



# Supported Independent Living (SIL) Module

These NDIS Practice Standards apply to NDIS providers who are registered to provide Supported Independent Living to NDIS participants.

## SIL Practice Standards: Supported Decision-Making Standard

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| <b>Intent</b> | <p>The Supported Decision-Making SIL Practice Standard sets out how providers should use supported decision-making to support participants that need assistance with making decisions, ensuring that participant’s decisions are made by them and not for them. Participants living in a SIL environment should be supported to understand their right to make decisions about their daily life, routines, relationships and their home. Participants’ decision-supporters should work together with participants to allow them to make their own decisions based on their individual needs, skills and communication preferences.</p> |
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| <b>Expectation Statement</b> | <p><u>Participant statement:</u> I am supported to make decisions about my home, how I live my life, who supports me and what my goals are. I communicate my needs, will and preferences in the way that suits me best. I am given the time, information and assistance I need to understand my right to make choices and express my will and preferences.</p> <p><u>Worker statement:</u> I support participants to exercise their rights in making their own decisions about their home and daily life. I give participants the information and support they need, such as using tailored communication tools, giving the participant time and ensuring ongoing and consistent support from their trusted decision supporters.</p> <p><u>Provider statement:</u> We ensure participants are supported to exercise their right to make decisions in a way that suits them through our governance protocols, policy and worker practice. This is done by ensuring all workers are trained in supported decision-making. We ensure the integrity of supported decision-making by upholding the will, preference and rights of the participant, even when this conflicts with the preference of the provider or decision supporter.</p> |
| <b>Outcome statement</b>     | <p>Each participant is supported to understand and make genuine decisions for themselves.</p> <p>Each participant is provided with accessible information, and decision-making support, about:</p> <ul style="list-style-type: none"> <li>(a) the supports and services delivered in their home; and</li> <li>(b) the supports and services delivered to enable them to access their community.</li> </ul>  |
| <b>Quality Indicators</b>    | <p>To achieve this outcome, the following indicators should be demonstrated:</p> <ol style="list-style-type: none"> <li>1. Each participant is provided with information to help them communicate their will and preferences about the delivery of supports and services in their home and daily life. This information is provided using the language, mode of communication and terms that the participant is most likely to understand.</li> </ol>   |

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|  | <ol style="list-style-type: none"> <li>2. Each participant’s right to the dignity of risk in decision-making about the delivery of supports and services in their home and daily life is supported. When needed, each participant is supported to make informed choices about the benefits and risks of the options under consideration about their home and daily life.</li> <li>3. Each participant is supported to make informed decisions about access to mainstream supports and services outside of their home.</li> <li>4. Policies and procedures are in place to facilitate supported decision-making by workers. The policies and procedures should require workers, when facilitating supported decision-making about the delivery of supports and services in a participant’s home and daily life, to: <ol style="list-style-type: none"> <li>a. provide a reasonable period to implement supported decision-making;</li> <li>b. identify the circumstances in which supported decision-making may be required;</li> <li>c. seek participant views on whether decision-making support is required and how they would like to be supported;</li> <li>d. identify and provide the necessary decision-making support in accordance with the participant’s will and preferences;</li> <li>e. consider and respond to cultural values and beliefs when decision-making support is required; and</li> <li>f. identify when additional support may be required for day-to-day decision-making including by an authorised decision maker such as a nominee.</li> </ol> </li> <li>5. Relevant workers are trained, and have refresher training, in supported decision-making, including how to support the development of the participant’s ability to make decisions about the delivery of supports and services in a participant’s home and daily life and understand the impact of their decisions.</li> </ol> |
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## SIL Practice Standards: Safeguarding Standard

