

**LIFE
WITHOUT
BARRIERS**

Lifestyle supports

Easy English



Easy English

lwb.org.au

Welcome to

Lifestyle supports

Easy English



WHAT ARE LIFESTYLE SUPPORTS?



Lifestyle Supports are the help we give you to do the things you want to do.



We might help you to

- learn new things
- go out in the community, or
- meet new friends.



There are lots of different types of Lifestyle Support. You can find out about these later in this book.

ABOUT THIS BOOK



You can ask someone to help you read this book.



Some words in this book are in **blue**. You can find out the meanings of these words on page 25.

**LIFE
WITHOUT
BARRIERS
=
LWB**

In this book Life Without Barriers is also called LWB.

WHAT IS IN THIS BOOK



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OUR SERVICES



There are lots of different things we can support you to do in Lifestyle Supports. This book is about some of the ways we can support you. You can talk to us about other supports that you would like.



What we can support you to do

We can support you to

- do things in the community.

For example you can go

- swimming
- to a community group, or
- to the gym.



- Learn to
 - play an **instrument**
 - use a computer, or
 - play a sport.



- Learn more about something you enjoy.

For example:

- be a volunteer
- try something new, or
- study.



- Do **creative** things.

For example

- dance
- act, or
- paint.



- Do more things for yourself.

For example

- learn to drive a car
- learn to cook, or
- travel on your own.

We can talk to you about other things you can do. Then we can support you to do them.

SUPPORT



You can decide about your support

You can decide if you want to be supported

- on your own, or
- in a small group.



You decide how long we support you for.

It can be

- for a short time, or
- for a long time.



You decide where your support will be.

It can be in

- your home
- one of our centres, or
- in the community.

REACH YOUR GOALS



Helping you to reach your goals

Goals are things you want to do in your life.

For example

- to learn something new, or
- live on your own.

We work to help you reach your goals.



You may have other important people in your life. You can tell us if you want us to work with them to support you.



How we work with you

We will always remember that you are in charge of

- decisions about your life
- what supports we give you, and
- your plan.



REACH YOUR GOALS



We will always work with you about your support. We want your support to be

- what you want
- how you want it, and
- safe for you.



We want you to be as **independent** as possible. We can support you to

- do more things for yourself if you want to
- stay active
- be involved the community, and
- try new things.

OTHER SUPPORTS



If you need more support in your home then you can use our Shared and Supported Living service. There is a book about Shared and Supported Living.



You can use our

- Shared and Supported Living service, and
- Lifestyle Supports

at the same time.

They will both be in your plan.

OTHER SUPPORTS



Living with less support

We can support you to learn things about living on your own. For example how to

- look after money
- rent a home
- travel alone, or
- cook.



More support at home

We can give you extra support in your home. For example

- **personal care**, or
- help with jobs around the house.
We have staff who can help with these things any time of day or night.



You can have support for things like

- cleaning your home
- cooking meals
- taking your medicines
- moving around your home. For example getting in and out of bed.
- special health needs. For example managing **epilepsy**
- help with eating
- **communication** support. For example Auslan
- transport.



We can also help you learn to do some of these things yourself.

You can talk to us if you want this type of support.

OTHER SUPPORTS



We choose our staff very carefully to make sure they are right for the job. We want you to be happy with the people who support you.

We ask people with disability to help us choose our support staff.

OUR PROMISE



What we promise to do

We will ask you first if we need to

- get information about you
- keep information about you
- talk to others about you, or
- use your information in any way.

This includes using your picture.



It is very important to tell someone if you are not happy about something. You can tell

- us, or
- someone else.

We want to do what is right for you.

ABOUT STANDARDS



There are rules about how we should support people with disability. These are called the **National Disability Standards**. These rules are there to make sure you are treated

- well, and
- fairly.

We must follow these rules when we support you.



This means

- you have the right to have a say about what you do and how you do . You have the right to be treated
 - well, and
 - fairly.





- we will help you to
 - stay in touch with your family and friends, and
 - be part of the community.
-



- we will help you to learn new things so you can reach your goals. You will be in charge of your plan.
-



- we will ask you how things are going, and do something if you have any problems.
-



- we will ask for
 - your ideas, and
 - your help with our planning.

ABOUT STANDARDS



we will be

- fair, and
- treat you the same as others.



we will do these things if you are

- using our services, or
- choosing another service.



we will make sure

- we are doing our job well, and
- you know who to talk to if there is a problem.

