



SIL Practice Standards: Evidence Guide for Providers and Workers

Supported Decision-Making

Outcome: Each participant is supported to understand and make genuine decisions for themselves.

Each participant is provided with accessible information, and decision making support, about:

- the supports and services delivered in their home; and
- the supports and services delivered to enable them to access their community.

Practice Governance

Outcome: Each participant is supported in their home by workers that have the necessary training, knowledge and skills to support them.

Each participant is supported by workers that have the knowledge of, and guidance to use, evidence informed practices that:

- are tailored to the participant's needs; and
- enable the provision of safe and high quality supports.

Safeguarding

Outcome: Each participant is supported to live in a safe, respectful and supportive home environment.

Each participant is supported to have adequate safeguards in place to mitigate harm at home and when participants access their community.

Agreements about tenancy, housing and support arrangements

Outcome: Each participant who has a tenancy agreement with the provider is supported to understand how the terms and conditions of the tenancy agreement interact with their service agreement with the provider.

Each such participant is supported by effective tenancy management and is able to exercise choice and control and their tenancy rights.



Purpose of the evidence guide

The evidence guide for providers and workers outlines how providers demonstrate good practice and supports providers to assess and strengthen their compliance with the SIL Practice Standards. The guide includes suggested documents, processes or systems with a series of reflective questions to provide context and assist workers

and providers to consider how practice translates into meaningful outcomes for participants. Providers are encouraged to interpret and apply the guide in ways that reflect the proportionality of their service provision and the unique approaches they use to achieve quality outcomes for the people they support.

Evidence matrix for the SIL Practice Standards and reflective questions for providers and workers

Evidence (Provider)	Practice governance	Supported decision-making	Safeguarding	Agreements	Reflective questions (Provider)/(Worker)
Policy, procedures and training for staff to implement evidence-informed practices that are relevant to the participant's support needs and provider's context.	✓	✓			<p>How do providers identify and implement appropriate evidence-informed practices specific to a participant's needs and context?</p> <p>What systems are in place for providers to support the implementation and maintenance of evidence-informed practice(s)?</p> <p>What systems are in place to monitor and support culture within services?</p>

Evidence (Provider)	Practice governance	Supported decision-making	Safeguarding	Agreements	Reflective questions (Provider)/(Worker)
Policy, procedures and training to ensure ongoing observation and supervision of worker practice.	✓	✓	✓		<p>How do providers ensure practice leaders are embedded in services to undertake observation and other practice leadership tasks?</p> <p>How do providers ensure practice leaders are skilled to undertake effective observation, supervision and feedback?</p>
Policy, procedures and training for staff when interacting with other decision-supporters and mainstream services.	✓	✓	✓		<p>How do providers and workers work with participants to identify when to include other decision-makers or supporters, or when to refer other supports or services outside the provider's scope of practice?</p> <p>How do providers and workers ensure communication with stakeholders is timely and effective?</p> <p>How do providers ensure participants' privacy and information is respected when interacting with decision-supporters and mainstream services?</p>

Evidence (Provider)	Practice governance	Supported decision-making	Safeguarding	Agreements	Reflective questions (Provider)/(Worker)
Policy, procedures and training for staff to undertake risk assessment and management where participants exercise their dignity of risk.	✓	✓	✓		<p>How do providers work with participants to communicate about and respect dignity of risk in relation to their goals, will and preference?</p> <p>How do providers work with participants, decision-supporters and other mainstream supports when participants may be at risk of serious harm?</p>
Policy, procedures and training for staff to effectively manage emergency planning.	✓				<p>How do providers effectively communicate with participants about emergency management plans?</p>
Policy, procedures and training to ensure conflict, intimidation and harm between tenants is identified, reported and addressed with participants and other decision-makers, where appropriate.	✓	✓	✓		<p>How do providers ensure staff have skills to support conflict resolution between tenants?</p> <p>How do providers ensure patterns of conflict between tenants are identified and addressed?</p> <p>How do providers ensure participants have avenues to raise concerns in a way that suits their communication preferences?</p> <p>When and how will providers engage with decision-makers or supporters in cases of conflict, intimidation or harm of a participant?</p>

Evidence (Provider)	Practice governance	Supported decision-making	Safeguarding	Agreements	Reflective questions (Provider)/(Worker)
Policy, procedures and training for staff to use supported decision-making strategies appropriate for the skills, needs and preferences of a participant.	✓	✓	✓	✓	How do providers ensure workers are capable of tailoring their approach to supporting a participants' individual decision-making skills?
Policy, procedures and training for staff to use to help staff understand how to support the development of the participant's ability to make decisions.	✓	✓			How do providers ensure workers develop skills to adapt decision-making support for different participants and how are these practices observed and improved on? How do providers ensure participants have the opportunity to change their decision-making preferences and supports?
Policy and procedures to demonstrate management of conflict of interest in the development of agreements with participants.		✓		✓	How do providers develop agreements in a way that participants understand the terms of agreements, or ensure decision-supporters and involved in the process? Do providers offer supports or advice from mainstream supports?