



Supported Independent  
Living (SIL) Handbook

**What Does Living in a Brighter Access home look like?**

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Registered  
NDIS provider

# 1. Overview

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Brighter Access extends you a warm welcome to our service. This handbook has been developed to provide you with an overview of the roles and responsibilities for individuals, families and carers in relation to Supported Independent Living (SIL) services. To ensure delivery of the best quality of service, please read this handbook carefully. If you have any questions or require additional information, do not hesitate to contact a member of our team.



Participant Maysey enjoying her beautiful SIL unit with her Mum (left) and SIL Support Worker (right).



## 2. About SIL

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Supported Independent Living (SIL) services are funded under the National Disability Insurance Scheme (NDIS). Brighter Access' SIL services provide the opportunity for people with disability to live independently, either in group or shared accommodation settings or as a single occupant in their own home, while receiving daily living supports.

Brighter Access will support you based on the NDIS funding you have in your plan. If you are funded with shared supports eg. 1:3, or 1:2 your supports will be based on you living with others and sharing support with them. Housing accommodation will be on a shared basis. You will have your own bedroom, however, may share common areas of the property with others. SIL services are tailored to individual needs and can include supports/assistance:

- 24/7 daily living supports with trained staff;
- With tasks of daily living including – domestic assistance, meal preparation and cooking, meal planning;
- Developing and implementing routines and structures around household activities;
- Household shopping, etc (as required);
- With all tasks of personal care such as showering and dressing (as required);
- With household duties ie gardening;
- With personal health and wellbeing;
- With household participation and community integration;
- Catching public transport;
- With creating new social networks;
- For visiting family.
- To maximise capacity to be as independent as possible with household decision making, personal care and domestic tasks.

The following items are excluded from Supported Independent Living services:

- Personal care supports while participant is hospitalised;
- Items covered in other sections of the NDIS price guide (such as transport costs, community access, assistive technology, personal care while in the workplace, plan management, financial intermediary supports, clinical or allied health services, etc.

Our team work closely with participants and their families or carers to help determine the right supports to suit individual needs, personal interests and preferences. A SIL provider supports an individual with qualified, trained staff to assist with daily living, personal care and participation in community or social activities.

## Eligibility

To access SIL services, you must have a current NDIS plan with allocated funding for SIL included in your plan funding.

## Specialist Disability Accommodation

Specialist Disability Accommodation (SDA) does not refer to the support services, but the homes in which these are delivered. It is where a provider with an SDA approved property leases accommodation to a person with a disability, who has an NDIS plan, to live in a home that may include specialist designs for people with very high needs or may have a location or features that make it feasible to provide complex or costly supports for independent living. **The SDA funding is separate to the SIL funding within a plan.**

# 3. Responsibilities

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Everyone has a role to play in ensuring the delivery of smooth, safe and efficient SIL services. To make it easier, we have outlined key areas for Brighter Access, participants and families or carers. Brighter Access is responsible for providing day-to-day supports for skilled and suitably trained staff to deliver SIL services. Services may occur across a 24-hour period as part of a seven-day, rotating roster. Staff are trained to deliver high quality services, in a safe and timely manner, and with courtesy and respect to all participants and families.

Brighter Access will provide the necessary managerial supervision and leadership, supports and training as required for all staff. Through the recruitment processes, we ensure our workers are screened and undertake the necessary NDIS worker screening required for working in the disability sector. Employees must comply with Brighter Access's professional standards, policies, procedures and code of conduct. We will provide you and your family or carer with the opportunity to provide feedback or complaints.

## Participants, Families and Carers

How your SIL services are delivered and the type of supports you require will be decided by you or your family member. Payment for your SIL services must be made on time to the required Brighter Access account for your services to continue. It is your responsibility to keep Brighter Access informed of any changes to your NDIS plan, provide feedback on your services as required, and to notify Brighter Access of any changes that may be required to your SIL services.

You will be invited to review your existing SIL services annually, in preparation for your NDIS plan review. In order to deliver a high level of service, Brighter Access must be kept informed and up to date with any health concerns, illnesses or changes in medications.

