

## SILC: Services & Fees

SILC supports families to establish and operate family-governed homes for their family member (usually aged 18+) with disability that are largely funded by NDIS Supported Independent Living (SIL) packages.

In accordance with the NDIS principle of Choice and Control, SILC encourages families to be actively involved, to the extent that is possible, in managing and governing the operations of their family member's supported accommodation.

SILC is a registered NDIS Service Provider #4050010743 (NSW). SILC supports Participants with SIL as well as 'Investigating Housing Solutions' Support Co-ordination. These are SILC's core activities.

In July 2019, SILC also became registered to provide Behaviour Support and Specialist Behaviour Support.

SILC is also registered to provide Core Supports, Social/Community Participation and some Capacity Building supports as well as Voluntary Out-Of-Home Care (VOOHC), However, SILC generally only provides such services on an interim basis.

SILC generally only provides services and supports for members, their family members with disability and support workers.

### Membership:

SILC has two types of Members:

There is a one-off entry fee for both classes of membership amounting to \$11 including GST. This is payable at the time of making an application for membership.

(1) **Corporate Members** – also known as House Operators. These are co-operatives or other legal entities established to operate a SIL home for NDIS Participants and are typically comprised of family members. **Annual Corporate Membership is \$2,200 including GST.**

(2) **Individual Members** – these are persons interested in learning about SILC that will possibly join with other Individual Members and progress to become a Corporate Member. **Annual Individual Membership is \$55 including GST.**

\* Groups of people intending to become a Corporate Member can pay a non-refundable deposit of \$2200 including GST to register as on the Pathway to Corporate Membership.

SILC Membership year runs from 1 May to 30 April. Membership fees are renewed each year on 1 May. Corporate Members that join during the course of the year pay a full year's membership fee but get credit for the unused pro rata period in their second year of membership. Individual Membership fees are not pro rata'd because the amount is small. Membership fees are not refunded when a member terminates membership.

Most SIL Providers charge a set percentage of the SIL funding of Participants and/or retain any surplus of SIL funding received from NDIS over their costs of providing services. SILC charges a low, flat fee per House and additional fees for additional services. This allows people with disability and their family members to pay for only the services they need to purchase from SILC. Some SILC services may be able to be paid for using NDIS Support Coordination/Specialist Support Coordination funding (\$98.06/\$186.58 hour) if applicable. Alternatively, services are charged at the rates shown below.

<b>SILC Services &amp; Fees for House Operators, Corporate Members or those on the Pathway to Corporate Membership</b>		
<b>Service</b>	<b>Details</b>	<b>Fees (inclusive of GST)</b>
<b>Supported Independent Living (SIL) and Voluntarily Out of Home Care (VOOHC)</b>	<p>Supported Independent Living (SIL) is a specialist NDIS service that provides funding for workers to support people with disability with all activities of daily living in shared accommodation and to participate in community activities. It is a specialist NDIS service and is separate from Social/Community Participation funding. Only NDIS registered SIL providers can provide SIL.</p> <p>As your SIL/VOOHC Provider, SILC will:</p> <ul style="list-style-type: none"> <li>- submit a SIL quote for each Participant and provide support for SIL component of NDIS plan review, as often as is required</li> <li>- liaise with NDIA with regards to SIL case/quote and provide advocacy, if required</li> <li>- prepare service agreements for each Participant</li> <li>- claim through the NDIS portal for services delivered, transfer funding to entity, provide recipient created tax invoices and monitor SIL funding spend</li> <li>- provide the policies and procedures required to operate a supported accommodation service with regular updates available on the Corporate Members' section of SILC's website</li> <li>- cover House under SILC's public liability and association liability insurance policy (houses can take out their own cover if preferred)</li> <li>- ensure compliance with NDIS Quality &amp; Safeguarding Practice Standards (from July 2018) by reviewing documentation</li> <li>- provide ongoing template documentation and other resources</li> <li>- provide access under SILC's subscriptions to JotForms and Expiration Reminder</li> </ul>	<p><b>\$6,600</b> per quarter, per house</p> <p><b>\$7,700 per quarter, or per house if mix includes resident/s who are under the age of 18</b></p> <p>Fees apply when NDIS Participant commences residing in SILC home.</p> <p>Payable quarterly in advance on the first day of January, April, July and October. Pro rata in the second quarter to the extent that the initial quarter commenced part way through a quarter.</p> <p>Not refunded if House Operator terminates the agreement during the course of a quarter.</p>

