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FREE RESOURCE FOR SIL PROVIDERS

# SIL Roster of Care: A Practical Guide for NDIS Providers (2026)

Step-by-step instructions for the NDIA's roster of care tool, a worked example, a checklist and a printable planning sheet.

**Published:** November 2026 · **Last reviewed:** 26 November 2026

**Based on:** NDIA, *Guide to using the provider SIL roster of care tool*, version 4, June 2026, and the NDIA's *Guide to providing supported independent living (SIL)*.

This is an independent CareLearn resource. It is not an NDIA publication or template, it is not funding or legal advice, and it does not replace the NDIA's own guidance. Always work from the current version on the NDIS website.

# 1. What a roster of care is, and where it stands in 2026

A SIL roster of care is a picture of a typical week in a supported independent living home: which hours each resident is supported, how many workers are on, and how much of that support is shared with housemates. Providers build it in the NDIA's Excel tool, the *Provider SIL roster of care tool*.

> **In 2026 a roster of care is optional.** The NDIA's June 2026 guide says a roster of care is not required and does not have to be submitted. If a participant wants it considered, they can give it to their support coordinator with a home and living supports request or a plan reassessment. The NDIA may use it, with other information, when deciding what supports are reasonable and necessary.

Many providers still make one, because it helps them and the residents agree what support happens in the home each week and how it will be claimed. If you make one, the guide says you must consult the participant, or their nominee, when putting it together.

## Three things that are easy to mix up

**Roster of care**

A typical week of support for the house, by resident and ratio. It describes what is proposed. It is information for a decision.

**Staff shift roster**

Who works which shift, with breaks, handovers, leave and award conditions. It is planned separately, and changes week to week.

**SIL funding**

What the NDIA includes in each participant's plan. A roster of care is not approved funding and is not authority to claim.

## When to update it

- A resident moves in or out.
- Someone's support needs change, including at night.
- A resident starts or stops a day program, work or regular time with family.
- The house moves between a sleepover and active overnight support.

# 2. Before you start

## Get the official tool

Download the current *Provider SIL roster of care tool* and its guide from the NDIA's Guide to providing supported independent living (SIL) page. This resource follows version 4 of the guide (June 2026). If a newer version is out, the steps may differ.

## Talk to each resident first

Sit down with each participant, or their nominee, and walk through their typical week. Ask what they want each day to look like, not only what they need help with.

## Gather this information

| What | Why it matters |
|---|---|
| Everyone who lives in the house, including people who are not NDIS participants | Every resident affects the ratios, so non-NDIS residents are still listed. |
| Each person's typical weekday and weekend, in 30-minute blocks | The roster grid works in 30-minute blocks. |
| Funded day programs, supported employment and informal support such as family visits | These are not entered as SIL. They are marked or left blank. |
| What each person needs at night | Decides between a sleepover and active overnight support. |
| How your handovers work | Handover time is divided between residents and explained in the notes. |
| Public holidays, and irregular supports (unplanned or unexpected SIL support) | These are entered in Step 3.3. |
| The property's location | Drives the remote or very remote classification. |

## 3. Step 1: overall information

| Step | What you enter |
|---|---|
| 1.1 Overall details | Your provider details, the property and its location, and the maximum number of support staff at the residence at any one time. The location drives the remote or very remote classification. |
| 1.2 Participant details | Each resident: name, whether they are an NDIS participant, NDIS number, needs level, price level, the date the roster takes effect and their plan start date. A participant's needs level and price level are not the same thing: a higher support need does not by itself mean higher intensity pricing. List residents who are not NDIS participants as "Non-NDIS A", "Non-NDIS B" and so on, so the staffing reflects everyone in the home. |
| 1.3 Hourly rates (optional) | Your hourly rates, if you want the tool to estimate amounts. Rates above the NDIS price limits cannot be entered. |

> One tool covers up to 10 residents. If more than 10 people live at the property, use more than one tool.

