

# Service Catalogue

Living  
my way.

Empowering You  
To Get On With Life

## ■ About Us

# 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 disability 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 disability the opportunity to enjoy fully independent and fulfilled lives.

With 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 and Occupational Therapy.

Living My Way is led by a Board consisting of varying professionals who are advocates for people with disability or have lived experiences with disabilities. The Board fully understands the importance of free will, choice and control.

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

## Our Services

### You deserve to live your 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. Living My Way 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.



#### **2. 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.



#### **3. 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.



#### **4. Occupational Therapy**

We undertake an individualised and person-centred interventions. Keep you up to date with NDIS processes and assistive technologies.



#### **5. 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.

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

# Our Services



## 1. Living My Way 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, individualised training to suit the needs of the person that they are supporting as well as personalised matching – it's 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 Service Planning team to discuss the process involved with your own program.

To contact our Service Planning Team, please phone **02 8525 4000** or send an email to [operations@lmwl.org.au](mailto:operations@lmwl.org.au).

### 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**









## 2. 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.

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### 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 paid industry leading wages to ensure you can attract and retain the highest calibre of staff to meet your support needs.

### 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**

## Our Services



### 3. 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.

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#### 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**





# Our Services



## 5. 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.

### CAREVIEW ADVANTAGE APP

- Track the budget spending.
- Review and approve invoices.
- Get a monthly statement.
- Measure your key milestones.
- All your important information is kept securely.
- Share their budget status or invoicing info with their Support Coordinators.
- Access the App 24/7 with streamlined invoicing.
- Stay on top of your funding and invoicing from anywhere.



The Careview Advantage app is available on Google Play for Android and Apple Store for Apple mobile devices.

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### 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**



## 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 NDIS understand recommendations and changed to your funding levels, equipment and/or home environment to ensure these are safe for your disability, function and support needs:

- You'll have required OT reports to assist with NDIS funding approvals. These reports may include a functional report, a support letter, or an an assistive technology report.
- 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.

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### 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.

- Our highly skilled and experienced OTs have a thorough understanding of the NDIA and the latest equipment, giving you the best chance of getting the relevant equipment funded.
- We specialise in permanent or long-term physical and neurological disabilities, including but not limited to; spinal cord injury, amputee, stroke, Spinal Bifida, Multiple Sclerosis, Motor Neuron Disease, Muscular Dystrophy, etc.

### 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**



# Thank You

Living My Way has been helping people with disability for thirty decades. We count it a privilege to be involved in the life of our Members and we always strive to provide the best possible services.

As part of our approach and your experience, we see you and your loved ones as individuals. Our service is all about providing the best care and support options so that you can live your best life, where you make your own decisions, enjoy independence and 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

**MAILING ADDRESS:**

PO Box 67, Menai Central, NSW, 2234

**EMAIL ADDRESS:**

operations@lmwl.org.au

**PHONE NUMBER:**

(02) 8525 4000

**ABN:**

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**

”

Registered NDIS Provider



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