

Inquiry into the provision and regulation of supported accommodation in Queensland

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Community Support and Services Committee
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When refer to the responsibility, the government, hospital or other care provider they refer to level 3 supported accommodation as the backup, even if any things happen, the care provider would claim that they only go to the facility for a few times per week, the responsibility then force to the accommodation provider. However when refer to the funding, there is no any government funding and is the only one does not have the government funding. Please refer to the table from the SAPA submission detail fundings for other facilities.

Our only income is rent, residents are charged at about \$60 - 70 per day while the NDIS or Home care provider receive government funding for each staff at \$60 - \$80 per hour, 24 hours will be around \$1440 per day. Please also note that the non-profit organisation receive higher funding which their director or management get pay at a high salary. The owner of the supported accommodation private company but has to do work as the no pay – free volunteer.

Please image, with per person including breakfast, morning tea, lunch, afternoon tea and dinner which total is around \$70 per day – 24 hours. Considering childcare, aged care, and NDIS, they are all funded by the government. This has caused the following issues:

1 It is difficult to get staff. As most staff can easier to get job with NDIS or home care at high pay and less responsibilities. As the facility is unable to close at 5 pm or weekend or public holiday. The high cost of wages (particularly for Saturday, Sunday and Public Holidays) is substantial. The rents including food charged currently limit the level of services which can be delivered. The high expenditure of wages vs the income a provider received is out of balance. That means that supported accommodation provider is unable to survive. This means that the facility is unable to hire staff at the asking salary. In addition, to deal with so many different care providers, it is like the full time job as per NDIS coordinator \$80000 per year, however the facility owner has to do this for free. With the NDIS funding each night 24 hours, the staff can get \$509 per night. While the support accommodation has to work this for free.

2 The demand for the health food and nutrition as per [A Toolkit for Healthy Eating in Supported Accommodation](#)- food requirement is comparable to a 5-star hotel. The food payment is around 50 - \$80 each week and each day is \$around 10. The food compound required to purchase food. The government advised that the food payment from the tenant is only for food purchase and exclude the staff cost and the other cost – kitchen cleaning requirements, chemical and kitchen food program requirements. The provider has been advised to increase rent to cover additional cost for purchasing food. However, the high cost of increasing wages has not been considered, and the relevant cost because of the kitchen is also 1excluded. If you go to

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check each meal – how much, even if compare to the school shop which they have each meal for \$5- \$10. Please provide funding for staff and the relevant cost.

3 Assist medication is also required high level pay attention, the government needs to support the facility to have funding to get the staff to do different jobs.

4 As most of the residents of the facility are vulnerable. For the security and protection of the residents, we suggest all visitors have to sign in and out. However, the regulation does not include such requirement. As a service provider to “request” that someone signs in when they enter the property, but it is not to be mandatory as this would then be a breach of the above standards if the person refuses to sign. It again bring another issue to this area. It appears anyone in the street can come in the building.

5 Insurance – Not many insurance companies provide insurance cover for this type of facility provider. However, they do provide insurance cover for NDIS provider.

6 Cashflow – Not many banks would provide loan to this type of facility provider.

7 Accommodation need a lot of money to maintain. The facility is unable to offer to pay the high cost of maintenance.

In summary, the facilities is difficult to survive if the government do not provide any funding to meet all the relevant requirements. Quality come from the enough funding and resources. If the government would like to help the residents, please help the provider to survive. It is unrealistic if the government only want to improve but expect the facility to pay the cost.

Alice

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Service Type	My Aged Care ³	NDIS – SDA&SIL Property Owner ⁴	NDIS – SIL Supports Services Provider ⁵	NDIS – MTA Support Services Provider ⁶	NDIS – STA Support Services Provider ⁷	Residential Services – L1, L2, L3
Accom. Funding	\$611.10 per fortnight Government Contribution	\$1647.08 per fortnight per resident NDIS Funded 1:3 Ratio	N/A	\$2054.50 NDIS Funded Per participant per fortnight	Included	Nil
Support Services Funding	\$646.66 <i>min.</i> per fortnight Government Contribution	\$5769.23 Per fortnight for <i>minimum</i> SIL at 1:3 Ratio	\$5769.23 Per fortnight for <i>minimum</i> SIL at 1:3 Ratio	Additional through NDIS Core Budget NDIS Funded	1 staff to 4 Participants \$10,194.46 For 14 days per Participant Includes Accommodation, Food, Support 24/7 NDIS Funded	Nil
Rent Contributor by Resident/ Participant	\$852.04 per fortnight includes food and electricity, gas, water, grounds maintenance but supports and accommodation are funded by Government	\$274.18 (25%) <u>\$143.40</u> (100%) \$417.58 per fortnight Food and utilities not included	If not SDA then Rent Contribution is in the open market. Generally \$600 per fortnight Food not included, some providers include utilities, some don't	N/A Food and utilities not included	All activities and travel paid for by the participant	L1 Accom \$584 L2 Food \$323 L3 P Care \$132 Incl. per fortnight electricity/gas/utilities
TOTAL GOVERNMENT CONTRIBUTION	\$1257.76 Per Fortnight	\$7416.31 Per Fortnight	\$5769.23	\$2054.50	\$10,194.46 for 1 participant \$40,777.84 for 4 participants	\$0
TOTAL RESIDENT CONTRIBUTION	\$852.04	\$417.58 + Food Electricity Gas Excess Water Grounds Maintenance	\$600 + Food	+Food Electricity Gas Water	Activities Travel	\$1039.00
GRAND TOTAL	\$2109.80 For 1 resident	\$7833.89 For 1 participant per fortnight	\$6369.28 For 1 participant with no SDA	\$2054.50	\$10,194.46 for 1 participant \$40,777.84 for 4 participant	\$1039.00
Initial Entry Fee	\$1283.57 Gov. Cont.	N/A	N/A	N/A	N/A	N/A