

Inquiry into the provision and regulation of supported accommodation in Queensland

**User-friendly summary report of the
Community Support and Services Committee's
*Report No. 44, 57th Parliament***

**Prepared by Queenslanders with Disability
Network and Queensland Advocacy for
Inclusion**



June 2024

There has recently been an Inquiry into Supported Accommodation in Queensland.



The Queensland Parliament asked the Community Support and Services Committee to do this Inquiry.

The Committee is a group of politicians who help the Parliament find out things.



The Committee heard information from lots of different people like residents, their families, facility owners and staff and government and community organisations.

The Committee also visited 14 Accommodation places across Queensland. Importantly, over 700 residents who live in Supported Accommodation now as well as past residents had their say.



Residents were supported to tell their stories by Queenslanders with Disability Network (QDN) and Queensland Advocacy for Inclusion (QAI).

Residents told the Committee about:

- where they live and how much it costs.
- how the place they live supports their health and well-being and keeps them safe.
- ways the supports funded by the National Disability Insurance Scheme or NDIS fit with the services provided through their accommodation.

Residents talked about things that can be good. Like:

- if they have their own room
- if they have their own bathroom
- if there are fun things to do.

They also talked about things they want to change. Like:

- they want an air conditioner when it is hot
- they want more things to do
- they want more meal choices and bigger meal servings.

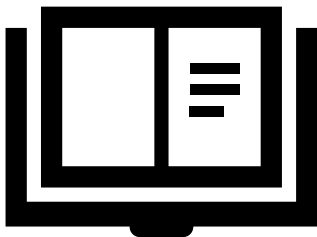
The Committee thought about all the things people told them about Supported Accommodation.

They came up with 12 recommendations about things that could change.

The recommendations are based on things that were said by:

- past and current residents of Supported Accommodation facilities
- people who own and work in Supported Accommodation
- people who work in disability, housing, community and the Government.

The Committee has put their findings and recommendations into a report to the Queensland Parliament.

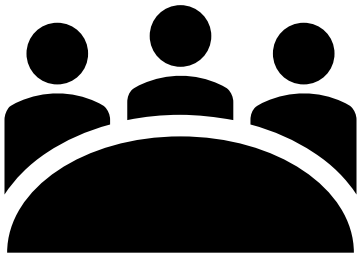


A **recommendation** is a suggested action for the government.

At the moment, these recommendations are only ideas.

The Queensland Parliament will talk about the report and the Queensland Government will decide the next steps.

Recommendation 1



Recommendation 1 is that the **Queensland Parliament** should note the report.

This means that the Queensland Parliament can talk about the things in the report and the next steps to be taken.

The **Queensland Parliament** is made up of elected Members of Parliament. Some of these members form the Queensland Government.

Recommendation 2



Recommendation 2 is that the Department of Housing should review the Residential Services Act.

The **Department of Housing** is the area of government that looks after housing for people in Queensland.



The **Residential Services Act** makes the rules for boarding houses and supported accommodation.

The Residential Services Act helps to make sure people who live in places like this are safe and get the services they need to be healthy and get out and about in the community.

The Residential Services Act does this by setting the standards for accommodation.

A **standard** is a level of quality.

The recommendation says that this Act should be reviewed to make sure that people who live in supported accommodation are safe, get the services and support they need for their health and well-being and have a voice in the way these services are provided.

It also needs to be reviewed so that people who run supported accommodation can do better delivering good supports to residents.

Recommendation 3



Recommendation 3 is that the Department of Housing should start doing a census of residents who live in supported accommodation.

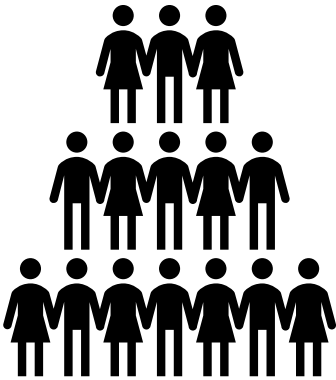
A **census** is like a survey with a list of questions.

