

# My Housing Options Workbook

For people with disability  
and their supporters

Version 1.12



Funded by



## Acknowledgement of Country

We acknowledge the Traditional Owners of the lands on which we meet. We pay our respects to the Elders – past and present – and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within the community.

## Contributors

Queenslanders with Disability Network (QDN) would like to acknowledge the time, expertise, experience and insights that QDN housing champions along with housing and disability support organisational representatives shared in the development of the *My Housing Options Toolkit*, including QDN Housing Champions:

- Karin Swift
- Uncle Willie Prince
- Nigel Webb
- Grant Higham

### Remembering Gary Matthews:

We respectfully honour Gary Matthews, who was the Deputy-Chair of QDN and a long-term Housing Champion. Gary worked hard to ensure people with disability have safe, affordable and accessible homes of their choice. Sadly, Gary passed away during the development of this resource. We send our respects to his family and friends.

### Organisational representatives:

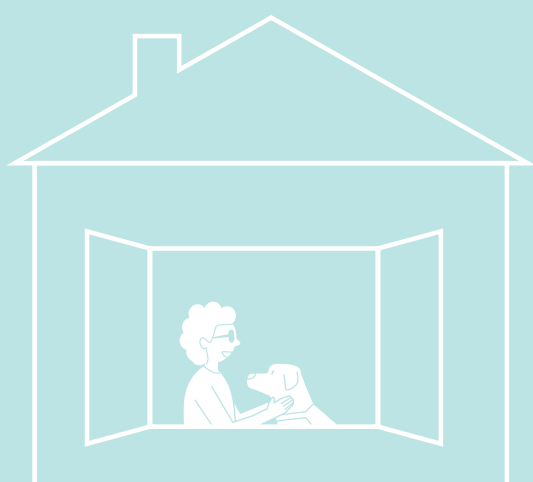
- QShelter
- Community Housing Industry Association (CHIA) Queensland
- Anuha
- Youngcare
- The Office of the Public Guardian
- The National Disability Insurance Agency (NDIA)
- Tenants Queensland
- Residential Tenancies Authority
- Supported Accommodation Providers Association
- Queensland Council of Social Services
- Community Living Association
- Bric Housing
- Communify
- Micah Projects

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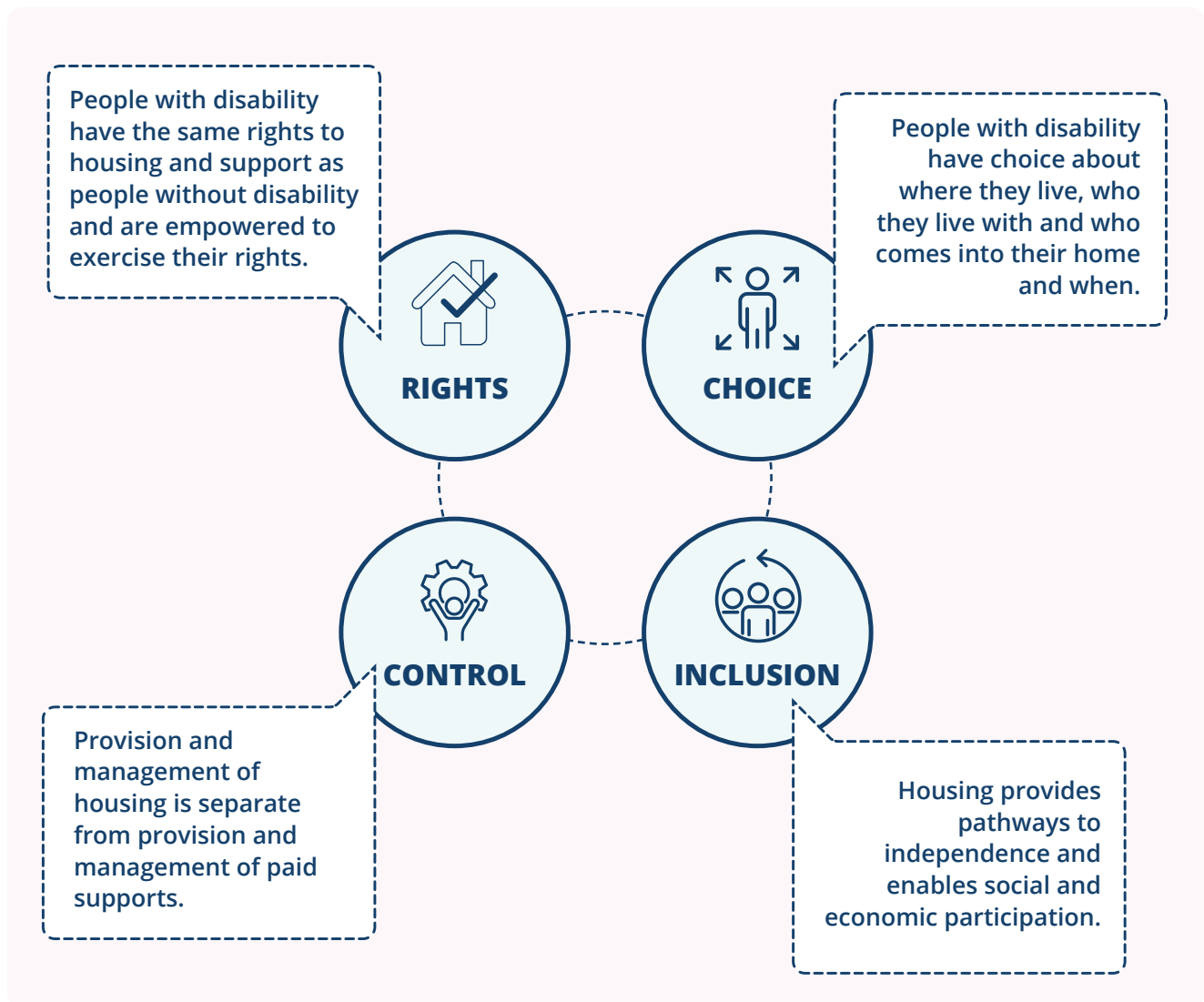
# Introduction and overview

## My rights and the housing principles

As a person with disability, you have the same housing rights as a person without disability.

In going through the workbook it is important to understand your housing rights, which are grounded in the following housing principles for inclusive communities –

[www.housing.qld.gov.au/initiatives/housing-principles-inclusive-communities](http://www.housing.qld.gov.au/initiatives/housing-principles-inclusive-communities).



The principles build upon key disability and human rights policies and laws regarding inclusive communities. The principles reflect human rights, accessibility and empowerment.

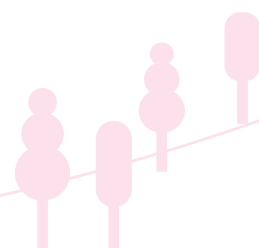
This means:

- You have the right to live in a home that is safe, secure, and suitable for your needs.
- You have the right to ask for changes (modifications) to your home to make it more accessible, like grab rails in the bathroom or a ramp at the front door.
- You have the right to have discussions about what works for you and what does not.
- You can choose where you live, who you live with, and have access to housing options that suit your needs.



### Practical tip

**Consider how the principles and your rights relate to your situation as you work through your housing goals and options to develop your housing plan. It is important to know where you can get help, if needed. Refer to information sheet 3 - your tenancy rights in Queensland.**





## My housing journey

Your housing journey is unique to you and your specific needs and preferences. Finding a home that meets your needs can be challenging and can take time. It is important to get help from people you trust, stay informed, and have a plan.

