

New initiatives for Supported Independent Living effective from 19 April 2022

The following changes will be implemented effective 19 April 2022. These changes do not apply to periods before this date and are described in further detail in the [NDIS Pricing Arrangements and Price Limits](#).

Managing transition periods with supported independent living funding

A participant's support needs may change and sometimes, this will mean they need a lower level of support. From April 19th 2022, where there is a change in support needs which causes a material change to a participant's plan and impacts the amount, frequency, intensity and or ratios of support delivered, we will support this transition by providing transitional funding in the new plan. We will fund a minimum period of 12 weeks at the previous funding level to support the transition to the new support arrangements, the remainder of the plan will be funded at the new level. There will be instances where more than 12 weeks are needed. This will be specified in the participant's plan and in advice to providers, where there is consent.

When this happens, it is expected providers will work with participants to develop a transition approach that supports a gradual adjustment to their new level of funding.

The change to supported independent living funding, time periods, and budget amount will be specified in the participant's plan, and in the decision correspondence.

If a provider is claiming weekly, the new plan will specify the weekly value that can be claimed over the transition period, and the weekly value to be claimed post this period, in accordance with the new supported independent living funding.

Supported independent living claiming

From the 19th April 2022, a provider can claim for supported independent living regular supports by either using the **hourly claiming process** or the **weekly claiming process**.

Weekly claiming process

The weekly claim accounts for the package of assistance with daily life supports that will be provided for both shared and individual supports. This bundled support includes all planned supports within a typical week in the shared living environment that is agreed to via a typical schedule of supports. There are no adjustments for weekdays, weekends or public holidays, as the weekly amount claimed includes an annualised uplift for public holidays.

Weekly claiming provides greater flexibility for participants to negotiate with providers how their supports will be delivered over the week within a typical schedule.

If a provider wishes to move to weekly claiming they will need to meet with a participant and agree a typical schedule of supports to be delivered, which should be included as part of a new service agreement.

If a provider is using a Program of Support approach and wants to move to weekly claiming, the provider and participant should negotiate a new service agreement to agree the typical schedule of supports and transition to using the new weekly line item.

- To claim weekly, a provider must use the new weekly line item called **‘Assistance in Supported Independent Living - Weekly’** for all regular supported independent living supports if the conditions specified in the NDIS Pricing Arrangements are met.
- A service agreement must be in place between the participant and the provider, which specifies:
 - an agreement to claim weekly amounts
 - the agreed typical schedule of supports to be provided for the weekly amount claimed.
- Without a service agreement in place, providers cannot claim for supports delivered using the weekly line item.
- The weekly amount that can be claimed is specified in the decision email sent to providers and should equal 1/52 of the annual regular supported independent living budget.
- For more information on the detailed process, refer to the [myplace provider portal step-by-step guides](#)

Hourly claiming process

The hourly claiming is for support provided to each person living in the shared arrangement in accordance with their need at each interval across the day.

- To claim hourly, a provider should continue to follow the standard process as documented in the [myplace provider portal step-by-step guides](#)

Note: Providers should not use a combination of Weekly and Hourly claiming for supported independent living supports for a participant. A provider can either use the Weekly claiming for supported independent living support or the Hourly claiming for supported independent living support for a participant, but not both.

Refer to the claiming rules in the [NDIS Pricing Arrangements and Price Limits](#).

Irregular Support Claiming Process

Irregular supported independent living supports are intermittent or unplanned events that disrupt supports initially planned for in the supported independent living plan budget. Examples of situations where irregular supported independent living supports would be required include a participant falling ill or the cancellation of a day program, so that participants are in their home and require supported independent living supports for a period that was not initially planned and rostered for.

Claims for irregular supported independent living supports are made using the relevant support item, using the “Irregular SIL Support” claim type when claiming. This process is the same for ‘**Assistance in Supported Independent Living - Weekly**’ line item when providers are claiming weekly.

