

Overnight Onsite Accommodation (OOA)

Specialist Disability Accommodation & Supported Independent Living
25 George Street, North Strathfield NSW 2137



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We believe in **YOU** and strive to give you the support and independence to fly.

Independent Living with My Guardian

At My Guardian, we believe everyone deserves the freedom to live independently while having peace of mind that support is available 24/7.

MyLife Housing purpose-built Specialist Disability Accommodation is designed to foster vibrant, self-directed living—enhanced by 24/7 Overnight Onsite Accommodation provided by our experienced staff. Our skilled and compassionate team are onsite day and night to assist with unexpected needs or emergencies.

With over 10 years of experience in delivering complex care, we ensure you

receive high-quality support tailored to your unique circumstances.

We work closely with you to create a plan that fits your lifestyle and preferences, giving you the right balance of independence and peace of mind.

Alongside our Overnight Onsite Accommodation, you are free to organise your own independent support—referred to as Planned Support. This allows you to further customise your care arrangements, ensuring you receive the level of assistance you need in a way that best suits you.

Overnight Onsite Accommodation

At My Guardian, we recognise that each person’s situation is unique. That’s why we offer an Overnight Onsite Accommodation model to ensure you have help whenever you need it. This approach aligns with the National Disability Insurance Scheme (NDIS) guidelines for living independently while still having 24/7 access to onsite assistance—so you can live life on your own terms, with confidence and peace of mind.

Types of Assistance

- Emergency or urgent assistance 24/7** on-site support
- Preparing simple food and drinks**, like coffee or snacks
- Writing a shopping list** for meal planning or errands
- Laundry tasks**, like washing, ironing, and folding clothes
- Basic pet care**, like feeding or cleaning up after pets
- Mopping or washing floors**
- Help with mobility**, like walking support or repositioning
- Cleaning up spills** to maintain safety and hygiene
- Retrieving dropped items**, like cutlery or small objects
- Loading or unloading** the dishwasher or dryer
- Clearing debris** from sliding door tracks to ensure they function properly

Example of Overnight Onsite Accommodation

Amy lives alone in a one-bedroom specialist disability accommodation apartment where onsite support is available. Other residents in the building also have access to this support. Amy leads an active social life and enjoys meeting up with friends whenever she gets the chance.

She requires daily assistance with most of her routine activities. A support worker helps her at the same times each day with getting in and out of bed, transferring to her wheelchair, meal preparation, and other household tasks.

Since these activities are planned and scheduled, she cannot use the Overnight Onsite Accommodation for them.

During times when Amy doesn’t need her regular support, she spends time alone in her apartment. If a friend calls unexpectedly for a coffee meet-up, she can request onsite support to help her into her wheelchair.

If she later spills her tea and needs help cleaning up, the Overnight Onsite Accommodation worker can assist. Amy can call the My Guardian onsite support worker, who will inform her whether they can assist immediately or if there will be a short wait.



How Does OOA Work?

As a registered NDIS provider, we provide personalised care to ensure you feel safe, supported, and confident at all times. Our dedicated team is available 24/7 to respond promptly to your needs, offering reassurance and assistance whenever required.

Common situations where OOA can provide support include:

- Assistance with mobility (e.g., getting in and out of bed safely)
- Providing reassurance or emotional support
- Ensuring safety in case of emergencies
- Support with evening routines or light assistance before bedtime if part of the agreed plan



Benefits of OOA in Disability Accommodations

1

Proactive safety & immediate response

Experience enhanced safety with our readily available support, ensuring assistance is just a press of a button away during unexpected events, providing rapid response when it matters most.

2

Empowered independence & seamless living

Maintain your cherished independence while enjoying the confidence of knowing reliable support is always accessible.

3

Unwavering peace of mind for you & your loved ones

We deliver invaluable reassurance, fostering a sense of security for both residents and their families. Relieve anxieties and embrace a life of tranquility, knowing you’re protected.

The MyGuardian Zone

The MyGuardian Zone is a dedicated apartment within your building where our Overnight Onsite Accommodation team is based.

Beyond serving as an operational hub for our Support Workers, this space also provides a comfortable area for residents to meet, socialise, or hold service-related discussions.

What are the benefits of Overnight Onsite Accommodation?

