

## Application for renewal of accreditation of a residential service

*Residential Services (Accreditation) Act 2002*

This form is effective from 3 September 2018

ABN: 86 504 771 740

### OFFICE USE ONLY

Date received

Application number

Lodgement details

Lodgement unit number

Amount allocated

\$

Total amount

\$

### Instructions

This form needs to be completed to apply for the renewal of accreditation of a residential service, as required under Section 47 of the *Residential Services (Accreditation) Act 2002* (the Act).

#### Please note:

- The Notes accompanying this form should be read before completing this form
- Use BLOCK letters
- Attach extra pages if necessary
- All dates should be DD/MM/YYYY
- If you require further information regarding this form, please contact Regulatory Services on 07 3013 2666 or Department of Housing on 13 QGOV (13 74 68) for after hours enquiries.

**A complete application for renewal of accreditation must be lodged before the expiry date.** Otherwise the accreditation of the service will lapse and registration will automatically be cancelled.

### Privacy Statement—Please Read

The Department of Housing is collecting your personal information in accordance with the *Residential Services (Accreditation) Act 2002* in order to process your application. Your personal information will be provided to the public upon request through the Register of Residential Services or may be disclosed to the Residential Tenancies Authority, the Office of the Public Guardian, the Department of Justice and Attorney General or to other Federal, State and Local government agencies in the performance of a function of, the *Residential Services (Accreditation) Act 2002* or as required or permitted by law. Your personal information will also be used for the purpose of publishing contact details (phone number and email address) on the Find Registered Accommodation website so that members of the public can obtain additional information regarding accommodation and optional services available. Limited personal information may be used for related research, policy or planning functions. Your personal information will be handled in accordance with the *Information Privacy Act 2009*.

### Fee

Fees are applicable for this application. Refer to Notes for current fees. Goods and Services tax (GST) is not payable on the application fees.


## Part 1—Registered residential service premises

|  |   |
|--|---|
| <p><b>Registered residential service premises</b></p> <p>If service is provided at more than one address please submit details for each.</p> | <p>Address at which the registered residential service is conducted</p> <p>.....</p> <p>Suburb ..... State ..... Postcode .....</p> <p>Maximum number of residents who can be accommodated in the residential service.</p> <p>.....</p> <p>Current registration certificate number .....</p>  |
| <p><b>Registered residential service premises continued</b></p>  | <p>Has the registered residential service premises undergone any changes since the last application for accreditation? Please see Notes for examples of changes you should include.</p> <p>No      Yes—Please provide further information</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>Please note that <b>Form 7: Notice of other changes</b> should be completed where changes have occurred.</p> |
| <p><b>Renewal details</b></p>  | <p>Indicate the level/s of accreditation to which this application relates. Renewal of more than one level may be applied for. All residential services must hold level 1 accreditation.</p> <p>Level 1 accommodation service                  Level 2 food service</p> <p>Level 3 personal care service</p> <p>Number of residents accommodated at the time of making this application? .....</p>  |

## Part 2—Current service provider

|  |  |
|--|--|
| <b>Section 1</b>   | What business structure do you operate under? (please tick)<br>Sole Operator/partnership      Corporation  |
| <b>Section 2</b><br>Please complete Part 3—<br>Personal details for each person<br>listed here.<br><br>For the definition of ‘associate’<br>please refer to notes. | <b>Corporation name</b> (if applicable) .....<br>Please show the full name as listed on the <i>Certificate of Incorporation</i> of the company.<br>ACN (Australian Company Number) .....<br><b>Business/trading name</b> (if applicable) .....<br>Please show the full name as listed on the <i>Certificate of Registration of a Business Name</i> .<br>Registered Business Number (BN) ..... (Not Australian Business Number)<br>ABN (Australian Business Number) .....<br><br><b>Name of sole operator, all partners, corporation officers and associates as applicable</b><br>(if insufficient space please provide attachment)<br><br>.....<br>.....<br>.....<br>.....<br>.....<br>.....<br>.....<br>.....<br>.....<br>..... |
| <b>Section 3</b><br><b>Head office address</b><br>Note: a post office box address is<br>not acceptable.  | Address .....<br>Suburb ..... State ..... Postcode .....   |
| <b>Section 4</b><br><b>Postal address</b>  | Address .....<br>Suburb ..... State ..... Postcode .....   |
| <b>Section 5</b><br><b>Nominated director</b><br>Director nominated as main<br>contact   | Last name .....<br>First names .....<br>Phone (business) ..... Fax (business) .....<br>Phone (home) ..... Mobile .....<br>Email address .....<br>Preferred contact method      Phone      Mobile      Email  |

