



Resident Handbook





Welcome to Quality Health Care

Welcome

On behalf of the team at Quality Health Care, we warmly welcome you to your new residency. We hope you will be comfortable in your new home and settle into the local community quickly.

At Quality Health Care we provide safe, affordable and stable housing to individuals who require specialist supported housing options that are difficult to secure through the private rental market.

We are here to support you and assist you to reach your goals and this handbook has lots of information that you'll want to know about your new property.

In this handbook you will find information that will help you get settled into your new property and provides advice on what to do and who to contact in regards to maintenance, complaints and/or repairs.

We hope that you find this information helpful and if you require further information about Quality Health Care or your residency, you can contact us on 1300 527 464.

About Us

Quality Health Care is a registered specialist disability housing provider with the NDIS and we have nine homes accommodating up to 46 residents located across the Sydney Metropolitan region. Our housing is more than bricks and mortar, it's a home. We support our residents to maintain their home and establish a secure residency.

Our aim is to create communities where individuals are respected, valued and support each other and we specialise in the areas of disability, mental health and ageing, working in partnership with the people we support and the local community where we are located.

Each model is unique in its own right and accommodation options include a range of one and two-bedroom villas, individual apartments and shared housing. Along with our supported independent living services we also provide in home and community support to over 100 people who need assistance with; daily living and life skills, participation in community, social and civic activities, personal care, nursing support and training for independence in travel and/or transport.



Working Together

QHC recognises that moving into a new home can be stressful and we will do our best to make the process as simple as possible. To do this we recognise that we need to agree on how we can best work together.

Our Commitment to You

Quality Health Care is committed to creating and developing long term supportive relationships with our residents to this end we undertake that we will:

- provide and maintain the property in a good state of repair and respond in a timely manner to requests for maintenance;
- ensure the property is fitted with adequate locks and security features to enable the home to be kept reasonably secure;
- take all reasonable steps to enable you to have quiet enjoyment of your room;
- treat you with courtesy and respect;
- give you information about managing complaints or disagreements;
- listen to your feedback and resolve problems quickly;
- provide you with friendly and timely service
- ensure that the information we provide you is accurate and in plain English;
- refer you on to other agencies if we are unable to help you directly;
- use your feedback to improve our services;

Privacy and Confidentiality

Quality Health Care will collect and hold personal information about you. Mostly this information will be collected from you at interviews, inspections or when you fill out forms. Some may be provided by other organisations or government agencies and may be checked to confirm it is correct.

All information collected will be handled according to the Australian Privacy Principles and as part of our Privacy Policy, QHC agrees to:

- Only collect information that is necessary.
- Tell people what we are going to do with the personal information we have collected about them.
- Consider whether we need to disclose personal information.
- If people ask, give them access to the personal information we hold about them.
- Always aim to keep personal information secure.
- Not keep information longer than needed or longer than is required.

Feedback & Complaints

Your Commitment to QHC

- treat our employees respectfully;
- provide us with accurate information, openly and honestly;
- read, or have read to you, any information that we send or give to you;
- reply to our requests by the due date;
- contact QHC if your income or household changes;
- provide feedback about the quality of our service so we can continue to meet your needs;
- to make the accommodation payments;
- to use the property for residential purposes only and not for any other purpose (including any illegal purpose);
- not to intentionally damage your room or any other part of the property;
- to respect other occupants and their right to treat the property as their home;
- to notify QHC of any maintenance or repair work that needs to be done in your room;



Complaints Management

Complaints will be acknowledged, reviewed and an outcome provided in general, within 15 working days. However, any complaint that is made about a privacy issue will be completed within 60 days. Residents will be advised if there are any delays in reviewing the complaint and will be provided with an outcome in writing.

Complaints will be directed to the section of QHC that is responsible for responding to the issue. If the complaint is about a member of staff, it will be reviewed by a more senior officer than the person being complained about and the matter will be discussed with the member of staff who is the subject of the complaint. If a resident is concerned about their confidentiality or privacy, they may lodge a complaint anonymously.

QHC will not treat people differently because they have made a complaint. If a resident is unhappy with the outcome of their complaint or the way their complaint has been handled, they should first discuss it with their local office. They can also discuss it with the NSW Ombudsman, the residency Advocacy Service or Community Justice Centre. If the complaint is about a privacy issue, the resident can discuss it with the Information and Privacy Commission NSW.





