

Frequently Asked Questions

Rent, Board and what's included | July 2025

How often does rent change, and why?

By law, rent can only change once a year, and we'll give you at least 2 months' notice. You can learn more at the Residential Tenancies Authority here rta.qld.gov.au/rental-law-changes.

Each year, the NDIA adjusts the maximum rent to keep up with the cost of living, and we are required to follow those changes.

What does rent cover?

Rent covers the cost of living in the property, including:

- Property maintenance (e.g. gardening and pest treatments)
- Repairs and safety compliance
- Home insurance

Note: Rent does not include food or utilities – those are covered separately through board.

How often does board change, and why?

Board changes when the pension increases. These increases are set by the Australian Government to reflect the rising cost of living. We review board twice a year – in March and September – and any changes are in line with the pension and the individual's Board Agreement.

What does board cover?

Board helps cover the everyday living costs, including:

- Shared meals and household items (e.g. toilet paper, cleaning products)
- Bills (e.g. water, electricity, Wi-Fi)
- Shared whitegoods and furniture

Note: Board does not include personal items like toiletries)

Does everyone pay board?

People pay board if they have a Board Agreement with Endeavour Foundation. We're happy to talk through what's included and how it works.

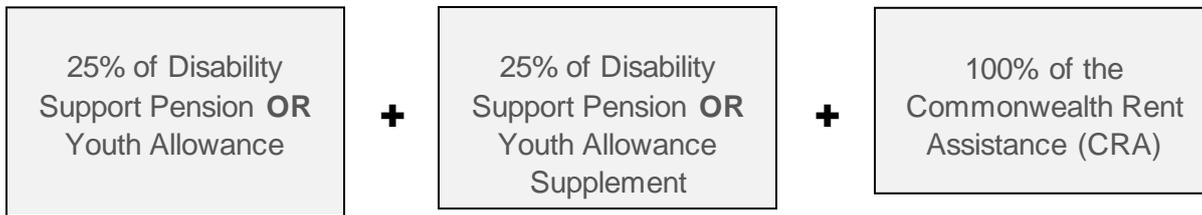
How is rent and board calculated?

Rent and board rates are based on a formula from the National Disability Insurance Agency (NDIA) called the Maximum Reasonable Rent Contribution (MRRC). It's linked to the pension rate to make sure costs are fair and consistent for everyone.

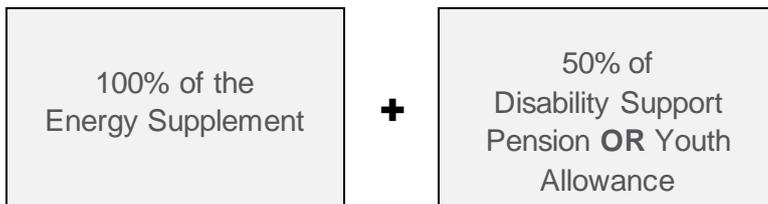
What is the *Maximum Reasonable Rent Contribution (MRRC)* formula?

The MRRC is a pricing guideline set by the NDIA. This approach helps cover housing costs while ensuring people still have money left for everyday living.

Rent calculation



Board calculation



We do not receive Commonwealth Rent Assistance (CRA). How can I get it?

If you receive the Disability Support Pension (DSP), you're usually eligible for CRA. If you're not receiving it, contact Services Australia (Centrelink) to check or update your details. They may ask for a rent certificate or a copy of your agreement.

What do I need to do if rent or board changes?

If your rent or board changes, we'll update your direct debits and statements automatically – you don't need to do anything. If you pay through Centrepay, you'll need to update your payment details via your myGov account or by contacting Centrelink.

We are unhappy with rent and board changes, who can we speak to?

We take all feedback seriously. If someone is unhappy, they can contact us

- Email: feedback@endeavour.com.au
- Phone: 1300 730 334
- Online: endeavour.com.au/contact/feedback

I don't want to speak with Endeavour Foundation – who else can I contact?

For a rent issues: Residential Tenancies Authority (RTA) on 1300 366 311

For a NDIS related concerns: NDIS Quality and Safeguards Commission:

- Phone: 1800 035 544 or TTY 133 677
- Through the National Relay Service (ask for 1800 035 544)
- Online form: ndiscommission.gov.au