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## Step 1: Connect with participants

There are 2 ways to connect with participants as a supported independent living (SIL) provider.

### Connect as a my provider

SIL providers need to be connected to participants as a [my provider](#). This must be done before providing support. It is done by a [request for service](#) in the my NDIS provider portal.

You have been chosen by the participant or their nominee as the provider they want to work with if you receive a request for service.

An [NDIA planner](#) will place a 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.

### Connect with a service booking

Some participants have plans in our old computer system. If a participant has one of these plans, we'll create 2 service bookings for the participant's SIL provider. The 2 service bookings are for:

- the annual SIL plan amount (excluding irregular supports)
- irregular supports.

A service booking needs to be in place before you can claim for supports delivered.

Without a service booking you won't be able to submit payment requests to be paid for the support you have delivered to NDIA-managed participants.

Service bookings put aside NDIA-managed funding in a participant's budget to pay NDIS registered providers.

## When funding is self-managed or plan-managed

If participants aren't NDIA-managed, they'll connect with you to arrange SIL supports.

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

## Step 2: Provide the support

Once you are connected with a participant, you should make 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

To submit a payment request you must use the SIL support items in the assistance with daily life support category, listed in the [NDIS pricing arrangement and price limits \(PAPL\)](#).

You must also follow the claiming rules set out in the PAPL.

Payment requests are made through the [myplace provider portal](#).

## For regular SIL supports

Providers can claim regular SIL supports by either using the weekly claiming or the hourly claiming process, but not 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 the shared living environment, agreed to via 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.

To claim weekly, you must use the line item called 'Assistance in Supported Independent Living - Weekly' for all regular SIL supports.

The weekly amount that can be claimed is the annual SIL budget divided by 52 weeks. This is agreed to in the service agreement and typical schedule of supports with your participant.

Your service agreement must include:

- 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, you can't claim for supports delivered using the weekly line item.

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.

To claim hourly, you should continue to follow the standard claiming process in the myplace provider portal.

## For irregular SIL supports

You must use the 'Irregular SIL Support' claim type to claim for irregular SIL supports.

You can only claim from a participant's plan for irregular SIL supports if all the conditions in the NDIS pricing arrangements and price limits are met

You can find more information on claiming rules in the [NDIS pricing arrangements and price limits](#).

## Related information

### [What is a my provider](#)

## What is a request for service

## How to make a service agreement

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