Supported independent living

Quick summary: supported independent living is one type of NDIS support to help you live in your home. It includes help or supervision with daily tasks, like personal care or cooking meals. It helps you live as independently as possible, while building your skills. Supported independent living is for people with higher support needs, who need some level of help at home all the time.

Background on home and living supports

There are several different types of NDIS supports we might include in your plan when you need home and living support. These include:

- supported independent living
- individualised living options
- specialist disability accommodation
- medium term accommodation
- short term accommodation
- home modifications
- personal care supports

If you have a home and living goal in your NDIS plan, we may be able to fund supports to help you achieve that goal. If you'd like to find out more about home and living supports, or talk about what might work best for you, contact us.

To understand what supports might be right for you, we'll need information about your current situation and future needs. This helps us work with you to find the home and living supports that best suit you.

We want you to find the right home and living supports, so we'll explain the different home and living support options that are available to you, both now and into the future. We'll work with you to find the best mix of NDIS supports to help you live as independently as possible. There are a range of home and living supports available, supported independent living is one of many support options. There may be other home and living options that better suit your needs, goals and preferences.

When we decide what home and living supports we can include in your plan, we need to think about your support needs, the principles we follow to create your plan and the NDIS funding criteria.

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Changes to the law: the NDIS Quality and Safeguards Commission now requires all providers delivering supported independent living to be registered. Learn more about supported independent living and mandatory registration.

What's in this guidance?

This page covers:

- What is supported independent living?
- What does supported independent living include and not include?
- Is supported independent living suitable for you?
- How do we decide how much supported independent living support you get?
- How do you get supported independent living in your plan?
- What happens once supported independent living support is in your plan?

You might also be interested in:

- individualised living options
- assistive technology

What is supported independent living?

Supported independent living is best suited to people with a disability who have higher support needs. This means you need a significant amount of help throughout the day, 7 days a week. This includes overnight support. It's one type of help or supervision with daily tasks to help you live as independently as possible and build your skills.

You can get supported independent living if you live with other NDIS participants or if you live on your own.

Supported independent living is only one of many NDIS support options. Other home and living supports may suit you better.

If you need support to live with people who are not participants, we'll look at other home and living supports, such as personal care supports in Our Guidelines – Including Specific Types of Supports in Plans or individualised living options.

If you need supported independent living, we'll work out the NDIS supports you need each day. Once it's in your plan, you can choose which provider you want to manage and deliver your support and decide with them how they'll provide the support.

Your supported independent living provider must be registered. They'll make sure the support you get aligns with your agreed package of support.

Supported independent living in shared housing

It's your choice who you want to live with, and who you want to share your NDIS supports with. You might want to live with and share your NDIS supports with other participants you know. Or you might want to move into share housing specially designed for people with a disability. Supported independent living supports must be provided by a registered provider.

Supported independent living when you live alone, or when you don't share your support with other people

We fund a range of home and living supports, such as personal care or individualised living options. These may be better if you need help to live alone, with people who are not participants, or if you want to organise your own supports. Learn more about other home and living supports.

If you live alone and need support, we may be able to fund supported independent living to help you live as independently as you can and build your skills. Supported independent living supports must be provided by a registered provider.

What does supported independent living include and not include?

What does supported independent living include?

Supported independent living is a package of paid personal supports that meet the NDIS funding criteria. Supported independent living may include support:

- with personal care tasks
- to build your skills in things like meal preparation and cooking, cleaning, and developing a routine
- to action any behaviour support plans you have
- to develop your social skills
- with supervision, personal safety and security
- to give you your medication
- to attend medical appointments
- for community access that isn't routine or regular, for example support to complete personal tasks
- to get to and from community access activities, where this is your preference. For example, support to attend hydrotherapy sessions, or to visit family or friends outside of the home.

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Supported independent living supports must be managed and delivered by a registered supported independent living provider.

What doesn't supported independent living include?

Supported independent living isn't for people who:

- only need a few hours of support each day or week
- want to arrange and organise their own support workers. This includes directing, planning and rostering your own support workers.

