

Information for Residents #1



Right where you live
Better rights for residents

Your Living Space

A safe, secure and comfortable environment should be provided. All areas of the premises should be kept clean, in good repair and free from hazards.

Bedrooms, bathroom and toilet facilities should provide appropriate personal space, security and privacy to residents, including having lockable doors.

Passages and stairways should be well lit and kept free of objects to allow free and unimpeded movement through them at all times.

Rubbish should be removed regularly in a way that does not impact on the health and wellbeing of residents and staff of the residential service.

Privacy and Confidentiality

A resident's correspondence and other confidential information can only be accessed or disclosed if the resident gives consent.

Access to External Providers

Residents should have full access to external service providers.

An external service provider could be an advocate, professional case worker or other providers of health, disability, welfare or other professional services.

Residents have the freedom to choose external service providers, independent of their residential service provider, without fear of retaliation.

Prevention of Abuse and Neglect

The Service Provider must implement and comply with procedures protecting the rights of residents.

Residents have the right to live in an environment free of verbal, emotional, sexual or physical abuse, neglect and financial abuse.

Safety and Emergencies

The Service Provider must have a safety and emergency plan that includes the procedures for any situation requiring immediate attention and remedial action including a serious incident or extreme weather event at the service.

Staff and associates of the service provider must be fully trained in implementing the procedures in the safety and emergency plan.

The Service Provider must take reasonable action to ensure residents are aware of the procedures in the safety and emergency plan.

The Service Provider must take reasonable action to ensure emergency services personnel and vehicles have access to the registered premises at all times.

The Service Provider must ensure that staff providing personal care in a level 3 service hold current first aid and CPR resuscitation qualifications.

Neighbourhood

The Service Provider should take reasonable steps to ensure the service and the residents do not adversely impact of the peace and amenity of the neighbourhood.

Residential Services (Accreditation) Regulation 2018 (QLD)

The registration and accreditation of Residential Services in Queensland is covered by the *Residential Services (Accreditation) Act 2002 (QLD)* (or 'the Act' for short).

The new 2018 *Regulation* ('the Regs') compliments this Act.

Funded by



Tenants Queensland Inc

Prescribed Records

Records must be kept for each serious incident that occurs at the service.

These records must include the nature and date of the incident, the name of each resident affected, the name of any staff who witnessed the incident and the name of the staff member to whom it was reported.

Records must also include the action the Service Provider took in relation to the incident and the date they took action.

A Service Provider for a residential service must keep on the premises a central register of these records.

Level 3 Service Assistance With Medication

If residents ask for help in taking their medication in accordance with medical directions, help is given in accordance with the *Guideline for Medication Assistance* in residential services, published on the Department of Housing and Public Works website.

Level 2 Service Kitchens, Food Safety & Nutrition

Kitchen facilities must comply with the Service Provider's accredited food safety program, if this accreditation is in place, or with the Australian Food Standards Code.

Persons preparing and serving food must observe personal hygiene and cleanliness practices, take reasonable action to minimise the risk of food contamination, and comply with the Service Provider's accredited food safety program, if in place, or the Food Standards Code.

Resident should be provided with food and nutrition that complies with the best practice *Guide for Healthy Eating in Supported Accommodation* published by Queensland Health on the Metro South Hospital and Health Service website.

Rightwhereyoulive.org.au
info@rightwhereyoulive.org.au

Tenants Queensland operates a free independent advice service for people who rent their home. TQ also delivers the Qld Statewide Tenant Advice and Referral Service (QSTARS).

1300 744 263

www.tenantsqld.org.au

www.qstars.org.au

Have an inquiry about accreditation?

If you have an inquiry or complaint about a service you can contact Regulatory Services at the Department of Housing and Public Works.

Phone: **07 3008 3450**

www.hpw.qld.gov.au

regulatoryservices@hpw.qld.gov.au

Do you have a hearing or speech impairment?

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information visit:

www.relayservice.gov.au

Do you speak a language other than English?

If you need an interpreter, please contact the Translating and Interpreting Service (TIS) on **131 450** and provide them with the number you want to call

Disclaimer: This fact sheet provides information only and is not intended to provide legal advice