

A large yellow speech bubble with a tail pointing towards the bottom right, containing the text "Living my way." in a black serif font.

Living
my way.

2021/22

Service Catalogue

**Providing self-directed living, freedom and independence to
Australians with disabilities**

Living My Way **Values**

Hello and welcome.

Thank you for considering our services for you and your loved ones – because it's all about living your way. We are passionate about providing self-directed living, freedom and independence to Australians with disabilities through genuine and caring assistance you can depend on.

Living My Way Limited is a not-for-profit, NDIS-registered organisation that empowers you, our Members, to live more self-directed lives.

Trustworthy and Helpful

We hold ourselves accountable to a high standard in all of our interactions.

Respectful

We treat you with dignity and integrity and nurture good relationships.

Flexible

We are responsive and adaptable to your changing needs and that of our industry.

Consistent Quality

You can depend on us to be there for you when you need us.

Since its inception in 1992, Living My Way has taken huge strides in providing people with disabilities the opportunity to enjoy fully independent and fulfilled lives.

With nearly 30 years of experience, we offer quality support to you, through our personalised and holistic approach.

This includes providing Support Workers, assistance to directly employ your own Support Workers, Plan Management, Support Coordination, Specialist Support Coordination and Occupational Therapy.

Led by a Board consisting of Members with disabilities from varying professional backgrounds, Living My Way fully understands the importance of free will, choice and control.

We look forward to working alongside our current and future Members today, tomorrow and for many years to come.

Our Services

You deserve to live life the way you want to.

Wherever you want your journey to go, our professional team are here to support you and your family with our range of services. Our mission is to be right by your side to enable better health, wellbeing and happiness.

This means supporting you as you go about your daily activities, spend time with family and friends, pursue hobbies and have fun. That's what we're here for.

With our wide range of services, you can spend every day getting the most of your NDIS plan, minus the hassle of paperwork and admin. Whether you need a Support Worker, someone to manage your invoices, or an NDIS specialist, Living My Way is here to help you.

Our bespoke Disability Support Services include:



1. Plan Management

No more worrying about your provider invoices or making NDIS claims. We do this for you by having direct access to your invoices.



4. Occupational Therapy

Stay up to date with the latest technology and equipment, and undertake individualised Occupational Therapy interventions.



2. Support Workers

We'll find the best suited, experienced Support Worker from our passionate and highly trained team to assist you with all your specific needs.



5. Specialist Support Coordination

Get connected with Allied Health Professionals who understand your complex needs and can help implement your NDIS plan.



3. Employ your own Support Workers

Get the support that you need by employing someone yourself, while we take care of the recruitment, screening, onboarding, payroll, HR and compliance processes for you.



6. Support Coordination

Put your NDIS plan into action without the burden of doing it all yourself. Your Support Coordinator will work with you to help achieve your NDIS goals.

We're here to empower you to live your life your way.



1. Plan Management

HOW WE CAN HELP

We understand that claiming your NDIS funding and paying provider invoices can be confusing and stressful. So, we've come up with a way to take that burden off you. With our Plan Management service, Living My Way takes care of the admin work – paying your provider invoices for the support and services you receive as part of your NDIS plan. Without the hassle of managing your payments, you can live life your way.

HOW IT WORKS

To help you, we offer an easy, personalised payment process:

- Living My Way will claim your NDIS funding through the portal on your behalf.
- Living My Way will have direct access to your invoices.

OUR PRICE

Plan Category	Unit	Price
Plan Management Monthly Processing Fee	Monthly	\$104.45
Plan Management Set Up Fee	Annually	\$232.35

THE BENEFITS FOR YOU

If your NDIS Plan has a Plan Management category, this service makes everything simple for you. Here are some of the benefits of this service:

- You can choose your providers meaning you won't be restricted to using only NDIS-registered providers, giving you greater flexibility and control.
- You'll save valuable time and effort.
- You can rest assured knowing your NDIS funds are being handled efficiently and accurately.

WHAT YOUR FELLOW MEMBERS SAY

The Plan Management team have always been very helpful when I've had questions about my sons funding and how it can be used and they've provided ample warning when funds were about to run out.

Living My Way Member



2. Support Workers

HOW WE CAN HELP

Having a Support Worker that you can trust will help you live the life that you choose.