# 4. Step 2: the roster

| Step | What you do |
|---|---|
| 2.1 Ratio legend | Review the support ratios. The legend has two fixed ratios and spaces for others, and a check makes sure each ratio is unique. |
| 2.2 The roster grid | For each 30-minute block, choose the ratio from the drop-down. Mark funded community participation "CP" and supported employment "ADE". Leave informal support, such as time with family, blank. |
| 2.3 Shift details | Fill in the afternoon, evening and overnight shift details: choose the overnight type, then the sleep start and end times. "None" or a blank cell means no overnight support that day. If a cross-over shift starts before 8pm, choose its average start and finish times; where several start at different times, use an average. |
| 2.4 Invalid checks | Fix anything the tool flags before you go on. |
| 2.5 Staff totals | Review the total number of support staff for each half hour. A total that is not a whole number, such as 1.1, shows in red: correct it, unless you use more than one roster for the house, and explain any remaining errors in the notes. |
| 2.6 Notes | Add anything that helps the NDIA understand the roster, such as how you divided handover time or a cross-over shift. |

### Active overnight or sleepover?

- **Active overnight:** workers need to be awake during normal sleeping hours to provide support.
- **Sleepover:** workers can sleep through an eight-hour shift, and may need to give up to two hours of support when needed.

### Shared support and handover

The tool shows how all residents in a shared arrangement contribute to shared supports. Where it is unclear which residents receive a cross-over shift, the shift can be spread across all residents. Divide handover time by the number of residents at the ratio that applies, and explain it in the notes. For example, 15 minutes of shared handover at 1:3 is 5 minutes for each resident.

## 5. Step 3: hourly breakdown and estimates

Step 3 has one sheet for each participant.

| Step | What you do |
|---|---|
| 3.1 | Review the hours of support summary, by shift and ratio. |
| 3.2a (optional) | Adjust the hours if the summary does not reflect the support. Every adjustment needs an explanation. |
| 3.2b (optional) | Review the summary after the adjustments. |
| 3.3 | Enter public holidays and irregular supports. |
| 3.4 | Review the estimated SIL amount: weekly, annual (52 weeks) and irregular supports. |
| 3.5 | Review the final hours of support summary. |

### Weekly maximums in the hours summary

These appear in each participant's hours summary, so they describe one person's hours of support, not the house's total staffing.

| Shift | Maximum a week |
|---|---|
| Monday to Friday, 6am to 8pm (daytime) | 70 hours |
| Monday to Friday, 8pm to midnight (evening, excluding cross-over) | 20 hours |
| Saturday | 24 hours |
| Sunday | 24 hours |
| Sleepovers | 7 nights (counted as nights, not hours) |
| Total | 168 hours |

### Public holidays and irregular supports

- Up to 12 public holidays can be entered. Each is calculated as a 24-hour day, spread across ratios by the average weekly hours at each ratio.
- Irregular support is unplanned or unexpected SIL support. Irregular support days are calculated as 16-hour days, with annual caps in the tool of 15.2 days for higher intensity and 10.3 days for standard intensity. These are the tool's calculation figures, not a funding entitlement.

> The estimates in Step 3.4 are estimates. They are not a quote, an approved amount or authority to claim.

## 6. Worked example: a three-person SIL house

A made-up house, to show how a typical week turns into a roster. Every house is different.

**The house.** Sam, Lee and Priya share a SIL home. Sam needs one-to-one help with personal care morning and evening. Lee goes to a funded day program on Wednesdays and Fridays. Priya works in supported employment on Wednesdays and Fridays, and spends Sunday daytime with her family. All three may need occasional help at night, but none needs awake staff, so the house has a sleepover.

### A typical weekday

| Time | What is happening | Workers on | Ratio entered |
|---|---|---|---|
| 6am to 9am | Morning routines, Sam's personal care | 2 | Sam 1:1, Lee and Priya 1:2 |
| 9am to 3pm (Mon, Tue, Thu) | Everyone home: activities, appointments | 1 | 1:3 |
| 9am to 3pm (Wed, Fri) | Lee at day program, Priya at work, Sam home | 1 | Sam 1:1. Lee "CP", Priya "ADE" |
| 3pm to 5pm | Everyone home | 1 | 1:3 |
| 5pm to 8pm | Dinner, showers, Sam's evening care | 2 | Sam 1:1, Lee and Priya 1:2 |
| 8pm to 10pm | Evening | 1 | 1:3 |
| 10pm to 6am | Sleepover | 1 | 1:3, with Sleepover selected for 10pm to 6am in the overnight fields |

At 1:3, one worker supports all three residents for the whole block, and each resident's allocated share of a 30-minute block is 10 minutes of worker time.

