



Supported Independent Living Services (SILS) Procedure

1. Purpose

The Department for Child Protection (DCP) has established a panel of providers to deliver Supported Independent Living Services (SILS). Panellists will deliver accommodation, programmatic responses to support skills development and develop individually tailored support to assist young people to transition to adulthood. This includes:

- responding to the diversity of young people's needs
- tailoring support to young people's developmental needs, capabilities, and strengths with the ability to step-up and step-down support
- providing consistency of workers and continuity of care over time
- delivering intensive support to stabilise young people if required, or targeted to key times of the day such as meal preparation, school or training attendance
- having well-developed service networks to facilitate the provision of a broad range of services, programs and networks for young people
- being culturally responsive and incorporating culturally safe approaches as part of the therapeutic foundation, including the use of the Aboriginal Child Placement Principle (ACPP) to maintain Aboriginal and Torres Strait Islander young people's connection to their family, community, culture, sense of identity and Country
- providing young people from a culturally and linguistically diverse (CALD) background with the opportunity to develop and/or strengthen their sense of cultural and ethnic identity, including identifying suitable placement options in accordance with the placement priorities for children and young people from a CALD background
- supporting young people's connections to family where safe to do so, supported by DCP case workers, including the development of an Aboriginal Cultural Identity Support Tool (ACIST) to support Aboriginal and Torres Strait Islander young people's connections to their family, community and culture
- supporting cultural identity, ethnicity, religion and language for young people from a CALD background, including the development of a CALD Identity Support Tool (CALDIST) as part of the case plan, and through cultural matching of the young person with bilingual support staff and/or appropriate community members if possible
- assisting young people to develop practical life skills such as self-care, home management, budgeting and financial literacy and confidence for independent living
- building on young people's existing strengths and competencies to achieve successful transition to independence
- supporting young people to remain in their SILS property post care wherever possible. Where that is not the preferred or available option, assisting young people to secure stable accommodation prior to exiting care.



This procedure describes the process for requesting, establishing and managing a SILS environment. It is intended to ensure the provision of SILS occurs in a proactive and well-planned manner with young people receiving ongoing transition from care case planning and support.

All approved SILS Service Orders as per the [Financial Authorisation Register](#) will be executed by Placement Services through DocuSign.

2. Scope

2.1 Eligible young people

This procedure applies to young people aged 16-17 years who are under the custody or guardianship of the Chief Executive pursuant to an order or authority under the *Children and Young People (Safety) Act 2017* who have been assessed as requiring SILS provision to support their transition from care. This includes young people subject to the following orders:

- Instrument of guardianship – section 45(1) and section 47
- Guardianship of the Chief Executive for up to 12 months – section 53(1)(e)
- Guardianship of the Chief Executive until the young person attains 18 years of age – section 53(1)(g)
- Custody of the Chief Executive – section 53(1)(j)
- Custody of the Chief Executive through a Voluntary Custody Agreement – section 96(1)
- Post guardianship/custody (18-25 years) (NOTE: this authority will only be used for periods of transition from SILS).

Eligibility for SILS relies on young people being in receipt of an income, either from paid work or an income support payment from Centrelink.

Eligibility for SILS also requires young people to be eligible for public housing (ie SA Housing Authority (SAHA)) or community housing services.

For SILS to be considered for a young person, they must have a current transition from care case plan.

This procedure also applies to young people:

- who are under the guardianship of the Commonwealth Minister for Immigration (pursuant to section 6(1) of the *Immigration (Guardianship of Children) Act 1946*). For young people residing in South Australia, the Minister delegates their function as guardian to the DCP Chief Executive
- who are pregnant and under the custody or guardianship of the Chief Executive
- who are caring for an infant and the young person and the infant are under the custody or guardianship of the Chief Executive
- who are under the custody or guardianship of the Chief Executive and caring for an infant, where the infant is at high risk of being placed in care.

Target Group – young people who may be suitable for SILS include those of:

- low to moderate complexity who are able to live independently with reduced supervision and support
- high complexity who are lacking independent living skills and may be exhibiting behaviours which create a risk of significant harm, whether to themselves or others, through violence, offending, self-harm or serious substance misuse.



