

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.

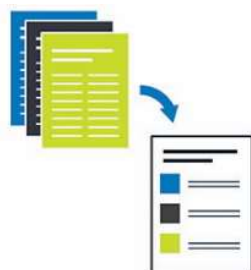
We use pictures to explain some ideas.



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 notice.



You can find the notice on our website at 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.



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



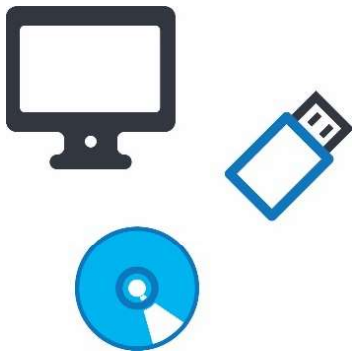
- school or education records



- 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 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



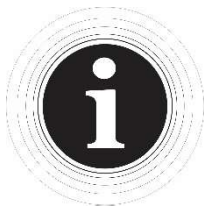
[/ConsumerAffairsVictoria](https://www.facebook.com/ConsumerAffairsVictoria)



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



www.youtube.com/user/consumervic



The Information Access Group created this Easy Read document using stock photography and custom images.

The images may not be reused without permission.

For any enquiries about the images, please visit

www.informationaccessgroup.com. Quote job number 3131-B.