Sylvanvale

Handbook
Supported Independent Living (SIL)



We ndis

Registered NDIS Provider

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1. Location

Sylvanvale offers a wide variety of accommodation options throughout the greater Sydney region and Blue Mountains with dedicated 24/7 safe and secure support in beautiful purpose-built homes in:

- South East Sydney
- North West Sydney
- South West Sydney
- Blue Mountains
- Western Sydney

2. Welcome to Supported Independent Living

Sylvanvale Supported Independent Living (SIL) is ideal for adults (18 years and over) wanting to live independently with access to 24/7 support in Your own home.

The service is delivered by a dedicated and highly skilled team who will work in partnership with You and Your family/guardian/plan nominee 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. The 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. Supported Independent Living Locations

Our support team are experienced, love what they do and will support You in Your home.

Choose from share houses and villas, individual villas and units across the following Local Government Areas (LGAs):

- Bayside
- Blacktown
- Blue Mountains
- Camden
- Campbelltown
- Canterbury-Bankstown
- Cumberland
- Fairfield
- Georges River
- Hills Shire
- Penrith
- Sutherland Shire



6. Our Team

Sylvanvale's Supported Independent Living has 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 Supported Independent Living home.
- Matching staff skills and attributes to meet Your needs.
- Receiving feedback about the service.

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

- Supporting You at home or to access the community
- Maintaining Your routine
- Providing personal care
- Supporting You to liaise with Your Landlord
- Providing good nutrition and mealtime management
- Managing Your medication
- Building Your independent living skills
- Assisting with managing and attending appointments
- Providing social and recreational experiences.



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[1]
- Determine compatibility with proposed housemates in terms of age, interests, support ratio and support needs
- Ensure You have completed and returned all documentation as outlined in this Handbook.

If we do not meet each other's criteria for Supported Independent Living, Sylvanvale will contact You directly to discuss.

8. Hours of Operations



Supported Independent Living (SIL) is Your home and is always "open" however, support staff are only present in Your home as per the Supported Independent Living Roster of Care (ROC) agreed by You as part of Your Service Agreement with Sylvanvale.



The hours and ratios of support we provide in Your home are determined by Your SIL ROC and cannot exceed the amount funded by the NDIS.

Please refer to the NDIS Supported Independent Living Funding Process section and the Sylvanvale Plan Renewal Procedure table in this handbook for guidance on the steps required to review Your Supported Independent Living ROC at the commencement of Your NDIS Plan.

When You move in, You will be provided with the telephone numbers of Your Supported Independent Living home and the email address and mobile phone number of the Site Manager.

[1] Please note: we match staff to Your needs by skills, attributes, training, gender and age - we cannot guarantee a specific member of staff for Your support.

8. Hours of Operations (continued)

If You or Your formally appointed substitute decision maker, family, guardian or friend need to contact the Site Manager or support staff at Your home, they can do so by:

- Calling the Supported Independent Living home landline, which is forwarded to the Site Manager if not answered (note that Site Managers accept telephone calls Monday to Friday 8am to 6pm
- Calling the Supported Independent Living home mobile number
- Calling the Site Manager mobile number
- Emailing the Supported Independent Living home Site Manager.

9. Supporting You

We offer support for You, when and where You need it.

Examples of how we can support You are:

- Building skills at home or in the community
- Assisting with communication
- Socialising and outings
- Shopping
- Personal care
- Appointments
- Volunteer experience
- Support to liaise with Your Landlord

9. Supporting You (continued)

Your NDIS Supported Independent Living funding covers the fees of the support worker only and does not include activities, transportation, groceries or amenities.

You must ensure You have access to funds to pay for the support worker's activities and appointments. If You have a Companion Card, this will reduce fees associated with travel and activities.

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

10. Transport



Sylvanvale provides access to a modified vehicle in Your Supported Independent Living (SIL) home on an annual fee basis.

The compulsory annual fee is a reasonable contribution towards the costs of running the vehicle. It provides transport to You and the other residents who live in the Supported Independent Living home with access to the community, services and support.

The Annual Transport Fee (ATF) in Supported Independent Living partially covers the cost of the vehicle lease; vehicle maintenance; tolls; parking; vehicle running costs; and transport within a reasonable radius (which is usually considered to be 30km), which is by negotiation with You and the other residents.

The cost to operate a modified vehicle at each house is around $20,000 per annum and is not funded by the Supported Independent Living funding in Your NDIS Plan. Sylvanvale do not make any profit from the ATF and make additional significant contributions towards the running costs of each vehicle.

Kilometres outside of the reasonable radius will be billed at $2.76[3] per kilometre, which is the amount determined by the NDIS per kilometre for a modified vehicle. NDIS funds can sometimes be used flexibly to cover Your ATF fee where this is included in Your NDIS Plan.

The ATF will be discussed with You at Your Pre-Planning meeting and, if one is required, Your Plan Implementation meeting. Both meetings are organised by our Service Planning Team. Please refer to Page 12 of this Handbook for information on when these meetings occur.

A Service Agreement for the ATF will be sent to You at commencement of Your new NDIS Plan. Payment can be made in fortnightly instalments, via Direct Debit or invoice.

[3] Price per kilometre is subject to change as per NDIS Pricing Arrangements and Price Limits.

11. Transitioning Into Supported Independent Living

Eligibility Criteria

To access Sylvanvale's Supported Independent Living (SIL) You must:

- Be 18 years or over
- Have a disability
- Have Supported Independent Living funding in Your NDIS or DSOA Plan
- Meet the Landlords criteria for tenancy, which may include a requirement for approved Specialist Disability Accommodation (SDA) funding.[4]

Enquiries

To express Your interest in Sylvanvale Supported Independent Living, please complete the online enquiry form at **www.sylvanvale.com.au/supported-independent-living/** or call **1300 244 577.**

Documentation Required to Transition

Transition into a Sylvanvale Supported Independent Living home is dependent upon the funds being available in Your NDIS Plan and the provision of current documents as relevant to You, as follows:

- Landlord Conditional Offer of Tenancy
- Behaviour Support Plans and Personal Support Plans that are current. Please refer to the Healthcare and Support Documentation and Behaviour Support Plan and Implementation sections of this Handbook.

Next Steps

Following Sylvanvale's review of all current health care and personal support plans and a discussion about your typical routine, prior to acceptance, Sylvanvale will:

1. Conduct a needs assessment to ensure we are the right provider to meet Your support needs
2. Organise a home visit for You and Your Plan Nominee / legal guardian
3. If the home is a match for Your needs, develop a Transition Plan.

[4] Further information on SDA funding and rules can be found at www.ndis.gov.au.
SDA funding is required for some Sylvanvale operated SIL homes. We can confirm at point of enquiry if the SIL home you are enquiring about requires this NDIS funding.

