

A summary of Life Without Barriers' Annual Report 2023-2024



How to use this book

This book is by Life Without Barriers.

It is in Easy English.

We use pictures to help people know what it is about.

Some words are in **blue** and we will tell you what the words mean on page .



What is this book about?

This book tells you what Life Without Barriers did from July 2023 to June 2024 to help people.



What is in this book?

- A message from our **Chair** and **Chief** Executive – page 4
- Who we helped – page 5
- How we helped people with disability and **mental health conditions** – page 6
- How we helped children, young people, and families – page 10
- How we helped people who have alcohol and other drug sickness – page 14
- How we helped people who are **refugees** – page 15
- How we helped people who are old – page 16

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- Supporting people to live a better and happier life – page 17
- What we are doing now to make the future better for people who need help – page 20
- Our Reconciliation Action Plan – page 21
- The blue words in this book – page 25

A message from our Chair and Chief Executive



The **Chair** of our **Board** is Greg Ridder.



The **Chief Executive** is Claire Robbs.



Greg and Claire said we listened to people to help people the way they want, and we worked together to make things better.

Who did we help?



21,203

Life Without Barriers helped 21,203 people to be happy and healthy and safe.



We helped many children to keep going to school.



We worked with many **Aboriginal and Torres Strait Islander Controlled Organisations (ACCOs)** to help **Aboriginal and Torres Strait Islander** children.

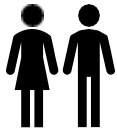
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How we helped people with disability and mental health conditions



5133

We helped over 5133 people with disability and 1619 people with mental health conditions.



1619

We listened to what people we support and their loved ones told us so we could give them better help.

Here are some examples:

This is Daniel.



- Daniel likes to do many things in the community and at home.
- We help Daniel at home so he can live how he likes.

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This is Dennis.



- Dennis says it is important that people with disability make decisions about their own lives.
- Dennis speaks up for himself and other people with disability by attending the Having A Say conference and the “Speak Up for Yourself” (SUFY) meetings with our support.



We listen to the group of family and supporters of people who use our services to help us improve our services and communication.

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This is Louisa.



- Louisa wanted to change her day services.
- We helped Louisa to find a new service and to talk to her mum about why she wanted a change.

This is Radi



- Radi says other people believe things that are not true about people with mental health conditions.
- Radi loves art and her support worker helped her take part in an exhibition.



Support worker Emmeline shares her own experiences with mental health to help Anne and other people she supports.

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We help people with disability understand their **Rights** and how to use their Rights.

This is Jarrod



- Many people with disabilities want a home where they feel happy and safe.
- Jarrod is getting a new house made just for him.



We had special talks to teach staff how to be respectful and help people with disabilities with love and **intimate** relationships.

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We asked people we support questions about the disability services they receive from us.



- Many people said they are treated with respect and their ideas, interests and feelings are valued.



- Almost everyone said they feel safe and protected from **exploitation**.



- Many people said they get to make their own decisions about what to do in their life.



5966

How we helped children, young people and families

We helped **5966** children and young people.

This is Tara



- Tara and other young people in the Youth Advisory Group help us decide how we care for kids and make services better.
- They told us how to use technology to make **kids in care** feel safer, connected, and respected.

This is Julie, Stephen and Jacob.



- Regular **carers** looking after Julie, Stephen, and Jacob made them feel safe and good until they could live with their mum again.

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Our National Carer Advisory Group make our services better by sharing ideas and working together to support kids, families, and carers.



This is carer Julie.

Julie says foster parents and children in her MOCKINGBIRD FAMILY® group are like a big family and they have helped her a lot.



We worked with Lola, Casey, and Belinda and their families so that the children could live at home with their families again.

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Carers told us in a **Survey** how we can give them more support, like helping them find out about more services they need.

This is John's artwork



- Painting makes John feel calm.
- Art keeps John connected to his Aboriginal culture and his family.



Monique said our MST-CAN program supported her to continue giving her children a safe home, so they can all keep living together.

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We made 6 videos to help young people learn about how to be safe when it comes to sex and relationships.

How we helped people who have alcohol and drug sickness



We help people who have alcohol and drug sickness to get better.

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How we helped people who are refugees



We helped 1147 refugees find new homes and new jobs, have good health and feel better.

This is Selam and her daughter Liya.



- Selam got a new house, a Medicare card, and support to put Liya in daycare with the help of Life Without Barriers support staff.



We helped Palestinian refugees in Sydney with job programs, workshops, and support so they feel safe and have friends.

How we helped older people



7 175

We helped 7175 older people to live in their own homes instead of a special home for older people.

We helped Ernest.

- Ernest is an Aboriginal man who didn't want support at home until he met Aboriginal support worker Peter.
- Ernest knew Peter when Peter was a boy.
- Now, Ernest feels much better and looks forward to Peter's visits every day.



Our emergency plans keep people safe in emergencies and this year we helped keep 600 older people safe during Cyclone Jasper.

Helping people have a better and happier life

We want people with disability to be treated fairly, and we are improving how we do things.



Our 2022-2025 **Access Inclusion and Employment Plan** (AIEP) helps us make Life Without Barriers a good place for people with disability to work and to help us employ more people with disability.

- This year we hired 100 new employees with a disability



We listened to people who have real-life experiences of using services and we worked with them to make our services to make them better.

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We joined people with disability and **advocated** for the right of people with disability to be heard fairly in the **media**.



Life Without Barriers and Enliven Housing worked with people to help them choose their own support, build friendships, and have a say in decisions.