These may also be young people who:

- have a disability or developmental delay
- are Aboriginal or Torres Strait Islander
- are from culturally and linguistically diverse (CALD) backgrounds.

In order to maximise the time frame for young people to engage with SILS provision, it is important for DCP case workers to identify young people from 15 years of age who may be suitable for SILS referral where possible, to ensure a coordinated and planned entry for young people into SILS from 16 years of age.

2.2 Service providers

Only service providers who have applied and been selected to be a member of the SILS Provider Panel will provide SILS.

The SILS Program operates as a fee-for-service model, wherein providers maintain discretion in offering SILS to young people referred for support. SILS panellists assess referrals by considering the young person's capabilities, potential risks and circumstances alongside their SILS property and staffing availability, assessing their ability to adequately support the young person's identified needs.

2.3 DCP staff

This procedure applies to all DCP staff directly and indirectly involved in facilitating SILS for eligible young people. It provides particular guidance to staff in Placement Services and Service Contracts and Licensing (SC&L) regarding the processes to follow in requesting, establishing and managing SILS provision.

3. Authority

3.1 Legislative context

[Children and Young People \(Safety\) Act 2017](#) (CYPS Act)

- guardianship of the Chief Executive for up to 12 months – section 53(1)(e)
- guardianship of the Chief Executive until the young person attains 18 years of age – section 53(1)(g)
- custody of the Chief Executive – section 53(1)(j)
- custody of the Chief Executive through a Voluntary Custody Agreement – section 96(1)
- post guardianship/custody (18-25 years) (Note: this authority will only be used for periods of transition from a SILS environment)
- placement of child or young person in care – section 84
- principles to be applied in operation of this Act – Part 3
 - principles of intervention – sections 10(1)(a)(b)(c) and 10(2)
 - placement principles – sections 11(1)(a) and 11(2)
 - Aboriginal and Torres Strait Islander Child Placement Principle sections 12(1), 12(2)(a)(b)(c) and 12(3)(b)(c)
- Chief Executive to assist persons leaving care – section 111.

SILS is an important element of DCP's transition from care case planning for young people aged 16-17 and supports DCP meeting its core obligation to assist care leavers under the CYPS Act.



3.2 Whole of Government requirements

Not Applicable.

3.3 DCP requirement for panellists and service providers

It is a requirement that all panellists and providers contracted by DCP to provide services to Aboriginal and Torres Strait Islander infants, children, young people and their families are committed to implementing and working within the Aboriginal and Torres Strait Islander Child Placement Principle (ACPP), including supporting the infant, child or young person's connection to their community, identity and culture. Refer to the [Aboriginal Child Placement Principle Practice Paper](#)

4. Procedure requirements

4.1 SILS Model

The safety of children and young people is the paramount consideration.

The SILS panellist must have the capacity to deliver:

- quality care environments to young people
- therapeutic care that is trauma informed and developmentally appropriate
- services that respond to the individual needs and characteristics of young people
- culturally safe and responsive approaches, including the use of the ACPP to maintain Aboriginal and Torres Strait Islander young people's connection to their family, community, culture, sense of identity and Country
- a level of worker support that is able to respond to a young person's needs 24 hours a day, every day of the year
- services that promote safety and wellbeing of young people and provide a homelike, culturally safe and responsive environment where staff have positive and strong relationships with young people to support the development of skills for independence
- the least restrictive environment, which is physically designed to minimise the risk of self-harming and violence
- client centred outcomes for young people at the direction of DCP
- a stable workforce to ensure continuity of care.

The SILS panellist will be selected based on their capacity and ability to:

- respond to referrals in a timely manner in accordance with DCP requirements
- provide accommodation in a preferred geographic location for the referred young person or placement group along transport routes and accessible to essential services
- source and ensure sustainable accommodation for young people post care
- deliver services tailored to particular target groups and the individual needs of young people being referred, including one or more of the following:
 - Aboriginal and Torres Strait Islander young people and community
 - complex behavioural needs
 - specialist disability



- culturally and linguistically diverse
- who are pregnant or have an infant in their care where the infant is at high risk of removal
- provide a plan that involves the young person in their transition into and from SILS
- provide a plan to 'step-down' the level of support over a period of time as young person's capacity to live independently increases
- provide a cost-effective service that is considered by the purchasing delegate to represent value for money.