11. Transitioning Into Supported Independent Living (continued)

Returning Participants (when You receive a new NDIS Plan)

1. Contact **customers@sylvanvale.com.au** or **1300 244 577** to let us know when You have a new NDIS Plan and confirm if You want to continue service as per Your current Service Agreement, or make a change.
2. Tell us if Your new NDIS Plan is Agency-managed, Plan-managed or Self-managed.
3. Unless You tell us otherwise, Sylvanvale will assume You want to continue service as per Your current Service Agreement and will send you a Service Agreement for Your new NDIS Plan Year via DocuSign.
4. If You change Your mind after starting services, we can amend Your Service Agreement and send it to You for signature via DocuSign.
5. New Service Agreements are sent via DocuSign to continue support. If You require any changes to Your support, please email **customers@sylvanvale.com.au.**

12. NDIS Supported Independent Living Funding Process

The NDIS reviews Your Community Participation support needs, 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 family and Plan Nominee/legal guardian about Your needs and routine.

If You are new to Community Hubs, the NDIS will consider all the information You have provided about Your Social Community and Civic Participation needs. If You have Core Support funding in Your NDIS Plan, and Your support needs stay the same, 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 whether the supports in Your plan 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.

Note: If Your needs change at any time, we will support You to prepare for a Participant-requested reassessment. If You are unhappy with the support and funding decisions made by the NDIS, You can submit a Request for a Reviewable Decision. Please refer to the NDIS website for guidance on how to do this at **www.ndis.gov.au**.

12. NDIS Supported Independent Living Funding Process

The NDIS undertake reviews of Your Supported Independent Living (SIL) support needs, 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 about your needs and routine.

If You are new to Supported Independent Living the NDIS will consider all of the information in Your NDIS Home and Living Supports Request Form. If You have Supported Independent Living in Your NDIS Plan, and Your support needs stay the same, the NDIS may continue the same level of Supported Independent Living funding in Your next NDIS Plan.

The NDIS will contact You during Your NDIS Plan period to discuss the supports 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 Supported Independent Living Funding Process (continued)

Sylvanvale Plan Renewal Procedure

1. Pre Planning

- Sylvanvale will contact You approximately twenty (20) weeks prior to Your NDIS Plan anniversary or end date to schedule a meeting with our Service Planning team and Your Site Manager to discuss Your needs for any new NDIS Plan, and/or to make sure Your current NDIS Plan is meeting Your needs.
- If Your needs have changed, we will work with You and Your Plan Nominee and Clinical support team, to prepare the evidence needed to request a plan variation or plan reassessment from the NDIS.

2. Plan Review

- The NDIS will check-in with You during Your Plan to see how you are going.
- If the check-in shows Your Plan is meeting Your needs, the NDIS will not reassess your Plan and Your current Plan will continue.
- If Your current Plan continues and the funding remains the same, and if there is a price increase in the NDIS Pricing Arrangements and Price Limits, Your hours of support may be impacted. If this occurs Sylvanvale will contact you.
- If the check-in shows Your Plan is not meeting Your needs, the NDIS consider a Plan variation to update Your Plan or a Plan reassessment to create a new Plan.
- If You need evidence from Sylvanvale to support your Agency-initiated Plan Reassessment, please contact Your Site Manager.

3. SIL Submission

- Sylvanvale will provide You with a SIL Submission ROC when Your needs have changed, which You or Your Plan Nominee submit to the NDIS.
- This can occur when you are new to SIL; when there is an Agency-initiated Plan Review or a Participant-requested Plan Review.
- The NDIS Participant Service Guarantee sets clear timeframes for NDIS Processes, including Plan reassessments the NDIA has agreed to and to review a decision if the NDIA needs to.
- Refer to the NDIS website: Service Charter/ Participant Service Guarantee

Sylvanvale Plan Renewal Procedure steps 4-6 follow on page 13

Note: Should Your needs change at any time, we will support You to prepare for a Participant-requested Plan reassessment by providing evidence of Your support needs.

If You do not agree with the support and funding decisions made by the NDIS, You can request an Internal Review of a Decision. Please refer to the NDIS website for guidance on how to do this **www.ndis.gov.au.**

12. NDIS Supported Independent Living Funding Process (continued)

Sylvanvale Plan Renewal Procedure

4. Participant-requested Variation or Reassessment

- Generated by You when Your needs have changed.
- The NDIS will consider a Participant- requested Reassessment when Your situation has changed significantly or You want to change how the funding is managed in Your Plan.
- To action a Participant-requested Plan Reassessment You need to complete a Change of Situation or Change of Details form to send with Your SIL Submission and evidence.
- Your request for a Plan Reassessment or Variation to a Plan may be declined by the NDIS.

5. Plan Activation

- You must tell Sylvanvale when You have a new NDIS Plan.
- The NDIS will activate a new NDIS Plan when Your plan expires, or after making a decision following a Reassessment of Your Plan.
- Your Support Coordinator (if you have one) will help You start using Your new Plan and support You to negotiate Your SIL supports with Sylvanvale.
- If Your NDIS Plan is not what you expected it to be, and is different to what we discussed at Your Pre- planning meeting, Sylvanvale will need to meet with You as soon as possible after Your new NDIS Plan is activated, to agree Your SIL Support. This ensures we do not provide more service hours than You need or can afford in Your new Plan.

6. Plan Implementation

- After You tell Sylvanvale you have a new NDIS Plan, Sylvanvale will call or meet with You to negotiate Your SIL supports.
- We will confirm the hours and ratios of support You have told us You want in a typical week of SIL support and discuss what the NDIS have funded in Your NDIS Plan for SIL and Irregular Support.
- We will discuss other supports and services that are either self-funded or funded from another part of Your NDIS Plan and send Your Service Agreements for signature, and direct debit forms, if required.

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**

Fill out a form on our website at:
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**

Contact the NDIS Quality and Safeguards Commission

- Call **1800 035 544**
- or visit the website **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**
- 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**

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.**

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.**

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/**. 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

NSW Council for Intellectual Disability
Phone: (02) 9211 1611
Toll Free: 1800 424 065
Email: info@cid.org.au
Website: www.cid.org.au

Family Advocacy
Phone: (02) 9869 0866
Toll Free: 1800 620 588
Email: communications@family-advocacy.com
Website: www.family-advocacy.com

Multicultural Disability Advocacy Association of NSW
Phone: (02) 9891 6400
Toll Free: 1800 629 072
Email: mdaa@mdaa.org.au
Website: www.mdaa.org.au

Self Advocacy Sydney Inc
Phone: (02) 9622 3005
Email: info@sasinc.com.au
Website: www.sasinc.com.au

Ask Izzy
Website: www.askizzy.org.au

15. What to Bring



1. **Personal furniture and equipment**

   You are responsible for Your own personal setup and any ongoing fees. This includes:

   - Personal furniture for the bedroom, including bed, bedside table and wardrobe
   - Individual entertainment requirements, including any television, sound system and CDs for the bedroom, and streaming platforms e.g. Foxtel or Netflix, if desired.



2. **Any piece of furniture or equipment** must be kept in good condition. Repairs to such furniture or equipment will be at Your own expense.



3. **Clothing and personal items**

   You are responsible for the following:

   - Personal clothing for all seasons. It is Your responsibility to determine how clothing is identified
   - Personal linen, including sheets, towels and facecloths
   - All health and personal care needs.



