



ndis

Supported Independent Living Information Pack

Information for participants, their families and carers



How to use this information pack

This information pack is about **Supported Independent Living**, also known as **SIL**.

SIL is help and/or supervision of daily tasks to help you live as independently as possible, while building your skills. It is the paid personal supports and is most commonly used in shared living arrangements.

SIL funding doesn't include things like rent or other day-to-day expenses like groceries.

If you require SIL as a reasonable and necessary support, funding for SIL is provided to you and the other National Disability Insurance Scheme (NDIS) participants living in the shared arrangement based on each of your support needs.

This pack is for:

NDIS participants, their families and carers who are:

- already receiving NDIS funding for SIL.
- new to the NDIS.
- thinking about changing their home and living supports. For example, participants who want to move out of their family home.

This pack will help you:

- Understand more about the way SIL works and other ways the NDIS can help you live in your home.
- Learn more about support coordination.
- Learn more about service agreements.

Being able to choose where you live, who you live with and what support you need to live in your own home, is a big part of being able to live as independently as possible.

To help you get there, the NDIS is working to give participants, their families and carers more information about SIL, as well as other options for how you set up support in your home. As we continue to make improvements and changes to SIL, we will expand and update this information pack.

This information pack provides more detail about SIL. There are a range of different types of home and living supports the NDIS can fund, and information packs on these other home and living supports will be published soon.

If you have any questions about the information in this pack, bring it along to your next NDIS meeting or talk to your Support Coordinator, National Disability Insurance Agency (NDIA) Planner or Local Area Coordinator (LAC).

NDIS key words:

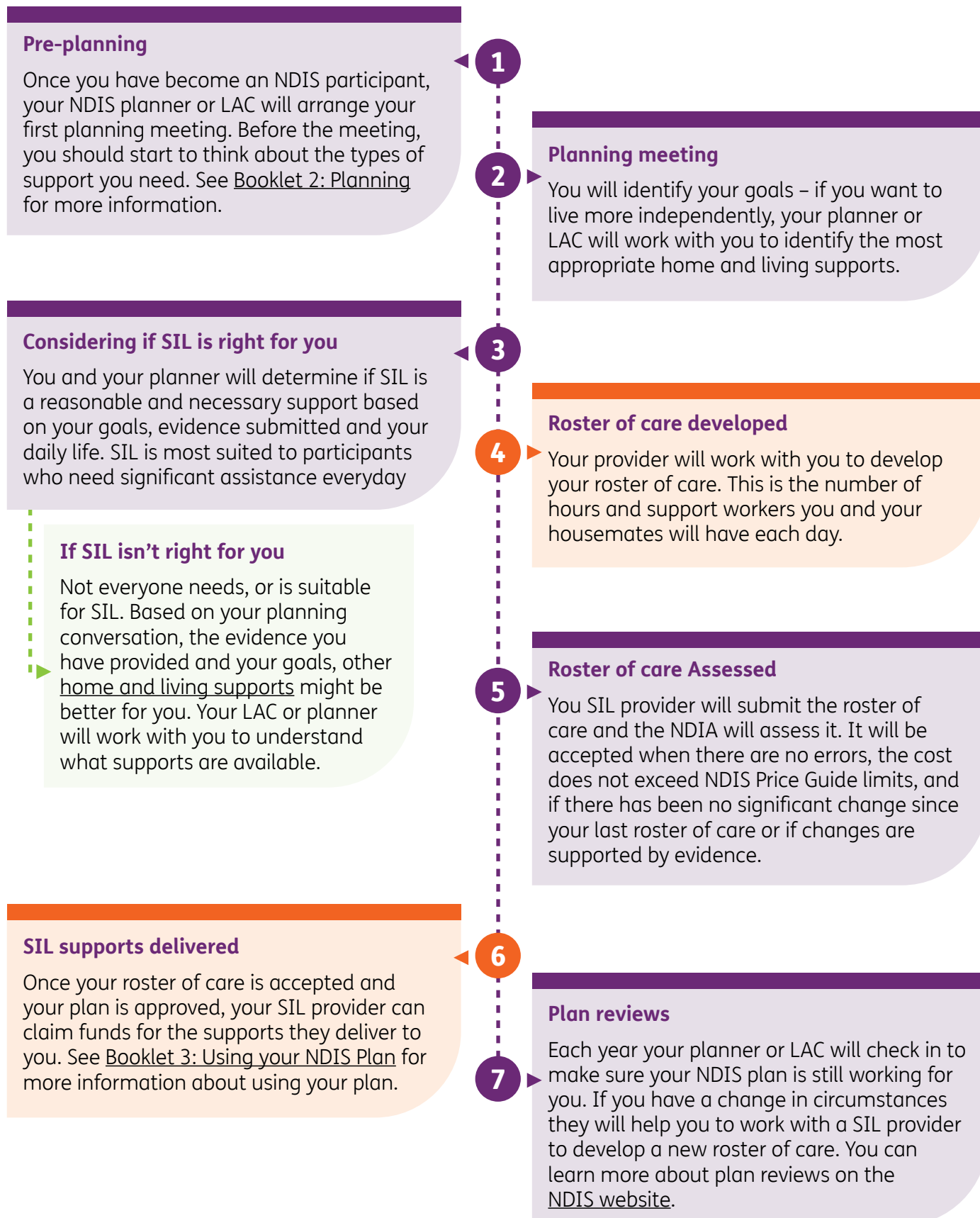
Supported Independent Living (known as SIL) is a NDIS funded support that provides help and/or supervision of daily tasks to help you live as independently as possible, while building your skills.

