



**NDIS Quality
and Safeguards
Commission**

Regulatory Reform Program

**Mandatory registration for Supported
Independent Living (SIL) and Platform Providers
and new SIL Practice Standards**

NDIS Quality and Safeguards Commission

March 2026





Acknowledgement of Country

The NDIS Quality and Safeguards Commission acknowledges the Traditional Custodians of the lands on which we work.

We pay our respects to Elders past and present and recognise the continuing connection of Aboriginal and Torres Strait Islander peoples to land, sea, and community.

Artwork by Presten Warren, a proud Wirangu, Dieri, Kokatha, Mirning, Arabana man from Port Lincoln in South Australia



Mandatory Registration for SIL Providers and Platform Providers



Why introduce mandatory registration?

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Multiple government reviews and NDIS Commission-led Own Motion Inquiries have identified **increased risks to participant safety and quality of care** in the provision of Supported Independent Living (SIL) and Platform Provider services.

There is **currently no requirement** in the Provider Registration Rules for SIL or platform providers to be registered. The NDIS Commission has limited oversight of unregistered providers.

In December 2025, the Minister for the NDIS confirmed that mandatory registration will apply to all NDIS SIL and Platform Providers from 1 July 2026.

What are the benefits of mandatory registration?



Mandatory registration changes will enable greater NDIS Commission oversight of SIL and Platform Providers to achieve:

- **Stronger safeguards:** All NDIS providers must meet minimum standards and are subject to regulatory oversight.
- **Improved quality and consistency:** There will be clearer expectations for provider competence and capability.
- **Greater transparency and accountability:** It will be clearer to see who is delivering services and increase accountability over the quality of supports and services delivered.



Why introduce new SIL Practice Standards?

Government reviews and OMI into SIL have highlighted **risks in group home settings** and serious concerns about **participant safety**.

Themes included a need for strengthened tenancy rights and occupancy protections and specific regulation of group home settings.

The proposed new SIL Practice Standards will:

- Ensure the **voice, rights and freedoms of participants in SIL** are prioritised through good provider practice in the home.
- Make provider obligations **clear, measurable, and enforceable**.
- Guide **practical application** in service delivery and audit and compliance activities.
- Remove gaps, duplication, and inconsistencies.



Six distinct consultation themes that underpin good supports delivered within the home

Providers' consideration of **participant and worker safety is paramount**. Providers understand safe and supportive home environments are central to capacity building and quality service delivery.

Providers engage **workers that are appropriately trained and assessed as suitable** to deliver services to participants in a home environment. Providers actively engage with participants to ensure their workers are a good fit.

The **privacy of participants**, including those living in group settings, is respected and considered.

Active support should ensure participants who live in group settings are supported to **experience a harmonious house dynamic**. This would include placing a participant's right to choose where they live and who they live with at the centre of service delivery.

Providers should focus their attention on an approach to service delivery that is **centred on the human rights of people with disability**. This includes actively integrating supported decision-making into daily living.

Supports should be **participant centred** and tailored to personal goals, needs, preferences and values rather than determined (or unduly influenced) by the service environment.



OMI and Government reviews



Themes and issues

Own Motion Inquiry into Aspects of Supported Accommodation Action Plan

Need for specific regulation of group home settings

Greater engagement

Interaction of SIL and SDA arrangements

Tenancy specific settings are required in practice standards to create compliance obligations

Disability Royal Commission

Highlighted the risks in group home settings

Inclusive housing requires strengthened tenancy rights

Increase tenancy and occupancy protections for people with disability (rec 7.37)

NDIS Review

Need for increased best practice and innovative approaches

There are inconsistent residential tenancy rights for participants across different dwelling types.

