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OSS provides help for unplanned tasks

Onsite shared support (OSS) is unplanned support that may be available if you live alone in a specialist disability accommodation (SDA) apartment. It can help you with tasks that are unexpected or not part of your routine. It can also help you try tasks you might have otherwise avoided.

For example, you may be able to cook in your kitchen, but you can't safely bend to pick things up if you drop them. You can use OSS to call for help if you need it.

This means you can cook independently in your home without worrying what you'll do if you drop something.

OSS is available 24 hours a day, 7 days a week

It's also usually shared between 10 people in the same apartment building.

An OSS worker is always onsite and can help when you need it. They'll stay onsite in a dedicated apartment in the apartment building.

This means they're nearby and can help you with unplanned tasks. Most of the time the OSS worker can help you within an hour or less.

Your SDA provider can tell you who to contact if OSS is offered in your apartment building.

Being eligible for SDA doesn't mean you're also eligible for OSS.

What onsite shared support (OSS) is for

You may be able to get OSS if you:

- live alone in an SDA enrolled apartment with OSS
- can't do tasks yourself due to your disability

- don’t have supported independent living (SIL) in your NDIS plan.

When you think about if OSS is right for you, consider if:

- you can use technology to call for assistance
- an average of 2.5 hours of unplanned support per day is enough to safely meet your needs
- you can safely wait up to 60 minutes for unplanned NDIS support, as you may not always get help straight away
- you understand the risks of living alone.

Everyone uses OSS differently. For example, you may use less support some weeks and use more support other weeks.

OSS may not be right for you if you need specialist support, you consistently need more support or your needs change frequently. It’s important to make sure OSS can safely support you.

You won’t get OSS if your NDIS plan includes funding for supported independent living (SIL). This is because OSS would duplicate supports that are already available from your SIL funding.

What onsite shared support (OSS) is like

Difference between OSS and other supports

We think about the supports you already have before we decide whether to include OSS funding in your plan. This includes NDIS, informal, community and mainstream supports.

OSS doesn’t replace assistance with daily life (ADL) supports. OSS is used alongside ADL supports if you need unplanned support.

Planned support must be provided by an ADL support worker and through ADL funding, not an OSS worker. The ADL provider must find another support worker to support you if a regular support worker can’t make a scheduled shift.

> **Tip: OSS does not replace emergency services.**
>
> Call triple zero (000) if you’re at immediate risk of harm or have concerns about a person’s safety.
>
> It’s not safe to rely on OSS for immediate help in a crisis or emergency situation.
>
> We encourage you to have a plan in place for emergencies and discuss your plan with your OSS provider.

Getting OSS added to your plan

You can talk to your my NDIS contact if you think you may need OSS funding included in your plan.

Learn how to ask for a change to your plan.

Understanding OSS funding

OSS is funded as a weekly amount. Your provider claims the same amount each week for providing OSS, even if you don't use it. This is because they're available to support you at any time.

The NDIS pricing schedule has information about what we consider to be the appropriate and reasonable maximum prices for all NDIS supports.

OSS is usually shared between 10 participants in the same apartment building. Funding will stay the same even if some participants move out.

You can use your core and home and living funding flexibly for this support, even if you're not eligible for OSS funding.

This means you can choose to use your funding for an OSS arrangement if the OSS provider agrees. You must still be the sole resident of the SDA apartment.

You'll be expected to pay the same OSS amount as other OSS participants.

Fixing issues

Talking to your OSS provider is often the quickest way to fix an issue.

You can ask your my NDIS contact or a trusted person to help you.

You can also contact the NDIS Quality and Safeguards Commission if you have concerns or would like to make a complaint.

Know your rights

OSS workers must respect your privacy. They shouldn't enter your apartment without warning you first.

We recommend having a service agreement with your OSS provider. The service agreement should:

- explain what happens if the provider stops offering OSS
- set out how either you or the provider can end the agreement, including notice periods

- explain what happens if you decide to leave OSS
- include a complaints process and how problems will be resolved.

You may choose to change OSS providers if there are ongoing issues. All participants getting OSS support in the apartment building will have to agree to the change. You'll need to work together to discuss and choose a new provider.

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