



**NDIS Quality
and Safeguards
Commission**

Understanding mandatory registration for supported independent living (SIL) and NDIS digital platforms

NDIS Quality and Safeguards Commission

July 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

Agenda

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- Why we introduced mandatory registration
- Definitions of supported independent living (SIL) and NDIS digital platform
- Registration information – what you need to do
- Where to find the new SIL practice standards
- Your questions



Why introduce mandatory registration?



Reviews found **increased risks to participant safety and quality of service** in the provision of supported independent living (SIL) and NDIS digital platform services.

Before 1 July 2026, SIL and NDIS digital platforms did not need 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 SIL and NDIS digital platforms from 1 July 2026.

Transitional arrangements from 1 July 2026



Transitional arrangements are in place from **1 July 2026 to 1 October**.

Each change has its own set of transitional arrangements as relevant to the support provided.

The transitional arrangements are intended to help:

- Avoid disrupting existing providers who are already delivering supports.
- Support relevant providers to understand the changes and transition to the right registration categories.
- Only apply new requirements once registered or transitioned.

Definition of NDIS digital platform from 1 July 2026



New class of support added to the Provider Registration Rules:

- 0137 - NDIS digital platform service

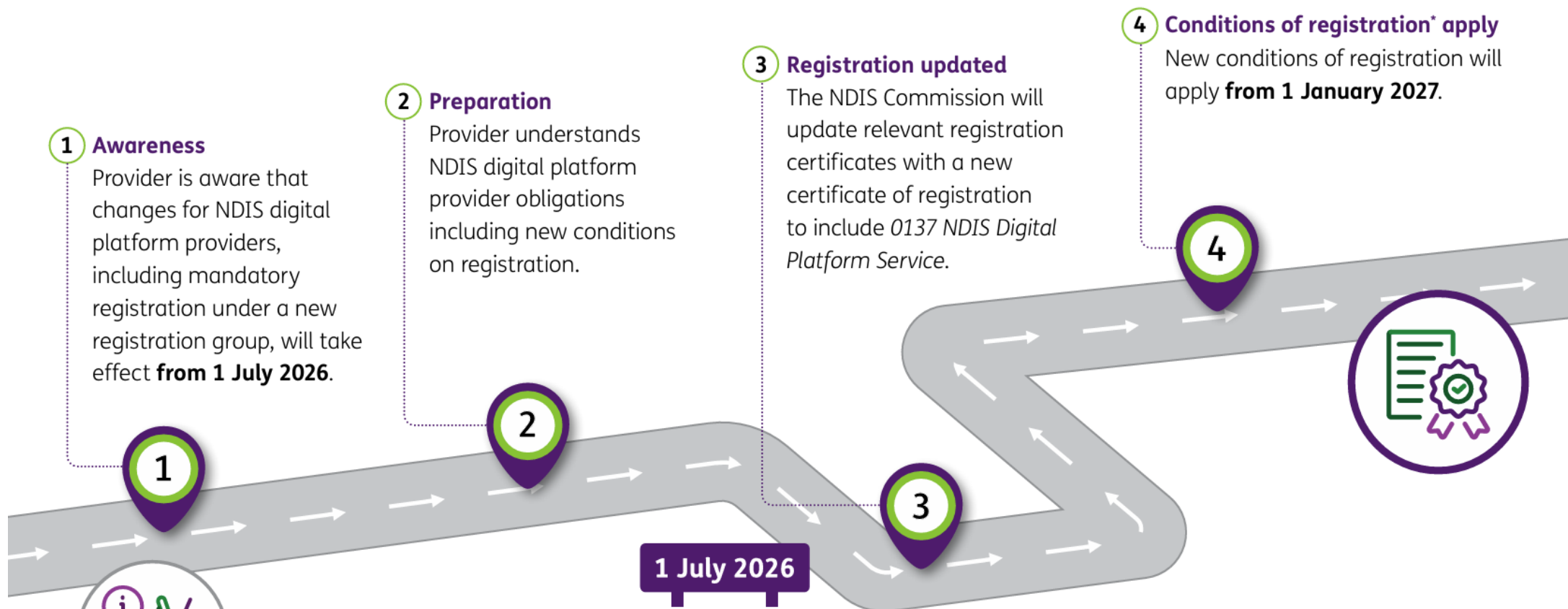
NDIS digital platforms are defined as:

an online enabled application, website or system operated to facilitate the provision of supports under participants' plans, where:

- the operator of the application, website or system acts as an intermediary for participants seeking to access those supports who interact with persons providing the supports via the application, website or system; and
- any of the following requires, and processes via the application, website or system, NDIS amounts under participants' plans as payment for the provision of those supports:
 - the operator of the application, website or system;
 - an associated entity (within the meaning of the Corporations Act 2001) of the operator;
 - a person contracted, whether directly or through one or more interposed persons or entities, by the operator or an associated entity (within the meaning of the Corporations Act 2001) of the operator to process the payments.

An online application, website or system is only classified as a NDIS digital platform if its **main purpose** is connecting participant's NDIS supports from a participant's plan.

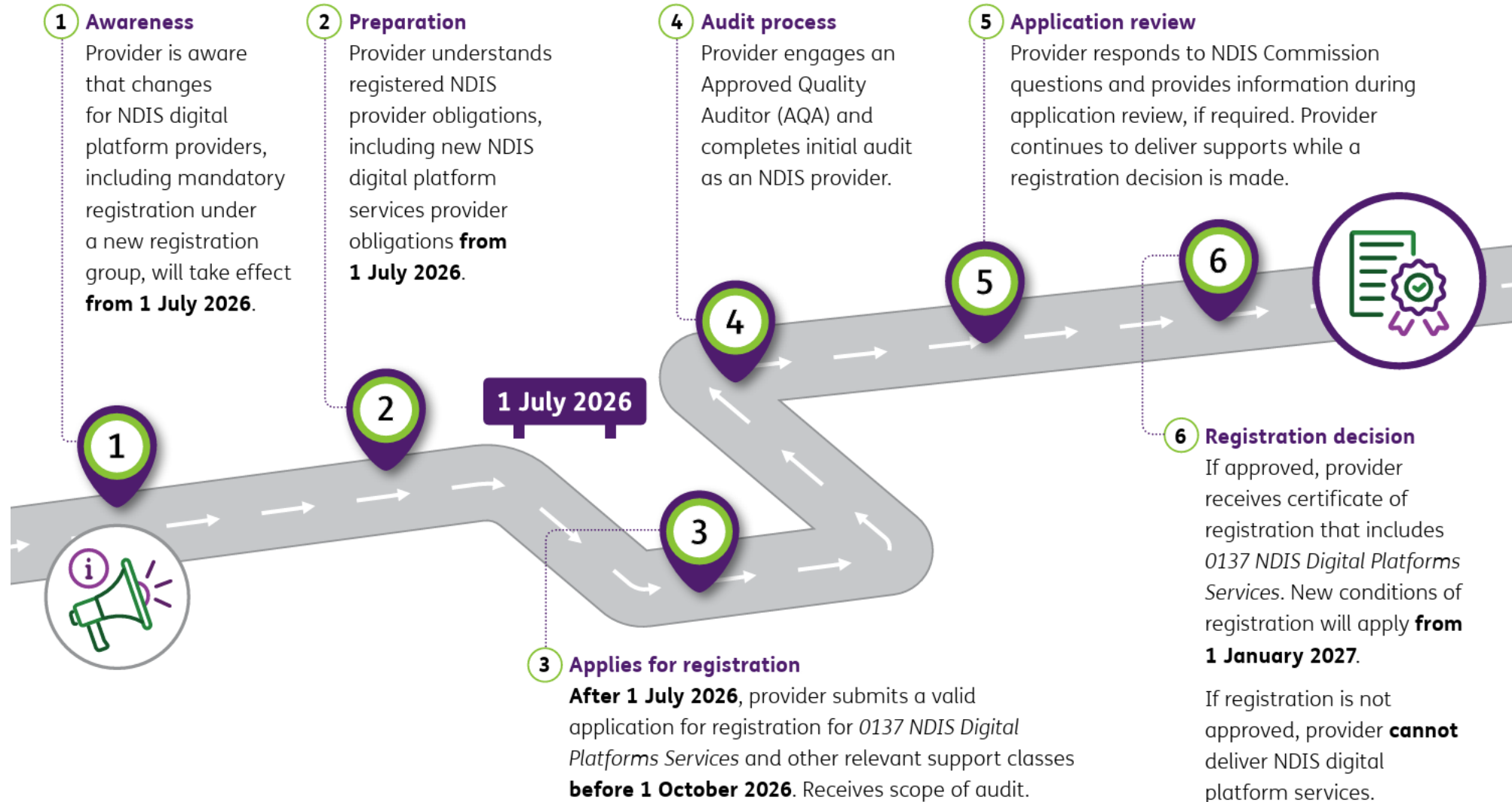
Actions for existing registered provider operating as an NDIS digital platform before 1 July 2026