### **Conflict of interest**

A conflict of interest occurs when a person or organisation is involved in multiple interests and serving one interest could involve working against the other. The provider may supply supports in a number of areas such as SIL and therapy services. You are entitled to know if the interests of both services act independently and in your interests.

Brighter Access has an agreement in place with Enlarge Living (the Accommodation Provider) who is managing the property. This relationship between the two providers means they are not completely independent. You need to be comfortable with the relationship before moving into a Brighter Access / Enlarge Living property.

## **4. Service Agreements**

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Service agreements will be put in place when a participant enters SIL with Brighter Access. The service agreement will remain in place until a participant leaves Brighter Access SIL.

### **Suspension of services**

There are certain times when Brighter Access may need to suspend services. We will discuss any matters with you in the first instance and work with you to resolve any issues. Suspension of services may be due to any of the following circumstances:

- Failure to arrange payment for services, including your contribution to household expenses;
- NDIS funding has been exhausted;
- Serious incidents which impact on the wellbeing of other participants or staff;
- Inactive service agreements;
- Support plans are not adequate or up to date, for example: mobility or epilepsy plans.

### **Changes to service agreements**

If you require any changes to your SIL supports or with the delivery of your SIL services, you will need to meet with your Brighter Access Accommodation Manager and make the necessary amendments to your Service Agreement. Any changes will be advised in writing in the agreement and will need to be signed and dated by both parties.

# 5. Documentation and Record Keeping

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## **SIL Agreement**

The SIL Agreement will be reviewed as changes in the participant's circumstances occur. Please read all paperwork and agreements carefully and return to us as soon as possible to ensure we have the correct and current information to support you. Some plans are required to meet our legal obligations.

If these documents are out of date, we may need to cancel your supports until the required paperwork is provided. If applicable, we must have an up to date epilepsy plan as well as any current medication charts. Unfortunately, if there are errors on medication charts, we cannot administer medication.

## **Mandatory reporting**

There are strict rules around what service providers must do to meet their obligations to participants, whether they are a young person or adult, and their obligations to the NDIS Quality and Safeguards Commission.

By law, staff are allowed to share information between authorised government agencies and non-government organisations (NGOs) if the information relates to a participant's safety, welfare or wellbeing.

## **NDIS payments**

Brighter Access will work in partnership with you and the NDIA to ensure your funding is adequate to meet your support needs.

## **Board and Lodgings**

Board is the provision of meals and other household living expenses. Lodgings is the provision of accommodation. Board contributions are used for the day-to-day expenses and running of your home, and contributions are made by everyone.

These daily expenses may include, but are not limited to:

- Utilities (water, gas, electricity)
- Household maintenance and repairs
- Cleaning and waste disposal
- Groceries and food
- Furniture
- Gardening

## My personal money

Your personal money and bank accounts must be managed by you, or your appointed financial manager. Brighter Access does not have authorisation in relation to your personal bank account, however staff will support participants with managing their personal expenditure as required.

Personal expenses may include, but are not limited to:

- Eating out and leisure activities
- Personal clothing and footwear
- Developmental or educational activities
- Hobbies and gifts
- Incontinence products
- Medical and therapy services
- Personal travel
- Toiletries
- Personal linen
- Pets

Participant Tony lives in a fully-accessible SDA apartment. Pictured with his SIL Support Worker.



## Transport

Brighter Access provides some local transport within SIL for routine household requirements ie. weekly household shopping trip, routine medical appointments. Brighter Access does not provide transport for recreation and social outings within SIL. This is an individual community activity and should be negotiated with your community support provider.

# 6. Household Guidelines

If you live in shared or group accommodation, the household guidelines aim to provide freedom for all participants to enjoy a quiet, undisturbed home life. On occasion, there may be additional rules which are specific to your home location such as parking or neighbouring properties. Check with your Accommodation Manager for any rules that may apply in addition to those outlined in this handbook.