If you want to arrange your own supports, personal care support through the assistance with daily life budget may meet your needs. Learn more about personal care supports.

If your supported independent living provider employs support workers and directs, plans and rosters the supports, they must be registered. Learn more about mandatory supported independent living provider registration.

Supported independent living doesn't include day-to-day living costs that aren't related to your disability support needs, such as:

- the cost of groceries
- rent, board or lodging costs
- utilities such as gas, electricity, water, telephone, or internet bills
- vehicle costs.

Supported independent living doesn't include supports that aren't related to your disability, such as:

- household budgeting
- expenses related to holidays, including travel costs.

Supported independent living doesn't include supports that are funded or provided by another service system including:

- paid personal supports while you're admitted to hospital. The health system is responsible for this support – learn more about the health system
- paid personal supports if you're in custody or to implement community supervision orders. The justice system is responsible for these supports – learn more about the justice system
- nursing, medical, palliative care and other health-related supports.

These supports aren't NDIS supports, so we can't fund them as part of supported independent living.

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How do other NDIS supports work with supported independent living?

You might need other NDIS supports in addition to supported independent living. If you need a different type of support, it's important to check the guidelines that apply to each one.

These include:

- other supports including transport, assistive technology, personal care while in the workplace, plan management, financial intermediary supports or allied health services
- specialist disability accommodation related costs such as property maintenance costs, repairs and vacancy costs
- regular community access, for example social and recreation support or work and study support
- support to create a behaviour support plan.

What about my provider's costs?

Some additional provider costs are already built into the hourly rate they charge you for providing supported independent living. This includes your provider's costs for:

- management
- staff training
- shadow shifts – where a new worker works alongside another worker to help learn the job.

Is supported independent living suitable for you?

Supported independent living is usually funded when you live with other participants and share NDIS supports with them.

If you aren't sure what home and living support is best for you, individualised living options can be a good place to start.

If you need support because of your disability to live in your home, you can contact us. We'll help you explore and work out the options that suit your needs.

You may also want to explore:

- assistive technology
- home modifications
- individualised living options
- other personal care supports
- other home and living supports.

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Supported independent living may be the best option for you if you need significant person-to-person support provided by a disability support worker, including overnight support.

To work out if we can fund supported independent living, we'll need to get information from you about your current and future home and living goals, as well as your support needs.[1] This will help us decide what home and living support we can fund.

When deciding if we can fund supported independent living, we think about:

- if it meets the NDIS funding criteria, and it's an NDIS support for you
- how old you are
- how much support you need in your home every day.

We'll also look at whether you can share this support or need support to live alone.

Does supported independent living meet the NDIS funding criteria?

Like all NDIS supports we fund, supported independent living must meet all the NDIS funding criteria. We also think about what other NDIS supports you need in your home, and how these supports will all work together.

For example, we need to know supported independent living is value for money compared to the cost and benefits of other supports.[2] There might be other home and living supports that help you live the way you want to, and offer better value for money than supported independent living.

We also need to know your home and living supports are NDIS supports.[3] We can't fund supports that are not NDIS supports or that are better funded by another government or community service. Learn more about what supports the NDIS is responsible for.

For example, we can't fund housing, except for specialist disability accommodation. When we say housing, we mean the building itself, like a house or apartment. Many people buy or rent their own housing. State and territory governments are responsible for helping people with housing. This includes making sure all Australians, including people with disability, have access to accessible, affordable and appropriate housing.

Supported independent living, or other types of home and living support, might be suitable for you once you find housing that suits you. Learn more about mainstream and community supports.

Some of the things we consider when deciding if we can fund supported independent living include:

- your current situation and goals
- where you live now and your future home and living goals
- your independent living skills and potential to build on these

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- supports you need to achieve your home and living goals
- information about your day-to-day support needs
- reports or occupational therapy assessments
- other helpful information about your support needs
- any alternative home and living options.

We'll use the information you, family members, or carers give us to understand your needs. We'll also look at any relevant information you gave us when you applied to the NDIS, including medical or allied health reports.

If you have any other information or reports you think will help us understand your needs, let us know. We might also ask you for more information to help us make a decision.[4]

How old are you?

