



# Handbook Individual Apartment Living (IAL)



Registered NDIS Provider

April 2026

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## 1. Location

Individual Apartment Living is a great choice when You want to live independently but with access to individual and shared support when You need it. Individual Apartment Living is also a good way to get the most from Your NDIS Core Support budget. You have the opportunity to optimise shared support with other residents in Your SDA complex who are like-minded people who live close by.

Sylvanvale provides Individual Apartment Living support in specified locations on the NSW Central Coast and Sydney, including:

- Rockdale
- Kogarah
- Woollooware Bay
- Gosford

## 2. Welcome to Individual Apartment Living

Sylvanvale Individual Apartment Living is ideal for adults (18 years and over) wanting to live independently but with access to unplanned onsite shared support in SDA and optional collective and/or individual support. Our optional collective support, at agreed days and times, will help Your NDIS budget go further.

Our Individual Apartment Living team are on site 24/7 to provide You with access to 24/7 assistance for unplanned supports, that are not part of Your routine daily activities.

Onsite Shared Supports in SDA includes ad hoc assistance where incidental or unplanned assistance is required. As a guide, the support provided should not exceed an average of 2.5 hours of direct person- to-person support per day and You must be able to wait up to 1 hour for unplanned assistance.

You may have the “Unplanned onsite shared supports in Specialist Disability Accommodation” support line item included in Your NDIS Plan, or You may purchase this support at the equivalent price using Your NDIS Plan Core Support budget.

You will have Your own unique and individual arrangement with one or more support providers, who will work alongside You to assist with Your day-to-day routine at home, work and in the community. Your individual living arrangements may be with Sylvanvale or another provider of Your choice.

If You have chosen Sylvanvale for Your collective support with other residents, or individual support, our team are on site at the agreed times and days. The service is delivered by a dedicated and highly skilled team who will work in partnership with You to ensure Your needs are met.

This Handbook explains our model of support and is part of the terms and conditions of Your Service Agreement. This Handbook also outlines the important information we need from You to help us understand Your individual needs. We look forward to working in partnership with You to support You to live the life You choose.

## 3. Sylvanvale Philosophy



### **Our Vision**

A community working in partnership to support people with disability to live the life they choose.



### **Our Purpose**

Enabling independence for people living with disability.

## 3. Our Values

Sylvanvale embraces a strong person-centred approach, personal choice and personal outcomes for people and their families. We value:



**Belonging** – We know that a sense of inclusion is critical to wellbeing. We value culture, community and two-way communication.



**Choice** – We understand that choice is a fundamental human right and support the right to exercise choice and control at all times.



**Respect** – We honour diversity and difference; through active listening we support our customers and each other to make choices that are right for their individual circumstances.



**Safety** – We ensure the physical safety and health of our customers and each other as a priority.



**Contribution** – We work with others and value their input as we believe this builds stronger communities and networks to support individuals to achieve their goals.

## 5. Is Individual Apartment Living Right For Me?

If You are thinking that Individual Apartment Living might be right for You, there are a few things to consider:

| Things to Consider                                                                                                                                                                                                     | Why is this important?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Have You found the right home and Landlord, or Specialist Disability Accommodation (SDA) provider for You?<br>You will enter into a tenancy agreement with this provider, which governs Your home tenancy arrangement. | Your Sylvanvale Individual Apartment Living support team arrangement is separate to Your home tenancy arrangement.<br><br>While we may be a great match for You and other residents who are sharing support, circumstances may change in the future that means another Shared Onsite Support team can better help You to reach Your goals. If this does occur, You can change Your Shared Onsite Support provider, without having to move to a different home.                                                                                                                                                                                                                                                                                                                                                                                                       |
| Do You want to have the privacy and independence of living in Your own home, while having someone around to lend a hand if You need it?                                                                                | Individual Apartment Living assumes that You will spend time during the day engaged with Your primary support provider (You may choose Sylvanvale as Your primary support provider) in Your home, out socialising, working and spending time relaxing in Your own home.<br><br>Your Individual Apartment Living support team maintains a presence in Your building to provide onsite, unplanned support to You for up to 2.4 hours per day. The team will respond to any calls for assistance as a backup, or unplanned 'drop in' support, when accessing the unplanned onsite shared support model. The team will also act as Your individual or shared support provider at scheduled days and times if accessing planned support through our Flexible Support or Collective Support models. Sharing support will help Your NDIS Core Support budget to go further! |
| Are You comfortable identifying and managing Your own risks in Your home?                                                                                                                                              | Individual Apartment Living requires You to take responsibility for the identification and ongoing management of risks in Your home.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Can You call for assistance if and when You need it?                                                                                                                                                                   | Individual Apartment Living support is on hand at the agreed days and times to respond to Your calls for assistance, whether it be something small, like helping to unload the washing machine, or something serious, like a medical emergency.<br><br>The support team will be on-site, but they will most likely not be in Your home if and when You need help (except at the agreed scheduled times if You have a Service Agreement for Collective or Flexible Support). You will need to call them, so they know they need to come to Your apartment to give You a hand.                                                                                                                                                                                                                                                                                         |
| Do You employ a primary 1:1 support provider who You trust, one that works closely with You to build Your confidence and enjoyment in everything You do?                                                               | Individual Apartment Living Shared Onsite, Unplanned Supports are in place to compliment Your 1:1 supports. This means the things that You require 1:1 support for will be done separately with Your chosen provider. It's important You find someone that You enjoy having around and are comfortable inviting into Your home. You have the option of choosing Sylvanvale to provide your 1:1 Flexible Support as well.                                                                                                                                                                                                                                                                                                                                                                                                                                             |

## 5. Is Individual Apartment Living Right For Me? (continued)

| Things to Consider                                                                                                           | Why is this important?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Do You want to maximise Your NDIS core support budget by sharing support for regular and routine tasks?                      | Individual Apartment Living offers three on-site elements: <ol style="list-style-type: none"> <li>1. Shared Onsite Support (Unplanned Support)</li> <li>2. Collective Support (Shared Planned Support)</li> <li>3. Flexible Support (Individual Planned Support)</li> </ol> for the days and times agreed by You and the other residents in Your SDA complex, with the opportunity to share ratios of support for 'windows' of time. This means You can get the most from Your NDIS Core Support budget and have more funds available for Your 1:1 support to do the things that are important to You. |
| Do You have the unplanned onsite shared supports in Specialist Disability Accommodation support line item in your NDIS Plan? | This support item provides access to 24hr assistance for unplanned supports that are not part of Your routine daily activities. If You don't have this stated support in Your Plan You may purchase this support at the equivalent price using Your NDIS Plan core support budget.                                                                                                                                                                                                                                                                                                                     |
| Can You work together with the people who support You to put in place a plan to mitigate these risks?                        | You will need to work closely with the people around You to agree on a plan that makes You feel comfortable, confident and happy in Your home.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Are You able to wait up to 60 minutes after calling for unplanned support?                                                   | Shared Onsite Support is for unplanned, ad-hoc support in addition to Your routine, planned support (which may be with Sylvanvale or a provider of Your choosing).<br><br>As this support is shared between multiple tenants in Your apartment complex, You may need to wait up to 60 minutes for support after calling for support.<br><br>If it is an emergency, You will need to contact the team to inform them so that Your support is prioritised. This can be with traditional contact methods such as a phone, or You may have emergency alert systems that can contact the team onsite.       |
| Do You, or someone close to You manage Your health and wellbeing planning?                                                   | For all of us, managing and planning our healthcare routine is an important part of our lives. While Your Individual Apartment Living support is on hand to support You in an emergency, or when You aren't feeling well, the maintenance of Your healthcare plans and routine check-ups will be managed by You and Your core support network who will then share updates and changes with Your Individual Apartment Living support team.                                                                                                                                                              |

## 5. Is Individual Apartment Living Right For Me? (continued)

| Things to Consider                                                           | Why is this important?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Do You like having neighbours close by?                                      | <p>Living in Your own place definitely has its advantages. It's important to understand however, that You will be sharing some of the facilities in Your SDA complex with other people, most of whom, You won't know e.g. the lift, hallway, carpark. Sometimes You can have neighbours You may not see eye to eye with, and that's okay, as long as You are comfortable with establishing relationships of mutual respect with those around You.</p> <p>While the Individual Apartment Living team are there to provide You with support and guidance, it will be Your responsibility to live in harmony with the people around You.</p> |
| Can You afford to live alone without any house mates to share expenses with? | <p>Life can be expensive! When You move out on Your own, it's important to re- evaluate Your living expenses to make sure You can afford to live comfortably on Your own. Things like groceries, internet bills, streaming platforms, transport, pet food, electricity and health insurance are all things to consider when planning a budget, to make sure You have enough left over to enjoy Your social life!</p>                                                                                                                                                                                                                      |
| How do You like to get around in the community?                              | <p>We all like to utilise different types of transport, depending on where we are heading, and what setting we feel comfortable in.</p> <p>You will need to know that You can afford, and easily access, the type of transport that works for You from the home You're looking to move into.</p> <p>For example, if You drive, do You have a car spot to park in? If You prefer the train, is there a station nearby? If You catch a taxi, is there a reliable service in the area?</p>                                                                                                                                                   |
| What about Your family and Your friends?                                     | <p>Your home is Yours, and the choice of who comes over to visit is totally up to You. Sylvanvale has a duty of care to You and to our staff, so we ask that Your visitors always treat our staff with respect and don't act in a way that might place people's safety at risk. If at any time a visitor is acting in a disrespectful or unsafe manner that impacts our ability to support You, Sylvanvale staff may disengage from active support, and call for assistance when required. Sylvanvale staff would always advise You if and why this had to happen.</p>                                                                    |

## 6. Our Team

Sylvanvale's Individual Apartment Living services have experienced managers who are here to help and assist You in the following ways:

- Being Your first point of contact.
- Completing Your forms and documentation.
- Transition planning into Your new home.
- Matching staff skills and attributes to meet Your needs.
- Receiving feedback about the service.

The Individual Apartment Living team is comprised of experienced support staff. They are here to help and assist You in the following ways:

- Unplanned, ad-hoc support in addition to Your routine planned support, for up to 2.5 hours per day
- Optional collective support (shared planned support)
- Optional flexible support (individual planned support).



