# A Notice of personal documents left behind from your SDA provider

## An Easy Read guide for you

## How to use this guide

Consumer Affairs Victoria (CAV) wrote this guide. When you see the word ‘we’, it means CAV.

We have written this guide in an easy to read way.

We have written some words in **bold**.

We explain what these words mean.

There is a list of these words on page 5.

This Easy Read guide is a summary of a notice.

You can find the notice on our website at [www.consumer.vic.gov.au/sda](http://www.consumer.vic.gov.au/sda)

You can ask for help to read this guide.

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

## What is specialist disability accommodation?

**Specialist disability accommodation** (SDA) is accessible housing for people with disability.

SDA is part of the National Disability Insurance Scheme (NDIS).

When you live in SDA, we call you an SDA resident.

The housing is provided by an SDA provider.

## What is this guide about?

This guide is about a notice from your SDA provider.

The notice is called a **Notice of personal documents left behind**.

If you get this notice, it means you left **personal documents** behind at your old SDA when you moved out.

Personal documents are documents or items that might have   
information about:

* you
* your life
* your contact details.

Personal documents might include your:

* birth certificate
* passport
* medical records
* bank records
* school or education records
* marriage or divorce certificate
* photos, letters or cards
* computer hard drives, USB sticks, CDs or DVDs
* cameras with photos or videos on them.

## Sending the notice

Your old SDA provider can give you the notice:

* in person
* in the mail
* by email.

Your old SDA provider must explain the notice to you in a way that you   
can understand.

Your old SDA provider can only send you the notice by email if you have said it is ok in your agreement.

If they need to, your old SDA provider will also give the notice to:

* a member of your family
* your carer or support person
* your **guardian** or **administrator** –someone who makes decisions   
  for you
* an **advocate** – someone who speaks up for people with disability who can’t speak up for themselves.

## Word list

**Advocate**

Someone who speaks up for people with disability who can’t speak up for themselves.

**Guardian** or **administrator**

Your guardian or administrator is someone who makes decisions for you.

**Notice of personal documents left behind**

If you get this notice, it means you left personal documents behind at your old SDA when you moved out.

**Personal documents**

Personal documents are documents or items that might have information about:

* you
* your life
* your contact details.

## Contact us

**1300 40 43 19**

The cost is the same as a local call.

If you speak a language other than English, please contact TIS – Translating and Interpreting Service.

**131 450**

Ask to talk to an Information Officer at Consumer Affairs Victoria on **1300 40 43 19**

TTY

If you use textphone or modem, call the National Relay Service.

**133 677**

Give them our number – **1300 40 43 19**

If you use Speech to Speech Relay call **1300 555 727**

Give them our number – **1300 40 43 19**

Website – [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

Facebook – [/ConsumerAffairsVictoria](https://www.facebook.com/ConsumerAffairsVictoria)

Twitter – [@consumervic](https://twitter.com/consumervic)

YouTube – [www.youtube.com/user/consumervic](https://www.youtube.com/user/consumervic)

The Information Access Group created this text-only Easy Read document. For any enquiries, please visit [www.informationaccessgroup.com](http://www.informationaccessgroup.com).  
Quote job number 3131-B.