Supported independent living is generally only considered to meet the NDIS funding criteria for people aged 18 or older.

This is because we would usually expect parents to provide the support a child needs to live in the family home. Where a child needs much more support because of their disability than children of the same age, we may be able to fund personal care or other supports. Learn more about reasonable and necessary supports.

State and territory governments are responsible for children who can't live in their family home.

If you're 17 and your goal is to move out of home, we may be able to fund support to explore your home and living options. It's never too early to start thinking about what this might look like for you in the future.

If so, talk to us about the home and living goals you want to pursue. We can start helping you work out the best option for you, and we may fund support to help you explore your options. Talk to your support coordinator or my NDIS contact if you'd like more information.

How much support do you need in your home every day?

Supported independent living may be suitable for you if you need both:

- active disability support for more than 8 hours per day to complete daily activities
- some level of support for the other hours – that is, you need support for 24 hours per day, 7 days per week, including overnight support.

When we say active disability support, we mean support in your home to help you do daily activities. For example, you may need help with personal care, getting ready, cooking, eating and drinking, cleaning and doing chores.

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Active disability support includes direct support, where a support worker helps you do something or does something for you. It might also include monitoring support, where a support worker supervises you doing things yourself and can help you if you need it.

Active disability support refers to support provided during the day by a registered provider. We work out overnight support separately, depending on whether you need someone to be awake at night to support you.

Active disability support doesn't include support workers doing other work that isn't related to supporting you, such as record-keeping or filing.

In most situations, supported independent living covers support for the time you are in your home. You may be able to choose to use some of your supported independent living funding to help you go to activities or complete some personal tasks outside your home. This includes things like going to and from the shops or your activities in the community. You should talk to your registered provider about how you want to use your supported independent living funding and make sure this is included in your service agreement with them.

You may spend time outside your home doing other activities. This might include work, study, going to a group activity or spending time with friends and family. Support for activities outside your home can be funded separately in your plan. For example, you might also get funding for day activities, employment, or social and recreation supports separately to your supported independent living funding.

We'll work with you and your registered providers to make sure all your funding works together as a total package of NDIS supports that work for you, both in your home and the community.

What information do we look at when we decide if we'll fund supported independent living?

We use information, like discussions with you, family members, guardians or carers to understand your disability support needs. We'll look at information you gave us when you applied to the NDIS, such as medical or allied health reports, if they're still relevant.

If you have any other information or reports you think will help us understand your needs, let us know.

We need to know:

- your current situation and goals
- where you live now and your future home and living goals
- what supports you get now, and what supports you might need in the future

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- what home and living supports you've looked at before
- your independent living skills, and how you might build on these
- information about your day-to-day support needs
- assessments or reports from a qualified and registered allied health professional or behavioural support practitioner that tell us about things you can and can't do because of your disability
- other helpful information about your support needs
- if supported independent living is value for money compared to other home and living supports
- if other home and living options better suit your needs.

If you're new to supported independent living or we don't have enough information, we may ask you to get an assessment.[5] For example, we may fund an assessment by a qualified and registered allied health professional to help us understand what support you need.

How do we decide how much supported independent living support you get?

If supported independent living is the right option for you, we'll work out how much funding to include in your plan. We'll use all available information, like your roster of care if you have one, assessments and reports to work this out.

We also use other sources of information, like discussions with you, family members, or carers to understand your needs. We'll look at any information you gave us when you applied to the NDIS, including medical or allied health reports, if they're still relevant.

If you have any other information or reports you think will help us understand your needs, let us know.

Your roster of care

A roster of care doesn't decide the amount or type of NDIS supports you will get in your plan. A roster of care only describes the types of supports you can get from your registered supported independent living provider. It may help us to decide how much supported independent living funding to include in your plan. You can ask your supported independent living provider for your roster of care at any time.

Your roster of care includes:

- the hours of support you need to do day-to-day activities in your home in an ordinary week

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- the ratio of support you need
- the level, for example standard or high intensity, of the supported independent living you need
- the type of support you need overnight
- the amount of irregular support you need.