Feedback & Complaints

Feedback and complaints

All residents and members of the public have the right to offer feedback about the services that QHC provides, either because they:

- are dissatisfied with the quality of service, or
- believe that a policy is wrong, unjust, unlawful, discriminatory or unfair, or
- have positive feedback to provide about the service.

QHC aims to:

- Make fair decisions that are open to scrutiny, and
- Provide clear and accurate advice about decisions, and
- Provide information about the reason for decisions, and
- Advise residents of decisions within a reasonable timeframe.

Feedback is encouraged and is valued, because it helps to improve QHC policies, systems and service delivery. Feedback can be in the form of a complaint, suggestion, or compliment and can be provided in person, in writing, by email, online or over the telephone. Feedback will be dealt with in an equitable, objective and unbiased manner and a resident's privacy will be respected. QHC provides free, confidential and qualified language services to residents who need the assistance of an interpreter and language services to provide feedback.

New Tenants

Vacancies

Each property managed by Quality Health care is registered with the NDIS. This registration confirms the size of the property and how many residents can live at each location. When a vacancy occurs at a property Quality Health Care will advertise to find a suitable tenant.

Process

Quality Health Care has the final responsibility in filling vacancies, and when considering new tenants, will undertake a comprehensive process to ensure the profile and support needs match those of existing tenants.

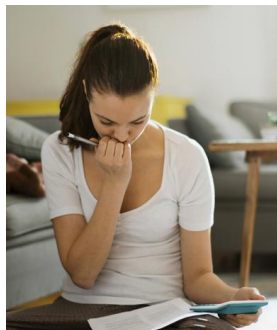
We are committed to providing a living environment that is safe, harmonious and

respectful and we go to great lengths to consider the full range of factors that will dictate whether a tenancy is successful.

If a new tenant is deemed a suitable match for the property Quality Health Care will arrange a visit to enable prospective tenants the opportunity to meet with house residents, and there will be an opportunity to ask questions and find out more about the person, their interests and hobbies.

After this, all being well, we will work with the tenant to move into the property as quickly as possible.

If any resident feels uncomfortable or unsafe about any prospective tenant, they are encouraged to notify the Team Leader at the property and discuss their concerns.



Rent Calculations

Rent

The rent you pay is calculated according to a formula that is set by the NDIS, which is 25% of the Disability Support Pension plus 100% of the maximum entitlement for Commonwealth Rent Assistance plus 100% of Commonwealth Energy Supplement.

Income	Rate
Disability Support Pension	25%
Commonwealth Rent Assistance	100%
Energy Supplement	100%

You will be given information on rent processes and details of how you can pay rent at the beginning of your residency. You are required to pay your rent two weeks in advance as per your residency agreement. We are here to assist you and the sooner we know there is an issue the sooner we can find a solution.

As a resident and resident in full time funded care within our service you are required to also pay the following fees and charges listed below:

- Board and Lodging
- Travel
- Medication
- Excursions
- Third Party Services

See table below for further detail:

Board	Paid to the Support Provider to cover the cost of; Food, Utility Payments, Bills (Gas/Electric, Water, Telephone)	50% of the Pension or Youth Allowance
Medication	Paid to the Pharmacy to cover the cost of prescriptions and medications	Applicable Fee
Third Party Services (Mobile, Foxtel, Netflix etc)	Paid to the Provider to cover the cost of items	Applicable Fee
Travel	Transport from the home in a QHC staff vehicle to an appointment and/or community visit	0.89 cents per Km
Excursions	Cost of Entry to Activity and/or Event for resident and staff member	Applicable Entry Fee



Condition Report

Condition Report

A Property Condition Report is Part 2 of your residency agreement. It outlines the condition of your room and shared spaces at the start of your residency. The report will be used as the base for our annual property inspections and at the end of your residency.

You are responsible for taking care of the property and leaving it in a similar condition as to when you moved in. We take into account fair wear and tear that could be reasonably be expected.

Outside of fair wear and tear you are responsible for the total condition of your property. If we undertake any upgrading or renovations a new Property Condition Report will be completed.

We ask that you review the Property Condition Report as soon as you move into your new home. This way you can check if we have recorded correctly all of the items listed on the report.

