

Supported Independent Living (SIL) Policy and Procedure

1.0 Purpose

The purpose of this policy is to guide the delivery of Supported Independent Living (SIL) services that promote participant independence, uphold dignity, and enable informed choice. SIL services at SilaCa Tasmania Pty Ltd are designed to support individuals in building daily living skills and participating actively in decisions about their care and environment.

This policy ensures participants are provided with tailored, consistent, and respectful support that aligns with their goals, while also supporting staff to deliver safe, high-quality SIL services that reflect person-centred practice and collaborative planning. Participants will be involved in decision-making and supported to access advocacy where needed.

2.0 Scope

The policy applies to all staff delivering Supported Independent Living services at SilaCa Tasmania Pty Ltd. It includes those supporting participants in shared or individual living arrangements and those involved in planning, monitoring, or reviewing SIL supports.

Table 1. Supported Independent Living inclusions and exclusions

Supported Independent Living includes:	Supported Independent Living excludes:
• Support with supervision, safety and security. • Assistance with personal care tasks. • Assistance with capacity-building tasks (meal prep, cooking, cleaning, routine development, etc.). • Behaviour support and social skill development. • Administration of medication. • Support for medical appointments. • Community access - not routine or regular (e.g. support to complete personal tasks). • Support to get to/from community access activities (where this is the participant's preference).	• Cost of groceries. • Rent, board or lodging costs. • Utilities (e.g. gas, electricity, water, telephone, internet). • Household budgeting/bill-paying activities. • Expenses related to holidays, including travel costs. • Personal care supports while the participant is in the hospital. • SDA-related costs (e.g. property maintenance costs, repairs, vacancy costs). • Ongoing costs and supports for vacancies (built into the price limit). • Regular community access.

Supported Independent Living includes:	Supported Independent Living excludes:
	• Specific funding for staff to attend training for the participant's support needs (built into the price limit). • Shadow shifts. • Organisational management costs. • Allied health staff, including those employed by SIL providers. • Vehicle costs. • Temporary Transformation Payment (TTP) pricing. • Justice-related supports. • Community supervision orders. • Nursing, medical care and other health-related supports. • Items covered in other sections of the NDIS price guide (e.g. transport costs, assistive technology, personal care while in the workplace, plan management, financial intermediary supports, clinical or allied health services).

3.0 Definitions

Term	Definition
Supported Independent Living (SIL)	Help with or supervise daily tasks in a shared living environment, focusing on developing each participant's skills to live independently. It is paid personal supports and is most commonly used in shared living arrangements.
Roster of care	The supports a participant should receive from SilaCa Tasmania Pty Ltd. It assists the NDIA in deciding what funding to include in a participant's plan.
Submission guidelines	Provides overview and guidance regarding the requirements and considerations for completing a submission template.
Participant profile	Participants' details, goals, needs, and the supports they may require.
Property profile	Describes the property the participant will be living in, including details of other tenants.
Participant outcomes	States the desired outcomes of participant capacity-building activities within the home that the NDIS funding is to be used to achieve.

Term	Definition
Dignity of Risk	The right of participants to take reasonable risks that support choice and control in their lives, balanced against the duty of care of staff to ensure safety and wellbeing.
Declaration of Submission	Confirms that the participant or their nominee was developing the proposed supports. The NDIA cannot process incomplete declarations.
Submission exclusions	Items excluded from the Supported Independent Living Submission are necessary to show as they provide a complete view of the overall services and support the participant receives. These items may be funded elsewhere under the NDIS (e.g. transport) or not funded (e.g. rent).
Attachments	Information is required as part of the submission.

3.1 Staff member work shifts

Shift type	Description
Monday - Friday (6.00 am - 8.00 pm)	Weekday hours where the participant requires supported independent living support (excluding participant sleeping time and crossover afternoon/evening shifts). During these hours, the weekday daytime rate applies.
Monday - Friday (8.00 pm - 12.00 am)	Weekday evening hours between 8.00 pm and 12.00 am, where the participant requires SIL support (including crossover afternoon/evening shift starting before 8.00 pm and excluding participant sleeping time). During these hours, the weekday evening rate applies.
Saturday and Sunday	Includes hours on Saturday or Sunday where: - a participant is awake and requires SIL support - active overnight shift hours. During these hours, Saturday or Sunday rates apply. Note: Active overnight shift hours are included as these shifts are paid at the Saturday/Sunday rates. Sleepover shifts are captured under 'Sleepovers'.
Sleepovers	Calculated as the number of nights per week when a participant requires sleepover support, including weekends.
Active overnight shift (Monday to Friday)	The number of hours per week between Monday and Friday where active overnight shifts are required (excludes active overnight shifts required on weekends).

