

"Service Proposal" Hint Sheet



WHAT IS THIS FORM FOR?

This form signals to the NDIS that you have designed an ILO that you wish to be funded by the NDIS.

The form provides the information about your ILO in a format that the NDIS recognises.

It is submitted via email to enquiries@ndis.gov.au. Your proposal is considered to the NDIS Home and Living Team who decide if the NDIS will fund your ILO>



WHEN SHOULD I DO THIS?

This form is completed at the end of an extensive period of Exploration and Design, and you are ready to seek funding from the NDIS so you can move into your home with the right supports.

This form can be submitted at any time during your current NDIS plan and will not trigger a full plan review.

If your ILO is approved, it will be added to your existing NDIS plan

WHO CAN HELP ME?

If you would like assistance to complete the form, to make sure you cover all the right information, you can ask

- a NACBO ILO Navigator/Mentor
- your Microboard or Circle of Support
- a family member or friend who knows you really well
- your Support Coordinator
- a trusted Service Provider



THINGS TO THINK ABOUT

Use the text boxes throughout the form to provide as much information as possible.

The NDIS Home and Living Team will not ask to meet you or call you to ask questions about your Service Proposal. Paint a strong picture about the sort of life you want to live and the supports you'll need to make it happen.

Attach and refer to any relevant reports from therapists, service providers etc. to support your stated needs.

Even if you have sent these to the NDIS previously, send them again to ensure they are read as part of this process.



Part 1

This section is to be completed by you. The person or organisation who supported you with the exploration and design stage can help complete this section.

1.1 Your details

Details	Response
Full name	
Date of birth (DD/MM/YYYY)	
NDIS number	

1.2 Is this ILO arrangement new or existing?

- New.
- Existing.

1.3 Who was involved in developing this service proposal?

Briefly describe who has been involved in developing this service proposal and over what period of time. What helped you decide your choice about your home/living option and the related supports you need? Why did you choose this Individualised Living Option?

1.4 Who is important to you and how often do you connect with them?

This is about your family, friends and community connections. Describe how this service proposal will build and/or maintain your family, friendship, social or cultural connections, or work opportunities.

1.5 Will you share any of your ILO supports with someone else in the home?

- No. Move on to the [next question](#).
- Yes. Please provide details of how and when the supports will be shared below.

1.6 Are there any risks which may affect your arrangement?


The risks may be to you, another person, the home or living arrangement, the community, etc. For example, your home could have lots of steps in it and you may have a high risk of falls. Please identify the risks and any ways you can reduce the risk(s).

Ensure you include details of the NDIS participant, not those of the nominee or person completing the form.

If this is your first ILO, select 'New'
If you currently have an ILO, even if you are restructuring or changing your supports, select 'Existing'

Use this box (1.3) to explain the Exploration and Design process you undertook to decide on your ILO.

Describe the different people who were involved in the process and the activities you did. This is also your opportunity to explain why other ILO structures don't work for you.

If you used any of the tools in the  ILO Toolkit (or similar), reference them in 1.3 "**see Sampling Ways to Live (2022) attached**"

Use this section (1.4) to talk about all the people who are important in your life and the roles they will continue to play when you move into your home. i.e. friends, family, colleagues, neighbours etc.

If your ILO is likely to help enhance your relationships, make this very clear
For example - **I will be able to invite my friends over to dinner at my house, which I didn't feel comfortable doing in my families home.**

If you plan to live with another person, and share some ILO supports with them, select 'Yes' and describe which supports you plan to share.

This is a significant section (1.6) where you need to identify any risks to your arrangement. If your ILO is reliant on a significant amount of unpaid/informal support, what happens if that person is unable to continue?

Are you renting privately? If your lease ends, will your ILO also be in jeopardy?
Do you struggle with change, is your ILO at risk if your transition isn't managed carefully and with significant support and flexibility?
Are there risks if your ILO isn't funded by the NDIS?

1.7 Do you have a current positive behavioural support plan (PBSP)? This should be less than 12 months old.

- Yes, I have a current PBSP and the NDIA has a copy.
- Yes, I have a current PBSP but the NDIA does not have a copy. I have attached a copy of the current PBSP to this proposal.
- No, because there are no behaviours of concern.
- No, I do not have a current PBSP, but there are behaviours of concern. Please detail your current behaviours of concern and provide examples (including frequency, intensity and management strategies).

