



Queensland
Government

Queensland

Good jobs
Better services
Great lifestyle

Our co-design journey

How we worked with the
community to create our plan

Easy Read version



How to use this document



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

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



We wrote this document 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 **42**.



This is an Easy Read summary of our document called ‘Our co-design journey: what home means to people with disability’.

This means it only includes the most important ideas.



You can find the document on our website.

www.qld.gov.au/DisabilityHousingActionPlan



You can ask for help to read this document.

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



This is a long document.

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.

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About this document



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.



You can find our plan on our website.

www.qld.gov.au/DisabilityHousingActionPlan

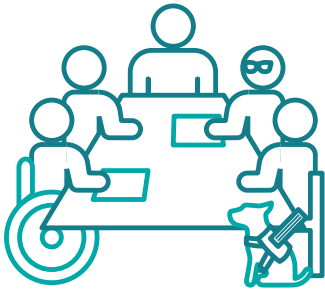


In this document, we explain:

- how we worked together to make our plan
- what people shared.



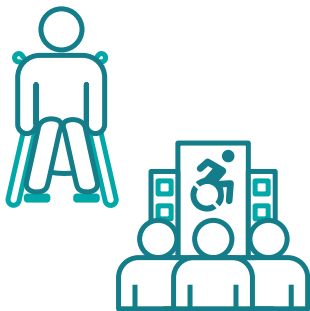
Working together to make our plan



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



Thank you to everyone who shared their ideas to help 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

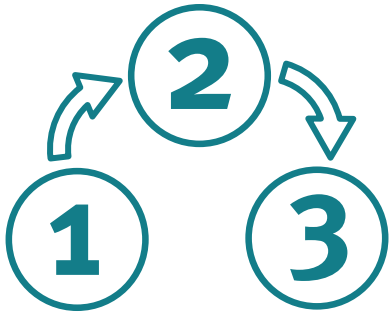


- the government.



We worked together in a way that supported people to:

- take part
- feel heard and understood.



We worked together to make our plan in 3 stages.



- 1.** People shared what they would like our plan to achieve.



- 2.** People shared their ideas about what our plan should include.



- 3.** We shared how people's ideas helped to make our plan.

Our goals



The community shared ideas with us about what our plan should focus on.



We used these ideas to make 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 the ideas we used to make our 5 goals on the following pages.

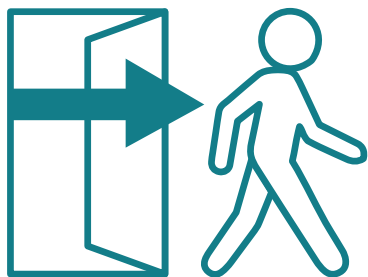
1. Support people to leave places owned by the government



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

For example, a hospital or a prison.

We want to make it easier for people to:



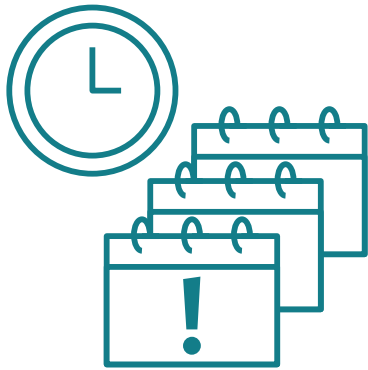
- leave places owned by the government when they are ready



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



What people shared with us



People shared that often people with disability are staying in places owned by the government for longer than they need to.



People shared that services need to work better together to support people with disability who are in places owned by the government.



People shared that people with disability need more support:

- while they are in places owned by the government
- when they leave those places.



People shared that there should be lots of planning about where someone will live when they leave places owned by the government.



This includes planning how to:

- keep someone safe where they live
- make sure they can keep living in housing that supports what they need.



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.



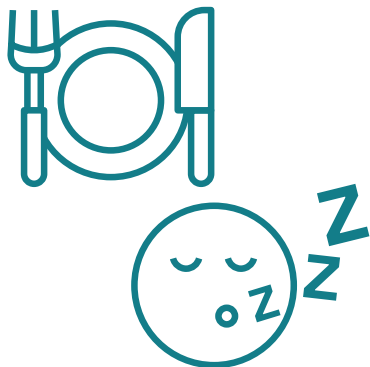
We asked people with disability what ‘home’ means to them.



One person shared that home is ‘where I can have a cat, even if support staff don’t like them’.



Another person shared that home is ‘my home, not a workplace for paid staff’.



Another person shared that home is ‘having dinner when I’m hungry and going to bed when I’m tired’.



Another person shared that home is ‘when I choose where to live, how to live and whom to live with’.



What people shared with us



People shared that people with disability should be able to choose how they want to live.



For example, they might want to live:

- on their own
- with a friend or partner.



People shared that very few people want to live in **group homes**.

Group homes are places where people with disability:

- live together
- share supports.



People shared that group homes sometimes don't allow people to choose:

- who they live with
- who gives them support
- what they do during the day.



People shared that **social housing** is a way for people with disability to find homes they can afford.

But that social housing needs to be more 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 also heard about other types of homes that are:

- accessible
- and
- affordable.

3. Support people to buy or rent a home



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

What people shared with us



People shared that there needs to be more ways for people with disability to buy or rent a home.



People also shared that there isn't an easy way to tell if a home will be accessible before visiting the home.