With the exceptions of accommodation and setup costs, all other costs are set at the Panel Deed level.

The key components of the SILS Model are:

1. The SILS Service Request which invites the SILS panellist to submit an offer and outlines the needs of the young person and levels of support as assessed by DCP.
2. The SILS Service Offer Template to be completed by SILS panellist detailing:
 - a. the services that will be provided to meet the young person's individual needs
 - b. accommodation and set up costs.
3. The SILS Service Order, which outlines the accommodation and setup costs and is used to calculate the total cost of the SILS environment.
4. The SILS Service Order which outlines:
 - a. the identity of the SILS provider
 - b. young person's details
 - c. DCP's financial commitment for the SILS environment
 - d. the milestones the SILS provider is expected to meet.
5. The Client Support Tracking Sheet which is a management tool to be completed by SC&L for tracking the agreed support against the actual support provided.

The completed SILS Service Offer Template is attached to the SILS Service Order when issued to the SILS provider. The executed SILS Service Order and completed SILS Service Offer forms a contractual arrangement between DCP and the selected SILS provider.

4.2 Proactive identification of young people for SILS

A young person's transition to adulthood is a process that begins from the age of 15 years with holistic and collaborative case planning and case work to ensure young people are set up to succeed in their transition from care.

The SILS model requires a proactive approach to the identification of young people for living in SILS and matching of young people for living together in a SILS environment where possible prior to their 16th birthday.

A decision to refer an Aboriginal and Torres Strait Islander young person to SILS should incorporate Family Led Decision Making (FLDM) [Family Led Decision Making for Aboriginal families Framework](#) and the Aboriginal Child Placement Principle (ACPP) [ACPP Practice Paper](#).

DCP case workers will:

- regularly review young people from the age of 15 years, to assess their suitability for entry into SILS



- seek the young person's view and understanding about SILS and shared living concept
- match young people for shared accommodation in SILS
- if assessed that the young person requires sole occupancy support, develop a clinical rationale and provide to SILS Coordinator
- ensure that the young person has an up to date transition from care case plan. Refer to the [Develop the case plan to support transition from care](#) key step in the Manual of Practice for more information
- ensure that any case planning documentation for Aboriginal and Torres Strait Islander young people, considers FLDM and the ACPP elements of Partnership and Participation. Refer to the [Aboriginal Child Placement Principle Practice Paper](#) for more information
- ensure adherence to CALD child placement priorities for young people from a CALD background. Refer to the [Culturally and linguistically diverse child placement Policy](#) for more information
- ensure that an application to the relevant housing organisation ie public or community housing has been submitted for the young person prior to initiating a SILS request
- ensure that the young person is in receipt of an income, to enable their contribution to their living costs in SILS (unless otherwise assessed)
- ensure that Aboriginal and Torres Strait Islander young people have an up to date Aboriginal Cultural Identity Support Tool (ACIST). Refer to the [Identify and respond to the cultural needs of Aboriginal children and young people](#) key step in the Manual of Practice for more information
- ensure that young people from a CALD background have an appropriate cultural consultation prior to initiating a SILS request. Refer to the [Working with cultural diversity Practice Paper](#) for more information
- ensure that young people have an up to date CALD Identity Support Tool (CALDIST). Refer to the [Identify and respond to the cultural needs of children and young people who are culturally and linguistically diverse \(CALD\) chapter](#) in the Manual of Practice for more information.

SILS provision is coordinated by the SILS Coordinator in Placement Services, who will:

- liaise with DCP case workers and non-family based care providers to assess the needs of young people aged 15 years and older, as part of the usual DCP transition planning process to confirm their suitability for SILS. Refer to the [Transition to adulthood](#) chapter of the Manual of Practice for more information
- will work collaboratively with the relevant stakeholders, for example DCP case workers, residential care staff and NGO providers to assess the suitability of matching young people together for shared living and document the consensus decision making.

