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> **Update:** Supported independent living (SIL) supports can only be claimed by providers that are registered or have applied to register before 1 October 2026.
>
> Learn more about the changes to payments and claims.

Step 1: Connect with participants

You must be a registered supported independent living (SIL) provider before connecting with participants.

SIL providers need to be connected to participants as a my provider. This must be done before providing support.

You'll receive a request for service if you have been chosen by the participant or their nominee as their provider.

An NDIA planner will place the request for service in the my NDIS provider portal. You'll be notified in the portal and can then accept the request for service.

Accepting the request means you'll be:

- able to submit payment requests
- recorded on the participant's plan as a my provider.

When funding is self-managed or plan-managed

Participants will connect with you to arrange SIL supports if they aren't NDIA-managed.

You'll need to work with the participant's plan manager to organise payment if SIL budgets are plan-managed. Participants can let you know who their plan manager is.

The plan manager will only pay your invoice if you:

- include the correct support item code

- are registered for ‘assistance with supported independent living’, or have applied for registration
- were an unregistered SIL provider and provided the SIL support prior to 1 October 2026.
- You should include your registration or application number on your invoice.

Step 2: Provide the support

You should work with the participant to create a service agreement before you start providing supports.

A service agreement sets out what supports will be delivered and how. It makes it clear what you and the participant have agreed to, including roles, responsibilities and claiming arrangements.

Step 3: Submit a payment request

The NDIS pricing guidance documents outline the SIL support items in the ‘assistance in supported independent living’ support category.

Payment requests are made through the myplace provider portal.

For regular SIL supports

Providers can only claim regular SIL supports by either using the weekly claiming or the hourly claiming process. You can't claim both.

Weekly claiming process

You need to meet with participants and agree on a typical schedule of supports to be delivered if you want to use the weekly claiming process.

This bundled support includes all planned supports within a typical week in your living environment and agreed as part of a typical schedule of supports.

The weekly claim accounts for SIL assistance delivered for both shared and individual supports.

There are no adjustments for weekdays, weekends or public holidays. This is because the weekly amount claimed includes an annualised uplift for public holidays.

You need to consider when you delivered the support before you submit your claim.

Use the following codes when claiming for supports:

- 01_821_0115_1_1 (Assistance in Supported Independent Living – Weekly) prior to 1 July 2026
- 01_821_0138_1_1 (Supported Independent Living – Weekly) on or after 1 July 2026.

The weekly claimable amount is calculated by dividing the total regular SIL funding by the number of weeks specified in the participant's plan.

You'll need a service agreement in place to claim for weekly SIL supports. This is agreed to in the service agreement and typical schedule of supports with your participant.

The service agreement should include:

- an agreement to claim weekly amounts
- the agreed typical schedule of supports to be provided for the weekly amount claimed.

You can find more detailed information about how to use the provider portals to claim in the myplace provider portal step-by-step guides.

Hourly claiming process

Hourly claiming is used when SIL supports are claimed at an hourly rate. The rate depends on the time of day, day of the week and the support delivered to the participant.

You should continue to follow the standard claiming process in the myplace provider portal to claim hourly.

For irregular SIL supports

You must use the relevant support item, using the 'irregular SIL support' option in the myplace portal to claim irregular SIL supports.

The NDIS pricing guidance documents outline the SIL support items in the 'assistance in supported independent living' category.

Related information

What is a my provider

What is a request for service

How to make a service agreement

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