## About the workbook

This workbook, co-designed by people with disability, their families, and carers, offers practical guidance to navigate and plan your housing journey, both now and for the future.



### This workbook is for:

- People with disability.
- Their families/carers.
- Supporters, advocates.



### You can use this workbook:

- by yourself
- with family and / or friends
- other supporters; peer networks, advocacy organisations, and
- with housing and disability support providers and workers.



### This workbook can help you:

- talk about your housing needs over time
- make informed choices about what matters to you in a home
- think about the type of housing you want
- learn about all your housing options
- consider any support you may need
- start planning your housing journey for now and into the future.




If you need support, ask a person/s you trust to go through it with you.





# How to use this workbook

Work through the 3 different building blocks and think about things that are important for you now and into the future. There are 3 main sections:



**Building block 1**

**Making a start –  
my home now**



**Building block 2**

**My home – my needs  
and what matters to me**



**Building block 3**

**Planning for my future  
home**

Each building block includes worksheets to assess your housing needs, explore options, and set goals, covering finances and support services. Take time to complete the sections relevant to you. Even if your ideal housing isn't available now, this workbook helps you plan for the future.

It's helpful to talk to others and think about who can support you along the way.

## Some steps could be:



Talk to someone you trust – this could be family or friends.



Connect with a peer support group or other people with disability to get ideas, tips and information.



Contact your local Housing Service Centre or community housing providers to ask about your options.



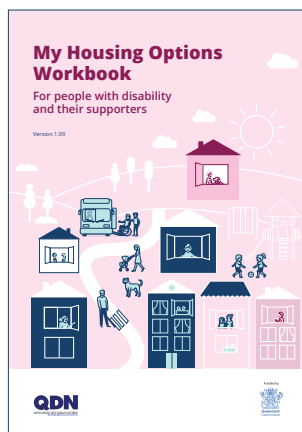
Contact your disability or community service provider to ask for a referral to someone who can help you explore your housing options.



If you're on the NDIS, talk to your planner or support coordinator to make sure your housing goals are in your NDIS Plan. Ask about funding for exploring housing options (like Independent Living Options) and/or building your independence (through capacity-building supports).

## About My Housing Options Toolkit

This **Workbook** is part of the broader **My Housing Options Toolkit** ([myhousingoptions.org.au](http://myhousingoptions.org.au)) created to help you explore ideas, understand your options, and make a housing plan that works for you. Resources include:



**My housing options workbook:** You are currently reading the My Housing Options Workbook.



**My housing plan:** Assists you to document your housing goal/s and plan now and/or into the future. My housing plan is on page 24 of the workbook.



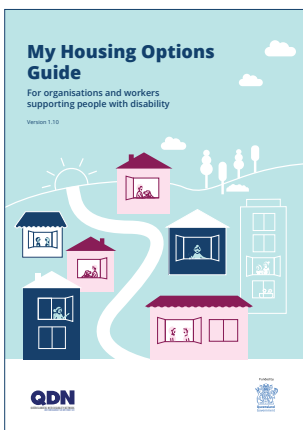
**Thinking about my housing needs:** A visual tool to assist your thinking and planning around your housing options. Appendix 1, page 32.



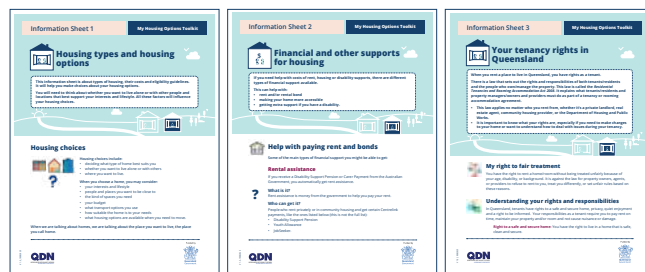
**My housing journey digital stories:** Videos about people with disability experiencing different types of housing options.



**Building foundations activity:** An activity that helps people explore housing options using visual cards.



**My housing options guide:** A guide for support workers to assist people with disability in using the workbook and accessing all available resources.



**Three easy-to-read, information sheets:**

1. **Information sheet 1 - Different housing types and housing options.** Explains different types of housing options to help you think about what kind of housing suits your needs and preferences.
2. **Information sheet 2 - Financial and other supports for housing.** Explains different types of supports to help you plan for the cost of housing and understand funding options and financial help.
3. **Information sheet 3 - Your tenancy rights in Queensland.** Helps you understand how to protect your renting rights, your responsibilities and where to get help.



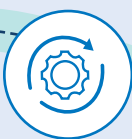
# Building block 1: Making a start

## About Worksheet 1: My home now

Worksheet 1 helps you look at your current housing situation and think about:



What you like  
about where  
you live now.



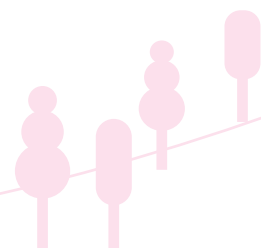
What you  
would like to  
change.



What is important  
to you in a home  
(e.g. location, space,  
accessibility).

It's a starting point to help you reflect and begin thinking about your future housing needs. There's no need to have all the answers now; this is just the beginning of developing your ideas.

You can look at Information sheet 1 for information about different types of housing to give you ideas.



**Building block 1: Making a start****Worksheet 1: My housing now**

Where do you currently live?



What do you like about your current home?

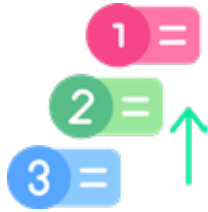


What do you not like about your current home?



What do you want to be different in the future?

## Worksheet 1: My housing now



What is important to you in a home?



### Next steps

Write down your next steps here.

You might want to:

- visit someone you know living in a housing setting you like
- visit or call your local Housing Service Centre
- speak with housing providers.



## Building block 2: My home – my needs and what matters to me

The next step is to explore what you need and want in your future home.

Building block 2 helps you identify what's essential and what would be nice to have. It's not about final decisions, just starting to shape a clearer picture of the right housing options for you.

Building block 2 has 2 parts: Worksheet 2 and Worksheet 3.

### About Worksheet 2: My housing needs and what I want

Worksheets 2 and 3 help you look at your current housing situation and think about your housing needs, wants, and support requirements.



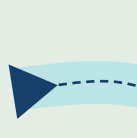
What type of home do you want to live in?



Whether you want to share with others?



Your budget – how much can you afford to pay and cover utilities?



Where do you want to live?



What accessibility features do you need?



#### Helpful resources:

- **Toolkit:** Use the building foundations activity
- **Toolkit:** Information sheet 1: different housing types and housing options.



#### Picture option table - My housing needs and what I want

In addition to, or as an alternative to worksheet 2, you can fill in the 'picture option table' in Appendix 1, page 32.

## Building block 2: My needs and what matters to me

### Worksheet 2: My housing needs and what I want



What kind of home do you want to live in?

- ☐ House
- ☐ Townhouse/apartment/unit
- ☐ Social/public or community housing
- ☐ Shared living (with others)
- ☐ Independent living (on your own)
- ☐ Specialist Disability Accommodation
- ☐ Other: i.e. I want to own my home



**1, 2, 3?**

How many bedrooms do you need?

- ☐ One bedroom
- ☐ Two bedrooms
- ☐ Three or more bedrooms



Where do you want to live?

- ☐ In a city
- ☐ In a suburb
- ☐ In a rural area



How much can you afford to pay?

- ☐ Between \$50 - \$150 per week
- ☐ Between \$150 - \$250 per week
- ☐ Between \$250 - \$400 per week
- ☐ More than \$400 per week



Do you need public transport nearby?