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| <b>Intent</b> | The Safeguarding Standard sets out how providers should ensure participants living in SIL environments are safe from violence, abuse, neglect and harm while being supported to have choice and dignity of risk. Workers delivering |
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|                              | <p>support in SIL environments should have the skills to recognise the early signs of harm and respond using trauma-informed and person-centred approaches.</p> <p>Participants living in SIL environments should feel safe in their home, supported to make choices and know workers will respond to concerns quickly. Providers and workers should evidence the steps taken to manage risks in the home, including between those living in the house, and demonstrate that all workers are trained in de-escalation, trauma informed practice and positive behaviour support to safeguard all participants living in the home.</p>  |
| <b>Expectation Statement</b> | <ul style="list-style-type: none"> <li>• <u>Participant statement:</u> I am safe in my home. I have workers that proactively support me to establish or improve safeguards and respond quickly to my concerns, reducing my risk of harm, bullying and conflict in my home.</li> <li>• <u>Worker statement:</u> I promote safe and respectful relationships in the home and community by prioritising early identification, de-escalation and supported problem-solving of relationship-based risks with participants. I ensure incidents of harm, bullying and conflict are reported in line with house-level incident management policy. <u>I adhere to the NDIS Code of Conduct when working with participants in their home and living environment.</u></li> <li>• <u>Provider statement:</u> We implement safeguards in the home that are psychologically safe, trauma-aware and healing informed. We proactively identify, assess and respond to risks in the home and take action quickly to ensure participants are supported and safeguarded. We balance a participant’s right to dignity of risk while upholding our obligations to safety in the home.</li> </ul> |
| <b>Outcome statement</b>     | <p>Each participant is supported to live in a safe, respectful and supportive home environment.</p> <p>Each participant is supported to have adequate safeguards in place to mitigate harm at home and when participants access their community.</p>  |
| <b>Quality Indicators</b>    | <p>To achieve this outcome, the following indicators should be demonstrated:</p>  |

1. Relevant workers demonstrate compliance with their obligations under the NDIS Code of Conduct through respectful, safe and rights-based support in a participant's home in the delivery of supports and services.
2. Policies and procedures are in place to balance and respect participants' dignity of risk in decision-making about the delivery of supports and services in their home and daily life while upholding obligations to safety in the home and when accessing their community. This includes involving participants in safeguarding discussions and ensuring safeguarding approaches are understood and applied consistently by all workers in the participant's home.
3. Relevant workers delivering supports and services in a participant's home and daily life have the skills to identify, assess and respond to harm, bullying and conflict in the participant's home or when in the community, in a timely manner. This includes ensuring workers are trained in de-escalation, trauma-informed practice and positive behaviour support.
4. Each participant is supported to strengthen their formal and informal safeguards by being supported through the design and delivery of their supports and services to maintain access to their family, friends and community and through building stable and consistent relationships with workers who deliver supports and services in the participant's home and daily life.
5. Each participant is supported to understand the impact of their decisions about the delivery of supports and services in their home and daily life if there is risk associated with their choices about their home and access to their community.
6. Policies and procedures are in place that set out the responsibilities of relevant workers delivering supports and services in the participant's home and daily life in identifying, assessing and responding to risks such as bullying and conflict in the home environment. This includes requiring workers to collaborate with relevant providers and specialists to manage and mitigate risks in a person-centred and consistent manner to safeguard the participant and others living in the participant's home.
7. Safeguarding approaches are implemented to address conflict, intimidation and harm between participants. This includes providers consulting with participants to ensure the safeguarding approaches acknowledge the risk and safety unique to each person, while respecting their autonomy.

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|  | <p>8. Safeguarding approaches are regularly reviewed with participants and adjustments are made to promote continuous quality improvement through day-to-day practice improvements in the participant’s home, worker learning, supervision and governance.</p> |
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## SIL Practice Standards: Practice Governance Standard

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| <b>Intent</b>                | <p>The Practice Governance Standard sets out how providers should create and maintain safe living environments through good governance and practice leadership that upholds a participant’s rights, dignity and freedoms in the home. Workers delivering support in SIL environments should have the skills and knowledge required to deliver evidence-based practices including person-centred practice, trauma-informed approaches, active support and supported decision-making.</p> <p>Participants living in SIL environments should receive safe, high-quality support consistently across workers and shifts. Providers and workers should demonstrate their workforce management systems translate into consistent, observable practice in the participant’s home, ensuring support meets the participant’s individual needs, preferences, communication style and cultural considerations.</p> |
| <b>Expectation Statement</b> | <p><u>Participant statement:</u> I am confident that workers supporting me are trained and assessed as competent in evidence-based practices and procedures. They recognise my rights and demonstrate knowledge of my unique needs and preferences when supporting me.</p> <p><u>Worker statement:</u> I recognise and value that my workplace is first and foremost a participant's home. I build my skills and knowledge to deliver person-centred and rights-based support that meets the needs and preferences of participants I support in their home.</p>   |