You'll usually only need to give us one roster of care. If you had supported independent living approved in your plan before and your support needs stay the same, we'll continue the same support in your next plan.

We'll work out the amount of funding to put in your plan using information from the NDIS Pricing Schedule.

We'll discuss your supported independent living funding and any changes to supports when we create your plan. Your plan will show the approved supported independent living funding.

You can only use the supported independent living funding in your plan for that purpose. However, you can use this funding flexibly. For example, you can talk to your provider about what mix of services they'll deliver within your supported independent living funding. Your registered provider can only charge for services they've provided, and you have agreed with them in your service agreement. Learn more about service agreements.

If you have a service agreement with your provider, it will show what support they'll provide and how they'll provide it. You can work with your provider to decide how to spend your funding. It's important that your service agreement tells your service provider what you want them to provide and what their responsibilities are.

If things change, or we decide to reassess your plan, we might need a new roster of care. You can always talk to us if you're not happy with a decision we've made about your supported independent living funding. Learn more about when your plan can be reassessed, or asking for a review of a decision we've made.

What hours of support do you need in your home?

To help us work out how many hours of support you need, we look at evidence of your day-to-day support needs. For example, we look at any new assessments or reports about your disability support needs that describe how often and when you need support. We'll use this information to work out what days of the week, and times of the day, you need support in an ordinary week. We'll also look at any information you give us from your provider and allied health professionals.

We also look at what activities you do outside home. We'll note times you don't need supports to be provided in your home. For example, you might work, study, go to a group activity, do things in the community, or spend time with friends or family.

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Your supported independent living funding also includes funding for an average of 12 public holidays per year. So, you can access supported independent living on public holidays if you want to. This may vary slightly for each state and territory.

If you don't need some level of support all of the time when you're at home, supported independent living probably isn't suitable for you. We'll talk to you about other options. For example, we may fund personal care supports based on your individual support needs instead of supported independent living.

What ratio of support do you need?

Once we work out what hours of support you need in an ordinary week, we then need to work out your ratio of support for these hours. A ratio of support means how many disability support workers will provide your support, and how many participants you'll share this support with.

We'll consider what ratio of support meets your disability support needs and meets our NDIS funding criteria, including value for money. This covers all your shared support needs, including the times you need more support, and the times you need less support.

What intensity of supported independent living do you need?

There are 2 levels of support we use to work out funding for your supported independent living needs:

- standard
- high intensity.

We'll consider what intensity of support meets your disability support needs and our NDIS funding criteria.

Most people will need standard intensity support. However, you may need high intensity support if you need support workers with extra qualifications and experience to meet your disability support needs.

We usually fund the high intensity level when you need continual active support from support workers with extra qualifications due to your high support needs. For example, due to unstable seizure activity or respiratory support.

For more information about appropriate and reasonable maximum prices, go to Pricing arrangements.

What type of support do you need overnight?

Supported independent living is suitable for people who need some level of overnight support. Your support worker might need to be awake during normal sleeping hours to

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support you because of your disability needs. Or you might only need their support at some times during the night. For example, help to go to the bathroom if you wake up at night.

If you need up to 2 hours of awake support overnight, we'll fund sleepover support.

If you need more than this every now and again, your provider can claim for:

- overnight support on weekends or public holidays – extra support hours at the daytime rate for weekends and public holidays
- overnight support on weeknights – extra support hours at the Saturday rate.

You'll need to agree with your provider before they can claim these extra support hours.

If you need more than 2 hours of awake support overnight, we fund active overnight support. Active overnights are where your support worker is awake during normal sleeping hours to support you because of your disability.

If your needs change and your support worker has to be awake for more than 2 hours at night, talk to us about whether you need to change the amount of supported independent living in your plan.

How much irregular support do you need?

Irregular supports are the supports you need for unexpected or unplanned situations. For example, you may get sick and need to stay home for a few days.

We'll work out how much irregular support you need based on what daily tasks you need support for.

We generally fund an initial maximum of:

- 10 irregular support days per year for participants with standard support needs
- 15 irregular support days per year for participants with high intensity support needs.

