



# LIFESTYLE SUPPORTS



**WE  
LIFE WITHOUT BARRIERS  
VE**

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Supporting People with Disability



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

# WELCOME!

Welcome to our Lifestyle Supports – it's great to have you with us!

We are a values-based organisation. We want to maximize 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.

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### **WE ARE IMAGINATIVE**

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

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### **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.

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### **WE ARE RESPONSIVE**

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

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### **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 we can support you through our Lifestyle Supports. This booklet talks about some of those, but if you don't find what you need here please give us a call.

## **LEARNING NEW SKILLS, GOING NEW PLACES, MEETING NEW FRIENDS**

All our supports are tailored for you, whether you meet as a small group or you want support just for you. We offer temporary, short term and long term support, in your home, in a centre or hub, or out and about in community. We deliver the kind of support you want, when you want and how you want it.

“ We're here to help you through times of change in your life.”

If you want to:

- Take part in your community: Attend a community group, go swimming, to the local gym... **we are local people, we know our communities**
- Learn an instrument, play a sport, use a computer... **we want to see you achieve.**
- Get some more experience: Volunteer, try a new skill, get a qualification... **we come with ideas to get you started and support you throughout your experience**
- Be creative: Dance, act, paint, design... **we have many talented artists among our customer group**
- Build your independence: Get your learners permit, learn to cook , travel on your own... **our team have lots of experience**
- Have fun: Celebrate your success with us.

# WE'RE ALL ABOUT YOU: WORKING TOWARD YOUR GOALS

Whatever we deliver, we will work with you towards your goals. You will have support from our team.

We know there are others in your life who are important to you and we will work with those people on your request. We will always respect that you are in charge of decisions about your life, about what supports you receive and about your plan.

We want to be flexible and work with you to deliver what you want in the way you want it. Our focus will always be what is important to you as well what is important to ensure that we work with you in a safe and responsible way.

## **ACTIVE SUPPORT**

We want you to be as independent as possible. We will encourage you to stay active and involved in.

We will help you try new things.

## **OTHER SUPPORTS WE OFFER APART FROM LIFESTYLE SUPPORTS**

For people who need more intense in home support we offer Shared and Supported Living. You can use both our Shared and Supported Living Supports and our Lifestyle Supports. We make them all part of your plan.

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

## **LIVING BY YOURSELF**

If you want to live more independently, there are several options for you to think about. We can talk about this with you and help you learn skills that can help such as budgeting, cooking, traveling independently, and being a tenant.

## **HELP WITH MORE PERSONALISED IN HOME SUPPORTS?**

If you need in home support such as such as personal care, or domestic assistance, we can provide individualised 1:1 supports at any time that suits your needs.

We have experienced staff trained in a range of practical skills that might assist: domestic support,

meal preparation, medication administration, manual handling, epilepsy management, supporting those who need specialised assistance with nutrition and swallowing, helping those who want living skills development, support with communication such as Auslan, transport, and many other areas of support. Just ask us.

## **OUR PEOPLE**

We work hard to get the right people to support you in our Lifestyle Supports, we know from you that the relationship between you and our team who support you is vitally important. We encourage people with a disability to help us select our staff, using their experience.

# 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 a role as 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](mailto: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](http://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:



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