Our team of experienced and qualified Support Workers are here to provide you with personalised support, all based on a thorough understanding of your requirements. You are at the centre of our service, which is why we take the time to understand you and to develop an Individual Support Plan that ensures all your needs are met. This way, you can have someone who supports you, cares for you and is always right by your side.

OUR DIFFERENCE

We are committed to providing Support Workers with industry-leading wages while our prices are actually set under the NDIS price cap. This way, your Support Worker is being compensated well for their service while you make savings on your NDIS funding that you can use for other supports. This is a win-win.

HOW IT WORKS

- All of our Support Workers are trained and assessed to ensure that they can provide you with the highest possible level of care. You'll have a personalised Individual Support Plan and we'll personally match likeminded Support Workers with you.
- Living My Way trains your Support Workers on your individual needs.
- Living My Way manages all administrative and compliance requirements for you, including the NDIS Worker Screening Checks.

OUR PRICE

As there are a range of services and plan categories involved, speak to our team to discuss the prices involved with your own program.

THE BENEFITS FOR YOU

Through our personalised and meticulous approach, you'll have a qualified Support Worker who can assist you with all your needs.

- We find the Support Worker who best matches your needs.
- You can maintain a great, long-lasting relationship with people you can trust.

WHAT YOUR FELLOW MEMBERS SAY

I chose Living My Way because they made me feel confident that they truly cared about my sister's needs. I know they have the experience and the skills to provide her with high-quality services that empower her and assist her in reaching her full potential.

Living My Way Member



3. Employ Your Own Support Workers

HOW WE CAN HELP

As your Support Worker is involved in helping you with all of your daily activities, it's important to select someone who you are completely comfortable with. This is why Living My Way enables you to employ your own chosen Support Workers whilst ensuring a safe and compliant working environment. Our service allows you to choose your own Support Worker while we take care of all the paperwork – making the process easy for you both.

HOW IT WORKS

Living My Way can assist with all aspects of recruitment, screening and onboarding, whilst providing you with the choice and control over who you choose to support you – it can be your friend, your neighbour or anyone you feel comfortable with.

- To help you recruit your own Support Worker, we'll assist with advertising, performing NDIS mandatory screening (e.g. Police Check), providing employment contracts and managing the entire onboarding process.
- Living My Way will then process the payroll, pay associated costs and meet all your ATO employer responsibilities, such as paying Superannuation and completing all the required reporting.
- Ongoing support with Industrial Relations, Fair Work and Human Resources is available to keep you updated and compliant with your employer responsibilities.

OUR PRICE

As there are a range of services and plan categories involved, speak to our team to discuss the prices involved with your own program.

THE BENEFITS FOR YOU

You now have the choice to employ someone you trust without missing your employer responsibilities and Living My Way will help you every step of the way.

- You don't have to worry about onboarding, payroll and other administrative items.
- You can maintain a healthy employer-employee relationship with your chosen Support Worker.

Conversations about salaries and payments can be awkward – especially if you're working with someone you're close with or rely on. So, we'll help ensure that your Support Workers are properly compensated while you're still getting ample savings on your NDIS budget. This way, you'll have enough allocation for other NDIS supports that help you to live your life, your way.

WHAT YOUR FELLOW MEMBERS SAY

I do my own recruitment, rosters and day to day management, liaise with my staff and rostering them. I really enjoy doing this. At the end of the day, I am the person they answer to. It's very important to me to have control and choice... My workday can change but I can control and negotiate changes as I manage my staff. I learned a lot of skills negotiating and dealing with people.

Living My Way Member



4. Occupational Therapy

HOW WE CAN HELP

We take the time to understand your needs. At Living My Way, our team of experienced and knowledgeable Occupational Therapists work together to ensure we stay up to date with the latest in NDIS as well as best practices, equipment and technology. Our intake process allows us to match the Occupational Therapist to your needs by taking an individualised approach. With us, addressing all your needs is always our top priority.

AVAILABLE SERVICES

We offer the following services to ensure that you are well-taken care of, your environment is best suited to your needs and that your NDIS funding is used efficiently:

- You'll have a Functional Assessment on hand which you can present to NDIS to ensure you receive all needed funding.
- We have specialists in physical disability equipment needs such as Wheelchair and Seating, Hoist, Commode, Pressure Mattress, Beds and more.
- Minor and major home modifications such as ramps, bathroom modifications, rails and more.
- We can facilitate a Manual Handling Assessment and training.

