

Contact us

Phone: 1800 531 647

Email: SupportCoordinationIntake@lwb.org.au

Looking for Support Coordination?

At Life Without Barriers, we want to support you to turn your dreams into goals by making the most out of your NDIS plan!

Why choose Life Without Barriers?

Our Support Coordination service operates Australia-wide, and we have a large team with various skills and knowledge. We can offer services both locally and remotely - depending on your needs.

Our Engagement and Onboarding Experience

After registering your interest with us, we aim to contact you in under 24 hours. We have a National Engagement Team whose focus is delivering a fast and uncomplicated experience for you. This means you can immediately work closely with your Support Coordinator and identify your goals and priorities.



We offer...

Support Coordination (SC)

We assist you in increasing your knowledge and confidence in navigating the NDIS and your plan. This includes:

- Connecting you to both NDIS and other government services.
- Brokering supports within your current plan budgets or gathering evidence to request a new NDIS plan.
- Monitoring your plan spend with you and upskilling you on the different types of plan management available.

Specialist Support Coordination (SSC)

SSC is similar to Support Coordination, but our SSC team members have clinical backgrounds, i.e. social worker. All our team members are registered with their required professional body. Their focus may include:

- Working with you to resolve a challenging service situation.
- Develop plans and contingencies so you have more options for support quickly, particularly if you experience changes in your support needs regularly.

In all areas of our Support Coordination, we assist you to establish your priorities, implement and manage your services, meet new people, link in with meaningful work or volunteer, and understand your plan!



Our Service Commitment

- We are dedicated to tailored service by creating your 'Action Plan' with you.
- Our minimum term of contact ensures our support coordination team are in regular and consistent contact with you.
- We know life challenges; an established mix of supports, NDIS and other services can guide you through tricky times. We can assist you to create this.
- Getting better at what we do is our priority - your voice guides us. We provide simple options to give us feedback!

How we manage conflict of interest

As an NDIS intermediary service within a large not-for-profit organisation, we prioritise transparency.

You are the decision maker! If you would like both Support Coordination and other services from Life Without Barriers, we make you aware of any perception or potential for conflict of interest. Our SC teams work independently of our other NDIS services to ensure this. LWB's SC's understand the importance of choice and will provide many options to you.

To find out more, contact us today:

Email: SupportCoordinationIntake@lwb.org.au

Phone: 1800 531 647

Web: <https://www.lwb.org.au/disability/services/support-coordination/>

**LIFE
WITHOUT
BARRIERS**