

# Information for Residents #2



**Right where you live**  
Better rights for residents

## Do you live in a Residential Service?

You *may* live in a Residential Service if you rent:

- A room, but share some facilities, for example a bathroom or kitchen, with other Residents. There must be at least 3 other rooms available for rent. You might also receive a food or personal care service.
- A self-contained unit with a food or personal care service. There must be at least 3 other rooms available.
- A self-contained unit within an aged rental scheme and receive a food or personal care service. The service must be provided to at least 2 units and 4 people. Someone else might provide the food or personal care service.

You may *not* be in a Residential Service if:

- You reside in government funded temporary supported accommodation and are receiving case management to transition from, or avoid, homelessness.

This is not an exhaustive list and there are many other exclusions in the Act, so if you are unsure please get advice.

## Can you live *and* work in a Residential Service?

If you are employed by the Residential Service but your room is your primary place of residence, you are still a Resident. If you collect rent, clean, or maintain the premises as requested by the service provider, you are still a Resident.

## What changes affect how the service is able to run?

### Cancelled Providers starting a new service

If a Provider makes an application to start a new Residential Service, they will now need to disclose if any Residential Services they've previously run were cancelled.

### Shorter time frames for accreditation

Service Providers must now apply for accreditation within 3 months of the date they begin a Residential Service, or new level of Residential Service.

### Renewing with conditions

When a Provider applies to have their Residential Service accreditation renewed, this renewal may now be contingent upon conditions. For example, a requirement that all food be labelled.

### Guidelines

Online and hard copy guidelines may be developed for providers.

### When a Sole Provider Dies

If a sole Provider dies, their personal representative will be temporarily appointed, subject to suitability requirements. If that person is not suitable, a substitute Provider will be appointed.

## Amendments to the Residential Services (Accreditation) Act 2002 (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).

You may be affected by its recent amendments.

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## What are the changes to the Public Register?

Queensland has a public register of Residential Services. It must now include the phone or email contact of your Provider.

## What if you are seeking refuge from Domestic or Family Violence?

The public register may now withhold sensitive information, such as street address and phone contact details, for privately funded refuges and residential services that provide assistance to people escaping domestic violence, or if it is in the interest of the wellbeing and safety of Residents not to publish that information. Other information may be recorded instead, for example a business address other than the refuge address.

Domestic Violence is defined in the *Domestic and Family Violence Protection Act 2012*.

## Where is the Public Register?

You can find the register at <https://data.qld.gov.au/dataset/residential-services-registered-with-the-department-of-housing-and-public-works>

## What are the changes to the Fire Safety Management Plan?

Your provider must now have a Fire Safety Management Plan in place at all times.

## What happens if you or another Resident passes away?

If a death occurs in a Residential Service that provides personal care the Provider must notify the Chief Executive, using the approved form, within 7 days.

**Rightwherelive.org.au**  
**info@rightwherelive.org.au**

### *Need advice?*

**Tenants Queensland** operates a free independent advice and referral service for all Queensland renters called **QSTARS**.

Phone: **1300 744 263**

**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.