



Queensland
Government

Queensland

Good jobs
Better services
Great lifestyle

Working together for inclusive housing

Our plan to support people with
disability in Queensland

Easy Read version



How to use this plan



The Queensland Government Department of Housing and Public Works (the Department) wrote this plan.

When you read the word 'we', it means the Department.



We wrote this plan in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

We wrote some important words in **bold**.

This means the letters are thicker and darker.



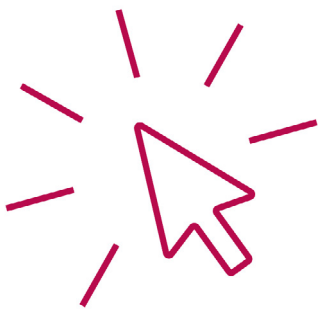
We explain what these words mean.

There is a list of these words on page **48**.



This is an Easy Read summary of our plan called ‘Partnering for inclusive housing with Queenslanders with disability 2024-2027’.

This means it only includes the most important ideas.



You can find the plan on our website.

www.qld.gov.au/DisabilityHousingActionPlan



You can ask for help to read this plan.

A friend, family member or support person might be able to help you.



This is a long plan.

You don’t need to read it all at once.

You can take your time.

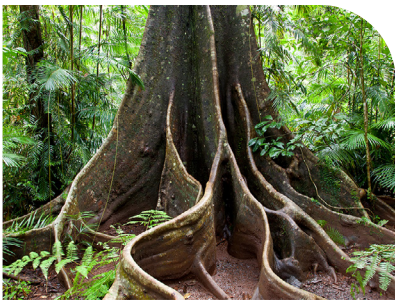


Acknowledgement of Country

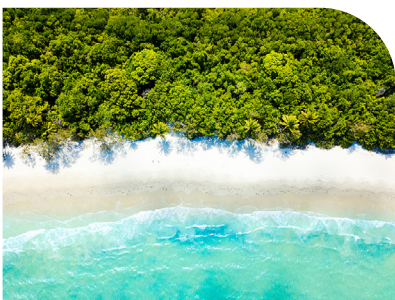


We recognise Aboriginal and Torres Strait Islander peoples as the traditional owners of the land we live on in Australia.

They were the first people to live on and use the:



- land



- waters.

What's in this plan?

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About our plan



We created a plan to make housing in Queensland more **inclusive**.

When housing is more inclusive, anyone can live there.



Our plan also aims to make housing in Queensland more **accessible**.



When housing is more accessible, it is easy to:

- find
- move around in.

We want our plan to support people with disability by:



- making it easier to find a home that meets their needs



- making sure they are able to afford to live in a home that meets their needs.

Working together to make our plan



We worked with people with disability in the community to make our plan.



The work on our plan was led by:

- people with disability
- **Queenslanders with Disability Network (QDN).**



QDN supports people with disability to:

- speak up for themselves
- learn about their **rights**.



Rights are rules about how people must treat you:

- fairly
- equally.

We also worked with people from:



- housing organisations



- disability organisations



- the government.



We worked together in a way that supported people to:

- take part
- feel heard and understood.



Thank you to everyone who shared their ideas to help make our plan.



Our goals



We have 5 main goals in our plan.

We want to:



- 1.** Support people to leave places owned by the government.

For example, hospitals



- 2.** Support people to have more choice and control over their home.



- 3.** Support people to buy or **rent** a home.

When you rent a home, you pay to live in a home someone else owns.



4. Make **residential services** safer.

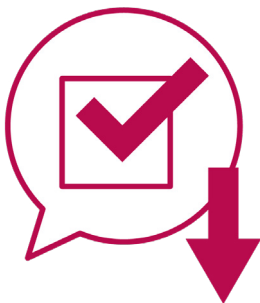
A residential service provides housing for people who need support.



5. Make **emergency** housing more accessible.

An emergency:

- is a dangerous situation
- is a thing we don't expect to happen
- can put our health and safety at risk.



We will explain what we plan to do to achieve our goals on the following pages.

1. Support people to leave places owned by the government



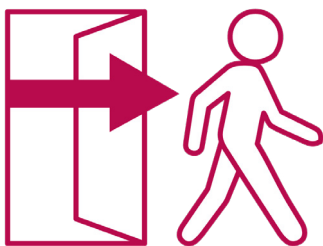
People with disability sometimes have to stay in places owned by the government.