4. **Sylvanvale staff will support You** to maintain Your personal clothing, linen and belongings, at Your own expense.



5. **Inventory of Belongings –** An Inventory of Possessions is kept and will be maintained by the Site Manager. It is recommended that all personal items, including books, games and electronic devices are clearly listed.



6. **Your healthcare and personal support plans –** please refer to Section 21 Healthcare and Support Documentation, of this Handbook.



7. **Evidence if a substitute decision maker is appointed –** Sylvanvale assume You are Your own decision maker and have capacity to make Your own decisions. If that is not the case, you will need to provide us with evidence of:

   - Your Plan Nominee - a letter from the NDIS
   - Your legal guardian who makes decisions for, as applicable: accommodation, services, health and medical, restrictive practice and/or financial management – Guardianship Orders.

16. What You Can Expect from Us

- Professional staff who are committed to providing You with individualised and/or shared support, as per Your Roster of Care and Service Agreement.
- Specialist support, including health and positive behaviour support, if required.
- Active Support in Your home.
- Regular communication that is open, honest, timely and tailored to Your needs.
- Access to a modified vehicle for transport within a 30km radius of Your Supported Independent Living home, by negotiation with other residents on an annual fee basis[5].
- Discussions and decisions about how supports are provided that are led by You.
- To comply with all professional standards, quality requirements and codes of conduct.
- To fulfil all Work Health & Safety obligations.
- Provide supports in a way that meets the requirements of all relevant laws, including the National Disability Insurance Scheme Act 2013 and NDIS Rules, and Australian Consumer Law.
- To always treat You with courtesy and respect.
- Support to prepare for Your NDIS Plan review.
- Feedback on Your support.
- Support to wash and dry clothing, linen, towels etc.[6]
- Choice of meals and support with nutrition.
- Support to raise any property or tenancy concerns with Your Landlord.
- Personal care that is informed by Your needs and preferences.
- 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.

[5] Annual fee and charges for additional kilometres apply. See page 9 for further details.

[6] Sylvanvale is not responsible for any wear and tear or other damage that may occur to these items.

17. Storypark

Sylvanvale believes that regular communication is important. In addition to regular meetings, emails and phone calls, we communicate using Storypark.

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.

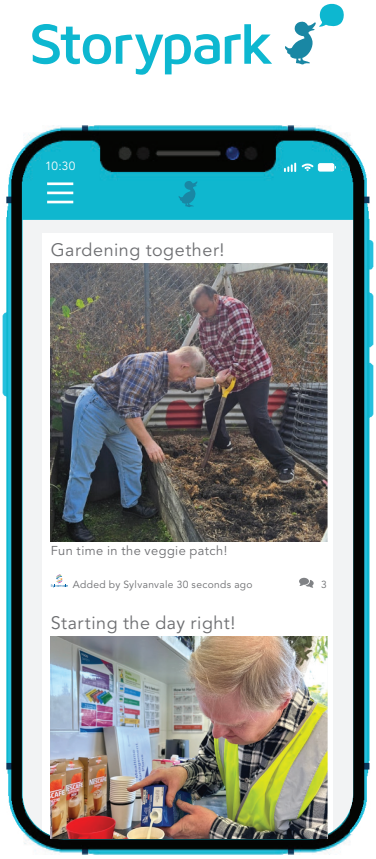
Storypark is accessible 24/7 via the Storypark website at **www.storypark.com.au** or by downloading the app.

Your 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, as well as active support 'moments' you might like to share with your family and friends.

Goals are 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 Assessment, upon request.



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 will 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 Your supports are provided.
- Respect the privacy and dignity of other people.
- Respect the personal space and belongings of others.
- Tell staff if someone upsets You.
- Tell staff if You have an issue that You need support with.
- Do not engage in violent acts against other people or support staff.
- Agree that Sylvanvale may access Your room to provide supports to You.
- Respect the property of support staff and others.
- Do not engage in any illegal or unlawful activities.
- Advise the manager in advance if any other people will be present during hours of support.[7]
- Understand Sylvanvale only provide support / service as agreed in a signed Service Agreement.
- Disclose any hazards and potential hazards that may place Your Supported Independent Living housemates and / or support staff at risk.
- Agree to any safe operating procedures needed to keep You, others and support staff safe during hours of support.
- Not contact support staff outside of hours of support, or on their personal phones or via social media platforms.

[7] Other people excludes Your SIL housemates.

18. Our Expectations of You (continued)



Contact the manager during the hours of 8am to 6pm Monday to Friday.[8]



Communicate respectfully to other people and staff.



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



Provide Your own money for activities and appointments.



Ensure You pay Your fees in line with Your Sylvanvale Service Agreement.



Advise Sylvanvale if You are no longer an NDIS or DSOA Participant.



Be responsible for Your share (or as much as you are able) in cooking, cleaning and maintaining Your bedroom and the household, including grounds, when applicable. Sylvanvale will provide the support to assist You with these tasks.

[8] Communication outside of these hours is acceptable in the case of an emergency. An emergency constitutes hospitalisation, accident or injury. Contact the SIL home landline or mobile phone outside of these hours.

18. Our Expectations of You (continued)

Guests and Visitors

You can invite guests or visitors into Your home; however guests and visitors must abide by the rules within the home set by Sylvanvale in this Handbook.

Guests and visitors are not permitted to stay overnight in the home unless explicit written permission is sought and given in advance from both the landlord and support provider. Unauthorised overnight stays from guests or visitors will result in support being ceased.

Any damage caused by a guest or visitor will be Your responsibility and any fees for repairs will be payable by You.

If You wish to pay someone other than Sylvanvale to provide supports on Sylvanvale property, Sylvanvale will request that person or organisation completes a Memorandum of Understanding and provides us with copies of their insurances.

Ceasing Support

Support will cease if:

- You breach the terms and conditions of the Sylvanvale Service Agreement, inclusive of the Sylvanvale Supported Independent Living Handbook.
- You breach the terms and conditions of Your Agreement.[9]
- You don't pay Your fees as required by Sylvanvale.

[9] For non-Sylvanvale tenancy agreements, refer to Your SDA provider tenancy agreement.

19. Health Management

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 or use illicit drugs.

Sylvanvale reserves the right to exit You if You refuse to attend regular health checks relevant to Your support needs. This 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. Ensuring Your Plan Nominee and / or legal guardian is aware of the resistance to health examinations and treatment, the risks to Your 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.