When you have My Guardian's Overnight Onsite Accommodation in place, you'll enjoy:

- ✓ Adaptable support tailored to your needs
- ✓ Rapid response for emergencies or urgent situations
- ✓ Safety measures to protect your health and well-being
- ✓ Greater self-sufficiency and autonomy
- ✓ Enhanced ability to make choices and take control of daily activities
- ✓ Assistance in building connections with fellow residents if desired

Let myGuardian
be your guardian



Services Agreements

When you choose My Guardian’s Overnight Onsite Accommodation, you’ll enter into a separate service agreement with My Guardian.

This agreement is exclusively for unplanned onsite support and is kept distinct from any existing 1:1 planned supports—whether those are delivered by My Guardian or another provider. By separating these agreements, you retain flexibility and clarity around your planned services.

Budget Line Item

Overnight Onsite Accommodation is a designated item in the NDIS Pricing Arrangements, categorised under:

01_066_0115_1_1 – Unplanned Onsite Shared Supports in Specialist Disability Accommodation.

This line item was introduced by the NDIS in October 2022, so it may not appear in your current plan. However, you may still be able to use funding from your core budget to cover Overnight Onsite Accommodation.

If your plan does not include 01_066_0115_1_1, My Guardian will collaborate with you and your Support Coordinator to allocate your existing funding toward this support based on your needs. For your next plan reassessment, it is advisable to request additional funding for Overnight Onsite Accommodation. Your Support Coordinator or My Guardian Care Services can guide you through this process and assist in securing the necessary support.

Overnight Onsite Accommodation Price Guide

If you have the 01_066_0115_1_1 line item in your plan, you will be charged according to the 2025/26 NDIS Pricing Limits:

Item Number	Item Name and Notes
01_066_0115_1_1	Unplanned Onsite Shared Supports in Specialist Disability Accommodation

If you don’t have the 01_066_0115_1_1 line item in your plan, My Guardian will work with you and your Support Coordinator to utilise your existing core funding.



Planned Support

Planned Support includes the essential, 1:1 day-to-day assistance you regularly depend on, such as showering, meal preparation, medication administration, and support with activities out in the community. These tasks aren't typically urgent but are essential for maintaining your daily routine and quality of life.

These individual services are time-bound planned support to perform specific activities which cannot be provided from the Overnight Onsite Accommodation Support.

You have the flexibility to choose your provider for 1:1 planned supports. At My Guardian, we understand the importance of being there when you need us.

Many tenants opt for My Guardian to integrate their Planned Support with Overnight Onsite Accommodation seamlessly.

Planned support hours will be delivered by a dedicated My Guardian Support Worker, scheduled and quoted separately from your Overnight Onsite Accommodation Service Agreement.

These supports will be scheduled separately from Overnight Onsite Accommodation and delivered by a dedicated My Guardian Support Worker.

Using Your Core Budget for Planned Support

However, planned support and how you manage your core budget remain highly flexible.

Core Supports funding is provided as a single lump sum, allowing flexibility across four categories. This means you have the freedom to allocate your funds as needed, as long as the expenses align with the designated support categories. You have full control over your budget and can decide how much to spend in each category.

How much or how little you choose to spend under each category is up to you, and you have complete control over your budget.

For instance, you might allocate your entire budget to daily living assistance or divide it among consumables and community participation. You also have the flexibility to reserve funds for specific needs, such as extra transportation. Since the NDIS is built to be adaptable, you can adjust your spending as your needs or circumstances evolve. For example, you could reduce the amount of one-on-one support for getting ready for work and instead redirect those funds toward a recreational swimming session each week. This ensures that your funding is used in a way that best supports your lifestyle and changing priorities.

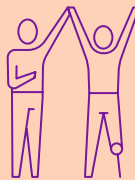


What You Can Expect from Planned Support



Daily Living Support

Such as personal care, meal preparation, medication reminders, light household tasks, and shopping related help.



Social Support & Community Care

Such as community outings, transport to appointments, and support with hobbies or group activities.

Summary

Overnight Onsite Accommodation	Planned Support
For unexpected and ad-hoc support	For structured and pre-arranged assistance
Available at 2.5 hours per day	Flexible usage based on individual needs
Accessible to all residents in the building	One-on-one support tailored to you
24/7 on-call availability, but non-urgent requests may require up to a one-hour wait	Support is provided as per a scheduled roster
Funded from NDIS Budget AND/OR Item code 01_066_0115_1_1 Unplanned Overnight Onsite Accommodation in Specialist Disability Accommodation*	Funded through NDIS Budget with item codes varying by time, date, and service type
Provided by My Guardian Care Services	You may opt for My Guardian Care Services or another provider of your choice
Suggested activities: cleaning, tidying, ironing, laundry, making beds, etc.	Suggested activities: bathing, dressing, grooming, hygiene, mobility assistance, and toileting support
The following activities may fall under either category, dependent on requirements and should be discussed with My Guardian: Medication prompting, social support, meal preparation	

*If you do not have the 01_066_0115_1_1 line item in your plan (noting this is a new line item introduced by the NDIS in late 2022), My Guardian will work with you and your SC to utilise your existing funding for Overnight Onsite Accommodation and your needs.