## 7. Priority of Access

Sylvanvale ensures access to our services is fair, equal and transparent. To access our services, You must meet the requirements outlined on page 10 of this handbook.

When determining priority of access to our services we:

- Conduct a needs assessment to ensure we can support You safely
- Determine if we can match You with trained support workers who have similar interests and who You have a rapport with<sup>1</sup>
- Ensure You have filled out correct forms and provided the required documentation as outlined in this Handbook.

## 8. Hours of Operations

Individual Apartment Living support staff are present within Your SDA apartment building or home complex 24/7 for shared onsite, unplanned support.

If you have chosen Sylvanvale to provide some or all of Your Flexible Support and/or Collective Support, support staff will be present on the days, times and ratios agreed by You and other residents and documented in Your signed Service Agreement.

Before You move in, a member of the Sylvanvale Individual Apartment Living and Service Planning teams will meet with You to talk through Your individual and shared support needs. This will include the days and times that You feel it is important to have Sylvanvale's Individual Apartment Living support staff on site and present, just in case. Sylvanvale use this information to build an Individual Apartment Living Service Agreement, that is agreed to by You and other residents and provide You with a quote for Your share of Individual Apartment Living support.

When You have accepted the Sylvanvale Price Estimate for service, the Sylvanvale Service Planning team will explain the terms and conditions of service and ask You to sign a Sylvanvale Service Agreement. As part of that discussion, we will agree the days of the week, times of day and ratios of support, and the date that support will commence.

<sup>1</sup> Please note: we match staff to Your needs by skills, attributes and training- we cannot guarantee a specific member of staff for Your shared onsite support and/or collective support. Sylvanvale will make every effort to accommodate Your preferences for staff members for planned flexible support.

## 9. Supporting You

Individual Apartment Living (IAL) offers You onsite, unplanned support for up to 2 hours per day. You can choose whether you would like to engage Sylvanvale for Your individual or shared ratio planned support, or whether You will use Your own staff from another service provider for Your planned support.

Sylvanvale staff can provide health care, manual handling and behaviour supports only where You have provided us with current personal support plans which set out how this support is to be provided safely. Refer to Section 5 - Policies and Procedures for more information about these plans.

| Planned Support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Unplanned (Emergency)                                                                                                                                                                                                                                                                                                                                              | Unplanned (Ad hoc)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| This support is available via the Collective Support or Flexible Support services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | This support is available to all Individual Apartment Living tenants.                                                                                                                                                                                                                                                                                              | This support is available to all Individual Apartment Living tenants.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Support can be expected to start within 10 minutes of scheduled time, unless negotiated with you for another time.                                                                                                                                                                                                                                                                                                                                                                                                                                             | Staff can be expected to arrive in cases of emergency within 10 minutes of notification. Where You haven't provided Sylvanvale with current personal support plans for health care, manual handling and/or behaviour supports this may mean our staff are only able to contact emergency services for assistance and provide reassurance to You until they arrive. | Staff will negotiate with you a time that they can arrive for Your unplanned ad hoc support.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p>This support can include (but is not limited to):</p> <ul style="list-style-type: none"> <li>• Personal care</li> <li>• Light cleaning</li> <li>• Meal preparation</li> <li>• Support to book appointments</li> <li>• Social support</li> <li>• Community access (as part of Flexible Support only)</li> <li>• Medication administration<sup>2</sup></li> <li>• Support to engage the tenancy provider for repairs</li> <li>• A second staff member to support Your other Planned Support provider when you need two staff (e.g. 2:1 transfers).</li> </ul> | <p>This support is accessed in cases of an emergency which can include:</p> <ul style="list-style-type: none"> <li>• Medical emergency</li> <li>• Slip, trip or fall</li> <li>• Injury</li> <li>• Other emergencies where Support Workers can assist.</li> </ul> <p>This support takes priority over other supports within the building.</p>                       | <p>This support can include (but is not limited to):</p> <ul style="list-style-type: none"> <li>• Light cleaning</li> <li>• Non-scheduled meal preparation (e.g. preparing my dinner as Your planned support has finished for the day)</li> <li>• Support with personal care as Your planned support has not arrived yet</li> <li>• Support when Your planned support provider does not show up</li> <li>• Support to pick up deliveries from the ground floor</li> <li>• Support to book appointments</li> <li>• Support to engage Your tenancy provider for repairs.</li> </ul> <p>This support is prioritised based on the urgency of the request.</p> |

<sup>2</sup> Please refer to the Medication Management section of this Handbook.

## 9. Supporting You (continued)

There are three services that Sylvanvale can offer You as part of the Individual Apartment Living model.

### **Shared Onsite Support**

– Minimum support level when living in an SDA apartment with Shared Onsite Supports.

Shared Onsite Support is the minimum engagement with Sylvanvale when living in an SDA Apartment with Shared Onsite Supports. This support typically funds one staff member, 24 hours per day, 365 days per year, with the cost equally shared between all tenants who live in the SDA apartments in Your building.

Shared Onsite Support is designed to be in addition to Your routine, planned support. Shared Onsite Support is for unplanned, ad-hoc support only and You need to be able to wait up to an hour for support, except in the case of an emergency<sup>3</sup>, where staff can be expected to arrive within 10 minutes of notification, provided there are no other emergencies happening in the building at the same time.

You will be provided a Price Estimate for the cost of Shared Onsite Support before You move in, which is an equal contribution by all tenants. This amount will change in line with the NDIS Pricing Arrangements and Price Limits updates. If You do not have this amount as a stated item in Your NDIS Plan, You will be charged the equivalent amount and expected to fund this privately. If You have a support need every day, for example to get out of bed in the morning, this is a planned support and not in line with the Shared Onsite Support model.

### **Collective Support – Optional planned support at a shared ratio**

Collective Support is an optional service with Sylvanvale when living in an SDA Apartment with Sylvanvale as the Shared Onsite Support Provider. This is additional to the Shared Onsite Support and is a daily planned support, negotiated and controlled by You and other tenants in Your apartment complex who would like to share support. Collective Support can be used for almost anything You might like support with inside Your unit. This can include personal care, light cleaning, meal preparation, support to book appointments, or just someone to chat with. As Collective Support is at a shared ratio, it cannot be provided outside the apartment building.

By working collectively with other members of the Individual Apartment Living service who have opted into this support, You can reduce Your costs. The amount of hours that each tenant receives is based on the number of tenants opting into the Collective Support for their NDIS Plan period, and the hours per day each tenant wants and needs. To ensure equity, the total hours per day/week of support is negotiated prior to implementation at the apartment building.

<sup>3</sup> An emergency situation includes a medical emergency requiring an ambulance to be called or urgent monitoring, a slip or fall or an injury requiring support.

## 9. Supporting You (continued)

If You opt-in to Collective Support, we will work with You and other tenants to agree the time(s) You will be allocated for staff to support You each day. You can expect staff to commence support within 10 minutes of the scheduled start time, except in cases of an emergency occurring with another Individual Apartment Living tenant, or unexpected staff shortages. If this is the case, You can expect staff to contact you to inform You of the situation and options for support, for example a replacement staff member and the time they can arrive for Your support, or a rescheduled time that staff member can arrive for Your support.

Any changes to Your routine after agreeing to join the Collective Support model must be agreed to and negotiated with the members who are part of the Collective Support cohort.

### **Flexible Support** – Optional planned support at an individual ratio

Flexible Support is additional to the Shared Onsite Support and is offered at a 1:1 ratio, to support You with Your planned support needs. It is individual to You and not shared with others. This support can be used either at home or in the community, for any activity You choose.

Flexible Support typically has a minimum duration of 2 hours; however this can be negotiated to shorter duration if the requested Flexible Support is able to occur before or after a shift for Shared Onsite Support, Collective Support, or another tenant's Flexible Support.

This support is not dependent on others as it is an individual ratio, so You will not be impacted if anyone opts out or moves out of the building.

Your Individual Apartment Living Service Agreement covers the fees of the support worker only and does not include costs associated with any activity or medication.

Support staff are not responsible for Your money or personal belongings during Your hours of support.

## 10. Transport

Sylvanvale do not provide transport in Individual Apartment Living, however, can support You with booking taxis or community transport on Your behalf. Staff can support You on public transport during Flexible Support if You prefer, however their fare will need to be covered by either use of a Companion Card or a purchased ticket or rechargeable card.

## 11. Transitioning Into Individual Apartment Living

### Eligibility Criteria



To access Sylvanvale support within Individual Apartment Living, You must:

- Be 18 years or over
- Have a disability
- Have Core Support funding in Your NDIS Plan<sup>4</sup>
- Have been approved for Specialist Disability Accommodation (SDA) funding<sup>5</sup>
- Have been approved for tenancy by the Landlord
- Have a signed Sylvanvale Service Agreement.

### Enquiries

To express Your interest in Sylvanvale Individual Apartment Living, please email [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au) or call **1300 244 577** and we will support Your referral to the Landlord for Your preferred Individual Apartment Living home.

### Documentation Required to Transition

Transition into Sylvanvale Individual Apartment Living is dependent upon the provision of current documents as relevant to You, as follows:

- Requested services are funded in Your NDIS Plan
- Healthcare, manual handling and/or behaviour support documentation that is current – please refer to **Section 5 – Policies and Procedures** in this Handbook.

### Next Steps

Following a referral from the Landlord, Sylvanvale will:

1. Work with You to understand what Individual Apartment Living Support You need from us.
2. Conduct a needs assessment to ensure we match the right staff to meet Your needs.

<sup>4</sup> If You do not have sufficient Core Support funding for all days and times that you require individual and/or shared support, Sylvanvale will accept payment on a fee for service basis.

<sup>5</sup> Further information on SDA funding can be found at [www.ndis.gov.au/providers/housing-and-living-supports-and-services/specialist-disability-accommodation/sda-pricing-and-payments](http://www.ndis.gov.au/providers/housing-and-living-supports-and-services/specialist-disability-accommodation/sda-pricing-and-payments)

## 12. NDIS Individual Apartment Living Funding Process

The NDIS undertake an annual review of Your NDIS Plan, usually on an annual basis or when You have submitted a Change of Situation application. The NDIS will work out how much funding You need from assessments and reports, as well as discussions with You and Your Plan Nominee/legal guardian (if you have one) about your needs and routine.