4.3 Consult with a recognised Aboriginal or Torres Strait Islander organisation

Before placing an Aboriginal and Torres Strait Islander infant, child or young person, DCP must, where reasonably practicable, consult with a recognised Aboriginal or Torres Strait Islander organisation in line with the ACPP under section 12(3)(c) of the CYPS Act. Refer to the [Consult with a recognised organisation](#) key step of the Manual of Practice for more information.

To support culturally informed decision making about the placement of an Aboriginal and Torres Strait Islander infant, child or young person, the DCP case worker should consult with the Principal Aboriginal Consultant (PAC) and seek their cultural advice and guidance.

To enable the recognised Aboriginal or Torres Strait Islander organisation to participate in decision making about SILS provision for an Aboriginal or Torres Strait Islander young person, the DCP case worker must



complete the Aboriginal and Torres Strait Islander Child Placement Principle [Consultation with recognised organisation form](#).

4.4 Create and initiate a Placement Request (PRQ)

For all young people requiring SILS, a Placement Request (PRQ) must be created by the DCP case worker in C3MS using standard processes. In the first instance, staff are to refer to the following documents:

- [Place a child or young person in care](#) chapter of the Manual or Practice
- C3MS guide - [Recording a Placement Request](#) (PRQ).

The SILS Team will review all requests for SILS and refer to:

4.5 C3MS Guide – [Request for Placement](#) – contacting SILS panellists, recording responses, creating placements. SILS initiation

All SILS approvals will be managed by the SILS Team through the SILS workflow on the Digital Workspace (DW).

The SILS Team will:

- confirm young person's eligibility and suitability for SILS
- for Aboriginal and Torres Strait Islander young people, ensure that FLDM principles and the ACPP have been applied
- liaise with the DCP case worker and relevant stakeholders ie residential care staff to assess and confirm the level of support required by the young person
- collate the information provided by the DCP case worker and relevant stakeholders to identify SILS groups of two young people for referral to SILS panellist(s)
- seek the endorsement of the Manager, Placement Services and the approval of the Executive Director, Out of Home Care, before referring a young person for a sole occupancy SILS environment. This requires strong rationale to demonstrate that the young person's clinical and care needs are unable to be safely met in the preferred shared SILS living arrangement
- complete a SILS Service Request to initiate new SILS provision that summarises the support levels and duration and the service focus required for each young person
- identify SILS panellist(s), based on key selection criteria and capacity to provide the required SILS environment and supports that meet the individual needs of young people in the preferred location.

A SILS provider may request to meet with the young person and their DCP case worker. The purpose of the meeting is to:

- provide the DCP case worker and the young person with information about the service provider and the property
- discuss the young person's goals and aspiration for their transition from care
- identify supports the young person requires to achieve these goals
- ascertain whether the service provider can provide the young person with the support they require.

SILS providers in metropolitan areas must submit a SILS offer within 10 business days. Placement Services should forward all offers to the young person's DCP case worker to review and discuss with the young person.



The DCP case worker will advise Placement Services of the young person's decision. Placement Services will advise the service providers of the outcome and finalise the contract arrangements.

4.6 Financial control

- The purchasing delegate has authority to approve SILS within the allocated budget in accordance with the [Financial Authorisation Register](#)
- The Manager, Placement Services and the Manager, SC&L must be cognisant of the number and unit price of SILS funded by the Department of Treasury and Finance prior to initiating a new service from SILS panellists that is expected to exceed funded levels
- DCP Performance and Finance will monitor SILS expenditure and forecasted spend monthly and proactively escalate any concerns to the purchasing delegate and the Executive Director, Out of Home Care
- DCP Performance and Finance must keep Placement Services, the Executive Director, Out of Home Care and SC&L informed of the remaining SILS funding and year to date financial performance.

4.7 Initiate a new service from SILS panellists

The Manager, Placement Services will either:

- approve the SILS Service Request
- deny the request, with an explanation and/or pending the receipt of further information.

If the SILS Service Request has been approved by the Manager, Placement Services, the SILS Team will:

- forward the SILS Service Request and SILS Service Offer Template and other relevant documents to SILS panellists, including:
 - Placement Request (PRQ)
 - Case Plan, Transition from Care
 - ACIST for Aboriginal and Torres Strait Islander young people
 - CALDIST for young people from a CALD background
 - Complexity Assessment Tool (CAT)
 - NDIS Plan (if applicable)
 - any other relevant documents depending on the needs and circumstances of the individual young person.
- create a C3MS case note against the current placement request titled '**SILS Service Request**' confirming that the SILS Service Request has been actioned
- the SILS Service Request and SILS Service Offer Template will be forwarded to the dedicated SILS mailboxes of each identified SILS panellist.

