your rent



You **must** pay **rent** to live in your home.

Rent is money you **must** pay every month.



We use the money to keep your home safe.

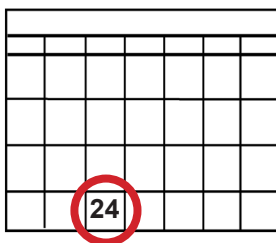
For example, to fix parts of the building.

How you pay rent



Your **administrator** will help you to pay rent.

Your administrator helps you manage your money.



You **must** pay your rent on day 24 of every month.

If you do not pay your rent



If your rent is **not** paid on time, we will ask your administrator if there is a problem.



Your administrator will try to fix the problem.



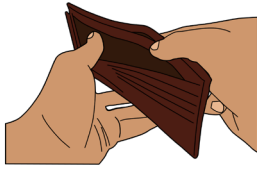
If your administrator does **not** pay the right money, we will send them a letter.



If there is still a problem we might have to go to the **Victorian Civil and Administrative Tribunal** or **VCAT**.

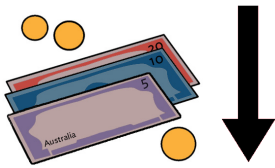
VCAT makes legal decisions that everyone **must** follow.

If you cannot pay your rent



Sometimes you might **not** have the money to pay your rent.

For example, if you need to pay lots of money for medicine.



Your administrator can ask us to reduce your rent for a set time.



We might **not** agree to reduce your rent.

For example, if you spend too much on things you want.



We will write to your administrator to tell them about our decision.



If your administrator does **not** agree with our decision they can ask for a **review**.

A review means a different manager reads the information and makes a decision.



If your administrator is still **not** happy, they can make a complaint.

When you stay away from home

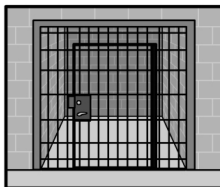
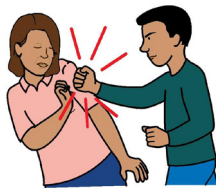


You **must** tell us if you plan to stay away from your home for more than 6 weeks.

We will ask why you want to stay away from your home.

For example, you might

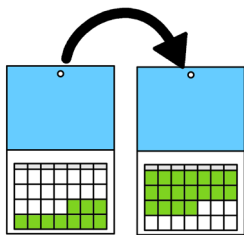
- feel unsafe in your home
- be in hospital
- be getting help for health problems
- be in jail.



We will ask for more information about

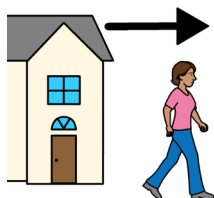
- how long you will be away
- who we can contact while you are away.





We might

- decide you can stay away for up to 6 months



- decide you should move out of your home.

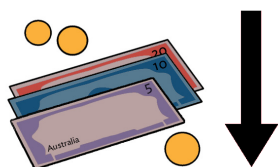


We will write to you and tell you about our decision.

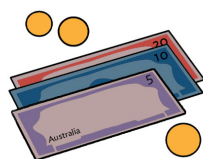


If you do **not** agree with our decision you can ask for a review or make a complaint.

Do you need to pay rent when you stay away from your home?

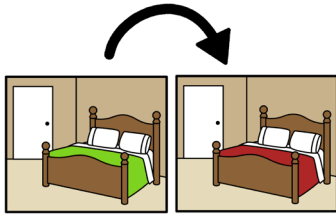


We might reduce your rent if you have special reasons to stay away.



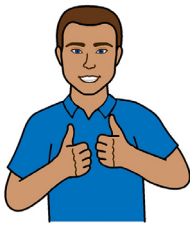
Your rent will go back to normal when you come back home.

You can ask to change rooms



You can ask to change rooms in your home.

For example, you might swap rooms with a house mate or move into an empty room.



We will make sure everyone is happy for you to change rooms.



We will write to you and tell you about our decision.



If you do **not** agree with our decision you can ask for a review or make a complaint.

You can ask to have a pet

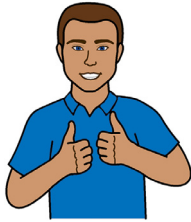


You can ask to have a pet in your home.