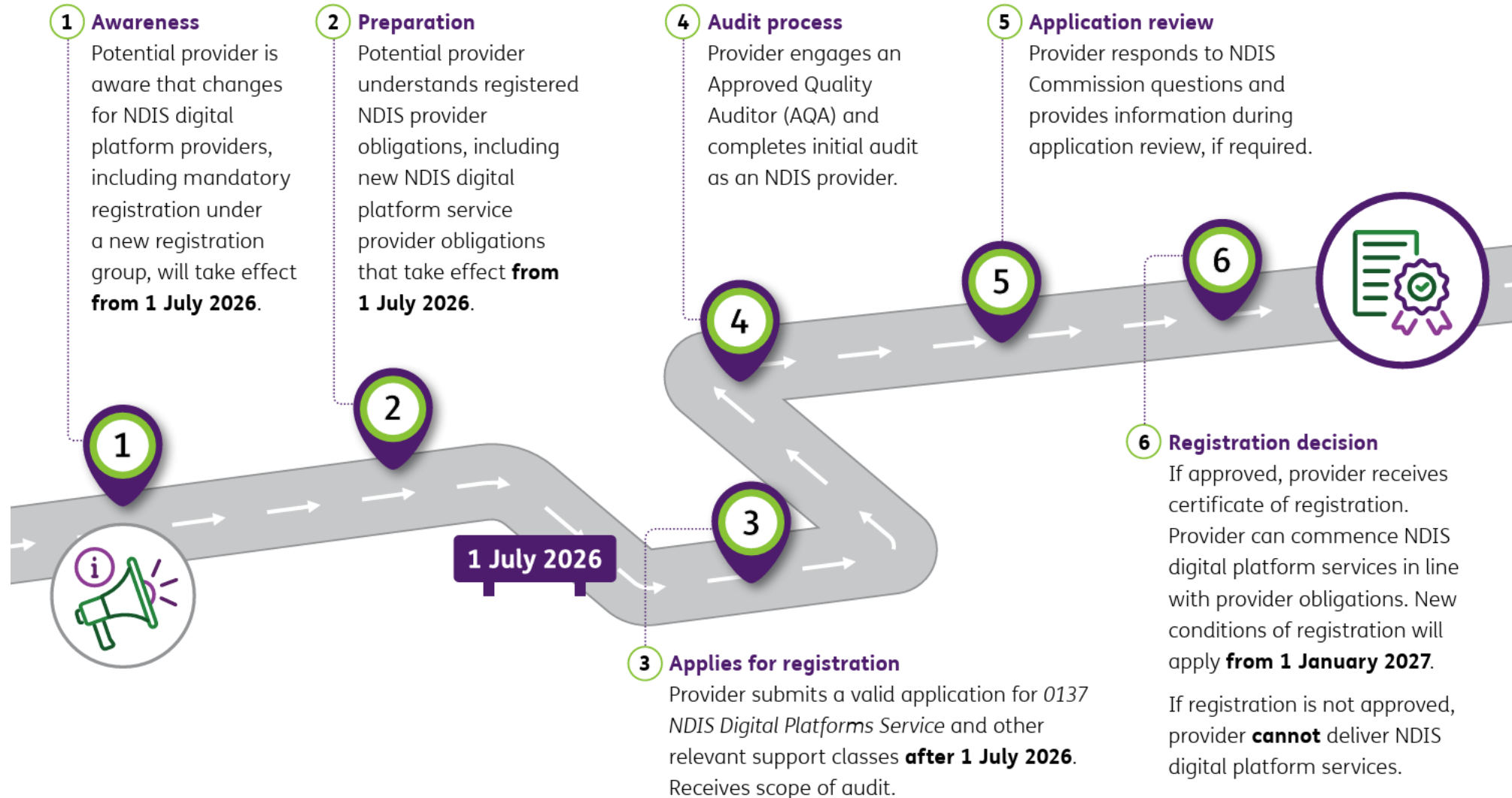
* Conditions of registration include

- worker screening check requirements ensuring that only persons who hold a worker screening clearance may use the platform; and
- requirements to check and display certain information about persons providing supports on the platform, such as whether a banning order against a person is in force.

Actions for existing unregistered NDIS provider operating as an NDIS digital platform before 1 July 2026



Actions for new provider entering NDIS market intending to operate as an NDIS digital platform after 1 July 2026



Definition of supported independent living (SIL) from 1 July 2026



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To allow for mandatory registration of SIL, a new registration group and its definition have been added to the Provider Registration Rules.

- **0138 - Assistance with supported independent living.**

SIL is defined as:

- a package of home and living support for people with higher support needs. A person provides **assistance with supported independent living (SIL)** to a participant if:
 - the participant requires constant, or immediately available, person-to-person supports at all times during a day, or for a substantial portion of a day; and
 - the assistance is provided, as needed, as a package of supports to assist the participant with, or to supervise, the tasks of daily life that enable the participant:
 - to live as autonomously as possible in the participant's home; and
 - to access the community; and
 - the assistance includes the management by the person of the package of supports, and of the supports provided in accordance with the package.

It is **not SIL** if:

- a person only receives a few hours of support a day or week, or
- a person chooses and manages their own support workers (this includes directing, planning and rostering their own support workers).

Key registration information for SIL



- Any provider providing SIL supports that **align with the new SIL definition** and claiming SIL supports is required to be registered.
- The NDIS Commission is **not regulating based on what a participant is funded for in their NDIS plans or how they are managed**, for example plan managed or self-managed. We are regulating the providers and delivery of SIL supports that align with the new definition of SIL.
- SIL is not defined by the number of people in the living arrangement, for example **shared living does not automatically mean it is SIL**.
- Registration requirements for other in-home supports, such as supports delivered under **Support Categories 0104 and 0107, are out of scope for this change**.
- **Individualised living options (ILO) are out of scope for this change and** do not require mandatory registration and remain a support type in registration group 0115.
- **Registration requirements** for providers implementing **behaviour support plans and restrictive practices are unchanged**. These must be delivered by an appropriately registered provider.

New SIL practice standards



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Supported decision making

Participants are supported to make decisions about daily life, routines, relationships and home by people who know them well in a way that reflects the participant's choice and preference.

Safeguarding

Providers ensure participants have dignity of risk, including detail around duty of care and participant choice and control within their home and daily life.

