

Residential services accommodation

What you need to know

Easy Read version



How to use this document



We are the Queensland Government's Residential Tenancies Authority (RTA).

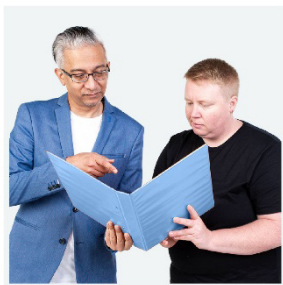
We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [30](#).



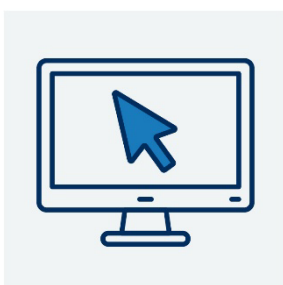
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of a webpage.

It only includes the most important ideas.



You can find the other information on our website.

www.rta.qld.gov.au/residential-services-accommodation

What's in this document?

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About residential services accommodation

Residential services accommodation is when your **rent** pays for:



- a room or unit to live in



- services – like meals or personal care.



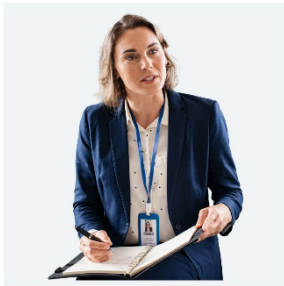
Rent is the money you pay to live in a home someone else owns.



Most of the time this will be **rooming accommodation**.

Rooming accommodation is when you:

- rent part of a home – like 1 or 2 rooms
- share common areas – like the kitchen.



The accommodation is run by **residential services providers**.

Residential services providers support people by delivering accommodation that meets their needs.

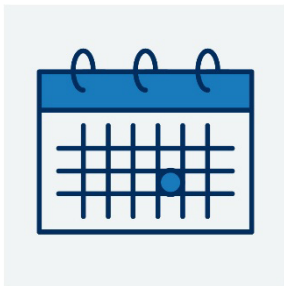
In this document we just call them providers.

Rooming accommodation agreements

The rooming accommodation agreement is a form that explains:



- how much rent you will pay



- when to pay the rent



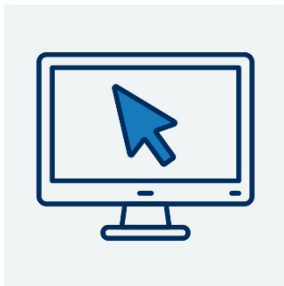
- how long you can live in the home



- what services your rent pays for.

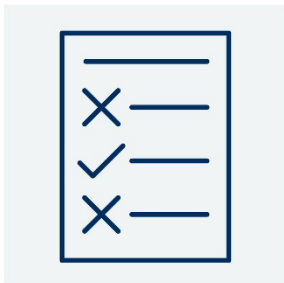


In this document we just call it the agreement.



You can find the agreement on our website.

www.rta.qld.gov.au/form-r18



There are also rules about what you can do in the home.

You will get these rules with your agreement.



You will need to:

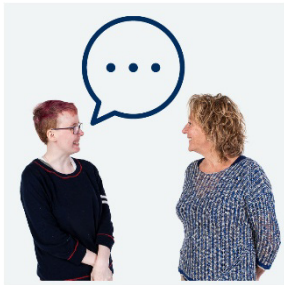
- read the agreement
- sign the agreement.



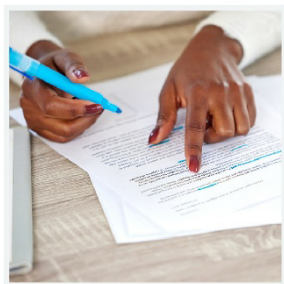
You can ask someone you trust for support to understand:

- the agreement
- letters or forms about your housing.

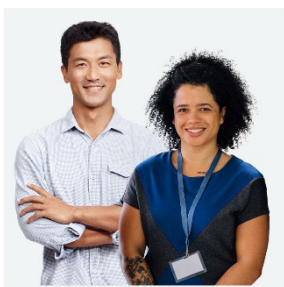
For example, you can talk to:



- your provider
- a friend
- a family member
- a support person.



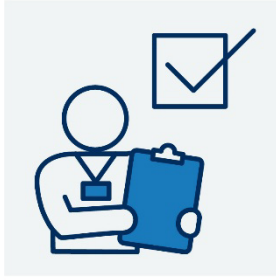
You can choose someone else to also get your letters and forms.