Shift type	Description
Public holiday	The number of public holidays per year where a participant requires SIL support.
Irregular support	The number of days a participant requires unplanned irregular SIL support per year. The maximum number of irregular supports included in a participant's plan varies depending on the participant's level of support needs.

4.0 Policy

SilaCa Tasmania Pty Ltd is committed to delivering Supported Independent Living in accordance with the NDIS Practice Standards, NDIS Code of Conduct, and the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018. All supports must be person-centred, responsive, and developed in consultation with participants and their support networks.

SIL services must respect participant rights and support each person to live as independently as possible. Staff will promote choice, control, and dignity of risk in daily routines. Where risks are identified, appropriate safeguards will be implemented, and all incidents managed through the Incident Management and Reportable Incidents systems.

The use of restrictive practices is not permitted unless authorised through a Behaviour Support Plan that complies with NDIS (Restrictive Practices and Behaviour Support) Rules 2018. Positive behaviour support must be embedded into all relevant support planning.

The Manager must ensure the following actions are undertaken:

- Review the Safe Environment Checklist – Home for each SIL location.
- Assess each participant's Individual Risk Assessment Profile and goals.
- Develop a cleaning and maintenance schedule for the property.
- Prepare and submit a Roster of Care (RoC) in line with NDIA requirements.
- Ensure annual review of support plans for each participant.

SIL staff must be trained in each participant's support plan, including communication methods, cultural needs, and personal care requirements. They must also ensure the environment is safe, suitable, and aligned with the participant's level of independence. All staff must hold current NDIS Worker Screening clearance and complete relevant induction and refresher training.

SilaCa Tasmania Pty Ltd will support participants to:

- Develop skills for independent living
- Access and maintain appropriate housing
- Engage in meaningful activities within their home and community
- Build relationships and maintain routines that support wellbeing

All practices must reflect a commitment to participant safety, respect, inclusion, and empowerment.

5.0 Procedure

5.1 Overview

Participants will be actively involved in choosing their co-tenants and the staff supporting them, where possible, to ensure compatibility and participant comfort in shared living arrangements. Staff must support participants to understand their options and provide informed consent for all support arrangements, including Roster of Care submissions. Advocacy services will be offered to assist participants in exercising choice and control.

SilaCa Tasmania Pty Ltd will develop a Roster of Care (RoC) using the Assistance with Daily Living price limits so the NDIA can decide the type of supports to be included in a participant's plan.

SilaCa Tasmania Pty Ltd is required to submit the RoC to the NDIA for consideration.

5.1.1 Location

All sites must be kept hygienic and safe with strong infection control measures. Staff must follow health and hygiene procedures (e.g. handwashing and infection control) to ensure the environment is safe for the participant.

As part of our management of the location, SilaCa Tasmania Pty Ltd must:

1. Undertake a safe environment review of the site.
2. Identify any issues as per the Safe Environment Checklist - Home.
3. Create a Risk Management Plan to eliminate or reduce identified risks and record it in the Risk Management Plan Register.
4. Implement the Risk Management Plan.
5. Train SilaCa Tasmania Pty Ltd staff as per requirements.
6. Conduct an annual safety review, including fire and evacuation processes.
7. Undertake site visits every three months to ensure the environment is well maintained and meets SilaCa Tasmania Pty Ltd service standards.

5.1.2 Participant

1. Collaborate with the participant and their nominee to complete the ROC SIL toolkit requirements and provide a copy to the participant.
2. Ensure that the participant has the SIL registration group in their support plan and has the appropriate funds to cover the required service (see Service Agreement with Participant Policy and Procedure).
3. Undertaken an Individual Risk Assessment Profile and developed a Support Plan per the Support Planning and Service Agreement Collaboration Policy and Procedure, the Access to Supports Policy and Procedure and the Responsive Support Provision and Support Management Policy and Procedure.
4. Participants and staff are matched as per the support plan.
5. Ensure that the rostering of staff meets the participant's requirements.
6. Review staff for the quality of their support and determine if they meet the participant's needs.

