



SHARED AND SUPPORTED LIVING



**WE
LIFE WITHOUT BARRIERS
VE**

Supporting People with Disability



“ Our disability support services work with you to develop your skills, gain confidence and live positively.”

WELCOME!

Welcome to our Shared and Supported Living Services – it's great to have you with us!

We are a values-based organisation. We want to maximise your choice, control and independence. Whatever type of support we provide you, you can expect that our team is true to our values.

OUR VALUES



WE BUILD RELATIONSHIPS

We are people people. Relationships come first. Listening helps us understand.



WE ARE IMAGINATIVE

We are imaginative in our thinking and open to new ideas and ways of doing things.



WE ARE RESPECTFUL

We are respectful and caring in our dealings. We see the big picture but never lose sight of detail. We welcome diversity.



WE ARE RESPONSIVE

We are responsive to needs, determined to get things done and do them well.



WE ARE COURAGEOUS

We are courageous in our convictions. We stand up for what we believe in.



WE'RE HERE TO HELP

“We work closely with you and other key people in your life to make sure you are well matched with the people who support you.”

OUR SERVICES

There are different ways you can live with others. This booklet talks about living with others.

GROUP ACCOMMODATION

This usually involves between 2 and 5 people sharing a house together. You will have your own bedroom.

Than you may share:

- kitchen
- bathroom
- lounge room or living areas
- outdoor areas, such as a garden or courtyard.

Group accommodation is a great option if you need extra support and assistance for everyday living.

It is great for people who need access to 24-hour support. We provide a trained team to support you. We get help from people like yourself to choose those who directly support them.

You will have to pay money towards your board and your rent. You will have a tenancy agreement with us

or another housing organisation. You have a right to talk to this organisation at any time about anything that is affecting your tenancy.

We will have an agreement with you too. This talks about all the things you and we agree to do.

HOST FAMILY OR ALTERNATE CARE

This is when you live in someone else's home. If you have an income, you pay rent and board to them. They help you out. You may also have others helping too who don't live with you.

LIVING INDEPENDENTLY ON YOUR OWN, OR WITH ONE OR TWO OTHERS

You might live independently or with one or two others in private rental. One or more of you might require round the clock support for your health needs. We can provide this support and will seek your help to choose your team.

WE'RE ALL ABOUT YOU: WORKING TOWARD YOUR GOALS

Wherever you live, we will help you develop a plan that works towards your goals. You will receive support from our team to do this. You might need help from others too but you are in charge of your plan.

You can change your plan whenever you like. At least once a year we will talk about the whole plan with you and anyone you want to have there with you.

Your plan will tell us what is important to you as well what is important for you. It might include how you:

- increase your skills
- get out and about in the community
- get to work or the place where you study
- get help with personal care
- manage day to day tasks like eating
- manage your budget and your paperwork.

“ We're here to work with you to find help and support in your community ”

ACTIVE SUPPORT

We want you to be as independent as possible. We will ask you to help out in the house and help you try new things to ensure you don't lose any skills.

MOVING OUT/LIVING BY YOURSELF WITH LESS SUPPORT

Shared and Supported Living is not ideal for people who do not need round the clock support.

If you want to live more independently and do not require 24/7 support, there are other options for you to think about. We can talk about this with you.

OTHER SUPPORTS APART FROM ACCOMMODATION

We realise that your plan might include a lot more than just support in your accommodation. We offer a full range of Lifestyle Supports. These give options for day activities, learning new skills and moving into the workplace. You can use both our Shared Supported Living supports and our Lifestyle Supports. We make them all part of your plan.

OUR PROMISE TO YOU

We will seek your consent to gather and store information about you, to talk to anyone about you, to use your details, including your picture in anyway.

If you are not happy about something there are a number of things you can do but you must tell someone.

We want to get things right for you.

OUR STANDARDS

We have to make sure your support meets what is expected under the National Disability Standards. These are put in place to make sure you get treated well and fairly.

1. Rights: You have a real say in what happens in your shared living. You have the right to be treated well and fairly by everyone there.

2. Participation and Inclusion: We will support your right to keep your relationship with your friends and family and to play as full as role you want to in your community.

3. Individual Outcomes: We will build your individual strengths to help you reach your goals. You will be in charge of your plan.

4. Feedback and Complaints: We will ask you how things are going and act on what you tell us. We will welcome your ideas and your involvement in our planning.

5. Service Access: We will always act in a fair, equal and responsive way whether you are joining us, or moving on from us.

6. Service Management: We will make sure all our processes run smoothly and that you know who to talk to get things sorted.

WE ARE LIFE WITHOUT BARRIERS

“And we believe every
life can be a good one.”



WHO WE ARE

We are a community-based organisation and we deliver services in more than 300 communities across Australia.

Our services include:

- caring for children, young people and families
- supporting Aboriginal and Torres Strait Islander peoples
- supporting people with disability
- caring for people with mental health and housing needs
- supporting refugees and asylum seekers, and
- caring for older Australians.

We believe in the rights of people and the importance of relationships. These foundations shape our unique approach to care and underpin the values of Life Without Barriers.

CONTACT US

LIFE WITHOUT BARRIERS

352 King Street
Newcastle NSW 2300

PHONE (02) 4033 4500

FAX (02) 4927 5113

EMAIL info@lwb.org.au

CUSTOMER INFORMATION & FEEDBACK SERVICE

1800 935 483

HEARING OR SPEECH IMPAIRED?

You can contact

Life Without Barriers via the
National Relay Service on:

TTY 133677

SSR 1300 555 727

IR www.relayservice.com.au

WWW.LWB.ORG.AU

IMPORTANT CONTACTS

Your local contact numbers are:

Your LWB customer representative is:

Their supervisor is:

An independent person you can talk to is:



**WE
LIFE WITHOUT BARRIERS
VE**

Supporting People with Disability