1.8 Does your provider use any regulated restrictive practices?

- Yes and this is included in my PBSP. Please include any additional detail not provided at the previous question.
- No, I don't have a PSBP.

2.1 What are your primary supports?

Describe the nature and duration of the primary supports to be provided in the ILO. There are a variety of supports that may form the main cost in your package. For example, a host arrangement, housemates – live in, paid professional - live in. This may also include mentors, rostered shifts for support workers, rostered daily or 48 hour supports using negotiated rates.

2.2 What are your supplementary supports?

Describe the nature and duration of the extra supports you need to work towards your NDIS plan goals. This includes paid or unpaid supports. How will this support be provided, who will provide it and how often? For example, this may include having another host, or having some rostered support in your home.

This might also include supported informal support or volunteers, mentor support, drop-in or on call support of various types including 'good neighbour' support. Family members or other informal supports providing regular input may also be an unpaid, supplementary support. For example, one weekend per month spent with family.

2.3 What are your social and/or community participation support needs?

The NDIS can fund support to help you with work, study or daytime activities, separate from your ILO. It's important these are described in this Service Proposal so you can be sure all your supports will work together.

The 'Our Guidelines' website (ourguidelines.ndis.gov.au) has more information. Select 'Social and community participation' to read more.

Are social and/or community supports included in this service proposal?

- No. Move on to the [next question](#).
- Yes. Please describe the complementary social and/community supports you will be accessing and when in the box below.

Behaviours of Concern are any behaviours that may put yourself or others at risk of harm.

It is important that you answer this accurately. The NDIS will use this information to determine if your ILO will help reduce your Behaviours of Concern.

Does your PBSP include any regulated restrictive practices (approved and reported to the NDIS Quality and Safeguarding Commission)?



If so, you will need to use NDIS registered providers for your ILO.

This is the section (2.1) to describe your **primary supports** this is the main support you need in your home.

You need to include:

Who will be providing this support?

How often and for how long?

Why this is your preferred support

Why this support enhances your life

How you will ensure this support will be maintained?

Use this section (2.2) to describe your **supplementary supports**, all the other paid and unpaid supports that will enable you to live in your home.

These supports fill any gaps when your primary support is not available, but you still need support.

Although the supports you use outside the home wont be funded as part of your ILO, it is important that you explain those supports to the NDIS in this section (2.3) so they can see the whole picture of your life. Include NDIS funded supports that enable you to access community activities, sports and recreation, work, education, appointments, shopping, banking and billpaying.

2.4 What are the monitoring and/or adjustment service requirements?

This includes setting up, ongoing maintenance of the arrangement, making changes in the arrangement (e.g. need to find a new primary or secondary host or housemate), and regular participant meetings to monitor the arrangement.

It does **not** include internal team meetings, as this is a normal cost of business for any organisation.

Please detail the services to be provided below.

2.5 What are the average weekly hours of support?

Complete the average number of hours per week of coverage for each support listed below.

Please note: reaching the average number of hours per week should take into account the whole year. The average number is **not** intended as a specific allocation for a typical week.

Description	Number of average hours per week
ILO primary supports	
ILO supplementary supports	
Time spent at your employment or study (not included in ILO supports) Note: If this is not applicable, leave this row blank.	
Community participation	
Time spent on your own Note: If you need direct support or personal assistance to be available at all times, leave this row blank.	
Total	

2.6 What is the estimated total cost of ILO supports?

Complete the total estimated weekly cost in dollars of the ILO supports listed below.

Description	Estimated cost per week
ILO primary supports	
ILO supplementary supports	
ILO monitoring and adjustment	
Total estimated weekly cost	

Monitoring and adjustment relates to the time taken to oversee and ensure the ILO is working for you. You need to think about how often you want check ins, who to include in those check ins. What happens if the ILO isn't working and needs adjusting? Do you need help to find a new housemate? Do you need emergency overnight support?