For example, a hospital.



We found out that people with disability are staying in these places for longer than they need to.

We want to make it easier for people to:



- leave places owned by the government when they are ready



- find and keep housing that can support what they need.

What we plan to do

Support people to make decisions about housing



We will support people with disability to make decisions about their housing and living options.

Support people to find and keep housing



Queensland Health will keep delivering a program that supports people with disability who have been in hospital for a long time.

This program supports people to move into housing when the hospital says they are ready.



We will also create some new services that can connect people to the support they need.

For example, legal or financial support.



These services aim to help people with disability to find and stay in their homes.



These services will also share information with the government about ways to help people with disability find a home that meets their needs.



We will give organisations **funding** to support people with disability who want to leave the housing they are in.

Funding is money from the government that pays for services and supports.

2. Support people to have more choice and control over their home

We want people with disability to have more choice and control over:



- where they live



- who they live with.

What we plan to do

Follow principles for inclusive housing



Principles are important ideas we should always think about.

Our principles are:



1. Rights

This principle is about the rights of people with disability and older people to housing that meets their needs.



2. Choice

This principle is about people with disability and older people having a choice about:

- where they live
- who they live with
- who visits them.



3. Control

This principle is about people with disability having control over who supports them at home.



4. Inclusion

This principle is about providing housing that is accessible and connects people to their communities.

We will keep thinking about these principles when we:



- build housing that supports what people need



- provide housing services.



We wrote another document that explains more about our principles for inclusive housing.

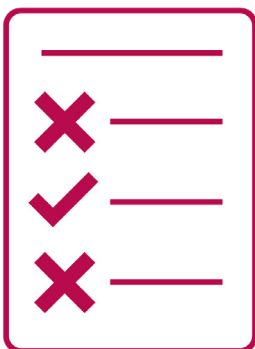


This document is called ‘Principles for inclusive housing’.

You can find this document on our website.

www.housing.qld.gov.au/initiatives/housing-principles-inclusive-communities

Follow new rules for accessible housing



We will follow the new rules in Queensland about how to build accessible housing.



This means half of all new **social housing** we build will be accessible.



Social housing can support people who:

- don't have a place to live
- are at risk of not having a place to live.

It provides homes for people who can't afford to rent or buy a home on their own.



We will also make 1,400 changes to social housing that already exists.

These changes will make these homes more accessible.

We will do this by the end of 2024.

We will make a plan that explains:



- who will manage different parts of these changes to social housing



- how different organisations will work together to achieve these changes to social housing.

Improve housing for people who need extra support



Specialist Disability Accommodation (SDA)

is housing for people with disability who need extra support most of the time.



We will make a plan to improve the SDA we own to make sure it meets the needs of different people with disability.



We will also work with organisations who run **group homes** to better support people with disability to have choice and control.



Group homes are places where people with disability:

- live together
- share supports.

Design more affordable homes



We will work with other organisations to create designs for accessible housing that is built in factories.



Homes that are built in factories are more affordable.



We will also share these designs on our website.

3. Support people to buy or rent a home



We want to support more people with disability to buy or rent a home.



We found out it can be harder for people with disability to buy or rent a home.

For example, because they:



- get less money to buy things they need



- have to spend more money on things they need, like medicine



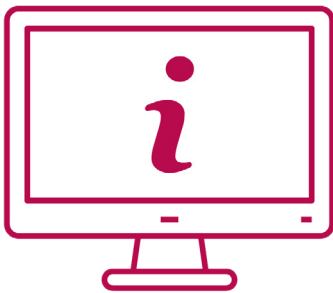
- have to pay more money to make their home accessible.

What we plan to do

Make it easier to find accessible housing



We will work with organisations that rent and sell homes.



We will ask them to include information online about different parts of the home that are accessible.

More support for people who rent



We will help create a service that connects people with disability with other people who might want to share a home together.



We will hire more staff at Housing Service Centres who can support people to:

- rent a home
- keep renting a home.



We will create a service that supports people with disability to transfer their **bond** when they move to a new home.



A bond is money you pay before you move into a home you rent.