- ☐ Yes
- ☐ No

## Worksheet 2: My housing needs and what I want



What accessibility features are important to you?

(Tick all that apply)

- ☐ Step-free access
- ☐ Wide doorways and hallways
- ☐ Accessible bathroom (grab rails, step-free shower)
- ☐ Lower kitchen benches
- ☐ Other



Do you need to live close to medical/disability, retail and community support services?

- ☐ Yes
- ☐ No



Do you want to live close to support networks (family, friends, social clubs/groups)?

- ☐ Yes
- ☐ No



Do you want to live close to where you work/ attend educational / day services?

- ☐ Yes
- ☐ No



Write down your own notes about your housing needs and preferences:

## Worksheet 2: My housing needs and what I want



### Link to more information:

Understanding housing needs and preferences:

[www.housinghub.org.au/resources/article/understanding-housing-needs-and-preferences](http://www.housinghub.org.au/resources/article/understanding-housing-needs-and-preferences). To check the rental rate for private rentals in locations you wish to explore visit: [www.rta.qld.gov.au/forms-resources/median-rents-quickfinder](http://www.rta.qld.gov.au/forms-resources/median-rents-quickfinder).



### Next steps

Write down your next steps here.



## Building block 2: My home – my needs and what matters to me

### About Worksheet 3: Exploring my support needs

Now it's time to explore the services and support you need to maintain your housing. Ideally, keep housing and support services separate to have more choice and control over your living situation.

Worksheet 3 helps you figure out the support you need to live where you want, whether that's on your own or with others.

It guides you in deciding the amount and type of support required, and to consider:



What kind of help you need to live safely and independently.



Who currently supports you (paid or unpaid).



What support you might need more of, or differently, in a new home, including daily tasks like cooking, cleaning, transport, or personal care.



#### Helpful resources:

- **Toolkit:** Information sheet 1: different housing types and housing options
- **Toolkit:** Information sheet 2: financial and other supports for housing
- Refer to your completed 'Thinking about my housing needs' to remind you of what is important to you
- Visit National Disability Insurance Scheme - [www.ndis.gov.au](http://www.ndis.gov.au)
- Visit Queensland Community Support Scheme (QCCS) - [www.serviceavailabilityregister.com.au](http://www.serviceavailabilityregister.com.au).



#### Tips

- Speak with your friends / peer networks, or visit them, to get more information about the housing type/s you are thinking about
- Watch the digital stories in the Toolkit to hear from others with disability about their housing experiences.



## Building block 2: My needs and what matters to me

### Worksheet 3: Exploring my support needs



What kind of help do you need? (Tick all that apply)

- ☐ Help with cooking and meal preparation
- ☐ Help with cleaning, household chores and yard maintenance
- ☐ Help with personal care (bathing, dressing, grooming)
- ☐ Help with managing medication
- ☐ Help with transportation
- ☐ Help with managing money and budgeting
- ☐ Help with your health, mental health and well-being
- ☐ Help with getting out and about in the community
- ☐ Help with communication
- ☐ Help with technology
- ☐ Help with meeting tenancy obligations (i.e., scheduling rent payments, reporting maintenance issues)
- ☐ Help with education, training and employment
- ☐ Other, please list



How often do you need help?

- ☐ Every day
- ☐ A few times a week
- ☐ Occasionally or as needed



Do you need help during certain times of the day?

- ☐ Morning
- ☐ Afternoon
- ☐ Evening
- ☐ Overnight

### Worksheet 3: Exploring my support needs



Do you want to share support services with others?

☐

Yes, I'm open to sharing support with housemates

☐

No, I want support just for myself



Do you currently get any unpaid help from family or friends (for example, family/neighbour takes you shopping for groceries?)

☐

Yes

☐

No

If yes, please describe what help you get:



Write down your own notes about your support needs for independent living:



**Useful links:**

National Disability Insurance Scheme - [www.ndis.gov.au](http://www.ndis.gov.au)

Queensland Community Support Scheme (QCCS) - [www.serviceavailabilityregister.com.au](http://www.serviceavailabilityregister.com.au)

National Injury Insurance Scheme, Queensland - [www.niis.qld.gov.au](http://www.niis.qld.gov.au)



**Next steps**

Write down your next steps here:

## Building block 3: Planning for my future home

After considering your current housing situation (building block 1) and exploring your needs and preferences for the future (building block 2), the next step is to start bringing this information together into a plan.

Building block 3 helps you set housing goals, plan actions, and identify supports to achieve them. It's a starting point that can grow and change as you learn more and explore options.

Worksheet 4 and worksheet 5 are helpful for suggesting key things you need to think about when making your plan.

### About Worksheet 4: Planning my budget

Worksheet 4 helps you look at how you will pay for your housing:



**Your income and financial supports.**



**What kind of housing you can afford.**



**Help you may need with things like rent, bond or home modifications.**

There are financial supports available to help you manage these costs, including:

- rent assistance
- home modifications
- other government grants (bond loan).

It is important to know what you can afford when choosing a home.



#### Helpful resources:

- Refer to your completed Worksheets 2 and 3 under Building block 2 to remind you of what is important to you.



**Tip:** You can contact the Department of Housing and Public Works to find out about what help is available.

## Building block 3: Planning for my future home

### Worksheet 4: Planning my budget



Do you have a financial plan for housing?

- ☐ Yes, I have a budget for rent, mortgage, or homeownership
- ☐ No, I need help understanding my options



How will you pay for your housing? (Tick all that apply)

- ☐ Personal income/savings
- ☐ NDIS funding (for Specialist Disability Accommodation or home modifications)
- ☐ Centrelink payments (like Rent Assistance)
- ☐ Assistance from other bond and rental assistance programs



Do you need help with upfront housing costs (like bonds or rent)?

- ☐ Yes, I may need a loan or grant for bond/rent
- ☐ No, I have enough saved



How will you pay for your utilities – electricity, water and gas?

- ☐ I can pay for them myself
- ☐ I need to share the cost with others



Write down your own notes about financial planning for your housing:

## Worksheet 4: Planning my budget



### Useful links:

Financial planning and budgets - [www.qld.gov.au/families/financial/tax/planning](http://www.qld.gov.au/families/financial/tax/planning)



### Next steps

Write down your next steps here:

## Building block 3: Planning for my future home

### About worksheet 5: My longer-term housing plan and goals

Your housing needs may change over time, so it's important to plan for the future.

Think about whether your current home will still meet your needs as circumstances change. Consider how your needs might evolve and what stability means to you.

Worksheet 5 helps you look ahead and plan for future changes. It helps you set longer-term housing goals and plan how you will achieve these goals, and guides you in thinking about:



How long you want to stay in your next home.



Whether your support or housing needs might change.



What stability means to you and how to plan for future changes.



#### Helpful resources:

- Refer to your completed Worksheets 2 and 3 under Building block 2 to remind you of what is important to you.

## Building block 3: Planning for my future home

### Worksheet 5: My longer-term housing plan and goals



Are you looking to stay in your home for a long time or are you open to moving again?

- ☐ I want to stay in my home for a long time
- ☐ It is OK if I must move, if my needs change



How long do you want to stay in your next home?

- ☐ Less than 1 year
- ☐ 1-3 years
- ☐ 3-5 years
- ☐ More than 5 years



Do you think your support needs will change in the future?

- ☐ Yes, I think my needs will increase/decrease/change over time
- ☐ No, I do not think there will be big changes to my needs



Will you need home modifications in the future?

