



Finding the right support for your family

Information for Clients Receiving Support Services

At Life Is For Living Mentoring (LIFLM), we are deeply committed to creating a safe and respectful environment for all. We stand firmly against abuse in any form and have thoughtful systems in place to protect and support every individual in our care.

Our Approach to Support

Each client who joins LIFLM is supported by a dedicated team leader and a small group of carefully selected support staff. You'll have a say in who supports you, and our teams work together to help you reach your goals with confidence and autonomy.

This team-based model not only improves continuity of care, but also helps maintain high-quality, consistent support while preventing staff burnout. Education and awareness are key parts of ensuring that both clients and staff feel informed, respected, and safe.

Helpful Tips for Working With Support Staff in Your Home

- Please keep all personal details (e.g. tax file number, Centrelink information, bank details) secure. Support staff do not need access to these items.
- Secure any valuables in your home. While we thoroughly screen our staff, trust is built over time.
- Remember that your support team are professionals here to assist you. While kindness and friendly conversation are encouraged, boundaries help ensure quality care.
- Staff should not be distracted by mobile phones or disengaged during support hours.
- Your support team is here to help you live life on your terms. They're available to advocate with you when needed.
- Staff should not request more shifts or changes that don't suit your needs. Your support plan is built around what works best for you.
- Staff cannot take on legal roles in your life (e.g. power of attorney) as this can compromise safety and professional boundaries.
- You should never be asked for money or extra items outside of your regular invoiced services.
- You have the right to feel safe and respected at all times.
- All concerns or questions should be addressed with care and in a timely manner by our team.

Communication and Planning

To support positive communication and mutual understanding:

- Clients are encouraged to use a shift notebook, where you can write down tasks you'd like to focus on during each shift.
- This book is completed together with your support worker, and signed off each shift for clarity and transparency.

A Culture of Safety and Respect

LIFLM has a whistle-blower policy in place to protect anyone-client or staff-who raises concerns about unsafe or inappropriate behaviour. We are always here to listen, support, and take action when needed.

A Shared Responsibility

As a client, you also play a valuable role in creating a safe and respectful space for everyone.

- Please ensure your home is a safe working environment, free from harm or abuse.

We're in this together and your wellbeing is always our top priority.

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