

## INALA SIL (SUPPORTED INDEPENDENT LIVING) APPLICATION & ENTRY PROCESS



We welcome all enquiries for Supported Independent Living (SIL) supports with Inala and all housing enquires.



Please feel free to contact us - we will arrange a good time to meet and then...



First you can discuss your needs, interests, priorities and aspirations.  
*(Please let us know if you require any assistance with translation or other communication support).* For SIL supports at Inala you must have SIL approved in your NDIS plan. Your Support Co-ordinator or LAC can support you.

*If we have no current accommodation vacancies you can fill out an EOI with Inala for future Accommodation options.*

*Your individual suggestions and requests are always welcome!*



If you are interested, you are free to come and visit and even meet and speak with some of our residents. This way we can get to know each other better.



After your visit we can discuss whether our services and support options might be what you are looking for.



If, for any reason, you or we think another service or option might better suit what you are looking for, we will give you their details so you can contact them.



If we have a suitable vacancy and you wish to choose Inala for Accommodation (SIL) supports, we will discuss in more detail your interests, aspirations and priorities. Inala will then prepare a SIL quote and submit to the NDIA. You will be involved in this process. We will also talk to you about Inala's Accommodation fees and Inala provisioned costs. To secure Accommodation supports at Inala you must have pre-approved SIL supports in your NDIS plan and the NDIA must approve the submitted SIL quote.



When you move into your home, we will set up your individual file with your consent. This will include information about you, including, but not limited to your Individual profile, your medication and the supports you require. Your file will be kept confidential and only accessed by Inala staff members who provide supports to you. You can see your file at anytime and withdraw consent for us to hold this information at anytime, however this may impact on our ability to provide quality supports.



As part of your SIL quote, you will have identified your goals. Staff will support you to achieve these goals in line with your available SIL funding and they will document your progress.

At 12 months we will review everything with you and support you to develop new SIL goals in preparation for your NDIS Plan review.



We welcome all suggestions and ideas which can help us improve our services – please feel free to contact us.

If you are not happy about anything, please tell us so we can fix it. Inala has a feedback and complaints process.

## **INALA SIL (SUPPORTED INDEPENDENT LIVING) APPLICATION & ENTRY PROCESS**

### **INALA ACCOMMODATION SERVICES – SUMMARY OF APPLICATION AND SERVICE ENTRY**

A full statement of INALA's Application and Entry Process is included in INALA's Policy and Procedure Manual and is available if required.

#### **ACCESS POLICY**

Inala will provide a fair process for access to each person meeting the eligibility criteria for disability services provided by Inala. Access to services will be based on relative need and will be free from discrimination based on gender, race, sexual preference, class, political or religious beliefs.

#### **ELIGIBILITY CRITERIA**

Persons seeking NDIS funded services need to be:

- A permanent resident of Australia
- Aged 18 years or over
- Living with an intellectual disability/s which:
  - \* Is permanent or likely to be permanent
  - \* Results in significantly reduced capacity in a number of life areas, and necessitates the need for day program support.
- Have an approved NDIS Plan with eligibility for SIL supports provided by Inala.

#### **ASSESSMENT CRITERIA**

- The Individual's health, skill, behavioural, and social supports needs are:
  - \* Able to be met within Inala's resources
  - \* Compatible with support needs of existing clients.
- Priority shall be given when a person:
  - \* Has compromised supports in place in their current living situation
  - \* Is a member of the Inala community already
  - \* Comes from a "disadvantaged" sector of the community (eg. ATSI origin)

#### **ENTRY PROCESS**

Please see over page

### **MEETING YOUR NEEDS AND GOALS IS WHAT IS IMPORTANT TO US, AS IT IS FOR YOU**

#### **CHANGES IN YOUR NEEDS OR PREFERENCES**

- Please let us know if your preferences or priorities change so we can re-design your supports to best support you in the SIL environment.

#### **IF YOU DECIDE TO CHANGE PROVIDERS OR SUPPORTS**

If you decide for a change, we gladly will support you to change your supports or providers as best we can. Please let us know and how we can help. We will only share your information and support information if you wish and provide your consent. Any changes to your SIL supports will involve a new SIL quote for all participants in the home as shared supports are involved

#### **IF WE FIND ANY PROBLEMS WITH PROVIDING ONGOING SUPPORTS FOR YOU**

If you or we find any problems with providing ongoing supports, we will arrange to discuss any issues with you and any nominated support person. This could arise where :

- Your needs have changed and are not able to be appropriately or fully met by Inala
- There have been ongoing difficulty in meeting any Inala fees
- There have been issues or incidents of significant concern and which are unresolved by working together