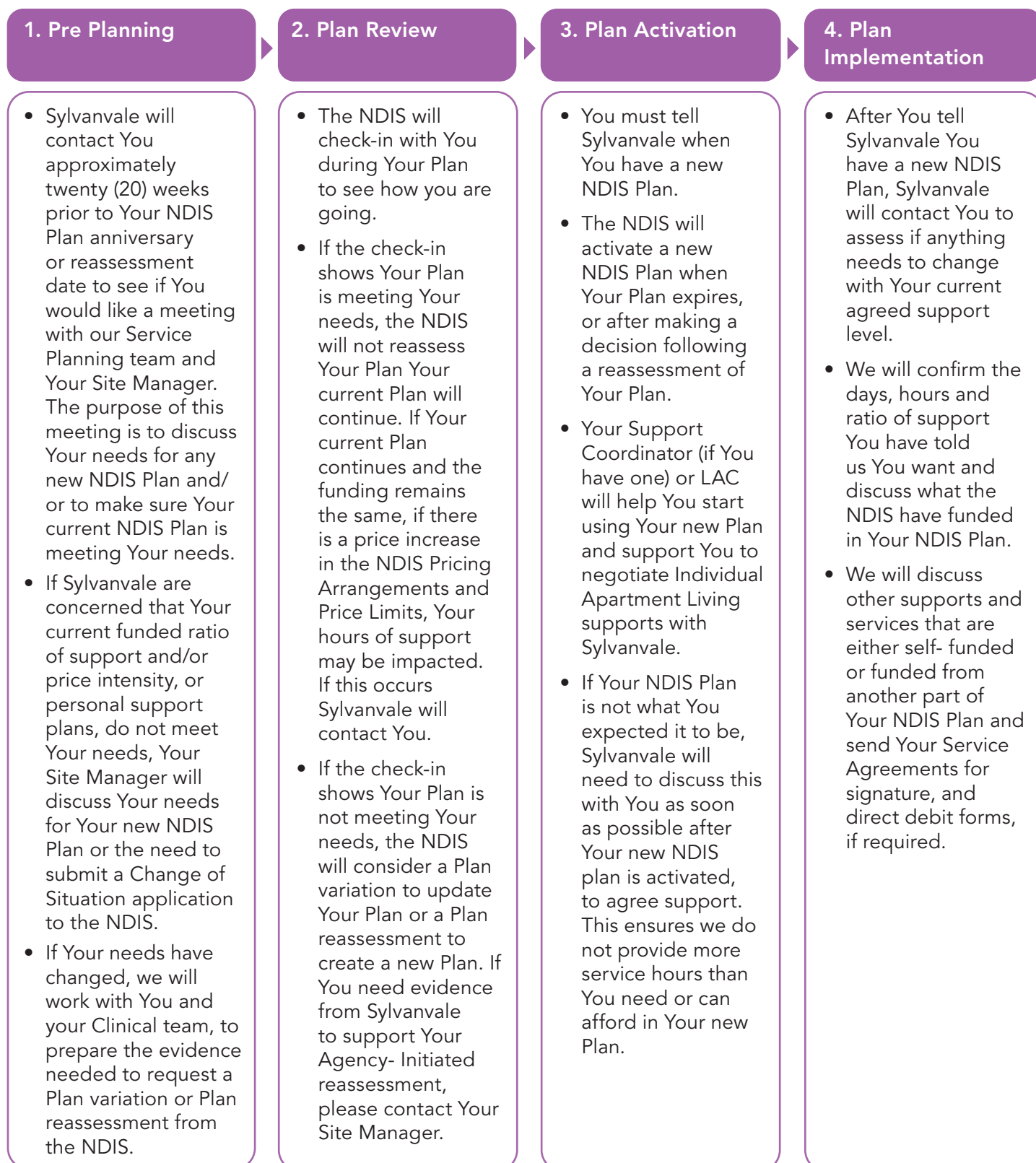
The NDIS will consider all the information You have given them. If Your support needs have not changed, the NDIS may continue the same level of funding in Your next NDIS Plan.

The NDIS will contact You during Your NDIS Plan period to discuss the support in Your Plan and if they are meeting Your needs. If Your needs have changed, the NDIS may decide to reassess Your Plan. This is called an agency-initiated reassessment. If Your needs have changed, You can request a Plan variation or Plan reassessment at any time.



## 12. NDIS Individual Apartment Living Funding Process (continued)

### Sylvanvale NDIS Plan Review Procedure For Individual Apartment Living



## 13. Feedback and Complaints

We would like to hear Your feedback about the supports we provide to You.

There are three (3) types of feedback You can give us:

 **Complaint** – is feedback You give us if You are unhappy with our service, and You would like us to try to find a solution to the problem.

 **A compliment** – is feedback You give us if You are happy with our service.

 **A suggestion** – is an opportunity for You to share a comment, opinion or idea about how we can improve something.

### How to Give Feedback

You can provide us feedback in five (5) ways:

 Tell a Sylvanvale staff member.

 Contact our team:

- Call **1300 244 577**
- Email **[customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au)**

 Fill out a form on our website at:  
**[www.sylvanvale.com.au/contact](http://www.sylvanvale.com.au/contact)**

 If You need an advocate to help You make a complaint, contact People with Disability Australia:

- Call **1800 422 015**
- Email **[pwda@pwd.org.au](mailto:pwda@pwd.org.au)**

 Contact the NDIS Quality and Safeguards Commission

- Call **1800 035 544**
- or visit the website **[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**

## 13. Feedback and Complaints (continued)

### What We Will Do



#### Good Feedback

We pass good feedback on to the staff member or team.



#### Suggestions

We use suggestions to look at how we can improve our services.



#### Complaints

- We keep complaints private
- We acknowledge any complaint we receive. This can take the form of a conversation, an email or more formal correspondence
- We will talk to You about the best way to deal with Your complaint
- Within 28 business days we will get in touch with You and will have attempted to resolve Your complaint
- If it takes us longer to resolve Your complaint, we will let You know why and how long it will take
- If You are unhappy with how we handled Your complaint, You can contact us
  - Call **1300 244 577**
  - Email **[customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au)**
- We will arrange a review
- If You are unhappy with the result of the review, You can contact the NDIS Quality and Safeguards Commission:
  - Call **1800 035 544**
  - Visit **[www.ndis.gov.au/contact/feedback-and-complaints](http://www.ndis.gov.au/contact/feedback-and-complaints)**

If Your complaint relates to a NDIS action or decision You can refer Your complaint to the NDIS by calling **1800 800 110**, visiting one of their offices in person or visiting their website **[www.ndis.gov.au/contact](http://www.ndis.gov.au/contact)**.

Alternatively, if Your complaint regards the NDIS or NDIS Quality and Safeguards Commission You can contact the Commonwealth Ombudsman by calling **1300 362 072** or visit their website **[www.ombudsman.gov.au/complaints](http://www.ombudsman.gov.au/complaints)**.

## 14. Advocates and How They Can Support You

There are times when it might be helpful for You to access an independent advocacy service. Because You pay Sylvanvale to provide services to You, we are unable to be an advocate. Sylvanvale staff provide active support to You which assists You in building independence and making as many decisions about Your life as possible. That can include supporting You to engage with advocates and other supported decision makers where required.

It might be a good idea to engage an advocate if:

- You are involved in a serious incident
- Sylvanvale talks to You about reasons why they may need to exit You from services
- You are not receiving the services You need or need support to access a different type of service
- You need support to request a Review of a Decision with the NDIS or submit a Change of Situation request
- You want to make a complaint about a service provider, including Sylvanvale
- You are feeling pressured to make decisions You are uncomfortable about.

Contact information for some advocacy services are listed below and more can be found at [www.sasinc.com.au/self-advocacy/support-services/](http://www.sasinc.com.au/self-advocacy/support-services/). You can use any advocate You choose.

### **People with Disability Australia**

Phone: (02) 8365 0400  
Toll Free: 1800 422 015  
Email: [pwd@pwd.org.au](mailto:pwd@pwd.org.au)

### **NSW Council for Intellectual Disability**

Phone: (02) 9211 1611  
Toll Free: 1800 424 065  
Email: [info@cid.org.au](mailto:info@cid.org.au)  
Website: [www.cid.org.au](http://www.cid.org.au)

### **Family Advocacy**

Phone: (02) 9869 0866  
Toll Free: 1800 620 588  
Email: [communications@family-advocacy.com](mailto:communications@family-advocacy.com)  
Website: [www.family-advocacy.com](http://www.family-advocacy.com)

### **Multicultural Disability Advocacy Association of NSW**

Phone: (02) 9891 6400  
Toll Free: 1800 629 072  
Email: [mdaa@mdaa.org.au](mailto:mdaa@mdaa.org.au)  
Website: [www.mdaa.org.au](http://www.mdaa.org.au)

### **Self Advocacy Sydney Inc**

Phone: (02) 9622 3005  
Email: [info@sasinc.com.au](mailto:info@sasinc.com.au)  
Website: [www.sasinc.com.au](http://www.sasinc.com.au)

### **Ask Izzy**

Website: [www.askizzy.org.au](http://www.askizzy.org.au)

## 15. What to Bring

When You move into an Individual Apartment Living-managed SDA apartment or complex, You are responsible for Your own personal setup. This includes:

- Furniture for all rooms
- Individual entertainment equipment
- Clothing and personal items
- Cleaning equipment for staff to use if you request cleaning support
- Groceries if you request meal preparation support

It is Your home, and You have the enjoyment of furnishing it any way You wish.

## 16. What You Can Expect from Us



Professional support team who are committed to providing You with individual and shared support, as per Your Individual Apartment Living Service Agreement.



Specialist support, including health and positive behaviour support, if required.



Communicate openly and honestly with You, and in a timely manner.



To listen and be directed by You when having discussions and making decisions about how supports are provided.



Compliance with all professional standards, quality requirements and codes of conduct.