OUR PRICE

Plan Category	Unit	Price
Improved Daily Living (Capacity Building - Daily Activities)	Hourly	\$193.99

THE BENEFITS FOR YOU

To ensure that you receive all the support that you need – on budget and on time – we employ a person-centred approach. All services are catered specifically to you.

- You'll get a high success rate of approvals from NDIS for high-cost items, keeping you up to date with relevant equipment and technology.
- We specialise in Multiple Sclerosis, Motor Neurone Disease, Muscular Dystrophy, Cerebral Palsy and more.
- We specialise in Spinal Cord Injuries and other physical disabilities.

WHAT YOUR FELLOW MEMBERS SAY

Living My Way's assistance has been immeasurable in terms of value to my daily living and functionality. They continue to assist and advise and have been a blessing.

Living My Way Member



5. Specialist Support Coordination

HOW WE CAN HELP

At Living My Way, we have a team of experienced and passionate Allied Health Professionals who can be your Specialist Support Coordinators. If the nature of your support is complex or there are significant risks in your environment, specialist coordination can be provided by an Allied Health Professional such as an Occupational Therapist or Speech Pathologist, which is usually determined by the NDIS. To give you the level of specific support that you need, we'll connect you with the right specialist who can best assist you.

HOW IT WORKS

Living My Way aims to understand and cater to the individual needs of each of our Members. Our team are committed to providing you with the tailored services that you need:

- We'll take the time to discuss your disability requirements as well as your NDIS plan.
- Work with you to coordinate complex supports and services to achieve your goals.
- After careful consideration, we'll introduce you to a specialist who can give you individualised attention.
- We can provide a team approach giving you the very best collective knowledge and support.

OUR PRICE

Plan Category	Unit	Price
Specialist Support Coordination	Hourly	\$190.54

THE BENEFITS FOR YOU

Having an experienced professional who cares about you is crucial to addressing your specific needs. As you live life your way, it's important to know that someone is genuinely there for you.

- You can have consultations with an expert who understands your needs – all covered by your NDIS budget.
- Your Specialist Support Coordinator liaises with all your supports, ensuring those around you are assisting you to achieve your goals.

WHAT YOUR FELLOW MEMBERS SAY

Living My Way makes me feel safe and supported and takes away the stress of being in a system that can be daunting. They have always ensured that the services I am provided with are reliable and trustworthy.

Living My Way Member





6. Support Coordination

HOW WE CAN HELP

A Support Coordinator can help you understand what support services you need to reach your goals, review your NDIS funding and budget the required frequency of supports. If you don't have services in place, we can assist you by linking you with providers, assist with completing paperwork, and monitor the effectiveness of the providers supporting you.

Our Support Coordinators can also help you when you require a change in NDIS funding. They can compile necessary reports and write supporting documents to help the NDIS fund you more appropriately.

HOW IT WORKS

We will collaborate with you to build your understanding of the NDIS, connect you with the right service providers and provide you with access to resources and additional help.

- You can discuss your NDIS plan with us and we'll come up with a personalised Support Coordination plan with you.
- You can then select your preferred service providers and we'll connect you with them.
- You still make all the decisions – we'll just put them into action to take the burden off you.
- You'll have complete peace of mind as we create and monitor your budgets to ensure no over-expenditure or funding errors.

OUR PRICE

Plan Category	Unit	Price
Coordination Of Supports	Hourly	\$100.14

THE BENEFITS FOR YOU

More than expertise and experience, we provide Members with genuine care and support. This way, you can rest assured knowing that we'll always have your best interests at heart.

- You'll be connected with service providers within and beyond the NDIS pool of options.
- You'll save time and effort as we manage all the paperwork and admin while you make all the important decisions so you can get on with life.
- We teach and empower you to manage your NDIS funding efficiently.
- We can assist you with difficult situations such as terminating services with a provider or negotiating services and pricing on your behalf.

