

# Tenant handbook

Woree



**MISSION**  
**AUSTRALIA** | together  
we stand

Tenant details

YOUR HOUSING MANAGER IS

YOUR TENANT NUMBER IS

(also called Deposit Book ID)

YOUR LOCAL GOVERNMENT IS

Mission Australia Housing contact details

ADDRESS: 696 Bruce Hwy, Woree QLD 4868

PHONE: 0438 046 659

EMAIL: housing@missionaustralia.com.au

Acknowledgement

We acknowledge the traditional custodians of this land, and we pay our respects to Elders past, present and future, for they hold the memories, the culture and dreams of Aboriginal and Torres Strait Islander Australia.

We recognise and respect their cultural heritage, beliefs and continual relationship with the land and we recognise the importance of the young people who are the future leaders.

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Interpreter service

If you require an interpreter, please contact the Translating and Interpreting Service (TIS) National on **131 450**. This is a free service for applicants and tenants of Mission Australia when contacting the organisation.

**This tenant handbook is designed to provide you with information to help you get settled into your Mission Australia Housing property. We hope that you find this information helpful.**



# 1. Welcome to Mission Australia Housing

## 1.1 Introduction

**Woree Supported Accommodation is a housing program delivered in partnership between Mission Australia and Mission Australia Housing. This facility has been designed to accommodate and provide social services support to people moving towards independence through sustainable housing options and by participating in their community.**

This new development is an 18 unit complex located in Cairns and is owned by the Queensland Department of Housing and Public Works (QDHPW). Mission Australia have been contracted by QDHPW to provide on-site support services to all tenants at Woree Supported Accommodation and Mission Australia Housing provides the property and tenancy management.

The primary goal of the service is to support tenants to achieve long term lifestyle changes across housing, health and other support needs that are impacted by alcohol and other drug dependencies. This service has a focus on supporting disadvantaged people, in particular Aboriginal and Torres Strait Islander people. Culturally appropriate policy, procedures and practice are used to ensure positive outcomes for tenants.

This is an alcohol free facility.

## Woree Supported Accommodation principles

Woree Supported Accommodation operates to the following principles:

1. Woree Supported Accommodation is an alcohol free facility providing medium term accommodation and social support services.
2. The service focuses on supporting Aboriginal and Torres Strait Islander people. All aspects of the service will reflect culturally appropriate policy, procedures, and practice in order to achieve positive outcomes for tenants.
3. Support provided at Woree Supported Accommodation is driven by individual tenant needs, recognising that each tenant will have different life experiences that have led to their current situation. The service will treat each person as an individual and plan tailored support for each tenant.
4. This service works towards ending a person's homelessness by assisting tenants to access support services and other community resources, to achieve lifestyle changes that may help them to maintain long term housing and to reconnect with their family and community.
5. Woree Supported Accommodation will provide tenants with the opportunity to participate in programs in the community, increase life learning opportunities and reduce alcohol consumption.
6. Woree Supported Accommodation will also support tenants to develop daily living skills, such as preparing meals and looking after their own living space.

## Mission Australia Housing services

Mission Australia Housing is a registered Tier 1 Community Housing Provider under the National Regulatory System for Community Housing (NRSCH). Mission Australia Housing operates a range of housing programs nationally, with over 1,900 properties managed across 4 states.

For information about different housing programs that Mission Australia Housing provides, please contact Mission Australia Housing on **1800 269 672** or visit our website: [missionaustralia.com.au/housing](https://missionaustralia.com.au/housing)

# 2. Before you move in

## 2.1 Your privacy

**Mission Australia Housing will collect and hold personal information about you.**

Mission Australia and Mission Australia Housing will follow the Privacy Act 1988 at all times. This includes all employees of Mission Australia, Mission Australia Housing and the Board of Directors. Your personal information may be shared between Mission Australia and Mission Australia Housing to ensure that services are effectively delivered to you or where necessary to ensure the safety and security of you, other tenants and staff.