For example, a:

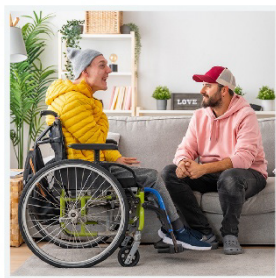
- family member
- support person.

Services

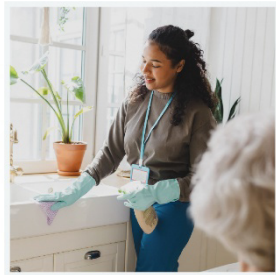


Rooming accommodation might include services.

Your services could be:



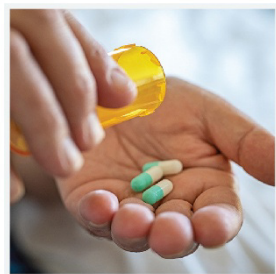
- someone to support or check on you



- cleaning or laundry



- meals



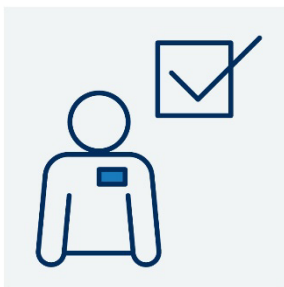
- help with your medicine.



You pay for your services with your rent.



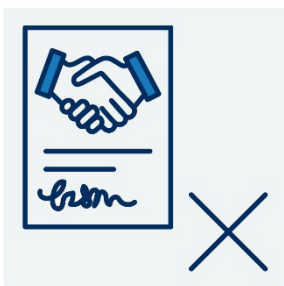
Your services must be in your agreement.



Your provider must give you any service you pay them for.

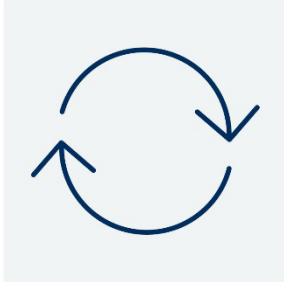


The **National Disability Insurance Scheme (NDIS)** supports people with disability by helping them pay for the supports and services they need.



Your agreement and rent shouldn't include any services that the NDIS already pays for.

Changes to your services and rent



You need to agree with your provider if you want to change your:

- services
- rent.



Your provider should be fair about what you ask for.

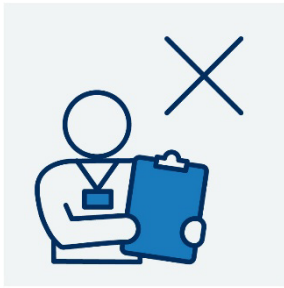


You can ask to pay less rent if:

- a service has stopped
- you use a service less
- you are going to be away – like a holiday.

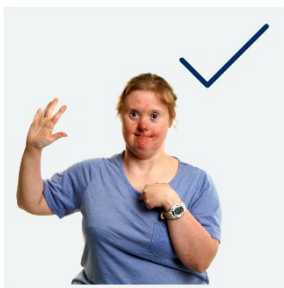


You can only ask to pay less rent for meal services if you're going away for more than 2 weeks.

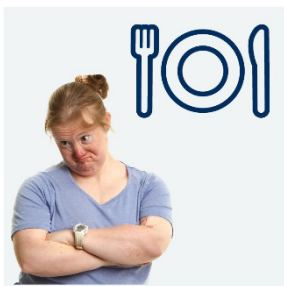


You can also ask to pay less rent if you don't need a service anymore.

For example, if:



- you stop needing personal care



- the meals are not right for you



- the NDIS starts paying for services your rent pays for.

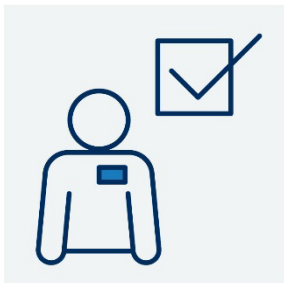


You should talk to your provider if:

- a service stops
- but
- you didn't agree to it.



You might get some of your rent back if you were paying for a service after it stopped.



You can ask if the service can start again.



You might need to pay more rent to:

- start using new services
- restart services if they stopped.

What happens if you go into hospital



You can ask to pay less rent for the services you won't use while you're in hospital.



You can only ask to pay less rent for meal services if you're in hospital for more than 2 weeks.



You will still need to pay rent for your home.