- SIL happens in your home – usually in a home you share with other NDIS participants.
- SIL is paid supports, and is used to help participants with personal care tasks or cooking meals, as well as support to do things outside the home like getting to the doctors or catching the bus.
- SIL supports can be delivered 24 hours a day, and often includes overnight support.
- SIL funding is for person-to-person supports.
- SIL support doesn't include other expenses like groceries and bills, your rent or accommodation costs (including Specialist Disability Accommodation).

NDIS key words: Some words we use to talk about the NDIS might be new to you, so we explain them along the way.

1. Supported Independent Living

Supported Independent Living planning process



What is Supported Independent Living?

Supported Independent Living (SIL) is one type of help or supervision with daily tasks to help you live as independently as possible, while building your skills.

SIL is the paid personal supports. It includes things like having a person to help with personal care tasks, or cooking meals. SIL can help build these skills too, so you can be more independent

SIL happens in your home. You can get SIL if you live in a home with other people. You can also get SIL if you live on your own, but there might be other Personal Care Supports that suit you better.

SIL funding doesn't include things like rent or other day-to-day expenses like groceries.

SIL is best suited for participants who have high support needs, and require a significant amount of assistance throughout the day.

If SIL is the most appropriate support for you, you will receive funding for this assistance as part of your NDIS plan. The amount of funding provided will depend on the level of support you require to live independently in the housing option of your choice.

Can I get funding for Supported Independent Living?

During your planning meeting you should talk about what supports you need in the home. You may discuss whether SIL is suitable for you, and your planner will assess if it is a support that is **reasonable and necessary**.

There are a number of things to consider when making this decision, including:

- your individual circumstances and needs;
- your age (we fund SIL for people aged 18 and over);
- your goals and preferences;
- your independence, living skills and capacity-building needs;
- if modifications to your home or assistive technology may increase your independence and safety;
- information, reports and assessments provided by you, health professionals and providers;
- if you need significant person-to-person supports due to your disability support needs;
- other home and living options that might suit you; and
- what is value for money.

The NDIS does not fund SIL in hospitals or if you are in prison.

The information used to determine if SIL is the best type of support for you is based on the type of supports you need each day because of your disability. This information is usually developed by an allied health professional, like an Occupational Therapist.