## 2.2 Principles

**Mission Australia and Mission Australia Housing agrees to:**

- Only collect information that is needed and necessary
- Not collect information about a person just because we think that the information may come in handy later
- Provide privacy information to tenants
- Consider whether we should be using personal information for a particular purpose
- Consider whether we need to disclose or let others know personal information for that person's safety and wellbeing
- Give tenants access to their own personal information held if required (a notice of at least 3 working days is required)
- Always keep personal information safe and secure
- Not keep information longer than needed
- Wherever possible, keep personal information up to date

## 2.3 Your rights and responsibilities as a tenant

**Tenants at Woree Supported Accommodation can expect:**

- Medium term accommodation, 6-12 months
- An environment that provides safety, support and care
- Appropriate, safe and stable rooming accommodation with your own bathroom and kitchen facilities
- Respect and a sense of dignity
- Appropriate tenant centred and tailored support
- Non-discriminatory and non-judgemental practices
- Information from Mission Australia Housing regarding tenant accommodation, recovery plan and responsibilities
- Referral to other suitable agencies/services required

Tenants are expected to follow the rules of the facility and act in a way that respects the rights of other tenants, Mission Australia staff, Mission Australia Housing staff and property.

**Tenants accommodated at Woree Supported Housing have a responsibility to:**

- Participate and engage in an initial and ongoing agreed recovery plan with Mission Australia
- Refrain from violent and intimidating behaviour
- Not bring alcohol and non-prescribed drugs to the facility
- Co-operate with staff on duty
- Be responsible for their property, care of their room and keys
- Follow house rules at all times
- Follow the terms and conditions of their Residential Tenancy Agreement

Tenants who do not respect the rules and tenancy agreement of Woree Supported Accommodation may receive a notice to Remedy Breach form or an Eviction Notice.

## 2.4 House rules

**Applicants will be asked to agree and sign house rules before being offered a property at Woree Supported Accommodation and signing a lease.**

These rules are in addition to the Residential Tenancy Agreement and cover support requirements, visitor access and use of alcohol and other drugs.

Applicants will not be offered a property at Woree Supported Accommodation unless they agree to the house rules.

## 2.5 Visitors

**Visitors are allowed in to Woree Supported Accommodation between 9am and 5pm.**

Visitors must be with the tenant at all times and the tenant is responsible for the visitor's behaviour. Visitors must not be under the influence of alcohol and other drugs.

## 2.6 Pets

**Pets are not permitted at Woree Supported Accommodation.**



# 2. Before you move in

## 2.7 How your rent is charged

Tenants housed through this supported housing program are eligible to apply for a rental rebate and subsidy. The rebate is based on 25% of the entire household's gross assessable income, plus 100% of their maximum entitlement for Commonwealth Rent Assistance from Centrelink, and 3% for their furniture charges.

The table below details the percentage of assessable income, payable by different members of the household:

Assessment Rate	Tenant/Other Household Member
3%	3% surcharge for furnishings
25%	– The tenant, their spouse or live-in partner. This is regardless of age. – All other people living in the house aged 21 years or older.
15%	Family members aged between 18-21 years of age
15%	Family Tax Benefit A and B
100%	Maximum Commonwealth Rent Assistance entitlement for all household members
Nil	Family members earning an income who are under the age of 18 years

**Note:** not all government incomes are assessable for the purposes of rent. For full details on assessable and non-assessable rents please visit the Queensland Department of Housing and Public Works website: [hpw.qld.gov.au](http://hpw.qld.gov.au)



## 2.8 Paying your rent

**Tenants living at Woree Supported Accommodation need to pay rent through Centrelink Centrepay direct debit process.**

You will be required to complete a Centrepay form at intake which will be faxed to Centrelink to be processed. Fortnightly rent will then be deducted automatically from your Centrelink benefits and paid to Mission Australia Housing.

Rent must always be paid 2 weeks in advance. Where rent payments have not been made, or payment arrangement with the Housing Manager is not in pace, a notice to Remedy Breach (Form R11) will be issued.

## 2.9 Rental bond

**A rental bond is an amount of money paid by you, the tenant, as a form of security for Mission Australia Housing in case you do not follow the terms of the tenancy agreement.**

You will be required to pay an amount equal to 2 weeks rent towards bond at the beginning of your tenancy. The bond money is paid to the Residential Tenancies Authority (RTA) until you move out of your property.

