

Specialist Disability Accommodation

Finding a new house mate



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.

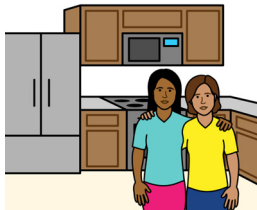


We own lots of **Specialist Disability
Accommodation** in Victoria.



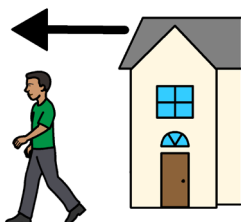
Specialist Disability Accommodation or SDA
is where you live.

We will call SDA your **home**.



This book is about finding a new house mate to
live in your home.

What happens when a room is empty in your home?



A room in your home might be empty if someone you lived with

- moved somewhere else

or



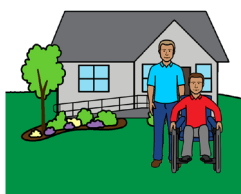
- died.



Your **support provider** will let us know if a room in your home is empty.

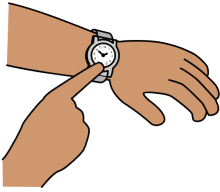


Support providers help people with disability live in their home.

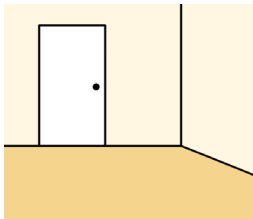


Your support provider will work with us to find a new house mate to live in your home.

How long will it take to find a new house mate?

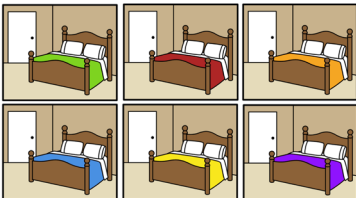


We usually look for a new house mate straight away.



Sometimes we do **not** look for a new house mate straight away.

For example, if a room is empty because someone has died.



Sometimes we decide to leave the room empty.

For example

- if your home has 6 or more bedrooms
- if a specialist says it would be good to keep the room empty because someone in your home feels **unsettled**.



Unsettled might mean the person feels sad or angry.

How will we find a new house mate?

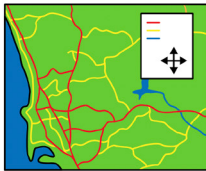


We will tell people about the empty room on a website.



People who are looking for a new home can visit the website to see

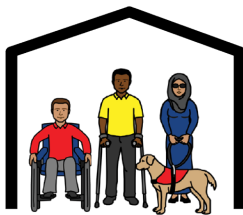
- photos of the house



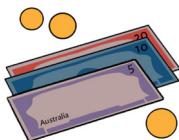
- where the house is



- how people are supported



- who lives in the home



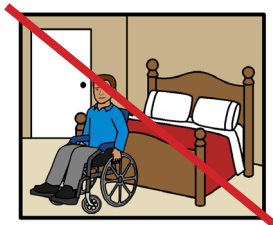
- how much it costs to live in the home.



Someone might come to see your home and the empty room.



Your support provider will make sure you are happy with the day and time of the visit.



People will **not** be able to go into your bedroom.

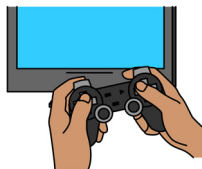
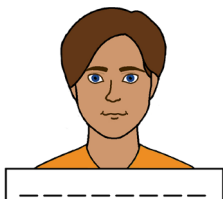


If someone wants to live in your home they **must** send us an **application**.

An application is a form that tells us about the person.

For example

- their personal information
- their support needs
- their interests.



The applications have private information so you will **not** be able to read them.

How will we choose your new house mate?

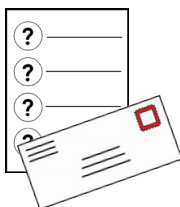
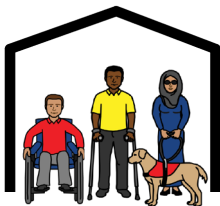


It is important that you have a say about who you live with.



When there is an empty room we will write a letter to

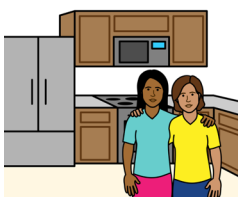
- you
- everyone in your home
- your family or carers.

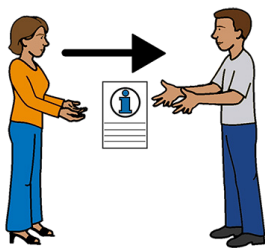


The letter will ask questions about what you want.

For example

- what are your needs?
- what kind of person do you want to live with?





The letter will say how you can give this information to us or your support provider.

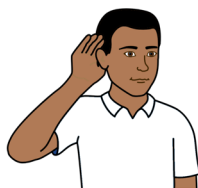


We will have a meeting to talk about

- the people who want to live in your home



- which person would be a good choice.

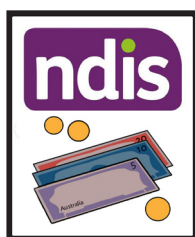


We will

- listen to your ideas



- make sure everyone is safe



- make sure the person has the right NDIS funding to live in your home.

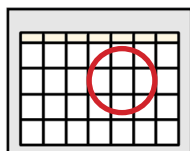


You can meet the person and tell us what you think before we ask them to move in.



Your support provider will tell you

- who will move in



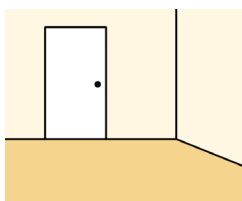
- when they will move in.

What if people do not apply to move in?



If people do **not** apply to move in we might

- keep trying to find someone



- leave the room empty for a while.

What if you are not happy?



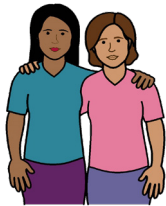
If you are **not** happy about the way we found a new house mate you can contact us.



Call 1300 161 485



Email myhome@homes.vic.gov.au



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

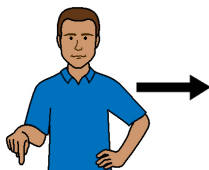


If you are still **not** happy you can make a **complaint**.



A complaint means you tell us

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



Our contact information is 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



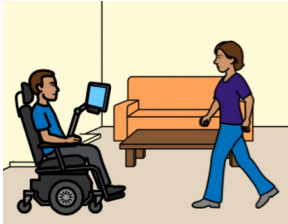
Department of Families, Fairness
and Housing - Complaints

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.

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