## Part 3—Criminal history check

|   |   |
|---|---|
| <b>Criminal history check</b>   | <p>You will need to apply for a criminal history check for each person listed in Section 2 Part 2 who is an individual service provider or associate. You will be issued a National Police Certificate for each criminal history check completed. You will need to submit the National Police Certificate/s to Regulatory Services with your application.</p> <p>Go to <a href="http://www.police.qld.gov.au/documents-for-purchase/national-police-certificates">www.police.qld.gov.au/documents-for-purchase/national-police-certificates</a> to obtain a criminal history check. Fees may apply.</p>   |
| <p><b>Suitability</b><br/>Disclosure of previous convictions does not automatically disqualify you from being involved in the operation of a residential service.</p> <p>However, ongoing failure to disclose convictions may result in service registration being cancelled.</p> <p>You will need to complete a criminal history check for each person listed in Section 2 Part 2 who is an individual service provider or associate.</p> <p><b>Sign here</b> </p> | <p>Do you have any convictions less than five years old?</p> <p>No      Yes—Please attach details</p> <p>Do you have any convictions greater than five years old where the sentence imposed was 30 months imprisonment or greater?</p> <p>No      Yes—Please attach details</p> <p>Have you ever been bankrupt or taken advantage of a law about bankrupt or insolvent debtors (as a debtor)?</p> <p>No      Yes—Please attach details</p> <p>Have you ever had an application refused or cancelled under the <i>Residential Services (Accreditation) Act 2002</i> or similar Act of any state, territory or country?</p> <p>No      Yes—Please attach details</p> <p>I have checked the answers I have given in this part and state that they, and the additional documents provided, are true and correct in every detail.</p> <p>Signature ..... Date .....<br/>DD / MM / YYYY</p> |

## Part 4—Checklist and declaration

### Check list and declaration

N/A = Not Applicable.

Have you completed the following?

I have read all the accompanying Notes for this form

I have completed all relevant parts of the form

I have enclosed a fire safety management plan for the building/s in which the residential service is conducted.

I have enclosed a Building Compliance Notice stating that each of the premises in which the residential service is being conducted complies with the prescribed building requirements.

I have listed suggested areas for improvement since last accreditation

I have enclosed any amended procedures, policies or forms since the last accreditation audit.

I have enclosed the appropriate fee of \$35.99 per resident for renewal of the accreditation of a residential service.

I have completed a criminal history check for each individual listed in Section 2 Part 2 who is an individual service provider or associate and have enclosed the National Police Certificate/s.

**I have checked the answers I have given on this form and state that they, and the additional documents provided, are true and correct in every detail to the best of my knowledge.**

### Applicant/s sign here

Please attach separate sheet for additional signatures.

For corporation—  
1 x director and 1 x director or secretary unless you are a sole director—see section 127 of the *Corporations Act 2001* (Cth).

**Sign here** 

Signed .....

Position ..... (registered service provider/s)

Date .....  
DD / MM / YYYY

Signed .....

Position ..... (registered service provider/s)

Date .....  
DD / MM / YYYY

Signed .....

