

POLICY 3.2 WORKING WITH OTHER SERVICE PROVIDERS

OVERVIEW

This policy overviews how ILV (we, us, our) will work with other service providers.

WORD LIST

Community Living: Housing complexes where all/most residents have a disability. Each resident has their own room in a dwelling (apartment/townhouse/villa/house). They may live alone or share with others. Their dwelling is co-located with other disability housing.

Drop-in Support: Drop-In Support is a less structured style of support delivery ranging from one hour per week to several hours per day.

Residents: Residents are people living in our housing.

Resident SIL Provider: SIL Provider based (with an office) in ILV community living complexes.

Support Service Providers: Are organisations who provide services to support residents to enable them to live in their disability housing.

Supported independent living (SIL) is help and/or supervision of daily tasks to help participants live as independently as possible. It is the paid personal supports. SIL support is often available 24 hours, 7 days per week often in a shared home environment.

Supported Independent Living (SIL) Providers: Organisations who provide SIL services.

Support Coordinators: A Support Coordinator supports participants to understand and implement the funded supports in their plan and link them to community, mainstream and other government services.

SDA Residents: Residents who have Specialist Disability Accommodation in their NDIS plan and are living in an SDA property.

POLICY

We establish and maintain relationships, referral networks and links with disability and other support service providers who work with residents in our properties.

ROLES AND RESPONSIBILITIES

ILV and other support service providers have different roles and responsibilities.

ILV, as the housing provider, provides the dwelling (home) and the tenancy management services related to that home including:

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- Identification of potential residents
- Tenant matching (matching people to appropriate dwellings) – in consultation with Support Service Providers where appropriate
- Collection of rent
- Maintenance of property
- Modifications of property as required.

Support service providers provide the necessary supports to residents to enable them to live as independently as possible. Such supports may include:

- Assistance with activities of daily living (Supported Independent Living)
- Transport
- Leisure activities
- Household tasks
- Behaviour management and support.

Support service providers may provide services on a 24/7 basis (have support staff on site at all times) or provide services on a drop-in basis (dependent on the service provider, resident needs, and choices).

Each resident has a separate service agreement with us (ILV their housing provider) and their support service providers (including SIL Provider).

Residents:

- Have the right to choose and to change their SIL provider regardless of whether the dwelling has links with a specific provider
- Have security of tenure (consistent with the terms on the service agreement with us) irrespective of who provides their SIL or other support services.

LINKS WITH OTHER SERVICE PROVIDERS IN RELATION TO INDIVIDUAL RESIDENTS

We work closely with SIL Providers to support residents in their property.

We ask the consent of residents to exchange information with their SIL provider. We communicate with and actively work with, support service providers on issues that affect the resident including:

- If the resident's housing needs change or housing modifications are required
- In the event of any issues arising in relation to the behaviour of the tenant, that impacts on other residents or the operation of the dwelling
- In the event of any incidents.

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ACCESS

We provide access for other service providers, including SIL providers, who support residents including:

- Keys/access codes to the complex and the resident's dwelling
- Information on the complex and the resident's dwelling including safety information
- Orientation to the complex.

INCIDENTS

Where our staff become aware of any incidents relating to an individual resident, staff will follow the ILV policies, procedures, and protocols and (with the resident's consent) inform their SIL provider and other service providers as appropriate.

Refer to Client Incident Policy.

SUPPORT PARTNERSHIP AGREEMENTS

A SIL Provider is based in each of ILV's community living complexes (resident SIL Provider). Residents can choose this provider **OR** choose their own support service provider (drop-in support).

ILV has a formal partnership agreement with the resident SIL Provider which outlines our respective roles and responsibilities.

We work with the resident SIL Provider to:

- Identify potential residents
- Assist people to access funding e.g. SDA funding
- Match residents to the dwelling e.g. location and features and match residents (where the resident is sharing a property)
- Address any issues that arise e.g. conflicts between residents.

Our agreement with the resident SIL Provider does not override the right of the resident to

- Choose their preferred SIL or other support service provider
- Change their SIL or other support service provider.

Their choice of SIL or other support service provider does not impact on their security of tenure (right to continue to live in their property).

RELATED POLICIES, LEGISLATION OR OTHER RESOURCES

ILV Guide to SDA

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