### The weekend

Saturday follows the same pattern, with everyone home from 9am to 5pm at 1:3. On Sunday Priya is with her family from 10am to 4pm. That is informal support, so her cells stay blank and Sam and Lee are entered at 1:2. When Priya comes home at 4pm, the ratio goes back to 1:3.

### The totals

Monday to Friday: 100 worker hours between 6am and 8pm (20 a day) and 10 evening hours (2 a day). Saturday and Sunday: 22 hours each. **Total: 154 worker hours and 7 sleepovers a week**, before any extra handover time.

These are support hours for the house, not one worker's shift roster. The tool then splits each block between the residents by the ratio you entered.

## 7. Checklist before you share it

☐ Each resident, or their nominee, has been part of putting it together and agrees with it.

☐ Everyone who lives in the house is listed, including residents who are not NDIS participants.

☐ Every 30-minute block has a ratio, or is marked "CP", "ADE" or left blank for informal support.

☐ Day program and supported employment hours are not entered as SIL.

☐ The sleepover or active overnight choice matches what each person needs at night, with the right start and end times.

☐ Handover time is divided between residents at the ratio that applies, and explained in the notes.

☐ Any adjustment in Step 3.2a has a clear explanation.

☐ Public holidays and irregular supports are entered in Step 3.3.

☐ You worked from the current version of the NDIA tool and guide.

☐ Everyone understands it is a proposal, not approved funding.

## 8. Common mistakes

- **Treating the roster as approved funding.** It is information for a decision, not the decision.
- **Leaving the participant out.** The guide says you must consult the participant or their nominee.
- **Showing other supports as SIL.** Time at work, in community programs or with family is not SIL support.
- **Not counting every resident.** Everyone in the house affects the ratios, whether or not they are an NDIS participant.
- **Mixing it up with the staff roster.** The roster of care describes support, not who works which shift.
- **Letting it go stale.** When a housemate moves in or out, or someone's needs change, the old roster no longer describes the house.
- **Working from old guidance.** The process has changed more than once. Check the date of anything you follow.

# 9. Weekly planning sheet

An independent CareLearn planning sheet, not an NDIA template. It is a first sketch only and cannot be copied straight into the NDIA tool, which works in 30-minute blocks. Use it to plan a typical week with residents before you fill in the tool. A completed sheet can hold personal information about residents: store and share it securely. Write the ratio in each box, or CP, ADE or a dash for informal support.

House: _____ Residents: _____ Date: _____

| Time | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|---|---|---|---|---|---|---|---|
| 6am to 8am | | | | | | | |
| 8am to 10am | | | | | | | |
| 10am to 12pm | | | | | | | |
| 12pm to 2pm | | | | | | | |
| 2pm to 4pm | | | | | | | |
| 4pm to 6pm | | | | | | | |
| 6pm to 8pm | | | | | | | |
| 8pm to 10pm | | | | | | | |
| 10pm to 12am | | | | | | | |
| Overnight | | | | | | | |

Overnight: write S for sleepover or A for active overnight, with start and end times. The NDIA tool itself works in 30-minute blocks, so split any 2-hour box that changes part way.

Notes (handover, cross-over shifts, irregular supports): _____

_____

## 10. Getting your SIL team ready for the SIL Practice Standards

Since 1 July 2026, SIL providers must be registered with the NDIS Commission under registration group 0138, Assistance with Supported Independent Living, and meet the new SIL Practice Standards. Unregistered providers already delivering SIL had to apply by 1 October 2026 to keep providing it. Registered SIL providers face certification audits, and auditors look at how workers are trained for the supports they give.

CareLearn has short online modules for SIL workers, house leaders and managers, a staff training register with certificates and renewal dates, and practical assessment records your supervisors complete on shift. CareLearn training supports workforce development, but it does not replace participant-specific training, practical competency assessment or your other registration obligations.

- SIL training for workers: carelearn.com.au/sil-training
- Training for SIL providers: carelearn.com.au/for/sil-providers
- Start a free 14-day trial: carelearn.com.au/providers
- Questions: admin@carelearn.com.au or 1300 883 012

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