

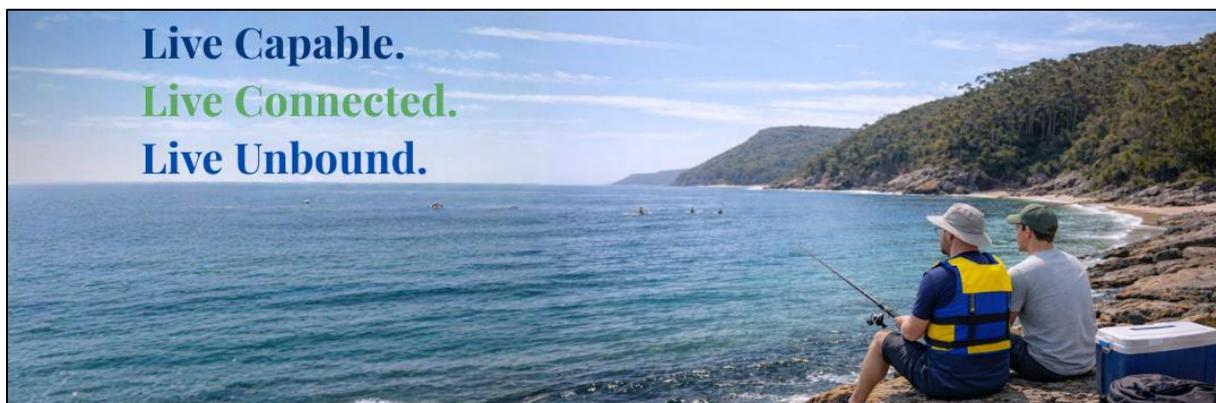


**Life Unbound**  
DISABILITY SUPPORT

# Information and Welcome Pack

NDIS Support services provided by Life Unbound

This document introduces Life Unbound Disability Support and the way we support participants to live capable, connected, and independent lives. Inside, you'll find information about our services, our approach, and how we work alongside participants, families, and support teams to deliver meaningful, person-centred support.



**Live Capable.**  
**Live Connected.**  
**Live Unbound.**

*Live Capable. Live Connected.*  
*Live Unbound*

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## OUR STORY – WHY LIFE UNBOUND EXISTS

Life Unbound Disability Support was created with a clear purpose — to provide supports that genuinely improve people’s lives, not just fill hours.

Through experience working across disability support, it became clear that many services were routine-based, inflexible, and disconnected from what participants actually wanted. Life Unbound was built to be different.

Our focus is on supporting individuals to live meaningful lives — getting outdoors, building confidence, developing real-life skills, and staying connected to their community.

We believe support should feel natural, empowering, and aligned with the person — not structured around a system.

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## WHO WE ARE

Life Unbound Disability Support is a small, independent provider focused on delivering high-quality, consistent, and personalised support.

We intentionally support a limited number of participants to ensure:

- Strong relationships
- Consistent support workers
- Flexible and responsive services
- High-quality care and attention



This allows us to provide a more personal and reliable experience compared to larger providers.



## OUR APPROACH

Our approach is built around the individual.

<i>Focus Area</i>	<i>What This Means</i>
<i>Person-Centred</i>	Supports are designed around the participant, not a system
<i>Independence</i>	We build skills and confidence for long-term outcomes
<i>Real-Life Support</i>	Activities are practical, meaningful, and engaging
<i>Community Connection</i>	Supporting participants to be active and involved
<i>Dignity of Risk</i>	Encouraging independence while managing safety appropriately

## SERVICES WE PROVIDE

Life Unbound Disability Support offers a flexible range of supports tailored to each participant:



### In-Home Support

- Assistance with daily routines
- Personal care (where required)
- Household tasks and organisation
- Building independence within the home



### Community Access

- Shopping, appointments, and errands
- Outdoor activities and recreation
- Developing confidence in community settings

### Social & Community Participation

- Attending events and activities
- Building social connections
- Encouraging engagement in the community

### Capacity Building Supports

- Life skill development
- Confidence building
- Goal-based support

### Transport

- Safe and reliable transport to access supports and activities
- Travel delivered in line with NDIS guidelines





## Short-Term Accommodation (STA) & Respite

- Flexible respite support to provide a break for participants and families
- Support in a safe and comfortable environment
- Opportunities for new experiences, skill development, and independence
- Can include community-based stays, outings, or structured support periods
- STA and respite supports are tailored to individual needs and delivered in line with NDIS guidelines.

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## WHO WE SUPPORT

We work with participants who:

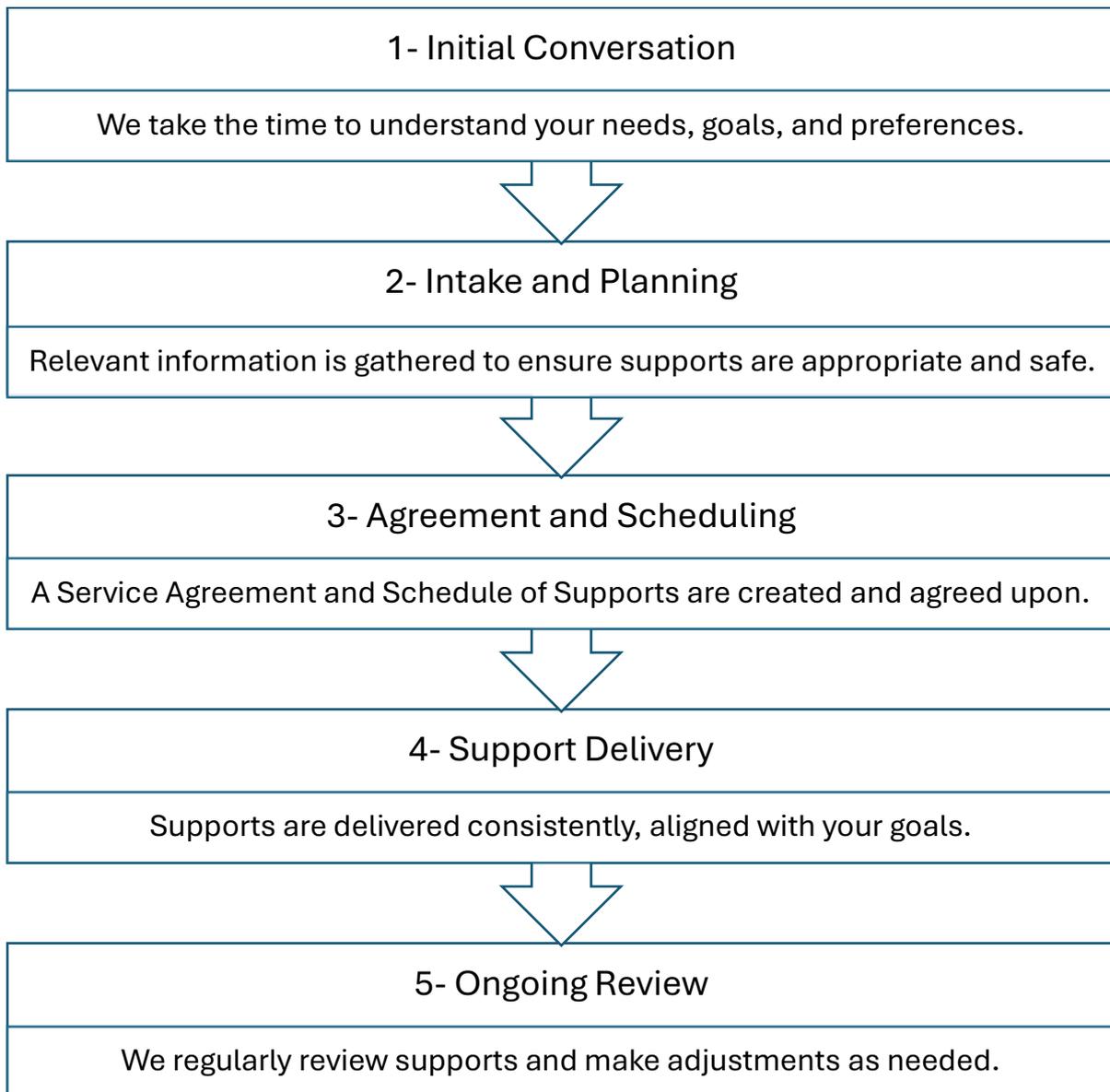


- Are self-managed or plan-managed
- Are looking for flexible and personalised supports
- Want to increase independence and confidence
- Value consistency and strong support relationships
- Are interested in community-based and lifestyle-focused supports



## HOW WE WORK

We keep our process simple, transparent, and participant-focused:





## WHAT MAKES LIFE UNBOUND DIFFERENT

- Small provider with a strong focus on quality over quantity
- Consistent and reliable support workers
- Flexible supports tailored to the individual
- Strong focus on community and real-life experiences
- Genuine relationships with participants and families
- Clear communication and transparency

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## FUNDING & PRICING

Life Unbound Disability Support operates in line with the NDIS Pricing Arrangements and Price Limits.

- Transparent pricing
- No hidden fees
- Travel charged in accordance with NDIS guidelines
- Supports aligned to participant funding categories
- A detailed Schedule of Supports is provided before services commence.





## SERVICE EXPECTATIONS

### Participants Can Expect:

- Professional and respectful support
  - Consistency and reliability
  - Clear communication
  - Supports aligned with goals
  - We Ask That Participants:
  - Communicate openly and respectfully
  - Provide notice for cancellations
  - Share relevant information to ensure safe support
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## SAFETY, RISK & QUALITY

- Life Unbound Disability Support is committed to safe and high-quality service delivery.
  - Services aligned with the NDIS Code of Conduct
  - Risk assessments completed where required
  - Incident management processes in place
  - Workers appropriately screened and trained
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## PRIVACY & CONFIDENTIALITY

### All personal information is:

- Stored securely
- Managed in accordance with privacy legislation
- Used only for the purpose of delivering supports



## FEEDBACK & COMPLAINTS

We encourage feedback at all times.

Feedback is welcomed and valued

Complaints are handled fairly and promptly

Participants may also contact the NDIS Commission if required

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## WORKING WITH FAMILIES & SUPPORT TEAMS

We work collaboratively with:

Families and carers

Support coordinators

Allied health professionals

Our approach is open, respectful, and focused on achieving the best outcomes.

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## SERVICE AREAS

Life Unbound Disability Support currently operates across:

Illawarra

Shoalhaven

Sutherland Shire

Surrounding regions





## CONTACT DETAILS

Life Unbound Disability Support

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