



# Supported independent living services – support levels and rostering fact sheet

This document outlines the various support levels available in supported independent living services and provides examples of support rosters. These rosters are examples only, and SILS providers should structure their rosters in a way that best meets the needs of young people in their service, in consultation with the DCP case worker and SILS Coordinator.

## High level of support

A high level support package comprises 32 hours a week of support per placement. This package of care is standard at the outset of placement for young people with a high level of complexity. How this support is delivered is flexible, and will depend on the young person's individual needs.

A roster of direct support hours for a young person on a high level package might look something like the example below:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Support 0700-0900	Support 0700-0900	Support 0700-0900	Support 0700-0900	Support 0700-0900	Support 1000-1200	Support 1000-1200
Support 1600-2000	Support 1600-2000	Support 1600-2000	Support 1600-2000	Support 1800-2000		

## Medium level of support

The high level of support should be reduced over time based on assessment by the Service Provider in collaboration with the DCP case manager and SILS Coordinator. As the young person's skills and independence develop, they will transition to a medium level support package, which comprises 14 hours of care per week.

A roster of direct support hours for a young person on a medium level package might look something like the example below:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Support 0700-0845	Phone Call 0700-0715	Support 0700-0845	Phone Call 0700-0715	Support 0700-0900	Support 1000-1200	Support 1000-1200
	Support 1700-1845	Phone Call 1900-1915	Support 1700-1845	Phone Call 1900-1915		

A medium level package of care is standard for young people with a low to moderate complexity at the outset of placement, and a step down for higher complexity young people after a period of time to settle the young person in the placement and engage them in the service. The need for this level of care will be reviewed at regular care team meetings with the assumption that a medium level support package

would be appropriate for a further three to six months for all young people, except those with high levels of positive engagement who do not wish for this level of support.

## Low level of support

As the young person becomes more independent, care could be stepped down even further, with 5 hours support being offered. This low level support package would be the minimum offered to all young people for the duration of their placement in SILS. A roster of direct support hours for a young person on a low level package might look something like the example below:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Support 0700- 0800	Phone Call 0700- 0710	Phone Call 0700-0710	Phone Call 0700- 0710	Phone Call 0700- 0710	Phone Call 0700- 0710	Support 1000- 1100
Phone Call 1900- 1910	Phone Call 1900- 1910	Phone Call 1900-1910	Phone Call 1900- 1910	Support 1700- 1830		

## Flexible support

The above packages of direct support are enhanced by the allocation of 112 'irregular hours' of support and 14 passive night shifts per year. The use of these hours is flexible, to allow service providers to respond to the changing needs of young people.

It should be noted that travel time for workers to attend placements to support young people is included in the support hours indicated above. Phone calls to the young person are included in the allocated support hours, however phone calls to staff from the young person requesting additional support are included in on call allowance.