The SILS panellists will:

- complete the required fields in the SILS Service Offer Template
- return the completed SILS Service Offer Template to the Placement Services SILS mailbox [Placement Services SILS](#).

All responses are to be uploaded by the SILS Team to the DW.



4.8 Select the preferred SILS panellist

The following criteria will be used by the SILS Team, in conjunction with the DCP case worker (Aboriginal Family Practitioner or Principal Aboriginal Consultant for Aboriginal or Torres Strait Islander young people) when selecting the preferred SILS panellist:

- capacity to provide SILS in the required region by the required date
- target group approved to provide SILS for:
 - Aboriginal and Torres Strait Islander young people
 - young people with disability
 - young people from culturally and linguistically diverse backgrounds
 - young people assessed by DCP as having complex needs
 - young people who are pregnant and under the custody or guardianship of the Chief Executive
 - young mothers who are caring for an infant and the young person and the infant are under the custody or guardianship of the Chief Executive
 - young mothers who are under the custody or guardianship of the Chief Executive and caring for an infant, where the infant is at high risk of being placed in care.
- panellist's proposed SILS Model and programmatic response
- prior and current performance in clinical service delivery and providing practical supports to young people
- cost (determined by entering the accommodation and setup costs into the SILS Service Order)
- create a C3MS case note against the current placement request, confirming an outcome on preferred SILS panellist.

To select a SILS panellist using the above-mentioned criteria, the SILS Team will:

- review the SILS Service Offer(s) received from SILS panellist(s) and make a recommendation based on which panellist can best meet the needs of the young person(s)
- workflow the recommended SILS Service Order, Client Support Tracking Sheet/s and SILS Service Offer Template to the Manager, Placement Services for endorsement.

Placement Services endorsement

- The Manager, Placement Services is to check the SILS provision details and available funding and process their SILS workflow task to the next stage (Executive Director, Out of Home Care) for approval.

4.9 Seek contractual approval and signatures

For the endorsed SILS panellist:

- **Delegate approval**
 - workflow the endorsed SILS panellist recommendation, SILS Service Order, Client Support Tracking Sheet and SILS Service Offer Template to the Executive Director, Out of Home Care for approval.
- **Purchasing approval:**
 - the SILS Coordinator will workflow the preferred SILS Service Order and associated Client Support Tracking Sheet and SILS Service Offer Template to SC&L who are to check that the details comply with the Panel Deed requirements and funding availability



- SC&L will exercise purchasing approval and workflow the approved or rejected SILS Service Order, Client Support Tracking Sheet and SILS Service Offer Template to the SILS Coordinator.
- **Service Order execution** - the SILS Team will:
 - forward the approved SILS Service Order and Client Support Tracking Sheet via DocuSign (using the standard DocuSign process) to the SILS panellist for signing
 - DocuSign will then request that the SILS Service Order (with the Client Support Tracking Sheet and SILS Service Offer Template attached) is signed by the DCP delegate per the [Financial Authorisation Register](#)
 - DocuSign will send a notification to the Placement Services SILS mailbox on receipt of the signed SILS Service Order from the panellist
 - SC&L contract manager to notify any unsuccessful SILS panellist/s by sending an email to the dedicated SILS mailboxes of the SILS panellist(s).

The SILS Service Order can only commence once both parties' authorised representative has executed the SILS Service Order via DocuSign.

