

Lift & Live Support

NDIS frequently asked questions

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NDIS basics

What is the NDIS?

An Australian Government scheme that funds eligible people with a permanent, significant disability to live independently and achieve their goals.

Who is eligible?

You must be under 65, an Australian citizen or eligible visa holder, with a permanent disability that significantly affects daily life.

Does it replace other government supports?

No. The NDIS funds disability-specific supports only. Health, education, and transport services are still accessed separately.

Can children access the NDIS?

Yes. Children under 9 can access support through the Early Childhood Approach, connecting families to early intervention services.

Is NDIS funding means-tested?

No. Funding is not means-tested and does not affect payments like the Disability Support Pension or Carers Allowance.

Our services

What supports do you offer?

Daily personal activities, community participation, social and recreational support, transport, life skills, and support coordination.

Are you a registered provider?

Yes. Lift & Live Support Pty Ltd is a fully registered NDIS provider based in St Clair, Sydney NSW.

What areas do you service?

We support participants across Greater Western Sydney and surrounding areas, based in St Clair NSW.

Can self-managed participants join?

Yes. We welcome self-managed, plan-managed, and NDIA-managed participants.

Do you offer culturally sensitive support?

Yes. We provide person-centred support that respects individual backgrounds, values, and communication preferences.

How do I get started?

Three simple steps to get the right supports in place and begin your journey with Lift & Live.

Step 1

Contact us

Reach out via phone or email to discuss your needs and how our services align with your NDIS plan.

Step 2

Initial assessment

We meet with you and your support network to understand your goals and what supports will make the most difference.

Step 3

Service agreement

We finalise a Service Agreement covering services, pricing, and scheduling - then we get started.

Managing your plan

What is a Service Agreement?

A document outlining the supports Lift & Live will deliver, how they are priced, and the terms of our arrangement. You stay in control.

How does Lift & Live claim my funding?

We claim via the NDIA portal, invoice your plan manager, or bill you directly if you are self-managed.

Can I change or cancel services?

Yes. You can adjust or end services at any time with reasonable notice to allow a smooth transition.

What if my needs change?

We review your support regularly and work with you to adjust your service plan if goals or circumstances change.

What if I'm unhappy with a service?

Raise concerns directly with us, or contact the NDIS Quality and Safeguards Commission on 1800 035 544.

Contact us

Still have questions? Let's talk.

Our team is ready to help you navigate the NDIS
and find the right support.



Contact

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Online

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