If there are no outstanding rent or non-rent charges on your account and the property has been left in a similar condition to what it was leased to you, you will receive your bond money back. Mission Australia Housing may claim part or all of your bond money for any outstanding rent or non-rent debt that you have or for any maintenance or fixtures that are required to the property due to tenant damage or neglect.

## 2.10 Property condition report

**When you sign a lease for your property, you will be given a property condition report, detailing the condition of the premises you are moving in to.**

As the tenant, you must read, complete and sign this form. You are welcome to add any other comments and then give it back to your Housing Manager within 2 working days.

If you move out of your property, this report will be used by Mission Australia Housing to determine whether there is any excess damage to the property and whether your bond will be returned to you or claimed. An exit inspection will be arranged with you to discuss what is required when leaving Woree Supported Accommodation.

# 3. While you are a tenant at Woree Supported Accommodation

## 3.1 Residential Tenancy Agreement

**A Residential Tenancy Agreement is the agreement between you as the tenant and Mission Australia Housing which sets out the terms that apply to tenants' living in the accommodation.**

Both tenants and community housing providers (Mission Australia Housing) must follow the terms of the Agreement.

A Residential Tenancy Agreement includes standard terms stated in the Act and Regulations covering the rights and responsibilities of tenants and Mission Australia Housing. It will also include special terms as agreed between the tenant and Mission Australia Housing, such as house rules.

## 3.2 House rules

**Tenants are expected to follow the house rules for Woree Supported Accommodation at all times.**

The house rules are:

- **NO** alcohol or illegal drugs allowed on premises at any time.
- Smoking is not allowed inside units and only allowed in authorised outdoor smoking areas.
- Physical or verbal violence towards any person will not be tolerated. Any violence by tenants will result in immediate eviction and police may be called.
- Visitors are allowed in to Woree Supported Accommodation between 9am and 5pm. Visitors must be with the tenant at all times and the tenant is responsible for the visitor's behaviour. Visitors must not bring alcohol or other drugs in to Woree Supported Accommodation and they must not be under the influence when visiting. **Young people under the age of 18 will need to have approval prior to any on-site visit.**
- Tenants must make sure they leave common areas neat, clean and tidy after using them.
- No offensive or dangerous weapons or equipment are allowed at Woree Supported Accommodation.
- Tenants are responsible for any personal items left in the common areas.
- Noise must be kept to a minimum at all times in respect of other tenants and your neighbours.

- Sheets and mattress protectors are to be used on beds at all times.
- All damages or repairs required must be reported to Woree Supported Accommodation staff as soon as practicable.
- Tenants will be responsible for the cost of repairs to any deliberate or negligent damage of the property or other household items. Deliberate or negligent damage to the property may result in eviction and police may be called.
- Tenants must attend house meetings.

## 3.3 Access to Woree Supported Accommodation

**The Woree Supported Accommodation facility is secure. To enter, tenants must use their keys or the intercom at the front door for access.**

Any unauthorised (not allowed) items will not be allowed in to the facility. If illegal drugs are found, the police will be called. If alcohol is found, the tenant will be asked to get rid of it immediately. Tenants will be able to access and leave Woree Supported Accommodation whenever they chose.

Unauthorised (not allowed) items are:

- Alcohol
- Illegal drugs and/or equipment
- Weapons
- Stolen goods
- Poisons

Staff are on site 24 hours a day to help you and allow access.

## 3.4 Room entry

**Mission Australia Housing staff will conduct property inspections to ensure properties are being looked after and to manage any repairs and maintenance.**

Before this happens you will be given a written Entry Notice giving 7 days' notice of the inspection.

Staff may only enter a tenants' room without this notice for the following reasons:

- There is an emergency (including a suspected health or injury issue)
- If staff believe that the property has been left without notice of leaving
- If emergency repairs are required

In all other circumstances, notice must be given prior to entry.

## 3.5 Room furnishings

**The following furniture items will be provided in each room:**

- Ensemble bed
- Fridge
- Chairs x 2
- Bedside table
- Two seater lounge
- Microwave
- Washing machine

## 3.6 Medication

**Any medication brought to the Woree Supported Accommodation by a tenant remains the property of the tenant.**

Tenants are responsible for the administration of their own medication. Tenants with medical conditions that require self-injection of medication must have a sharps bin in their bathroom. Please talk to Mission Australia staff about getting this.

