

Inquiry into the provision and regulation of supported accommodation in Queensland

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Submitted by: [REDACTED] (submitted by Community Assist)

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Please see below information “what its like to live in supported accommodation for [REDACTED]”

Comment form Mum

My experience as [REDACTED] mother & Nominee...

I have been requesting a move to another room for [REDACTED] for at least 4 years now...with promises this will happen...no results.

I know the support workers have enquired with Management for there to be more staff support in checking to see whether [REDACTED] has eaten...

The nutritional factor is definitely questionable. When the support worker comes in and there is a plate with 2 sausage rolls on a plate at the end of [REDACTED] bed, I question the nutritional value and the connectedness staff have with [REDACTED] NDIS staff arrive with [REDACTED] asleep with food placed on her bed.

It has been said, from staff to me. “They are not responsible for certain elements to do with the client...their responsibility is to provide accommodation, medication & I thought and interesting stimulating safe environment homely environment.

Kindest

[REDACTED] (Mother, NDIS Nominee)

Support worker of 4 years NDIS funded.

I’m [REDACTED], a support care worker for [REDACTED] for 4 years.

Whenever I visit, I find her room is not clean. I must report the issue to the office to have someone clean [REDACTED] room.

Additionally, [REDACTED] had a broken bed that she slept on for over a year. After consistently urging the office, they finally replaced the bed due to concerns about [REDACTED] back.

Support Coordinator view of [REDACTED] supported accommodation.

My name is [REDACTED] I am the support coordinator for [REDACTED] [REDACTED] who is a NDIS participant who lives at [REDACTED]. I am supporting [REDACTED] to reach her goals with her NDIS plan.

Yesterday a support worker attended the house to support [REDACTED] and noticed the poster in her room “Parliament wants to know what it’s like to live in supported accommodation” see picture below.

We can only assume [REDACTED] is wanting to have a voice but her mental health is silencing her.

Due to [REDACTED] disability and capacity to express her wants and needs we her support team have the impression [REDACTED] has something to say but needs her support team to be her voice.

[REDACTED] lives in [REDACTED] with about 60 other people and usually 4 staff on shift. This does not meet [REDACTED] need, but she also has NDIS support workers come most days to support for a few hours.

[REDACTED] pays 85% of her disability support pension to live their website boasts 3 nutritional meals included, safe, clean-living quarters, caring supportive environment, coordinated convenient access to government funded facilities.

[REDACTED] has recently lost a lot of weight which could be attributed to her lifestyle however NDIS funded staff have approached [REDACTED] about missed meals when [REDACTED] is unable to manage her time and has missed meals. [REDACTED] has not been able to access her missed meal was supported by her NDIS staff to get a jam sandwich. There is no option to get your meal if it is missed you miss out. On occasions a meal left on her bed. The house is for people managing a mental health diagnosis supporting structure is a challenge in times of poor mental clarity. If a meal is missed there is no option to get later, it is missed if staff on shift don't recognise the resident is not at the table. [REDACTED] needs support if she has missed a meal to access some food which she has paid for. The staffing ratio does not allow this support I am sure often the staff are not aware who has eaten and who has not which is no fault of the staff with the ratio being 4:60.

[REDACTED] has a very small room with three windows that do not open, and one boarded up. There is a skylight window in the roof with no curtains and no option to open the window. Her bedroom door needs to be closed and locked when she sleeps for safety and privacy so there is no air to circulate. Her bedroom in this heat if a hot box that is not safe for animals. The room is very dirty this is a concern for hygiene. People managing mental health do struggle with managing hygiene being this is a home for people managing mental health I would think there would be supports in place to monitor the room hygiene the website does boast safe, clean-living quarters. [REDACTED] room also has one wall that is a three-quarter wall reducing her privacy. This room boasts no air to circulate, no support to clean, no way to keep cool in the QLD heat of summer. Please see pictures below.

In summary this is a dangerous way to be living [REDACTED] is at risk of overheating, dehydration, and lacks support to maintain her room

adequately to a tenancy standard and is not at all homely. [REDACTED] has very low self-worth this room does not look like the rooms on the webpage and when concerns are raised with [REDACTED] staff it is recited, they are caring for 60 + people. I would think 4 staff to 60 participants with mental health is not reflective of their webpage.

When raised with a psychologist these concerns and pointing out the expectation for someone to live this way in itself saying without words this all you are worth it was shot down with the psychologist stating [REDACTED] is one of the better level 3 accommodations in QLD.

We [REDACTED] support team would like Parliament to know this is what it is like for [REDACTED]. It is unbearable but due to her mental health she will remain silent it is for her support team to be her voice.

I would like to add with each resident paying 85% of their disability support pension based on 60 residents the average board and lodging is \$860 fortnight.

Each resident \$860 FN = \$51,600 per FN \$103,200.00 per month = \$1,238,400.00 annual funds from participants give or take some for vacant rooms.

We submit [REDACTED] story in the hope the request from Parliament is to expose such treatment of our vulnerable people to make change.

With permission from Mum [REDACTED] the plan nominee pictures below.











