
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.

This page current as of
30 October 2023