You may choose to use existing supports like a Circle of Support or Microboard to do this monitoring. Still include this time and an associated costing if you were to use an ILO provider. Consider whether you choose an independent provider to do some of the monitoring and adjustment to ensure your needs remain at the centre of the ILO (reducing any conflict of interest).

The average hours per week, should be calculated by looking at a whole year, and dividing by the number of weeks (rather than providing a 'typical week' as this wont allow for fluctuations or changes that occur throughout the year).

Ensure you include all paid and unpaid supports.

Employment, study and community participation hours should be included here too.

There are 168 hours per week, so you want to be careful you don't have more hours listed here (unless you need occasional 2:1 support for personal care or intensive behaviour support).

Here is where you detail the weekly cost of your ILO.

You need to consider the cost of the whole year, including irregular or incidental supports, and divide it by the number of weeks.

If you are using an ILO provider, it is important that they are involved in, and agree with the estimated costs in this section (2.6).

2.8 Does this service proposal include more support than you currently receive?

No. Move on to the [next question](#).

Yes. Please describe below why you are requesting more support.

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If your ILO costs more than your current in-home supports, it is important to explain why this is the case. Usually it is because you are moving out of home for the first time, have never lived independently before so need extra support to learn new skills.

2.9 ILO Provider declaration

I confirm the information provided in this form is complete and correct and aligned to the participants approved funding band.

The estimated cost in [Part 2](#) of this form is valid from dates <insert date> to <insert date>.

I understand that:

- Giving false or misleading information is a serious offence.
- This information is protected by law and can only be given to someone else where Commonwealth law allows, or requires it, or where I give permission.

If you plan to use an ILO provider, they need to complete this section to confirm they agree with the supports and funding as described in this Service Proposal.

Details	Response
Name	
Name of Provider (if applicable)	
Position held at Provider (if applicable)	
Contact phone number	
Email address	
Signature	
Date (DD/MM/YYYY)	

3.1 Participant's consent

As a participant who requires ILO supports, the National Disability Insurance Agency (NDIA) may need to contact your provider to discuss information within your service proposal.

This will assist the NDIA with determining whether your request for ILO support(s) can be provided to you under the NDIS.

Do you consent to the NDIA collecting and disclosing your information including from the third parties mentioned above, in relation to your service proposal?

Yes, I do consent

No, I do not consent

You only need to complete and sign this section if you have listed an ILO provider in the previous section (2.9). By signing this consent you give permission for the NDIS to communicate with your ILO provider about your ILO supports and funding.

I understand that I am giving consent to the NDIA to do the things with my information set out in this section. I understand that I can withdraw my consent for the NDIS to do things with my information at any time by letting the NDIA know.	
I understand that I can access the NDIA's Privacy Notice and Privacy Policy on the NDIA website or by contacting the NDIA.	

This section cannot be signed by anyone other than you (the person seeking the ILO).

Participant's signature	
Date	
Full Name	

If you are signing this form on behalf of the NDIS participant

Please complete the details below. It is an offence to provide false or misleading information. We may require you to provide evidence of your authority to sign on behalf of the person.

Signature	
Date	
Full Name of person completing this form (please print)	
Relationship to participant or person wishing to become an NDIS participant	

If you cannot sign this for yourself, you can ask your NDIS nominee or Guardian to sign on your behalf.

You may need to include evidence (legal paperwork) proving that this person has authority to sign on your behalf if they are not already listed as your NDIS nominee.

It is really important that you include all evidence of why this living arrangement is the best outcome for you.

Suggestions below:

- OT Housing Assessment
- OT Functional Assessment
- Allied Health Reports
- Functional Behaviour Assessment
- Behaviour Support Plan
- Support Coordination Report or Specialist Support Coordination Report
- Your Supports (and Thriving) - My Home, My Way Workbook
- Sampling Ways of Living
- My Week
- Exploration and Design Checklist
- Safeguarding Checklist
- Carer Impact Statement
- Carer Checklist or Mental Health Carer Checklist
- My Vision for a Great Life - Helen Sanderson
- Housing Options Workbook - Summer Foundation

This list is not exhaustive, nor will they all apply to your specific circumstances