

**LIFE
WITHOUT
BARRIERS**



You get the best help.

You reach your goals.

LIFE WITHOUT BARRIERS

We are Life Without Barriers.



We help lots of people. Like

- families
- children
- old people
- people with disability.



We may help you

- in your home
- at our place
- at the shops
- in other places.



You want to live a good life. Your goals may be to

- have friends
- feel well
- be safe
- choose what you do.



We help you reach your goals.

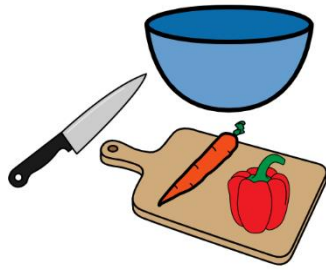
Each person has different goals.

We give each person the help they need.



We ask what help you need. Like

- in the shower
- at the shops
- to learn new things.



We ask what you want to do. Like

- learn to cook
- live by your self
- play a sport.



You choose what help you want.

Like you want help to cook.





We make a plan to help you. We write down

- what you want to do
- what help you need
- how long you need this help
- how to keep you safe.



We check the plan works. Like do you

- get the help you need?
- reach your goals?
- learn new things?



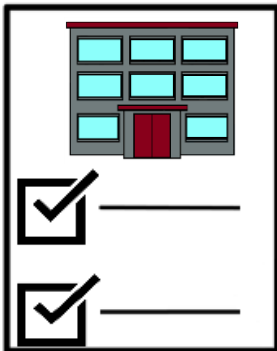
You can change your plan. Like

- you choose new things to do
- you may need different help.



Some times we can **not** help you. Like

- we do **not** have the help you need
- we can **not** come to your house.



We tell you about other places to get help.



Your goals may change.

We can help you at any age. Like

- you are a child
- you are an adult
- you are old.



We help you stay well. We help you look after

- your body
- how you feel about things.

We write this in your plan.



We can help you do things to stay well. Like

- go for a walk
- go to physio.
- talk about how you feel.



Our staff



We have lots of staff. They

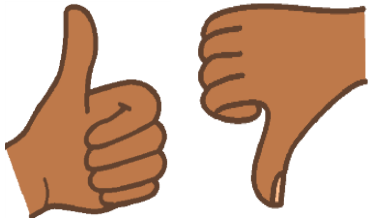
- do different jobs
- know different things.

They all follow the same rules.

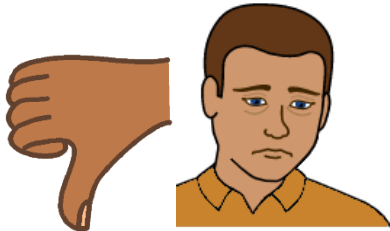


We talk about the help you get. We talk to

- you
- your family.

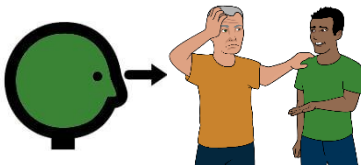


We ask Are you are happy with your help?



You are **not** happy. You do **not** like our help.

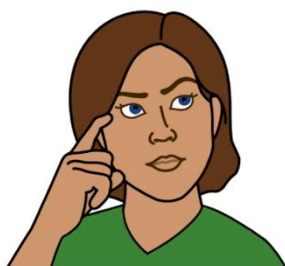
We listen to you. We fix the problem.



We think about what you tell us.

We look at what staff know.

We look at what staff do.



We think of new ways to do things.



You may get different sorts of help from us. Like

- help to use your NDIS plan

and



- help at home.

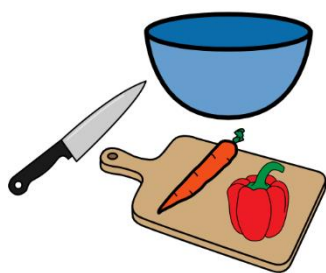


You may choose Life Without Barriers for help.

You can get help from other places.

You have a choice.





You can get some help from
Life Without Barriers. Like help to cook.

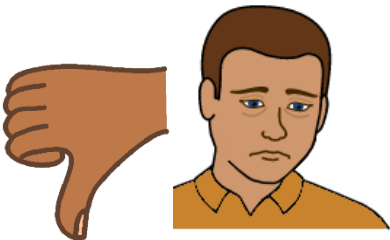
And



You can get help from a different place.
It is for other things. Like to go to the shops.



There is a problem



Some thing is wrong.

You may **not** like your day program.

Or



A bad thing happens. Like a person hits you.



You tell us. We listen.



We write a report. We say

- what happened
- when it happened
- who was there.



We make sure it does **not** happen again.

Like we

- teach staff different ways to talk to you
- tell the person it is wrong
- find a new way to work.



What we tell you



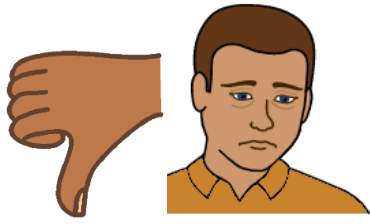
We tell you about our help. Like

- how we can help you
- what it costs
- who pays for it.



We help you use the NDIS.

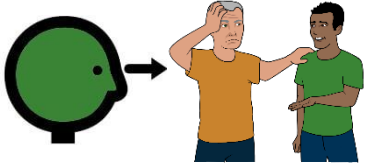
We tell you the NDIS rules.



There is a problem.

We tell you how to complain.

We tell you how we will fix it.

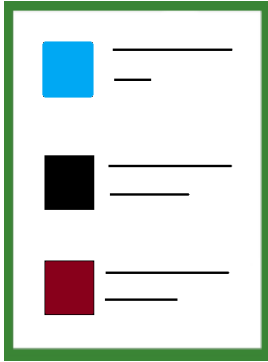


We check your help. We tell you how we do this.



We give you time

- to think about what we say
- to talk to other people
- to read about it.



We make sure you know what we mean.

You can ask for

- Easy English
- a person to talk to.

Images

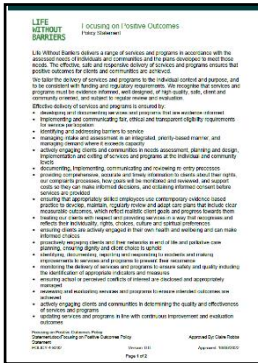
We can use the images from



- Change People
- Picto Selector



- The Noun Project
- Tobii-Dynavox.



This fact sheet is based on information in the Life Without Barriers Focusing on Positive Outcomes Policy Statement. 16 September 2022.



Access Easy English wrote the Easy English. August 2023.