To fulfil all Work Health & Safety obligations.



A support team trained to deliver service in a way that meets the requirements of all relevant laws, including the National Disability Insurance Act 2013 and NDIS Rules and Australian Consumer law.



Privacy and autonomy to live Your life, Your way.



Continuity of Your supports in the event of an emergency or disaster. Sylvanvale may need to work with You to make temporary changes to Your agreed supports to best meet Your needs.



To always treat You with courtesy and respect.



Support to raise any property or tenancy concerns with Your Landlord.

## 17. Storypark

Sylvanvale believes that regular communication is important. In addition to regular meetings, emails and phone calls, we offer the option to communicate using Storypark. Sometimes we might use the Community Posts feature in Storypark to post the roster each week, Staff Profiles for new staff, and any other announcements required such as changes to staffing.

Storypark is an online platform that helps the people we support, their families, friends and Sylvanvale staff to work together to record and share Your activities, goals and achievements.

Only You or Your guardian can invite family and friends to join Your profile. Only those who have accepted Your invitation can see what's posted on Your profile.

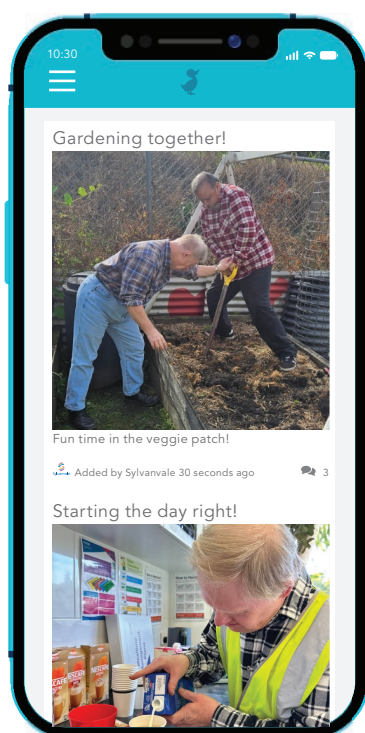
Storypark is accessible 24/7 via the Storypark website at [www.storypark.com.au](http://www.storypark.com.au) or by downloading the app.

If You choose to communicate using Storypark the Sylvanvale team will work with You to create Your Storypark profile and create updates that can be shared with the people You want to share them with.

Sylvanvale also uses Storypark to track the goals You told us You want us to support You to achieve, typically discussed during Your Pre-planning meeting and/or when You receive Your new NDIS Plan.

We can provide You with a Goal Report to support Your Agency-initiated or Participant-requested Plan reassessment meeting, upon request.

Storypark 



## 18. Our Expectations of You

Sylvanvale want to work together to achieve Your goals. To do that, we ask that You:

-  Tell Sylvanvale how You wish Your supports to be delivered to meet Your needs and provide Sylvanvale with all health care and personal support plans.
-  Treat Sylvanvale and its workers and agents with courtesy and respect.
-  Act openly and honestly in relation to matters that affect how our supports are provided.
-  Respect the personal space and belongings of others, in the same way You would want people to respect Yours.
-  Respect the personal space and belongings of others, in the same way You would want people to respect Yours.
-  Tell Your support team if someone upsets You. We want to work together to manage these things early on. You have a right to feel comfortable in Your home.
-  Tell staff if You have an issue that You need support with - that's what we are here for!
-  Do Not engage in violent acts against other people or support staff.
-  Provide Sylvanvale with consent to access Your home to provide supports to You.
-  Respect the property of support staff and others.
-  Not engage in any illegal or unlawful activities. Your support team will not be able to engage in supports with You if You are undertaking illegal activity. We also may have an obligation to advise Your SDA provider if You are placing Yourself or others at risk in Your home.
-  Advise the manager in advance if any other people will be present during hours of support.<sup>6</sup>
-  Understand that Sylvanvale will only provide support as agreed in a signed Service Agreement.

<sup>6</sup> Other people excludes other named people on Your lease agreement.

## 18. Our Expectations of You (continued)

- 

Maintain the safety of Yourself and others in Your home by disclosing any hazards or potential hazards that You become aware of.
- 

Work with Your support team to implement safe procedures that may be required to keep everyone safe when You are receiving support.
- 

Respect professional boundaries with Your Individual Apartment Living Support team. Please do not contact members of Your support team outside of hours of support, or on their personal phones or via social media platforms.
- 

Contact the manager of Your support team during the hours of 8am to 6pm Monday to Friday.<sup>7</sup>
- 

Communicate respectfully to other people and Your support staff.
- 

Disclose if You have a communicable illness (e.g. chicken pox, gastroenteritis, measles, COVID-19 etc).<sup>8</sup>
- 

Pay Your fees on time, in line with Your Sylvanvale Service Agreement.
- 

Let us know if You are no longer an NDIS Participant, if You originally entered an agreement with us as an NDIS Participant.
- 

Keep Your healthcare plans and documentation updated every 12 months and when Your needs change.

Support will cease if:

- 

You breach the terms and conditions of the Sylvanvale Service Agreement, inclusive of the Sylvanvale Individual Apartment Living Handbook.
- 

You fail to pay Your fees as required by Sylvanvale.

<sup>7</sup> Communication outside of these hours should be directed to the Onsite Support Team, who can escalate to the After-Hours Management team in the case of an emergency. An emergency constitutes hospitalisation, accident or injury.

<sup>8</sup> Sylvanvale staff will wear full Personal Protective Equipment (PPE) if You are unwell to prevent spreading illnesses to other clients who access our support. We ask You are mindful of using common areas of the building if You are unwell.

## 19. Health Management

Sylvanvale recommends You visit Your GP on an annual basis to participate in an Adult Comprehensive Health Assessment (CHAP). To find out more about the CHAP and if it is right for You, visit the NSW Government Department of Health and Ageing website and search 'CHAP'.

If You are resistant or averse to regular health checks, visits to specialists and medical treatment, it is critical that You receive support to address these issues and reduce the adverse impact on Your health outcomes. This includes health support if You smoke, drink alcohol and use illicit drugs.

Sylvanvale reserves the right to cancel Your Service Agreement if You refuse to attend regular health checks relevant to Your support needs. Refusal impacts our ability to safely manage Your health and wellbeing, and to continue to provide supports to You. This will be achieved through:

- a. Person-centred and coordinated support to help to minimise any aversion and resistance to health examinations and treatment.
- b. Making sure that resistance to health care or treatment is identified and specifically targeted for positive behaviour support.
- c. If a Plan Nominee and / or legal guardian is appointed, ensuring they are aware of the resistance to health examinations and treatment, the risks to the participants' health and wellbeing and our ability to support You, so we can partner to achieve a positive health and wellbeing outcome.

People may be able to access voluntary assisted dying services in NSW if they meet all the eligibility criteria and follow the process outlined in the law. While Sylvanvale can support You if You wish to seek access to voluntary assisted dying supports and services, Sylvanvale workers will not participate in the process of administering any voluntary assisted dying substance.



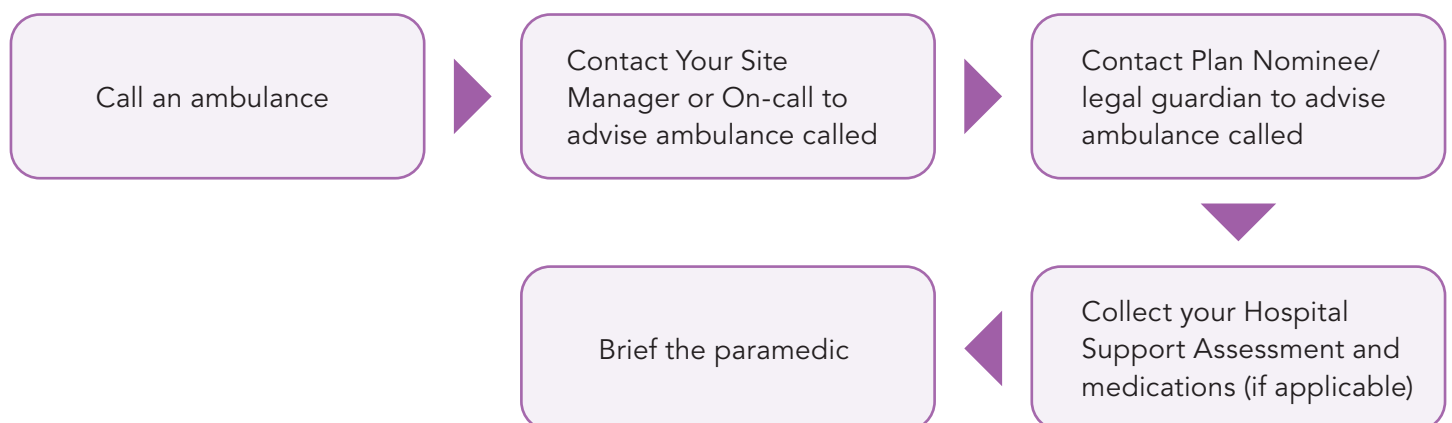
## 20. Medical Attention and Emergency Services

If You become unwell and alert the Individual Apartment Living team that You require help, Your Sylvanvale support team will seek medical treatment on Your behalf. Should You require medical treatment while being provided support by Sylvanvale, the cost of the medical treatment will be at Your own expense.

Sylvanvale will seek medical treatment without consent:

- That is considered necessary to save Your life, to prevent serious damage to the Your health or to alleviate significant pain or distress; or
- Minor treatment when You are not objecting, consent from Your legal guardian is unobtainable and the treatment is necessary to promote the patient's health and wellbeing.

If You become unwell or suffer a serious injury and alert the Individual Apartment Living team that You require medical assistance, staff will follow our Incident Management Procedure as follows:



Sylvanvale staff will not accompany You in the ambulance.

If You have been admitted to a ward, Sylvanvale support staff will not attend the hospital to provide support unless You have 1:1 support through Flexible Support. If You have scheduled 1:1 support hours with Sylvanvale, You may request staff to attend the hospital to provide moral and social support.

Your Site Manager will conduct regular checks over the phone while You are hospitalised.

