

# SIL House Technology Setup Checklist

6 steps to get your new SIL house fully set up before move-in day

Fixable | 0435 955 429 | [fixable.au](http://fixable.au) | NDIS Worker Screening Cleared | Melbourne-wide

Do this 2–3 weeks before move-in, not on move-in day. NBN connections require a technician visit that books out weeks in advance. Staff apps need testing. Smart home devices need configuration. If you leave it to the last minute, day one will be chaos.

## 1 ■ NBN — Do this 3 weeks before move-in

Plan: 50Mbps min, 100Mbps recommended

- Check NBN type at the address at [nbn.com.au](http://nbn.com.au)** BEFORE  
FTTP = best. FTTN = workable. Fixed Wireless = dish may be needed
- Choose NBN 50 minimum — NBN 100 recommended** BEFORE  
3–5 residents + staff devices on one connection need bandwidth
- Book NBN connection appointment 3 weeks before move-in** BEFORE  
NBN tech appointments book out fast — do not leave this to the last week
- Test connection before move-in — run a speed test**  
Confirm you're getting at least 80% of your plan speed. Fix issues now.
- Choose a reliable ISP**  
Aussie Broadband, Superloop, or Leaptel recommended for reliability

## 2 ■ Mesh Wi-Fi — whole-house coverage

No dead spots in any bedroom

- Install mesh Wi-Fi system (not just the NBN modem router)** BEFORE  
Single router = dead spots in bedrooms. Mesh = seamless coverage everywhere.
- Main node positioned centrally — elevated, away from walls**  
Lounge room or main hallway, on a shelf, away from microwave/TV
- Satellite node placed midway between main node and dead zones**  
Not in the dead zone — nodes need good signal from each other to work
- Test speed in every bedroom (target: min 10 Mbps per room)**  
Use the mesh app or a phone speed test. Walk every room.
- Note: double brick walls in older Melbourne homes block signal strongly**  
May need 3 nodes or Ethernet cable to back bedrooms in brick properties

## 3 ■ Two separate Wi-Fi networks — staff & resident

Privacy Act compliance

- Create a STAFF network — strong password, changed when staff leave** COMPLIANCE  
Only staff devices: tablets, laptops, rostering apps, cameras
- Create a RESIDENT network — simpler password, displayed in house** COMPLIANCE  
Resident devices, TVs, smart home, family visits
- Staff devices connected ONLY to staff network**  
Never have participant records accessible on the same network as resident devices
- Staff Wi-Fi password stored securely (not on a sticky note)**  
Password manager or locked document — change it when staff leave

## 4 ■ Staff device setup

ShiftCare, SupportAbility, myID

**Dedicated house tablet purchased and set up (not personal phones)**

Staff personal phones must not be used to access participant records

BEFORE

**Rostering app installed and tested (ShiftCare / SupportAbility / Brevity)**

Each staff member has their OWN login — never share credentials

**myID/PRODA access configured with MFA for authorised staff**

Test the login process before move-in — myID MFA setup takes 20 min per person

**Screen lock set to 5 minutes on all staff devices**

Tablets left unattended in a SIL house must auto-lock

COMPLIANCE

**Auto-updates enabled on all devices**

OS and rostering apps must stay current for security compliance

**Remote wipe configured on all portable devices**

Find My (iPad) or Find My Device (Android) — test it works

## 5 ■ Smart home & independence tech

Resident control over their environment

**Smart speaker installed if appropriate for residents (Amazon Echo / Google Nest)**

Voice control for lights, music, reminders, and calls without fine motor skills

OPTIONAL

**Smart lighting configured in resident bedrooms**

App or voice-controlled — residents control their own environment

**Motorised blinds considered for residents with limited grip or mobility**

NDIS AT funding may apply — check with each resident's Support Coordinator

**Smart door lock configured if required**

Keypad or phone-based entry — supports residents who cannot use physical keys

**Consent documented for shared-space smart speakers**

Named accounts, documented permissions, microphone muting rules in shared areas

COMPLIANCE

**Medication reminder system set up if in resident plan**

Automated reminders for medication and daily routines build independence

## 6 ■ Resident devices & entertainment

Day one should feel like home

**Common area TV connected to resident network and tested**

Set up Netflix, YouTube, ABC iview — do not leave it on "no signal"

BEFORE

**Large text / subtitles / accessibility settings configured on shared TV**

Default text size to large. Subtitles on by default on streaming apps.

**Resident Wi-Fi password displayed accessibly (fridge/TV area)**

Laminated card — residents and family visitors will need it

**Each resident's personal devices connected to resident network**

Phone, tablet, laptop — never the staff network

**Video calling set up and tested (Zoom/FaceTime/WhatsApp)**

Family connection on day one matters — test it before residents arrive

BEFORE

**Accessibility settings tailored per resident**

Large text, voice control, switch access, screen reader as needed for each person

**Need Fixable to set all of this up before move-in?**

**Call 0435 955 429 | [fixable.au](https://fixable.au)**

We visit your property, install and configure everything, and have it ready before day one. NDIS Worker Screening cleared. All Melbourne suburbs.