5.1.3 Staffing

Staff working in SIL settings must undergo comprehensive training in person-centred active support, dignity of risk, safeguarding, restrictive practice reduction, and positive behaviour support, tailored to each participant's needs. Staff matching will be conducted in consultation with participants, taking into account their preferences, cultural and linguistic needs, and shared living compatibility.

1. Match SilaCa Tasmania Pty Ltd staff per the participant's requirements.
2. Training occurs in all aspects of supports for the individual participant.
3. Performance management is undertaken annually (or as required) to determine if staff are meeting the needs of supported independent living and our participants.
4. Two buddy shifts are undertaken to provide feedback by a supervisor to ensure staff are supported in their roles.

5.2 Medication access and storage

All medication practices must comply with the NDIS Practice Standards and Incident Management Rules, including reporting medication errors, omissions, or near misses as incidents. Where medication storage practices involve restrictions (e.g., locked cabinets), authorisation under Restrictive Practices Rules and participant consent is required. Staff must be trained in safe medication administration, documentation, and incident reporting.

5.2.1 Self-medicating participant – on site

1. Participants will complete a Self-Medication Assessment Form, which will be kept on the participant's record.
2. Manager will assess risks regarding participants' self-administering medicines and determine their competency.
3. The participant will complete a Risk Indemnity Form relating to self-medication (If approved).
4. Manager will review the participant's capacity for self-medication every three months.
5. If approved to self-medicate, a predetermined locked cabinet in the participant's room or kitchen will be used to store their medication safely and securely.
6. Only the participant and their support workers are provided key access.
7. A Medication Storage Key Register will record individuals provided with key access details.

5.2.2 Self-medicating participant – in participant's home

1. Participants will complete a Self-Medication Assessment Form on the participant record.
2. Manager will assess risks regarding participants' self-administering medicines and determine their competency.
3. If approved to self-medicate, the participant will complete a Risk Indemnity Form relating to self-medication.
4. Manager will review the participant's capacity for self-medication every three months.
5. If approved to self-medicate, the location of medication will be noted in the Safe Environment Checklist - Home by the support worker.
6. Manager will recommend to the participant that all medication be stored in a locked cabinet.
7. Assist in arranging a locked cabinet in the participant's home if required.
8. Only the participant and their support workers will be provided key access if medication is stored in a locked cabinet.
9. A Medication Storage Key Register will record individuals provided with key access details.

5.2.3 Provider medicating participants – on site

1. All medication will be stored in a predetermined locked cabinet in the participant's room or kitchen. The locked cabinet will be used to store medication safely and securely.
2. Staff approved to provide a participant's medication will be included in their support plan.
3. Only support workers who have approval are provided key access.

4. A Medication Storage Key Register will record individuals' key access details.
5. Support workers will track medication management using the Medication Chart, as required.

5.3 Roster of care procedure

SilaCa Tasmania Pty Ltd acknowledges that while participants are funded for SIL individually based on their support needs and goals, the RoC Tool considers the support needs of all the residents in shared living arrangements (as a result, the supports for both NDIS and non-NDIS participants who share supports must be captured in the submission).

The Manager or their delegated officer will complete the Roster Of Care Submission Tool, which details the staffing mix and level of shared supports (through the ratio of supports) and the participant's individual needs.

Before submitting the Roster of Care, participants and/or their appointed nominees or advocates must review and agree to its contents. Documentation of participant input, consent, and receipt of the final version will be maintained in the participant's record.

Together the RoC Tool, the RoC Template and any supporting documentation are sent for assessment and review to the NDIS via the following email address: SIL@ndis.gov.au

The RoC Tool combines a Roster of Care and Hourly Breakdown spreadsheets into one spreadsheet called Hourly Breakdown and automates the calculation of weekly summaries; this should, in turn:

- reduce duplicate information provided to the National Disability Insurance Agency.
- improve the accuracy of information shared between the National Disability Insurance Agency and providers.

