

Life Without Barriers

New provider factsheet for residents and families

This factsheet has been written by Life Without Barriers and provides information about how they will work with you on the transfer of services.

Welcome from our CEO



My name is Claire Robbs, I am the Chief Executive of Life Without Barriers. On behalf of our organisation I would like to say how excited and honoured we are to have the opportunity to partner with you to provide the support you need. We can't wait to meet you, learn more about you and what your expectations and goals are for the future. We look forward to seeing you soon!

Who are we: our experience and expertise in disability services

We were formed in 1995 in a NSW regional community by a small group of local families who wanted better opportunities for their young adult children living with disability. Our beginnings were simple but clear – create services where the decisions about the type of support being received are made by the people requesting them. Today, we have earned the opportunity to partner with people across Australia providing disability services including supporting people with more complex needs.

While some people may not have heard our name before, we have been part of the Victorian community as a DHHS Registered Provider of disability services for almost a decade. We have a team of over 300 employees working from three large community hubs in Dandenong, Epping and Sunshine. We are supporting people with

a disability in shared accommodation in the northern and southern suburbs of Melbourne, as well as through NDIS Support Coordination and community activities.

Why we want to deliver accommodation and respite services in Victoria

We have been supporting Victorians since 2009 in partnership with the Victorian Government. Today we support over 3,000 people in Victoria with a range of needs and we are excited by this opportunity to work in partnership with more people in Victoria. We offer the stability of a large national organisation, combined with local knowledge and strong connections in the Melbourne community.

Our vision and values

Our vision is to champion opportunity for people with disability by listening and learning about you so that together we can help you enjoy the life you want to live. We are a values-based organisation committed to supporting your choices and independence and this means whatever type of support we provide, you can expect that our team is true to our values. Our values of being respectful, nurturing relationships, being imaginative, responsive and courageous are our true compass, the way we commit to working each and every day.

For us relationships come first. It's more than just working together, it's understanding one another and building trust. We also know the importance of being imaginative and open to new ways of doing things for the people we support. You can expect us to be willing and courageous when we need to advocate for ensuring your choice is at the center of the work we do together.

Our approach to delivering services

We will work with you, your family and support network to fully understand your story, hopes and preferences and provide individualised support that meets your needs and goals. Our approach includes quality planning, regular review, open communication and working in partnership with you and other people and services in your network. We understand and value the relationships you have with the staff who are supporting you, or your family member. We will be supporting staff with training, professional development and responsive management which recognise their skills and experience.

How we will get to know you and understand your needs and concerns, in the months before transfer.

Leading up to the transfer there will be lots of opportunities to meet with us so we can understand your needs and answer any questions you may have about us or the transfer. We want to get to know you and what matters to you. You can choose how you would like this to happen, such as a small group or individual meeting at your home, in a bigger group, through your family or advocate, over the phone or through another way that may be suitable for you. Our approach will be to listen to you, understand what is important to you and how we can support you.

Contact details

Telephone: 1800 955 229

Email: asklwbvic@lwb.org.au

Our key people



Angela Connors, *Executive Director Client Services*

Angela has 20 years' experience in the social and community services sector including the Department of Health and Human Services in Victoria where she held senior leadership roles in delivery and operations, service development and design. Angela is driven by the goal of honouring true choice for people with disability.



Sue Jamieson, *Participant Manager*

Sue began her career as a disability support worker 30 years ago. She has managed respite and accommodation services and held senior operational and policy roles in government and not-for-profits. Sue is passionate about supporting people to live the life they choose and has qualifications in psychology and a Master of Public Administration.



Patrick Tyro Burns, *Transfer Manager*

Patrick has significant experience leading large scale transfer projects in human services for government and the non-government sector. Patrick has twenty-eight years' experience working in social services, initially in direct service delivery, progressing to senior management positions in government, KPMG and presently is Life Without Barriers' Director of Integration Programs.



Troy Davis, *Human Resources Manager*

Troy is a Masters qualified practitioner with over 11 years' experience across the not-for-profit and education sectors within human resources, learning and development, organisational development, employment relations and a variety of leadership positions with a focus on enhancing organisational capability and culture.

Organisation Chart