	<ul style="list-style-type: none"> <li>- monitor nature of incident reports and provide support to follow up on any reportable incidents/allegations and escalate/investigate to the NDIS Commission, if required</li> <li>- Conduct a compliance check at least once a year (usually in July-August) to ensure your home is complying with the <i>National Disability Insurance Act 2013</i> and NDIS Quality &amp; Safeguards Commission requirements (from July 2018). Additional compliance checks may be conducted at 7 days' notice at SILC's discretion</li> <li>- provide knowledge and support to House Operators and staff to assist with the ongoing operation of the home via attendance at 4 Staff or Board meetings per year</li> <li>- provide knowledge and support to nominated House Representative staff and facilitate quarterly forums for these staff to encourage information sharing and peer-to-peer learning</li> <li>- monitor the use of restrictive practices and convene a restrictive practice authorisation panel (if required)</li> </ul> <p>Note: If support provided by SILC exceeds a reasonable threshold (as assessed by the SILC Board or Head Office Team), House Operators will be charged \$98.06 per hour for additional SIL/VOOHC services delivered.</p> <p>House Operators are required to sign SILC's House Operator Agreement and the Acceptance of SILC's Standard Documentation Agreement and Operational Requirements. House Operators are required to give SILC access to documentation and financial records that are securely stored on a Google Drive or a similar record keeping system.</p>	
<p><b>Establishment &amp; Maintenance Fee</b></p>	<p>SILC is registered with the NDIS as a Provider of Core Supports, Social/Community Participation (CP) and some Capacity Building supports.</p> <p>Where SILC is required to draw down from NDIS funding categories other than SIL or Support Coordination, SILC will charge an annual establishment/maintenance fee per funding category to establish a service agreement, conduct and monitor drawdowns/bank transfers and provide recipient created tax invoices. This fee also covers annual reporting/quoting required by the NDIA for these services.</p>	<ul style="list-style-type: none"> <li>• <b>\$1100</b> per Participant using SILC as CP Provider, applied when the Participant's NDIS Plan is updated plus <b>\$110</b> every time a different CP amount is drawn down because the</li> </ul>

	<p>The Participant pays the House Operator the hourly rate in the NDIS Price Guide for the provision of services delivered using SILC's NDIS registration.</p> <p>House staff may work with Participants between 9am and 3pm on days between Monday to Friday using CP funding from the Participant's Plan. House staff may also provide support to residents at their family home if they are in a shared care arrangement, meaning they spend a portion of the week at their family home and the remainder of the week they are supported at their SIL home.</p>	<p>Participant's CP roster has been varied</p> <ul style="list-style-type: none"> <li>• <b>\$1100</b> per Participant for whom SILC draws down CORE funding, applied when the Participant's NDIS Plan is updated</li> </ul>
<b>Development of customised tools/resources</b>	<p>SILC can assist you to collate/design Resident Data Collection Tools such as:</p> <ul style="list-style-type: none"> <li>- Resident Mood or Sleep Charts</li> <li>- Food and Drink Charts</li> <li>- Medication Charts (National Standard Medication Chart)</li> <li>- Incident Reports</li> <li>- Expiration Reminder/Jotforms</li> </ul> <p>Conducting surveys such as:</p> <ul style="list-style-type: none"> <li>- Staff Satisfaction Survey</li> <li>- Staff Quality Assessment Survey</li> <li>- Assisting with annual Staff Reviews</li> </ul>	<p><b>\$98.06</b> per hour</p> <p><b>\$10</b> per Medication Chart</p>
<b>Register as a Co-operative</b>	<p>SILC can assist you to set up your family-governed co-operative. We will work with you to:</p> <ul style="list-style-type: none"> <li>- provide support to get your co-operative registered and operating</li> <li>- outline the benefits of a co-operative model and how it can work in disability housing</li> <li>- determine what type of co-operative you want to form and who will be your members</li> <li>- help set up and lodge co-operative Rules</li> <li>- help to register a business name</li> </ul>	<p><b>\$686.42</b> <b>(7 hours of \$98.06 per hour)</b></p> <p>Excludes fees payable to government or lawyers.</p>
<b>Register for an ABN</b>	<p>SILC can assist you to register for an Australian Business Number (ABN) with the Australian Business Register.</p>	<p><b>\$98.06</b> per hour</p>