- ☐ Yes, I may need modifications (e.g. ramps, wider doorways)
- ☐ No, my current home can meet my future needs



Write down your own notes about planning for long-term housing stability:



**Useful links:**

Queensland Housing Help - [www.qld.gov.au/housing/get-help-with-housing](http://www.qld.gov.au/housing/get-help-with-housing)



**Next steps**

Write down your next steps here:



# My housing plan

## Summary plan – pulling it all together

**My housing plan** helps you turn your ideas into clear goals and actions for your future housing. Use information from the worksheets to create a summary plan that focuses on your needs, support options, and steps to take. This plan can grow and change as you learn more. You can download it from the online toolkit.

## My home now

Choose the options that looks most like your home.

### What type of home do you live in?



In a house



In an apartment or unit



In shared housing



In Specialist Disability Accommodation

Other: \_\_\_\_\_

### Who do you live with?



On my own



With family/informal supports



With housemates (without disability)



With housemates (with disability)

Other: \_\_\_\_\_

### Are you living in?



Social housing (community housing provider or public housing)



Renting (through real estate agents)



In own home/family home



Disability group home (unrelated people with disability living together and sharing support)



Residential services (e.g. privately owned hostel, boarding house)



In hospital or health facility



In out of home care



Aged care



In correction or justice facility

Other: \_\_\_\_\_



### Think about what is important to you in your home and give it a rating

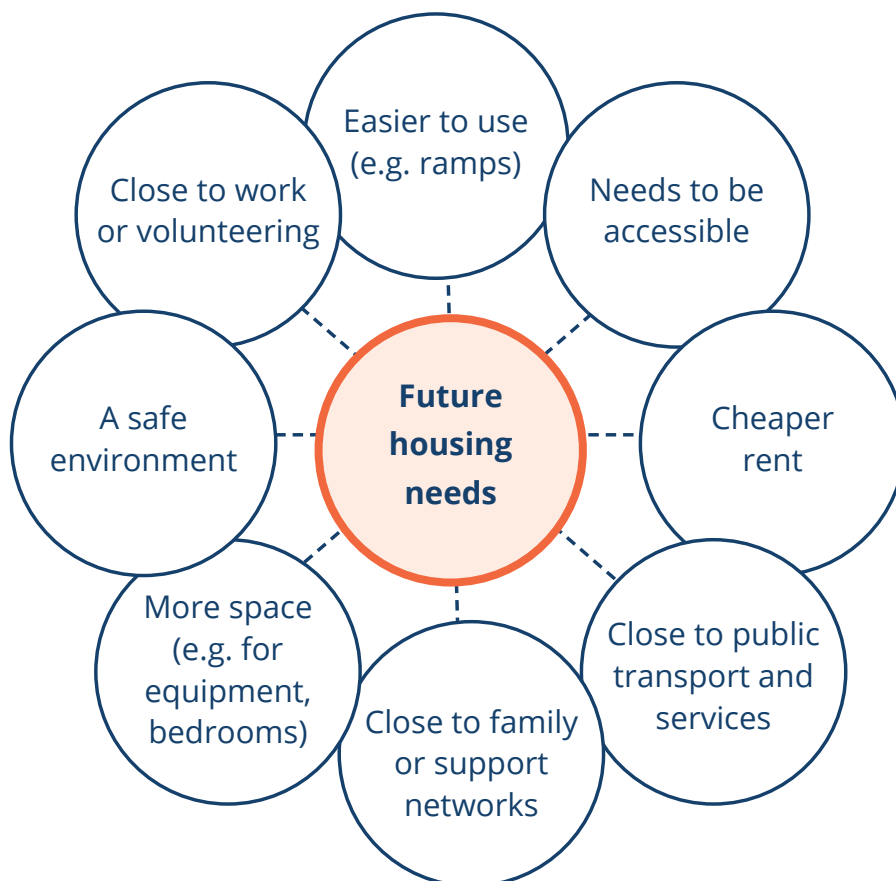
1 ★ = Not important and 5 ★★★★★ = Very important

Feature	Now	Future
How easy it is to use (e.g. ramps, grab rails)	★★★★★	★★★★★
How close it is to family or friends	★★★★★	★★★★★
How affordable is it	★★★★★	★★★★★
How safe it feels	★★★★★	★★★★★
How much space it has for your needs	★★★★★	★★★★★
If it has a garden or outdoor space	★★★★★	★★★★★
How close it is to shops or services	★★★★★	★★★★★

### Identify your housing needs

#### What do you need in your home?

Use the bubble diagram below to think about what is important to you in your home. Write down any other ideas below:



Other: \_\_\_\_\_

### What are your housing goals?

#### Short-term

**Examples:** "Talk to a housing officer";  
"Start applying for housing".

#### Long-term

**Examples:** "I want to own my own home";  
"I want to live in Specialist Disability Accommodation (SDA)"

### What support do you need to reach your housing goals? (Tick all that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> Help with finding and applying for housing       | <input type="checkbox"/> Help to connect with community services or activities |
| <input type="checkbox"/> Help with cleaning and chores                    | <input type="checkbox"/> Help with home maintenance or repairs                 |
| <input type="checkbox"/> Changes to make the home easier to use           | <input type="checkbox"/> On-site support nearby                                |
| <input type="checkbox"/> Help with budgeting or managing money            | <input type="checkbox"/> Other: _____  |
| <input type="checkbox"/> Support with cooking or preparing meals          |  |
| <input type="checkbox"/> Help with personal care (e.g. bathing, dressing) |  |



#### Practical tip

**If you need more help with housing, talk to your family, friends, NDIS support coordinator, a housing service or a disability support organisation. They can help you find options and take the next steps.**

**Next steps** What steps do you need to take to reach your housing goals?

Now (today) e.g. Identify housing needs	Soon (next 1 – 3 months) e.g. Talk to a support coordinator	Later (3+months) e.g. Apply for SDA housing

**Who can help you?**

- |  |  |
|--|--|
| <input type="checkbox"/> Family or friends     | <input type="checkbox"/> Housing service provider        |
| <input type="checkbox"/> Support coordinator   | <input type="checkbox"/> Disability support organisation |
| <input type="checkbox"/> Advocacy organisation | <input type="checkbox"/> Other: _____                    |

Notes:

The My Housing Options toolkit has supporting information in 5 worksheets (part of the Workbook) and 3 information sheets.

*This document builds on prior work done by Staffing Options - [www.staffingoptions.com.au](http://www.staffingoptions.com.au) to support people with disability around their housing and support.*



## Other helpful organisations

There are many organisations that can help you to:



Find housing



Make your home  
accessible



Protect your rights  
as a tenant

### Key organisations that can kick start your search include:

Please note, a longer list of services can be found in the My Housing Options Toolkit. Visit [myhousingoptions.org.au](http://myhousingoptions.org.au)

- **Housing Service Centres:** Find your local Housing Service Centre across Queensland. They can work with you to understand your housing needs and connect you with key players, organisations and different housing providers to support you in knowing where to go next. Visit [www.qld.gov.au/housing-service-centres](http://www.qld.gov.au/housing-service-centres).
- **National Disability Insurance Scheme (NDIS):** Provides funding for Specialist Disability Accommodation, Supported Independent Living, and home modifications. Visit [www.ndis.gov.au](http://www.ndis.gov.au) or call [1800 800 110](tel:1800800110).
- **National Injury Insurance Scheme (NIISQ):** Is a no-fault insurance program that provides necessary and reasonable lifetime treatment, care, and support for individuals who sustain eligible serious personal injuries in motor vehicle accidents in Queensland, regardless of who was at fault. [www.niis.qld.gov.au](http://www.niis.qld.gov.au) or call [1300 607 566](tel:1300607566).
- **Residential Tenancies Authority (RTA):** Is a Queensland Government body that provides advice to renters and lessors about renting. Visit [www.rta.qld.gov.au/](http://www.rta.qld.gov.au/) or call [1300 366 311](tel:1300366311).
- **Queensland Community Support Scheme (QCSS):** Provides low intensity, time limited supports to assist people not eligible for the NDIS to live independently and participate in the community. You can find out more at [www.serviceavailabilityregister.com.au](http://www.serviceavailabilityregister.com.au) or call [1800 600 300](tel:1800600300).
- **Queenslanders with Disability Network (QDN):** Has peer support groups across Queensland that meet in person and online. Also offers information, resources and support for people with disability, including housing information. Visit: [www.qdn.org.au](http://www.qdn.org.au) or call [1300 363 783](tel:1300363783).