## 3.7 Illness and injury

**Tenants who are ill or injured while at Woree Supported Accommodation must contact their doctor or 000 for an emergency.**

## 3.8 Repairs and maintenance at your property

**Repairs and maintenance must be reported to Mission Australia Housing staff immediately. Costs of repairing damages caused by tenants (on purpose) must be paid by the tenant.**

## 3.9 Emergency repairs

**If you need any emergency repairs you must speak with Mission Australia Housing staff immediately.**

Emergency repairs are:

- Blocked toilet
- Electrical fault
- Severe water leak or busted pipe causing large amounts of water going to waste
- Maintenance that may be a risk to a person's health and safety
- A serious roof leak
- Serious storm or fire damage

## 3.10 Room maintenance

**Tenants are responsible for keeping their room in a clean and hygienic state as part of their accommodation agreement.**

Bed sheets and blankets **MUST** be washed regularly and bed sheets and protectors must be used on beds at all times. Tenants who dirty or damage their mattress will be responsible for replacing it.

## 3.11 Rubbish

**Tenants must empty the bin in their property every day.**

Rubbish must be taken to the wheelie bin within Woree Supported Accommodation.

## 3.12 Blockages

**Tenants are responsible for repairs to blocked drains and toilets where lose items have caused the blockage.**

The tradesperson repairing the blockage will notify what caused the problem.

# 3. While you are a tenant at Woree Supported Accommodation

## 3.13 Common areas

**Common areas must be left neat, clean and tidy after use.**

Tenants are responsible for cleaning their own dishes and the BBQ area must be left clean and tidy. The BBQ and common areas are not to be used after 10pm. Noise must be kept to a minimum at all times in respect of other tenants and your neighbours. House rules apply at all times and if tenants are not following these a Breach Notice (Form R1) may be issued.

## 3.14 Keys for your property

**Tenants will be given a key for their property and letter box when moving in.**

Tenants will be asked to sign a key acceptance form when signing the lease. If tenants lose their keys, they will need to pay to get them replaced.

## 3.15 Fire and evacuation

**Evacuation instructions are given to all tenants when moving in to Woree Supported Accommodation.**

These instructions explain what to do and where to go in an emergency, including when you hear a fire alarm. Evacuation plans can be found on every floor.

## 3.16 Smoke alarms

**All properties in Woree Supported Accommodation have hard wired smoke detectors.**

These detectors will be checked on a regular basis by a qualified electrician or fire service. Tenants must not touch smoke detectors and tenants found removing or interfering with their smoke detector will be in breach of their tenancy and charged for the cost for any repairs or replacement to the detectors.

## 3.17 Rental reviews and income changes

**Mission Australia Housing conduct rent reviews twice a year.**

The rent review makes sure that all tenants are paying the correct amount of rent, based on their income details.

Tenants will receive a letter for each rent review and will be given 21 days to provide your income details.

## 3.18 Going away

**Going away for 2 weeks or less**

Tenants will need to let staff know if you are going to be away from Woree Supported Accommodation for more than 3 nights and/or up to 2 weeks.

**Going away for more than 2 weeks**

Tenants will need to get approval from their Housing Manager if they will be away for more than 2 weeks. Tenants will need to provide details why they will not be using their property and when they will be returning. If tenants do not let their Housing Manager know they will be away for more than 2 weeks and cannot be contacted, your property will be listed as abandoned and a Termination Notice will be given, even if rent is being paid. Tenants will need to pay their rent during any time that they may be away from their property.

It is extremely important that tenants who are going away and wish to return to their property at Woree Supported Accommodation let their Housing Manager know.

Tenants who ask for long periods away may need to give reasons and evidence for why they will be away from their property and when they will be returning. These reasons may include, but are not limited to:

- Hospitalisation
- Family/and or cultural commitments
- Jail

## 3.19 Tenant involvement

**Mission Australia encourages all tenants to participate in their housing, the organisation and to provide input in to the services we provide.**

We will let tenants know the different ways they can be involved or provide feedback while they are living at Woree Supported Accommodation.