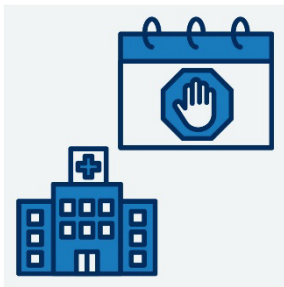
But you can ask your provider if you can pay less rent.



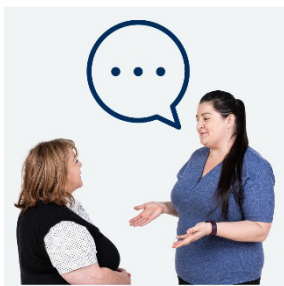
If your provider agrees, they should give you the new rent amount in writing.



You can talk to your provider if you want to move out early because you're staying in hospital.



You might be in hospital close to the date that your agreement ends.



You can talk to your provider about whether you want to:

- stay in your home
- leave your home.

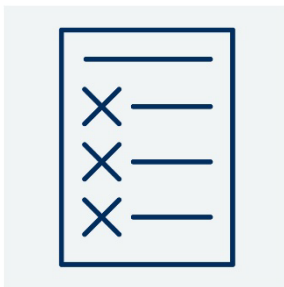


There are rules for you and your provider to follow to change or end your agreement.

What you can do if there's a problem



There are steps you can take to fix a problem you might have with your agreement.



For example, if you or your provider don't follow the rules.



1. Talk to your provider.



Tell your provider:

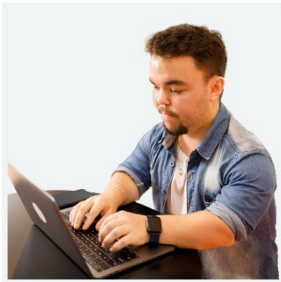
- what the problem is
- what you want to happen.

You can ask someone you trust to talk to your provider for you.



For example, a:

- family member
- friend
- support person.



2. Fill out the Notice to remedy breach form.



The Notice to remedy breach form asks your provider to fix the problem in 7 days.

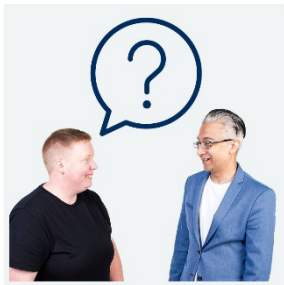


Your provider can also use the form to ask you to fix a problem.



You can find the form on our website.

www.rta.qld.gov.au/form-r11



3. Ask the RTA to support you.



You can call us for help.

1300 366 311



We can support you and your provider
to find a way to fix the problem.



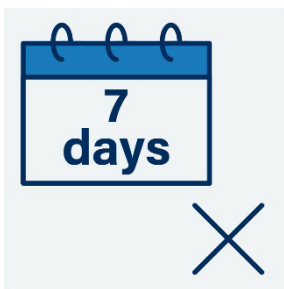
This is a free service.



4. Tell your provider you are leaving

or

Your provider asks you to leave.



If your provider doesn't fix the problem in 7 days,
you might want to:

- leave your home
- end your agreement.



You can give your provider a form that says you
plan to leave.

The form is called a Notice of intention to leave.



You can find the form on our website.

www.rta.qld.gov.au/form-r13



Your provider might also ask you to leave if you don't fix a problem.



5. Ask the Queensland Civil and Administrative Tribunal (QCAT) to make a decision.



QCAT supports people and providers with housing problems.



You can call QCAT.

1300 753 228



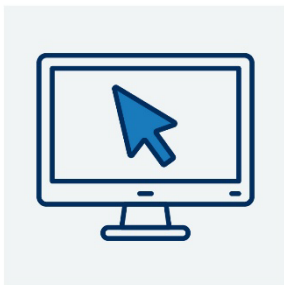
You can visit the QCAT website.

www.qcat.qld.gov.au/case-types/residential-tenancy-dispute-process

What if your provider breaks the law?



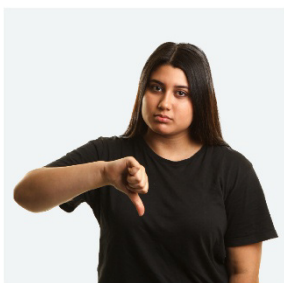
We can help you if you think your provider has broken the law.



You can find information on our website about problems we can look into.

www.rta.qld.gov.au/compliance-enforcement

Can you make complaints about services?



A **complaint** is when you tell someone that something:

- has gone wrong
- isn't working well.



You can make a complaint to your provider
if your housing or services are not right.



If your provider doesn't fix the problem,
you can make a complaint to the Queensland
Government Regulatory Services team.



You can call the Regulatory Services team.

