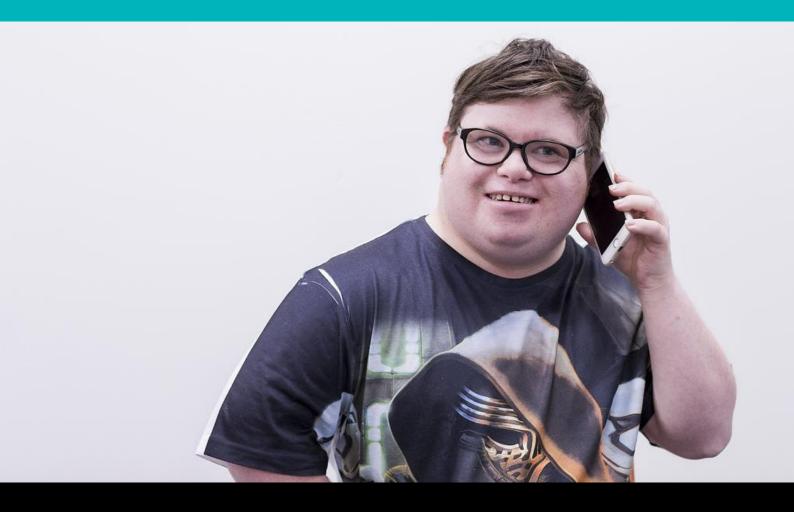
Talk to us about the NDIS supports you need

Explaining our Enquiry and Engagement process



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This information is written in a way that is easy to read.

Why we made this document



We want to help you understand how you can contact us to talk about the NDIS supports you need.

You can ask for help to read this.

A friend, family member or support person may be able to help you.



You can call LWB and talk to us about what you need and what supports LWB can provide you under the NDIS.



You can come into one of our offices and talk to someone.

You can bring a family member or friend.



You can send us an email through the LWB website. We will reply to you and ask if you would like to talk more over the phone or meet in person.



There are some questions we will ask you. The questions will help us know more about you and how we can help. It is okay if you do not know the answers or do not want to say.



We can write down what support LWB can offer you and how much much it will cost.

This is called a quote.



You can take time to think about whether you want support from LWB. It may be to support you with one or more things.

It is up to you.



If you want support from LWB we will meet with you to write up and sign a Service Agreement.



The Service Agreement explains what supports we both agree you will receive. It says what responsibilities you and LWB have while we are providing your supports.



Sometimes, you might ask another trusted person to sign the Service Agreement for you. This might be a family member, friend or other person.



We will talk to you about the type of person you would like to support you and try our best to match you with the worker you want.

Then your supports can start.



If you are not happy with LWB at any time, the Service Agreement will tell you who you can speak to.



If anything changes for you later on and you want to change your supports just let us know.



Contact numbers

Life Without Barriers	Hearing or Speech Impaired?
352 King Street	You can phone Life Without
Newcastle NSW 2300	Barriers using the National
	Relay Service on:
Phone (02) 4033 4500	
	TTY 133677
	SSR 1300 555 727
Fax (02) 4927 5113	
Email <u>yourlwb@lwb.org.au</u>	IR <u>www.relayservice.gov.au</u>
Customer Information	Need an interpreter?
& Feedback Service	You can phone the TIS National immediate phone interpreting service on:
Phone 1800 935 483	131 450