When discharged, if You have planned support with Sylvanvale through Collective or Flexible Support, it is a requirement to provide the Discharge Summary from the hospital to Your Sylvanvale support team, so they know how to support You best.

## 21. Healthcare and Support Documentation

You may choose Sylvanvale to support You with healthcare.

It is a requirement of Sylvanvale that any document developed by a practitioner or a professional has been designed for implementation within a Sylvanvale service context. You and Your Plan Nominee and/or legal guardian must ensure Your practitioner/professional has consulted with our local management and staff during the design process and that the recommendations in any personal support plans reference all Sylvanvale service environments.

We are unable to commence Your service until Your practitioner/health care professional has trained our staff to implement their recommendations, and we have received evidence from the practitioner/health care professional that the staff have been trained to a sufficient standard (e.g. a Plan sign off sheet attached to the document that confirms they have been trained).<sup>9</sup>

If You require more information, Your Site Manager can assist You to communicate our requirements with Your practitioner/health care professional.

When You are moving into an Individual Apartment Living service, Sylvanvale will assess Your needs to determine which healthcare plans You may require.

As we are required to provide supports to you that the external provider may not be present for, Sylvanvale will require valid support plans for Manual Handling, Oral Care as well as any High Intensity Supports You have to mitigate any risks that may occur associated with them. If You provide the related personal support plan, and our staff are not trained by Your practitioner/professional, Sylvanvale staff will be unable to provide support related to that Plan, even if You request it. This includes in response to an emergency, without the required personal support plan we may only be able to contact emergency services for support.

### **For Example:**

You need support to get up each morning, into Your shower and Your wheelchair. You also need support in the mornings to empty and disconnect Your night bag from your catheter and to clean the catheter site before dressing. You usually have planned support from Your own support workers with another service provider. You have chosen not to provide Sylvanvale with a Catheter Management Plan, Wound Care Plan, Manual Handling Plan and training from Your Occupational Therapist and Registered Nurse, as You do not typically need Sylvanvale to provide this support.

Your usual support workers have not been able to work and the service provider of Your planned support has not been able to find a replacement. Sylvanvale staff are not able to provide support to You in relation to the plans which have not been provided or trained.

<sup>9</sup> You/Your Plan Nominee must ensure that a sufficient level of funding has been included in Your NDIS Plan to allow for training costs which may be charged by Your practitioner/health care professional. Sylvanvale also require payment for support workers to attend training by Your practitioner/professional.

Sylvanvale will remind You when Your personal support plans are coming up for expiry. If Your plans expire, Sylvanvale will need to cease support in relation to that plan until an updated plan is provided and retraining of staff (if applicable) is provided by your practitioner/health care professional.

## 21. Healthcare and Support Documentation (continued)

Sylvanvale will work with You to ensure the following documents are updated and completed every 12 months and when Your needs change.

Where applicable:

-  Annual healthcare plan (Comprehensive Health Assessment Program (CHAP))
-  My safety assessment
-  Client support assessment
-  Nutrition and swallowing assessment
-  Mealtime management plan if You require assistance with eating and drinking or if You have a modified diet
-  Epilepsy management plan
-  Asthma management plan
-  Diabetes management plan
-  Manual handling plan
-  Mental health plan (if you need one and don't have a behaviour support plan)
-  Bowel care plan
-  Other clinical support assessments and plans (e.g. functional assessment, communication plan)
-  Behaviour Support plan, inclusive of any authorised restrictive practices<sup>10</sup>
-  Restrictive practice authorities (please talk to us if You require staff to support You through the use of an approved restrictive practice)<sup>10</sup>

For copies of Sylvanvale Healthcare documents please contact [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au).

<sup>10</sup> Sylvanvale is required to report all instances of use of Restrictive Practices to the NDIS Quality and Safeguards Commission. For more information, please visit [www.ndiscommission.gov.au/rules-andstandards/behaviour-support-and-restrictive-practices](http://www.ndiscommission.gov.au/rules-andstandards/behaviour-support-and-restrictive-practices)

## 22. Manual Handling

Manual lifting is to be eliminated in all but strictly exceptional or life-threatening situations. The health and safety of staff takes precedence.

You will not be manually lifted off the floor or caught if falling unexpectedly. Where possible, staff will encourage Your independence by encouraging mobility and for You to assist in Your own transfers including bearing Your own weight.

Electronically operated handling aids or other equipment such as slide sheets must be used where You cannot bear weight or You are inconsistent in Your weight bearing ability. Methods and handling aids to move or transfer You must be documented.

Sylvanvale reserves the right to refuse service if there is not an up-to-date manual handling plan relevant to each service environment. It is Your responsibility to pay for staff training as part of the Manual handling plan implementation into each service environment.

For more information on manual handling plan implementation and responsibility for the cost of training Sylvanvale staff, please refer to the Healthcare and Support Documentation section of this Handbook.



## 23. Behaviour Support Plan & Implementation

If You receive a service from Sylvanvale and You require support with behaviours of concern,

Your behaviour support plan must specify strategies that can be implemented by Sylvanvale staff. Your strategies may need to be customised by Your Behaviour Support Practitioner, so they can be applied at Sylvanvale locations or communities where we deliver a service to You.

Behaviour support is the use of positive individualised strategies for You that are responsive to Your needs, in a way that reduces the occurrence and impact of behaviours of concern and minimises the use of restrictive practices. A goal of positive behaviour support is to reduce or eliminate the use of restrictive practices and to ensure that the least restrictive alternatives are always used when supporting a person.

A behaviour support plan is a document prepared in consultation with You, Your family and others. A behaviour support plan focuses on person-centred interventions to address the underlying causes of behaviours of concern, or challenging behaviours, while safeguarding Your dignity and quality of life. These arrangements will include undertaking a functional behavioural assessment, then developing a NDIS behaviour support plan containing evidence-based, proactive strategies that meet Your needs.

Behaviour support plans can only be written by qualified Behaviour Support Practitioners. At a minimum, any behaviour support plan needs to be reviewed every 12 months or earlier if Your circumstances change.

Sylvanvale reserves the right to refuse service if there is not an up-to-date behaviour support plan relevant to each service environment (each behaviour support plan must refer to each site/circumstance in which it will be used) and it is the Your responsibility to pay for staff training as part of the behaviour support plan implementation into each service environment.

## 23. Behaviour Support Plan & Implementation (continued)



### Restrictive Practices

'Restrictive Practice' means any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability, with the primary purpose of protecting the person or others from harm. Restrictive practices should involve the minimum amount of restriction, be the least intrusive they can be and in place for only as long as is necessary to manage the risk. The NDIS (Restrictive Practices and Behaviour Support) Rules 2018 specify that any use of restrictive practices must be:

1. Used only in response to a risk of harm to the person with disability or others, as a last resort.
2. Authorised in accordance with any state or territory legislation and/or policy requirements.
3. In proportion to the risk of harm and used only for the shortest possible time.
4. Reported to the NDIS Quality and Safeguards Commission.

There are five categories of restrictive practices that are monitored by the Commission:

- a. Seclusion** - The sole confinement of a person with disability in a room or a physical space at any hour of the day or night where voluntary exit is prevented, or not facilitated, or it is implied that voluntary exit is not permitted.
- b. Chemical restraint** - The use of medication or chemical substance for the primary purpose of influencing a person's behaviour. It does not include the use of medication prescribed by a medical practitioner for the treatment of, or to enable treatment of, a diagnosed mental disorder, a physical illness or a physical condition.
- c. Mechanical restraint** - The use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.
- d. Physical restraint** - The use or action of physical force to prevent, restrict or subdue movement of a person's body, or part of their body, for the primary purpose of influencing their behaviour. Physical restraint does not include the use of a hands-on technique in a reflexive way to guide or redirect a person away from potential harm/injury, consistent with what could reasonably be considered the exercise of care towards a person.
- e. Environmental restraint** - Which restricts a person's free access to all parts of their environment, including items or activities.

**Note:** When External Door/s and/or Gate/s are locked and any Participants can exit the service environment without restriction this is not considered to be a restrictive practice. It is part of general safety and security.

## 23. Behaviour Support Plan & Implementation (continued)



### Restrictive Practices (continued)

**Consent** is required for the use of a restrictive practice as part of the behaviour support plan. Consent is needed from You (where You have capacity) or a legally appointed guardian who has powers to give specific consent about a particular restrictive practice(s). A guardian can be legally appointed to make decisions for You if can not make decisions about Your own health affairs, living arrangements and/or using support services. In NSW Civil and Administrative Tribunal (NCAT) can appoint a guardian if it is satisfied that You do not have capacity to make our own decisions.

Sylvanvale will also ensure that the restriction of one Participant does not unreasonably affect other Participants with an adequate balance of rights and safety sought.



### Emergency Use of a Restrictive Practice

An unplanned use of a restrictive practice should only occur in an emergency. We are required to notify the NDIS Quality and Safeguards Commission if a restrictive practice is used in an emergency to protect the safety and wellbeing of You or another person.

If this occurs and we believe this emergency could happen again, Sylvanvale will assess whether an existing comprehensive behaviour support plan needs to be updated or an interim behaviour support plan needs to be developed to include that restrictive practice.

We will ask You to review the plan with Your Behaviour Support Practitioner. Prior to recommencing support, our staff will require training to implement the new plan.



### Restrictive Practices Authorisation (RPA) Panel

All use of restrictive practices must be approved by Sylvanvale's Restrictive Practices Authorisation (RPA) Panel. As part of this, it's expected that the Behaviour Support Practitioner who wrote the plan will be available to attend the RPA Panel to talk about the plan. The Panel can only authorise the use of a restrictive practice if:

1. It's part of an interim or comprehensive behaviour support plan that recommends the use of a restrictive practice, and
2. There is informed consent from You, or where required, Your legal guardian.

The Sylvanvale Panel authorises the use of a restrictive practice by Sylvanvale staff. This authorisation is not applicable in any other circumstance (e.g. by another provider or in the home).

Further information about restrictive practices and behaviour support plans is available by contacting our Clinical Services Team at [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au).

