

We implemented the following changes from 19 April 2022.

- a simplified weekly [claiming process](#) making it easier for participants to negotiate directly with providers about how their supports are delivered and reduce administrative burden
- payments in limited circumstances where a participant [unexpectedly leaves](#) shared accommodation, and
- clear and transparent processes when SIL support needs and funding levels change significantly. To provide certainty on [transition periods](#), we will introduce a period of time so a participant can safely transition and standards of care can be met when new support arrangements are put in place
- published a timeliness metric specific to home and living decisions in the NDIA Quarterly Reports
- ensured continuity of SIL funding levels where circumstances haven't changed providing greater certainty over available supports, and
- improved our decision letters to better explain the reason for our decisions.

These improvements don't change the SIL operational guidelines or the fundamentals of SIL decision making however they address:

- a number of the practical and administrative concerns participants and providers have raised with us
- provide participants and providers with certainty over timeframes where transition to new support arrangements are required, and
- provide a period of continuity of shared supports where a participant unexpectedly exits/leaves a service.

We know there is still more work to do to ensure better outcomes for participants receiving SIL supports, and also address the issues of SIL providers.

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30 October 2023