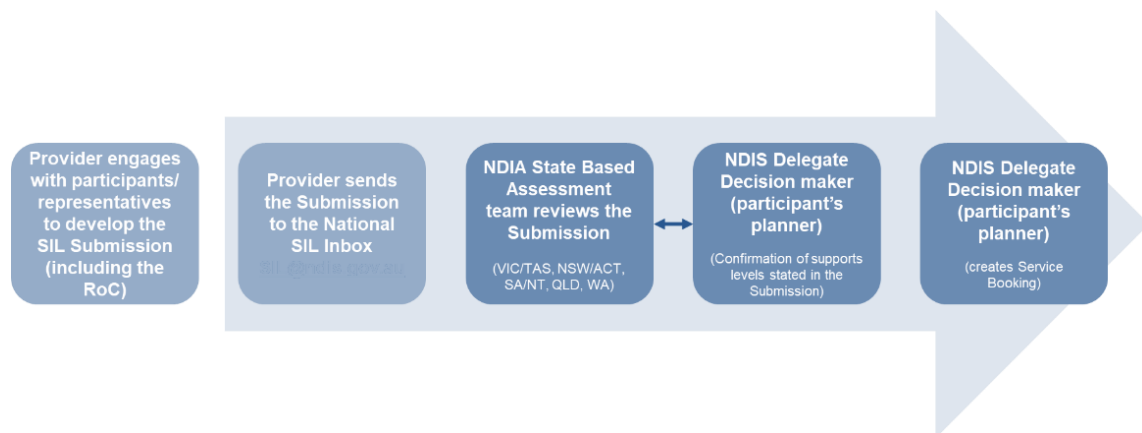
5.3.1 SIL submission process

Manager will review (at least annually) and follow the [NDIS Operational Guidelines for Supported Independent Living](#). The delegated officer will undertake the following:

1. Confirm with the participant or their nominee (through the declaration section in the SIL RoC Template document) that they have been involved in developing the RoC with SilaCa Tasmania Pty Ltd and have been provided a copy before it is submitted to the NDIA.
2. Send the submission (SIL RoC Tool and Template) on behalf of the participant to SIL@ndis.gov.au

Unless the participant has a change in circumstance, the same RoC as the previous plan will generally be used. If there has been a change of circumstance, SilaCa Tasmania Pty Ltd will submit evidence to support this and then repeat the above process to develop a new RoC.

Diagram 1. SIL submission process



5.4 Documentation

SilaCa Tasmania Pty Ltd will maintain accurate and clear documents and consult with all parties.

Copies of all RoC-supported independent living documents will be maintained and kept in the participant's file for future reference.

5.5 Safeguarding and Incident Management in SIL

All staff must monitor and act on safeguarding risks in SIL settings. Any concerns regarding neglect, abuse, exploitation, poor living conditions, or compatibility issues must be escalated through the Incident Management system.

Incidents that meet the Reportable Incidents threshold (e.g., serious injury, abuse, neglect) will be reported to the NDIS Commission. Participant rights to advocacy, complaint-making, and access to safe environments are paramount, and staff will support participants to access these protections. The Safe Environment Checklist - Home and Risk Assessments must be regularly reviewed and updated where risks are identified.

6.0 Related documents

- Complaints and Feedback Form
- Service Agreement
- Safe Environment Checklist - Home
- Support Plan
- Individual Risk Assessment Profile
- Risk Assessment Forms
- Risk Management Plan Register
- [SIL Roster of Care Submission Template](#)
- [SIL Roster of Care Submission Tool](#)
- Staff Training Plan
- Staff Training Record
- Annual Organisational Training Register and Review
- Training Attendance Register – In-house
- Annual Participant Survey
- Service Agreement with Participant Policy and Procedure
- Support Planning and Service Agreement Collaboration Policy and Procedure
- Access to Supports Policy and Procedure
- Responsive Support Provision and Support Management Policy and Procedure
- Advocacy Support Policy and Procedure
- Participant Safeguarding Policy
- Reportable Incident, Accident and Emergency Policy and Procedure
- Consent Policy and Procedure

7.0 References

- NDIS - [Supported Independent Living Operational Guidelines](#)
- NDIS Practice Standards and Quality Indicators 2021
- Work Health and Safety Act 2011 (Commonwealth)
- Disability Services Act 1986 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- National Disability Insurance Scheme Act 2013 (Commonwealth)
- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)