4.10 Record the SILS Service Order

Following signing of the SILS Service Order by both parties the SILS Service Order details will be entered into the following information systems:

Information system	Recording requirements
DCP Contract Management and Licensing System (CMLS)	<p>SC&L will create a Work Order in CMLS, which will include a copy of the executed SILS Service Order, Client Support Tracking Sheet and SILS Service Offer Template. The Minimum Requirements for Safety at Supported Independent Living Services Accommodation Checklist to record acceptance of the SILS Service Order and to record payments against the Purchase Order value must be attached to the Work Order in CMLS.</p> <p>SC&L will monitor the cost of the SILS environment to ensure the cost does not exceed the Basware Purchase Order value.</p>
Basware	<p>SC&L will raise a Purchase Requisition in Basware and enter the SILS Service Order details and costs into Basware to initiate a Purchase Order (using the standard Basware process). The Purchase Order value covers the entire contracted period. The provision of a Purchase Order is critical for invoice processing.</p> <p>SC&L will inform the SILS provider of the new Purchase Order number, which is to be recorded on all SILS provider invoices. SC&L will then record the Basware Purchase Order number in CMLS against the associated CMLS Work Order.</p>
C3MS	<p>The SILS Team will:</p> <ul style="list-style-type: none"> ● notify the Carer Payments Team to close the existing placement in C3MS, if relevant ● create the SILS placement in C3MS as a sub-type of residential care, long term.

4.11 Establish SILS placement transition



Following contract execution:

- the Manager, Placement Services will notify the DCP case worker of contract execution and provide details of the SILS Service Order and milestones
- the DCP case worker(s), in consultation with the young person/people, their current care team and the SILS provider will:
 - prepare the young person/people for SILS (for further guidance, refer to [Prepare for the placement of a child or young person in care](#) section of the DCP Manual of Practice)
 - activate Brokerage and/or Transition to Independent Living Allowance (TILA) to enable purchase of items designated in the residential setup specification (for further guidance, refer to [Transition to Independent Living Allowance](#))
 - arrange transport to SILS environment (for further guidance, refer to [Transporting children and young people](#) in the Supporting children and young people in care chapter of the DCP Manual of Practice)
 - arrange a follow up meeting with the SILS provider and Placement Services one month after the placement start date to assess the placement transition.
- the SILS Coordinator will:
 - contact the SILS provider to discuss details of the SILS environment and transition arrangements for the young person/people
 - notify the DCP case worker(s) (Aboriginal Family Practitioner and/or Principal Aboriginal Consultant) and provide details of the SILS environment and transition arrangements for the young person/people.

4.12 SILS management

The Service Level is as agreed in the SILS Service Order and the Client Support Tracking Sheet. There may be a requirement to vary Service Level requirements from time to time depending on the young person's needs.

The DCP case worker will be required to actively work with the SILS Coordinator and the SILS provider, as required to:

- coordinate further identification of a young person's needs and supports with the DCP case worker, SILS provider, specialist staff, such as a DCP psychologist, a DCP disability consultant, a PAC, DCP Multicultural Services and/or a DCP practice lead, other relevant services and/or professionals
- facilitate a case conference with all relevant stakeholders (DCP case worker, SILS provider and specialist staff) within two weeks of SILS start
- facilitate case conferences in accordance with case management requirements including situations where it has been identified there is increased potential for SILS breakdown and monthly care team meetings involving SILS provider staff
- provide relevant information as requested
- continue to actively monitor and respond to the young person's needs in partnership with SILS provider staff including:
 - undertaking visits and maintaining regular contact with the young person in SILS
 - ensuring compliance with FLDM principles, ACPP and ACIST for Aboriginal and Torres Strait Islander young people



- ensuring adherence to CALD child placement priorities and CALDIST for young people from a CALD background
- maintaining regular contact with SILS provider staff to monitor the young person's progress
- identifying changes to the young person's needs and levels of support
- working in partnership with the SILS provider to ensure the young person understands the conditions of their SILS tenancy, their obligations and to address any emerging concerns (either about the young person or their SILS provision)
- including SILS provider staff in the young person's care team and supporting them to contribute to regular case planning, review and annual review
- liaising with the SILS Coordinator and SILS provider regarding any proposed variations to the executed SILS Service Order and provide relevant information to support the rationale for variations
- support the SILS provider and young person in identifying a transition from care strategy (for further guidance, refer to [Transition to adulthood](#) chapter of the DCP Manual of Practice)
- managing the young person's exit from SILS.

