



Thrive 365

THE POWER TO THRIVE

Welcome Pack

Supported Independent Living

[Learn more about our services](#)

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About Thrive365

- We are a for-purpose company founded in 2017
- We are registered to provide services under the National Disability Insurance Scheme
- We provide services to people with complex needs
- We use qualified staff such as nurses to provide care and supports
- We provide supports in Sydney, Brisbane and Gold Coast.
- We deliver supports in consultation with you and the significant people in your life.





Australia's leading Supported
Independent Living provider.




Supported Independent Living
Power to Thrive

Lean more about our services

T Thrive365 Live your Best Life video. Learn more about our services Copy link



Thrive365
Live your best home

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Our Support Model



Person Centred Active
Support



Values-based staff recruitment



Supports build new skills

Thrive365 obligations to you

As an NDIS Funded provider, Thrive365 must:

- Respect your individual rights, decision making and freedom of expression.
- Respect your privacy and confidentiality
- Maintain your safety by ensuring that staff are competent and support you with care.
- Act with integrity, honesty, and transparency.
- Act on any concerns or complaints that you may have.
- Keep you safe from violence, neglect and abuse.



What is Supported Independent Living?

(SIL)

Supported independent living is one type of support to help you live in your home. It includes help or supervision with daily tasks and supports to assist you to live as independently as possible, while building your skills

SIL services are the staffing component provided to an NDIS funded participant to live in the home of their choice.

SIL services are available 24 hours a day, 7 days a week.



Eligibility

Thrive365 is a registered NDIS provider approved to support participants aged 18 years and over. When engaging with a new participant who is exploring our services, we implement a non-discriminatory, transparent, and participant-focused eligibility process to determine whether Thrive365 is the most suitable provider to meet their support needs.

This process is conducted collaboratively with the participant and focuses on exploring the following key areas:

- Support requirements
- Accommodation needs
- Living and tenancy preferences
- NDIS eligibility
- NDIS goals

If, through this process, it is collectively determined that an individual may not be eligible for the services we provide, Thrive365 will offer support to assist in exploring alternative providers



Tailored Supports

When commencing with Thrive365 as your chosen service provider, a personalised transition plan will be developed in collaboration with you and your nominated support person, tailored to your individual needs and goals.

Your support team will continue to work closely with you to develop person-centred resources in an easy-to-understand format, which will be readily accessible to both you and your nominated support person.

These resources include:

- My Path to Thrive
- Client Intake Form
- Client Profile

These documents are reviewed annually, or sooner if your circumstances or support needs change.

You can choose a support person to assist when entering or exiting our service and in developing your personalized plan



Where can SIL services be provided?

(SIL)

Supported independent living service can be provided:-

- In an SDA property which is specifically modified and leased to individual residents
- In an NDIS participant's home
- In a property that is privately leased by the SIL provider but not necessarily modified or accessible.

Thrive365 has a number of options we can offer.



What does SIL funding pay for?

Supported Independent Living is the Service component of NDIS accommodation

SIL is funded under the Core budget of the NDIS plan.

SIL covers:-

- Regular staffing supports as approved by the NDIS
- Public holiday supports eg when day program's close
- Additional hours of care that may be needed eg if you are unwell or community access/day programs services aren't operating.



Nominated Support

Person

At Thrive365, we acknowledge that each individual's circumstances are unique, and that some participants may require or choose to have a nominated support person. This may be in the form of a Plan Nominee or a formal Guardian.

If you wish to nominate a support person, Thrive365 will work closely with you—alongside your Support Coordinator and, if applicable, your legal representative—to ensure you are appropriately supported throughout this process.



Protecting your Privacy

We protect your privacy by:-



Only collecting the information we need to provide the service you require. This will include your name and DOB, NDIS plan details, health, medical and support needs



Keeping your information safe by using secure storage including use of passwords on databases and lockable filing cabinets. Everyone at Thrive365 must follow our confidentiality agreement



Getting your consent to share your information with others, sometimes Thrive365 may need to share your information without your consent for legal reasons



Thrive365 records and stores your information in a number of ways including digitally and in paper form. You can ask to see your records at any time.

These may include:

Copies of any incident reports involving you

Case notes

Charts such as medication charts or food charts

You can also request corrections to any of our records by letting us know what you believe to be incorrect and by providing us with additional information.

This information will then be added as an attachment or note to the original document. For legal reasons, we cannot amend original documents.

How Can I Provide Feedback About Thrive365?

Thrive365 welcomes your feedback. You can provide feedback in a number of ways such as:-

- Through our resident survey
- Via our website
- By information a Thrive staff member
- Though another person as a support coordinator or family member
- Complete our survey: [Thrive365surveywithus](#)

Your feedback is important in helping us improve our services for everyone.



How do I make a complaint about Thrive365?

You can make a complaint about Thrive365 by:-

- Complaining directly to Thrive365 **OR**
- Contacting an advocate such as **PWD** on **1800 422 015**, Support Coordinator or other support person **OR**
- Contacting NDIS Quality and Safeguards Commission on **1800 035 544 OR**
www.ndiscommission.gov.au

[Visit our page on how to lodge a complaint with Thrive365](#)

[Click here - Make a direct complaint with the NDIS Quality and Safeguards Commission](#)



[Click here to see our Complaint Policy](#)