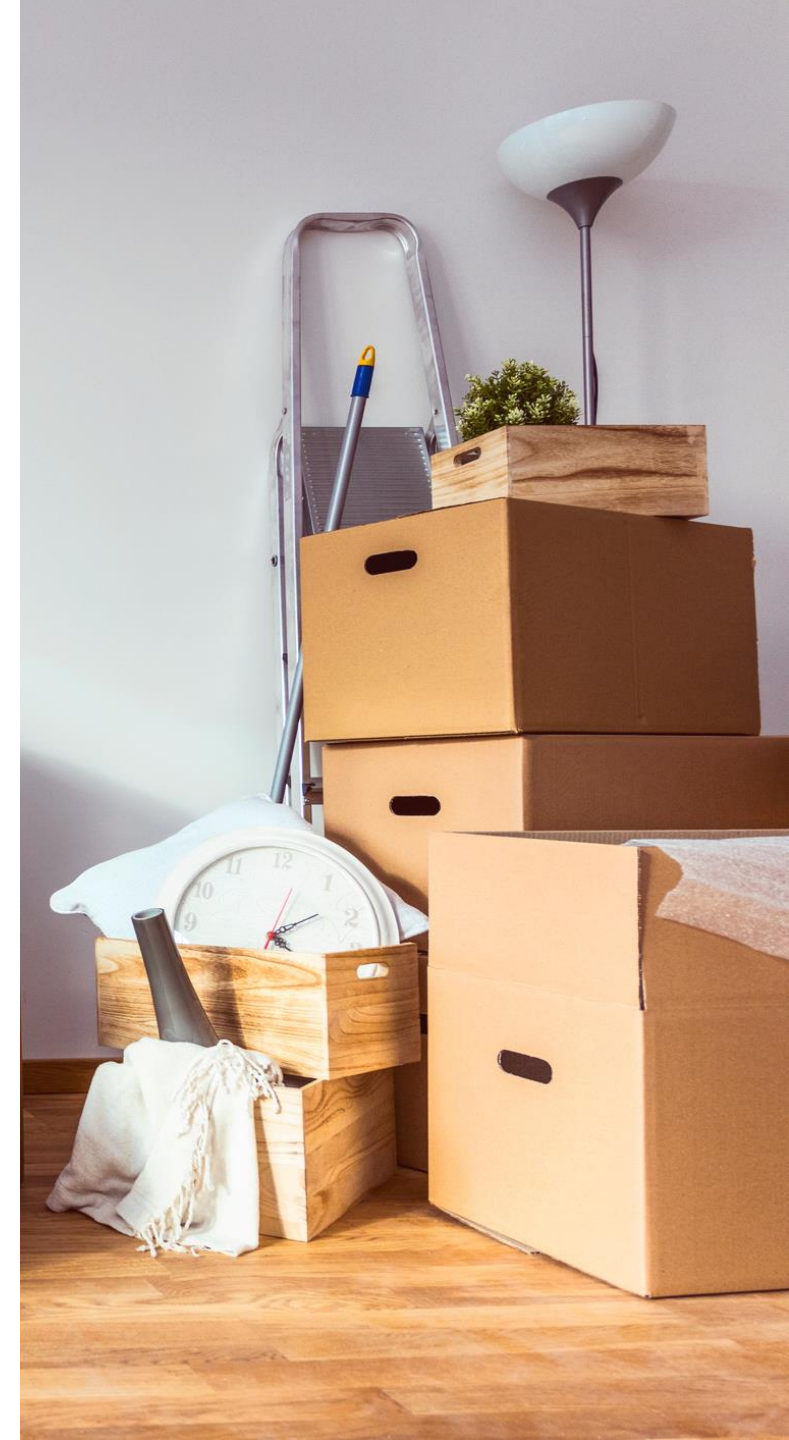
We ask you to check whether we have:

- missed any items on the report
- listed something as there when it isn't
- stated something works when it doesn't
- graded something as being in good condition when it isn't

To complete the form you need to do the following:

1. Fill in the 'resident agrees' column with a (Y) for yes or an (N) for no. If you put N, write your reason in the space next to it.
2. Sign the report. Keep one copy as you will need it when you move out and file the copy with this Guide. Return the other copy to us within seven days.
3. If you identify an urgent maintenance problem please do not wait for us to receive the report.

Please call us and let us know about the problem.



Behaviour Standards

Use of the Property and the Right to Quiet Enjoyment

QHC residents have the right to quiet enjoyment of their property. Under Section 50 of the *Residential Tenancies Act 2010*, QHC will take all reasonable steps to ensure that neighbouring residents of QHC do not interfere with the reasonable peace, comfort or privacy of the resident in using their property.