## 23. Behaviour Support Plan & Implementation (continued)



### Staff Training on Your Interim or Comprehensive Behaviour Support Plan

It is essential that Sylvanvale staff are trained by a NDIS registered Behaviour Support Practitioner in how to implement the strategies in Your behaviour support plan when:

1. You have a behaviour support plan and are new to the service, or
2. You have had a review of Your behaviour support plan and something has changed.

Training of Sylvanvale support staff is paid for You from Your NDIS funding.



### Funding of Behaviour Support Plan

The NDIS provides funding for behaviour supports. If You don't currently have this funding included in Your NDIS Plan and You think it's required, You or Your Plan Nominee will need to request a Plan Review with the NDIS. You can do this either directly with the NDIS, or by contacting Your Support Coordinator if You have one.

Further information about restrictive practices and behaviour support plans is available by contacting our Clinical Services Team at [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au).



## 24. Reportable Incidents

Sylvanvale takes its quality and safeguarding responsibilities seriously. You consent to Sylvanvale taking any reasonable action to safeguard You or other Participants. It is Sylvanvale's aim to provide services that enable people with a disability to reach their potential. This is done by supporting Your right of choice and control and providing comprehensive personalised support in a safe environment. However, due to the nature of the support we provide, incidents can occur.

Incidents include actions or circumstances which:

1. Have, or could have, caused harm to the person with disability, or
2. Have caused serious harm, or a risk of serious harm, to another person.

All incidents that happen while You are receiving funded supports from Sylvanvale are potentially reportable to the NDIS Commission. Sylvanvale must notify the NDIS Quality and Safeguards Commission of the following reportable incidents:

1. The use of a restrictive practice.
2. Serious injury of a person with disability.
3. Abuse or neglect of a person with disability.
4. Unlawful sexual or physical contact with, or assault of, a person with disability.
5. Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.
6. The death of a person with disability.

These are in addition to existing obligations to report suspected crimes to the police and other relevant authorities, including the Department of Communities and Justice if the matter relates to a child or young person.

Sylvanvale, like other NDIS providers, must have an incident management system which sets out the procedures for identifying, managing and resolving incidents.

During any incident, safety is our number one priority. Where and when necessary, our immediate actions include:

- Providing assistance (first aid, doctor or hospital) to anyone who is hurt or unwell if it's safe to do so
- Calling 000 for an ambulance, the police or the fire brigade if needed.

We will also inform management and the family or guardian of those involved.

Sometimes an incident will require further investigation to establish the cause of a particular incident, its effect and any operational issues that may have contributed to the incident occurring. If this does occur, You and Your Plan Nominee and/or legal guardian will be notified of progress by Your Site Manager.

## **25. Property and Equipment Damage**

Sylvanvale is not responsible or financially liable for the accidental breakage or loss of an individual's clothing, equipment, furniture or appliances. Should You feel that a Sylvanvale staff member has intentionally damaged, lost or stolen Your property we will work with You to have the items repaired or replaced and police will be contacted if theft is alleged.

Should You intentionally damage any Sylvanvale property or that of its employees, or another resident, You will reimburse Sylvanvale the cost of all damage to Sylvanvale's property, equipment or other items in the control of Sylvanvale, within fourteen (14) days of invoice by Sylvanvale.

## **26. Surveillance Equipment**

Sylvanvale reserves the right to install surveillance equipment in service environments as well as vehicles. While ensuring the safety of staff and Participants is a priority, Sylvanvale recognises the sensitivity regarding this and will take all necessary steps to always respect Participants' privacy and dignity. Any request for footage from the surveillance equipment from external bodies/authorities other than Sylvanvale must be accompanied by written consent from the Executive Operations, Executive Quality and Practice or the appropriate legal documents such as a subpoena or warrant.

## **27. Onsite Individual Apartment Living Apartment**

The Onsite Support Provider Apartment is used by Sylvanvale staff for the provision of services to a number of Participants. This apartment is not considered to be a part of the Participant's communal area. The apartment is accessed by visitors external to Sylvanvale staff by invitation from the Sylvanvale team only, in the presence of Sylvanvale staff.

## **28. Smoking Policy**

Sylvanvale is a smoke free environment, therefore smoking, including vaping and e-cigarettes is not allowed inside Individual Apartment Living Onsite Support Provider Apartment.

If one of our staff is providing support to You at Your home or in the community, we would request that You refrain from smoking while they are present. Sylvanvale staff cannot light cigarettes for You.

## 29. Drugs and Alcohol

Sylvanvale staff members may assist You to purchase Your own alcohol or to pour an alcoholic drink. Under no circumstances are staff to use their own money to purchase You alcohol or consume it themselves while supporting You.

The consumption, use or possession of any illicit drug is not permitted within any service environment. Incidents where staff have observed or been informed that You have possession of illegal drugs onsite will be reported to management and the Police. Continued consumption, use or possession of illicit substances within any service environment may result in Sylvanvale refusing to provide service.

Sylvanvale reserves the right to refuse service if there are any safety concerns for You and/or Sylvanvale staff if You are under the influence of drugs or alcohol. This includes supporting You with transfers and/or using manual handling equipment as prescribed in Your manual handling plan.

Note: You should also refer to Your Landlord's tenancy agreement, which may also include additional clauses related to drug and alcohol use within the property.

## 30. Maintenance of Your Home

Should You have any concerns with the maintenance of Your home, refer to Your tenancy agreement as to whom You should contact. If Your concerns are not addressed, please discuss Your concerns with Your Site Manager.

## 31. Privacy and Confidentiality

While You are receiving Individual Apartment Living services, we will aim to protect Your privacy and keep Your personal information confidential. This means that all Your information remains private and between Individual Apartment Living services and You. The exceptions to this are in the case of a legal requirement of when the support worker has Your consent. A copy of our Privacy and Confidentiality Policy is available on our website at [www.sylvanvale.com.au/publications](http://www.sylvanvale.com.au/publications).

## 32. Your Information and Records

Please be aware that Individual Apartment Living services need to keep some information and records to meet legal and NDIS requirements. Individual Apartment Living support staff are required to maintain shift notes which are entered into a database. They are also required to record any incidents that may occur during attendance. You can request access to any document Sylvanvale has on file, we guarantee to provide You copies of any documents that You pay to be developed. If the document or information has been produced by Sylvanvale, we can give You a summary version, and if the information requested includes the names of others, these will be crossed out on the document.

You can do this by speaking to the Service Planning Team at any time on **1300 244 577** or email [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au). We will take all reasonable steps to provide access to the information requested within fourteen (14) days of receiving the request, unless to do so could or would breach the law. In situations where the request is complicated or requires access to a large volume of information, we will take all reasonable steps to provide access to the information requested within thirty (30) days. Sylvanvale agrees to keep full and accurate accounts and financial records of the supports delivered to You, along with records of Service Agreements and any complaints which they have received, for seven (7) years from the date each record is received.



## 33. Service Agreement

Your **Sylvanvale Service Agreement** outline the supports You have agreed for Sylvanvale to provide You at the agreed fees and timeframe.

Your Service Agreement clearly states the support items You will receive from Sylvanvale. The Service Agreement also states who the supports are funded by e.g. National Disability Insurance Scheme (NDIS), Disability Support for Older Australians (DSOA) or self-funded.

All supports must be delivered in accordance with this Handbook and the Service Agreement.

Sylvanvale Service Agreements are issued via DocuSign. You will receive a separate Service Agreement for each service type. Instructions on how to sign Service Agreements in DocuSign are included in the Service Agreement DocuSign Instruction Section of this Handbook.

You will receive separate Service Agreements and/or Tenancy Agreements from any Landlord which will cover any Specialist Disability Accommodation (SDA) and rental fees.

Any changes that are required to Your Service Agreement will be by an amendment to the Service Agreement and will require the Service Agreement to be re-issued via DocuSign, to be signed and dated by You.

Shared Onsite Support can be funded from Your NDIS Plan Core Support budget using Assistance with Daily Life or Assistance with Social, Economic and Community Participation support categories. Participants who opt into Collective Support must provide 14 days' notice to change or cease support, to enable negotiations to occur with the other Participants sharing this support.

A Sylvanvale Service Agreement is an agreement that is developed for the period of Your NDIS Plan or for a period of time requested by You. A Service Agreement will be required for each NDIS Plan You receive. This Handbook forms part of Your Service Agreement.

Having a Handbook and Service Agreement is a helpful way to make sure You have everything in writing should an issue occur. Keep Your Handbook and Service Agreement in a safe place and make sure You keep a copy of Your NDIS Plan with these documents.

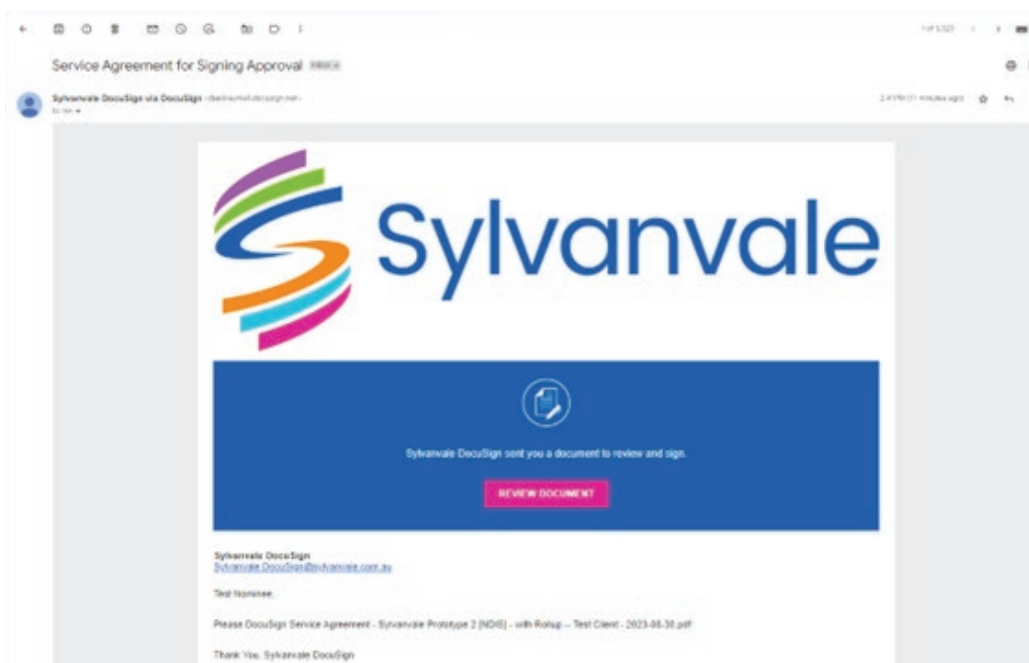
If, from time to time, the provisions within this Handbook or Service Agreement differ from any NDIS or DSOA requirements, Sylvanvale will satisfy, as a minimum, the requirements set by the NDIS business rules, Pricing Arrangements and Price Limits or DSOA funding agreement.