Most people will need standard intensity support. However, you may need high intensity support if you need support workers with extra qualifications and experience to meet your disability support needs.

If you need more irregular supports because unexpected things happen, let us know. Learn more about asking for a plan reassessment.

How do you get supported independent living in your plan?

Supported independent living is only one type of home and living support. If you have a goal to explore home and living supports, we'll start by getting some information from you. This will help us work with you to explore which home and living supports best suit your needs.

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We'll look at:

- any assessments of your disability support and housing needs
- allied health professional reports
- reports about your daily support needs.

This helps us understand your current situation, strengths, barriers and daily support needs. Don't worry if you don't know all of this straight away. We'll help you work it out.

We may also ask for other assessments if we need more information to make a decision. We'll include funding in your plan for an assessment of your home and living needs if we need more information.

We want to fund the right home and living support option for you – one that will work for you now and in the long-term. We also want to make sure your NDIS supports work together to meet your disability support needs. When we assess what to fund, we think about whether the NDIS supports will help you to:

- pursue your goals
- improve or maintain your ability to do things with less support
- reduce or maintain your need for person-to-person supports
- create better connections with your family, community, health services, education and employment.

We'll use this information to work out whether we can fund supported independent living or other home and living supports that will meet the NDIS funding criteria.

What if you don't agree with our decision?

If we decide supported independent living supports don't meet our NDIS funding criteria, we can't include them in your plan.

There are lots of ways we might be able to help though, so talk to us if you're in this situation. For example, we may include other home and living supports that meet your needs.

We'll give you written reasons why we made the decision. You can contact us if you'd like more detail about the reasons for our decision.

If you don't agree with a decision we make about supported independent living supports, you can ask for an internal review of our decision.[6]

You'll need to ask for an internal review within 3 months of getting your plan.[7]

Learn more about reviewing our decisions.

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What happens once supported independent living is in your plan?

You'll get a copy of your plan once it's approved. It will explain how much funding you have for supported independent living. We'll also explain the hours and ratios of support funded in your plan.

You can then choose which registered provider you want to use for your NDIS supports. You can talk to your support coordinator, planner or your informal supports such as friends or family to help find a provider. You must use a registered provider. You can search for registered providers using the provider finder.

Where supports or services are likely to include the use of regulated restrictive practice, you'll need to use a registered provider. Restrictive practice is any practice that limits the rights or freedom of movement of a person with a disability, to protect them or others from harm. The NDIS Quality and Safeguarding Framework[8] sets out how and when providers can use restrictive practice. Learn more about behaviour support.

You may want to speak with different providers to choose the best one that will help you work towards your goals. After you choose your provider, you'll need to agree on how they'll deliver your supported independent living supports. You should tell the provider your goals for your home and living arrangements, and the support you need for daily tasks to help you live as independently as possible.

Your registered provider will need to deliver your supported independent living supports within your approved funding. We don't fund providers' costs directly to work out your day-to-day supported independent living needs.

You can also talk to your support coordinator, my NDIS contact, or provider if you need help to find somewhere to live where you can use your supported independent living supports.

Does your plan management type affect provider registration?

Mandatory registration for supported independent living relates to the type of support delivered and the role of the provider, not how your plan is managed.

When a provider delivers supported independent living supports, they must be registered, regardless of whether you self-manage or plan-manage your funding.

If you directly employ your own staff, this is generally not considered supported independent living, regardless of the plan management type.

How many people can you share your support with?

Supported independent living is suitable for people who share some of their NDIS supports with other participants. It's your choice how many people you share your home with.

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If you live with more than 2 other participants, there may also be times where you share more than one support worker.

For example, one disability support worker might support 2 participants, including you. Or 2 disability support workers might support 4 participants, including you.

How do you agree with a provider about what NDIS supports you need?

Your provider must be registered and comply with the supported independent living practice standards which are set by the NDIS Quality and Safeguards Commission. These standards came into effect from 1 July 2026. Learn more about the supported independent living practice standards.

Your registered supported independent living provider must:

- help you make decisions about your everyday life
- help you feel safe
- give you good and safe support
- give you a tenancy agreement.

