

S I L

S U P P O R T E D I N D E P E N D E N T L I V I N G P A R T I C I P A N T S





This handbook provides an overview of what to expect when you select and engage Pearson's Services to be your provider of Supported Independent Living (SIL) support.

To ensure the best quality of service, please read this handbook with anyone in your network, so you have an overview of the policies and procedures PAHS staff must follow and the roles and responsibilities we ask of you.

What is SIL?

SIL is help and/or supervision of daily tasks to help you live as independently as possible, while building your skills. It is paid personal support and is most commonly used in shared living arrangements.

SIL funding doesn't include things like rent or other day-to-day expenses, such as groceries.

SIL is one type of help or supervision with daily tasks to help you live as independently as possible, while building your skills.

SIL is the paid personal support. It includes things like having a person to help with personal care tasks or cooking meals. SIL can help build these skills as well, so you can be more independent.

SIL is best suited for participants who have high support needs and require a significant amount of assistance throughout the day.

Where does SIL happen?

SIL can happen in your home, a rental house, or with a disability provider. You can get SIL if you live in a home with other people, you can also get SIL if you live on your own, but there might be other Personal Care Supports that suit you better.

Sorting out Paperwork

When you select Pearson's Services to be your SIL provider, we make a SIL Service Agreement. In this, Pearson's agrees to provide a qualified, trained staff to assist you with daily living, personal care, and participation in community or social activities. SIL does not include other types of support, such as attending lifestyle day programs, employment, or community access. These items can be added under different funding supports within your NDIA Plan.

To access services and supports that are in your NDIA Plan, but not included through your SIL-funded supports, you will need to enter a separate Service Agreement. You may select Pearson's Services to provide some, or all, of these different services, or another provider. Either way, you will have another agreement that you will need to manage.

Conflicts of Interest

A conflict of interest is a situation where a person or organisation may be involved in multiple interests, and serving one interest could involve working against another.

If Pearson's Services is required to have an agreement in place with another party, so we can provide you with SIL support, Pearson's Services will let you know of any potential conflicts of interest.

If you are unsure of any arrangements that may be currently in place or if you are concerned about a potential conflict of interest, speak with someone on your Pearson's Services team so we can discuss.

Clients Choice and Control

Pearson's Services believes each participant has the right to choice and control and has the power to make decisions over the things that affect them and their life. This means that we support clients to make their own decisions about their services. This can involve choosing the supports you receive, including how and when the supports are provided, having a range of service providers to work with, and having the option to manage your own plan funding.

Support & other plans

We must have an up-to-date health, mental health, and specialist disability support plan (such as specialist positive behaviour support plans) as well as any current medication administration instructions.

If there are any swallowing or eating difficulties a speech pathologist will need to advise and possibly write a meal time management plan.

These plans are required to meet our legal obligations. If any of these documents are out of date, or missing we cannot start a SIL placement until the required paperwork is provided.

Please note that if medication administration instructions are unclear or there are errors on medication administration instructions, we cannot administer medication.

What will we do?

To deliver your SIL supports, as stated in our Service Agreement. To provide day-to-day supports by suitably trained staff.

- To train staff to deliver a high-quality service, in a safe and timely manner, and with courtesy and respect to you and your network.
- To ensure our workers are screened and undertake the necessary NDIS and child safe checks required for working in the community.
- To monitor staff compliance with Pearson's Services professional standards, policies, procedures and code of conduct.
- To listen and act on your feedback and complaints, so you feel safe and that you are actively shaping your supports to suit your life.

What do you and your network need to do?

- To let Pearson's Services know how you need your SIL service to be delivered and the type of support you require, and to keep Pearson's updated as your circumstances change.
- To inform Pearson's Services of any changes to your legal or health circumstances, including any health concerns, illnesses, or changes in medication.
- To provide updates to any decision-maker or financial trustee arrangements that may be in place, to ensure Pearson's Services is operating with all the right permissions in place.
- To manage prompt and timely payment for your SIL supports, and any other payment owed relating to your SIL support, such as payment toward living expenses.
- To keep Pearson's Services informed of any changes to your NDIS plan and give Pearson's notice of any plans to end your SIL service agreement with us.
- To actively participate in planning and house meetings.

Privacy and Consent

There are strict rules around what service providers must do to meet their obligations to participants under the NDIS Quality and Safeguards Commission. This includes privacy and the extent to which we provide support and assistance. Pearson's Services agrees to comply with all relevant Privacy Laws in the way it holds, uses, and shares your personal and health information, including your NDIS plan.

