8 July 2026

After consultations with participants and providers, two new webpages have been created about onsite shared support (OSS).

OSS is unplanned support for participants who live alone in specialist disability accommodation (SDA) apartments.

There are separate webpages for participants and providers.

The new guidance will help to improve understanding of OSS. The participant webpage explains:

- what OSS is
- how OSS is funded
- how OSS is different to other supports
- the provider webpage helps OSS providers to
- understand their responsibilities
- get ready to provide support
- onboard the participant
- claim for supports

To learn more about OSS, visit the new webpages:

- What is onsite shared support.
- How to provide onsite shared support.

For more information, call the NDIS on 1800 800 111 or submit an online query on the NDIS Guest Service Hub .

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