Position ..... (registered service provider/s)

Date .....  
DD / MM / YYYY

## Part 5—Lodgement and payment details

|                        |   |
|------------------------|---|
| <b>Lodgement</b>       | <p>Please email the completed application, any supporting documentation and fees to <a href="mailto:regulatoryservices@chde.qld.gov.au">regulatoryservices@chde.qld.gov.au</a>.</p> <p>If you would like more information regarding this application, contact Regulatory Services on 07 3013 2666, email <a href="mailto:regulatoryservices@chde.qld.gov.au">regulatoryservices@chde.qld.gov.au</a>, or visit our website at <a href="http://www.housing.qld.gov.au">www.housing.qld.gov.au</a>.</p> <p>After hours enquiries can be made to the Department of Housing on 13 QGOV (13 74 68).</p> |
| <b>Payment Details</b> | <p>Pay via BPOINT at:</p> <p><a href="http://www.bpoint.com.au/pay/DHPWREGULATORYSERVICES">www.bpoint.com.au/pay/DHPWREGULATORYSERVICES</a>      Biller Code: <b>1655513</b></p> <p><b>Receipts will not be generated unless specifically requested via BPOINT.</b></p>   |

## Application for renewal of accreditation of a residential service

*Residential Services (Accreditation) Act 2002*

This form is effective from 3 September 2018

ABN: 86 504 771 740

### Instructions

An application for renewal of accreditation accompanied by all required documents, **must be lodged by the service provider before the current accreditation expires**. It should not be made more than three months before the date of expiry. Under the Act, failure to lodge the application by the day before the accreditation expires will result in the automatic cancellation of the service's registration. Severe penalties apply for operating an unregistered service.

If there are extenuating circumstances which make it unlikely you will be able to lodge the renewal application in time, you will need to lodge a request with Regulatory Services to extend the due date for lodgement. **As the decision to extend this date must be made before accreditation expires, the request will need to be made at least 7 days before the expiry.**

### Self-assessment

Before lodging this application, you should review the accreditation report provided to you as part of your most recent accreditation process and list the actions you have taken to address suggested areas for improvement since the last accreditation. The list should accompany your application for renewal of accreditation.

A copy of the accreditation report can be obtained from the Regulatory Services either by calling 07 3008 3450 or emailing [regulatoryservices@chde.qld.gov.au](mailto:regulatoryservices@chde.qld.gov.au).

### Assessment of a residential service

Renewal of accreditation will require a reassessment of the residential service.

Your application must include:

1. An assessment of the residential service building's safety and amenities by local government including:
  - a building compliance notice, issued within the previous 12 months, in relation to MP 5.7—Residential Services Building Standard of the Queensland Development Code.
  - notification of compliance with MP 2.1—Fire Safety in Budget Accommodation Buildings of that Code if accommodating six or more residents.
  - a copy of an up to date fire safety management plan, including fire evacuation and fire training records.
  - National Police Certificate for each individual listed in Section 2 part 2 who is an individual service provider or associate.

The building compliance notice is issued by local government and notification of compliance with MP 2.1 may be obtained by contacting either the Queensland Fire and Emergency Services or your local council.

2. Any new policies and procedures which you have amended since the accreditation process.

Once the application and all relevant material is lodged this office will conduct an assessment of the service's written policies, procedures and forms. This will be conducted as an audit of available written materials and will establish the continued existence and adequacy of the documents required by the relevant accreditation standards.

An assessment at the residential service will occur to gauge the level of compliance with the accreditation standards. This will involve visiting the residential service to observe the provision of services, conduct discussions with the service provider, associate/s, relevant employees, staff, residents, residents' families or other representatives.

## Definitions

**Associate** A person is an ‘associate’ of a service provider for a residential service if the person makes decisions, in the course of the service, that influence the operation of the service, or the health, safety or other interests of residents in the service.

