



lutheran
disability services

BECOMING A SIL CLIENT

We work with potential new clients, their advocates and support coordinators to ensure that LDS can provide you with the supports you require to achieve your life goals.

At Lutheran Disability Services (LDS), we approach our service delivery to our clients in a different way. We are kind and we are here to serve. We help to build connections to communities where everyone has the right to participate. We assist in building self-esteem, confidence and the feeling of being part of something wonderful.



OUR CLIENT-LED PROCESS

Exploration:

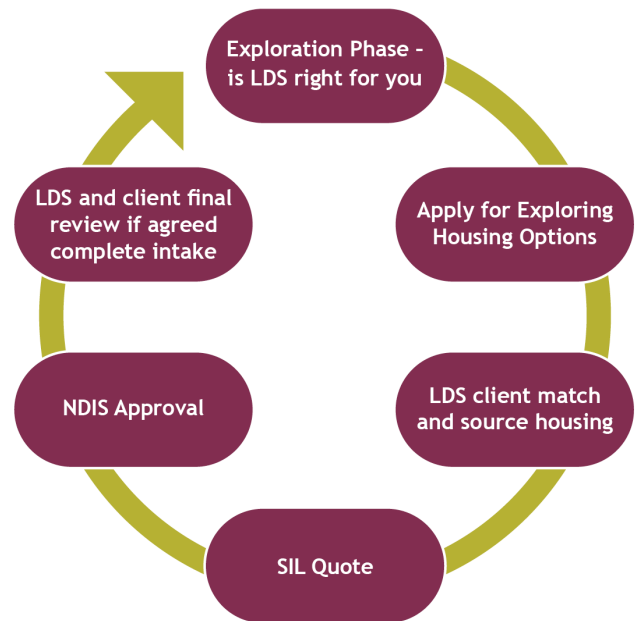
As a registered NDIS service provider, Lutheran Disability Services (LDS) can only support clients with an NDIS plan, and participants must be over the age of 18. At LDS the client is the centre of everything we do, so it's important that we can match clients to our areas of expertise in supported independent living and community participation. As we provide group home accommodation, there also has to be a fit between housemates to help create harmonious and happy homes. Our friendly intake team works with potential clients and their advocates to ensure that there is a match between the service LDS can provide and the client's needs before moving to the next stage.

Exploring Housing Options (EHO):

The next stage is for the participant to ensure that Exploring Housing Options (EHO) approval has been applied for and gained through the NDIS. This is a prerequisite for SIL funding. LDS can provide advice to potential clients on this application process; however, a support coordinator is required to complete this process.

Client Matching & Housing:

Once EHO has been pre-approved by the NDIS and LDS is the chosen SIL provider, we will work with the support coordinator to help source suitable housing in a location that the client desires. At the same time, a matching process for a like-minded housemate(s) or suitable SIL vacancy commences.



SIL Quote:

Once a housemate(s) is found, LDS will develop a SIL quote and a shared Schedule of Supports for the participants to consider. This SIL quote is then provided to the NDIS for approval.

NDIS Approval:

Once the quote has been submitted, the NDIS will review it. If the SIL quote is approved, both LDS and the potential clients can move forward with completing the intake process.

Commencement of Services:

Once the SIL funding is approved, LDS will work closely with the clients and families involved to complete the processes for commencing services. This includes things such as identifying a start date, finalising tenancy and board arrangements, selecting and rostering suitable staff, setting up supports and the home environment.

BUT THAT'S NOT THE END

But that's not the end of our service delivery. At LDS, we pride ourselves on continuous development. From achieving life goals to enhancing our service delivery, LDS wants to stay at the forefront of person-centred supports. We do this through:

- onboarding
- creating an Independent Living Plan (ILP)
- reviewing the goals quarterly and the plan annually
- staying connected with families, advocates and support people to ensure that you too feel a welcomed member of our community and to enhance the care and support we provide to the client.

Within several months of commencing services with LDS, we develop with the client an ILP. This plan is a person-centred approach to combine their NDIS goals with personal goals, health information and assessments, medication, authorisations and behaviours. LDS reviews these goals quarterly with the client and updates all information on an annual basis.



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