

Talk to us about the NDIS supports you need

Explaining our Enquiry and Engagement process



WE
LIFE WITHOUT BARRIERS
VE



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.

**WE
LIFE WITHOUT BARRIERS
VE**



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.

WE
LIFE WITHOUT BARRIERS
WE



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 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.

**WE
LIFE WITHOUT BARRIERS
VE**



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
LIFE WITHOUT BARRIERS
VE



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

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