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|                                  | <p><u>Provider statement:</u> We ensure our workers and team leaders have the knowledge, skills and support to deliver quality and safe supports, uphold participants’ rights, and promote participant outcomes. We use data, feedback and evidence-based practice to drive continuous improvement in practice quality.</p>   |
| <p><b>Outcome statement</b></p>  | <p>Each participant is supported in their home by workers that have the necessary training, knowledge and skills to support them.</p> <p>Each participant is supported by workers that have the knowledge of, and guidance to use, evidence-informed practices that:</p> <ul style="list-style-type: none"> <li>(a) are tailored to the participant’s needs; and</li> <li>(b) enable the provision of safe and high quality supports.</li> </ul>  |
| <p><b>Quality Indicators</b></p> | <p>To achieve this outcome, the following indicators should be demonstrated:</p> <ol style="list-style-type: none"> <li>1. Policies and procedures are in place for planning, delivery and evaluation of worker development and training, ensuring workers have skills and competency to deliver supports and services to participants in their home. This includes appropriate mentoring, supervision and training for workers in relation to cultural safety and positive behaviour support.</li> <li>2. Each participant is supported in a positive, comfortable and safe home environment by implementing trauma-informed practices in the delivery of supports and services in a participant’s home and daily life.</li> <li>3. Workers are trained and assessed as competent in evidence-based practices including person-centred and trauma-informed practices, active support and supported decision-making, to create a participant centred and safe environment for the delivery of supports and services in a participant’s home and daily life.</li> <li>4. Policies and procedures are in place that document a vision, values, objectives and strategies for the delivery of supports and services in the home that reflects contemporary practice and prioritises participants’ rights, safety and wellbeing in the participant’s home.</li> </ol> |

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|  | <p>5. Each participant is provided the opportunity and encouraged to participate in and make decisions about their home including who they live with. This includes consultation with impacted participants before placing new tenants in the home and ensuring that participants are matched with co-tenants that they feel safe to live with.</p> <p>6. Appropriate governance oversight of emergency planning is in place in shared living. All impacted participants are consulted to ensure emergency arrangements are coordinated, rehearsed and tailored to individual needs to ensure participants can respond safely to emergencies.</p> |
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## SIL Practice Standards: Agreements about tenancy, housing and support arrangements

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| <b>Intent</b>                | <p>The Agreements about tenancy, housing and support arrangements Standard sets out that providers should ensure participants have clear, accessible and transparent agreements that distinguish between tenancy or housing arrangements and the SIL support provided. Providers should ensure that participants are supported to make informed decisions about their living arrangements, including who they live with, how supports are delivered in the home and how changes are made.</p> <p>Participants living in SIL environments should feel secure in their home and not be subject to undue influence or loss of housing due to SIL support related issues. Providers and workers should demonstrate that housing and support arrangements are not only documented but are understood, fair and consistently applied in practice so participants experience their home as a place of security, choice and stability.</p> |
| <b>Expectation Statement</b> | <p><u>Participant statement:</u> I am supported to understand my service and tenancy agreement are separate documents and my provider explains how my supports will be provided in my home in a way that suits me based on my communication preferences. I am supported to understand that my tenancy agreement is a standalone legal agreement and is not contingent on receiving services from a particular provider. I am supported to review, change or end my service arrangements, and the provider takes reasonable steps to ensure I am not disadvantaged in relation</p>  |