## 34. Service Agreement DocuSign Instructions

1. You will receive an email from Sylvanvale DocuSign. If You receive multiple emails this means You have received multiple Service Agreements and You will need to complete these steps for each Service Agreement.



2. Open the email and select the **Review Document** button.



3. The DocuSign document will appear.

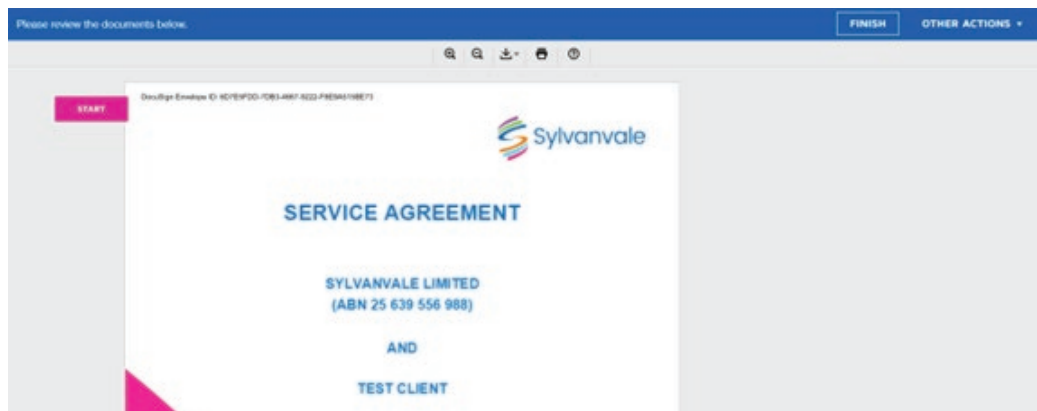


4. Select the **I agree to use electronic records and signature** box.



## 34. Service Agreement DocuSign Instructions (continued)

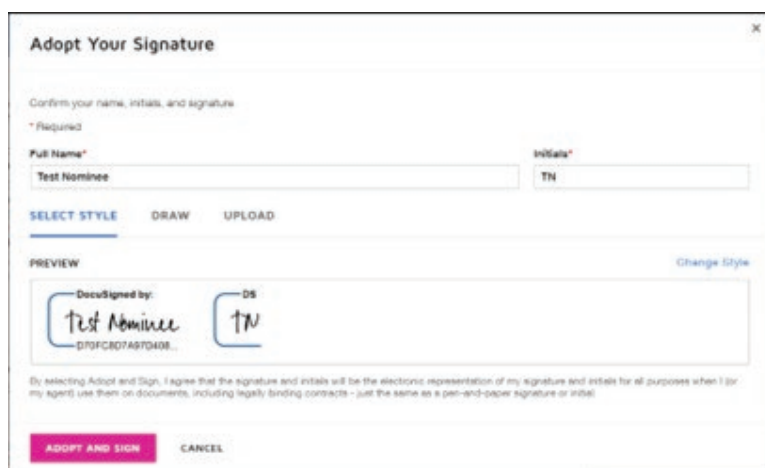
5. Press **Start** button to begin reading through the document.



6. Select the **Sign** box.

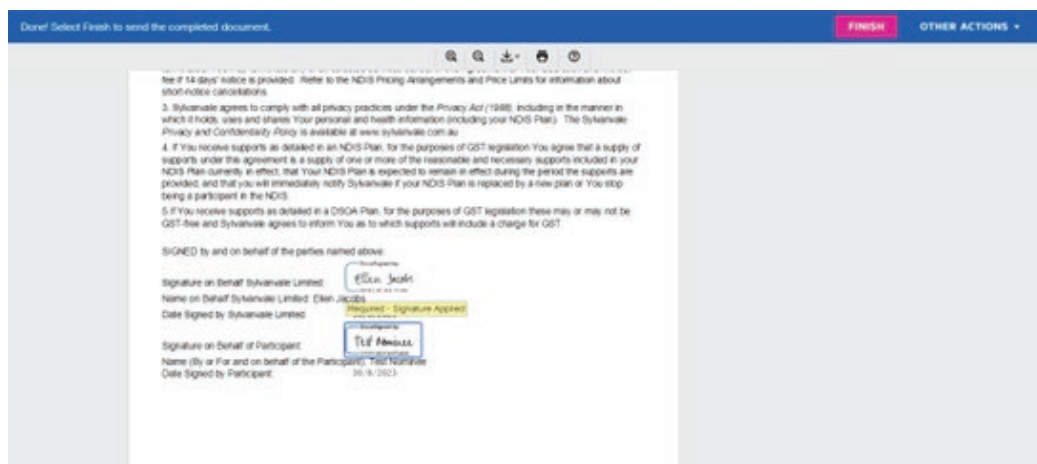


7. Type your Full Name if it does not already appear, then select **Adopt and Sign**.

A screenshot of the 'Adopt Your Signature' form in DocuSign. The form has a title 'Adopt Your Signature' and a close button. Below the title, it says 'Confirm your name, initials, and signature.' and '\* Required'. There are two input fields: 'Full Name\*' with the value 'Test Nominee' and 'Initials\*' with the value 'TN'. Below these fields are three tabs: 'SELECT STYLE' (selected), 'DRAW', and 'UPLOAD'. Under the 'SELECT STYLE' tab, there is a 'PREVIEW' section showing a signature 'Test Nominee' and initials 'TN'. Below the preview, there is a checkbox labeled 'By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial.' At the bottom, there are two buttons: 'ADOPT AND SIGN' and 'CANCEL'.

## 34. Service Agreement DocuSign Instructions (continued)

8. Select the **Finish** button to finalise and submit the completed document. Please do not press the **Finish** button without signing the document.



9. The following window will appear, select the **No Thanks** button. There is no need to sign up to a DocuSign account. You will receive a completed copy of the document by email even if you do not Save a Copy of Your Document.

**Save a Copy of Your Document**

Sign up for a FREE DocuSign account today and sign all your documents electronically.

Email  
justellenann@gmail.com

Password

Confirm Password

Country/Region  
-- select --

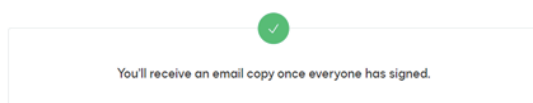
By clicking the 'SUBMIT' button, you agree to the [Terms & Conditions](#) and [Privacy Policy](#).

**SUBMIT** **NO THANKS**

Electronically sign any document.  
Get signatures from others.  
Sign on the go with DocuSign Mobile!

10. A confirmation window will appear to confirm you have completed the signing process

### You've finished signing!



Access, track and store all your documents in DocuSign with a free 30-day trial account. No obligation, no credit card required.

[Get Started](#)

## 35. Plan Nominee and Consent

Sylvanvale assumes You are Your own decision maker and have capacity to make Your own decisions. If that is not the case, You will need to have an NDIS appointed Plan Nominee and, if required, a legal guardian for any of the relevant functions detailed below. You will need to provide us with evidence of Appointment of Plan Nominee or current guardianship orders including an active power or attorney appointment or enduring guardian depending on the function/s required.

- Accommodation
- Services
- Health and Medical
- Restrictive Practice
- Financial Management

Evidence of Plan Nominee and legal guardian must be sent to [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au).

Sylvanvale Service Agreements for NDIS funded supports are required to be signed by You and Your Plan Nominee for each service being accessed by You.

In conjunction with Your Service Agreements, you will receive a Consent Form. We ask You to update this every 12 months.

The Consent Form is required for every person who accesses supports from Sylvanvale. The Consents give permission to Sylvanvale for:

- exchange of information
- filming and photography
- sharing information with people like auditors
- administration of medication
- facilitating medical appointments
- acknowledgement of Conflict of Interest (Real or Perceived).

The Consent Form will be sent to You via DocuSign and provides You with an opportunity to indicate any conditions You may wish to stipulate to each of the consent areas.

## 36. Cancellation Policy

The Sylvanvale Cancellation Policy complies with the cancellation rules stipulated in the NDIS Pricing Arrangements and Price Limits. To view Sylvanvale's Cancellation Policy in detail visit [www.sylvanvale.com.au/publications](http://www.sylvanvale.com.au/publications).

To cancel Your scheduled service, send an email to [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au) stating Your last day of service and reason for cancellation. You will be required to submit an enquiry if You later change Your mind and request to return to the service. Cancellations with more than 14 days' notice do not incur a charge.

Should Sylvanvale ever need to cancel or change Your scheduled service in any way we will provide You with at least 24 hours' notice of this. No fees are payable for Sylvanvale cancelled services.

The Sylvanvale Cancellation Policy is compliant with the cancellation rules at the time of publishing; however, the NDIS cancellation rules are subject to change with no notice. Please refer to the NDIS provider website for the most accurate information regarding cancellations [www.ndis.gov.au/providers/price-guides-and-information](http://www.ndis.gov.au/providers/price-guides-and-information)

## 37. Conflict of Interests

Sylvanvale will always provide You with transparent, factual information about Your support options. Our staff uphold Your right to exercise choice and control over which NDIS supports are best for You.

Our staff will present a range of choices and information about:

- Support options that may interest You (including those not delivered directly by Sylvanvale)
- Providers of supports You are wanting to purchase, and also
- Will declare any conflict of interests (perceived or actual) to You and/or the Plan Nominee.
- Sylvanvale will ensure Your housing rights, including security of tenure, will be upheld, irrespective of any decision/s made about the provision of other NDIS supports within the Specialist Disability Accommodation dwelling.