<p><b>Register as a Charity</b></p>	<p>SILC can assist you to register your co-operative as a charity. We will work with you to:</p> <ul style="list-style-type: none"> <li>- help apply for registration as a charity with ACNC</li> <li>- help register for GST exemption (so no tax is payable on surplus)</li> </ul>	<p><b>\$490.30</b> <b>(5 hours of \$98.06 per hour)</b></p> <p>Excludes fees payable to government or lawyers.</p>
<p><b>Set up Accounting Systems</b></p>	<p>SILC can assist you to:</p> <ul style="list-style-type: none"> <li>- set up Xero accounting software. Xero allows you to manage your accounts in one place, generate reports, provide financial transparency members as well as SILC and interfaces with your bank account and payroll</li> <li>- build your budget into Xero</li> <li>- lodge BAS returns – these generally provide a tax refund for GST on purchases</li> <li>- set up log books for motor vehicles, petty cash and other financial records</li> </ul>	<p><b>\$60 per hour</b></p>
<p><b>Employer of House Support Staff</b></p>	<p>SILC can act as the legal employer of the staff supporting Participants in your House and deliver employee services including payroll, superannuation contributions, travel reimbursement, workers' compensation insurance, salary packaging and leave tracking. The fortnightly fee is in addition to payment for amounts paid on wages and salaries, superannuation contributions and workers' compensation insurance premiums.</p> <p>SILC publishes a pay scale for its employees that work as support workers. House Operators can choose whether employees are permanent, permanent part-time or casual and their level of pay within SILC's pay scale. House Operators can also pay allowances to staff.</p> <p>SILC uses Wageloch software for rostering, time attendance and payroll processing which will be provided free of charge to houses using SILC as the employer of House staff.</p>	<p><b>\$88 / employee / fortnight</b></p> <p>NB: If SILC Is the legal employer of staff, Individual Flexibility Agreements will need to be prepared and updated at least annually [see below]</p>
<p><b>Individual Flexibility Agreements</b></p>	<p>SILC can assist you to develop Individual Flexibility Agreements between your staff and the home and conduct BOOT against the Social, Community, Home Care and Disability Services Industry Award 2010.</p> <p>The first year IFA fee applies to casuals as well as permanents and will be charged when the House employs a new staff member. The subsequent IFA fee applies to:</p>	<p><b>If SILC is the employer:</b></p> <p><b>\$220</b> per employee in first year</p> <p><b>\$110</b> per employee in subsequent years and other circumstances</p>

