

# Example Supported Independent Living customer journey

You (or your support person) call Mind Connect on 1300 286 463 to let us know you are interested in one or more vacancies in our Supported Independent Living properties. Support Coordinators or other professionals who refer can email [mindconnect@mindaustralia.org.au](mailto:mindconnect@mindaustralia.org.au)

The faster you are able to submit the application form with supporting documents the better, so start this as soon as possible. We recommend you submit them within 2 weeks.

In the meantime, if there is a vacancy confirmed, you may be invited to visit the SIL site/s you are interested in.

Once we have received your completed form and supporting documents, we will review the information you have provided. We carefully try to understand your needs and consider our ability to meet them.

If we have any further questions we may call you, your support person or others in your care team.