A tenancy agreement is about the rules in your home. It's an agreement between you and your supported independent living provider. It should tell you information about:

- who you live with
- how you will get support
- how much your supports cost
- how you can make changes to your supports
- who can help you use your rights
- what to do if there is a problem
- other rules about living in your home.

We recommend you make a service agreement with your provider for your supported independent living. A service agreement is an agreement between you and your provider. It sets out what NDIS supports you have agreed to buy from your service provider and how those supports will be provided. It should include the details of how your provider will deliver your supported independent living support.

When you make a service agreement for supported independent living, you should discuss:

- the ratio, amount and intensity of your NDIS supports
- the appropriate and reasonable maximum price of your NDIS supports
- your responsibilities

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- your provider's responsibilities
- how long the agreement goes for and how it can be changed
- how you and your provider will solve any disputes
- how you'll use your NDIS supports if you go on holiday
- what NDIS supports you'll get if there's a vacancy – that is, if someone moves out of the home you share and you aren't sharing NDIS supports with as many people permanently or for a long time.

Once you have a service agreement, ask your provider how you start getting supported independent living.

Learn more about making service agreements.

How much funding can you or your provider claim for supported independent living?

The NDIS Pricing Schedule sets out information about what we consider to be the appropriate and reasonable maximum prices for all NDIS supports.

You, your plan manager or nominee must use your funding to purchase the home and living supports as described in your plan and only on NDIS supports.[9] You should agree with your provider about how they'll deliver your NDIS supports and make claims.

Supported independent living is flexible. It allows for minor changes in your daily or weekly routine. You can spend up to the amount of funding that's available in that funding period.

You can make minor changes to your roster of care that fit within the funding available. You should discuss minor changes with your supported independent living provider. You may choose to work with your provider to create a new schedule to describe any changes. You don't need to tell us about minor changes if they still fit with the amount of funding you have in your plan.

Your supported independent living support will generally continue each year, unless your situation, disability support needs or home and living goals change.

What if there's a significant change to your support needs?

Your supported independent living support might need to change if there's a significant change to your situation or disability support needs.

If this happens, you can ask us to reassess your plan. We can also decide to reassess your plan without a request from you.[10]

When we reassess your plan, we'll decide what NDIS supports we can fund using the NDIS funding criteria. We'll need current information about your situation and disability support

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needs. We may need a new assessment from your treating medical professional or an appropriately qualified and registered allied health professional to help us work out what NDIS supports meet the NDIS funding criteria. Learn more about changing your plan.

You need to tell us about events and changes in your life, or changes likely to happen, that affect, or might affect, your plan.[11] You need to tell us about the event or change in your situation as soon as you become aware of it.[12] For example, you may increase your hours at work or participation or other programs in the community. This may affect how much supported independent living support you need.

If your home and living goals change and you ask for a change to your plan, we'll use all information available to work out which other home and living support may suit you.

What if there is a vacancy in your shared living arrangement?

A vacancy is where another participant stops sharing support permanently or for a long time. This means you don't share your support with as many people.

We don't fund vacancies in your shared living support arrangement. We fund supported independent living based on your support needs, not based on the arrangements of the other people who share your support.

A registered supported independent living provider shouldn't increase the cost of supported independent living, or claim extra funds from your plan to cover vacancy periods.

You should talk with your supported independent living provider about how they will manage vacancies. Your service agreement and your tenancy agreement should include how your provider will manage vacancies in your shared housing.

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Reference list

[1] NDIS Act s 34(1)(a).
[2] NDIS Act s 34(1)(c).
[3] NDIS Act s 34(1)(f).
[4] NDIS Act s 36.
[5] NDIS Act s 36(2)(b).
[6] NDIS Act s 100.
[7] NDIS Act s 100(2).
[8] NDIS Quality and Safeguarding Framework ss 4.1.1 and 4.2.1
[9] NDIS Act s 46(1).
[10] NDIS Act s 48(4).
[11] NDIS Act s 51(1).
[12] NDIS Act s 51(2).

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