People shared that it's hard for people with disability to get their rented homes changed to be:

- safer
- more accessible.

Even though they have a right to this.



For example, putting a handrail in their bathroom.

People also shared that people with disability want more ways to connect with other people who can:



- live with them



- support them while living with them.

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 people shared with us



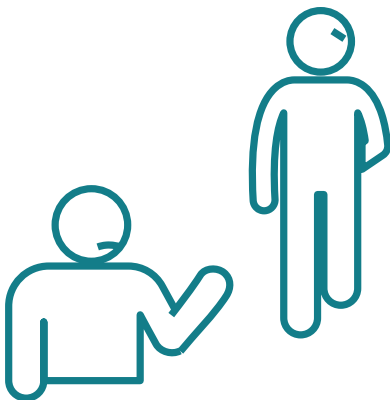
People shared that residential services need to become safer and better for people with disability.



People shared that some people with disability experience **abuse** in residential services.

Abuse is when someone:

- hurts you
- scares you
- controls you.



People also shared that people experience **neglect**.

Neglect is when someone is not helping you the way they are supposed to help you.



People shared that some residential services don't help people to get support when something has gone wrong.



People also shared that it can be hard to know who to speak with when something has gone wrong.

And people shared that they often don't speak up when:



- it's not safe

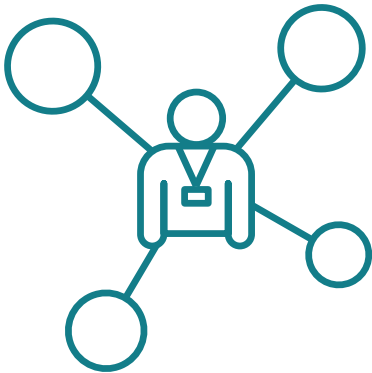


- what they say won't be kept private.

People shared that people who live in residential services want better information to understand:



- what supports they pay for



- how those supports connect with other services they receive.

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.

This also includes when people:



- 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 people shared with us



People shared that it can be hard for people to get emergency housing when they need it.



People also shared that emergency housing needs to be more accessible.



People shared that it is harder for some groups of people to get the support they need in an emergency.

For example, people who have problems with their mental health.



People shared that people with disability are more likely to be in danger during natural disasters.

For example, bushfires and floods.



People shared that people with disability and housing services need to plan for when:

- natural disasters happen
- people with disability need accessible emergency housing.

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.



What we will do next



We will keep working to make housing better for people with disability in Queensland.



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.

The advisory panel will include:



- people with disability

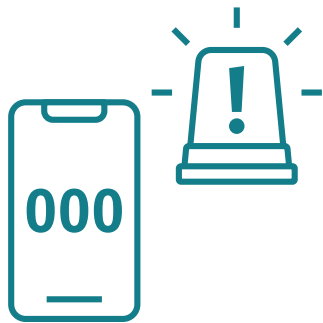


- First Nations people with disability



- people with lived experience of disability.

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.

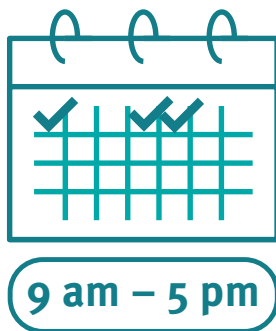
www.qld.gov.au/housing/public-community-housing/housing-service-centre

Queensland Statewide Tenant Advice Referral Service (QSTARS)



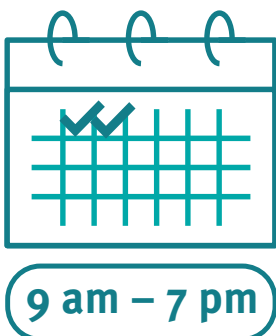
QSTARS supports people in Queensland who rent homes:

- 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.

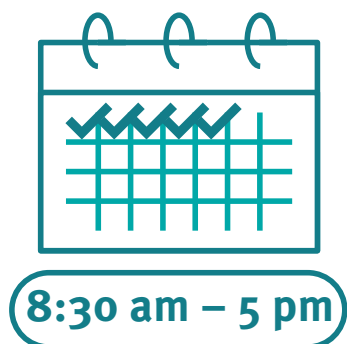
<https://www.qld.gov.au/housing/emergency-temporary-accommodation/rooming-accommodation/residential-services>

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



Abuse

Abuse is when someone:

- hurts you
- scares you
- controls you.



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.



Complaint

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

- has gone wrong
- isn't working well.

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.



Emergency

An emergency:

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



Group homes

Group homes are places where people with disability:

- live together
- share supports.



Inclusive

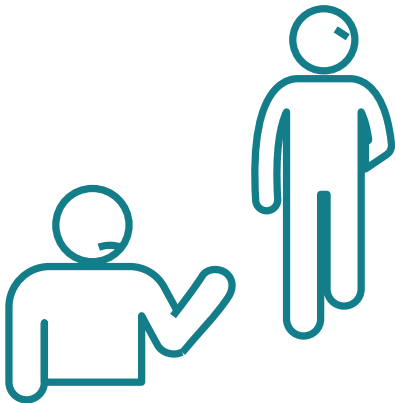
When housing is more inclusive, anyone can live there.

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.



Neglect

Neglect is when someone is not helping you the way they are supposed to help you.



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.



Residential service

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 is a way for people with disability to find homes they can afford.



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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