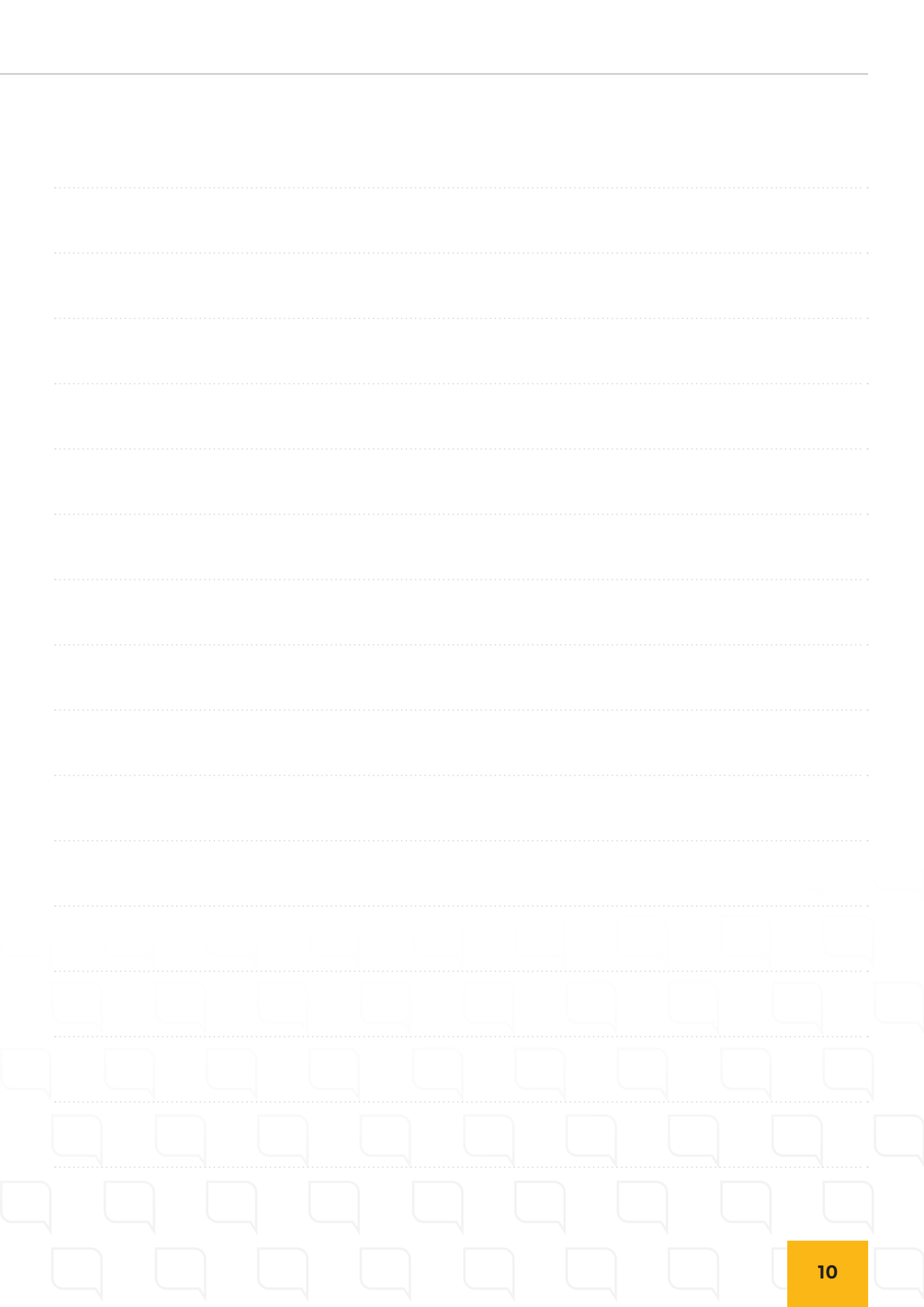
WHAT YOUR FELLOW MEMBERS SAY

Having Living My Way is like having someone willing to run the extra mile just to get the right answer. The human side of it is special and that's what makes Living My Way better than most.

Living My Way Member



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Thank You

Our team at Living My Way have been helping people living with disabilities for decades now – and we're proud of this.

As part of our experience and approach, we see you and your loved ones as people and individuals. Our service is all about the care and support we can offer you.

We'd love the opportunity to work with you and help you maintain an excellent quality of life to achieve your goals and aspirations.

For more information or to ask any questions, contact us on the details below.

ADDRESS:

Ground Floor 44-60 Allison Crescent, Menai,
NSW, 2234

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PO Box 67, Menai Central, NSW, 2234

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(02) 8525 4000

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47 110 995 518

“

I know that Living My Way take all their Members really seriously. You're not just a number or someone on a piece of paper, you're a person with their own needs and interests.

Living My Way Member

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Registered NDIS Provider



Living
my way.

**Providing self-directed living, freedom and independence to
Australians with disabilities**