You do **not** have to ask to have an **assistance dog**.

An assistance dog supports people with disability to do daily activities.



We will

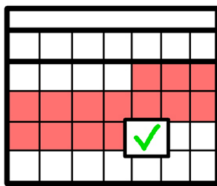
- talk to people you live with for you to have a pet



- follow laws about having pets in your home



- check your home is a good place for a pet
 - for example, the garden is big enough.



If we say **no** to a pet, we **must** tell VCAT within 14 days.



Everyone **must** follow the VCAT decision.



If you do **not** agree with the VCAT decision you can ask VCAT for a review.

Incidents in your home



We **must** report **incidents** that happen in your home.



An incident is when someone is hurt in your home.

For example, if a handrail breaks and you fall.

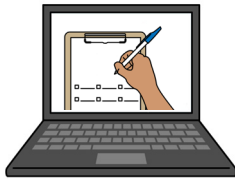


We will

- make sure everyone is safe
- write a report about the incident
- find the problem and make a plan to fix it.



How do we report incidents?



We write an incident report and

- keep the report on our computer system
- send the report to the NDIS if needed
- tell the police or **WorkSafe** if the law says we must
 - WorkSafe helps people who get hurt at work.



Incidents with people in your home



Your support provider will

- manage incidents that happen with support workers or your house mates
- make sure you are safe and send a report to the NDIS if needed.

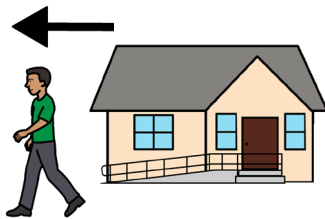
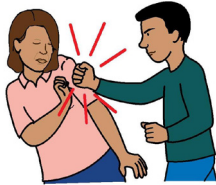


Problems at your home

We will work with your support provider to fix problems at your home fast.

For example

- you are unsafe
- part of the house is broken
- you have problems with neighbours.



If you are unsafe because of someone in your home, they might have to leave the house for a short time.

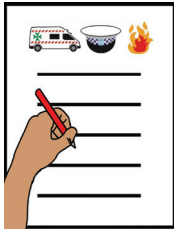


You can tell us and your support provider if you have problems at your home.



You can ask someone who supports you to help.

How we plan for an emergency



We work with your support provider to make sure you are safe in an **emergency**.

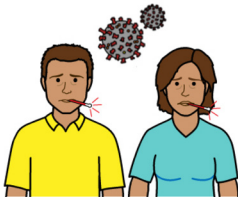


An emergency might be

- a fire



- a flood

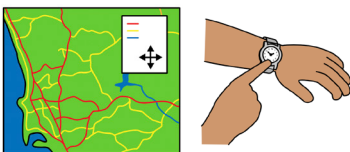


- COVID-19.



We will make a plan to do work around the house to keep you safe.

For example, we clean leaves out of your gutters to stop fires.



We will tell the local council your address so you get help fast in an emergency.

How you and your support provider must plan for an emergency



Your support provider will have a plan to keep you safe in an emergency.



The plan includes where you will go if you need to leave your home.

If an emergency has happened



You might be able to apply for emergency payments from the government.



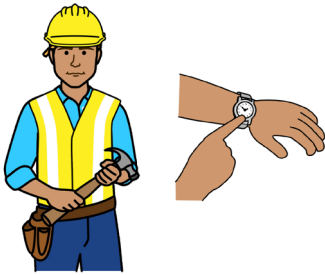
The payments can help if

- you need to pay for somewhere else to stay
- your personal things were damaged.



You can ask your family and people who support you to help.

What if your home is damaged?



If your home is damaged in an emergency we will fix it fast.

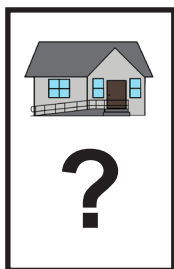


You might need to move to a different home for a short time while we fix the damage.

When you need to leave your home for a short time

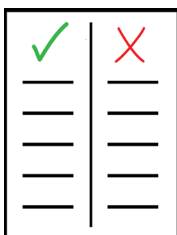


If you need to leave home for a short time we will give you a **notice of temporary relocation**.