07 3013 2666



You can find information on their website about
how to make a complaint.

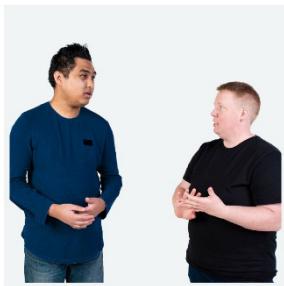
[www.qld.gov.au/housing/renting/residential-
services/complaints](http://www.qld.gov.au/housing/renting/residential-services/complaints)

Problems with people you live with

If you have problems with someone you live with,
you can talk to:



- your provider



- the person.



You can work together to try and fix the problem.

More support

Tenants Queensland



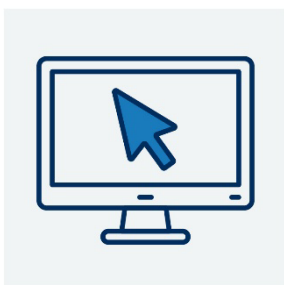
Tenants Queensland can support you to:

- fix an issue with your housing provider
- talk to your provider
- write a letter or fill out forms.



You can call Tenants Queensland.

1300 744 263



You can visit the Tenants Queensland website.

tenantsqld.org.au

Queensland Government Department of Housing and Public Works



The Queensland Government's Department of Housing and Public Works can support you if you:

- need urgent housing
- are at risk of being **homeless**.



People who are homeless don't have a safe place to live.



You can call the Homeless Hotline.

1800 474 753



You can visit their website.

www.qld.gov.au/housing/emergency-temporary-housing

Office of the Public Guardian



Office of the Public Guardian supports people to make their own decisions.



You can call the Office of the Public Guardian.

1300 653 187



You can visit their website.

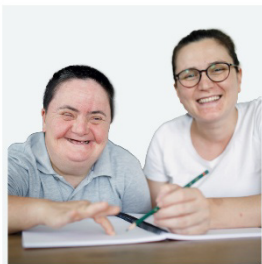
www.publicguardian.qld.gov.au/contact-us

Disability Advocacy Pathways



Disability Advocacy Pathways helps people find **advocacy** support:

- that suits their needs
- where they are.



Advocacy is when someone helps you:

- have your say
- talk to other services that you might need
- get information and advice.



You can call Disability Advocacy Pathways.

1800 130 582



You can visit their website.

www.disabilitypathways.org.au

Contact us

You can call the RTA.



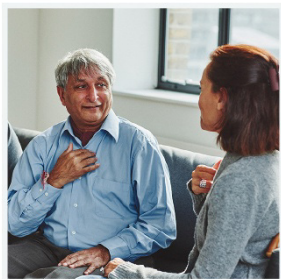
1300 366 311

We are open:

- Monday to Friday
- 8:30am to 5pm.



If you need something in a language other than English, you can ask us for an **interpreter**.



An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.

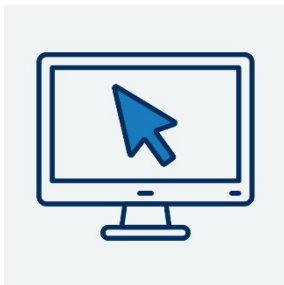


You can write to us.

GPO Box 390

Brisbane

QLD 4001



You can visit our website.

www.rta.qld.gov.au/contact

Word list

This list explains what the **bold** words in this document mean.

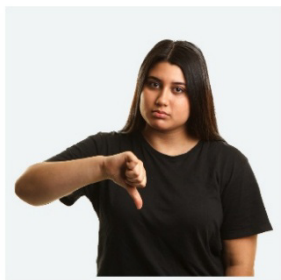
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Complaint



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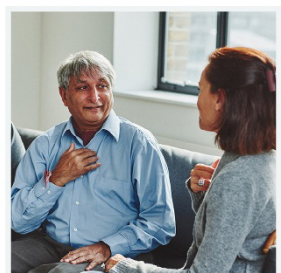
- has gone wrong
- isn't working well.



Homeless

People who are homeless don't have a safe place to live.

Interpreter



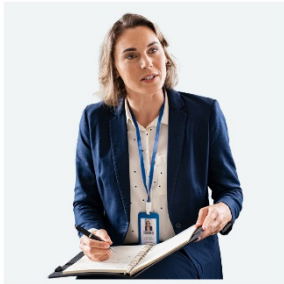
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Residential services providers

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Rooming accommodation

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- share common areas – like the kitchen.



Residential services accommodation – what you need to know

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