

Your Onboarding Journey

What You Need to Know

Thank you for your interest in our accommodation. We're excited to help you find your new home! To make the process simple, we've created a step-by-step guide outlining what happens next and what you'll need if you choose Sylvanvale.

1. Inspect the Property

Take a closer look at your potential new home. We'll show you around and, where appropriate, introduce you to the people already living there.



2. Involve Your Supports

If you're interested in the property, bring along the people who can help you make the best decision—your Support Coordinator, family or plan nominee, occupational therapist, Behaviour Support Practitioner, or others involved in your care.



3. Suitability Review

Next, we review how well the property meets your needs. Over the following days, we consider:

- Your support requirements
- Compatibility with housemates
- Safety considerations
- Staffing needs



4. Transition Planning

If the home is suitable and both parties decide to proceed, we'll:

- Develop your personalised transition plan
- Arrange meet-and-greets with the right people
- Develop and manage your support team
- Work with you to ensure your routines, daily support plans, and any equipment you need are ready for when you move in



5. The Big Day!

Once all paperwork is complete and your move in date confirmed, we'll help you settle in, make sure you're comfortable, and be around to answer any questions.



6. What Happens Next?

Moving in is when your real journey with Sylvanvale begins, with dedicated teams ensuring you always receive the care you need. You're supported by people on site for day-to-day needs, staff at head office ready to take your call, and a welcoming community around you.



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What We Need from You

Required Documents (only those relevant to your needs)

- NDIS Plan
- Occupational Therapy Report (including Functional Assessment)
- Behaviour Support Plan (BSP)
- Manual Handling/ Transfer Plan
- Speech Therapist Reports (including Communication Plan)
- Mealtime Management & Nutrition Plans
- Health & Medical Plans (including Epilepsy, Diabetes, Asthma, Bowel, Wound etc)
- CHAP Tool, if already created, otherwise Sylvanvale will facilitate
- Details of equipment or modifications required to property/vehicle
- Your weekly routine (including any external supports engaged)
- Any other clinical plans needed for safe support

Your Partnership With Us

To support you well, we ask that you:

Be Open

Sharing your needs, preferences, routines and experiences.

Keep the Conversation Going

Let us know what's working, what's not and what you would like so we can support you to live the life you choose.

Have Trust

In our long-standing service and our commitment to your goals.

Frequently Asked Questions

How long does onboarding take?

It usually takes 4-6 weeks to make sure everything is ready, but this can change depending on your needs.

Can I have more than one tour?

Absolutely, you can bring supports or visit again

What if the home isn't right for me?

We'll discuss other Sylvanvale options and guide you through next steps

Who can I speak to?

Your designated Regional Manager will be your main point of contact.