It will pay for anything you damage in the home.

You might get the bond back when you move out of that home.



We will keep working to protect the rights of people with disability who rent.



For example, we will create a new law that stops **rent bidding**.



Rent bidding is when someone who wants to rent a home offers to pay the owner more money than they asked for.



We will teach more people with disability about their right to make changes to their home so that it meets their needs.

More support for people to buy a home



A **grant** is money from the government to pay for important work that helps others.



We have increased our first homebuyers grant to \$30,000 until 30 June 2025.



This grant is for people who are buying their first home.



We will also make it easier for people in Queensland who live in places far away from cities to borrow money from the bank.

This will support them to buy a home.

You can take a break if you want



Thank you for reading this document.

You can take a break now if you want to.

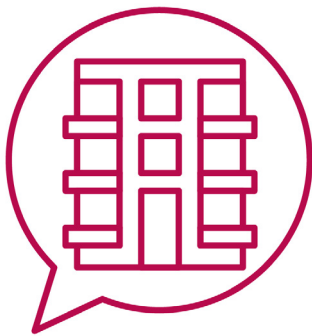


You're about halfway through this document.

4. Make residential services safer



We want to make residential services safer for the people who live there.



A residential service provides housing for people who need support.

Sometimes people call residential services boarding houses.

Many people who live in residential services are:



- people with disability



- people who need support with their mental health.

What we plan to do

Support people to speak up for themselves



We will give funding to services that support people with disability to:

- know their rights
- speak up for themselves.



This includes people with disability who:

- don't have a place to live
- are at risk of not having a place to live
- want to live in different housing.



This also includes people with disability who live in residential services.

Learn how to improve residential services



We are listening to what people have shared about their experiences with residential services.



We will also collect **data** about residential services.



When we talk about data, we mean:

- facts
- information
- records.



We will use the data we collect about residential services to find out what:

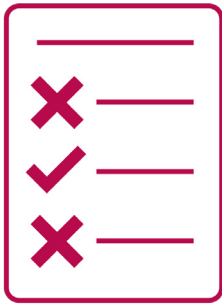
- is working well
- is not working well.



This will help us understand how we can improve residential services.



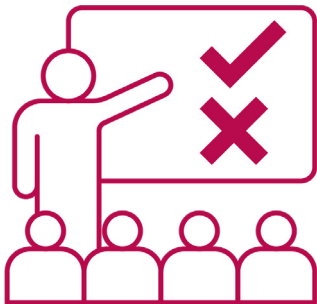
Improve rules and information about residential services



We will look at the rules that people who own residential services must follow.



We want to make sure these rules keep people who live in residential services safe.



We will also teach people who own residential services about the rules they must follow.

For example, people who own residential services must keep payment records.



These payment records explain how much the people who live in the residential services paid for the:

- room
- food
- supports.



They must also share these payment records with the person.



We will also teach people who own residential services what will happen if they don't follow the rules.



We will support organisations to create information that will help people who live in residential services.

This includes information that will help them understand:



- what supports they pay for



- what to do if they don't need certain supports anymore.

5. Make emergency housing more accessible



We want to make housing more accessible for people with disability in an emergency.

This includes when people:



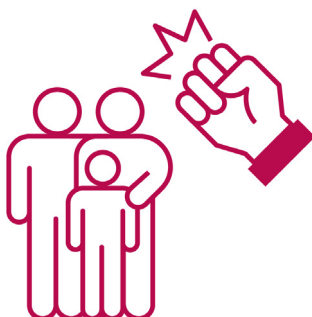
- don't have a place to live



- are at risk of not having a place to live



- experience a natural disaster, like a flood



- experience **domestic and family violence.**

Domestic and family violence is when someone close to you hurts you, such as:



- your partner, like your boyfriend or your girlfriend
- a member of your family
- someone who takes care of you
- someone you live with.

What we plan to do

Improve how services work together



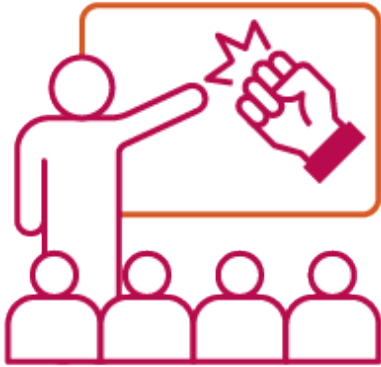
We will give more funding to services that support people who:

- don't have a place to live
- are at risk of not having a place to live.



