

Working Together

**How Guardian Living Supports Support Coordinators
in the SDA Journey**





Supporting a participant through to Specialist Disability Accommodation (SDA) can be complex, time-sensitive and deeply personal. At Guardian Living, we work alongside Support Coordinators as partners — providing clear information, practical support and responsive communication at every stage.

A collaborative approach from the start

We understand that Support Coordinators play a critical role in guiding participants and families through decisions about housing, funding and support.

Our role is to complement that work — not replace it.

From initial enquiry through to move-in and beyond, we aim to:

- Provide clear, accurate and timely information
- Support informed decision-making
- Respect the participant's goals, preferences and pace

Early engagement and planning

Engaging early in the SDA journey can open up more opportunities and reduce time pressures later.

We work with Support Coordinators to:

- Discuss current and upcoming SDA vacancies
- Explore participant suitability and preferences
- Discuss preferred support providers
- Confirm eligibility, location, SDA design categories and compatibility in shared dwellings
- Support early conversations before housing becomes available

This proactive approach helps ensure participants are well-positioned when the right opportunity arises and avoids issues arising after a move-in has occurred.



Supporting SDA applications

We recognise the work involved in preparing a strong SDA submission and the importance of aligning with NDIA Home and Living decision-making.

Guardian Living can assist by:

- Providing property information that complements clinical reports
- Sharing design details and specifications
- Offering context on how homes support different needs
- Being available to answer questions throughout the process

Our aim is to make this stage clear and successful, without adding unnecessary complexity.

Matching participants to homes

Finding the right fit goes beyond availability. It's about aligning the build features and supports with individual preferences.

We work closely with Support Coordinators to:

- Understand participant needs, routines and preferences
- Engage support providers in assessing how plan funding aligns to the SDA on offer
- Consider compatibility with other residents (where applicable)
- Provide opportunities to view homes (when available)
- Facilitate introductions and discussions

We take a thoughtful, person-centred approach to ensure placements are sustainable and positive long-term.



Clear communication and follow-up

We know how important responsiveness is in your role.

Guardian Living is committed to:

- Timely responses to enquiries
- Transparent updates on availability and timelines
- Clear next steps at every stage
- Ongoing communication following inspections or events

Beyond move-in

Our relationship doesn't end once a participant moves in.

We continue to work with Support Coordinators by:

- Staying available for questions or changes in circumstances
- Supporting transitions and adjustments
- Supporting plan reviews, where required
- Maintaining open communication with all stakeholders

A shared goal

At the centre of every interaction is a shared goal: supporting participants to live safely, independently and with dignity.

We value the role Support Coordinators play in making that possible and are committed to working in partnership to achieve the best outcomes.

Real Stories from Our Community

Dayle's story:

After years in aged care, Dayle moved into a Guardian Living SDA home.

With accessible design and daily supports, she's gained her independence — she loves having her family over for celebrations and getting her nails done at the local shops!



"I can choose what foods are included in my grocery shopping, and what I want for my meals. I can even have a sleep-in and watch TV in bed if I want to."

Dayle's message for others considering SDA is clear: "Go for it. The homes are really new and nice, and it makes it easier to get around. Your family can visit, and that makes you happy."

Jamie's story:

Jamie's SDA apartment includes smart home technology and space for his equipment – including his customised training bike as he plans to ride across Australia.



"I love having my own space. It's just mine, it gives me full privacy, and it's close to everything I enjoy doing. I've got the freedom to live how I want."

His home has given him something he hadn't felt in a long time: independence.

"I like to do most things myself and don't like being fussed over, but if there's something I can't do, I'll ask for support from the onsite staff on Level 3," he explains.

Get in touch

If you'd like to discuss a participant, explore upcoming opportunities or learn more about our approach, we welcome the conversation.

You can contact us on 1300 452 732 or info@guardianliving.com.au

