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Roles and responsibilities of working as a home and living provider

Home and living providers help participants live more independently. You're responsible for delivering supports and services in line with the participant's NDIS plan.

Learn more about the responsibilities of working as a provider.

The supports and services you may provide include:

Assistance with daily activities

Help or supervision with daily tasks to help participants live independently. This may include personal support. This may only be a few hours or days a week.

Individualised living options (ILO)

Individualised living options (ILOs) help participants make choices about:

- where they live
- who they live with
- how they want to be supported.

As an ILO provider, you help participants make decisions about their living situation. You also help them understand how their ILO supports can help them live independently and work towards their goals.

Learn more about providing ILO.

Supported independent living (SIL)

Supported independent living (SIL) is funding for a support worker to help or supervise participants for 24 hours a day, 7 days a week.

SIL providers must be a registered provider.

Learn more about providing SIL.

Specialist disability accommodation (SDA)

Specialist disability accommodation (SDA) is a range of housing to support people with extreme functional impairment or very high support needs.

As an SDA provider, you provide purpose built accessible homes. This might include wheelchair-accessible kitchen sinks and button-operated doors. You might also provide onsite shared support for participants living alone if you're an onsite shared support provider.

SDA providers must be a registered provider.

Learn more about providing SDA.

Home modifications

Home modifications are changes made to a participant's home to help manage their disability.

As a home modifications provider, you might be a home modifications assessor. This is an occupational therapist who is trained to do home modifications assessments.

You may be a building construction practitioner who has expertise to give advice on planning costs and design.

You might also be a builder or a designer. You work with the participant and the home modifications assessor to plan and carry out home modifications.

Learn more about providing home modifications.

Helping find alternatives to residential aged care

You can help participants move from residential aged care into more suitable living arrangements by:

- helping them explore their home and living options
- planning for their move to more suitable home and living options.

Learn more about how to help with alternative options to residential aged care.

Accessing the provider portals

You can use the 2 provider portals to access participant information and manage your services with participants.

Learn more about how to use the provider portals.

How to get paid

How you get paid for your services depends on:

- what system the participant's plan is in
- how the participant manages their budget (self-managed, plan-managed or NDIA-managed).

Learn more about how to get paid.

Related information

What are the responsibilities of a provider

Guide to your NDIS home and living options

Guide to getting paid

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