## 3.20 Notice boards

**Woree Supported Accommodation will use the notice board to let tenants know any new information.**

Tenants can ask their Housing Manager to include different types of information on the notice board.

## 3.21 Annual tenant survey

**All tenants will receive a tenant survey each year and will be asked to fill in the survey and return it to Mission Australia Housing.**

The survey is an opportunity for tenants to provide anonymous (unnamed) feedback to Mission Australia Housing on the services provided. Mission Australia Housing will use the information from the survey to improve our services to you.

## 3.22 Tenant group

**Mission Australia Housing will encourage and help tenants to establish an advisory group to meet on a regular basis to discuss any issues or problems about Woree Supported Accommodation.**

This group will also provide feedback to the organisation on policies and services.

## 3.23 Tenant feedback

**We welcome all feedback and suggestions from tenants and provide a number of ways to for tenants to do this.**

Mission Australia Housing hopes that tenants will have more input in to the design and delivery of our housing programs by providing us with feedback and suggestions.



## 4. Once you leave Woree Supported Accommodation

### 4.1 Leaving Woree Supported Accommodation

#### Ending your tenancy

Your tenancy with Woree Supported Accommodation may be ended either by yourself, as a tenant, or by the organisation, for a variety of reasons. Whatever the reason for a tenancy being ended, Mission Australia Housing aims to ensure that:

- All termination notices issued by Mission Australia Housing comply with legislation
- Tenants are provided with information and access to legal advice, support and interpreters
- Tenants are aware of their rights and responsibilities when ending tenancies
- Tenants are provided with details of the vacating procedure

#### Tenants ending tenancy

Tenants who want to end their tenancy and hand back their keys need to give:

- 14 days written notice (Form R13) to their Housing Manager
- Where tenants are unable to give 14 days' notice due to exceptional circumstances, tenants should discuss this with their Housing Manager at the time of giving notice. Once notice has been received the vacating procedure will be provided to the tenant
- Where a tenant has been offered a Social Housing property, only 7 days' notice to vacate is required

#### What to do when leaving

Tenants must give 14 days' notice in writing if they want to leave. On leaving the tenant will be responsible for:

- Any damage to the property (fair wear and tear excluded)
- Removal of any loose items left behind in the property
- Thorough cleaning of room and linen
- Organising payment of any rent arrears

### 4.3 Support when exiting Woree Supported Accommodation

#### Alternate accommodation

Mission Australia Recovery Workers will assist tenants to move from the service to permanent housing where possible. This includes making sure support arrangements are in place prior to tenants leaving the service. These support arrangements will be developed as part of the tenants' ongoing recovery plans.

#### Exclusion and termination

If tenants do not follow the rules of Woree Supported Accommodation, the Housing Manager may choose to exclude the tenant from the support service for a designated period of time. If the tenant is violent or threatening the police will be called.

If their tenancy is terminated, Mission Australia will work with other agencies to identify appropriate case management responsibility and accommodation options.

#### Getting your bond back

If tenants decide to move out of their property, the bond will be refunded provided that no money is owed for outstanding rent on non-rent debt and that they leave their property in the same condition as they received it (fair wear and tear accepted).

Tenant bonds may be claimed by Mission Australia Housing if there is any money owing on their account. Any disputes between the tenant and Mission Australia Housing will be taken to the Residential Tenancy Authority to be heard.

#### Debt recovery

Any rent or non-rent debt that tenants have not paid during their tenancy will have to be paid to Mission Australia Housing. This must happen in all situations, regardless of whether tenants leave their property voluntarily or due to an eviction order. Tenants will also be responsible for the cost of any repairs as a result of deliberate or negligent damage (fair wear and tear accepted).



Mission Australia Housing will apply to QCAT requesting an order for tenants to pay any outstanding debt. If tenants have any current debt with Mission Australia Housing due to a previous tenancy they must enter a payment plan to pay the debt off to be able to re-enter accommodation at Woree Supported Accommodation.

# 5. Appeals and complaints

## 5.1 Appealing decisions made by Mission Australia and Mission Australia Housing

Mission Australia Housing staff and Mission Australia support staff welcome feedback and encourage tenants who disagree with a decision made by either organisation to lodge an appeal.

