



OUR HEALTH, THERAPY AND WELLBEING SERVICES



WE
LIFE WITHOUT BARRIERS
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Supporting People with Disability



“ Our therapy teams work with you to build your independence, gain confidence and live positively. ”

WELCOME!

Welcome to our Health, Therapy and Wellbeing 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.

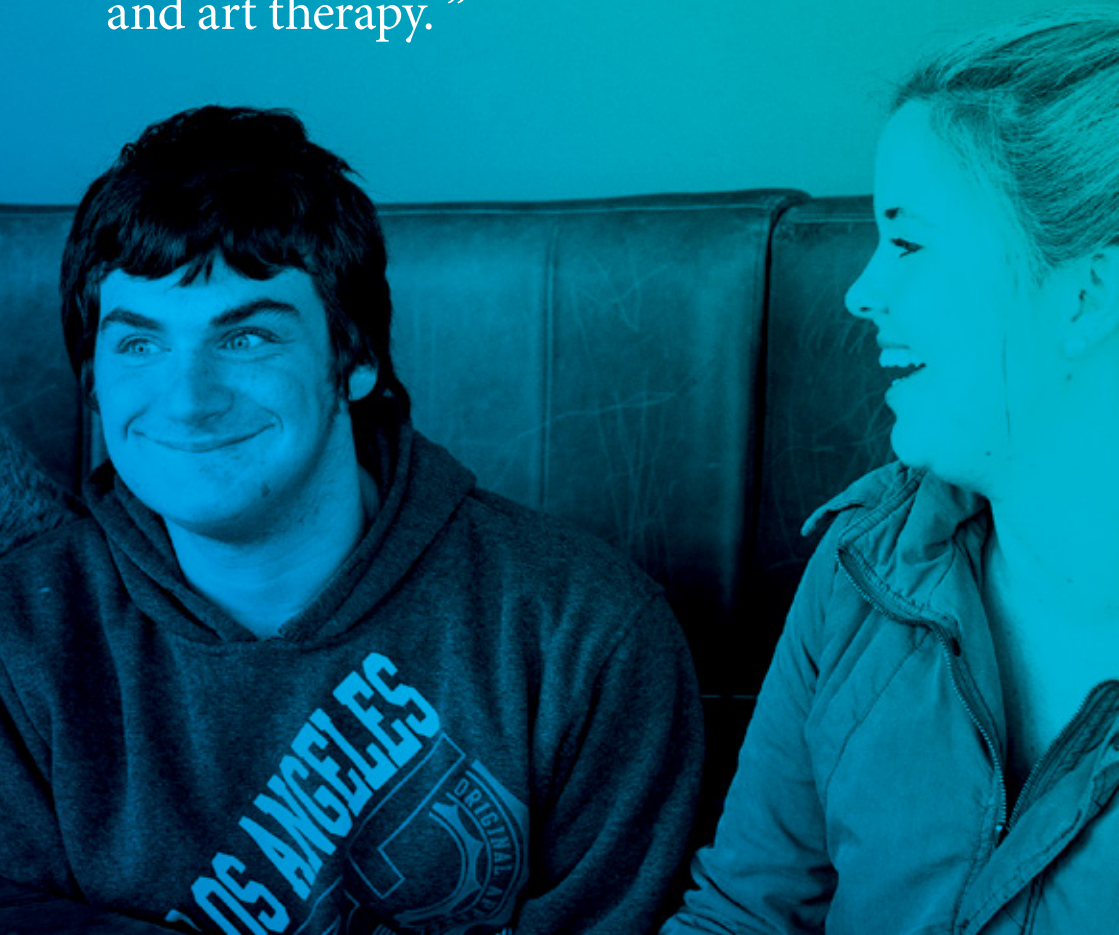


WE ARE COURAGEOUS

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

WE'RE HERE TO HELP

“ We employ skilled staff from a range of professional backgrounds including speech and language pathology, behaviour analysis, nursing, psychology, social work and art therapy. ”



OUR SERVICES

We offer a range of therapeutic support tailored to the needs of each person. Some or all of the below may include services you are seeking with your NDIS-funded support plan. To find out what therapeutic support services are available in your area, contact your local LWB office. Details are on the last page of this booklet.

ASSESSMENTS

We can conduct a range of assessments. These include speech and swallowing assessments, health assessments, psychometric assessments, functional behavioural analysis assessments, adaptive assessments and psychosocial assessments.

PLAN DEVELOPMENT

This might include positive behaviour support planning, health care planning, safety planning, risk management planning, meal time management plans and personal planning. All plans are personalised to your circumstances and situation.

THERAPY AND COUNSELLING

We offer a range of therapy interventions, therapeutic counselling, skill development and group work.

TRAINING

Some of those with funding from the NDIS will receive funding for training to ensure those supporting them are well-prepared. We can offer staff training in positive behaviour support, mental health and recovery, suicidal thoughts and behaviour, tube feeding, diabetes and blood glucose level monitoring, epilepsy and midazolam, spinal cord injury support, health promotion, and dysphagia/dysphasia, in addition to a range of other health training packages.

WE'RE ALL ABOUT YOU: WORKING TOWARD YOUR GOALS

We want to help you meet your goals through support from our professionally qualified and supervised staff. Whatever we deliver to you and in whatever way we deliver it, our aim is to build your independence, skill and confidence.

We offer our support working directly with you, through information/advice/training sessions to those that support you, through home visits/ telephone support.

For all those we offer services to, we will assist in developing a plan that directs how our support will meet your goals. This plan will tell us what is important to you as well as what is important for you. It may include how you:

- Manage relationships with your family or in your community
- Manage day-to-day tasks, like eating and personal care, safely to build your independence and confidence
- Maintain good health and wellbeing

“ We're here to work with you to maintain your good health and wellbeing. ”

GETTING STARTED

Call or email us to make an enquiry into our services. We will have a discussion about what you need and how we may be able to help.

If you then want to proceed, we would usually visit you or have a longer conversation to complete an initial assessment. Our aim will be to work you to come up with an individually tailored plan, which will list exactly what activities we will work on together. If you choose us a provider, we will review this regularly to check you are happy with the service being delivered and it is helping you in the areas you want.

MOVING ON PLAN

When you have reached your goals and got to where you want, we will develop a moving on plan that will help you keep healthy, happy and successful. We can talk about this with you.

THE NATIONAL DISABILITY INSURANCE QUALITY AND SAFEGUARDING FRAMEWORK

We are committed to working within all aspects of this Framework as it is implemented. We meet current State based accreditation requirements in all States and Territories in Australia.

WHERE ARE WE OFFERING OUR ASSESSMENT, BEHAVIOUR SUPPORT AND COUNSELLING, HEALTH WELLBEING AND THERAPY SERVICES?

Whilst we deliver support across Australia, not all areas will offer all supports described in this booklet. To find out what we do offer in your local area, contact us using the details on the last pages of this booklet.

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 people.

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 yourlwb@lwb.org.au

CLIENT 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 LWB office is:

Your local LWB contact details are:

Your LWB contact person is:

Their supervisor is:

Your local LWB customer representative can be reached through: dsac@lwb.org.au

Local independent organisations you can talk to:



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