



melba
support services

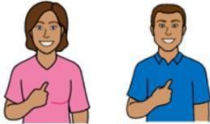
Read Me

**I'm Your Easy English
Melba Handbook**

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Melba's Vision, Values and Purpose



We want you to be your own person.

We want your rights to always be respected. This is our **vision**.

Vision : What we want to see in the future

We care about:



- Human Rights
- Passion
- Creativity
- Flexibility
- Fun

These are our **values**.



Values: what we see as important in life

We open up a world of opportunities for you to live a fabulous life.

This is our **purpose**.

Purpose: Why we provide support to people

The Melba Way

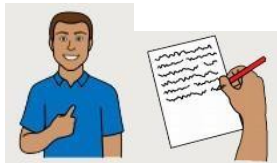


Melba supports you to live the life you want.
The Melba Way is how we do this.



We always listen to what you want.

We help you to achieve your goals
and dreams.



We keep you safe.



Your supports are made just for you.

We will make changes to your
supports when you need it.



We will work with you, and the
people who are important to you.

Melba's Services

Here are some of our services.



- **Community Activities** – we can support you to get out and about and do the things you like to do.



- **Recreation and Leisure** – we can support you to have your dream holiday in a way that suits your needs.



- **Individualised Support** – we can provide one-to-one supports any day, anywhere, any time.



- **Supported Independent Living** – we can support you with everyday tasks at home.



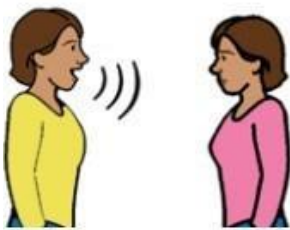
- **Short Term Accommodation** – we can support you to have short overnight stays away from home at one of our Short Term Accommodation homes. This is commonly known as Respite.



- **Support Coordination** – we help you to put your NDIS Plan into action.



- **Positive Behaviour Support** – we can support you to be safe, have your needs met and to get the right support so that you can live your best life and achieve your goals.



If you would like to change your Melba supports or services, you can talk to a Melba Support Worker or Melba Manager or call the Melba office on 1300 696 352.

Your Personal Information Privacy and Confidentiality



Privacy means that information about you is kept safe and private.

How we protect your privacy



We work to keep your information safe and private.

We follow rules to keep your information safe.



If we think that your information has not been kept private, we will tell you and find out what happened.

What information we take

Information helps us support you.

Information we might collect:



- your name
- your address
- your date of birth
- what supports you need
- about your health
- how you want to be supported



We will add more information to your file while you use our service.



Who can see my information?

Only the people at Melba and the people we work with to help you who need to see your information will be able to.



If someone else needs to see your information, we will talk to you first.

If you agree, we will only share what the other person needs to know.



If you are hurt, sick or are involved in an incident, we might need to tell people helping you without checking first.

I want to see my information



You can ask to see your information.



You can call Melba to see your information.



If there is information you think is wrong, you can ask Melba to change it.

I am not happy or have a question about my privacy



If you have a question or complaint you can talk to:

- Your Melba support workers
- Your Melba Manager
- General Manager of Outcomes
- Chief Outcomes Officer



If you are unhappy with what we do with your information, you can call:

- Victorian Privacy Commissioner on **1300 666 444**
- Office of the Australian Privacy Commissioner on **1300 363 992**
- NDIS Commissioner on **1800 035 544**

Keeping You Safe

Zero Tolerance Policy

You should always feel safe when receiving supports from Melba.



Melba Support Services does **not** allow anyone to hurt the people we support. This is called **zero tolerance**.

We have **zero tolerance** for these things:



- **abuse** – if someone is treating you badly. They might hurt your body or your feelings.



- **neglect** – if someone is not helping you the way they are supposed to help you



- **exploitation** – if someone takes advantage of you
- **violence** - if someone is hurting you physically (like hitting, punching or slapping you).



It is our responsibility to protect you and keep you safe when you receive services from Melba.

If you do not feel safe, tell your Melba staff or someone else you trust immediately.



If you tell us something has happened, we will believe you and make sure you are safe!

We will listen to what has happened and do something about it.



If you are unhappy about something that has happened, or you do not feel safe, you can talk to:

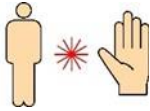
- your Melba support workers or
- any Melba staff member



You can also call the Melba office on
1300 696 352.

If you do not feel comfortable telling Melba, you can tell someone else that you trust

like:



- Your family
- A friend
- Your advocate
- Another service provider.

You can also get help by calling the:

- National Disability Abuse and Neglect Hotline on **1800 880 052**, or
- NDIS Quality and Safeguards Commission on **1800 035 544**



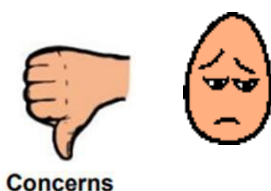
NDIS Quality
and Safeguards
Commission

Feedback, Compliments and Complaints



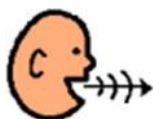
You have the right to give feedback or complain about our services.

Unhappy with something?



It is ok to complain if you are unhappy about:

- where you work
- where you live
- your support workers
- services you get
- your house mates
- your work mates
- anything else about Melba's services

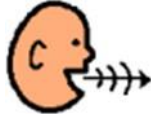


You can give feedback or make a complaint in different ways:

- You can tell any Melba staff member
- You can write a complaint or use a complaint form

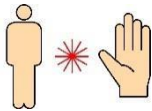


- You can draw a picture of what went wrong.

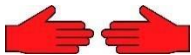


Correspondence

You can use any type of communication that suits you to make a complaint.