We will support organisations to:

- work together
- help people with disability in an emergency.



For example, we will provide training to organisations about ways to keep people safe.

Plan for more supported housing



We will provide more supported housing that people can use for a short time.



This housing will be in places where people need it most.

For example, in places far away from cities.

Plan for more emergency accessible housing



We will check how much of the emergency housing we own is already accessible.



Then we can create a plan to make more of our emergency housing accessible.

Support people to get ready for natural disasters



We will ask organisations to help people with disability get ready for a natural disaster.



This includes:

- emergency housing organisations
- support services.



We will make sure these organisations think about how to support people with disability when a natural disaster happens.



We will teach people with disability and the people around them how to deal with a natural disaster.



We will also share information about grants that support people with disability who are affected by a natural disaster.

We will share this information with community organisations.

How we will make sure our plan works well



Our plan will last for 4 years.



We will work with an **advisory panel**.

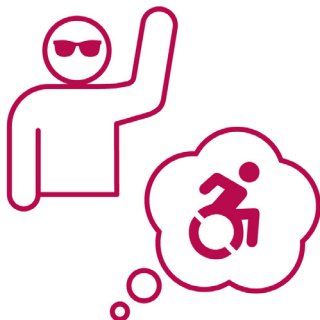


An advisory panel is a group of people who work with us to share what:

- is working well
- needs to work better.



Everyone on the advisory panel will have **lived experience** of disability.



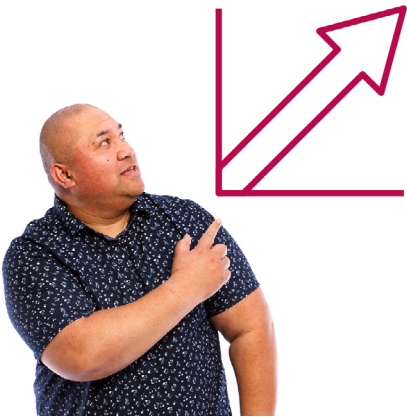
If you have lived experience of disability, you might:

- have a disability
- or
- have experienced what life can be like for people with disability.

The advisory panel will:

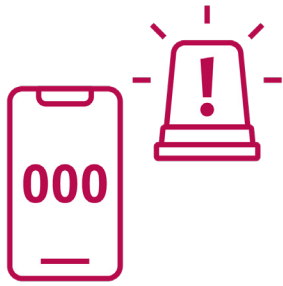


- check if our plan is working well



- tell us what we can do better.

Where you can get support



If you're in danger right now, call Triple Zero.

000

DV Connect



DV Connect supports people experiencing domestic and family violence.

It is free to call them.



You can call their women's line.

1800 811 811



You can call their men's line.

1800 600 636



You can visit their website.

www.dvconnect.org

Housing Service Centres

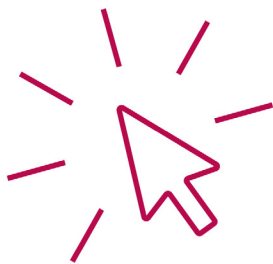


Housing Service Centres support people in Queensland to find housing that supports what they need.



You can call them.

13 74 68



You can visit their website.

www.qld.gov.au/housing/public-community-housing/housing-service-centre

Queensland Statewide Tenant Advice Referral Service (QSTARS)



QSTARS supports people in Queensland who rent homes:

- understand their rights
- understand what they need to do.
- work with the people they rent their home from.



You can call them:

- **Monday, Thursday and Friday**
- **9 am to 5 pm.**



You can also call them:

- **Tuesday and Wednesday**
- **9 am to 7 pm.**



1300 744 263

Regulatory Services



Regulatory Services manage **complaints** about residential services.

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



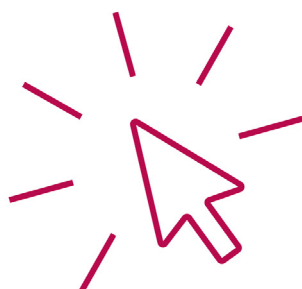
You can call them.

