



STEP 1 PARTICIPANTS AND FAMILIES MEET WITH LWB

Life Without Barriers (LWB) invites Participants, their families and supporters to meet with us to talk about:

- Life Without Barriers and how we work
- The transfer from the Department of Health and Human Services (DHHS) to LWB
- The National Disability Insurance Scheme (NDIS)
- The process to receive a Supported Independent Living (SIL) Quote
- Any questions they may have

YOUR ROLE: Help communicate house visit plans and follow up opportunities to meet Participants and their families.

STEP 2 LWB BEGINS PARTICIPANT SIL QUOTE

After meeting with Participants, their families and supporters, we will use the information shared with us to complete each Participant's initial SIL Quote.

This quote includes important information about each Participant's support needs at home and how much funding they will require to support these needs.

LWB will also start preparing a series of other important documents that the National Disability Insurance Agency (NDIA) require from registered providers, called the SIL Quote Pack. Every house's SIL Quote Pack includes:

- Each Participant's SIL Quote
- Roster of Care (ROC) for the entire house that Participants reside in
- Floor plan of the house that Participants reside in
- Hourly breakdown of support for each Participant
- Evidence to support why such services are required

YOUR ROLE: Help communicate the importance of the SIL Quote to Participants and their families. Provide LWB with any information requested to complete a SIL Quote Pack.

STEP 3 OPERATIONAL STAFF REVIEW SIL QUOTE

Operational Managers and House Supervisors will review and assess the information included in each Participant's SIL Quote.

Operational Managers and House Supervisors may also meet with LWB's Assessment and Planning Team to discuss the SIL Quote.

YOUR ROLE: Support your team in reviewing SIL Quotes to ensure they accurately capture each Participant's information.

STEP 4 LWB CREATES A ROSTER OF CARE

Once all Participants who reside in the house have a SIL Quote, LWB will create a 'Roster of Care' (ROC). This document outlines the support needs of all individuals living in the house, as explained in their SIL Quote, to confirm the support services required for the entire house over a week. This is to ensure there is the right roster of staff to support all Participants.

LWB will submit this Roster of Care as part of the house's SIL Quote Pack to help evidence each Participant's need for support and funding.

YOUR ROLE: Assist LWB with any information required about the support provided in a house.

STEP 5 LWB TEAMS REVIEW SIL QUOTE PACK

Each SIL Quote Pack will be reviewed by several teams within LWB, including our Finance Team, Assessment and Planning Team, and finally the Regional Manager. This is to ensure all documents are accurate and adhere to NDIA guidelines.

YOUR ROLE: Reassure Participants, their families and supporters that all information included in a SIL Quote Pack undergoes several rounds of quality control.

STEP 6 SIL QUOTE PACK SUBMITTED TO NDIA

Once the SIL Quote Pack for your house is completed, LWB will email it to the NDIA who will assess each Participant's SIL Quote submission on the grounds of 'reasonable and necessary' support requirements. After it has been approved, each Participant will receive SIL funding and the necessary support in their home.

YOUR ROLE: Reassure Participants, their families and supporters that all necessary information has been provided to the NDIA.