The recommendation says that this survey should be done with everyone who lives in residential services.

The survey might be done once a year, or once every 2 years or another timeframe.

The survey would help the Department of Housing know:

- how many people live in supported accommodation
- what type of support they need
- who is on the NDIS and who is not
- what services the supported accommodation delivers that are not funded by the NDIS.



The survey will mean that the Department of Housing will have data about how many people are living in Supported Accommodation.

It would help to make sure they know what support people are getting.

It would help them know who might need help getting on the NDIS or getting other support.

Recommendation 4



Recommendation 4 is that the Department of Housing should share the information from the census publically.

This would mean that everyone knows how many people live in supported accommodation and how many people receive NDIS support because it is up on a website.

This would not include people's personal details or personal information.

The recommendation also says that the Department of Housing should share information about compliance.



Compliance means following the rules.

This means that everyone would be able to read about the rules and what is happening at individual supported accommodation facilities.

The information should be recorded on a register which is kept up to date. It would be available to everyone to look at.

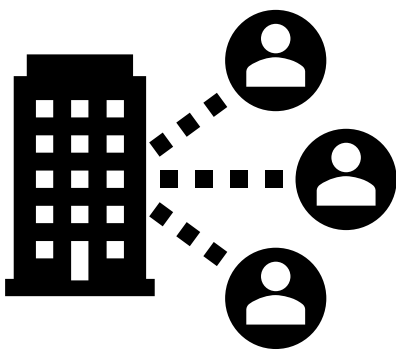
Recommendation 5



Recommendation 5 is to do with the Department of Housing reviewing the Residential Services Act.

The recommendation says when doing the review, the Department of Housing should focus on a few different things.

They should making sure that the Act is up-to-date because a lot has changed since it was written.



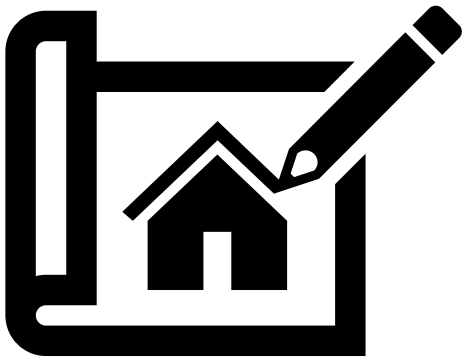
The Act should make sure that people who live in supported accomodation have choice and control.

The Act should make sure that people who live in supported accomodation are not lonely and that where they live does not seem like an institution.

The Act shoud make sure that it promotes best practice and is up-to-date with research.

Best practice is a set of guidelines and ideas that are the best way to do something.

Recommendation 6



Recommendation 6 is that the Department of Housing should look at how they can better support people who living in supported accomodation and signing rental contracts.

In particular, the Department of Housing need to think about people who are given a 'Notice to Leave' where they live.

Also, the Department of Housing should look at changing zero tolerance rules for people who live in supported accomodation as part of their tenancy agreements.

Zero tolerance means when someone is not given any second chances when they break a rule.

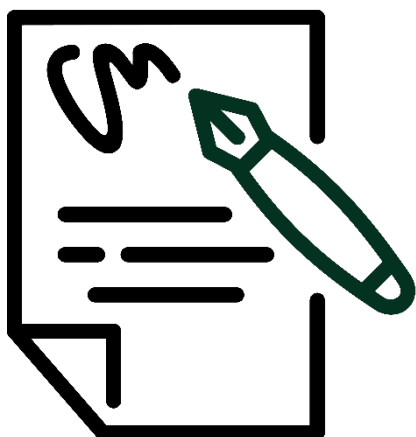
Recommendation 7



Recommendation 7 is about making a change to the Residential Tenancies and Rooming Accommodation Act 2008.

The **Residential Tenancies and Rooming Accommodation Act** makes the rules for people who own and run rental accommodation.

The recommendation says that the Act should consider having a specific tenancy service agreement for people who live in supported accommodation.