Consistency of rights should be subject to a TAP in Australia's Disability Strategy

NDIS Worker and Registration Taskforce

Raised serious concerns about safety

Recommended registration for all SIL providers within 12 months

Raised concerns that evidence found participants may not have a clear understanding of service or tenancy agreements, not be supported to do so

NDIS Practice Standards Review: Guidance material

The reviews and inquiries made recommendations and provided valuable insight about how NDIS Practice Standards are being used in practice.

Key improvement areas include:

- **Simplifying terminology** so it is clearer, more participant-focused and supports delivery of good quality supports.
- **Improving guidance materials** to better align with the NDIS Practice Standards to **promote good practice**.
- Refining the way NDIS Practice Standards are assessed **including what information is used to demonstrate quality and safe supports** and how provider quality information is shared.

The Practice Standards Review made guidance recommendations focused on the following themes:

- Practice Guidance to support the practical implementation of the Practice Standards and relevant conditions of registration.
- Assessment methodology guidance for approved quality assessors and guidance for providers to prepare for assessments
- Practice and assessment guidance for participants
- A knowledge repository of centralised guidance to enable the uptake of materials.

Proposed new structure for Practice Standards

We are moving away from compliance driven approaches to **measurable, rights-informed competencies** that deliver **outcomes for participants**.

What have we heard

Providers and workers want **guidance and examples** of higher quality and safe supports.

People with disability want **person-centred, rights-focused supports**.



What we are proposing

Continued participant rights focus and use of quality indicators.

Shift from 'service outcomes' to 'participant outcomes'.

Detailed practice guidance for higher risk supports like in-home supports.

How were the SIL Practice Standards designed and developed?

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The NDIS Commission engaged Inclusion Australia to design the new SIL Practice Standards with participants during 2025.

The SIL Practice Standards have been developed from **existing Practice Standards in the Core Module**.

The SIL Practice Standards have been **tested in an audit pilot** with a small number of providers over February 2026.

The pilot will **assess practical application in SIL environments** to:

- ensure participant experience is highlighted
- minimise regulatory burden for providers
- test usefulness in audit and compliance.



Proposed SIL Practice Standards



Supported decision making

Focuses on ensuring participants are supported by people who know them well to make decisions about their daily life, routines, relationships and home environment in a way that reflects their choice and preference.

Safeguarding

Highlights the need for the providers to ensure participants have dignity of risk. It will go into detail around the duty of care, empowering and supporting the participants to have choice and control within their home and daily life.

Practice Governance

Specifically discusses issues that are relevant to participants receiving 24/7 supports with a focus on managing the diverse relationships within the home (i.e. management of conflict resolutions and balancing conflicting needs and priorities).

Agreements about tenancy, housing and support arrangements

Ensures participants are supported to understand the terms and conditions to their service agreement and how it interacts with their tenancy agreement. It highlights that the provider supports participants with effective tenancy management, supporting participants to exercise choice and control and their tenancy rights.

Consultation and design alongside participants has highlighted these areas are unique to SIL and require further delineation of provider obligations to demonstrate good practice in SIL contexts.

SIL Practice Standards structure and guidance material

Implementation will be supported by Practice Guidance underpinned by best practice principles, to support participants, supporters, providers and workers to understand what good supports in the home look like.

NDIS Practice Standards	Structure	Evidence Guides
Supported Decision-Making	<p>Intent: One statement to demonstrate the overall aim and goal of each new SIL Practice Standard.</p>	<p>Provider and Worker Evidence Guide</p> <ul style="list-style-type: none"> • Outlines evidentiary requirements that demonstrate good practice. • Includes reflective questions to assist providers and workers to consider how their practice translates into meaningful participant outcomes.
Safeguarding	<p>Expectation statement: A new policy tool that includes participant, worker and provider statements. Emphasises what 'good' looks like in support delivery.</p>	
Practice Governance	<p>Outcome statement: Clarifies explicit compliance expectations of providers. Name change from 'Outcome' in current Practice Standards.</p>	<p>Participant Guide</p> <ul style="list-style-type: none"> • Provides reflective questions for participants to ask themselves about their experience of a service. • Informal supporters may use these questions to have conversations with participants about their experiences.
Agreement about tenancy, housing and support arrangements	<p>Quality Indicators: Focuses on:</p> <ul style="list-style-type: none"> • Themes participants prioritise as indicators of good provider practice in the home • Enabling participants to exercise their human rights and freedoms. <p>Name change from 'Quality Indicator' to 'Action' to be considered in broader NDIS Practice Standards Review.</p>	