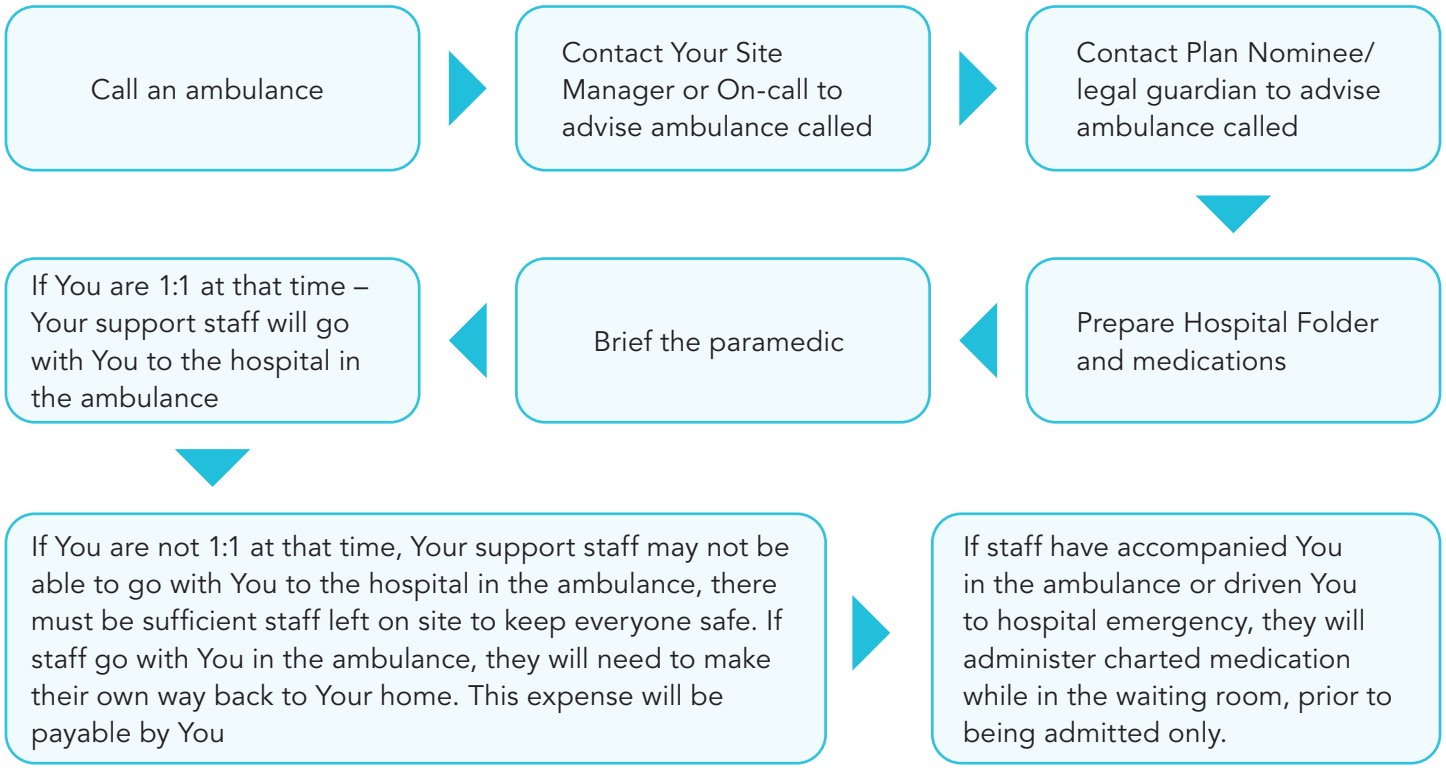
20. Medical Attention and Emergency Services

If You become unwell 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 staff will follow our Incident Management Procedure as follows:



Your Site Manager will conduct regular checks with Your Plan Nominee/legal guardian over the phone while You are hospitalised.

20. Medical Attention and Emergency Services (continued)

If You have been admitted to a ward, Sylvanvale support staff will attend the hospital to provide moral and social support for all 1:1 support hours as per Your Supported Independent Living Roster of Care, if You request it.

If Your Supported Independent Living Roster of Care does not include 1:1 support hours, and You would like support staff to attend the hospital, You will need to request that the hospital applies to the NDIA for 'Concurrent Support" as an admitted patient in public and private hospital. If approval is granted for Concurrent Support, the NDIA will specify the number of hours per day Sylvanvale staff are permittedto attend hospital to provide moral and social support to You.[10]

Your Site Manager will keep in touch, in person and over the phone, while You are hospitalised. While You are in hospital, we are not able to provide the following supports:

- Administer medication[11]
- Provide personal care support.

Your Site Manager will also work with the hospital to ensure a safe and supported discharge when it comes time for You to leave hospital. We need to make sure that before You leave hospital that we can work with the hospital to determine a discharge plan which includes things like:

- Any changes to Your medications and charts
- Assessing Your post-discharge support needs
- Organising changes and updates to any of Your Personal Support Plans
- Confirming Your care requirements
- Scheduling any follow ups and checkups.

We may be able to pick You up when You are discharged from hospital if You have 1:1 support hours at that time in Your Supported Independent Living Roster of Care.

Irregular Support may also be an option, provided You have enough hours remaining in Your Irregular Support service booking and Sylvanvale is provided with enough notice to roster additional staff to pick You up. Please note Sylvanvale require a minimum of 2 hours of support for pick up in line with SCHADS Award conditions of a minimum 2-hour shift.

[10] If the hospital application is not successful and the hospital is not able to pay for Sylvanvale staff, we will not be able to support You while You are admitted.

[11] If staff have driven You to the hospital emergency department, they will take Your Hospital Folder and medications. Staff will administer charted medication while supporting You in the waiting room, prior to admission only.

21. Healthcare and Support Documentation

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 plan recommendations, and we have received evidence from the practitioner/health care professional that the staff have been trained to a sufficient standard 12.

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

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

21. Healthcare and Support Documentation (continued)

- Other required health care management plans
- Clinical support assessments and plans (e.g. functional assessment, communication plan)
- Behaviour Support plan, inclusive of any authorised restrictive practices[12]
- Restrictive practice authorities (please talk to us if You require staff to support You through the use of an approved restrictive practice)[13]

For copies of Sylvanvale Healthcare documents please contact **customers@sylvanvale.com.au**.

22. Medication Management

Sylvanvale utilises 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 Supported Independent Living team to meet Your health and wellbeing needs and keep You safe. If You wish Sylvanvale to provide You a**ny 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.

[12] You and Your Plan Nominee must ensure that a sufficient level of funding has been included in Your NDIS Plan to allow for training costs associated with support staff attending training by Your Healthcare practitioner i.e. hours for support staff to attend training and hours which may be charged by Your practitioner/health care professional. Sylvanvale also require payment to collect clinical data to inform plans and for Your Site Manager and support workers to attend training by Your practitioner/health care professional.

[13] 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**

22. Medication Management (continued)

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 a Supported Independent Living service 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 Supported Independent Living.

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.

22. Medication Management (continued)

Changing Pharmacies

1. Speak to Your current pharmacy

Tell the pharmacy that You will be moving into a Sylvanvale home 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 home (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**

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**

Note: If You require help with any of the steps, please contact the Site Manager at Your SIL home 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.

23. 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.



24. 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.

24. 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.

24. 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.**

24. 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.**



25. 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.

26. 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.

You should also refer to Your SDA providers tenancy agreement, which may also include additional damages clauses related to the property.

27. 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 Quality and Practice or the appropriate legal documents such as a subpoena or warrant.

28. Internet and WiFi Access

All Sylvanvale properties have access to the internet for both staff and Participants. Internet access for You is provided at no cost and can be accessed via the dedicated guest network. Your Site Manager can assist You to connect as many devices as You wish to this network. Being a corporate network administered by Sylvanvale there are restrictions placed on accessing certain websites and content. Should You wish to access restricted content on Your device, You will need to arrange for Your own internet or data to enable this to occur.

