

Family Governance under SILC

Why is SILC a family governed model?

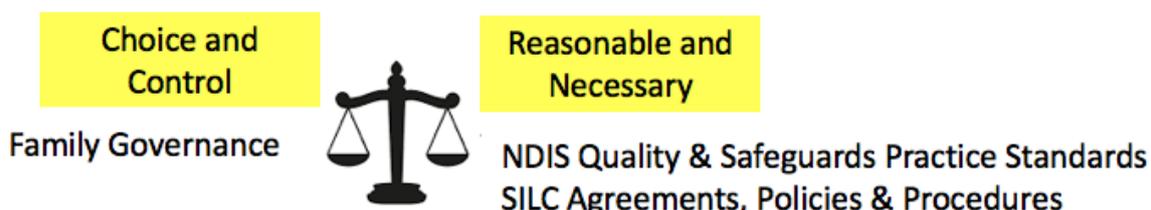
The involvement of parents and other family members in the lives of their family members living with disability is an essential feature of the SILC philosophy to deliver best practice accommodation and support services. In essence, participants want their families to be actively involved in their lives.

Family governance has the following benefits:

1. Family is very important to people with disabilities
2. Family involvement brings knowledge and understanding of participants to improve the quality of life of the participant
3. Family involvement is informal support – cost to Scheme is zero
4. Risk of abuse and neglect in the SIL home is greatly reduced by family members being around and informed

The fundamental belief is that families know and care about their family members with disabilities and provided they are willing and able to be actively involved, outcomes for the participant will be markedly better than in a setting where only people outside of the family determine what happens to the person.

In NDIS parlance, participants are given Choice and Control. SILC gives choice and control to family members because inevitably residents rely on them for their voice.



Family members can **choose**:

- Where I live within reason
- Who I live with to the extent possible
- Who supports me by involvement in recruiting
- How my NDIS funding gets spent subject to reasonable and necessary

To justify these choices, family members must:

- Be actively involved
- Agree to documentation, policies and procedures
- Screen support workers and ensure they are competent
- Operate within the bounds of financial viability

Family members cannot:

- Allow other residents or support workers to be abused or neglected
- Fail to agree to reasonable, standard documentation

- Fail to follow (or allow support workers to) policies and procedures.
- Divert NDIS funding to their personal advantage

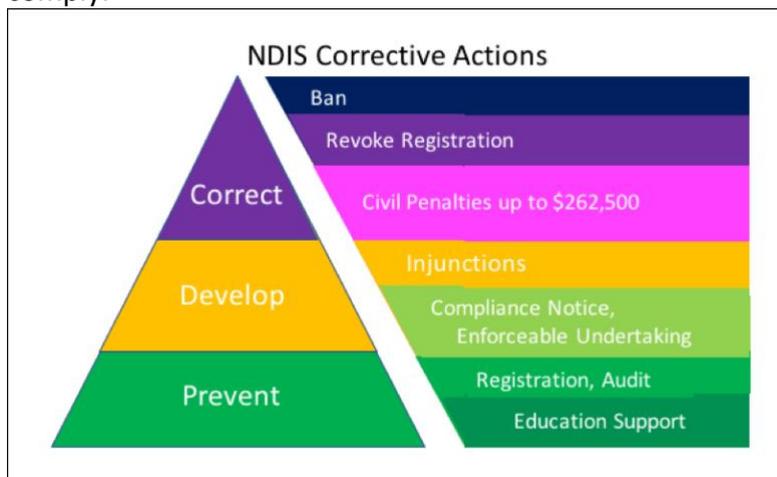
How is family governance achieved?

Parental/family involvement in SILC is achieved through corporate membership of the House Operator, which gives them democratic voting rights, the right to take on a management role on the Board of the House Operator and, for House Operators that are co-operatives, active member obligations. Family members will contribute to a family governed model through attendance at Board and staff meetings along with other duties that contribute to the maintenance or development of their family member’s home.

What limits apply to family involvement?

SILC is the registered service provider but delegates responsibilities such as recruiting staff and the roster to the House Operator. Support workers deliver services to participants. Provided House Operators and support workers adhere to SILC’s policies and procedures to comply with NDIS and other regulatory requirements, SILC allows the families to determine how they operate the service.

NDIS Quality and Safeguards Commission can use corrective actions if Providers fail to comply.



SILC reserves the right to use similar corrective actions if House Operators fail to comply. However, like the Commission, SILC expects never to need to use penal means.

A non-distributing cooperative is the ideal legal structure for SILC House Operators. SILC homes are cooperatives in which family members are active members. The board is comprised of parents and/or siblings of the residents. SILC is the registered service provider but delegates responsibilities such as recruiting staff and the roster to the House Operator. However, provided member cooperatives adhere to SILC’s policies and procedures to comply with NDIS and other regulatory requirements, SILC allows the families to determine how they operate the service. The fundamental belief is that families know and care about their family members with disabilities and provided they are willing and able to be actively involved, outcomes for the participant will be markedly better than in a setting where people outside of the family determine what happens to the person.

As a registered Provider, SILC has obligations to ensure compliance with the Quality and Safeguard Standards set by the NDIS Commission as well as all legal and regulatory requirements as a charity, business and employer.

SILC has visibility of the House Operator's documentation to ensure compliance with Policies and Procedures and accounts to ensure financial viability.

SILC takes its obligations seriously and initiates remedial action when necessary to ensure compliance.

FINANCIAL ARRANGEMENTS

SILC does not seek to make a profit. SILC operates efficiently with low overheads and relies on support from pro bono individuals and organisations. Each participant's SIL funding is paid by NDIS to a registered SIL Provider. In other models, the SIL provider retains all surplus. SILC charges low fees for its services to allow House Operators to build up retained earnings for future use.

SILC participants typically receive \$200,000 - \$400,000 SIL funding per annum. A home with 2 – 3 residents typically has an annual budget of \$500,000 - \$1,000,000.

Ownership

The houses (buildings) are owned by external landlords possibly SDA providers. The House Operator pays rent. However, 80 – 90% of costs are staff costs that are covered by SIL funding. Traditional SIL providers generally say that SIL funding is insufficient to cover their operating costs. In contrast, SILC finds that SIL funding and part of the person's pension, is more than sufficient to cover operating expenses because family involvement comes at no cost and SILC's overheads are kept to a minimum.