We may ask that you sign a written consent that allows Pearson's Services to share your personal and health information with other providers or another person/entity. *You do not have to sign the consent form, and if you do sign you can always withdraw your consent later at any time.*

Mandatory reporting

If you do not provide your consent to share your personal and health information, it does not mean Pearson's Services can't share your personal and health information, but without your consent, we must comply with the relevant Privacy Laws before we share your information.

In some limited circumstances, and only when permitted by law, Pearson's Services can disclose information about you to someone else without your consent.

This is usually when the disclosure of information is required for law enforcement, child welfare or to prevent or lessen a serious threat to life, health, or safety.



Hospital Visits

If you are hospitalised, our staff can stay with you during your hospital admission and until you are settled on the ward. The NDIS considers that once admitted to hospital, you are then under the care of the health system, and if we stay there, it is a duplication of services. On a case-by-case basis, sometimes the NDIS will allow staff to come in for 2 or 3 hours a day to provide emotional support, but this would need to be confirmed with the NDIA planner involved.

Although our staff will be unable to stay with you once you are settled on the ward, they will obtain updates on your progress and treatment, communicate with your family, and visit regularly.

Staff will provide the hospital with information regarding your supports, if requested.

Medications

Medical needs are determined by a treating practitioner, and prescribed medications are administered according to their orders. All medications are Webster packed and administered according to practitioner's instruction.

PRN Medication (as needed medication) must be in a Webster pack or similar with clear administration labelling. We recommend you discuss with your doctor about including any over the counter medications, such as Panadol or Ibuprofen on the PRN chart, so our staff can give it to you if required.

Infectious Diseases, Outbreak Notification & Infection Control

Pearson's Services is required to report on certain identified infectious diseases and conditions, by notifying Public Health Authorities if a person in our care has an infection on the notifiable list. This is because it may pose a significant risk to others.

Some of these notifiable diseases include COVID-19, acute viral hepatitis, hepatitis A, B, C, D, and E, measles, and severe 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 generalized 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.

Living Expenses

Pearson's Services will agree on a budget with you and/or your financial trustee. This will include expenditure amounts and arrangements for:

- Food and groceries: We generally work on \$110 weekly.
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- Internet data and media streaming, normally about \$25 per month.
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- Utilities – electricity, gas- divided between the other participants & Pearson's Services.
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- Personal - clothing, shoes, haircuts, and hygiene products; health - doctor, dentist, physiotherapy, medicines, eye care, glasses; leisure, recreation and entertainment (Flexible dependant on need, participants encouraged to manage their own funds).

"If you are managing your own money, we will help you to stay on budget, if you wish".

House, Property and Tenancy Rules

To make sure you get a say in how your household runs, you'll be asked to join in and make 'House Rules' for everyone to live by. These can be updated if they are not working, or if someone moves out or in, and things change.

On occasion, there may be additional rules which are specific to your home location, such as parking or neighbours' properties.

Privacy

You must respect the privacy of others in their own rooms or in private areas. You cannot go into other people's rooms without their permission.

While sex and other adult activities are a regular part of adult life, they are private. You should only engage in these activities in a private place and ensure you do not disturb anyone else in the household.

Respect and Safety

We ask that you and any of your visitors always treat Pearson's Services staff and other participants with respect. It is a requirement that all visitors adhere to house rules and that you pay for any damages to the property incurred by you or your visitors.

Aggressive or violent behaviour towards staff or others sharing with you will not be tolerated under any circumstances. If visitors to the site display such behaviour, they will be asked to cease immediately or leave the property.

Pearson's Services will endeavour to resolve interpersonal conflicts and utilise all available specialist resources to assist in matters relating to behaviour support.

Furniture

You are responsible for furnishing your own personal space. Specific to each property, Pearson's Services will set up a 'basics' list containing essential household items and inventory of ownership. Completing the inventory list may require discrete markings on items.

Items excluded from the inventory list include:

- Your personal linen and bathroom essentials.
- Small kitchen items of low value and individual items of a set.
- In shared houses, when a tenant moves out and takes their belongings, it becomes the responsibility of the remaining tenants, or the new tenant entering the shared house, to ensure the 'basics' list is complete.
- Pearson's Services does not accept any financial responsibility for wear and tear or damage to a tenant's property, irrespective of the circumstances in which the wear and tear or damage occurred.