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|                                  | <p>to my housing. My service agreement and tenancy agreement will provide me with up-to-date information about my service arrangements in relation to my housing.</p> <p><u>Worker statement:</u> I support participants to understand their service agreements and tenancy rights and responsibilities if they request me to. When the participant requires more detailed assistance to understand their rights and responsibilities, workers are expected to support them to access independent advocacy or legal assistance. When needs and preferences change, we work together to ensure supports meet the participants goals and expectations in accordance with their service agreement.</p> <p><u>Provider statement:</u> We ensure tenancy and support arrangements are clearly separate. We ensure these agreements are clear, accessible, fair and lawful. We manage conflicts of interest, protect housing stability and ensure participants can access the tenancy and supports as described in their service and tenancy agreements.</p> |
| <p><b>Outcome statement</b></p>  | <p>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.</p> <p>Each such participant is supported by effective tenancy management and is able to exercise choice and control and their tenancy rights.</p>   |
| <p><b>Quality Indicators</b></p> | <p>To achieve this outcome, the following indicators should be demonstrated:</p> <ol style="list-style-type: none"> <li>1. Where a provider is delivering both assistance with supported independent living and tenancy to the same participant, there are separate service and tenancy agreements.</li> <li>2. Each participant who is receiving both assistance with supported independent living and tenancy from the same provider is supported to understand the distinction between their service agreement and tenancy agreement, including that they are legally separate and that one is not contingent on the other. This includes</li> </ol>  |

requiring workers to refer participants to access independent advocacy or legal assistance to understand their rights and responsibilities.

3. Policies and procedures are in place that detail how perceived or actual conflicts of interests are identified and managed by a provider that is delivering both assistance with supported independent living and tenancy to the same participant. The conflict of interest policies are made available to participants in the language, mode of communication and terms which each participant is most likely to understand.
4. Policies and procedures are in place to ensure participants can raise concerns about their supports and tenancy management without fear of retribution. This includes requiring workers to assist participants to access advocacy and/or legal services where appropriate.
5. Each participant who is receiving both assistance with supported independent living and tenancy from the same provider is supported in their tenancy:
  - a. By the provider providing accessible information and support to ensure the participant understands their rights and responsibilities under relevant tenancy law. This includes information about their house-sharing arrangements, notice periods and exit processes.
  - b. By the provider providing, when required by the participant, more detailed assistance to understand their rights and responsibilities, including to access advocacy and/or legal services.
  - c. To understand their rights to change, in whole or in part, the provider who delivers assistance with supported independent living at any time during the tenancy agreement, and there are appropriate participant centred arrangements to facilitate this.
  - d. To be involved in decisions about their home environment including how shared spaces should be used.
  - e. To have access to house keys and to have private spaces that are managed in accordance with their preferences and subject to paragraph (f). This includes ensuring participants have the right to control who enters their private space.
  - f. By not having any limits applied to their access or possessions, unless there is a behaviour support plan in place for the participant. Any limits to access or possessions are applied in the least restrictive way possible and in accordance with their behaviour support plan.

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|  | <ul style="list-style-type: none"><li>g. By the provider maintaining ongoing compliance with all relevant laws and standards, including building standards and tenancy laws that apply to disability accommodation.</li><li>h. To understand their tenancy agreement, including any conditions, by using the language, mode of communication and terms which that participant is most likely to understand.</li><li>i. To have a copy of their agreement as signed by the participant and the provider. Where this is not practicable, a record is made detailing the circumstances in which the participant did not receive a copy of their agreement.</li></ul> <p>6. Each participant is supported to have a written service agreement in place that set out the following matters:</p> <ul style="list-style-type: none"><li>a. How a participant’s concerns about their home will be communicated and addressed;</li><li>b. How potential conflicts involving co-tenants will be managed;</li><li>c. How changes to participant circumstances and/or support needs will be agreed and communicated;</li><li>d. How vacancies will be filled, including each participant’s right to have their needs, preferences and situation taken into account;</li><li>e. How behaviours of concern, which may put tenancies at risk will be managed, if this is a relevant issue for the participant; and</li><li>f. How participants can have visitors in their home, including how participants will be supported to exercise this choice safely without unnecessary restrictions.</li></ul> |
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