## Conduct

We ask that all visitors and participants treat Brighter Access staff and other participants with respect at all times. It is a requirement that all visitors adhere to household guidelines. Aggressive or violent behaviour towards staff or other participants will not be tolerated under any circumstances. If visitors to the site display such behaviour, they will be asked to cease such behaviours immediately or for visitors to leave the site. We will endeavour to resolve interpersonal conflicts and utilise the skills of specialist teams to support people who display antisocial behaviours that may impact on others in group settings.



## **Smoking**

All Brighter Access homes are smoke-free premises indoors, however designated smoking areas and containers are provided outside. Check with your specific household for where these are located.

## **Pets**

Pets are not allowed in the home unless prior approval has been granted by the accommodation provider and other participants in the house.

## **Privacy**

All participants must respect the privacy of others in their own rooms or in private areas.

## **Adult activities**

Participants are free to partake in activities of an adult nature providing staff, other participants or visitors are not negatively impacted by the activities and health, safety or welfare is not compromised.

## **Furniture**

You are responsible for furnishing your own personal space – bedroom, ensuite / bathroom. The cost associated with furnishings in the property's common areas will be negotiated for each location and may be shared amongst all participants.

# **7. Additional Information**

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## **Medications**

Medical needs are determined by a treating practitioner, and prescribed medications are administered according to their orders. All medications are Webster packed and records are kept using Webster pack signing sheets provided by the pharmacist.

### **PRN Medication (as needed medication)**

PRN medication is anything that is taken occasionally or as necessary. For example, Ibuprofen, taken when you have a headache, is considered PRN medication.

We recommend that you discuss with your doctor about including any over the counter medications, such as Panadol, Ibuprofen or Movicol, on the PRN chart.

PRN medication needs to be provided in a Webster pack or similar and a medication sign sheet also needs to be provided.

## **Hospital visits**

In the event that you are hospitalised, our staff will stay with you during your admission to hospital and until you are settled on the ward. Staff will also provide the hospital with information regarding your supports if requested, obtain updates on your progress and treatment, communicate with your family, visit regularly, and participate in care coordination. The level of support you receive from Brighter Access staff while in hospital will be dependent on your needs.

## **Infectious diseases, outbreak notification and infection control Public Health Act (2010) and Public Health Regulations (2012) stipulate that services are required to report on certain identified infectious diseases and conditions.**

Public health authorities in NSW are required to be notified if a person in our care is suffering from an infection on the notifiable list as it may pose a significant risk to others. Some of these notifiable diseases include acute viral hepatitis and hepatitis A, B, C, D, and E, influenza, measles and gastroenteritis.

If you have a notifiable illness or an infectious disease such as chicken pox, scabies and impetigo or are unwell with a virus or generalised illness, please let us know as soon as possible so that we can respond and report accordingly. If you are not currently ill but are a carrier of a disease such as hepatitis B, please let us know so that we can ensure the correct infection control procedures are in place.

## **Outbreaks**

Outbreaks of infections are rare, however we are required to follow strict infection control guidelines. If you have been diagnosed with an infectious disease, please advise our staff so they can follow the guidelines for that specific illness.

## **Incidents**

Brighter Access is committed to the safety and wellbeing of every person in our care. If there are any issues at any time, please speak with a staff member as soon as possible to address them. If you your issues are not addressed, ask a staff member to put them in writing and send through to the Manager. Early reporting provides the best chance to investigate and to put support strategies in place.

## **Restricted Practices Authorisation**

The use of seclusion, mechanical restraint, physical restraint, environmental restraint and chemical restraint have been determined as regulated restricted practices under the NDIS Quality and Safeguards Commission. There are strict rules around what service providers must do in order to meet their obligations to the participant and the NDIS Quality and Safeguards Commission. We will discuss what we require, as a service provider, if you have a regulated restricted practice that you wish us to put into practice.

## **Duty of care**

All staff at Brighter Access have a duty of care to you as the participant. We endeavour to support you and your family with a high quality service as planned. There are, however, some occasions when the requirements we need to fulfil are not the same as what is planned, such as if there is an unforeseen illness or outbreak on site.

