

28 September 2024

«Contact FirstName» «Contact Lastname»

«Address»

«Address Suburb»

«AddressState» «AddressPostcode»

Dear <Contact Name>,

Update to Board Agreements for <Person Name>

I am writing to update you on board increases for <Person Name>.

Please note that the board increase will only apply if <Person Name> currently pays board to Endeavour Foundation. If not, the board increase will not apply.

In September 2024, the Australian Government increased pension rates to account for the rising cost of living. Due to the way board is calculated, the increase in the pension rates means there will be new prices for **board agreements only**.

A change to the Queensland Tenancy laws in 2023 stated that rent can only be adjusted once a year. As there was a rent increase in May 2024, there will be **no increase to rent at this time**.

New Board Rates

From 28 October 2024, new board rates will be as per the below table. The date of the first direct debit reflecting the new rates will be 07 November 2024.

	Total per Fortnight	Difference from May 2024 rates
Rent	\$401.02	No increase
Board	\$537.65	Increase of \$13.25 per fortnight
Total	\$938.67	Increase of \$13.25 per fortnight

You **do not need to do anything** in relation to these changes. Direct debits and statements after 07 November 2024 will reflect the updated charges automatically.

However, if you use Centrepay (Centrelink) bill paying service, please make this billing update via your myGov account or contact Centrelink directly.

How are rent and board rates calculated?

Rent and board rates are calculated using the National Disability Insurance Agency's (NDIA) formula, known as the *Maximum Reasonable Rent Contribution (MRRC)*, based on pension rates set by the NDIA. We adhere strictly to this formula to ensure fairness and transparency in our pricing.

If you have any questions or concerns about these changes, please contact Endeavour Foundation on 1800 112 112.

Thank you for allowing us to support you in *making possibilities a reality*.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Irma', written in a cursive style.

Irma Hajdari

Chief Financial Officer

The below outlines how the *Maximum Reasonable Rent Contribution* formula is calculated using the pension rates set by the NDIA, and the new amounts that will go towards board from 28 October 2024.

Rent

The total rent payment will remain **\$401.02 per fortnight** (no increase).

25% of the Disability Support Pension (DSP)	+	25% of the Disability Support Pension (DSP) Supplement	+	100% of the Commonwealth Rent Assistance
New DSP \$1,047.10	+	New DSP Supplement \$83.20	+	New Rent Assistance \$149.00
Amount that goes towards rent \$255.15**	+	Amount that goes towards rent \$20.40**	+	Amount that goes towards rent \$125.47**

**No increase at this time due to the annual rent increase in May 2024.

Board

The total board payment will increase to **\$537.65 per fortnight** (an increase of \$13.25 per fortnight).

Please note this rate will only apply if you currently pay board. If you do not pay board, this rate will not apply.

100% of the Energy Supplement	+	25% of the DSP (Property Expenses)	+	25% of the DSP (Food and Laundry)
Energy Supplement \$14.10	+	Current DSP \$1,047.10	+	Current DSP \$1,047.10
Amount that goes towards board \$14.10	+	Amount that goes towards board \$261.78	+	Amount that goes towards board \$261.78

Frequently Asked Questions

Board Increase – October 2024

Why is board for the person I support increasing?

In September 2024, the Australian Government increased pension rates to account for rises in the cost of living. Board rates are calculated **as a percentage** of pension rates.

Why has my rent stayed the same?

In late 2023, the Queensland Government passed a new law regarding the frequency that rent can be increased. From July 1, 2023, rent can only be increased no more than once a year.

There will be no further rental increases for 2024 as rent was increased in May 2024 in line with the pension increase. Learn more at Residential Tenancies Authority: rta.qld.gov.au/rental-law-changes.

How often will the rent and board rates change?

Increases to rent and board are in line with the pension increase. Pension increases are determined by the Australian Government to match the Consumer Price Index (CPI).

Board is likely to increase twice a year. These increases will generally be in March and September.

