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Roles and responsibilities of working as a home and living provider

Home and living providers help participants live more independently. As a home and living provider, you are responsible for delivering housing supports and services to participants in line with their 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'll help participants make decisions about their living situation. You'll also help them understand how their ILO supports can help them live independently and work towards their goals.

Learn more about [providing individualised living options](#).

Supported independent living (SIL)

Supported independent living (SIL) helps participants with day-to-day tasks in their home so they can become as independent as possible.

As a SIL provider, you'll support participants that need 24-hour-a-day help.

Learn more about [providing supported independent living](#).

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'll 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.

Learn more about [providing specialist disability accommodation](#).

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'll work with the participant and the home modifications assessor to plan and implement home modifications.

Learn more about [providing home modifications](#).

Helping find alternatives to residential aged care

Home and living providers can help participants moving from residential aged care into more suitable living arrangements by:

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

Learn more about [how to help with alternative options to residential aged care](#).

Accessing the provider portals

There are 2 provider portals you can use to view participant information and manage your services with participants.

The myplace provider portal is used for participants on our old computer system. The my NDIS provider portal is used for participants on our new computer system.

Learn more about [how to use the provider portals](#).

How to get paid

How you get paid for your services will depend on:

- whether the participant has a plan in the old or new computer system
- 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](#)

This page current as of
7 May 2026