A **service agreement** is a legal contract.

This agreement would have information about the things that residents should expect about their rights as a resident living in Supported Accommodation.

Recommendation 8



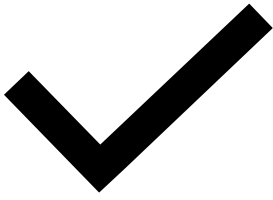
Recommendation 8 is about making sure that people who live in supported accommodation have the right supports.

This recommendation is also about residents with a range of needs getting specific support to manage their services so they all work well together and do not clash with each other.

The recommendation says that people who move into supported accommodation should have an assessment done about what they need.

It also says people already living in supported accommodation should have assessments done of their housing and support needs twice a year.

An **assessment** would ask questions about a person and their support needs.



This assessment would be to find out what sort of support they need.

There are no right or wrong answers.

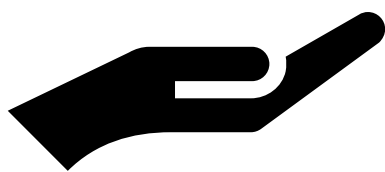
The assessment would be done by someone independent.

Independent means that the assessment would be done by someone who does not work at the supported accommodation.

Additionally, residents who need a number of different services and support to live a good life should get help to put all the services together and make sure they work well together.

This help is called **case management**.

Recommendation 9



Recommendation 9 is about the National Disability Insurance Scheme, or NDIS.

It says that the Australian Government should look at giving more money to the NDIS Quality and Safeguards Commission.

The **NDIS Quality and Safeguards Commission** handles complaints about the quality and safety of NDIS supports and services.

This would mean that the NDIS Quality and Safeguards Commission is better able to look into and follow up complaints.

Recommendation 10



Recommendation 10 is for the Queensland Government to think about giving funding opportunities for staff who work in supported accommodation.

This funding would be for:

- training staff
- keeping existing staff and hire more staff
- having more supported accommodation facilities in regional and remote areas of Queensland
- improving standards in facilities to better match residents' human rights and needs.

Recommendation 10 also says the Government think about giving more funding for services for people who live in supported accommodation.

This would be for people who cannot get the NDIS and

- have complex needs or
- have an intellectual disability or
- are at risk of being alone.

Recommendation 11



Recommendation 11 is that the Department of Housing prioritises making changes to the supported accommodation sector.

Prioritises means to make something very important.

Recommendation 11 also talks about a new framework about supported accommodation.

A **framework** is a plan.

It says this framework should be person-centred.

Person-centred means people are at the centre, or are the most important.

Recommendation 11 also says the framework should match:

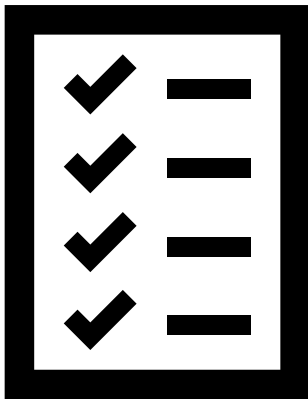
- the Human Rights Act 2019,
- the Human Services Quality Framework
- the United Nations' Convention on the Rights of Persons with Disabilities,
- recommendations from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability



A **right** is something you are entitled to have or do. When somebody has the right to healthcare, for example, it means this is something a person is allowed to have.

Human Rights are the rights all people have as human beings, regardless of who we are, or where we are from.

Recommendation 12



Recommendation 12 is that the Department of Housing should have a bigger compliance team to look after everyone in supported accomodation.

A **compliance team** makes sure everyone knows and follows the rules about supported accomodation.

This would mean that people who run supported accomodation have more support and more information so they can deliver a better standard of service to residents.

Do you want to know more?

Community Support and Services Committee, *Report No.44, 57th Parliament, Inquiry into the provision and regulation of supported accommodation in Queensland.*

www.parliament.qld.gov.au/supportedliving



Call 1300 363 783

Queenslanders with Disability Network

We call it QDN

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Or



Call 1300 130 582

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