SIL Practice Standards benefits for providers

Clearer expectations

- Clearer guidance on what rights-informed support looks like, reducing ambiguity

Stronger workforce capability

- Defines observable and measurable behaviours; building competency in evidence-informed practice

Improved quality and outcomes

- Embedding best practice approaches to deliver person-centred supports

Reduced risk and stronger safeguards

- Reduced rates of reportable incidents and improve early identification to risks

Increased trust and confidence

- Strengthen confidence with participants, families and the community

Tool for continuous improvement

- Supports providers to monitor practice and continuously improve quality

The SIL Practice Standards operationalise rights-based support, providing providers with clear guidance, stronger safeguards and a pathway for continuous improvement.

SIL Practice Standards - Audit Pilot



SIL pilot overview

Who	<p>A diverse range of 12 registered SIL providers and their approved quality auditor (AQA), who:</p> <ul style="list-style-type: none">• Are progressing a renewal or mid-term audit in February 2026• Claim for SIL supports under the registration group 0115• Have no serious compliance action against them.
What	<ul style="list-style-type: none">• Regular audit against the Core Module and undertake a test audit simultaneously against the new Supported Decision Making SIL Practice Standards.
When	<ul style="list-style-type: none">• The pilot will be conducted during February 2026.• Findings of the pilot are anticipated to be reported in late March 2026.
Why	<ul style="list-style-type: none">• Pilot will support further refinement of the SIL Practice Standards structure, implementation plan and guidance materials, as needed.
Evaluation	<ul style="list-style-type: none">✓ AQAs: Brief audit report, post audit surveys, follow-up interview as necessary.✓ Providers: Post audit surveys.✓ Participants and workers: Invitation to engage with the NDIS Commission to provide feedback.

