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An overview of providing individualised living options (ILO)

Individualised living options (ILOs) are a type of NDIS support designed to help participants live in a way that best suits their needs.

As an ILO provider, you play a critical role in understanding a participant's goals and how ILO supports can best work together to help them work towards these goals.

You support participants to make decisions about:

- where they live
- who they live with
- how their supports can help them to live independently and work towards their goals.

Types of individualised living options (ILO) support

Funding for ILO supports is included in NDIS plans in 2 stages.

Stage 1: Exploration and design

At the start of the explore and design stage

You can work with participants to explore and make decisions about their individual living situation.

This may include helping participants to:

- explore where and how they want to live, including helping others around them understand what they want and how this will work for them
- understand their strengths and capabilities
- learn what they can do to build their skills through their ILO supports

- choose where they live, who they live with and how they’re supported
- understand how supports from friends and family, community supports and paid supports can all play a role in their ILO
- find out what’s possible and assess and manage any risks
- design and make decisions about their ILO.

At the end of the explore and design stage

At the end of the exploration and design stage, we expect you and the participant to have:

- decided on their preferred home and living arrangement and the package of supports
- found the provider who'll put the ILOs in place to help complete a service proposal form
- developed the service proposal that describes the participant’s needs and preferences, primary and supplementary supports and quote for their ILO costs.

We'll review the completed service proposal form after we receive it.

ILO supports can then be added to the participant’s plan once approved.

> **Tip: What's a service proposal?**
>
> A form tells us how participants want to live and what type of supports they need in their ILO arrangement.
>
> Participants complete a service proposal form at the exploration and design stage.
>
> Participants, and the people helping them to design their ILO, need to complete and return the service proposal to us by:
>
> - submitting it via an enquiry through our service hub
> - mailing it to NDIA, GPO Box 700, Canberra ACT 2601.

Stage 2: ILO supports

The second stage is about helping participants put their ILOs in place.

The supports depend on how and where the participant wants to live and what support they need.

You’ll:

- ideally be involved in the exploration and design stage, and contribute to the ILO service proposal

- build and implement the ILO support arrangements
- facilitate the drafting of agreements for supports
- undertake dispute resolution and problem solving
- monitor and adjust the ILO arrangements as required.

There are 3 parts of ILO supports

Primary supports

Primary supports live with a participant and are the main supports within the home. These include:

- host arrangement – a participant lives full-time with a host, who isn't related to them, in the host's home.
- housemates – a participant lives full-time in their own home or a shared rental property with another person or other people who aren't related to them.

Supplementary supports

Supplementary supports are extra supports put in place with a participant's primary support. This might be when the primary support has other commitments, such as work, medical appointments or holidays.

Monitoring and adjustment

Monitoring is a key component of an ILO arrangement that's jointly managed by the participant and you. The required level of monitoring varies depending on the specific ILO.

It involves regular checks to make sure the arrangement and supports remain effective. Each service proposal must include a monitoring plan, developed with your help, outlining what aspects will be monitored.

ILO supports must be delivered in line with the NDIS laws and relevant NDIS Quality and Safeguards Commission requirements, including the NDIS Code of Conduct .

Pricing and payments

Any payment arrangements for primary and supplementary supports depend on the support delivered by you.

Each ILO package and payments to support providers is different. Payment arrangements should be:

- discussed and agreed to by you and the participant
- specified in the service proposal.

Both you and the participant should seek independent financial advice before agreeing to an ILO arrangement. This is because payments received through an ILO may be assessable for tax purposes.

The Australian Taxation Office can provide information about assessable income and allowable deductions.

How to get paid

Learn more about how to get paid.

Related information

What is a service agreement

Pricing arrangements and price limits

Guide to getting paid

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