- **Mob4Mob:** Is the peak body here in Queensland for First Nations Mob with a disability, their family, friends, and carers. They have yarn-ups, meetings and hold community events. They will listen to your stories and experiences. Then 'proper way' they take your stories to the Government and start up a real conversation about how things can change for the better. Visit [www.mob4mob.org.au/connect](http://www.mob4mob.org.au/connect) or call 07 3059 5353.
- **Community Resource Unit (CRU):** Is a Queensland-based organisation that supports people with disability and their families to build meaningful lives through advocacy, capacity building, and inclusive community engagement. Visit [thegoodlife.cru.org.au/the-good-life/](http://thegoodlife.cru.org.au/the-good-life/) or call (07) 3844 2211.
- **Disability Advocacy Pathways (Pathways) service:** Links people needing individual advocacy support to independent advocacy organisations across the state. Visit [www.diabilitypathways.org.au](http://www.diabilitypathways.org.au) or Queensland Advocacy for Inclusion or call 1800 130 582.
- **Tenants Queensland:** Gives advice about renting and your rights as a tenant. Visit [www.tenantsqld.org.au](http://www.tenantsqld.org.au) or call 1300 744 263.

## Advocacy support for people with disability

The Queensland Disability Advocacy Program funds the following organisations to deliver regional and specialist individual advocacy services to Queenslanders with disability, their family members and carers.

The advocacy services support people to understand their rights, to navigate health and disability services and to address discrimination, conflict and unfair treatment. This includes providing information, advice and advocacy services related to decisions about improved, housing opportunities or resolving issues and complaints with housing services for people with disability who are, or are at risk of homelessness or living in residential services.

## Specialist individual advocacy services

- **AMPARO Advocacy:** Helps people with disability from different cultures. Visit [www.amparo.org.au](http://www.amparo.org.au) or call (07) 3354 4900.
- **Aged and Disability Advocacy Australia:** Helping First Nations people with disability. Visit Yarn2Action - [www.adaaaustralia.com.au/first-nations-yarn2action](http://www.adaaaustralia.com.au/first-nations-yarn2action) or call 1800 718 969.
- **Queensland Advocacy for Inclusion:** Supporting children and young people with disability (0-18 years). Visit Queensland Advocacy for Inclusion - [www.qai.org.au](http://www.qai.org.au) or call 1300 130 582.

### Regional individual advocacy services

- **Speaking Up for You (SUFY):** In Brisbane and Moreton Bay areas. Find them at [www.sufy.org.au](http://www.sufy.org.au) or call (07) 3255 1244.
- **People with Disability Australia (PWDA):** In Noosa, Sunshine Coast and Gympie areas. Visit [www.pwd.org.au](http://www.pwd.org.au) or call 1800 422 015.
- **Aged and Disability Advocacy Australia (ADA Australia):** In Redlands, Logan/Beenleigh, and Gold Coast. Visit [www.adaaustralia.com.au](http://www.adaaustralia.com.au) or call (07) 3637 6000; Information and Advice or Free Call: 1800 818 338.
- **The Advocacy and Support Centre (TASC):** In the Toowoomba, Ipswich, Roma, Hervey Bay, Bundaberg, Goondiwindi and greater south-west areas. Visit [www.tascnational.org.au](http://www.tascnational.org.au) or call (07) 4616 9700.
- **Rights in Action Inc:** In Cairns, North Queensland, Far North Queensland and the Townsville areas. Visit [www.rightsinaction.org](http://www.rightsinaction.org) or call (07) 4031 7377.
- **Capricorn Citizen Advocacy:** In the Rockhampton, Banana, Barcaldine, Barcoo, Blackall-Tambo, Central Highlands, Diamantina, Gladstone, Livingstone, Longreach, Winton, Woorabinda areas. Visit [www.capca.org.au](http://www.capca.org.au) or call (07) 4922 0299.
- **Mackay Advocacy Inc:** In the Mackay, Whitsunday and Hinterland areas. Visit [mackayadvocacy.com.au](http://mackayadvocacy.com.au) or call (07) 4957 8710.
- **Homeless Hotline:** Is a phone information and referral service for people who are: experiencing homelessness, or housed but at a risk of homelessness. Visit Homeless Hotline - [www.qld.gov.au/housing/emergency-temporary-housing/homeless-persons-information-qld](http://www.qld.gov.au/housing/emergency-temporary-housing/homeless-persons-information-qld) or call 1800 474 753 (available 24 hours a day, 7 days a week). Calls to the Homeless Hotline are free. Calls from mobiles are charged at applicable rates.



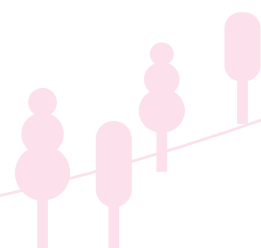


## Next steps in your housing journey

You have now completed the workbook and are progressing further on your housing journey.

While finding a suitable home can be challenging and may take time, you been able to work through important information about your options and set clear goals for the future.

Even if your ideal housing isn't available now, remember you have the right to a home that suits your needs and supports your independence. Whether you're planning ahead, preparing to move, or facing challenges with your current home, the **My Housing Options Toolkit** can continue to guide you toward safe, secure, and accessible housing.










# Appendix 1.





























## Building block 2 – My home. My needs. And what matters to me



























### Picture option table - my housing needs and what I want

As an alternative to Worksheet 2, you may wish to tick or circle the options that suit you.  
The completed table can be used to develop your summary plan at the end of the workbook.

Areas to consider	Choices				
<b>Where do I want to live?</b> 	Near family 	Near friends 	In the city 	In the country 	Near work/study 
	Near healthcare 	Other 			
<b>Is your home currently....</b> 	Social housing 	Rented through a real estate agent 	Owned by you or your family 	Specialist Disability Accommodation 	Private hostel or boarding house 
	Hospital or healthcare facility 	In out of home care 	In correction or justice facility 	Aged Care 	Disability Group Home 
					Other 
<b>What type of home do I want?</b> 	Unit 	House 	Townhouse or duplex 	Other 	

