

The future of NDIS support depends on quality

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The Australian disability sector is currently at a crossroads. As the NDIS evolves under financial and regulatory pressure, Supported Independent Living (SIL) providers face a perfect storm of thin margins and workforce shortages. While many view the sector through a bureaucratic lens, a new collective of industry leaders argues that sustainability is found in returning to the heart of the home.

FUTURE- PROOFING YOUR

SIL

(SUPPORTED INDEPENDENT LIVING)

BUSINESS

Building Participant-First Homes, Strong Practices,
and Independent Futures

WITH TANIA GOMEZ AND INDUSTRY LEADERS

Tania Gomez, a leading NDIS consultant and compiler of the guide *Future-Proofing Your SIL Business*, suggests the reality of SIL is often high risk. She notes that a provider can change the course of a life, but as Ryan Simon observes from his own lived experience, "People remember how you made them feel, not what your policy said."

One of the most striking insights is the economic link between participant well-being and business survival. In an environment where margins are barely two per cent,

efficiencies are vital. Josh Pix, a specialist in NDIS claiming, is blunt about the stakes: "You can't run a quality service on broken cash flow." He highlights that providers often leak significant revenue due to mismatched rosters.

Workforce stability is equally critical. Charlene Woodbine argues that "Retention isn't about perks. It's about purpose." When staff feel that purpose, incident reports decrease and families rebuild trust.

The "group home" model of the past is being replaced by a relationship-based approach. As we look toward the future, [the collective wisdom in this book](#) serves as a roadmap for a sector that is too important to leave to chance.

**Build stronger homes.
Stronger teams. Stronger futures.**

Supported Independent Living (SIL) is where people live their lives. To do it well, providers need more than good intentions. They need homes that feel like home, strong teams, reliable systems, and a genuine commitment to helping people live their best lives. This book brings together frontline leaders, clinicians, strategists, innovators, and people with lived experience to show you what good SIL looks like in the real world, not just in policy documents.



Built around essential pillars of homes, practices, and futures, you'll discover:

- How to create homes that support health, wellbeing, and genuine autonomy
- Practical strategies for delivering complex care without losing the homely feel
- How frontline leadership shapes culture, consistency, and participant outcomes
- Financial and claiming insights that protect sustainability while staying true to your values
- Innovative models, smart technology, and partnerships that can future-proof your service

Alongside honest insights, grounded stories, and lived experience, this guide offers actionable tools you can start using today, whether you're launching your first SIL home or scaling a growing portfolio.

This is your companion for building SIL services that are safe, sustainable, and human. Services where people feel seen. Homes where participants thrive. Teams who stay. And organisations that stand strong through constant change. It's time to lead with empathy, operate with purpose, and build SIL homes where people can truly live the lives they choose.

