

Supported Residential Services (SRSs)

Formerly known as Special Accommodation Houses, SRSs are usually privately operated establishments designed to cater for older or disabled people who either wish to live in a communal setting or whose health requires some support.

WHAT'S THE DIFFERENCE BETWEEN SUPPORTED RESIDENTIAL SERVICES AND LOW CARE FACILITIES (HOSTELS)?

While their function is similar, supported residential services do not receive government subsidies. They are legislated through the state government's *Health Services Act 1988 (as amended in January 2007)* and the *Health Services (Supported Residential Services) Regulations 2001*.

WHAT DO THEY PROVIDE?

Supported Residential Services can vary greatly in terms of standard of accommodation, care provided and fees charged.

A weekly fee usually covers accommodation (single or shared room), meals, personal care and cleaning. Provision of these and any other services the facility may provide need to be discussed with the proprietor and should be set out in a residential statement, which you should be given.

WHO IS ELIGIBLE?

Supported Residential Services cater for older people and/or people with a disability who either wish to live in supported accommodation or who need some support in relation to personal care, including younger people with a disability or older people who are frail.

COST

Fees and charges may vary widely and should be discussed with the proprietor before deciding on a particular supported residential service. There is no minimum fee set by any authority.

WHO CAN REFER?

Any person can apply, and no aged care assessment is required.

STANDARDS OF CARE

All supported residential services must be registered with the state government Department of Human Services (DHS).

The Health Services Act and Regulations set down the rights of residents and the responsibilities of the provider in areas such as quality of care, safety of physical environment and access to individualised personal care. DHS responds to complaints through its regional SRS Authorised Officers. Community Visitors authorised by the Office of the Public Advocate may also visit an SRS, at your request.

CONTACTS

Seniors Information Victoria on 1300 13 50 90, Department of Human Services SRS Unit on 03 9096 8001 (for contact details of the SRS Regional Authorised Officer or for a copy of DHS publications on SRSs), Office of the Public Advocate on 9603 9500 or visit www.health.vic.gov.au/srs/