	<ul style="list-style-type: none"> <li>- staff when they change from casual/permanent,</li> <li>- casuals as well as permanents once per year (in July/August) when IFAs get updated including the individual's section,</li> <li>- every time an employee requests a BOOT, or their regular shifts or allowances get varied.</li> </ul>	<p><b>If SILC is not the employer:</b>  <b>\$550</b> establishment fee (once only) plus <b>\$440</b> per employee in employee's first year  <b>\$110</b> per employee in subsequent years</p>
<b>Rostering Support</b>	SILC can help you design a roster	<b>\$98.06</b> per hour
<b>Transition Support</b>	SILC can help you plan and implement transition of a resident into or out of the House	<b>\$98.06</b> per hour
<b>Recording House Meetings</b>	<p>SILC can assist you by:</p> <ul style="list-style-type: none"> <li>- acting as the minute taker of House Operator Board or staff meetings</li> <li>- recording and circulating agreed actions/minutes of meetings</li> </ul>	<p><b>\$98.06</b> per hour  (minimum 2 hours including travel time)</p>
<b>Dispute Resolution</b>	SILC can assist with the resolution of grievances - between families or staff or a combination.	<b>\$440</b> per issue
<b>Specialist Disability Accommodation (SDA)</b>	<p>Specialist Disability Accommodation (SDA) is funding for NDIS Participants who require specialist housing solutions. It provides funding for new builds or modifications to existing properties. SDA funding is a function of the NDIS Participant's support level, the geographic location and building design category.</p> <p>We will work with you to:</p> <ul style="list-style-type: none"> <li>- find an Accommodation Provider</li> <li>- help the Accommodation Provider to prepare a SDA quote to submit to the NDIA for approval</li> <li>- develop a Service Agreement with the Accommodation Provider</li> <li>- model cash flows</li> <li>- arrange finance</li> <li>- connect with architects, builders, developers, certifiers etc.</li> <li>- lodge applications to Local Council and other bodies for approval</li> </ul>	<p><b>\$200</b> per hour for consulting services on SDA.</p> <p>The first 10 hours per year are covered by Corporate Membership Fee or those on the Pathway to Membership.</p>
<b>Training Levy</b>	<p>SILC facilitates training of House staff by:</p> <ul style="list-style-type: none"> <li>- Coordinating and administering training platform</li> <li>- Developing training pathways using online platforms for support workers, House Managers and House Operators</li> <li>- Administration of training via @silc.coop</li> </ul>	<p><b>\$220</b> per employee per year.</p> <p>This amount is payable on 1 May for the total number of employees (full-time, part-time or casual) as at 30 April plus</p>

	<ul style="list-style-type: none"> <li>- Negotiating discounted fees from training providers</li> <li>- Scheduling and arranging face to face training and a calendar to be made available to SILC House Operator staff</li> <li>- Provide quarterly reports of training completed by staff</li> <li>- 1 x face to face meeting with Head Office staff on how to use the training platform</li> <li>- Access to a recorded training session to support all House Operator staff to use the training platform</li> </ul>	<p><b>\$220</b> for each new employee after that date.</p>
<p><b>Assistance to become your own NDIS service provider</b></p>	<p>SILC can assist you to apply to become your own NDIS service provider and:</p> <ul style="list-style-type: none"> <li>- work with you to develop all the documentation needed to become an approved NDIS specialist service provider</li> <li>- all the other services as listed above</li> </ul>	<p><b>\$40,000</b> / one-off per State or Territory</p>

<b>SILC Services &amp; Fees for NDIS Participants</b>		
<b>Service</b>	<b>Details</b>	<b>NDIS Price Guide Fees (excl. GST)</b>
<b>Support Co-ordination</b>	Support Co-ordination which is limited to investigating the viability of a family governed SIL housing solution and ongoing operations.	<b>\$98.06 per hour</b>
<b>Specialist Support Co-ordination</b>	Specialist Support Coordination which is time limited and delivered within a specialist framework necessitated by high risks in a participant's situation, to address housing barriers and reduce complexity in environment.  This support usually includes assistance to connect with multiple stakeholders and multi-disciplinary supports to plan, collaborate and implement a complex family governed housing transition plan.	<b>\$186.58 per hour</b>
<b>Specialist Behavioural Intervention Support</b>	Highly specialised intensive support interventions to address significantly harmful or persistent behaviours of concern. Development of behaviour support plans that temporarily use restrictive practices, with intention to minimise use of these practices.	<b>\$214.41 per hour</b>
<b>Behaviour Support</b>	Behaviour Management Plan Incl. Training in Behaviour Management Strategies: Training for carers and others in behaviour management strategies required due the participant's disability.	<b>\$193.99 per hour</b>
<b>Management of Funding For Supports In Participants Plan</b>	Plan Management and Financial Capacity Building - Set Up Costs: A one-off (per plan) establishment fee for setting up of financial management arrangements for managing NDIS funds.	<b>\$227.53 once-off</b>
<b>Management of Funding For Supports In Participants Plan</b>	Plan Management - Financial Administration: A monthly fee for the ongoing maintenance of NDIS funds.	<b>\$102.28 per month</b>