The SIL Operational Guidelines have more information about how the NDIS decides what the reasonable and necessary supports are for you.

NDIS key words:

In order to be considered **reasonable** and **necessary**, a support or service:

- must be related to a participant's disability
- must not include day-to-day living costs not related to your disability support needs, such as groceries
- should represent value for money
- must be likely to be effective and work for the participant, and
- should take into account support given to you by other government services, your family, carers, networks and the community.

More information about reasonable and necessary supports is available on the NDIS website.

How do I get funding for Supported Independent Living?

If you and your planner determine SIL is right for you, you can then find a SIL provider.

Your Local Area Coordinator or Support Coordinator can help you find a SIL provider. They can help you find community, public, or private housing. An allied health professional may be able to help too.

You should tell the provider your goals for your potential home and living arrangements, and the support you need for daily tasks to help you live as independently as possible. You may want to speak with different providers to choose the best one that will help you achieve your goals. Some providers may be better at building your skills to help you become more independent.

The provider you choose will work with you to make a Roster of Care based on your support needs. The Roster of Care also has to be a reasonable and necessary amount of support. We will discuss this with you at your planning meeting.

Your SIL provider will work with you to develop a roster of care outlining the support needs of everyone living in the house each week. It also includes which support workers will help you, and at what times.

Once you've found a provider, they must use the [Provider SIL Pack](#) on our website to develop a Roster of Care Submission. They need to fill this out and attach any supporting information you need, and get your input on what they are submitting to the Agency, including the proposed Roster of Care.

What is a roster of care?

A roster of care is a document used to identify the type of supports you need throughout the week. The roster of care is a spreadsheet that divides 24 hours into 30 minute units for the seven days a week.

The roster of care shows how you and your housemates share supports throughout the week – this is called the support ratio. The support ratio shows the number of support workers to participants (for example, one support worker delivering services to three participants would be a 1:3 ratio).

We know that people don't live life in 30 minute units, but using this document helps your provider and us work out how much NDIS funding you will need for your SIL supports.

The roster of care template is an Excel document developed by the NDIA. Providers must use this document so the NDIA can assess the roster of care and see how this changes each year.

Your provider will ask you or your nominee to sign a form saying you agree with the roster of care. Your planner will also check you are happy with your roster of care during your planning meeting. After all – it's your NDIS funding. By being involved in its development, you will be able to identify what types of supports you require to meet your goals.

The NDIS will then consider what reasonable and necessary support funding is appropriate based on your roster of care. If you share support with other people, we also look at their needs to make sure the roster of care is right for everyone. Sometimes, the roster of care might have some errors or things that don't make sense. If this happens, we will ask your provider to change it, or work with you to create a new one.

Once the roster of care is agreed, SIL funding will be included in your NDIS plan.

More information on what is included in your roster of care and how the NDIA makes decisions for funding SIL is included in the [SIL Operational Guidelines](#).

At your annual plan review, your planner will talk to you about how you are progressing with your goals make sure you are still receiving the right supports to help you achieve your goals and meet your needs. If everything is going well, your roster of care will stay the same. If you've had a change in your life or your support needs change (this is called a 'change in circumstance'), your planner or LAC will work with you, your family or nominee where relevant, your Support Coordinator, and SIL provider to develop a new roster of care.

If I am not suitable for Supported Independent Living, what other supports are available?

While you may require assistance with day-to-day life, such as help getting out of bed and getting ready in the morning, you may not require significant personal supports, such as 24-hour assistance. In this case, other NDIS funded supports are available. For instance, personal care supports can be funded through Assistance with Daily Living (ADL) or assistive technology might be better for you to use in your home.

A list of different home and living supports are available on [page 14](#) and on the [NDIS website](#).

How some NDIS participant use SIL

Mitch

The NDIS has given Mitch a great opportunity to live away from home and gain more independence,” Laurie said.