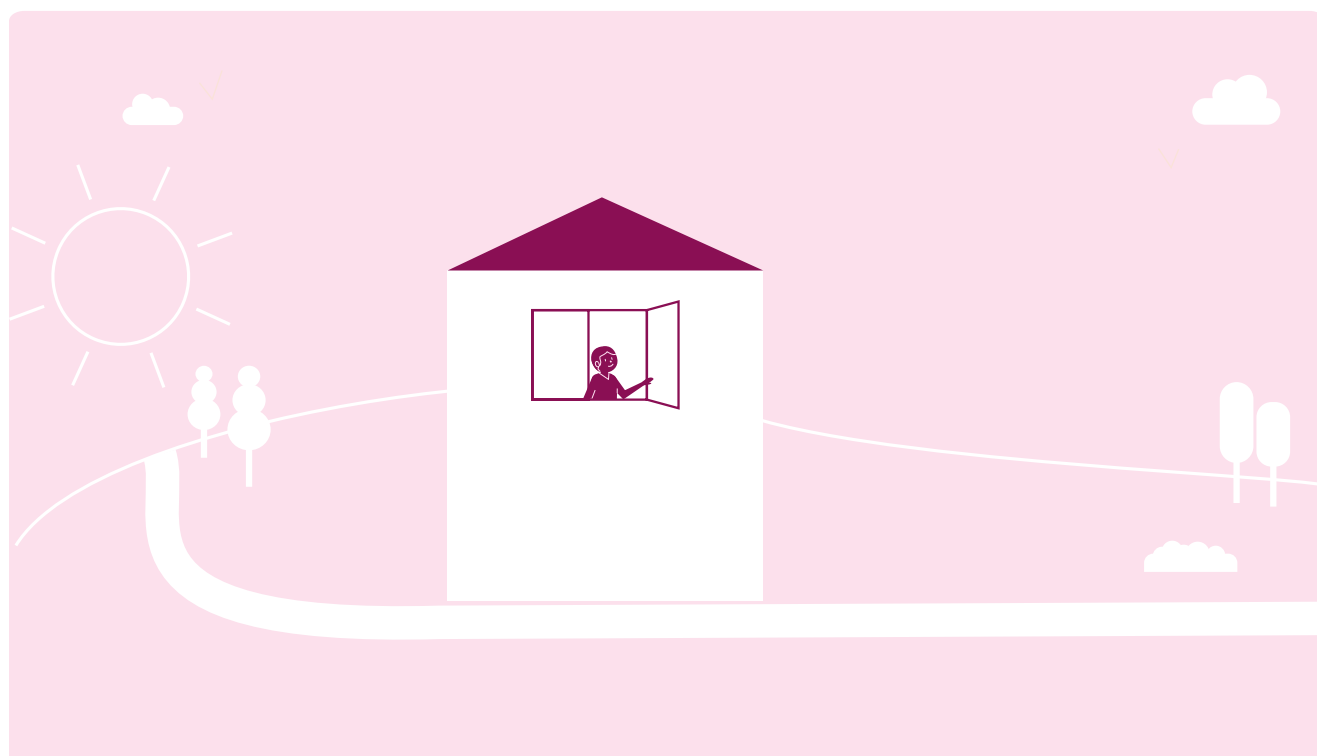


Areas to consider	Choices				
<p>Who do I want to live with?</p> 	<p>Live by myself</p>  <p>Live with people without pets</p> 	<p>Live with one other person</p>  <p>Live with non-smokers</p> 	<p>Live with two or three people</p> 	<p>Live with people with pets</p> 	
<p>What do I want in the people I live with?</p> 	<p>Disability or not</p>  <p>Likes and dislikes</p> 	<p>Preferred gender</p>  <p>What hours they work or study</p> 	<p>Preferred ages</p> 	<p>Cultural background</p>  <p>Lifestyle and hobbies</p> 	
<p>What do I want in my home?</p> 	<p>Car space</p> 	<p>Animal friendly space</p> 	<p>Creative space</p> 	<p>Outdoor garden space</p>  <p>Shared space</p> 	
<p>What spaces do I need to be accessible?</p> 	<p>Entry</p>  <p>Bedroom</p> 	<p>Access to car park / public transport</p>  <p>Laundry</p> 	<p>Bathroom</p> 	<p>Kitchen</p> 	

Areas to consider	Choices				
<b>What places or services do I want to be close to?</b> 	Public transport 	Medical services 	Shops 	Police and firefighters 	Centrelink, Medicare and NDIS 
<b>What support do I need?</b> 	Community centre 	Work and study 	Personal care (e.g. bathing, dressing) 	Health support 	Mental health wellbeing 
<b>What support programs do I want help with accessing?</b>	Budgeting 	Shopping, cleaning, cooking 	Yard maintenance 	Community participation 	NDIS 
<b>Budget / affordability</b> 	Between \$50 - \$100 per week 	Between \$100 - \$200 per week 	Between \$200- \$300 per week 	Between \$300 - \$400 per week 	
	Between \$400 - \$500 per week 	Over \$500 per week 	NIISQ 	Access to Education, Training and Employment 	Other 

This builds upon prior work done by Staffing Options - [www.staffingoptions.com.au](http://www.staffingoptions.com.au) to support people with disability around their housing and support.

## Appendix 2.



### Case study: Alex's story – finding an alternative housing solution

Alex wants a new home but can't find his ideal housing right now.

A housing advisor offers an alternative option that meets basic needs, even if it's not what Alex wants as a long-term option.

Together, they create a plan to:

1. Identify what Alex wants in a long-term home.
2. Continue searching for the ideal housing.
3. Set short-term goals for comfort and security in the alternate option.

This helps Alex adapt and stay focused on his long-term housing goals while having a safe place to live.

**This story goes with building block 1 – my home now**



## Case study: Asif's story – finding housing that is culturally inclusive

Asif lived in supported accommodation in Toowoomba. He wanted a home where he could celebrate his culture including his Bangladeshi music and religious festivals. Asif needed support to work out the type of housing that best suited his needs and lifestyle. He already had NDIS supports to help him participate in community activities. However, Asif required extra support with daily activities like budgeting, cooking and cleaning to live more independently.

He discussed things that are important for him around his housing with his dad and his NDIS support worker. These included space and privacy, a garden area and having someone to share payment of rent and household utilities with him (electricity, gas, water), preferably another person from a similar, culturally and linguistically diverse (CALD) background.

Using QDN's My Housing Options workbook, he explored his choices and decided on a two-bedroom townhouse with a small garden. Asif also worked with his NDIS provider to get extra support around daily living activities in his new townhouse.

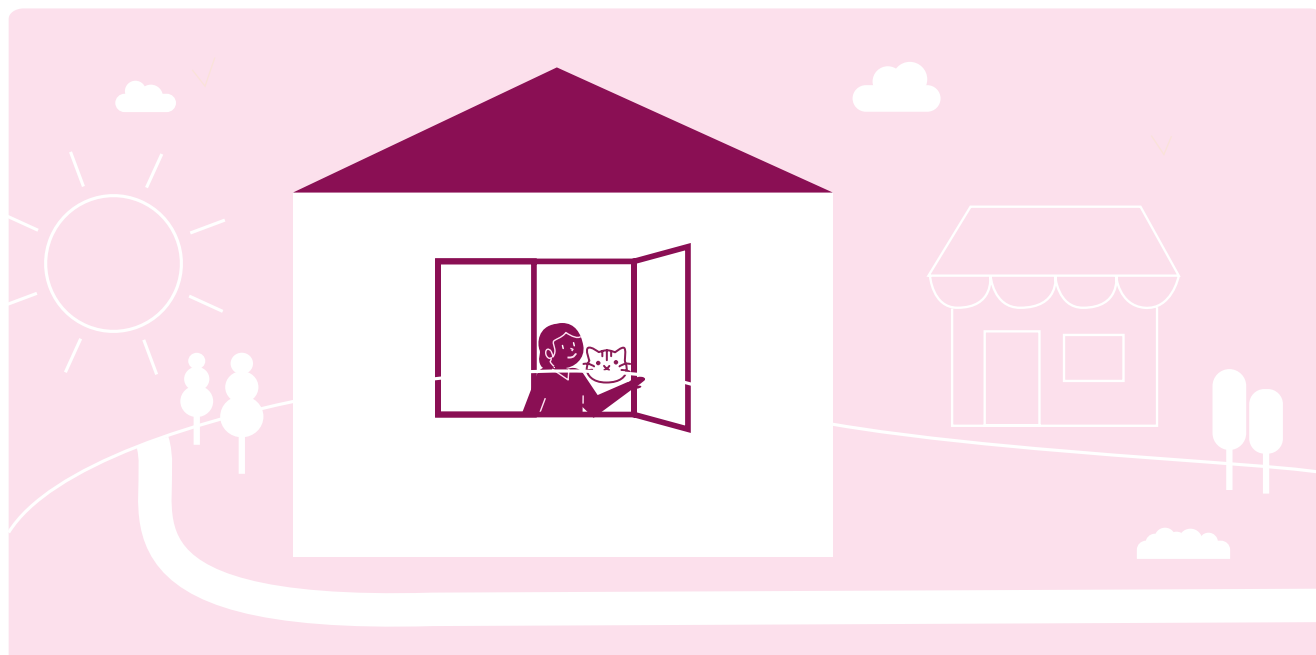
Asif's NDIS worker also linked him with some CALD peer groups and organisations who could assist him in finding a co-tenant.

