



# SUPPORT COORDINATION



WE  
LIFE WITHOUT BARRIERS  
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Supporting People with Disability



“ We provide information and support to assist you to connect with services you want in you local community ”

# WELCOME!

Welcome to our Support Coordination Service – 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.

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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 LEND A HAND

“ We partner with you to develop your skills, gain confidence and take charge of your supports”

# SUPPORT COORDINATION

## WHAT IS IT?

### **SUPPORT COORDINATION**

At Life Without Barriers we want to make sure the things you want to achieve in your plan actually happen!

Some people will need some extra support to put some, or all of their plan into action.

Our Support Coordinators can work alongside you to make sure this happens.

### **WHY CHOOSE LIFE WITHOUT BARRIERS?**

Whatever level of Support Coordination you require, we employ skilled, experienced and qualified staff to work alongside you.

### **HOW DO I KNOW IF I NEED THIS SERVICE?**

The NDIA will make a decision if you need support coordination.

They will also decide what level of support coordination you might need.

The NDIA are likely to approve Support Coordination if you:

- Have circumstances that make it difficult to participate as much as you would like in meetings, and in making sense of information.
- Are lacking confidence at this stage in your life and need support to connect you to your community.
- Need support to make informed decisions, especially in a crisis.

# WHAT COULD A SUPPORT COORDINATOR DO FOR ME

Our Support Coordinators do some, or all, of the following:

- Assist you to understand and get the best out of your NDIA package and plan by providing you with information, support and advice when you need to make decisions.
- Assist you to choose and organise the supports you will need. You can then start living the life you have chosen and feel more connected in your community. These supports could be funded through your package or freely available in your community.
- Work with you and assist you in becoming more confident in talking to and working with services who support you, such as Health , Education, Housing and other services that anyone in the community can use.

The Support Coordinator will also:

- Check in with you to make sure the services supporting you are doing the right thing at all times and that you are getting the most out of each service. And if not , support you to speak up or make a different choice.
- Provide information to the NDIA that shows we are doing our job to assist you in reaching your goals.

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

# WHAT WILL LWB OFFER?

LWB Support Coordination services can provide three (3) different levels of support for customers:

- Support Connection – aims to connect you with informal, mainstream and funded supports. Support Connection assists you to sustain these supports, help problem solve and support you to speak up for yourself.
- Support Coordination – this is likely to be a longer term relationship with you where you may be facing more complex issues. We will coordinate supports for you and connect you to connect to informal, mainstream and funded supports. We will be there to support you at points of crisis, and assist you develop the skills you need to start to build relationships that will assist you connect to supports.
- Specialist Support Coordination – the NDIA will approve this for you, if you are living in a very challenging situation that has the potential to cause you or others harm. We will use specialist staff for this level of coordination. These staff will be skilled in developing plans to ensure whoever is supporting you can keep you as safe as possible. At the same time we will support you to gain confidence, make the right connections and independence and be part of your community.

# OUR PROMISE TO YOU

We will seek your consent to share your information with anyone, to talk to anyone about you and 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.



# WHY SHOULD I CHOOSE LWB AS MY SUPPORT COORDINATOR?

- Our focus is you and we will listen to you.
- We will be dedicated and enthusiastic about working alongside you so that you achieve the life you want.
- We will have regular contact with you in person and in other ways as you choose.
- We will respond to your needs in a timely manner, and make sure we use our resources to assist you to find and choose services/ activities.
- If at times you are finding life difficult we will make sure it is our priority to assist and support you through.
- We will provide you with staff who are appropriately qualified to deliver the support you need.

## **CONFLICT OF INTEREST DECLARATION**

Life Without Barriers is also a registered provider of direct supports with NDIA.

We will make sure that any information we give you about support available to you is full, clear and unbiased. We will always respect your decision in choosing a provider.

“Talk to us – we  
are here for you!”



**WE ARE  
LIFE  
WITHOUT  
BARRIERS**

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

# WHO WE ARE

We are a social purpose 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](mailto: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](http://www.relayservice.com.au)

**WWW.LWB.ORG.AU**

# IMPORTANT CONTACTS

Your local LWB office is:

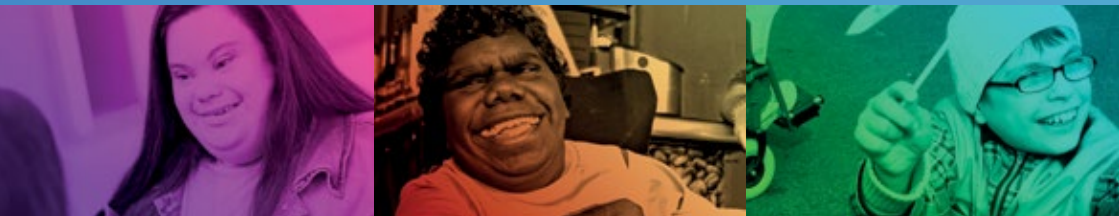
Your local LWB contact details are:

Your LWB contact person is:

Their supervisor is:

Your local LWB customer representative can be reached through: [dsac@lwb.org.au](mailto:dsac@lwb.org.au)

Local independent organisations you can talk to:



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