Mitch has moved out of home with the help of SIL funding. After becoming an NDIS participant, Mitch has moved into his own home with housemate Jack. Mitch now has such a busy social life, his mum Jo jokes “we have to book in to see him!”

Mitch’s SIL funding allows him to live independently. Support workers visit in the morning and afternoons, and stay overnight to support Mitch and Jack with cooking, cleaning and household chores. They also help with shopping and getting Mitch out into the community.

“The NDIS has given Mitch a great opportunity to live away from home and gain more independence,” his dad, Laurie, says.

“In the past there weren’t many chances to spend time with people his own age and similar interests. Now he’s going out with people, to markets, for a coffee, they’re out and about all the time.

“Mitch can do so many things when he puts his mind to it. The NDIS provides a great opportunity to do that, to grow, have fun and enjoy life.”

Mitch works a nine-day fortnight at a local laundry company, where he’s worked for more than 10 years. Along with work, he’s always been an active sportsman, playing basketball, athletics, rowing and karate over the years.

While Mitch is loving his new found social life, his parents say it’s also given them peace of mind about his future.

“Mitch has quite often fallen through the cracks because his disability is not as visible as some others, or not as severe. But he still needs support with decision making, outings and household tasks and the NDIS now caters for which is fantastic.

“Our biggest concern is what would happen to Mitch if something happened to us. The NDIS has filled that gap and provided that support to Mitch.”

Stephanie

Steph joined the NDIS in October 2018, and within four months, she achieved her goal, to move out of the family home and lead her own life.



There is no doubt Steph loves her parents but as a 29-year-old, she couldn't be happier living her own independent life in a share house with three other housemates who are all around her own age.

According to mum Diane, Steph, who has an intellectual disability with limited speech, just loves her newfound freedom. Steph is living in SDA with SIL funding, which allows her to lead her own life – one she chooses.

“Every day she has something on,” Diane says. “She does cooking classes on Mondays and she goes swimming Tuesdays. On Wednesdays, Steph goes to what they call Mad Wednesday. It's at the local sporting club. They have a DJ and they can all have a dance. She's got a more active life than me,” Diane says with a laugh.

“Steph lives with another woman and two men and they are all around the same age. They all get along and treat one another like family. Steph, being nurturing, vibrant and switched on too, makes sure she looks out for them. It's beautiful.”

Diane said their SIL provider has also assigned a mini bus to the house so staff can take them all out together to do joint activities.

Never accessing disability supports before, Steph joined the NDIS, in October 2018. Within four months, she achieved her goal, to move out of the family home and lead her own life.

Kristian

He is living independently, with around the clock care, with two housemates, in a three-bedroom home. It's a safe and nurturing environment and staff treat him just like family.



Kristian's parents, Jocelyn and Gary, were concerned their youngest son, Kristian, would more than likely remain living with them especially as they became older. Jocelyn and Gary were eager to help build Kristian's capacity in becoming more independent so he could enjoy a more fulfilling life, just like other men his age.

Two years down the track, the NDIS has given them hope for a much brighter future for their son. Kristian receives SIL funding as well as funding for a range of therapies, including speech and occupational therapy.

Ecstatic about Kristian's results, Jocelyn and Gary say none of this would have been possible without NDIS funding to ensure their son had the continuity of supports he needed, and for the sheer dedication and determination of Kristian's support team.

"Now we have enough funding for Kristian to provide him with the right supports and we can't believe what a difference it's making.

Not only has he started to verbalise but he is also living independently, with around the clock care, with two housemates in a three-bedroom home. It's a safe and nurturing environment and staff treat him just like family," Jocelyn says.

"He is participating in regular activities and strategies with his therapist and it's helped him to develop confidence and a willingness to communicate," she said.

"A few months ago one of his support workers said he was looking down at his shoes and he said, "Shoe, shoe, shoe". It was such a beautiful moment. I cried. I just couldn't believe it. He's also starting to say other words, so he is really leaping forward."