29. Onsite Supported Independent Living Office

The office is used by Sylvanvale staff for the provision of services to a number of Participants. The office/s are not considered to be a part of the Participant's communal area.

30. Smoking Policy

Sylvanvale is a smoke free work environment, therefore smoking, including vaping and e-cigarettes is not allowed inside Supported Independent Living sites and our motor vehicles. Smoking is not permitted near any windows or doors (open or closed), near air conditioning intake units, or where smoke can enter the building.

31. 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.

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

32. Pets

Sylvanvale staff may support You to look after Your pet as long as You have agreement from other residents, and it is safe for staff to do so. Should Your pet endanger the safety of staff or other residents, the pet will not be permitted.

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

33. Resident Meetings and House Rules

Sylvanvale will coordinate regular meetings with You and/or Your fellow residents to discuss how the house operates and agree on any meals, activities and house rules.

In these meetings we will remind You of Your rights including things like how to make a complaint and how to keep Sylvanvale and Your home a place where residents are safe and free from abuse and neglect.

These meetings are documented in a Client Meeting Record.

34. Maintenance of Your Home

Should You have any concerns with the maintenance of Your home, You need to 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.

35. Vacancy Management

Sylvanvale will manage vacancies and select new residents to fill any vacancies. The views of You and Your family members will be one of the factors considered in making a final decision to fill a vacancy. Sylvanvale also undertakes a detailed assessment of the needs of prospective residents and assesses compatibility with existing residents. New residents in Supported Independent Living are supported with a transition plan, which includes the opportunity to meet existing Participants and their family members.

36. Privacy and Confidentiality

While You are receiving Supported Independent 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 Sylvanvale services and You. The exceptions to this are in the case of a legal requirement or 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.**

37. Your Information and Records

Please be aware that Supported Independent Living services need to keep some information and records to meet legal and NDIS requirements. Supported Independent Living support staff are required to maintain notes about the supports provided to You which are entered into our electronic systems. They also are 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.** 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.

38. Management of Your Appointed External Service Provider

Sylvanvale understand that You may choose an external service provider for supplementary supports in Your Supported Independent Living home. When this occurs, Sylvanvale requires You or Your Plan Nominee and appointed service provider to complete a Memorandum of Understanding and provide evidence of insurance prior to accessing the service.

Sylvanvale also require all Healthcare practitioners and professionals who will be working directly with You without support from a Sylvanvale Support Worker in Your Supported Independent Living home to sign a Memorandum of Understanding and provide evidence of insurance.

39. 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 Schedule of Support 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, Your annual transport fee and household expenses. Instructions on how to sign these documents in DocuSign are included in the Service Agreement DocuSign Instructions 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.

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 new Service Agreement will be required for each NDIS Plan You receive. This Handbook forms part of Your Service Agreement.

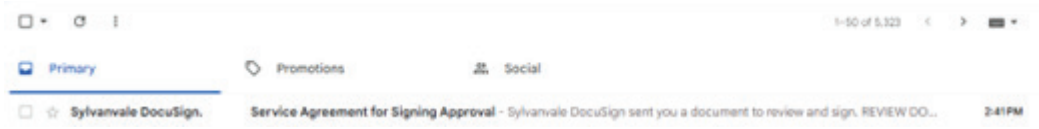
Having a Handbook and Service Agreement is a helpful way to make sure You have everything in writing should an issue occur. Keep Your Handbook and Service Agreement in a safe place and make sure You keep a copy of Your NDIS Plan with these documents.

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, NDIS Pricing Arrangements and Price Limits or DSOA funding agreement.

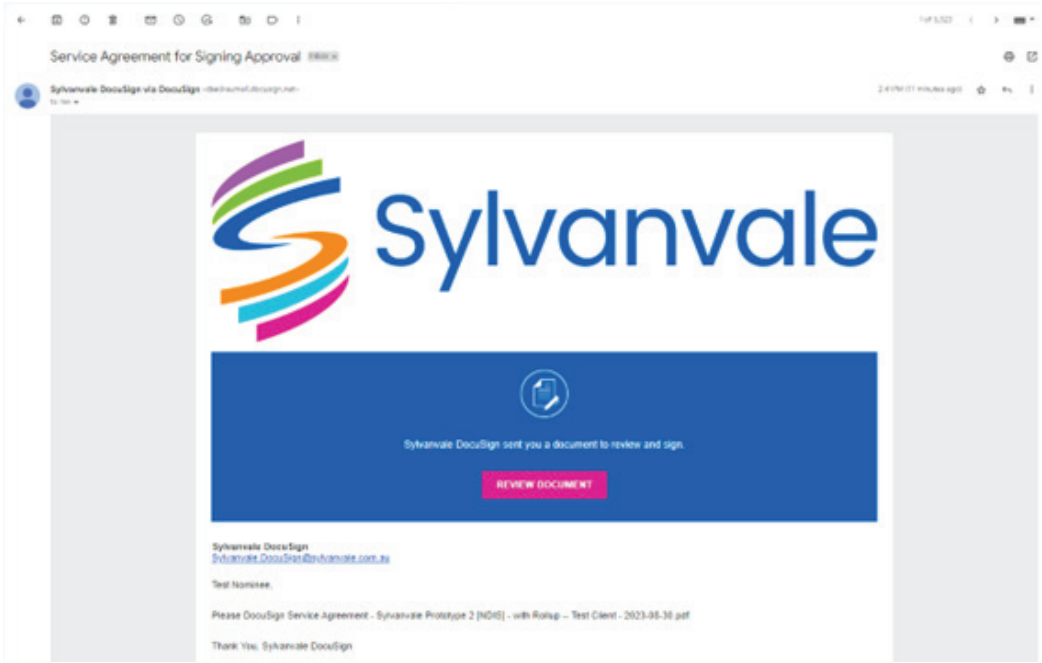


40. Service Agreement DocuSign Instructions

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.



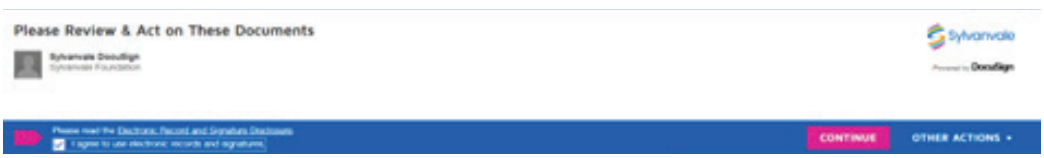
2. Open the email and select the **Review Document** button.