The SILS Team will provide active placement management for the duration of the SILS environment. This will involve:

- monitoring the SILS provision against the SILS Service Order and Client Support Tracking Sheet as required, in close consultation with the DCP case worker, ensuring that the Service Level provided is as per the SILS Service Order and Client Support Tracking Sheet
- managing the SILS variation process and approvals
- managing the SILS waitlist and monitoring of exits from SILS.

A SILS Service Order variations can be made as the young person's need for direct support changes (see 4.13 SILS Service Order variation for more information).

For further guidance regarding the roles and responsibilities of SILS providers, refer to the [SILS service specifications](#).

4.13 SILS Service Order variation and extension

A SILS Service Order may require a variation due to a range of reasons including:

- the young person's need for direct support reduces or increases
- additional support services are required
- when SILS provision changes occur (individuals move in/out of the home)
- other changes to the service affecting the original executed SILS Service Order.

A SILS Service Order variation can be proposed by the DCP case worker, Placement Services, SC&L or the SILS provider.

All variation requests must be forwarded to the SILS Team via email [Placement Services SILS](#) to assess and progress.

To vary the SILS Service Order, the SILS Team must consult with the SILS provider and collect all the required information.



For Aboriginal and Torres Strait Islander young people, the SILS Team, in consultation with the DCP case worker, will ensure that any variation to the SILS Service Order aligns with the ACIST, including FLDM and the ACPP.

The SILS Coordinator will email the Manager, Placement Services. This includes:

- description of what is changing from the original executed SILS Service Order
- reasons for the variation/termination
- expected timing when changes will take effect
- service level changes and estimated financial impacts.

The SILS Service Order variation decision and relevant background information should be uploaded to the SILS file in DW as part of that variation.

The SILS Coordinator will provide the new service requirements to SC&L to facilitate the creation of a varied SILS Service Order and Client Support Tracking Sheet.

The same approval process as outlined in Section 4.9 Seek contractual approval and signatures is to be followed. However, approval for any variation must progress to purchasing and contract delegates with sufficient authority per the [Financial Authorisation Register](#) spanning the initial SILS Service Order plus the value of the variation in accordance with Treasurer's Instruction 8.

When a SILS variation is completed in the workflow, a PDF document can be generated from DW for uploading to C3MS against the current placement titled '**SILS Placement Variation to SILS Service Order**' summarising the rationale for the variation.

SC&L are to forward the amended SILS Service Order to CMSL Support to amend the SILS Purchase Order. Upon confirmation that the SILS Purchase Order has been updated, SC&L are to update the CMSL Work Order.

4.14 SILS termination and exit

A SILS may be terminated early:

- at the request of the SILS provider – for this to occur the DCP case worker must have convened a meeting with the relevant stakeholders, agreement reached regarding termination and confirmed in writing by the SILS provider
- due to SILS breakdown
- if the young person secures alternative accommodation (for example with a family member) and wishes to exit SILS prior to the end of the SILS period
- if the SILS provider has breached the SILS Service Order or cannot meet its obligations.

For all SILS terminations and exits, the SILS Coordinator will:

- engage SC&L to assist with obtaining contractual advice where seeking to terminate the SILS provision prior to the executed SILS Service Order term
- where possible, identify and communicate the transition timeframes from the SILS environment with the SILS provider, SC&L and the DCP case worker
- advise the Carer Payments Team to close the SILS placement in C3MS
- create a case note in C3MS against the current placement titled '**SILS Placement Exit**' summarising the rationale for termination and future placement actions where applicable



- the SILS workflow item can be closed in the DW.

Upon notification from the SILS Coordinator that all financial transactions are complete, SC&L will:

- ensure all outstanding invoices/credits etc are paid
- close off the Basware Purchase Order
- close off the CMS Work Order.

4.15 Important considerations for young people in SILS

Pet ownership

- relationships with pets can be special for children and young people, and support from pets is linked to increased wellbeing as well as reducing feelings of anxiety and stress
- children and young people in care should be given opportunities for pet ownership when and where appropriate
- there are challenges to consider in the context of residential care, which are also relevant for young people obtaining a pet when living in SILS (for further guidance, refer to [Create a safe and nurturing home in residential care in DCP Residential Care](#) chapter of the DCP Manual of Practice)
- for young people who are living more independently such as SILS, where pets are obtained without prior consultation with the DCP case worker or SILS provider, these situations need to be managed on a case by case basis in consultation with the young person/people, DCP case worker and SILS provider
- young people's SILS tenancy could potentially be terminated should the SILS provider not allow pets to be kept at the SILS property
- pet ownership could impact on young people exiting SILS and their ability to access future housing within the community after leaving care.