"I'm just so thankful to everyone involved... for all the speech and occupational therapies, for the behavioural interventions and all the other supports he has been able to receive. He is saying words... I mean after all this time! I am just amazed."



2. Working with a Support Coordinator

Some participants who are receiving SIL supports, also have funding for a Support Coordinator. If you do not have funding for support coordination, you will be able to work with your NDIS Local Area Coordinator to help understand and implement your plan.

A Support Coordinator is a person who helps you to understand and implement your plan. They will support you to build your skills and ability to exercise choice and control over the supports and services you receive with your NDIS funding.

The Support Coordinator will help you identify SIL providers to develop a roster of care submission with you.

They can also help connect you to **community, mainstream** and other **government services**. They can assist you in planning ahead to prepare for your plan review.

A Support Coordinator is not a case manager and does not work for the NDIA. They provide funded services to NDIS participants.

A Support Coordinator can also help connect you with providers. They can assist in negotiating with providers about services and costs.

Support coordination is different from managing the funds in your NDIS plan. You may receive funding for a Support Coordinator if your NDIS plan is self-managed, Agency managed or plan managed.

Finding a Support Coordinator

It is up to you, your family and carers to choose which Support Coordinator you would like to work with. It does not need to be the same provider as your SIL provider however this can be the case if you choose.

You can look up registered support coordination providers located near you using the **Provider Finder** tool in the myplace portal. You can also ask your family or friends about Support Coordinators in your community, and meet with different Support Coordinators to find the right fit for you.

Your LAC or planner may also help you find and connect with a Support Coordinator.

NDIS key words:

Community services

are activities and interests (not supplied by government groups), which are available to everyone in the community. These might include sports groups, art classes or free outdoor activities.

Mainstream services

are government systems providing services to the Australian public. These include health, mental health, education, justice, housing, child protection and employment services. The NDIS works with, but doesn't replace these services.

NDIS service provider:

are organisations that will provide you with supports – this is what your NDIS funding pays for. For example, if you have SIL funding, the people who support you in your home each day are employed by an NDIS service provider.

Provider Finder is an online website that you can access via the myplace portal on the NDIS website. It helps you find organisations who are NDIS providers that you can use your NDIS funding for.

3. Service agreements

What is a service agreement?

When you agree to use your NDIS budget to pay for supports, you are entering into a contract with your provider.

A service agreement is an agreement between you and your provider that makes it clear what you have both agreed to. It is covered by **Australian Consumer Law**.

While you don't have to have a service agreement for your SIL supports, we recommend having one so you and your providers are clear about what service they will provide and how and when you will receive it. Your service agreement should refer to your roster of care.

Making a service agreement is a negotiation between you and your provider. You can involve another person, such as a family member or friend. Your providers should make sure you understand your service agreement.

The NDIA is not involved in service agreements. This is between providers and participants.

Things to consider when making a service agreement

When you negotiate a service agreement, you should understand things like:

- what supports are being provided;
- the cost of the supports;
- your provider's responsibilities;
- your rights and responsibilities;
- how long the agreement goes for and how it can be changed; and
- what to do if you have a problem.

Download the [service agreement fact sheet](#) for more information about things to consider when making a service agreement.

What to do if something goes wrong

It is important you talk to your SIL provider regularly about what is working for you and what might need to change.

It's always okay to speak up. If something goes wrong, or you have concerns about your SIL supports, talk to your provider and let your Support Coordinator, nominee or family know about your concerns.

You can contact the [NDIS Quality and Safeguards Commission](#) (call them on 1800 035 544) if you ever feel unsafe or unhappy with your NDIS supports or services, and [make a report](#) if you need to.

If you suspect someone may be committing fraud you should report it. Fraud might include charging for services that you haven't received. The best way to report suspected fraud is to call the NDIS Fraud Reporting Hotline on 1800 650 717. You can learn more about fraud on the [NDIS website](#).

NDIS key words:

Australian Consumer Law is a national law covering consumer protection when purchasing goods and services.