Residents may use their property for any legal purpose that does not breach their residency agreement. residents may not:

- Use their property for an illegal purpose, such as the manufacture, distribution or selling of illegal drugs.
- Cause or allow antisocial behavior.
- Interfere with the peace, comfort or privacy of other residents or neighbours.
- Smoke within QHC properties.

Antisocial Behaviour

Antisocial or illegal behaviour puts the safety of residents and neighbours at risk and impacts negatively on the people involved. At QHC we aim to balance the responsibilities of residents, the rights of their neighbours and the broader community with the need to support residents to sustain their supported independent living tenancies.

The types of antisocial behaviour that QHC manages may include criminal and illegal activities, physical violence, harassment, and other inappropriate actions by residents, other household occupants and visitors that cause deliberate or reckless damage to a QHC property or place the safety of others at risk.

QHC staff will exercise discretion and in particular will consider the safety of victims of antisocial behaviour when making decisions on the action to be taken for substantiated incidents.

When a substantiated breach of the residency agreement has occurred, and it relates to antisocial behaviour, QHC may respond as follows:

- **QHC response to severe illegal behaviour:**
QHC will generally seek to terminate the residency after assessing the impact of mental health conditions or domestic and family violence on the behaviour of residents.
- **QHC response to serious antisocial behaviour:**
QHC will generally issue a notice of termination.
- **QHC response to minor and moderate antisocial behaviour:**
QHC will generally inform the resident that the behaviour is not acceptable and they are putting their residency at risk by behaving in this way. A residency will be at risk when a resident repeatedly breaches the terms of their agreement through antisocial behaviour.





Damage & Breakages

Damages

QHC is responsible for maintaining the resident's premises to a reasonable standard; and the resident is responsible for the cost of repairs due to intentional damage or neglect that is caused by the resident, a member of the resident's household or a visitor who enters the resident's premises with the resident's permission.

Determining Responsibility

Damage to the premises that is the resident's responsibility includes:

- damage that is intentional;
- failure to take care to prevent damage (neglect);
- failure to keep the premises in a reasonably clean condition;
- failure to restore the premises to their condition at the start of the residency, after allowing for fair wear and tear;
- intentional damage, or neglect leading to damage, that is caused by any member of the household or any visitor who enters the premises with the resident's permission.

Responsibility

If QHC considers the resident responsible for resident Repair Costs, a letter will be sent to the resident stating:

- the nature of the repairs.
- that QHC requires the resident to pay for the repair costs in accordance with responsibility under Section 51(d) of the *Residential Tenancies Act 2010*.
- That the resident can accept liability by signing and returning the Notice of Liability within 14 days of receipt (included with letter).
- That the resident can dispute liability by telling QHC immediately and providing written reasons.

Repeat or serious incidents of resident Repair Costs

Where QHC has sufficient evidence of repeat or serious incidents of resident-responsible damage, QHC will immediately act and in certain circumstances, will end the residency.

Repairs & Maintenance

Repairs and Maintenance

residents can expect QHC to provide them with premises that are in good condition and to maintain that condition through the life of the residency. residents are expected to take good care of their premises and to take responsibility for property damage other than that caused by fair wear and tear and criminal activity or damage caused by a third party. A third party is someone that is not living in or invited into the property.

If you have a repair or maintenance problem, please report it as soon as you can. We will arrange for the repairs to be carried out by a tradesperson. We will liaise with you and the tradesperson to get access to your room if required.

Should you need any repairs done, please follow the instructions set out below:

- Contact the Quality Health Care Team Leader (On Site) or call the QHC office on 1300 527 464.
- Provide details of the type of repair required, how the problem was caused (if known) and any other information that may be useful.
- Please be clear if the repair is of an urgent nature.
- Provide a contact phone number so the contractor can contact you or you can provide a date and time.



Visitors & Pets

Visitors and Relatives

Residents may have a person stay as a genuine short-term visitor at their property. To be regarded as a visitor the person must provide evidence acceptable to QHC that he or she permanently resides at an alternative address. Such evidence might include a current driver's licence, identity card, current Centrelink statement and/or utility bills in that person's name.