(07) 3013 2666



You can send them an email.

regulatoryservices@housing.qld.gov.au



You can visit their website.

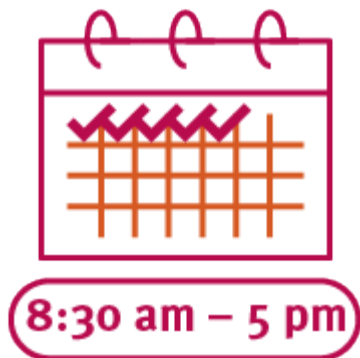
www.qld.gov.au/housing/emergency-temporary-accommodation/rooming-accommodation/residential-services

Residential Tenancies Authority



The Residential Tenancies Authority supports people who:

- rent homes
- own homes that other people rent.



You can call them:

- **Monday to Friday**
- **8:30 am to 5 pm.**



You can visit their website.

www.rta.qld.gov.au

National Relay Service



You can call the National Relay Service if you:

- are hard of hearing
- find it hard to speak using the phone.



TTY (Type and Listen)

1800 555 677



Speak and listen

1300 555 727



You can ask them to connect you to our phone number.

13 74 68

Translating and Interpreting Service (TIS)



If you need something in a language other than English, you can call the Translating and Interpreting Service (TIS).

131 450



You can ask them to connect you to our phone number.

13 74 68



You can also ask for their support to send us an email.

HHSdisability@housing.qld.gov.au

Word list

This list explains what the **bold** words in this plan mean.



Accessible

When housing is more accessible, it is easy to:

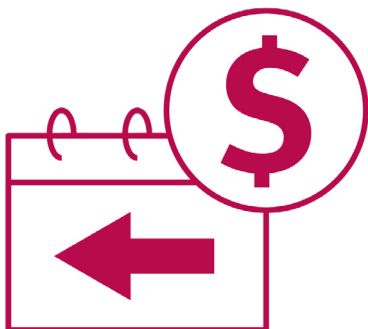
- find
- move around in.



Advisory panel

An advisory panel is a group of people who work with us to share what:

- is working well
- needs to work better.



Bond

A bond is money you pay before you move into a home you rent.

It will pay for anything you damage in the home.

You might get the bond back when you move out of that home.



Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



Data

When we talk about data, we mean:

- facts
- information
- records.

Domestic and family violence

Domestic and family violence is when someone close to you hurts you, such as:



- your partner, like your boyfriend or girlfriend
- a member of your family
- someone who takes care of you
- someone you live with.



Emergency

An emergency:

- is a dangerous situation
- is a thing we don't expect to happen
- can put our health and safety at risk.



Funding

Funding is money from the government that pays for services and supports.



Grant

A grant is money from the government to pay for important work that helps others.



Group homes

Group homes are places where people with disability live together.

Often group homes don't support people to have choice and control.



Inclusive

When housing is more inclusive, anyone can live there.

Lived experience

If you have lived experience of disability, you might:

- have a disability
- or
- have experienced what life can be like for people with disability.



Principles

Principles are important ideas we should always think about.



Queenslanders with Disability Network (QDN)

QDN supports people with disability to:

- speak up for themselves
- learn about their rights.



Rent

When you rent a home, you pay to live in a home someone else owns.



Rent bidding

Rent bidding is when someone who wants to rent a home offers to pay the owner more money than they asked for.



Residential services

A residential service provides housing for people who need support.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.

Social housing



Social housing can support people who:

- don't have a place to live
- are at risk of not having a place to live.

It provides homes for people who can't afford to rent or buy a home on their own.



Specialist Disability Accommodation (SDA)

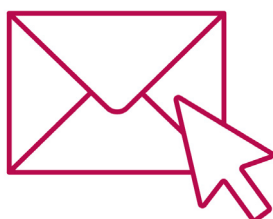
SDA is housing for people with disability who need extra support most of the time.

Contact us



You can call the Queensland Government.

13 74 68



You can send us an email.

hhsdisability@housing.qld.gov.au



You can write to us.

Department of Housing and Public Works
GPO Box 690
Brisbane, Queensland
4001



You can visit our website.

www.housing.qld.gov.au



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