4. Home and living options

SIL may be the most appropriate support option if you need significant person-to-person support to live independently. However, there are other options that may be more suitable for you. If you have a goal to change your living situation, we'll discuss options at your planning meeting. We'll ask how assistive technology, home modifications, and/or personal care supports could work for you instead of SIL.

The NDIS will provide funding to assist you to live independently if that is your goal. There are different home and living support options that the NDIS can provide funding for.

The NDIS does not provide funding to pay for rent or buy a house, except for Specialist Disability Accommodation. Normally, housing (like rent or buying a home) is paid for by individuals or community housing provided by state or territory governments.

The NDIS can provide funding to help you have a more independent life at home through:

- Changes (we call these modifications) to your home like ramps, safety rails in the bathroom or changes to taps, benches and fittings in the kitchen.
- Support with personal care, such as assistance with showering and dressing, and
- Help around your home if you need it due to your disability, like cleaning and doing your laundry.

The NDIS can fund:

▶ **Short-term accommodation**

Short term accommodation is funding for when you need care and a place to stay for a short time, away from your usual home. It covers all costs in another place for up to 14 days. It could be a short stay with other people, or by yourself. It's often funded to help you try new things or when your usual carers are not available for a short time and may include a period of respite with the aim of supporting your carer to provide ongoing care at home. Short term accommodation funding is not for crisis accommodation or to avoid homelessness.

▶ **Medium-term accommodation**

This is an interim option you might receive if you are waiting for your confirmed long term housing option to be available or home modifications to be completed. Medium term accommodation can be used for up to about 90 days. Medium term accommodation does not include funding for personal care or other daily supports.

▶ **Home Modifications**

This includes changes to the structure, layout or fittings of your home, so you can safely access it and move around comfortably in areas you frequently use.

▶ **Assistive Technology**

This is equipment or systems which help you move around your home or community, communicating with other people, processing information, and other daily tasks.

More information about home modifications and assistive technology is available on the [NDIS website](#).

▶ **Individualised Living Options (ILO)**

This is not housing, but a type of funding to help you design and put in place a living situation that suits you best, in a home and with people of your choice.

▶ **Assistance with Daily Living**

This is not housing, but a range of funding types to help you with day-to-day things like personal care, cooking, shopping or mowing the lawn. You might receive this funding as well as other types of NDIS funding.

▶ **Supported Independent Living (SIL)**

SIL is the assistance with daily living supports for participants who generally live in shared accommodation with higher support needs.

▶ **Specialist Disability Accommodation**

This is housing designed for people with very high support needs, who need a specially designed house with features like modified bathrooms and kitchen, wider doorways, or built in hoists. Participants live in a purpose-built home that meets their needs.

Specialist Disability Accommodation funding is for the building (sometimes called ‘bricks and mortar’) and is not for in home care or person to person supports.

In the case of Specialist Disability Accommodation, the NDIS will provide funding but not buy a house or pay rent for participants.

More information about Specialist Disability Accommodation is available on the [NDIS website](#).

But the NDIS doesn't fund or provide:

▶ **Your new home**

Normally, housing (like rent or buying a home) is paid for by individuals or community housing provided by state or territory governments.

▶ **A place to live when moving out of hospital or the justice system**

Your NDIS plan can make sure you have the funding you need to live in the community. The NDIS does not fund crisis accommodation or other accommodation to avoid homelessness.

You will need to work with your LAC or Support Coordinator to implement these supports and you might also work with the State or Territory Government to access public housing.

More information about housing is available on the [NDIS website](#).



For more information about the NDIS please contact:

ndis.gov.au


National Disability Insurance Agency

 Telephone 1800 800 110

 Find us on Facebook/NDISAus

 Follow us on Twitter @NDIS

For people who need help with English

 TIS: 131 450

For people who are deaf or hard of hearing

 TTY: 1800 555 677

 Speak and Listen: 1800 555 727