The appeals process allows both organisations to grow and improve our services. Tenants will not be discriminated against or punished for lodging an appeal. Information on appeals and complaints will be provided to tenants’ when moving in to Woree Supported Accommodation.

### Decisions that can be appealed

Tenants can appeal decisions that Mission Australia and Mission Australia Housing have made in regards to:

- How your rent was assessed
- A decision to withdraw an applicant from the waiting list
- Offers of other housing that have been made to you
- Any requests for specific property needs that have not been accepted
- Any action that was taken due to an alleged breach of tenancy
- Any applications for transfer, mutual exchange or succession that have not been accepted
- Any decision made by staff that a tenant disagrees with

Tenants can request a formal review of the decision made and will be given an Appeals Form to fill in, along with information on the Mission Australia Housing Appeals Policy. The appeal will be reviewed first by a Senior Manager. If tenants are not satisfied with the outcome of the appeals process, they will be provided with information and contact details for the following external organisations that may be able to provide support or advice:

- Residential Tenancies Tribunal
- Tenancy Advisory and Advocacy Service

If the tenant is still not satisfied with the outcome they may also complete a Residential Tenancies Authority Form R16- Dispute Resolution Request Form if they wish to start a formal process.

## 5.2 Making a complaint about Mission Australia and Mission Australia Housing

Mission Australia and Mission Australia Housing tenants who are not happy with any part of the service provided can lodge a complaint.

We like to know about any problem so that we can attempt to fix it and improve the services we provide. Tenants will not be discriminated against or punished for lodging a complaint.

Tenants who are not happy with the way they have been treated by an employee of Mission Australia or Mission Australia Housing are encouraged to talk with the staff member first to see if the matter can be fixed. Tenants who are not comfortable doing this, or would like to complain about a service that Mission Australia or Mission Australia Housing provides, will be given a complaints form to fill in and return.

If the matter is not fixed by the Manager the complaint will be reviewed by another Manager. If you have left your contact details, an initial response will be given to the tenant within 7 days of the form being lodged. Tenants may be asked to come in to the office to discuss the matter in person. A letter will be sent explaining any actions Mission Australia or Mission Australia Housing have taken or will take in regards to the complaint within 28 days.

## 5.3 Case management

The case management process is important to achieving the aims of Woree Supported Accommodation. Tenants must participate in case management if they wish to live at Woree Supported Accommodation.

Support workers are important in making sure Woree Supported Accommodation tenancies are successful. They help tenants to move in to and secure safe and secure long term housing.

Mission Australia will provide all tenants with information on the support services available and the case management support that will be given to all tenants.

# 6. Useful contact numbers

## Queensland Housing and Homelessness Services

Phone: 1300 880 882

## Residential Tenancy Authority (RTA)

Phone: 1300 366 311  
Website: [www.rta.qld.gov.au](http://www.rta.qld.gov.au)

## Queensland Civil and Administrative Tribunal

Phone: 1300 753 228  
Website: [www.qcat.qld.gov.au](http://www.qcat.qld.gov.au)

## Tenants Queensland

### Queensland Statewide Tenant Advice Referral Service (QSTARS)

Free advice service for tenants – 1300 744 263

## Wuchopperen Medical Centre

Phone: 07 4080 1000

## Police/Fire

Phone: 000 in an emergency or 131 444 (Police Link)

**Mission Australia  
stands together with  
Australians in need,  
as they move towards  
independence.**

## Contact us

Office hours are:

Mon, Tues, Thurs, Fri.....9am – 4pm  
Wed.....10am – 1pm  
Sat/Sun.....Closed

### Mission Australia

Natalie Musumeci, Program Manager



0438 046 659



musumecin@missionaustralia.com.au



696 Bruce Hwy, Woree QLD 4868

### Mission Australia Housing

Richard Munich, Housing Manager



1800 269 672



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missionaustralia.com.au/housing

Mission Australia Housing has used reasonable endeavours to ensure that material in this document was correct at the time of printing. As details are subject to ongoing change, please contact your local Mission Australia Housing office for current information. Printed 2017.