

RIGHTS & RESPONSIBILITIES STATEMENT

NDIS Participants have the right to:

Under Residential Tenancy Act 2010 tenants have the following rights:

- To be given a copy of the SDA Service Agreement, a condition report completed by the landlord/agent and the QLD Fair Trading New Tenant Checklist.
- To have premises rented to you in a reasonable state of cleanliness and fit to live in.
- To be given rent receipts (unless you pay rent into a nominated bank account).
- To be given 60 days written notice of a rent increase.
- To have quiet enjoyment and use of the premises – the landlord/agent must not interfere with your possession of the premises.
- To have reasonable peace, comfort and privacy.
- To have reasonable locks and security.
- To have reasonable repairs and maintenance done.
- To apply to QCAT for orders if the landlord has broken the tenancy agreement.
- To be given written notice of the landlord wanting to end the tenancy agreement.
- To be notified of the change of name and address of the landlord or their agent.
- To refuse the landlord access except in certain circumstances and with proper notice.
- Not to be unlawfully evicted

Under the NDIS Code of Conduct tenants have the following rights:

- be treated with dignity and respect at all times;
- be treated fairly and without bias, regardless of gender, religion, disability, cultural and linguistic background or age;
- to have your ethnic, cultural and religious practices and beliefs and sexual orientation respected.
- To have your privacy and confidentiality respected;
- to live free from violence against, and exploitation, neglect and abuse;
- to live free from sexual misconduct;
- freedom of expression, self determination, intimacy and sexual expression;
- information regarding the services they access with us, and support to access other services in the community;
- to be an active participant in their own services;
- make informed decisions and choices about their services, and about their lives overall;

- have services delivered in a safe, secure and comfortable environment;
- provide feedback or raise a complaint or issue about us and to have that addressed in a timely and appropriate manner; and
- have a support person/advocate/representative of their choice to assist them in matters relating to their support.

NDIS Participants have a responsibility to:

Under Residential Tenancy Act 2010 tenants have the following responsibilities:

- To fill out the condition report and give the landlord a copy within 7 days.
- To pay rent on time.
- To care for the premises.
- To pay for any damage caused by you or your guests.
- To report the need for any repairs or maintenance.
- Not to make alterations or additions without the landlord's permission.
- Not to alter, remove or add a lock or security device without the landlord's consent (except in certain domestic violence situations).
- Not to use or permit the premises to be used for an illegal purpose.
- Not to cause or permit a nuisance.
- Not to interfere with the peace, comfort or privacy of neighbors.
- To give correct written notice when you leave.
- To leave the premises in a similar condition to when you rented them, except for normal wear and tear.

In addition NDIS Participants have the following responsibilities:

- treat the staff and volunteers of Potter SDA with fairness, honesty and respect;
- respect other NDIS Participants, including their rights to privacy and confidentiality;
- advise Potter SDA of any changes to the Supported Independent Living (SIL) providers.
- follow the policies and procedures where these relate to service delivery and safety; and
- respect the Specialist Disability Accommodation provided to them by Potter SDA.

Informing NDIS Participants of their Rights and Responsibilities:

Potter SDA will inform NDIS Participants of their rights and responsibilities through:

- Provision of a plain English guide to rights and responsibilities (See [Rights and Responsibilities Policy PP001](#))
- Inclusion of rights and responsibilities in the [SDA Accommodation Agreement \(PA002\)](#)
- Verbally advising NDIS Participants as part of their orientation to their new home