3. The DocuSign document will appear.



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

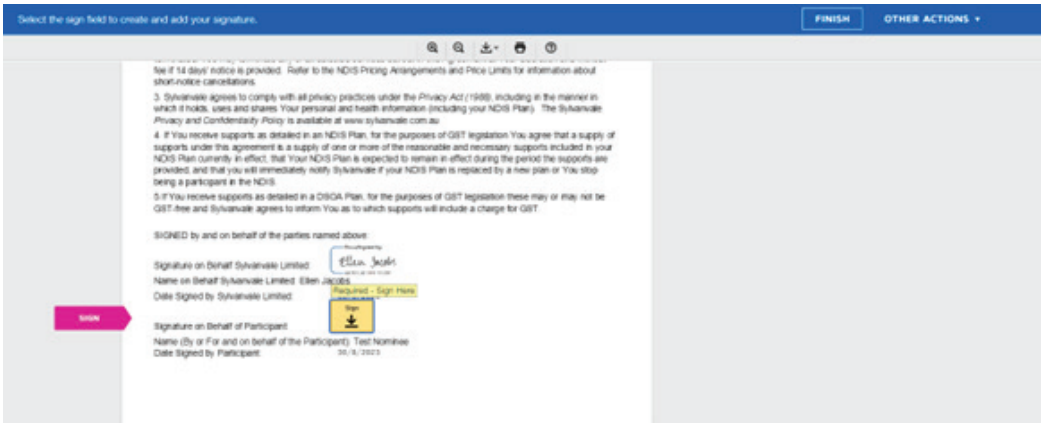


40. Service Agreement DocuSign Instructions (continued)

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



6. Select the **Sign** box.

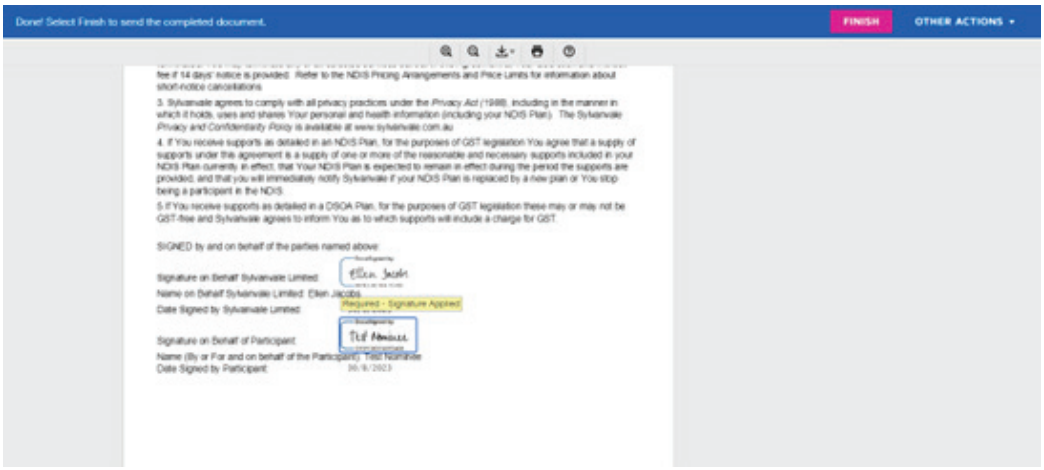


7. Type your Full Name if it does not already appear, then select **Adopt and Sign**.

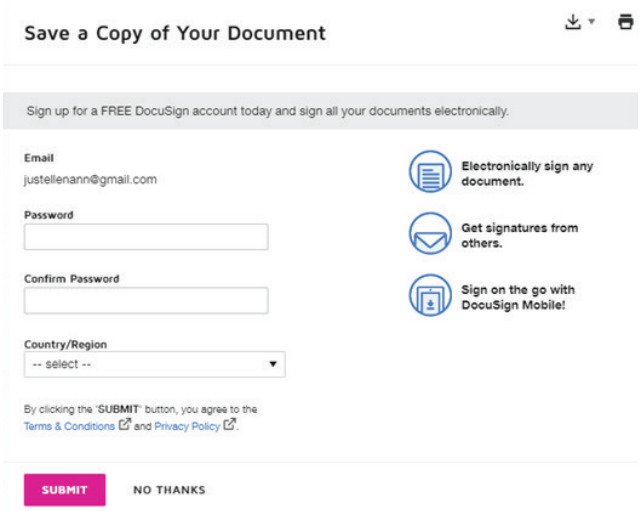


40. Service Agreement DocuSign Instructions (continued)

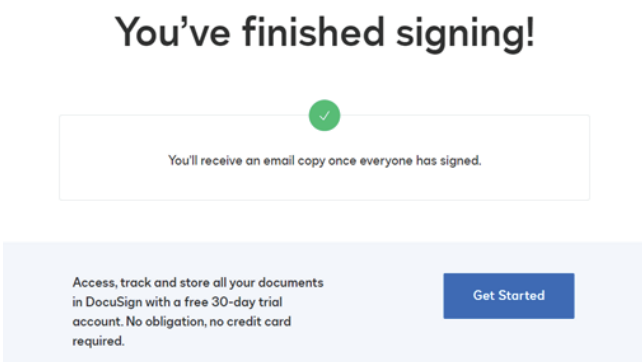
8. Select the **Finish** button to finalise and submit the completed document. Please do not press the **Finish** button without signing the document.



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.



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



41. Plan Nominee and Consent

Sylvanvale assume 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.**

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

Sylvanvale Service Agreements for Household Expenses and Annual Transport Fee are required to be signed by You or, if a substitute decision maker for Finance has been appointed, your legal guardian.

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.

42. Cancellation Policy

The Sylvanvale Cancellation Policy complies with the cancellation rules in the NDIS Pricing Arrangements and Price Limits.

To view Sylvanvale's Cancellation Policy in detail visit **www.sylvanvale.com.au/publications.**

To cancel Your scheduled service, send an email to **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.

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**

43. Temporary Absences

Household Expenses are payable during temporary absences (e.g. due to hospitalisation or a holiday) with the exception of the portion of household expenses that is attributed to food (equivalent to 50% of household contribution fee). Please email **customers@sylvanvale.com.au** if you are going to be absent for a period of time.

Any portion of household expenses which is eligible for a discount due to temporary absence will be refunded to You following conclusion of the absence.

Your weekly NDIS funded Supported Independent Living supports and Annual Transport Allowance must be paid in full during the temporary absence.

44. Requests to change current services

If Your situation changes, for example, Your external Day Program closes, and You would like to purchase Flexible Support from Sylvanvale to be supported at home or in the community, or for a change to be made to Your current SIL Roster of Care please request these changes by emailing **customers@sylvanvale.com.au.** Sylvanvale require a minimum of 7 days' notice to action any additional service requests. In the interim, we will work with You to find a solution, which may be to utilise Your Irregular Support until You sign a new Service Agreement.

Changes to External Community Participation or Employment Supports

Where a participant receives Community Participation (CP) supports from an external provider, the Plan Nominee is responsible for notifying the SIL Provider of any changes, cancellations, or cessation of those supports as soon as practicable. Notification must be provided directly to the site or Site Manager via phone to ensure appropriate rostering and support arrangements can be maintained.

Where an external Community Participation provider permanently ceases services, a minimum of seven (7) days' notice must be provided to the SIL Provider wherever possible. This notice period allows the SIL Provider sufficient time to review the participant's support needs, adjust staffing arrangements, and implement an alternative roster of care to ensure the participant's support requirements continue to be met safely and effectively.

