

Inquiry into the provision and regulation of supported accommodation in Queensland

Submission No: 151
Submitted by: [REDACTED] (submitted by Queensland Advocacy for Inclusion)
Publication: Making the submission public but withholding your name
Attachments:
Submitter Comments:

From: [REDACTED]
Sent: Friday, 2 February 2024 9:19 AM
To: Community Support and Services Committee
Subject: Supported Accommodation resident submission - [REDACTED]
[REDACTED])

Importance: Low

Dear Committee

Please accept the submission from [REDACTED], who is a resident at [REDACTED] below.

--- Submission ---

Client name: [REDACTED]
Client phone number: [REDACTED]
[REDACTED]
Client email address: not supplied
Client mailing address: [REDACTED]
Supported Accommodation facility client is residing in: [REDACTED]

Submission

[REDACTED]
I lived at [REDACTED] for 5 months in 2023. I paid \$877 a fortnight in fees. They charge \$900 if you have electrical goods in your room.

Food

Lunch was a hot dog on a roll. You were only allowed 1 serving per meal. They were served at strict times and if you missed it you'd go hungry. The tea and coffee was never enough for everyone even in terms of the sugar and the milk was powdered. I had to buy my own fridge and stock it with my own food out of my own pocket.

I'd rather be homeless than ever go back there.

Management

The management were always on holidays and staff wouldn't deal with any complaints without them.

Rooms

I shared a room with a bloke who would regularly come home at 3am high on drugs. This made me relapse eventually - before Micah found me a place at [REDACTED], I was in a mental health facility from drug induced psychosis, so this really affected me. The rooms were hot and there were no fans.

Bathrooms

Two bathrooms, three showers, two toilets. Quality was awful - things were always broken and really dirty. I complained to Micah, and they said I could go back out on the streets if I didn't like it. In the end I left because it was a horrible place and living in addiction on the streets is better than living in addiction in [REDACTED].

[REDACTED]
They help me manage my medication here - I take medication for schizophrenia. It's great. They also help me if I'm ever short on money by giving me a loan. They also had me back here after I relapsed. I have a lot more money left

every fortnight here because it's cheaper to live here - about \$300 a week. Management here have helped me re-establish contact with my son, who I'm seeing soon for the first time in 12 years.

Plans

I want to find my own housing where I can live in my own place but stay connected with my supports at [REDACTED]. I have a fair bit of money in a trust that is managed by the Public Trustee but they control how much I have access to. Living here and being clean has been helping because instead of spending it on drugs or alcohol I'm saving money up. The biggest problem with transitioning to my own place is finding housing because it's so hard. I don't have a great rental history so it's really hard to find a place that will take you and it takes years to get social housing. Staff here help you get stuff like housing sorted. Recently the money I've saved and the help I get here has meant I'm starting to get dental work I've always wanted done. I will get dentures soon. I hope this information gets to someone who can do something about places like [REDACTED]. When I made complaints to the government previously they said they knew about the place and that it was a good one. Some of the people living there are trapped there because there is nowhere else to go. They are horrible places, but they have no other options.

I want my submission... Published but without any names

--- End submission ---

Kind regards

[REDACTED]
Supported Accommodation Advocate



Advocacy for people with disability

P [REDACTED] | W qai.org.au | Days Mon - Fri

Living and working on Jagera and Turrbul country.

QAI respectfully acknowledges Aboriginal and Torres Strait Islander people as the traditional owners of this land and recognises their role in our work, in the disability community and in society.



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--- CLIENT DETAILS ---[Internal only - delete before forwarding externally]

[REDACTED]

--- Client Authority ---[Internal only - delete before forwarding externally]

6. QAI is helping me to be heard by the Queensland Parliament and its inquiry into Supported Accommodation (the Inquiry) by making a submission. I agree

7. QAI is not helping me with any other problem. The Advocate for QAI will not be providing me with legal advice. I agree