Other people living with young people in SILS

- the SILS model does not encompass the provision of accommodation to individuals not under the custody or guardianship of the Chief Executive
- SILS is also predicated on a dual tenancy arrangement being a maximum of two young people, who meet SILS eligibility
- having other people living at a SILS property may jeopardise the young people's tenancy as having a third party living with the young people is contrary to their SILS contractual arrangement
- active case management should quickly identify when other people are living with the young people at the SILS property
- where the other people decline to leave, the DCP case worker should intervene assertively and in a timely way
- the DCP case worker in conjunction with SILS provider staff to meet directly with the young people and other people if appropriate to explain and reiterate the conditions of the SILS tenancy
- the DCP case worker to take a proactive approach with the young people to address a potential breach of their SILS tenancy conditions in partnership with the SILS provider
- where practicable and appropriate, the DCP case worker to provide information to the other people regarding services available within the community to support their individual needs and personal situation



- for Aboriginal and Torres Strait Islander young people with family and cultural obligations, it should be recognised the young people may not feel they are able to decline requests from their families and kin
- in this instance, the DCP case worker should consult with the PAC and seek their guidance to develop a culturally responsive approach to supporting the young people including culturally sensitive ways to intervene on the young people's behalf
- similarly, the DCP case worker to partner with the PAC and SILS provider staff to actively support Aboriginal and Torres Strait Islander young people explore their connection to community, cultural network, family links and relationships secure in the knowledge they have a safe base to return to.

5. Compliance, monitoring and evaluation

The Executive Director, Out of Home Care is responsible for the SILS Program.

The Out of Home Care Steering Group (OOHCRSG) will provide oversight of the implementation, monitoring and evaluation of the SILS Program.

6. Related documents

Related documents, forms and templates
Family Led Decision Making for Aboriginal families Framework
Culturally and linguistically diverse child placement Policy
SILS Service Specification Supported independent living services
SILS House Setup Specification Residential set up specification
Non-family based care child incidental costs – SILS Child related costs service provision requirements
Financial Authorisation Register Financial Authorisation Register
DCP Manual of Practice
Aboriginal Child Placement Principle Practice Paper
Develop the case plan to support transition from care in the Transition to adulthood chapter
Identify and respond to the cultural needs of Aboriginal children and young people in the Supporting children and young people in care chapter
Working with cultural diversity Practice Paper
Identify and respond to the cultural needs of children and young people who are culturally and linguistically diverse (CALD) in the Supporting children and young people in care chapter
Transition to adulthood chapter
Consult with a recognised organisation in the Place a child or young person in care chapter
Consultation with recognised organisation form
Place a child or young person in care chapter
Prepare for the placement of a child or young person in care in the Place a child or young person in care chapter
Transporting children and young people in Supporting children and young people in care chapter of the DCP Manual of Practice
Create a safe and nurturing home in residential care in DCP Residential Care chapter of the DCP Manual of Practice
C3MS Guides



Recording a Placement Request

Request for Placement

7. Glossary

Term	Meaning
Basware	DCP's purchase-to-pay system
CMLS	Contract Management and Licensing System
Service Offer Template	The SILS Service Offer Template outlines the services that will be provided to meet the young person's individual needs and the accommodation and set up costs for the SILS environment
Service Order	The SILS Service Order specifies the cost of the Service and is based on the Cost Schedule shown in the Panel Deed, and the pricing shown is inclusive of all costs associated with providing the service
Service Request	The SILS Service Request summarises the support levels and durations required for each young person and the goals of the SILS Service Order
C3MS	DCP electronic case management system
PAC	Principal Aboriginal Consultant
PRQ	Placement Request
SC&L	Service Contracts and Licensing
SILS panellist(s)	Service providers who have applied and been selected to be on the Panel of Providers for SILS
SILS provider	The SILS panellist who has been contracted via the SILS Service Order to provide the individual SILS environment and supports

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