He now has the right balance of space, privacy and support and can practise his cultural beliefs in a safe, respectful living situation.

### What Asif learned:

- Knowing what's important helps you find housing that suits your life.
- Shared living can help manage costs and provide companionship while still giving space, privacy and independence.

**This story goes with building block 2 – my needs and what matters to me**



### Case study: Talia's story – finding a home that suits an individual

Talia has a psycho-social disability. She currently lives in a private rental house she shares with 4 other people with similar disabilities. Talia prefers to keep to herself and mainly mixes with people from her church group. She doesn't get on with her co-tenants who are younger with different interests. Talia feels they regularly harass her for cigarettes and play loud music, all of which annoys her. She has had many fights with her co-tenants and wants to leave the house.

Talia and the housing service worker used the workbook to explore her housing options. Talia identified she wanted to live by herself in a place she could have a pet cat. The place also needed to be close to her community mental health service and the local shopping centre.

The housing worker was able to find her an affordable 1-bedroom unit through her local church group, that met her identified needs, including having a cat.

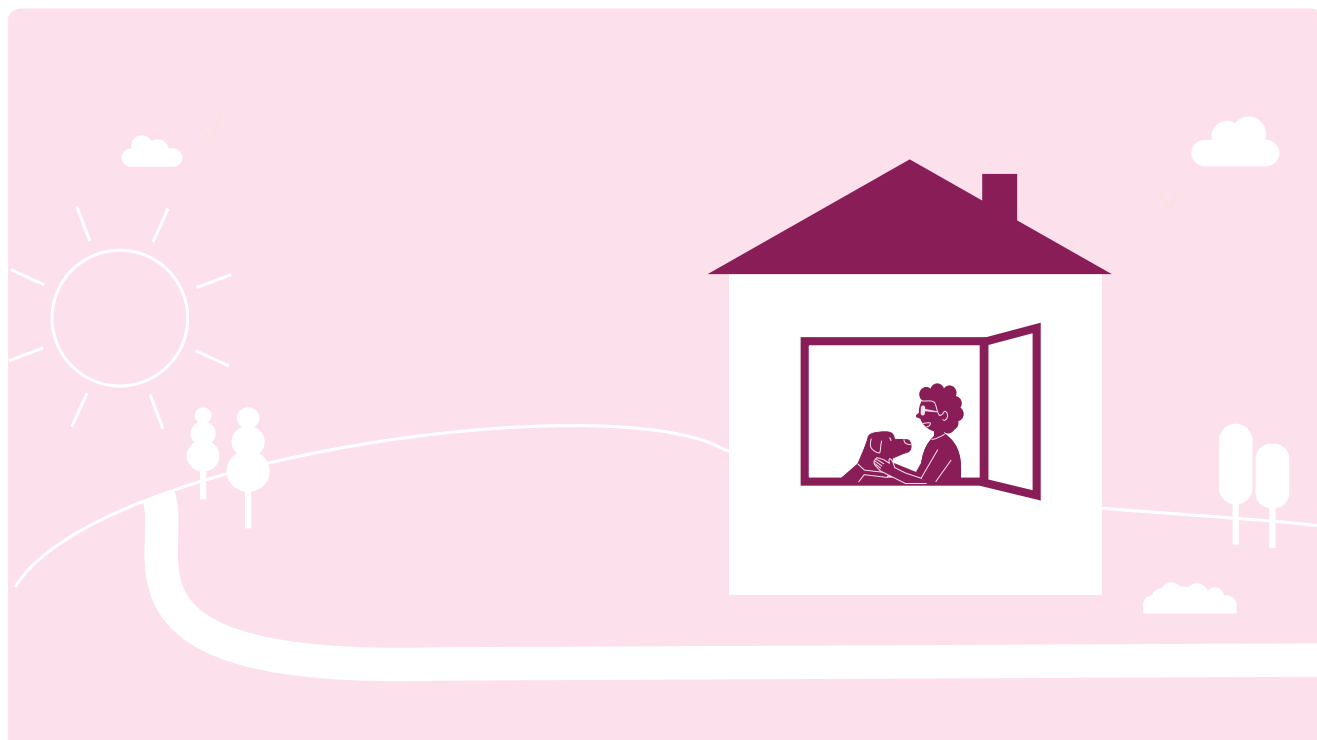
The worker also spoke with Talia about getting support for household tasks. Talia previously hadn't met NDIS eligibility requirements. However, the worker, with Talia's agreement, linked her into the Queensland Community Support Scheme (QCSS), who agreed to assist her with shopping and household tasks.

Now, Talia feels safe, supported, and more independent in a home that suits her needs.

#### What Talia learned:

- Knowing your needs helps you find the right home.
- You can live alone and get support to stay connected and supported, and part of the community.

**This story goes with building block 2 – my needs and what matters to me**



### **Case study: Sarah's story – requesting modifications for accessibility**

Sarah lives in a private rental home and uses a wheelchair. She needs a ramp to enter her house and grab rails in her bathroom. She knew her rights and asked her landlord for the changes.

At first, her landlord was unsure, but Sarah worked with a tenancy advocacy service, and together they had further conversations with her landlord who was concerned about the cost and getting future tenants with the modifications.