We worked together with other organisations to help more people with disabilities get jobs.

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We worked with young people with disabilities to help them find work.



- Bradley found work at an Alpaca farm.
- Nick works part-time at a recycling centre and achieved a Work Health and Safety certificate.
- Jake works part-time so he earns money while he studies to become a graphic designer.



We worked with mums and dads who cannot live with their children, to find more ways to help children and families to be happy.

What we are doing now to make the future better for the people we help



Our Education Team worked with many people to make sure children and young people in care enjoyed learning and being at school.



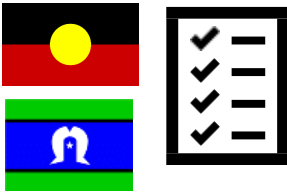
We did special activities to make reading fun!

We helped Liam



- Liam's old school was too noisy and crowded, so we helped Liam switch to a smaller, quieter school.
- Now, Liam is happy, goes to school every day, and he even became a school captain.

Our **Reconciliation** Action Plan (RAP)



Our RAP shows us things we can do to treat **Aboriginal and Torres Strait Islander Peoples** fairly.



A group of Life Without Barriers Aboriginal and Torres Strait Islander leaders help us make decisions about Aboriginal and Torres Strait Islander matters at work.



Our staff do cultural training to help make Life Without Barriers a good place for Aboriginal and Torres Strait Islander people to work in.



SNAICC is an Aboriginal and Torres Strait Islander organisation.

We work closely with SNAICC and other groups to learn together and make things better for Aboriginal and Torres Strait Islander people.

Other people we worked with



The **Allies for Children** is a group of people that try to make sure children and young people are safe when they are in care.



The **Possibility Partnership** is a group of support providers, businesses and government workers that work together to make life better for people who receive support services.



Life Without Barriers and SNAICC **advocated** for a National Aboriginal and Torres Strait Islander Children's Commissioner who can **investigate** and advise the Government about Aboriginal and Torres Strait Islander children matters.



We made a plan about how Life Without Barriers can stop providing support services to Aboriginal and Torres Strait Islander children.

We are working with **ACCOS** so that they can take over providing services to Aboriginal and Torres Strait Islander children that Life Without Barriers is looking after.

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This is Hudson



- Hudson wants to live with his Aboriginal family and on **Country**.
- Life Without Barriers helped Hudson speak to the Department about why it is good for Hudson to live with his family.



Our South Australian team is working together with local Aboriginal organisations to make a plan so that Aboriginal children can return to their communities.



We celebrated culture with events like NAIDOC Week and National Reconciliation Week, where people joined in marches, breakfasts, community events, cultural walks, and storytelling.

New words in this book

<p>Chair</p>	<p>The boss of all the Board members.</p>
<p>Board</p>	<p>A group of people who make sure Life Without Barriers is doing a good job.</p>
<p>Chief Executive</p>	<p>The boss of all the people who work at Life Without Barriers.</p>
<p>Mental health conditions</p>	<p>When painful feelings - like sadness, worry, and fear - get very strong and last for a long time.</p>
<p>Refugees</p>	<p>People who left their country because they were in danger and wanted to find new homes in Australia.</p>
<p>Aboriginal and Torres Strait Islander Peoples</p>	<p>The first people to ever live in Australia. Many Aboriginal and Torres Strait Islander Peoples care deeply about the land, water and animals in Australia.</p>

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<p>Aboriginal and Torres Strait Islander Controlled Organisations (ACCOs)</p>	<p>These are organisations run by Aboriginal and Torres Strait Islander people.</p>
<p>Rights</p>	<p>A Right is something a person has that people think should not be taken away. It is what everyone is allowed to do or have. Rights are important because they make sure everyone is treated fairly.</p>
<p>Intimate</p>	<p>Intimate means being very close to someone in a special, private way. It can involve hugging, kissing, and touching.</p>
<p>Exploitation</p>	<p>Exploitation is when someone takes advantage of another person in a way that's not fair. They use you to get what they want without being fair to you.</p>
<p>In Care</p>	<p>Children who do not live with their mums and dads are looked after by a carer.</p>

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<p>Carer</p>	<p>When a child can't be looked after by their parents, they are looked after by someone else. This person is called a carer.</p>
<p>Survey</p>	<p>A survey is a set of questions asked to people to learn what they think or feel about something. It helps gather information.</p>
<p>Access Inclusion and Employment Plan</p>	<p>Inclusion at work means everyone feels welcome and important, no matter who they are or what they can do. Accessibility means making sure everyone can do their job easily, like having ramps or special tools. An Access and Inclusion Plan says all the things Life Without Barriers will do to make work inclusive and accessible for people with disability, create job opportunities and remove barriers so people with disability can find and keep good jobs.</p>
<p>Advocate</p>	<p>Speaking up for something or someone to try to get other people to join your side.</p>

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<p>Media</p>	<p>TV, radio, newspapers, and magazines are all different types of media.</p>
<p>Reconciliation</p>	<p>Reconciliation means listening and learning about Aboriginal and Torres Strait Islander Peoples and making sure we help them in the right way.</p>
<p>Investigate</p>	<p>To look closely at something and find out more about it.</p>
<p>Country</p>	<p>For Aboriginal and Torres Strait Islander people, Country is very special. It is like a big family that includes the land, water, animals, plants, and sky. Country is where Aboriginal and Torres Strait Islander people feel they belong and it helps them know who they are.</p>

This Easy English book was made by Life Without Barriers. We use Easy English and accessible information so that people know all the different ways we can support them