Supported independent living providers are only permitted to claim from a participant’s plan for irregular supported independent living supports if all of the following conditions stipulated in the [NDIS Pricing Arrangements and Price Limits](#) are met.

The Operational Guideline – Supported Independent Living provides more detail about the types of services that are included and excluded from the provision of SIL supports.

SIL unplanned exit payments

There will be limited circumstances in which a provider can claim for a payment after a participant unexpectedly leaves the supported independent living arrangement, from the 19th April 2022.

A payment for supported independent living supports may be made from a participant’s plan where the participant no longer occupies the supported independent living residence, and:

the supported independent living supports were shared by 2 or more residents: and

the participant either:

- dies; or
- exits the accommodation permanently where there is an irretrievable breakdown of supports/relationship which requires an immediate exit due to the participant’s personal health and safety, or that of others, is critically compromised.

Claiming processes vary, depending on the reason for the unplanned exit.

(a) Unplanned exit (deceased) claiming process:

- if a participant dies, a provider must first notify us, and must comply with relevant NDIS Commission standards and the [National Disability Insurance Scheme \(Incident Management and Reportable Incidents\) Rules 2018](#)
- a provider can subsequently submit an invoice to us via a payment enquiry, with the subject line ‘Participant Exit Enquiry’. Along with the invoice, a provider must also submit the service agreement that authorises the unplanned exit payment from the participant’s funding in accordance with the [NDIS Pricing Arrangements and Price Limits](#).
- invoice requirements should be in accordance with the information found in [Getting paid | NDIS](#), invoices provided without the accompanying service agreement will be rejected.

(b) Unplanned exit (irretrievable breakdown) claiming process:

- a provider can submit a claim through the portal:
 - this claim will follow the standard claiming process, and the claim type 'Assistance in Supported Independent Living – Unplanned Exits' must be used.

This unplanned exit payment can be claimed (pending which option comes first):

- for up to 4 weeks/28 days; or
- until the open position in the supported independent living arrangement is filled (if this occurs within 4 weeks from the participant leaving).

A provider can claim this support weekly at the specified weekly rate in the participant's plan and is subject to the following conditions:

- A service agreement between the provider and participant (or nominee) that details notice periods for any intention to claim for unplanned exit in accordance with the Pricing Arrangements in the specified circumstances; and
- If a participant provides notice to exit and then exits the SIL arrangement early, then only the remaining period of the notice period can be claimed during the planned notice period.

This item may not be claimed in circumstances where a participant chooses to change SIL providers or when a participant is within a notice period.

The price limit for this item is specified in the participant's plan. Only one claim for 28 days or 4 weekly claims are permissible per provider during a plan period. This does not apply to exits where there is no critical risk to participants.

Providers can refer to the claiming rules in the [NDIS Pricing Arrangements and Price Limits](#) to understand the conditions of unplanned exits and learn how to create a payment request for unplanned exits in the [myplace provider portal step-by-step guides](#).

Providers cannot claim payments that do not meet the unplanned exit criteria specified in the [NDIS Pricing Arrangements and Price Limits](#). Providers must not increase the price of supports or claim additional funds from other participant's plans to cover notice periods. Service agreements should include how providers manage notice periods.

Programs of support

Providers of group-based supports like supported independent living can enter into a program of support agreement with the participant.

Please see the [NDIS Pricing Arrangements and Price Limits](#) for more information on programs of support.

Provider compliance

All providers must deliver supports within the approved funding amount, as agreed to by the participant.

Details about provider's compliance obligations and our compliance monitoring, including what actions may be taken, can be found on:

[Home and Living compliance activity underway | NDIS](#)

[Your legal requirements](#)

[Provider compliance monitoring](#)

Providers concerned they may be in breach of, or at risk of breaching, their responsibilities under the [Provider Payment Assurance Program](#) should contact us on 1800 800 110 or email provider.support@ndis.gov.au.

We acknowledge providers' ongoing commitment to delivering high quality supported independent living supports. We continue to work with participants and providers to support improved outcomes for supported independent living participants.