

Life Without Barriers

New provider factsheet for the workforce

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. We are very excited to be welcoming you to our Life Without Barriers team soon. We know you will bring incredible passion for the people you support, knowledge and skills to our organisation. We will be hard at work preparing to bring you into the organisation and getting to know you and the people you support.

Who are we: our experience and expertise in disability services

We were formed in a NSW regional community by a 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 a variety of 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, 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. We are driven by a social purpose and are not-for-profit which means our focus is entirely the people we support.

We are excited by the opportunity to have you as part of our team and the stability and care you can provide for people during the transfer of services. We know that our partnership as colleagues will be important over the next few months especially because of the knowledge and expertise you bring.

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 courageous when advocating to ensure your choices are at the centre of the work we do together.

Our approach to delivering services

We believe that genuine partnerships are the best way to support people with disability. It means we bring together the best services for the people we support. We will work with each person, their family and support network to fully understand their story, hopes and preferences. We will provide individualised support that meets needs and goals in a way that works for each person. Our approach will include thoughtful, quality planning, regular reviews, open communication and working in partnership with people and their local community.

Our approach to staff

We recognise your skills and commitment, and look forward to welcoming you to Life Without Barriers. Many of our own staff, including senior management in Victoria, have previously worked with DHHS, so we understand and greatly value the expertise present in this workforce. We are excited about the opportunities ahead to support you to continue in the important work you do and we highly value the relationships you have with the people you support. We will work collaboratively with you through the period of transfer, listening to and learning from you and we will communicate with you openly and sincerely. We will also work closely with your employee representatives and build positive and respectful relationships with them too.

How we will work with you in the months before transfer

We look forward to meeting you so we can get to know you and understand what information you need in order to feel confident and excited about the months ahead. We understand that some elements of the transfer may be a little confusing and we want to ensure we are able to give you all the information you need in the right way at the right time. We also appreciate the care and dedication you have to the people you work with and so we will be openly discussing with you how together we can ensure people with disability, their families and carers are also comfortable and secure about the transfer of services.

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

