

Rights for people living in Supported Group Accommodation

Report on what people told us

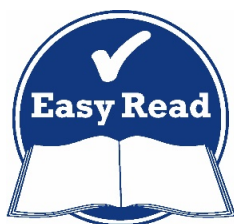
Easy Read version



How to use this report



The NSW Government Department of Family and Community Services (FACS) wrote this report. When you see the word 'we', it means FACS.



We have written this report in an easy to read way.

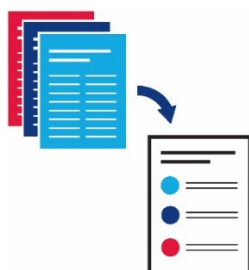
We use pictures to explain some ideas.



We have written some words in **bold**.

We explain what these words mean.

There is a list of these words on page 22.



This Easy Read report is a summary of another report.



You can find the other report on our website at

www.facs.nsw.gov.au/about/reforms/future-directions/resident-rights-consultation



You can ask for help to read this report. A friend, family member or support person may be able to help you.

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What this report is about



This report is about people who live in **Supported Group Accommodation** in NSW.

Supported Group Accommodation is where people live if they can't live:



- on their own
- with their family.



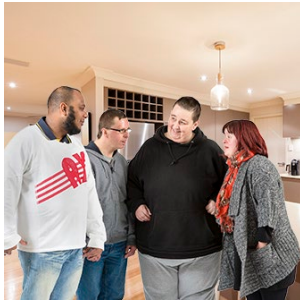
This report is also about how we can protect these people and their **rights**.



Having rights means people can expect to be treated:

- fairly
- the same as people who rent.

People who live in Supported Group Accommodation:



- live with a small group of other people
- get everyday support with:
 - personal care
 - cleaning
 - cooking.



In January 2018, we started looking into how to protect people in Supported Group Accommodation.



We asked people to tell us what they think about this.



The answers people gave us are in this report.

These answers will help:



- us know what steps we need to take to give rights to people living in Supported Group Accommodation



- accommodation organisations understand what they need to do.

How people told us what they think

Many people told us what they think about Supported Group Accommodation.

170



170 people filled out a survey online.

40



40 people wrote to us.

132



132 people took part in the focus groups that we held around NSW, including:

- people who live in Supported Group Accommodation
- families
- carers.

15



We held a meeting with some of the providers who work in this area.

15 people who work for the providers came to that meeting.

360



Altogether, we heard from over 360 people and organisations.

What people told us



People told us how they felt about protecting people in Supported Group Accommodation.

There are 7 main areas they are worried about.

1



1. How vulnerable people who live in Supported Group Accommodation can be.

2



2. How stable the Supported Group Accommodation is.

3



3. The rights of people in Supported Group Accommodation.



4. The rules that Supported Group Accommodation providers should follow.



5. How people living in Supported Group Accommodation can have a say.



6. The way that everyone needs to be connected and work together.



7. How people can get advice and make complaints.

We explain each of these areas on the following pages.

1



1. How vulnerable people who live in Supported Group Accommodation can be.



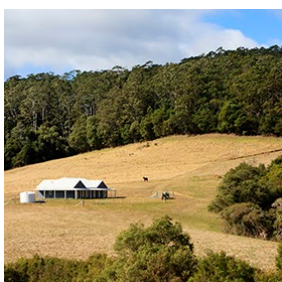
When people are vulnerable, they don't feel like they can speak up for their rights.



This means they need extra protection, so they can speak up for their rights.

People in Supported Group Accommodation can also be vulnerable if they:

- have **cognitive impairments** – these are difficulties with how they:
 - think
 - communicate
 - understand
 - remember



- live in country areas



- speak a different language



- are from an Aboriginal or Torres Strait Islander background.



2. How stable the Supported Group Accommodation is.



Stable housing means that people can stay in the same place and don't need to keep moving.



This is important because people living in Supported Group Accommodation may find it hard to keep finding new accommodation.

This is because they need to find accommodation that is:



- right for them
- somewhere they can be supported.



