

# About your Specialist Disability Accommodation Agreement



### **About this information**



This information is about your **Specialist Disability Accommodation agreement** with Evolve Housing.

We will say **SDA agreement** for short.



**SDA** means homes where people with disability can live and get support.



An **SDA** agreement means the rules for you and Evolve Housing.



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This information tells you about

- Your rights
- Things you and Evolve Housing must do
- How to speak up about things.

### **About Evolve Housing**



Evolve Housing is a SDA service.

We have homes where we support people with disability to live.



We think everyone should have a home where you feel

- Safe
- Part of the community.

**Community** means the area where you live.



We work together with the NDIS.



That means you can use your NDIS money to live in an Evolve Housing home.



Evolve Housing does not support you with your daily things like showering or getting dressed.

### Your information



Your name



You can get a **Supported Independent Living** service to help you with your daily things.

They are called **SIL** for short.



Your address is



It is the job of Evolve Housing to

· Keep Evolve Housing homes nice and safe



Name of your **Evolve Housing manager**.



• Work together with your SIL services

The **SDA Housing Manager** is someone from Evolve Housing who looks after the home.



• Deal with **rent** and other money things.

**Rent** is the money you pay to live in the home.



Your tenant reference number

Your **tenant reference number** is in your sign up pack.

# Your rights



When you live in an Evolve Housing home you have the right to be treated

- Like everyone else
- In a fair way
- · With respect.

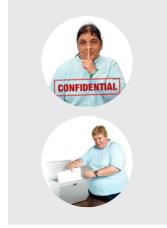


You have the right to make a **complaint**.

Complaint means you tell us if you are not happy about something.



You have the right to not get hurt by someone in any way.



You have the right for your information to

• Not be shared with other people



You have the right to choose how you want to live your life.



• Be kept in a safe place.



You have the right to live in a home that is clean and safe.



You have the right to **privacy**.

**Privacy** means people should leave you alone if you want to be on your own.

# Rules for you



There are some things that you must do when you live in an Evolve Housing home.



You must treat staff and other people living in the home with respect.



You must pay **rent** and other things on time.



You must tell us on time if you want to move out.



You must

- Look after the home
- Keep the home clean.



You must let us come into the home to

• Have a look if everything is ok

· Get things fixed.



You must tell us if anything in the home needs to be fixed.

# **Rules for Evolve Housing**



There are some things that we must do when you live in an Evolve Housing home.



We must make sure that the home is safe and well looked after.



We must treat you with respect.



We must

- Tell you how you can make a complaint
- Make sure you feel safe to make a complaint
- Sort out complaints quickly.



We must make sure you are safe from being hurt in any way.



We must fix things that are broken in the home as fast as we can.



We must make sure you get all the care and support you need.



We need to make small changes to the home so that you can live there.



We must keep a list of anything you paid us like your rent.



We need to keep your information private and safe.



You can look at this list anytime.



We must stick to what your SDA agreement says.



We need to follow the law in everything we do.



We need to tell you before if we make any changes to your SDA agreement.



We need to work together with your support services.

# What you need to pay



Your SDA agreement says

- How much rent you need to pay
- If you need to pay a rental bond.



You might be able to get some help from the government to pay your rent.



**Rental bond** is money that we keep for you until you move out.



This is called **Commonwealth Rent Assistance**.

**CRA** for short.



We can use some or all of the rental bond

To fix things that you broke when you lived there

• If you stop paying rent.



To find out more about CRA go to

www.servicesaustralia.gov.au/rent-assistance

### How to pay your rent



When you pay rent it is always for the next 2 weeks.



Your Evolve Housing manager can help you sort out how to pay your rent.



You should pay your rent every 2 weeks.



If you do not pay your rent we might have to ask you to move out.



You must always pay your rent on time.



Talk to us if you can not pay your rent.



To pay your rent you can

- Send us the money from your bank account
- Use Centrepay.

**Centrepay** is how you pay things with Centrelink.



We can help you make a plan.

# If you are away for a while



You must tell your Evolve Housing manager if you are away for more than 6 weeks.



You should not be away for more than 3 months.



We will only say it is ok if you make sure that

· Your rent will be paid



You must let us know if you have to be away for more than 3 months.



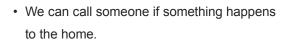
· Your home is locked



• Someone will look after your home



This might be if you are in hospital for a long time.



# **Ending your tenancy agreement**



Your SDA agreement can end if

- · You want to move out
- We want you to move out.



If you want to move out you must tell us in a letter 90 days before.



We can ask you to move out if you did not follow the rules in the SDA agreement.



You can talk to us if you need to move out earlier.



This might be if you

- · Did not pay rent
- · Hurt someone in the home.



We might say that is ok if you have a good reason.



We will give you enough time to find a new place to live.



We will contact you after we get your letter to talk about things like

- Money you still have to pay us
- How to leave the home when you move out
- · What needs to be fixed

# **Complaints**



Your feedback and complaints help us get better at what we do.



If you do not feel ok to make your complaint yourself someone you trust can do it for you.



We will not treat you in a different way because you made a complaint.



Sometimes there might be issues with other people living in the home.



We can help with your complaints about

- Things that are broken
- Locks that are broken
- Problems with a repair person
- Issues with your SIL service.



Try to talk to the person yourself first.



You can ask your SIL support worker to help with this.



You can make a complaint to us if the issue could not be sorted.



We will ask you what you think about that.



To make a complaint to us you can

- Call us on 1800 693 865
- · Send us an email to ihear@evolvehousing.com.au
- Send a letter to **Evolve Housing** 9 -13 Argyle Street Parramatta NSW 2150



We will look into your complaint and tell you what we will do about it.



If you are not happy with what we did you can make a complaint to the NDIS.



• Call them on 1800 800 110

To make a complaint to the NDIS you can



• Send an email to feedback@ndis.gov.au



· Go to their website www.ndis.gov.au/contact/feedback-andcomplaints



If you need to contact Evolve Housing you can

• Call us on 1800 693 865

- Send us an email to sda@evolvehousing.com.au
- Go to our office at
  9 13 Argyle Street
  Parramatta NSW 2150



Our office is open Monday to Friday from 9am to 5pm.

It is closed on public holidays.

Council for Intellectual Disability made this document Easy Read. **CID** for short. You need to ask CID if you want to use any pictures in this document. You can contact CID at **business@cid.org.au**.