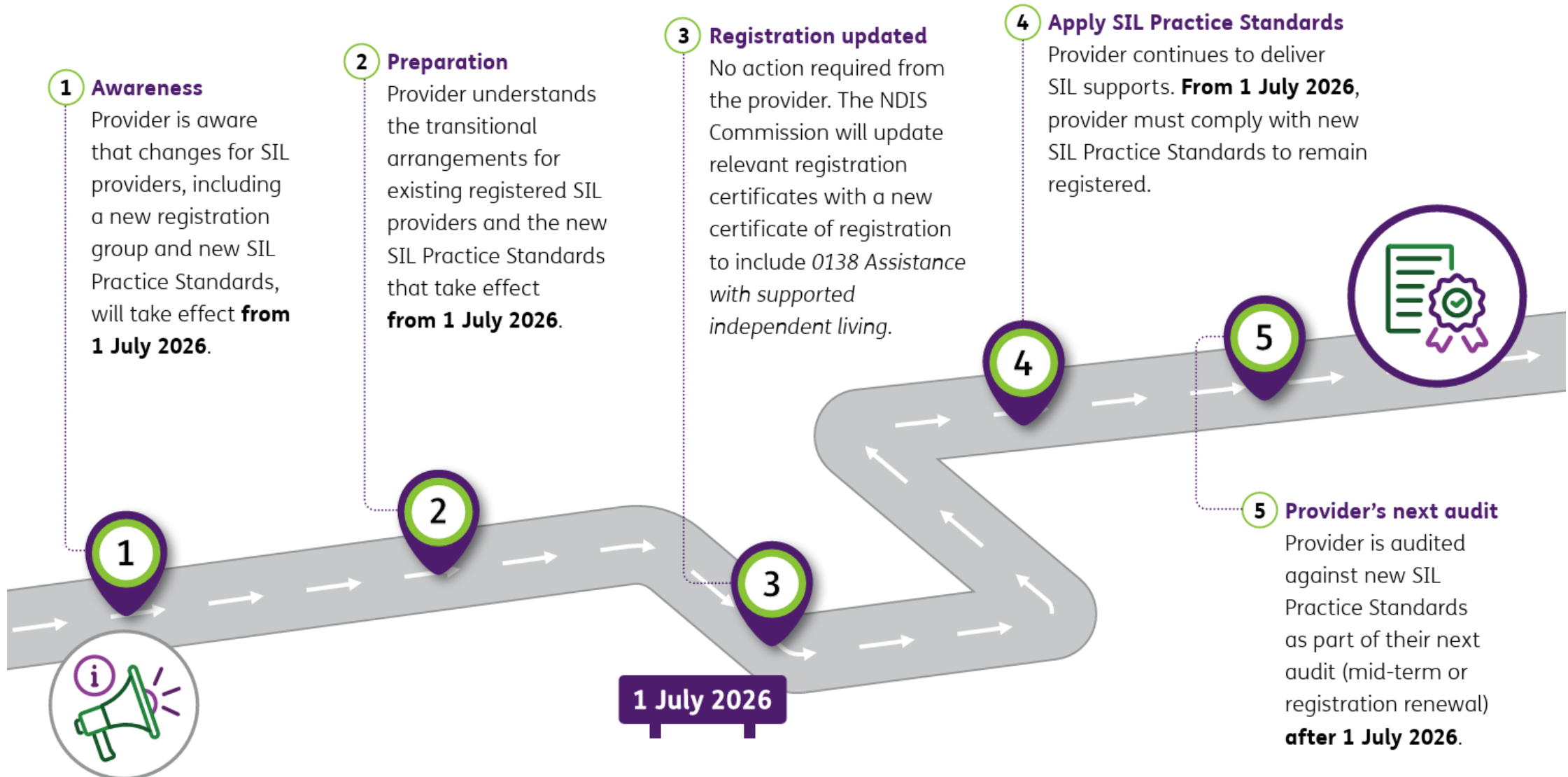
Practice governance

Providers ensure workers have the skills and knowledge required to deliver evidence-based practices including person-centred practice, trauma-informed approaches, active support and supported decision-making