People were also worried that their agreement for the place they live in might be cancelled.



3. The rights of people in Supported Group Accommodation.



People living in Supported Group Accommodation should have the same rights as any other person renting.



Some people with disability might need to make changes to their home to suit their needs.



They should have the right to do this.



4. The rules that Supported Group Accommodation providers should follow.



The government needs to create a set of rules for all Supported Group Accommodation providers to follow.



These rules should set a minimum standard for services.



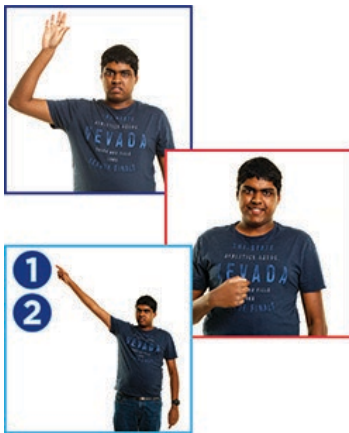
And the rules should be flexible enough for providers to meet each person's needs.

5



5. How people living in Supported Group Accommodation can have a say.

People who live in Supported Group Accommodation should be able to:



- have their say
- have more choice and control about what happens in their lives
- make choices about what happens in the home.



If they can't have their say, a **representative** must be able to do it for them.



A representative is someone who speaks for a person with disability.

6



6. The way that everyone needs to be connected and work together.



People who live in Supported Group Accommodation rely on a range of services and people.

This might include:



- service providers
- **guardians** – a person who acts and makes decisions for you
- family members
- carers.



All of these people need to work together.



Providers of Supported Group
Accommodation need to understand this.



This will help the provider offer the
best care.

7



7. How people can get advice and make complaints.



People who live in Supported Group Accommodation need to be able to get the same information, advice and **advocacy** as other people who rent.



Advocacy is when someone speaks up for someone who can't speak up for themselves.



People who live in Supported Group Accommodation also need to be able to use an **independent organisation** to help them if they need to.



An independent organisation is not part of the service provider. They are also not part of the problem that needs to be solved.

What people want to change



People told us there should be more protection for people living in Supported Group Accommodation.

This includes making a **contract** that is followed by:



- people living in Supported Group Accommodation
- providers of Supported Group Accommodation.



A contract is a written agreement between you and another person or organisation that explains what everyone needs to do.



People also want an independent organisation to deal with:

- complaints
- problems.

They want this organisation to:



- work in the same way as the NSW Civil and Administrative Tribunal



- be trained to support people with disability.

People also want:



- to know that they won't be asked to move out of their home because of their disability



- longer notice periods before they have to move out



- better communication with the people who live in the accommodation and their guardians or family members



- more understanding and support for people who are on low incomes



- more ways to make sure that a range of people are included in someone's care, including:
 - service providers
 - guardians
 - family members
 - carers
 - advocates



- better ways to stop people becoming homeless if their accommodation ends, such as:
 - working with their support services
 - making sure they have new accommodation to go to



- a chance to have their say about things that happen in their home, like:
 - having a pet live in the home
 - enjoying quiet activities
 - choosing new people to live with



- a house representative in homes where people have:
 - intellectual disability
 - different communication needs.

Word list



Advocacy

When someone speaks up for someone who can't speak up for themselves.



Cognitive impairment

These are difficulties with how a person:

- thinks
- communicates
- understands things
- remembers



Contract

A written agreement between you and another person or organisation that explains what everyone needs to do.



Guardian

A person who acts and makes decisions for you.



Independent organisation

An independent organisation is not part of the service provider. They are also not part of the problem that needs to be solved.



Rights

Having rights means people can expect to be treated:

- fairly
- the same as people who rent.



Representative

Someone who speaks for a person with disability.



Supported Group Accommodation

Where people live if they can't live:

- on their own
- with their family.



Vulnerable

When people are vulnerable, they don't feel like they can speak up for their rights.

This means they need extra protection, so they can speak up for their rights.



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