

# An Application to the Director of Consumer Affairs Victoria

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 use pictures to explain some ideas.



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

We explain what these words mean.

There is a list of these words on page 9.



This Easy Read guide is a summary of a form.



You can find the form 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 form you can use to contact the Director of CAV.



The form is called an **Application to Director**.



You should use this form if you need to ask for help from the Director of CAV.

## When should you use the form?



You should use the form when you want our help with a problem you have with your SDA.



We will look into your problem and try to find out more about it.

But there are only 2 problems you can:



- ask for help with



- use this form for.

Those 2 problems are:



- You asked your SDA provider to make repairs to your SDA that aren't urgent.



Your SDA provider didn't make those repairs within 14 days of when you asked.



- Your SDA provider told you the cost of your rent will go up.



And you think your SDA provider put the cost of your rent up too much.



A non-urgent repair can include:

- a hole in the wall
- broken blinds
- a leaking tap.



If you are applying to our Director about your rent going up, you need to apply within 30 days of getting a **Notice of rent increase**.



A Notice of rent increase is a notice from your SDA provider about the cost of your rent going up.

## Sending the form



You can send the form by email to  
[renting@justice.vic.gov.au](mailto:renting@justice.vic.gov.au)



You can send the form in the mail to

Consumer Affairs Victoria

GPO Box 123

Melbourne

VIC 3001



You should also send any other documents that:

- you have given to your SDA provider
- your SDA provider has given to you.



## Word list



### **Application to Director**

You should use this form when you need to ask for help from the Director of CAV.



### **Notice of rent increase**

A Notice of rent increase is a notice from your SDA provider about the cost of your rent going up.



### **Specialist disability accommodation (SDA)**

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

## Contact us



**1300 55 81 81**

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 55 81 81**

TTY

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



**133 677**

Give them our number – **1300 55 81 81**



If you use Speech to Speech Relay call

**1300 555 727**

Give them our number – **1300 55 81 81**



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



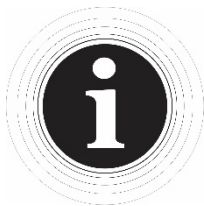
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