ABOUT LWB



About LWB

LWB has lots of different services for people with disability.

We want you to be able to

- choose the services you want
- make decisions about your services, and
- do as much as you can for yourself.



We have a list of things that we think are important. These are called our values.

We will stick to our values when we support you.



We will

- build relationships. This means we will
 - listen to you, and
 - make sure we understand what you need.

ABOUT LWB



- **be imaginative.** This means we will always try to think of
 - new ideas, and
 - better ways to do things.
-



- **be respectful.** This means
 - we will treat you well
 - we will care about you, and
 - you will be important to us
-



- We will not treat you differently because of
- where you were born
 - your religion, or
 - the way you live your life.
-



- **be responsive.** This means we will make sure you get what you need from us. We will
 - do our job, and
 - do it well.



- **be courageous.** This means we will do what we think is right even it is hard to do.
-



We also have other services for people all around Australia.

These include

- care for children and families
 - support for **Aboriginal and Torres Strait Islander** people
-



- care for people with
 - **mental health** needs, and
 - housing needs.
-



- support for **refugees** and **asylum seekers**
-



- care for older people.

CONTACT US

You can contact us by



Post 352 King Street
Newcastle NSW 2300



Phone 02 4033 4500



Email yourlwb@lwb.org.au



You can

- ask questions, or
- tell us what you think.

Phone 1800 935 483



If you have trouble speaking or hearing you can phone the National Relay Service.

TTY 133 677

SSR 1300 555 727

Internet relay www.relayservice.com.au

IMPORTANT CONTACTS



You can write your LWB contacts here
or
you can also ask someone else to do this for you.



Write the address of your local office here

.....
.....
.....



Write the phone number of your local office here

.....



Write the email address of your local office here

.....

Write the name of your contact person here

.....



Write the name of their supervisor here

.....

IMPORTANT CONTACTS



You can email someone like you who is getting support from us.

Email dsac@lwb.org.au

WE
LIFE WITHOUT BARRIERS
VE

You might want to talk to someone who is not from LWB. Write who you can talk to here.

.....

WHAT DO THESE WORDS MEAN?

instrument	Something that makes music. For example <ul style="list-style-type: none">• drums, or• piano.
creative	An activity where you use your ideas to make something. For example <ul style="list-style-type: none">• a piece of art• music, or• a story.
independent	To do things for yourself.
personal care	Help with daily tasks to take care of yourself. For example <ul style="list-style-type: none">• bathing• eating, or• going to the toilet.

WHAT DO THESE WORDS MEAN?

epilepsy

A condition where something happens in your brain that makes you have seizures. Seizures are when your body jerks or shakes and you

- cannot stop it
- are not awake, and
- do not know what is happening.

communication

The way you

- speak to others, or
- tell them what you are thinking.

Aboriginal and Torres Strait Islander

People related to the first Australians. First Australians are people who lived in Australia before others came from overseas to live here.

Aboriginal and Torres Strait Islander people are also called Indigenous people.

mental health

The way you think and feel. People who have a mental health condition might

- feel very sad all the time
- very worried all the time, or
- they might see or hear things that are not really there.

refugees

A person who has been forced to leave their country because their life is in danger. This might be because of

- war
- their religion, or
- a natural disaster. For example
 - a flood, or
 - earthquake.

WHAT DO THESE WORDS MEAN?

asylum seeker

A person who has left their home country because

- they disagree with the government, and
- believe they will be treated badly because of what they believe.

The person then asks to live in another country to be safe. This is called seeking asylum.

supervisor

A person who is in charge of

- other staff, and
- the job the staff do.

customer representative

A person who

- looks after customers, and
- helps with any problems.

The Easy English in this book was written by Clear Words (www.clearwords.com.au) and LWB.

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Connect with us

Your local LWB office is: _____

Your local LWB contact details are: _____

Your LWB contact person is: _____

Their supervisor is: _____

Your local LWB customer representative can be reached through: dsac@lwb.org.au

Local independent organisations you can talk to:

LIFE WITHOUT BARRIERS

Connect with us

Phone: 1800 935 483

Email: yourlwb@lwb.org.au

If you have hearing or speech impairment, the National Relay Service can help you with your call to Life Without Barriers.

Speak and listen: 1300 555 727

TTY: 133677

SMS relay number: 0423 677 767



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