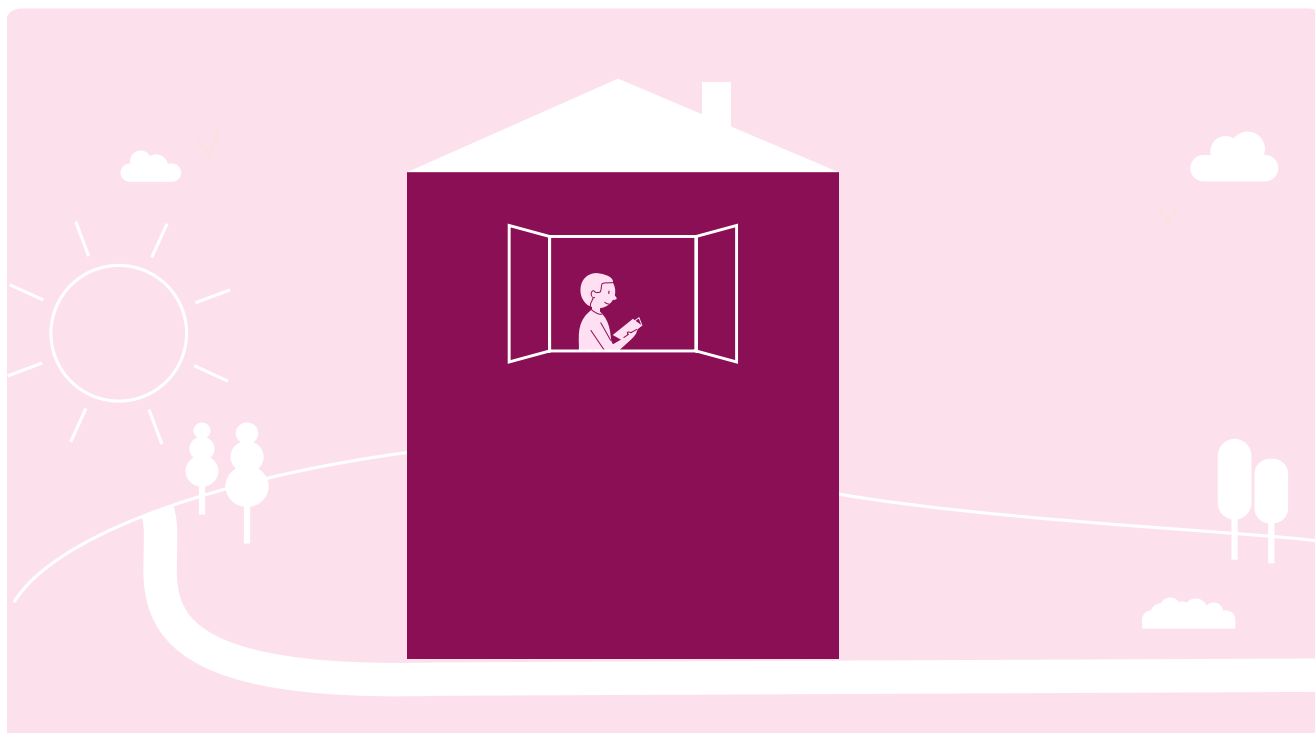
Sarah and the advocate explained both items were approved for funding under Sarah's National Disability Insurance Scheme plan. Additionally, Sarah understood she would need to remove them, if requested by the landlord, at the end of her lease, in line with the 'make good' arrangements in her tenancy agreement.

Now Sarah lives independently in a home that meets her needs.

#### **What Sarah learned:**

- You have the right to request reasonable modifications.
- You may need to remove modifications, if requested, as agreed in your lease.
- Speak up for your rights and ask for support when needed.

**This story goes with building block 2 – my needs and what matters to me**



### Case study: Tom's story – separating housing and support

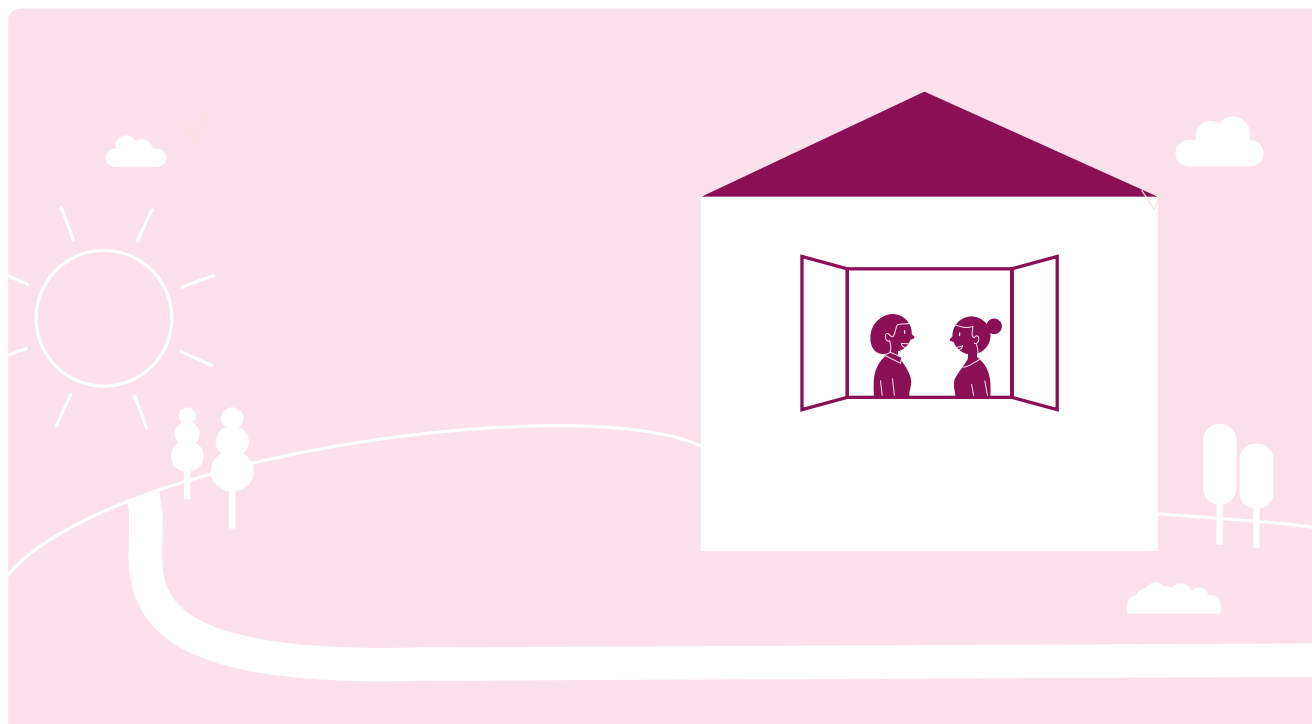
Tom lived with his family for many years but was ready for more independence. He already had NDIS funding for support in the family home.

He was offered housing by a community housing provider, which he accepted. Prior to moving in, Tom worked with his Supports Coordinator to get extra NDIS funding to help with daily living tasks like personal care, budgeting, cooking and cleaning. Tom and his family wanted a separate service to deliver the extra NDIS supports to the community housing service as his landlord.

#### **What Tom learned:**

- You live on your own and still get help with things like personal care, budgeting, cooking and cleaning from your NDIS Supported Independent Living (SIL) provider.
- You can have a separate landlord from your support provider.
- Having support can provide more security and safety around housing and help you feel more in control of your life.

**This story goes with building Block 2 – my needs and what matters to me**



### Case study: **Karina's story – regaining independence**

After a traumatic brain injury, Karina moved back in with her ageing parents. She missed her independence and wanted to rent her own place again, but her limited income from the Disability Support Pension, which she uses to cover personal and household expenses, made this difficult.

Karina and her family apply for the NDIS and are successful. Karina then works with her Supports Coordinator and family to plan her move out of home, including renting a unit.

Karina finds a small unit close to her parents; but the high rental cost will leave her with little money to cover essential living costs (food, electricity, health costs). Her parents have limited capacity to assist her financially being on the Aged Pension.

Karina and the Supports Coordinator visit the local Housing Service Centre (HSC), Department of Housing. The HSC assists her to apply for bond and rental assistance through the department's RentConnect service.

Karina applies and is successful in getting a bond loan and rental assistance grant, which subsidises her rent over the next year. Karina and the Supports Coordinator also plan to explore more affordable housing options, into the future, using QDN's My Housing Options Toolkit.

#### **What Karina learned:**

- Financial help is available through RentConnect for private rentals.
- The My Housing Options Toolkit can support your future housing planning.

**This story goes with building block 3 – planning for my future home**



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