We ask that families and carers understand that, in these instances, changes to planned services are sometimes necessary. Staff also have strict requirements and procedures in place to maintain service standards at all Brighter Access sites and must adhere to these at all times.

# **8. House Rules**

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Brighter Access will assist you and the other occupants of the property to prepare and agree House Rules. The House Rules will cover the issues that are important to you about living at the property. The House Rules should say how you will make important decisions about your supports and the way you behave in your home.

Brighter Access will ensure the House Rules (and any changes to the House Rules) are consistent with any other house or building rules which the Accommodation Provider must comply with, including the building rules under the lease.

No House Rules (or changes to the House Rules) will be proposed or considered unless such rules are consistent with any other house or building rules which the Accommodation Provider must comply with. The Service Provider and Participants who live in the House will review and update the House Rules once a year.

# **9. Feedback and Complaints**

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Brighter Access welcomes all feedback and we are committed to working through any issues to find a resolution. There are a number of channels where you can lodge a complaint or provide feedback.

If you need help in making a complaint and don't want to ask your Service Provider worker, you can call your Support Coordinator or NDIS directly.

<b>Type of Feedback/Complaint</b>	<b>How to Complain</b>
Problems with furniture, blinds, curtains:	If it is dirty or broken, ask the Accommodation Manager, you can also request them to complete an incident report.
Problems with my room, the garden, bathroom, shared areas:	If it is dirty or something needs fixing, ask the Accommodation Manager, you can also request them to complete an incident report.
Problems with another Participant:	Talk to your housemate about the problem or ask the accommodation staff to talk to your housemate to fix the problem.
Problems with a Support Worker:	Tell the Accommodation Manager what you don't like about what the worker has done. They must try to fix the problem first. If the problem doesn't get better, then talk to your Support Coordinator or housemates to see if other people also think this is a problem. If all this doesn't work and you need more help to fix the problem, then call the NDIS.
Problem with a worker who comes to repair something:	Tell the support staff who will tell the Accommodation Provider.
"I don't like the food":	Tell the support staff what you like to eat. Speak to your housemates about what they like to eat and see if you can change the menu.
Problem about too much noise:	Talk to the support staff or the Accommodation Manager first to see if they can fix the problem.
Other problem:	Talk to the Accommodation Manager, Business Development & Relationships Operations Manager or your Support Coordinator.



# 10. About Brighter Access

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Brighter Access is a community based, non-government service provider committed to supporting individuals with disability, and their families. Our organisation was established in 1979 by a group of parents who saw the need for mutual support and the necessity of having regular breaks from the responsibility of caring for a family member with disability.

While our services have expanded throughout New South Wales focusing on the New England, Hunter, Central Coast and Mid North Coast, we grew from a family and continue to live the values of our small homegrown beginnings. Our vision, mission and values are what shapes our culture. Across all our services, and in everything we do, we ensure our actions align with our culture to uphold our responsibility as an organisation.

We have an open-minded outlook and are willing to think outside the box in our approach to support. We want to see our participants develop their skills, work towards their goals, increase independence and focus on choice, ability and their many strengths. As a registered National Disability Insurance Scheme (NDIS) provider, we employ more than 450 staff who all share the same values as Brighter Access and believe in our vision and core mission. Our staff are committed to providing support to people with disability, families with children or adults with disability and children with additional needs.

We offer a range of essential services for people with disability and their families, including Accommodation, Activities of Daily Living, Behaviour Management Support, Plan Management Support, Clinical Support and Early Childhood Early Intervention. Brighter Access partners with Enlarge Living to provide high standard accommodation. Find out more about Enlarge Living by visiting their website:

[www.enlargeliving.com.au](http://www.enlargeliving.com.au)





Opening doors – enhancing lives

**SUPPORTING CHOICE,  
OPPORTUNITY, INCLUSION  
& ACCEPTANCE.**

**FIND OUT MORE ABOUT US:**



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