

## Residents and families



**Easy English**



## Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
  
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
  
- know what this book is about



- find more information.



I am the CEO of Life Without Barriers.

WE  
LIFE WITHOUT BARRIERS  
VE

Welcome to our service.



We want to

- meet you
- learn about you



- help you reach your goals.

## About this book



This book is about our service and how we can help you.

## About us

Your needs are important to us.



We work with lots of people who have disabilities around Australia.

In Melbourne we support people with disability with their needs.

For example



- **shared accommodation**
  - live with other people and get help from support workers



- community activities



- **support coordination**
  - help with the **National Disability Insurance Scheme**.

The National Disability Insurance Scheme is also called the NDIS.

## Our values



We want people with disability to enjoy their lives.

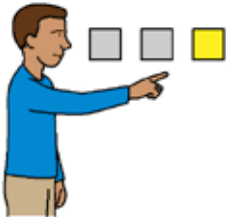
We will



- listen to you



- learn about you



- give you choice and control.



Our values help us to give you good services.

We want you to know us and trust us.



We will look for new ways to make our services better.

## Our services



We will work with you and your family to learn about your

- story
- goals
- needs
- likes and dislikes.



We write plans and do **reviews**.

Reviews mean we

- ask for feedback about our services
- make our services better.



We make sure staff

- learn new skills
- get support at work.

# How we meet your needs



We will meet you at a place that suits you.



You can ask someone you know to come with you.

You can tell us about your needs.



Our goal is to meet your needs.

## You can contact us



Email: [asklwbvic@lwb.org.au](mailto:asklwbvic@lwb.org.au)



Call: 1800 955 229



Website: [lwb.org.au](http://lwb.org.au)

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Scope's Communication and Inclusion Resource Centre

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