Important Notes

- Some services can be delivered through either Overnight Onsite Accommodation or as part of your 1:1 Planned Support. If you'd prefer certain tasks—like personal routines—not be interrupted by other participants' needs, we recommend keeping those as 1:1 Planned Support, funded through your NDIS budget.
- If you require additional support or have concerns about the suggested services, My Guardian Care Services will work with you to accommodate your preferences. Our goal is to create a care plan that aligns with your individual lifestyle and comfort level.
- You'll have a separate service agreement and schedule of support with My Guardian, allowing you to negotiate the specific support you need.
- For any 1:1 Planned Support, you have complete freedom to select your preferred provider. My Guardian can manage both your Overnight Onsite Accommodation and Planned Support if you wish—helping ensure seamless coordination.
- If you have any worries or questions about charges or billing, please contact My Guardian Care Services. We'll work closely with you to clarify details and address any concerns you may have.

FAQs

What funding do I have and where does it go?

Your Support Coordinator can provide more details, but here's a quick breakdown:

- SDA funding falls under the Capital support category. This covers maintenance and any necessary modifications to your apartment, managed by MyLife Housing.
- Overnight Onsite Accommodation services, delivered by My Guardian, are funded through your Core budget. The NDIS refers to this as Unplanned Overnight Onsite Accommodation in Specialist Disability Accommodation.
- If you require additional 1:1 planned support, you can organise it through My Guardian, and the cost will also be covered under your Core funding.

What support will I receive from My Guardian?

Overnight Onsite Accommodation: This service is available within the building and is provided by My Guardian. Payment for Overnight Onsite Accommodation can be made using the OSS line item or through your core budget if the OSS line item is not available. As your onsite care provider, My Guardian can:

- Offer additional support to assist you during your transition to your new home.
- Deliver unplanned assistance when needed (see examples on page 6).
- Provide help with various situations, including:
 - Emergencies – whether medical, physical, emotional, fire-related, or other urgent situations.
 - Assistive Technology – support with learning and using the technology in your home.
 - Problem-Solving – offering solutions for unexpected issues that may arise as you settle into your SDA apartment (see pages 10-11 for triaging service requests).

My Guardian also assists in using available technology to enhance your ability to live independently.

1:1 Supports: You have the flexibility to choose My Guardian or another provider for your individual 1:1 supports. These services are quoted separately from shared support and require a separate Service Agreement.

My Guardian is equipped to deliver all the support you need in your new home.

What if I don't use the Overnight Onsite Accommodation every day?

To receive shared support, you'll need to allocate funds from the Overnight Onsite Accommodation budget line item or, if that's not available in your plan, from your core budget.

Think of it like an insurance model—all SDA residents contribute equally. Even if you don't require assistance today, a support worker will always be nearby for unexpected situations.

This setup allows you to maintain both independence and access to support in your home. You'll have assistance available when needed, while benefiting from affordable, 24/7 onsite care.

What happens when I am away from the property?

There may be occasions when you're away, whether visiting family, hospitalised, or on vacation. During these periods, it's important to continue making contributions as specified in the Overnight Onsite Accommodation agreement.

While you're away, we can carry out essential household tasks as needed. If you arrange for groceries to be delivered in your absence, we'll ensure they are properly stored so everything is ready for you when you return home.

I would like regular support for showering and personal care, but I don't necessarily need it as a planned support. Can this be covered under Onsite Shared Support hours?

While certain assistance with Daily Life activities, such as showering and personal care, may be discussed, please note that full personal care is not included under this arrangement. However, if an urgent need arises during the night, our team can provide quick support where possible.

If you require more comprehensive care, greater flexibility, or have any concerns about the available services, please don't hesitate to contact My Guardian. We're happy to review your care plan and explore alternative solutions that better meet your needs.



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For more information,
contact My Guardian today:

02 9336 7555



As an NDIS SDA provider, MyLife Housing aims to provide more than just accommodation. We are committed to providing homes which people will be proud to live in, where they can interact with neighbours, entertain family and friends and be close to transport and shops.

MyLife Housing understands there is no place like home.