Rent will only increase once a year in accordance with the new legislation in Queensland. The next increase will likely be in May 2025.

Do I need to do anything?

No. We are simply notifying you of the increase. We will adjust the payments to the new fees. However, if you use Centrepay (Centrelink) bill paying service, please make this billing update via your myGov account or contact Centrelink directly.

When will I see the increase on my direct debits and statements?

The increase will be effective from 28 October 2024. Your direct debits and statements will reflect these changes from 07 November 2024.

What does rent cover?

- The cost of living in an Endeavour Foundation home.
- General building and maintenance compliance.
- Pest treatments.

What does board cover?

- Meals and consumables (e.g., toilet paper, cleaning products. Excludes personal items i.e toiletries).
- Bills (e.g., water and electricity).
- Access to whitegoods and laundry facilities.
- Furniture in common areas.
- Access to WiFi

The person I support does not pay board. Do they have to start paying board?

No, they do not have to start paying board unless they choose to.

If the person you support chooses to have their board items arranged by Endeavour Foundation, we are happy to discuss with you what can be covered under the Board Agreement. To discuss or update Board Agreements, please speak to your support worker or service manager, or contact Endeavour Foundation on 1800 112 112. Any changes agreed upon will be reflected in direct debits and statements.

The person I support doesn't receive Commonwealth Rent Assistance (CRA). How can they get it?

Everyone who receives the Disability Support Pension (DSP) is **automatically eligible for the CRA**. If the person you support is receiving the DSP but **not** the CRA, contact Services Australia (Centrelink) to update your details. Services Australia will likely request a rent certificate or a copy of your tenancy agreement.

How do you calculate the price of rent and board?

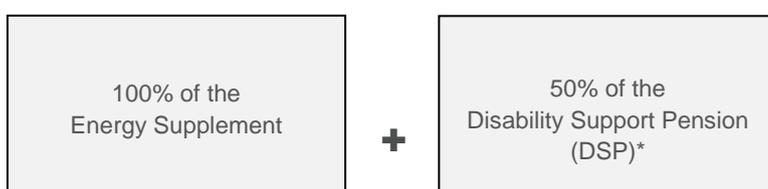
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What is the Reasonable Rent Contribution (RRC) Formula?

Rent



Board



I think the person I support is being overcharged, what should I do?

If you believe the person you support is being overcharged, please call our National Contact Centre on 1800 112 112.

The person I support is unhappy and wants to make a complaint. What do I do?

We take complaints and feedback seriously. We will listen to your feedback and respond to complaints fairly and in a timely manner. If you want to give feedback or if you are not happy with the provision of supports and want to make a complaint, you can contact Endeavour Foundation's Customer Safety Team:

- by email: feedback@endeavour.com.au
- by telephone: 1300 730 334; or
- online: www.endeavour.com.au/contact/feedback.

I am not happy with the outcome of my complaint, what do I do now?

If you are not happy with the outcome of a complaint, you can choose to talk to a senior member of the Endeavour Foundation team or talk to the National Disability Insurance Agency (NDIA) on 1800 800 110 or the Residential Tenancies Authority (RTA) on 1300 366 311.

I don't want to talk to anyone at Endeavour Foundation, who should I contact?

We are committed to resolving complaints and disputes fairly, equitably, and as quickly as possible. If you are not satisfied with our response, or if you do not want to talk to us directly, you can contact the NDIS Quality and Safeguards Commission:

- by telephone: 1800 035 544 (free call from landlines) or TTY 133 677 (interpreters can be arranged)
- via the National Relay Service (by asking for 1800 035 544)
- by completing a NDIS Quality and Safeguards Commission Complaints Form, accessible at www.ndiscommission.gov.au.

I am having a disagreement with someone I live with, what do I do?

If you have a disagreement with another person who shares your home, we will work with you to resolve this following our Complaints Management Policy and Procedures.

If you would like more information on the feedback or complaints process, please visit Endeavour Foundation's website at endeavour.com.au/feedback