Sylvanvale is required to have an agreement in place with the SDA Accommodation Provider (Landlord) who is managing the home. In some instances, Sylvanvale will be both the Service Provider and Landlord so they are not independent. If that is the case, we will disclose that relationship to You.

Sylvanvale may also be Your Support Coordinator and/or Behaviour Support Practitioner. Any Support Coordinator must declare any conflict of interests (perceived or actual) to You or Your Plan Nominee. Our Service Planning Team will support You and/or Your Plan Nominee to understand the distinction between SDA and other NDIS supports delivered in the dwelling.

## 38. Funding, Fees and Charges

For supports funded by the NDIS, Sylvanvale must adhere to the NDIS Pricing Arrangements and Price Limits.

We will engage You in discussions to understand what support You need and want, at what ratio, complexity and price level. We will also discuss Your support needs on public holidays, as well as what healthcare documentation and staff training is required to support You.

The NDIS will make a reasonable and necessary funding decision about the level of Core Support funding You will receive in Your NDIS Plan. If the NDIS has not funded Your Plan at the requested support needs level, price intensity level, ratio or hours of support, and this differs from Sylvanvale's support needs assessment and quotation for support, Sylvanvale can only provide support at the level we have quoted.

Sylvanvale invests in training our staff to meet the competencies determined by the Social, Community, Homecare and Disability Service (SCHADS) Industry Award Level 2 or higher. This level of training enables Sylvanvale staff to support individuals with high intensity or complex support needs, which is why they are paid at the High Intensity price.

The NDIS defines High Intensity support as requiring at least one clinical or behaviour support intervention per shift. This does not mean there is an incident every shift; it means a strategy or action from a personal support plan and/or behaviour support plan is implemented to prevent an incident. These interventions are evidence of the clinical and medical plans being implemented well.

If You do not agree with the support needs level, price intensity level, ratio or the hours of support funded in Your NDIS Plan, You can request an internal review of the NDIS decision. Please refer to the NDIS website for guidance on how to do this [www.ndis.gov.au](http://www.ndis.gov.au). If Your supports are funded by the NDIS and are agency-managed, Sylvanvale will make a claim to the NDIS for payment once that support has been delivered or provided.

Self-managed Participants will be invoiced by Sylvanvale.

Plan-managed Participants need to provide Sylvanvale with the name and contact details of their plan manager. Sylvanvale will send invoices to the plan manager, who manages payment of invoices on Your behalf.

If you make a decision to change Your plan manager, You are required to notify Sylvanvale before the change and as soon as practicable by emailing [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au). Please include contact details for Your new plan manager and the transition date.

For current fees, please refer to the NDIS Pricing Arrangements and Price Limits which is available at [www.ndis.gov.au/providers/pricing-arrangements](http://www.ndis.gov.au/providers/pricing-arrangements).

## 39. Medication Management

Sylvanvale utilises a centralised pharmacy provider, Camden Day and Night Pharmacy (Central Pharmacy), to manage all medication supports and consumable pharmaceutical supplies required by one of Your health support plans such as bandages and dressings.

Our medication processes and requirements enable the Individual Apartment Living team to meet Your health and wellbeing needs and keep You safe. If You wish Sylvanvale to provide You any type of supports with medication including storing medication or supporting You to self-administer medication You will be required to use our Central Pharmacy for supply of all Your medications and consumable pharmaceutical supplies.

If You wish to self-administer some or part of Your medication we will also work with You and Your medical practitioner to complete a Medication Self Administration Assessment to make sure we know what specific tasks You need assistance with.

Our reasons for using a centralised pharmacy provider that use both Medscomm and the full Webster Care system are:

- **Safety** – as a full Webster Care provider, we are provided with Medication Charts and Signing Sheets for each person we support
- **Efficiency** – we are provided with Your medication history and are able to activate medication recalls immediately
- **Convenience** – Central Pharmacy deliver to all locations.

When You are transitioning to an Individual Apartment Living service and elect for Sylvanvale to provide any medication supports You will be asked to complete the following forms:

- Central Pharmacy New Client Form including a direct debit authorisation
- Provide Your Current Medication Chart (copy of all pages)
- Provide Your Current Webster-paks (copy front and back)
- A photo of You (head shot similar to a passport photo, in soft copy) to be used on Your Medication Chart, Signing Sheets and Webster-paks.

Please refer to the **Central Pharmacy New Client Form** we provide You for step by step instructions on how to set up Your Central Pharmacy account and ensure scripts are sent for dispensing, charting and delivery of medication in Individual Apartment Living.

## 39. Medication Management (continued)

### Central Pharmacy Fees and Charges

#### Provider Service Fee

Central Pharmacy charge a **Provider Service Fee** each week, which is billed to Your account monthly (this amount is subject to change). This fee covers the dispensing and packing of medication along with other professional pharmacy services. Sylvanvale pays for Your Medication Charts and Signing Sheets.

#### Billing

Central Pharmacy will send You or Your Plan Nominee/Financial Guardian a statement each month (usually in the first week) by email or post which is usually paid by direct debit. Your account must be settled within 30 days after receipt of the statement.

If Your account is not settled within 30 days, an **Account Keeping Fee** will be charged, applicable for another 30 days (this amount is subject to change).

If Your account remains unsettled after 90 days, Central Pharmacy will escalate this to Sylvanvale and Your account may be closed. Sylvanvale may be unable to continue providing services if You fail to pay Your Central Pharmacy account. Please refer to Exiting Our Services for more information about what happens if we are unable to support You safely.

**Note:** If You require help with any of the steps, please contact Your Site Manager and they can assist You. We want to ensure Your medication is set up and ready to start on Your first day in Your new home.

## 39. Medication Management (continued)

### Changing Pharmacies

#### 1. Speak to Your current pharmacy

Tell the pharmacy that You will be moving into a Sylvanvale service and will be changing pharmacies. Ask the pharmacist to provide medication **up to and including** the day prior to the **move in date**.

Request the following to be provided when You collect Your last supply of medication:

- All scripts (including High Price Authority Scripts and Schedule 8 Medication)
- Non-packed medications
- Patient Profile Printout and
- Safety Net Report.

#### 2. Make an appointment with Your Doctor

Make an appointment with Your doctor to get new scripts. Make sure You take Your Medication Chart and a copy of the Patient Profile Printout from Your previous pharmacy provider to the appointment so Your doctor can complete a medication review.

Tell Your doctor that You are moving into a Sylvanvale service (provide address and contact numbers) and that Camden Day and Night Pharmacy will be dispensing Your medication moving forward (advise start date).

The Head Pharmacist can be contacted on **(02) 4655 8857** or email [carrington@daynightpharmacies.com.au](mailto:carrington@daynightpharmacies.com.au)

#### 3. Post Your scripts to Central Pharmacy

Central Pharmacy cannot legally dispense and pack Your medication until they have received the scripts (particularly for High Price Authority Scripts and Schedule 8 Medication).

Post the original scripts to: Camden Day and Night Pharmacy 146-148 Argyle Street, Camden NSW 2570 or email electronic scripts or information about them to [carrington@daynightpharmacies.com.au](mailto:carrington@daynightpharmacies.com.au).

## 40. Exiting Our Services

The NDIS has given You the opportunity to have more control over decisions regarding services and supports. You have greater say and ability to choose a different service provider if You are unhappy with their service.

Should You wish to cancel Your Service Agreement and Service Booking with Sylvanvale, You need to provide us with 14 days' notice in writing. Please email [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au) Your intention to cease services, clearly indicating which services You are exiting, and Your final date of service.

You may be required to also contact the Landlord separately of Your intention to vacate.

From time to time, Sylvanvale may need to reassess our ability to provide ongoing support to You if:

1. We feel our service is no longer able to meet Your needs;
2. We believe there are alternate service options we could be delivering to meet Your needs;
3. We believe Your support needs have evolved to the point where they are no longer compatible with our service offerings;
4. We believe we are unable to provide a safe service; or
5. Your NDIS Plan has insufficient funds to cover the support costs of the service.

Under the new arrangements of the NDIS, Sylvanvale will provide a You with 14 days' notice if we intend to cease a service. A decision to exit a person from our service would only be made if we felt there was sufficient, credible evidence to support a view that we could no longer provide a service.

We would commence a reassessment of Your service offering in full consultation with You and Your Plan Nominee and, if required, Your legal guardian. We would consider a range of evidence such as incident reports, reports from internal and external clinicians or medical specialists, data collected whilst observing Your service delivery, risk assessments, the frequency of restrictive practice use, outcomes data and feedback from the You, their Plan Nominee, family or legal guardian.

Sylvanvale would continue to consult with You, Your plan nominee and/or legal guardian and other stakeholders. If we reach a decision that we can no longer provide a service and You did not agree with that decision, we will write to You in line with the notice period and outline the reasons for that decision.

Sylvanvale reserves the right to exit You from a service with or without Your, Your Plan Nominee, or Your legal guardian's consent.

Please note You may have a different notice period with your landlord for exiting Your SDA accommodation and may have a contractual obligation with them to contribute to the Shared Onsite Support while living in your apartment. Please contact [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au) or call **1300 244 577** who can assist you in identifying next steps.

## 40. Exiting Our Services (continued)

Sylvanvale may end this Service Agreement with less notice if:

- a. You carry out an illegal activity within Your home or where we are providing support.
- b. You have not paid the Service Payment and did not pay these amounts within 14 days of receiving an overdue notice.
- c. You cease to be a Participant in the NDIS or DSOA.
- d. Sylvanvale is unable to support You without serious risk of harm to Yourself, other people or workers in the site or community.
- e. You breach Sylvanvale's work health and safety obligations.





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instagram.com/sylvanvale



linkedin.com/company/sylvanvale

Find out more at [sylvanvale.com.au](http://sylvanvale.com.au)

**T 1300 244 577**

**E [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au)**

101/53 Eton Street, Sutherland,  
NSW, 2232

PO Box 29, Sutherland NSW 1499



For people with  
hearing or speech loss  
TTY: 1800 555 677

Speak and Listen: 1800 555 727



For people who  
need help with English  
TIS: 131 450