Smoking

We respectfully ask that you do not smoke indoors in the presence of our staff or prior to staff arriving on site to deliver SIL services.

Staff are not permitted to smoke inside your home. If any of our staff smoke, we will organise a designated smoking area, with a container, outside. If you move into an existing shared house, please check with your specific household for where these are located.

Pets

Pets maybe allowed in the home but prior approval must be granted by the accommodation provider and other participants in the house.

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 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 Pearson's Services have a duty of care to you as a client of Pearson's Services, and as an NDIA participant. Pearson's Services has an obligation to support you as planned and agreed upon in the service agreement.

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 and must always adhere to these.

Incidents

Pearson's Services is committed to the safety and well-being of every person we support.

If there are any issues at any time, please speak with a staff member as soon as possible to address them.

Early reporting provides the best chance to investigate and to put support strategies in place.

Feedback and Complaints

All feedback and complaints can be lodged anonymously if you would prefer. But our staff can also support you to make a complaint. There are different ways you can lodge a complaint or provide feedback to us:

- **Via an online form on Pearson's Services website**
- **In person with a Pearson's Services staff member.**
- **Over the phone by calling 83222792 during office hours. You will then be passed to a member of our Leadership Team.**

"We welcome all feedback"

NDIS Quality and Safeguarding Commission

(NDIS Commission) is an independent Commonwealth agency established to improve the quality and safety of NDIS supports and services. If you are really unhappy with us, you can make a complaint about Pearson's Services to the NDIS Commission by:

Phoning 1800 035 544 or TTY 133 677.
National Relay Service and ask for 1800 035 544.
Completing a complaint contact form on the NDIS Quality and Safeguard Commission website.

Changing SIL provider

If you decide to change SIL provider, we ask that you give us at least 12 weeks' notice in writing.

We fully respect your decision and assure you that we will remain committed to providing quality service while you are with us and maintaining positive relationships with you, your new SIL provider and your network while you transition.

Inspections and property access

Pearson's Services can visit and inspect the shared areas of the property at any reasonable time.

Repairs, cleaning, maintenance, upgrades, and renovations of the shared areas can be done by Pearson's Services at any reasonable time.



What if my home is damaged?

If your home becomes damaged (for example by fire or flood) that it is no longer safe or practical for you to live there, Pearson’s Services will write to you explaining either:

- How we will repair the damage to your home, and if required we will work with the NDIA or Commonwealth Department of Health (as relevant) to find you another home for you during the repairs.
- Alternatively, we may work with the NDIA to find another permanent home for you, and end the agreement.
- Pearson’s Services may need to enter your room from time to time, and we will give you notice as set out below:

Reason Access is required	Notice Period
In an emergency, or to carry out emergency repairs or inspections	Immediate Access
To carry out general repairs and maintenance	24 hours
To carry out any other works, including structural works or property upgrades	24 hours
To show the room to a prospective resident after notice to terminate has been given	48 hours
To carry out inspections	48 hours
For any other reason	48 hours

If the property owner needs to access your home (including your room) for repairs, maintenance, renovations or to sell the property, they will advise Pearson’s Services who must advise you using the time frames shown above.

Support Providers

Pearson’s Services will support your choice of SIL Provider; however we will expect the following matters to be decided between all parties:

Supports are fully funded by the NDIA or other funding body.

Responsibilities are clear between all parties, including:

- Duty of Care.
- Work Health and Safety (WHS).
- A Governance framework is established.
- Emergency evacuations.

Pearson’s Services is also a SIL Provider, and you may choose us to be your SIL Provider.

If you do not choose Pearson’s Services as your SIL Provider, we will have a Service Level Agreement in place with your chosen SIL provider/s to ensure that the responsibilities of each provider are clear and delivered seamlessly and consistently.

Pearson’s Services must be notified if you wish to end a relationship with a SIL Provider who is providing SIL or Continuity of Support (COS) services at the property.

A SIL Provider may be changed at any time if:

- The SIL Provider is de-registered by the NDIA.
- The SIL Provider becomes insolvent or is subject to an insolvency event, including administration.
- The SIL Provider has engaged in inappropriate or illegal conduct.
- Pearson’s Services has terminated its agreement with the SIL Provider, and the SIL Provider can no longer access the property.

Pearson's Services will guide you through a step-by-step process if you wish to change the SIL Provider. The process will include obtaining proposals from other SIL Providers, house meetings, voting, and nominations for the new provider to be chosen. The details of this process are outlined in your Accommodation Agreement.

