**A notice of entry to residents from the SDA provider’s Property Manager**

**An Easy Read guide for you**



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# How to use this document

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|  | Consumer Affairs Victoria (CAV) wrote this document.  When you see the word ‘we’, it means CAV.  We have written this information 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 16.  This Easy English document is a summary of another document.  You can find the other document on our website at [consumer.vic.gov.au/sda](http://www.consumer.vic.gov.au/sda)  You can ask for help to read this document. A friend, family member or support person may be able to help you. |

# What’s in this document?

[How to use this document 2](#_Toc119941824)

[What’s in this document? 3](#_Toc119941825)

[What is specialist disability accommodation? 4](#_Toc119941826)

[What is this guide about? 5](#_Toc119941827)

[When can your SDA Property Manager enter your SDA? 6](#_Toc119941828)

[24 Hours Before 7](#_Toc119941829)

[48 Hours Before 8](#_Toc119941830)

[7 Days Before 10](#_Toc119941831)

[Entering without telling you before 11](#_Toc119941832)

[Community Visitors 12](#_Toc119941833)

[Sending the notice 14](#_Toc119941834)

[Word list 16](#_Toc119941835)

[Contact us 17](#_Toc119941836)

# What is specialist disability accommodation?

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|  | Specialist disability accommodation (SDA) is accessible housing for people with disability.  SDA is part of the National Disability  Insurance Scheme (NDIS).  When you live in SDA, we call you an SDA resident.  The housing is provided by an SDA provider. |

# What is this guide about?

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|  | This guide is about a notice from your SDA Property Manager.  The notice is called a Notice of entry to residents of SDA.  This notice is about your SDA Property Manager entering your SDA.  On the following pages, we explain:  **·** reasons your SDA Property Manager might have for entering your SDA  **·** how much time your SDA Property Manager needs to give you before they can enter your SDA. |

# When can your SDA Property Manager enter your SDA?

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|  | Your SDA Property Manager needs to give a reason for entering your SDA.  There are also rules about how much time your SDA Property Manager needs to give you before they can enter your SDA.  Your SDA Property Manager can only enter your SDA between 8 am and 6 pm on the day they have said they will enter.  Your SDA Property Manager can enter your SDA on any day of the week that isn’t a public holiday.  They must:  **·** tell everyone who lives in the SDA before they enter  **·** give everyone who lives in the SDA the notice. |

## 24 Hours Before

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|  | Here are reasons your SDA Property Manager can give you for entering your SDA where they must tell you 24 hours (1 day) before.  498V(1)(c) - they need to carry out a task that the law says all SDA providers need to do.  498V(1)(f) - They need to fix something that:  **·** is broken  **·** has been damaged. |

## 48 Hours Before

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|  | Here are reasons your SDA Property Manager can give you for entering your SDA where they must tell you 48 hours (2 days) before.  498V(1)(a) - They want to show a room in your  SDA to a new resident.  The SDA Property Manager can only give this reason if:  **·** they have told a resident of your  SDA they must move out  **·** a resident of your SDA has said they plan to move out  They want to show your SDA to:  **·** someone who might buy it.  **·** a money lender.  The SDA Property Manager can only give you this reason if they have said they are planning to sell your SDA  If your SDA Property Manager gives you one of these reasons, they can only enter your SDA:  **·** twice in 1 week  **·** for 1 hour at a time.  Everyone who lives in the SDA must agree about when the SDA provider will enter your SDA. |

## 7 Days Before

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|  | Here are reasons your SDA Property Manager can give you for entering your SDA where they must tell you 7 days before..  498V(1)(d) - They want to find out what price your SDA would sell for.  498V(1)(e) - They need to inspect your SDA.  Your SDA Property Manager can only inspect your SDA:  **·** once every 6 months  **·** after you’ve been living there for  3 months.  They have asked you if they can enter your SDA for a different reason. |

## Entering without telling you before

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|  | Sometimes your SDA Property Manager doesn’t need to give you any notice before they enter your SDA.  This could be because:  **·** you and the other residents have said it is ok for them to enter  **·** there is an emergency  **·** they think that someone is in danger  **·** they think that you have left the property and won’t be coming back  **·** they need to fix something urgently |

# Community Visitors

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|  | Community visitors are volunteers – people who choose to work for free.  They will visit your SDA to make sure  people living there are being:  **·** cared for well  **·** treated with respect.  They will also see if there is anything wrong at the SDA.  A community visitor can come anytime.  You can also ask for a community visitor to come to the SDA by contacting the Office of the Public Advocate (OPA):  Phone: **1300 309 337**  TTY  If you use textphone or modem, call the National Relay Service.  **133 677**  Give them OPA’s number – **1300 305 612**  Email: [opa\_advice@justice.vic.gov.au](mailto:opa_advice@justice.vic.gov.au)  Website:  [www.publicadvocate.vic.gov.au/your-rights/in-your-home/community-visitors](http://www.publicadvocate.vic.gov.au/your-rights/in-your-home/community-visitors)  Community visitors page on the Office of the Public Advocate website |

# Sending the notice

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| A picture containing graphical user interface  Description automatically generated | Your Property Manager can give you the notice:  · in person  · in the mail  · by email  Your Property Manager must give you the notice in a way that you can understand  Your Property Manager can only send you the notice by email if you have said it is ok. |

If they need to, your SDA Property Manager will also give the notice to:

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| A collage of people  Description automatically generated with low confidence | **·** a member of your family  **·** your carer or support person  **·** your guardian or administrator - someone who makes decisions for you  **·** an advocate - someone who speaks up for people with disability who can’t speak up for themselves. |

# Word list

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| Two people posing for a photo  Description automatically generated with medium confidence  Two people looking at a computer  Description automatically generated  A picture containing text, clipart  Description automatically generated | **Advocate**  Someone who speaks up for people with disability who can’t speak up for themselves.  **Guardian or administrator**  Someone who makes decisions for you.  **Notice of entry to residents of SDA**  This notice is about your Property Manager entering your SDA.  **Specialist disability accommodation (SDA)**  Accessible housing for people  with disability. It is part of the NDIS.  **Volunteers**  People who choose to work for free. |

# Contact us

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|  | **1300 55 81 81**  The cost is the same as a local call.  If you speak a language other than English, please contact TIS – Translating and Interpreting Service.  **131 450**  Ask to talk to an Information Officer at Consumer Affairs Victoria on  **1300 55 81 81**  **TTY**  If you use textphone or modem, call the National Relay Service.  **133 677**  Give them our number – **1300 55 81 81**  If you use Speech to Speech Relay call  **1300 555 727**  Give them our number – **1300 55 81 81**  [www.consumer.vic.gov.au/sda](http://www.consumer.vic.gov.au/sda)  [/ConsumerAffairsVictoria](https://www.facebook.com/ConsumerAffairsVictoria)  [@consumervic](https://twitter.com/consumervic)  [www.youtube.com/user/consumervic](http://www.youtube.com/user/consumervic)  The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission.  For any enquiries about the images, please visit [www.informationaccessgroup.com](http://www.informationaccessgroup.com).  Quote job number 3131-A. |