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Update: Changes to SIL provider requirements.

SIL provider registration and claiming requirements changed on 1 July 2026.

Learn more about the [changes to payments and claims](#).

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'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.

Connect with a service booking

We'll create 2 service bookings for the participant's SIL provider if a participant has a plan in our old computer system.

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.

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

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

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 prior to 1 July 2026.

Step 2: Provide the support

You should make a [service agreement](#) before you start providing supports once you've connected with a participant.

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](#).

Update: Using the right support item code.

Use the following codes when claiming for supports:

- 0115 if you delivered the support prior to 1 July 2026
- 0138 if you delivered the support after 1 July 2026.

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 the shared living environment and 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.

You need to use the line item called 'Assistance in Supported Independent Living - Weekly' for all regular SIL supports to claim weekly.

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.

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't claim for supports delivered using the weekly line item without a service agreement in place.

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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