Examples of an associate are

1. persons employed by the service provider to:
  - a) negotiate and enter into agreements with residents on the service providers behalf
  - b) make house rules for a registered premises
  - c) manage a personal care service provided to residents in the service
  - d) manage the medication of residents in the service
  - e) manage the finances, or financial transactions of residents in the service.
2. for a service provider that is a corporation—an executive officer of the corporation who takes part in the management of the service (i.e. a director or other executive).

A person is not an associate merely because they do one or both of the following:

1. collects rent from residents in the service;
2. cleans or maintains the registered premises or facilities.

**Building compliance notice** for premises, *means* a notice, issued by the local government for the local government area in which the premises are situated, stating that the premises comply with the prescribed building requirements.

A **change** to a registered residential service premises means if it is destroyed, damaged, renovated or otherwise changed, in a significant way (section 69). A **change** can also include the where an additional premises is added to the residential service (section 64).

**Note:** completion of Form 7—Notice of other changes *will be required*.

A **change** for the purpose of the renewal of accreditation can also include changes to policies, procedures, forms and other areas of improvement.

### Fire safety management plan

For premises that accommodate **six or more people** a fire safety management plan for a building is defined in section 104FC of the *Fire and Emergency Services Act 1990* as a plan that states each of the following matters, which must comply with the fire safety standard:

3. the allowable number of occupants for the building
4. the proposed maintenance schedule for the building’s prescribed fire safety installations
5. the evacuation plan for evacuating the building’s occupants, including occupants with an intellectual or physical disability, in the event of a fire in the building
6. proposed training programs for occupants and persons employed in the building about:
  - a) fire management and prevention
  - b) emergency evacuation
7. a list of the building’s prescribed fire safety installations, together with the brand name and model number of each installation, if applicable.

The fire safety management plan must have attached to it, or be accompanied by, a copy of the building plans, in a reasonable scale, identifying the location of the building’s prescribed fire safety installations.

For premises that accommodate a **maximum of four or five residents**, section 10 of the *Residential Services (Accreditation) Regulation 2018* requires that a fire safety management plan for a building must state:

1. the allowable number of occupants for the premises taking into account room size requirements stated in the prescribed building requirements
2. the proposed maintenance schedule for the premises’ fire safety equipment
3. the evacuation plan for evacuating the premises’ occupants, including occupants with an intellectual or physical disability in the event of a fire on the premises
4. the proposed training programs for occupants and persons employed on the premises about:
  - a) fire management and prevention
  - b) emergency evacuation
5. a list of the premises’ fire safety equipment, together with the brand name and model number of each piece of equipment, if applicable.

The fire safety management plan must have attached to or be accompanied by, a copy of the building plans, in a reasonable scale, identifying the location of the premises’ fire safety equipment and fire exits.



**Food service** means a service of regularly providing or arranging to provide meals to a resident.

**Personal care service** means a service of regularly providing or arranging to provide a resident with:

- a) help in:
  - i. bathing, toileting or another activity related to personal hygiene; or
  - ii. dressing or undressing; or
  - iii. consuming a meal; or
  - iv. meeting a mobility problem of the resident; or
  - v. taking medication; or
- b) help in managing the resident's financial affairs.

**Relevant employee** in relation to a service, means a person who is employed in the service by the service provider and has a principal place of residence that is not 1 or more rooms in the service.

**Staff** includes a volunteer and a resident who participates in the conduct of the service.

**Fee schedule**

The fee for an application for the renewal of accreditation (as outlined in the *Residential Services (Accreditation) Regulation 2018*) is: \$35.99 multiplied by the number of residents accommodated in the residential service at the time of making the application (e.g. 10 residents x \$35.99 = \$359.90).

**Note:** The number of residents accommodated at the time of making the application will be verified during the accreditation visit. To supply incorrect or misleading information may subsequently result in the cancellation of accreditation. Conducting a residential service without accreditation may result in a maximum penalty of 200 penalty units (maximum penalty \$28,750) or cancellation of registration. The maximum penalty for a corporation is 1000 penalty units (maximum penalty \$143,750).