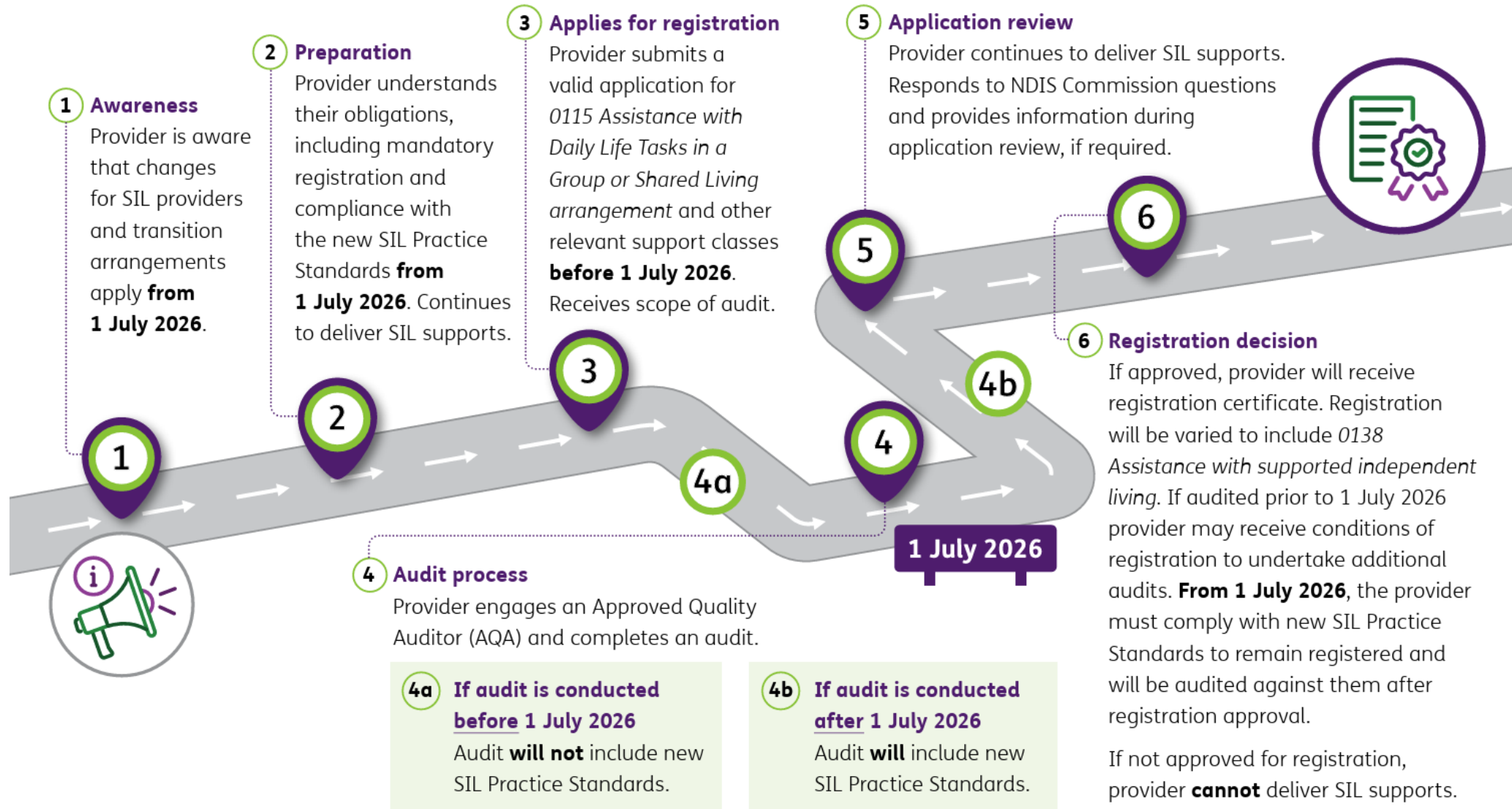
Agreements about tenancy, housing and support arrangements

Participants are supported to understand service agreement terms and conditions and how it interacts with tenancy agreement. Providers support participants with effective tenancy management and exercising choice and control and tenancy rights.

Actions for existing registered NDIS provider registered for 0115 and delivering SIL supports before 1 July 2026



Actions for existing unregistered NDIS provider, including sole trader delivering SIL supports, applies for registration before 1 July 2026



Summary

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- Mandatory registration of SIL and NDIS digital platforms will enable the NDIS Commission to have greater oversight of NDIS providers providing these supports.
- The new SIL practice standards are in place from 1 July and address the complexity in SIL contexts, strengthening clarity and compliance expectations.
- Actions for unregistered and registered providers and new market entrants, including Journey maps, can be found on the NDIS Commission website.



Where can I find out more?

For more information:

- Visit the NDIS Commission's website:
 - **NDIS regulatory reform** page.
 - Journey Maps to support transition.
 - SIL Practice Standards: Evidence Guide for Providers and Workers.
 - SIL Practice Standards: Reflective Questions for Participants.
 - Changes to NDIS provider rules fact sheet.
- Follow us on LinkedIn, Instagram and Facebook.





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Questions





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