The SIL roster is developed based on the participant's agreed support schedule, including any external Community Participation supports. If changes or cancellations are not communicated in advance, there may not be a support worker available at the site to provide support during the affected period, which may result in the participant being unsupported.

Where insufficient notice is provided, the SIL Provider will make reasonable efforts to arrange support; however, any additional support required may be delivered and charged as Irregular SIL Supports in accordance with the NDIS Pricing Arrangements and the participant's Service Agreement.

45. 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 (SDA) dwelling.

Sylvanvale is required to have an agreement in place with the SDA 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 / Your Plan Nominee to understand the distinction between SDA and other NDIS supports delivered in the dwelling.



46. Funding, Fees and Charges

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

The supports that are included in the NDIS Pricing Arrangements and Price Limits Supported Independent Living price are defined in the NDIS Supported Independent Living Operational Guidelines.

We will engage You and/or Your Plan Nominee in a pre-planning meeting to discuss Your Supported Independent Living Roster of Care (ROC) to understand what support You want and need during a typical week, and at what ratio, complexity and price level. We will also discuss Your Irregular Support needs, public holidays and transport, as well as what healthcare documentation and staff training is required. to support You.

The NDIS funds two services; Supported Independent Living and Irregular Support. Sylvanvale claim Supported Independent Living service hours each week, after the support has been delivered, and Irregular Support service hours as required.

Any support that is not included in the Supported Independent Living Operational Guidelines or is not funded by the NDIS, requires an additional Service Agreement and where relevant a NDIS Service Booking, as outlined on pages 44 to 49 of this Handbook.

If the NDIS have not funded Your NDIS Plan at the support needs level, price intensity level, ratio of support or the hours of support You requested, Sylvanvale can only provide support for the hours, ratio, complexity and price level funded by the NDIS.

If You agree to a non-Supported Independent Living Support item in a Service Agreement that is not funded or only partially funded by Your NDIS Plan, Sylvanvale will consider that support to be fee for service and invoice You the same hourly rate as the support line item in the NDIS Pricing Arrangements and Price Limits.

For current NDIS fees, please refer to the NDIS Pricing Arrangements and Price Limits which is available at **www.ndis.gov.au/providers/price-guides-and-pricing.**

For current Sylvanvale fees for support items not funded by the NDIS please refer to pages 50 and 51 of this Handbook.

Note: If You are unhappy with the support and funding decisions made by the NDIS, You can submit a Review of a Reviewable Decision. Please refer to the NDIS website for guidance on how to do this **www.ndis.gov.au.**

46. Funding, Fees and Charges (continued)

The following supports are included or excluded from the Supported Independent Living price as per the NDIS Operational Guidelines. We will discuss hours and ratios of funded support at the commencement of Your new NDIS Plan or when things change.

Supports included in NDIS Supported Independent Living funding:

- Help with personal care tasks
- Help to build Your skills in things like meal preparation and cooking, cleaning and developing a routine
- Help to implement any behaviour support plans You have
- Support with supervision, personal safety and security
- Support to develop Your social skills
- Support to give You Your medication
- Support for medical appointments (irregular support or during 1:1 support hours in Your ROC)
- Community access that is not routine or regular, for example, support to complete personal tasks
- Support to get to and from community access activities, where this is Your preference. For example, support to attend hydrotherapy sessions, or to visit family or friends outside of the home[14]
- Provider costs for management, shadow shifts and training of staff (for Supported Independent Living supports only) are included in the hourly rate Providers charge You for providing Supported Independent Living.

[14]As set out in the transport terms and conditions on page 9 of this SIL Handbook.

46. Funding, Fees and Charges (continued)

Supports excluded from NDIS Supported Independent Living funding:

- Rent, board or lodging costs which are charged by any Landlord
- Utilities – gas, electricity, water, telephone, internet bills
- Vehicle costs
- Food.

Supported Independent Living does not include supports not related to Your disability such as:

- Household budgeting/bill paying activities
- Expenses related to holidays, including travel costs.

Supported Independent Living does not include supports that are more appropriately funded or provided by another service system including:

- Paid personal supports while You are admitted to hospital. The health system is responsible for this support
- Paid personal supports if You're in custody or to implement community supervision orders. The justice system is responsible for these supports
- Nursing, medical, dental, palliative care and other health related supports.

Supported Independent Living is different from other supports the NDIS funds. If You need another type of support, it is important to consider the guidelines that apply to that support including:

- Items covered by other supports in the NDIS Pricing Arrangements and Price Limits - this includes transport (but not vehicle costs), assistive technology, personal care while in the workplace, plan management, financial intermediary supports or allied health services
- Specialist Disability Accommodation (SDA) related costs such as property maintenance costs, repairs and vacancy costs
- Regular community access, for example social and recreation support, or work and study support
- Support to create and implement a behaviour support plan.

Supported Independent Living-related Fee for Service supports (annual transport fee):

- Vehicle and transport costs
- Cash-card safekeeping and collation of receipts.

46. Funding, Fees and Charges (continued)

Supports excluded from NDIS Supported Independent Living funding: (continued)

Supported Independent Living-related Core Support budget items:

- Shadow shifts to assist with the introduction of new workers to support complex individual needs - 6 hours per annum
- Support hours for regular community access, social and recreational activities not included in Your ROC
- Support at home in SIL due to annual and other closure of Your daytime support or employer.

Supported Independent Living-related Capacity Building budget items:

- Data collection to inform the development or review of personal support plans
- Specific funding for staff to attend training for Your support needs.

Household Expenses

Household Expenses are calculated at 50% of the Disability Support Pension, plus 100% of the Energy Supplement and are direct debited on a fortnightly basis from Your nominated bank account, based on the Service Agreement You have completed.

Household Expenses cover food, utilities and living expenses including, but not limited to, insurance, security, shared living area furnishings, and cleaning items such as gloves, wipes, aprons and disinfectant.

Because Your Household Expenses Payment is a percentage, it will change when the amount of either the Disability Support Pension and/or energy supplement change. You agree to pay the increase when notified by Sylvanvale who will let You know at least 28 days before the increase occurs.

If You are not eligible for a Disability Support Pension, then Your Household Expenses payment will be calculated as equal to the amount using the above methodology.

Each household has a bank account which Sylvanvale pays the above expenses from on a regular basis on Your behalf.

46. Funding, Fees and Charges (continued)

Rent Fees

Rent is payable as part of Your tenancy agreement and is payable directly to the Landlord. Rent in a Specialist Disability Accommodation (SDA) Property is calculated at 25% of the Disability Support Pension, plus 100% of Rent Assistance. Please refer to the fee terms and conditions in Your tenancy agreement.

Your Personal Finances

Sylvanvale or our staff will not make financial decisions for You or provide You any financial advice. Sylvanvale takes no responsibility for lost or stolen funds, which are managed by You or Your legal Financial Manager. It is Sylvanvale's preference that a legally appointed Financial Manager is in place for the people we support if they are unable to manage their finances independently.