Pearson's Services may appoint a temporary SIL Provider to deliver supports at the property without consultation with you only if:

- Your agreement with the SIL Provider has been terminated, and you have not yet chosen a new SIL Provider, or you have chosen a SIL Provider and they have not started delivering supports
- Pearson's Services has terminated the agreement that gives the SIL Provider access to the property or:
- In any other circumstances where a SIL Provider is required to support you and the other occupants of the property at short notice, and the provider is unable to do so.
- A temporary SIL Provider is a temporary arrangement that cannot last longer than 90 days.
- Where a temporary SIL Provider must be urgently appointed, Pearson's Services will give you 5 days after they have appointed a temporary SIL Provider to decide whether you will agree to the temporary SIL Provider being appointed.

Emergencies

Pearson's Services aims to provide a safe home for all residents. This also includes a range of safety items in the home. Both you and your SIL Provider will be briefed on the available safety features, which will be maintained and certified on an ongoing basis.

Safety features of your home include fire alarms and fire equipment, and these will be shown and explained to you, your family/representative and SIL Provider, with consideration of your preferred communication method. Building evacuation diagrams will be posted on the wall/s in your home.

Pearson's Services is responsible for the maintenance of fire and safety equipment in properties, and the SIL Provider is responsible for training staff to use relevant equipment.

Personal evacuation procedures for you will be completed by the SIL Provider to assist staff when supporting you to evacuate the dwelling.

In the event of an emergency evacuation, your SIL Provider must have plans in place, including a Personal Emergency Evacuation Plan. The SIL Provider will also report to Pearson's Services on any fire drills that occur in your home.

Dispute Resolution

Wherever possible, Pearson's Services and the SIL Provider will work together with you to resolve any issues or disputes. Where an informal approach cannot bring any dispute to a speedy resolution, our staff will support you to access the relevant tenancy resolution service in South Australia.

Record Keeping

Pearson's Services agrees to keep full and accurate accounts and financial records of all payments made by you, repairs, maintenance, or insurance records for your home, and any complaints which we have received for 5 years from the date each record is received.

If you would like to view these records held by Pearson's Services, please contact:

Christopher Smith

(08) 8322 2792

Christopher.Smith@pahs.com.au

Pearson's Services will endeavour to provide you with access to view the records held within 14 days of your request, unless otherwise required by law.

Feedback and Complaints

Pearson's Services will explain to you the complaints/ feedback policy at the time you sign the SIL Accommodation Agreement.

If you would like to request repairs or maintenance for your room or the home, or you wish to make a complaint about the accommodation, or if you have a dispute with another resident in the home and wish to make a complaint, you can contact our Mentor Coordinators :

mentoring@pahs.com.au

If you wish to give feedback or make a complaint and you would rather talk to someone from Pearson's Services who is not involved in your day-to-day supports or accommodation, please contact our Complaints Officer:

- **Phone: 08 8322 2792**
- **Email: support@pahs.com.au**
- **Post: 4/378 Main South Road, Morphett Vale, SA 5167**
- **An online complaint can be made at:**
 - **Pearson's Services Satisfaction Survey (surveymonkey.com)**

If you have an NDIS plan and you are not satisfied or do not want to talk to the Pearson's Services contact person, you can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting [ndis.gov.au](https://www.ndis.gov.au) for further information.

If you have a COS plan and you are not satisfied or do not want to talk to the Pearson's Services appointed person, you can contact the Commonwealth Department of Health by calling 1800 020 103 or visiting:

<https://agedcare.health.gov.au/programsservices/commonwealth-continuity-of-supportprogramme> for further information.

If you wish to seek independent advocacy to assist in your complaint feedback, this link lists a number of independent advocacy organisations across Australia:

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

In signing the SIL Accommodation Agreement, you acknowledge that Pearson's Services has reporting obligations in relation to complaints made and will report any complaints as required by all relevant laws.

Name**Contact**

National Disability Housing Unit

1800 943 722

My SIL Provider

Pearson's Services

My Pearson's Key ContactSam Bowen
SIL ManagerJames Sheppard
Relationship Manager

08 8322 2792

If I have a complaint I can talk to: complaints@pahs.com.au

Address: 4/378 Main South Road, Morphett
Vale SA 5162**ABN:** 36 608 383 286**Registration Number:** 4050002033