



# Disability Living Solutions – Client Guide

## Welcome

At Disability Living Solutions (DLS), we're dedicated to providing comprehensive support services tailored to the unique needs of individuals with physical, intellectual, and mental health disabilities. Our person-centered approach ensures each client receives tailored support that fosters independence, dignity, and meaningful engagement in the community.

## Our Vision

**"Empowering every ability. Supporting every journey."**

We envision a world where every person, regardless of ability, can live a fulfilling, independent life with access to high-quality, person-centered support and full inclusion in their community.

## Our Mission

Our mission is to empower people with disabilities to live independently and thrive. We provide compassionate, person-centered support that promotes dignity, choice, and inclusion. Through innovation, advocacy, and strong community partnerships, we create opportunities for every individual to grow, participate, and reach their full potential.

## Our Values

**PersonaFirst:** Embracing a Person-Centered Approach

**Uniquify:** Prioritizing Unique Needs, Preferences, and Goals

**SelfGrowth:** Fostering Independence, Dignity, and Self-Determination

**HeartSync:** Promoting Choice, Control, and Autonomy with Heart

**GuidedCare:** Offering Guidance in Service Delivery

**MeaningLife:** Supporting Fulfilling and Meaningful Lives

## Our Services

**Behaviour Support:** Positive, person-centered strategies to understand and reduce challenging behaviours

**High-Intensity Daily Personal Activities:** Specialist daily care for participants with complex health needs

**Assist – Life Stage & Transition:** Support for smooth transitions

**Assist – Personal Activities:** Personalised support with daily tasks

**Support Coordination:** Helping you navigate the NDIS and access services

**Community Nursing Care:** Expert nursing support for complex medical needs

**Assist – Travel & Transport:** Reliable transport for individuals with disabilities

**Innovative Community Participation:** Engaging community programs

**Daily Tasks & Shared Living Support:** Support for everyday tasks and shared living

**Life Skills Development:** Programs to enhance independence

**Household Support:** Assistance with household tasks

**Community Participation Support:** Encouraging social inclusion

**Group & Centre Activities:** Promoting social interaction

## Accessing Services

Explore services on our Information page. Contact us directly to discuss your needs and available supports. If you have an NDIS plan, we help you understand your options and access the appropriate care.

## Behaviour Support

Our Behaviour Support focuses on positive strategies to enhance independence, safety, and overall well-being, tailored to each individual's needs.

## Feedback & Concerns

Clients and families are encouraged to provide feedback or raise concerns via phone, email, or the Contact Us page. All feedback is taken seriously to continually improve our services.

## Contact Us

Phone: 0424216843

Email: [info@disabilityliv.com](mailto:info@disabilityliv.com)

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NDIS Provider Number: 4-JJXG7C4

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