The residency agreement you sign states how many people are entitled to live in your property. If this changes, you need to let us know. Any person who visits a QHC property for any length of time and who cannot provide evidence acceptable to QHC that they permanently reside at an alternative address is considered to be an unauthorised additional occupant.

Pets

We understand that people love their pets and how pets can help you to stay healthy and happy. But not all properties are suitable for pets for reasons including the size, location or type of property and the wishes of other residents.

Our decision about a *no pets policy* has been informed by our experience over a number of years of residents bringing pets home.



Common area smoke free zones

QHC does not allow smoking in any of the properties or common areas, such as common rooms, shared laundries, stairwells, hallways and entranceways. By banning smoking we are complying with the standards set by the *Smoke-Free Environment Act 2000*.



Absence

QHC Supported Independent Living properties are a scarce resource and a valuable asset for those in need. QHC maximises the benefit gained from this resource by making sure that properties are used as homes and not left vacant for long periods.

Quality Health Care recognises that residents have the right to be away from their unit/villa/shared house for reasonable purposes and for reasonable timeframes. In managing resident absences, QHC will balance the needs of residents with the needs of applicants awaiting assistance and ensure the use of supported independent living housing assets are maximised.

Residents must live in their unit/villa/shared house as a condition of their lease agreement and if a resident is planning to be temporarily absent from the property, they must inform Quality Health Care:

- The purpose of the absence.
- Likely length of the absence.
- Contact details while they're away.



Residents may be absent from their unit/villa/shared house for up to two weeks with Quality Health Care's approval. Quality Health Care may approve up to six weeks if the resident has a genuine need to be absent for a longer period, such as an overseas or interstate trip or hospitalisation. Absences fall into two categories;

- Approved, meaning Quality Health Care has approved the absence, and;
- Non-Approved, meaning Quality Health Care has not approved or is unaware of the absence.

In the case of a Non-Approved absences the following actions will be undertaken by Quality Health Care;

- Inform QHC Accommodation Manager of the date resident is absent.
- If possible ensure the resident is in a safe environment and not at risk.
- If Public Guardian is appointed, notify of absence and share contact number and location if known.
- Log all days the resident is absent from the unit/villa/shared house.
- Assess whether staffing can be reduced while the resident is absent and change the roster as required.

If a resident is absent (Approved or Non-Approved) they are still responsible for meeting all the conditions of their lease agreement, including:

- Paying rent 25% of pension and 100% of energy supplement.
- Ensuring the unit/villa/shared house is in good order and in good repair.
- Ensuring the removal of any additions the resident may have installed, cleaning, rubbish removal and the non-abandonment of goods, including clothes, furniture and personal items.
- Quality Health Care will continue to claim 100% of the NDIS SIL payment for a period up to 4 weeks from the first date of absence. This payment covers the support costs of staff who require 2 weeks' notice before any changes can be made to the roster.



Ending Your residency

Vacating residents

The resident must give QHC written notice 90 days before vacating.

Before vacating, the resident must restore the premises to the condition it was in at the start of the residency, allowing for fair wear and tear. This includes the removal of any additions the resident may have installed, cleaning, rubbish removal and the non-abandonment of goods, including furniture and vehicles. Before vacating, QHC must carry out a final inspection of the property in the presence of the resident and complete a final Property Condition Report. This will establish whether there is any unrepaired damage and will enable the resident and QHC to agree on who is responsible for the damage.

Once the resident has returned the keys to QHC and provided vacant possession, the resident is no longer responsible for damage that occurs after that. It is the resident who is responsible for returning the keys to QHC, not the neighbours or another third party.

If the resident abandons the premises or fails to return the keys, QHC will obtain possession of the premises and assess its condition. If QHC obtains sufficient evidence that the resident is responsible for damage that goes beyond fair wear and tear, QHC will act as appropriate before the NCAT or the local court to recover from the resident the cost of repairing the damage. This includes removal of any goods that remain on the premises or the removal of any additions that the resident may have installed.

Ending your residency

If QHC needs to end your residency we will ensure that:

- The termination notices issued comply with the legislation.
- You are provided with information and access to legal advice, support and interpreters.
- You are aware of your rights and responsibilities regarding the ending of your residency.
- You are given adequate time to find alternate accommodation and to move your belongings.
- You are provided with details of the vacating procedure.

If you want to end your residency we will require you to give;

- 90 days' notice to vacate your premises.

In cases where you are unable to give 90 days' notice, you may be able to negotiate this with QHC.