



Questions to Ask When Choosing an SIL Provider

Your Checklist for Finding the Right Fit

Prepared by Your Story Community Supports

Choosing a Supported Independent Living (SIL) provider is one of the most important decisions you'll make. The right provider will feel like a partner in your journey — not just a service.

Use this list of questions when you're meeting with providers. Write down their answers. Compare. Trust your instincts.

About the Home

- Where are your SIL homes located?
- Can I visit the home before making a decision?
- How many people live in each home?
- How do you match housemates? Can I meet them first?
- What does the home look like? (Private rooms, shared spaces, outdoor areas)
- Is the home an SDA property? What design category?
- Are pets allowed?
- Can I personalise my room?

About the Support

- What hours of support are provided? (Day, evening, overnight)
- Is overnight support active (awake) or sleepover?
- What's the staff-to-participant ratio?
- How do you support people with my specific disability?
- Do you provide nursing care or complex health support?
- How do you handle medication management?
- What assistive equipment is available? (Hoists, wheelchairs, walking aids)
- Can support be adjusted if my needs change?

About the Staff

- What qualifications do your support workers have?



Your Story

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- What training do staff complete before working with participants?
 - Do staff receive ongoing training? How often?
 - Will I have consistent staff, or will it change frequently?
 - Is there a house leader or team leader assigned to the home?
 - How do you handle staff shortages or sick leave?
 - Are staff trained in crisis intervention and de-escalation?
 - Are staff trained in trauma-informed care?

About My Goals and Independence

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- How do you help participants set and work toward their goals?
 - How often are goals reviewed?
 - Do you support community participation? What does that look like?
 - Can I access therapy or allied health services through you?
 - How do you support skill-building (cooking, travel, budgeting)?
 - How do you balance support with encouraging independence?

About Safety and Quality

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- Are you a registered NDIS provider?
 - What happens in an emergency or crisis?
 - What are your after-hours and on-call arrangements?
 - How do you handle complaints?
 - Will I be penalised or disadvantaged for raising a concern?
 - How do you report and follow up on incidents?
 - Do you use restrictive practices? If so, how are they authorised and monitored?

About the Transition

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- What does the move-in process look like?
 - Do you offer a trial stay before committing?
 - How do you help with the transition? (Transport, furniture, introductions)
 - How long does the process usually take from referral to move-in?
 - Is there a waiting list?
 - What happens if it doesn't work out? Can I transfer to another home?



About Communication

- How will you keep me (or my family) informed about my support?
- How often will I meet with my team leader or coordinator?
- Can my family visit anytime?
- How do you involve families in planning and decision-making?
- Is there a regular feedback process?

About Cost

- What costs are covered by my NDIS plan?
- What will I need to pay out of pocket? (Rent, food, utilities)
- How is rent calculated?
- Are there any hidden fees or additional charges?
- How is the food budget managed?

Red Flags to Watch For

Be cautious if a provider:

Won't let you visit the home before moving in · Can't clearly explain their staff training · Doesn't ask about your goals or preferences · Avoids answering questions about complaints or incidents · Pressures you to make a quick decision · Has high staff turnover and can't explain why · Doesn't involve you in choosing your housemates · Uses restrictive practices without clear authorisation

Green Flags — Signs of a Good Provider

They ask about *you* — your goals, preferences, and what matters to you · They're transparent about costs, staffing, and processes · They welcome visits and encourage you to take your time · Staff seem happy, trained, and consistent · They have a clear crisis response plan · They involve families without overriding the participant's voice · They measure success by your progress, not just compliance



Notes Space

Use this space to write down answers from providers you meet:

Provider 1: _____

Key strengths: _____

Concerns: _____

Provider 2: _____

Key strengths: _____

Concerns: _____

Provider 3: _____

Key strengths: _____

Concerns: _____

Your story. Your way.