



Your home matters

*Before
you act,
get the
facts*

Living in residential services



More than
8,000
Queenslanders live in
more than **270** registered
residential services in
Queensland

Source: Department of Housing and Public Works, May 2018.

We want to help you
to understand your
rights and obligations
as a resident or
prospective resident of
a residential service.

Supporting you to get the facts

More than 8000 Queenslanders live in registered residential services in Queensland including boarding houses, aged rental accommodation and supported accommodation. Residential services provide accommodation to people on low or fixed income and people with disability.

The Queensland Government is working to improve the information available to residents of residential services about a range of amendments to the *Residential Services (Accreditation) Act 2002*.

We want to better support Queensland's most vulnerable in their decision making, and to help consumer advocacy groups advocate for reform.

Better support for resident consumer advocacy groups

To ensure that residents of residential services have the information they need to make better decisions, we are working to strengthen consumer advocacy groups.

Consumer advocacy groups will be supported to help Queenslanders who live in or are considering entering or leaving a residential service. This includes increasing awareness of house rules in residential services and the advantages of living in registered and compliant residential services.



**Queensland
Government**



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We are making changes that will make it easier for you to access up to date information about living in a residential service such as a boarding house or an affordable seniors rental accommodation.

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Providing a voice

We are supporting consumer advocacy groups to improve the availability of advice and advocacy to residents in residential services when things go wrong. This includes input into the review of dispute resolution arrangements.

Consumer advocacy groups will also be supported to represent resident views to service providers and government to ensure resident expectations and experiences are considered.

Right where you live

The Queensland Government has funded five organisations to support broader consumer advocacy for Queenslanders who may be entering, living in, or leaving a residential (manufactured home) park, a retirement village or a residential service to make informed housing choices.

These organisations will be supporting a state-wide education program to increase understanding of changes to legislation related to these forms of accommodation. The program will support residents and home owners to better understand and exercise their rights.

For more information about advocacy initiatives go to www.rightwhereyoulive.org.au



Want to know more?



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www.qld.gov.au/housing

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