A notice of temporary relocation

- says why you need to leave and when you can move back home

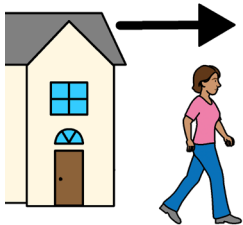


- has rules that we **must** follow.



You might also need to leave your home for a short time if

- you hurt people you live with



- your needs change and your home is **not** safe for you.

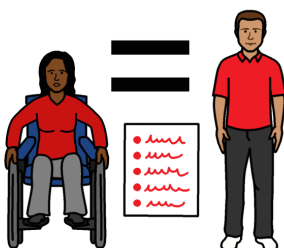


You can read a law called **Residential Tenancies Act** to find out more.

The Act tells you the reasons for when you might need to leave your home for a short time.

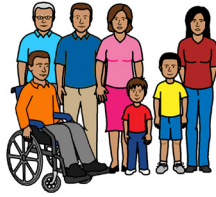


We will work with your support provider to help you stay in your home.



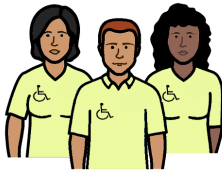
We will think about your **human rights** before we make a decision.

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

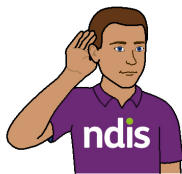


When we give you a notice we will also tell

- the people who support you



- your support provider



- the NDIS

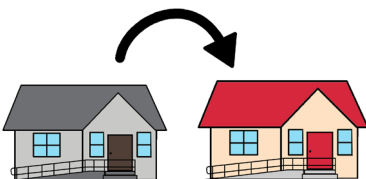


- the Office of the Public Advocate

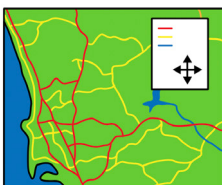


- Consumer Affairs Victoria.

Where will you stay?



We will find another home for you to stay for a short time.



We will try to find a home close to where you live now.

When you need to move out of your home

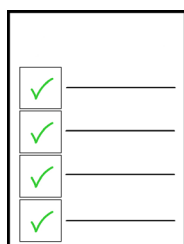


If you need to move out of your home we will give you a **notice to vacate**.



The notice to vacate says

- why you need to move out
- when you need to move out
 - we **must** give you 90 days to move out.



We **must** be sure

- we have done everything to try to fix problems
- the problems will keep happening.

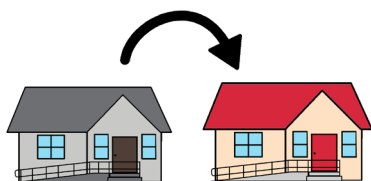


We can stop a notice if things get better.



If you do **not** agree with our decision you can ask for a review at VCAT.

Where will you stay?

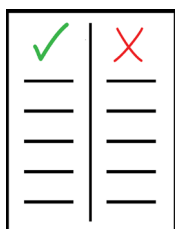


You will need to find a new home.



The people who support you can help.

If you leave things in the home

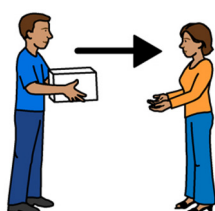


We follow rules about what we can do with things that are left in the home.



If you move out and leave things in the home we will

- try to contact you
- tell you how long we will keep your things safe for you



- give your things back.

If someone dies in your home



Your support provider will tell us when someone dies in your home.

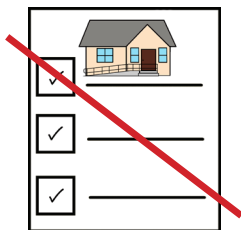


We will be kind and show respect to everyone who knew the person.

We will work with the person's **legal representative**.

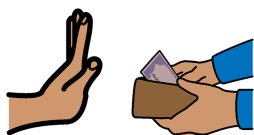


A legal representative manages a person's money and personal things after they die.



We will work with the legal representative to

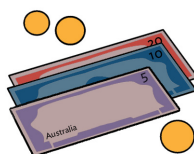
- stop the SDA agreement



- stop rent payments



- give personal things back to the family



- collect any money owed.



We will find a new house mate when everyone is ready.

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.

Notes

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