We are not able to accept cash deposits at a Supported Independent Living home, or direct deposits to Sylvanvale, on Your behalf. Where possible it is preferred that an electronic form of payment (debit or credit card) is used to support You rather than having cash on site.

If You require access to money, we recommend considering a cash card that can be directly deposited into. Sylvanvale staff can keep Your cash card in a secure location and retrieve it for You as required. Sylvanvale accept no responsibility for maintaining receipts or for lost or stolen cash cards.

Should You require additional assistance to manage or administer Your cash card this service can be provided for an annual fee and set out in a Service Agreement. The NDIS will not fund this type of support. If you select this option, Sylvanvale staff can keep Your cash card in a secure location and can collate and secure receipts from Your cash card and provide them to Your Plan Nominee / Financial Guardian, for reconciliation.

Sylvanvale require documented agreement/permission from You or Your Plan Nominee/Financial Guardian for Your regular expenses. For more substantial expenses (e.g. a new TV, DVD, holiday), Sylvanvale will, prior to making the purchase, agree with You or Your Plan Nominee/Financial Guardian the likely amount required.

Alternatively, if you wish to increase Your skills and independence in managing Your own money and budgeting, there are NDIS support items available within the NDIS Pricing Arrangements and Price Limits for this purpose, under 'Improved Life Choices'.

46. Funding, Fees and Charges (continued)

Activities

All fees associated with activities and appointments are at Your expense.

Companion Cards are a great way for You to attend venues and some activities without worrying about covering the fees of Your support person. If You don't have a Companion Card, let us know and we can provide You with the forms to complete so You can obtain one.

Transport

Sylvanvale provides access to a modified vehicle in Your Supported Independent Living home on an annual fee basis. The annual fee is a reasonable contribution towards the costs of running the vehicle and providing transport to You and the other residents who live in the Supported Independent Living home with access to the community, services and support.

See page 9 for further information on transport.

Irregular Support

From time to time, Sylvanvale will need to claim Irregular Support hours from the NDIS. The purpose of these hours is to support You to attend medical appointments, healthcare planning, Incident Anylysis, or if You need to stay home because You are unwell and unable to attend employment, day programs or activities in the community. Irregular Support will also be needed for incident management in response to emergencies or critical incidents.

The NDIS caps Irregular Support in the Supported Independent Living Roster of Care at up to 10.3 days per annum for standard intensity and 15.2 days per annum for higher intensity Participant price levels. We will help budget this during Pre-Planning and Plan Implementation meetings.

47. 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** 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 arrangements of the NDIS, Sylvanvale will provide 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 clinicians or medical specialists, data collected whilst observing Your service delivery, risk assessments, the frequency of restrictive practice use, outcomes data and feedback from You, Your 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 You, Your Plan Nominee, or Your legal guardian's consent.

47. Exiting Our Services (continued)

The decision to exit You is often a complex and difficult decision based on a set of circumstances. The decision to exit You will be made around one or more factors below coupled with the evidence looked at over a period of time:

1. **Compatibility:** is about people not just living together but continuing to thrive and grow in what they can do and achieve within their household. Sometimes for reasons related to past experiences, culture, ability to get on socially, age or gender, people may not be compatible. Sylvanvale, after working with You and/or Your Plan Nominee or guardians may look to exit You from Your current Supported Independent Living arrangements.
2. **Loss of funds:** relates to You not having access to funds to meet the costs of Your current Supported Independent Living arrangements. Sylvanvale will work with whoever is able to resolve the issue as a matter of urgency but will be unable to continue to provide Supported Independent Living support if there are no funds to do so.
3. **Needs have changed:** sometimes Your needs change and Supported Independent Living is no longer appropriate for You. It could be due to needing greater support than either Your funds or the current house staffing provides, ageing, worsening health, or You not needing Supported Independent Living as You actually need less support.
4. **Unable to be supported safely:** In the Supported Independent Living context it means that some aspect(s) of the house, its internal layout or the outside area means it's no longer safe for You to remain there. It could also be that the overall staffing arrangements for the house have changed making it unsafe for You to remain there.
5. **Pattern of behaviour:** sometimes for many reasons people do not get on and it becomes difficult if not impossible for them to remain living together as one person begins to target another either physically, verbally, sexually or a combination of the behaviours. It becomes a pattern of behaviour when one person focusses on another or multiple people over a period of time. At times the person who was the initial focus may begin to respond so the pattern becomes well established and affects the way the house functions and residents get on with each other. Sylvanvale will then need to look at which person is best suited to remain in the house or is most able to be relocated, while balancing the safety, rights and well-being of all residents.
6. **Clinician assessment:** At times Sylvanvale may receive a report from a member of its clinical team that describes or highlights issues or risks around the ongoing provision of supports to a house and its Participants. Sylvanvale might also request its clinical team or an independent person to do an assessment of You or other members of the household to look at its functioning and make recommendations around the suitability of the current residents to continue to live together. Sylvanvale would then use the report to commence discussions with You and other stakeholders about the future provision of supports at that location.
7. **Advice/feedback from an oversight body:** From time to time Sylvanvale will receive either formal or informal advice from external bodies such as the Quality & Safeguards Commission, the Office of the Community Visitor, the NSW Police, the Office of the Public Guardian or others.

47. Exiting Our Services (continued)

8. **Advice/feedback from an oversight body:** (continued) In these circumstances observations have been made either from direct engagement with the house and a resident(s) or from reading reports and documentation from a variety of sources (including Sylvanvale) that cause the oversight body to contact us about concerns around Your ongoing safety and well-being.
9. **Inability to (meaningfully) engage:** in Sylvanvale's or another provider's support options. To be a Participant in Sylvanvale's Supported Independent Living means taking part in a variety of support options supplied either by Sylvanvale or another service provider. You cannot just use the house as a hotel or a place to sleep, You need to agree to participate in a meaningful activity either with Sylvanvale or another provider on a daily basis. This is because the NDIS funds Your supports on an individual basis. This is to assist You to be connected with and participate in Your community so You can live Your life as independently as possible. This won't happen unless You take active part in meaningful activities each day.
10. **Risk to self or others:** this includes You threatening to hurt Yourself or others, or causing actual harm to Yourself or others. It also includes increasing incidents of self-harming behaviours such as cutting Your own skin.

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. .

Sylvanvale may end this Service Agreement with less notice if:

a. You carry out an illegal activity within Your home;
b. You have not paid the Service Payment or Household Expenses and do 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 home or community;
e. You breach Sylvanvale's workplace health and safety obligations.

Removal of Your Possessions When You Exit

When you exit Your Supported Independent Living home, you are required to take all ofYour possessions, including furniture and equipment with you. Sylvanvale will only store client possessions, including furniture and equipment, left in the home after exit, for a maximum of four (4) weeks before arranging or their removal/disposal.

Sylvanvale reserves the right to pass on, in full, the cost of completing these actions to You. Any cost invoiced in relation to the removal/disposal of Your possessions is payable within 14 days of the date on the invoice.

Sylvanvale

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instagram.com/sylvanvale

linkedin.com/company/sylvanvale

Find out more at **sylvanvale.com.au**

T **1300 244 577**
E **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