

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.

Care

Treat others with the same care and empathy we desire for ourselves.

Collaborate

Working together to reach our best potential.

Reliable

We are there for each other and those who need us most.

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 and Support Coordination.

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. Employ Your Own Support Workers

Make your own decisions about your support needs through this unique service. You choose who helps you and how, while we provide support with administration and paperwork.



2. 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.



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. 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.

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

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

Our Services



1. Employ Your Own Support Workers

HOW WE CAN HELP

Make your own decisions about your support needs through this unique service. Pioneered by our founders – people with disability – over 30 years ago, this service enables you to choose who helps you.

You might choose a friend, a neighbour or someone else you know and trust. You also choose when and how they support you – because you know best what your needs are.

HOW IT WORKS

To help you employ your own Support Workers, Living My Way will:

- Support you with the recruitment process, including screening your candidates against your selection criteria and completing any working rights and security checks.
- Provide employment contracts that comply with all requirements.
- Onboard your Support Workers for you, whilst you look after their induction, ensuring they understand your care routine and needs.
- Show you how to use our user-friendly scheduling tool so that you can schedule your Support Worker shifts.
- Take care of all your payroll processing, including superannuation and ATO reporting.
- Take out and manage a Workers' Compensation Insurance Policy on your behalf, so that you are protected in the case of an incident.

THE BENEFITS FOR YOU

By choosing the Employ Your Own service, you will enjoy the freedom to live your life your way. You will:

- Be around people who you know and who 'get' you.
- Make your own decisions about who comes into your home.
- Be in control of your care so that it's personalised to you.
- Have direct communication with your Support Workers (no middle person).
- Receive support with administration and paperwork so you can focus on life.

WHAT YOUR FELLOW MEMBERS SAY

Before we discovered this service, we had strangers coming into our home and it felt like a privacy invasion. Then we joined Living My Way and took the management over ourselves and everything changed. I get support handling the paperwork and payroll which helps a lot. Now Gerry chooses his Support Workers and whoever we choose aligns with our values. We have a good system that runs well, and I trust them 100% which is wonderful."

Rose, wife of Member Gerry







2. 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.

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

SERVICES

- Accessing the community
- Transport
- Personal care
- High intensity daily personal activities including:
 - ▶ Complex bowel care
 - ▶ Enteral or tube feeding
 - ▶ Dysphagia management
 - ▶ Urinary catheter management
 - ▶ Diabetes management including subcutaneous injections
 - ▶ Oral medications from dosing aids such as Webster packs

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.

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.

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









4. 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.

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



To contact our Service Planning Team,
please phone 02 8525 4000 or send an email to operations@lmwl.org.au

Thank You

Living My Way has been helping people with disability for over 30 years. 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

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Registered NDIS Provider



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