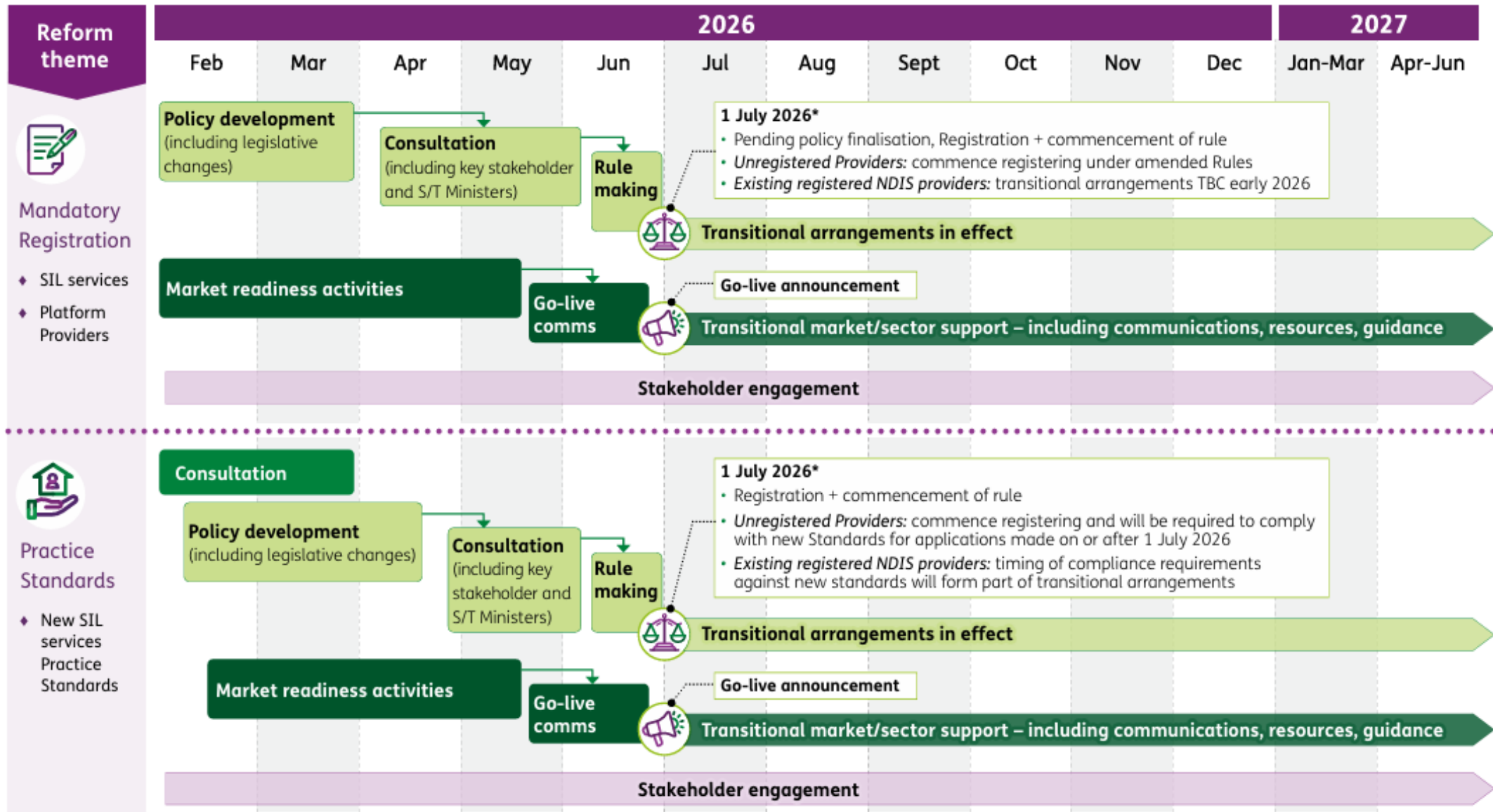


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Reform Pathway



Reform pathway - Mandatory registration SIL and Platform Providers & SIL Practice Standards



*** Note:** Providers currently delivering SIL or as a platform provider in an unregistered capacity will not need to be registered as at 1 July 2026, however will need to take action during the transition period to remain in the NDIS market to deliver these services and supports.

Mandatory registration for SIL Providers



SIL supports and services

SIL is a packaged home and living support to assist with, or supervise, tasks of daily life in a participant's home, currently included with other supports under registration class 0115. SIL is defined as only those line items in the Price Arrangements and Pricing Limits (PAPL) named as 'SIL'.

Mechanism to introduce mandatory registration for SIL providers

The NDIS Commission is working with the NDIA to create a new class of support for SIL.

Registration for providers to deliver this class of support will be mandatory.

What does this mean for me as a provider?

- All NDIS providers who deliver and claim for SIL supports needs to be registered under the new class of support from 1 July 2026. Transition arrangements are currently in development.

Market Readiness Activities



Our market readiness activities to support a smooth transition include:



Regular communication activities via social media and Provider Newsletter.



The 'Reform Hub' will be a dedicated webpage with implementation pathways outlining key dates for transition, FAQs and contact details for more information.



Engagement activities with provider and participants forums, state and territory governments working in partnership with the NDIA and DHDA.

Where can I find out more?

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For more information:

- Visit the NDIS Commission [Reform Hub](#)
- Subscribe to our [Provider Newsletter](#)
- Follow our LinkedIn and Facebook accounts
- Contact the NDIS Commission via our [Contact Centre](#)

