

Summary

Life Without Barriers (LWB) is committed to delivering great services that exceed expectations. We partner with people to change lives for the better. Our work is guided by our [values](#) with relationships at the centre; underpinned by imagination, respect, courage, and responsiveness.

People with disability can expect LWB to protect their rights and keep them safe. We recognise everyone's right to make choices and live the life they want.

We are driven and determined to ensure:

- People are seen and respected for who they are.
- We ask first and do so respectfully.
- We take the time to listen, get to know the person and understand how they want to be supported.
- The person decides what is important to them and is actively engaged in activities and social interactions that are meaningful to them.
- The person feels safe and connected.
- The person understands their Rights and holds LWB accountable for our actions.

Our commitment to human rights is affirmed in [My Rights – Nothing about me, without me.](#)

We want everyone who accesses our services to have a rewarding and fulfilling life. This policy outlines the principles of how LWB staff will work alongside all people supported by LWB Disability and Mental Health (DMH) services. We are committed to:

- Supporting people to understand and exercise their rights, recognise when their rights are not being upheld and know what to do if this happens.
- Practice approaches that place the people we support at the centre and empower them to determine how their supports are delivered.
- Assuming all people are capable and acknowledging them as the expert in their life.
- Maximising an individual's choice and control; enabling and encouraging people to make decisions about their lives, be supported and respected to take informed risks, and have a sense of confidence and resourcefulness.
- Delivering services when requested or required, that are responsive, inclusive, respectful, address what is important for the person and encourage initiative.
- Maintaining our staff's capability in best practice approaches including Active Support, Positive Behaviour Support, and Front-Line Practice Leadership, coaching, supervision and feedback.
- Embedding and continuously improving our policy and practice frameworks to ensure the people we support receive high-quality supports that emphasise quality of life outcomes.

- Strengthening people’s understanding of feedback and complaints and how it helps us to develop and improve our supports and services. Empowering them to use our Complaints and Feedback process to tell us about something that has been done well or something they feel we could do better.

Who should read this document?

The people we support, any formal or informal decision makers and/or support network members, and all staff working to support these people.

Person-Centred Guiding Principles

We are guided by the people we support and recognise that each person is an expert in their own life. Our service design, delivery, thinking, and actions, are led by what is important to and for the people we support.

Person at the Centre

- The people we support are central to all planning and decisions that impact them and the life they choose to lead.
- The people we support are enabled and encouraged to lead the planning and tailoring of their supports to meet their needs, and to make decisions that affect all areas of their life.

Personal Priorities and Strengths

- Our service design and delivery focus on what is important to the person, now and in the future. We focus on the person’s abilities, interests, dreams and aspirations and the supports required to enable the person to be successful.
- We respond from an understanding that all forms of behaviour, even those that challenge us, are a form of communication. Using a Positive Behaviour Support framework, we work with the person and others, to develop responses that enhance quality of life and use the least restrictive approach.

Focus on Outcomes

- We are committed to ensuring people are actively, consistently, and meaningfully engaged in their own lives. Our approach is underpinned by enabling relationships that achieve positive outcomes for the people we support.

Inclusion of others

- We respect the person’s choice to include whomever they wish in decisions, planning and activities. We take steps to encourage the ongoing involvement of the person’s family, support network, significant others and other service providers in the person’s life.

- We foster community connections where people can develop relationships, work/produce income, actively participate in community life and achieve their full potential. We encourage and nurture the growth of the person's networks and community engagement. We recognise the importance of connection, relationships and a sense of belonging in all areas of life.

Shared Commitment

- We are committed to designing and delivering a service that is flexible to the needs of the person and helps them to achieve the lifestyle of their choice.
- We will ensure each person has a clear understanding of the supports they have chosen and how they will be received. Each person will have a Service Agreement that:
 - explains the agreed supports to be delivered (including when the supports will be delivered and associated costs)
 - establishes expectations
 - specifies any conditions attached to the delivery of supports.

Regular Review and Continuous Improvement

- We are committed to a continuous process of listening, learning, and partnering with people to design and deliver flexible and responsive services.
- We regularly review our service design and delivery with the people we support, to ensure they remain at the centre of our focus, their goals are being achieved and they are provided with high-quality supports.
- We encourage the people we support to feel comfortable in telling us what they would like us to change about their supports and services.
- Through listening and appreciating feedback or suggestions, we improve our services and continuously support individuals to live the life they want.
- In our co-design approach, we will use creative and participatory ways to build genuine and safe opportunities that move people with diverse backgrounds and lived/living experiences from participants to active partners.

Inclusive and Accessible

- We are committed to building strong, cohesive environments and communities, that are safe and inclusive. We foster a culture that supports individuals to participate in all aspects of the community that they choose and value everyone equally.
- We respect the culture, language, connection to Country, religious beliefs, gender, sexual identity, and priorities of the people we support.
- We include each person in the planning of their supports to ensure their preferences, culture, connection to Country and beliefs as well as social customs and traditions are considered

Working within the National Disability Insurance Scheme (NDIS)

LWB, as a registered NDIS provider, maintains practice frameworks that align with the obligations determined by our regulatory bodies and Australian laws to promote the rights of people to live a life where personal needs, values and beliefs are realised. Lives are lived free from fear of abuse, violence, neglect, exploitation, or discrimination.

As appropriate, we will work collaboratively with the person's support partners, including the National Disability Insurance Agency (NDIA) and Support Coordinators, to assist people to achieve the best NDIS funding and support outcomes.