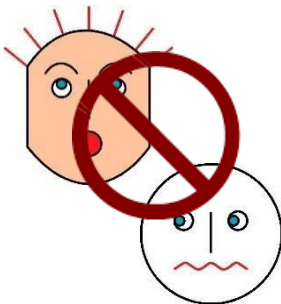


You can have someone you trust help you to make a complaint. This means that a family member, friend or advocate can make a complaint with or for you.



We will keep your complaint private.

Only people who try to fix the problem will be told about your complaint.



You will not be in trouble for complaining.

We will not make you feel bad for saying something is wrong with the Melba service you use.



We will be honest and fair.

We will try fix the problem quickly.



We will tell you what we did to fix your complaint.



When things go wrong, we can learn from our mistakes and make our services better for everyone.



We will work hard to make our services better.



This is who you can contact if you have a complaint:

- your support person OR
- your advocate
- Melba support workers
- Melba Managers
- the General Manager of Outcomes



You can also speak to:



- Melissa Webster
(Chief – Home, Living and Community Services)



- Hayley Dean
(Chief Executive Officer)

You can also call the Melba office on **1300 696 352**.



You can also call a Government service if you prefer or if you think we have not done enough to fix your complaint.

If you have NDIS funding, you can call:



**NDIS Quality
and Safeguards
Commission**

- NDIS Commission on **1800 033 544**

If you have DFFH or TAC funding, you can call:

- The Disability Services Commissioner on **1800 677 342**

Your Service Agreement



Your **Service Agreement** is a document between:

- You and
- Melba Support Services

It tells you:



- the supports Melba has agreed to give you
- the types of funding you can use to pay for these supports
- how much your support will cost
- When and how you will be supported
- Your rights and responsibilities and Melba's rights and responsibilities

Melba will explain your service agreement to you.



You can also ask someone you trust to help you understand your Service Agreement.

If you have any questions about your service agreement with Melba, you can call the Melba Office on **1300 696 352**.

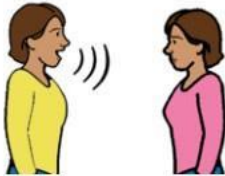
Advocacy

The Role of Families and Friends



Your family and friends play an important role.

They make you feel safe and secure.



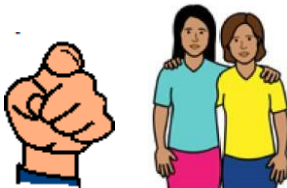
They know you very well.

We like to talk to them about what you like.



Knowing you better means we can:

- provide you with the best support and
- help you live the life you want.



We like to talk to

- you and
- your family
- or your friends.

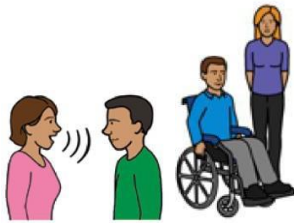
We will always respect who you want us to talk to.

We think about decisions very carefully.



We will support you to keep meeting with family and friends who you would like to see and talk to.

How to contact an independent advocate



You can also have an independent **advocate** at any time you want one.

An **advocate** is a person you can trust and who speaks up for you and to your supports.

If you want an advocate, ask your support worker to help you find one.

Or you can talk to



Disability Advocacy Resource Unit

Phone: **(03) 9639 5807**

Website: www.daru.org.au/organisation-type/individual-advocacy



VALID

Phone: **(03) 9416 4003**

Website: www.valid.org.au



Office of the Public Advocate

Phone: **1300 309 337**

website: www.publicadvocate.vic.gov.au



Your Rights and Responsibilities



Your Rights

- Melba will help you to feel and be safe
- Melba values your privacy
- Melba will support you to have friends and intimate relationships
- Melba supports you to be you. This includes your right to express your **sexuality**

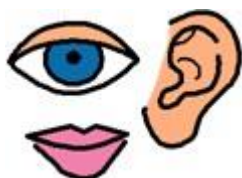
Sexuality is how you feel about yourself and your body, how you think, and how you feel about others.



Your Support

- Melba will treat you with respect
- Melba will support you to make choices
- Melba will be a positive and safe place
- Melba will support you to do what you choose

Melba will support you to be involved in your community



Communication

- Melba will listen to you
- Melba will support you to communicate with other people
- Melba will support you to make a complaint



Participation

- Melba will explain things clearly
- Melba will give you information in a way that you understand
- Melba will get an **interpreter** to help you understand the information we give.

An **interpreter** is a person who will change information into another language

- Melba values you
- Melba will support you to ask questions
- Melba will support you to make your own choices and decisions
- Melba will let you know if there are going to be changes to the support provided to you
- Melba will talk with you if your support cannot be provided anymore



Your Responsibilities

- Treat other people with respect
- Help keep Melba a safe place
- Tell Melba about your support needs
- Tell Melba if your support needs change
- Tell Melba who your support coordinator or plan nominee is
- Give Melba permission to share your information when the law tells us we have to
- Tell Melba if you want to change or stop your Melba services
- Tell Melba if your funding to pay for services changes or stops
- Ask Melba questions if you are unsure

Service Access and Exit

- If you want extra support by Melba you can call the Melba Office on 1300 696 352.
- If you want to change your support with Melba you can call the Melba office on 1300 696 352
- It is okay to change your mind and not want to be supported by Melba anymore
- You need tell Melba if you do not want to be supported by Melba anymore.
- You can call the Melba office on 1300 696 352
- Melba may stop providing support if you do not have funding anymore

- Melba may stop providing support if the service you access stops
- Melba will talk to you about any changes
- Melba will help you move to another service

Keeping Children and Young People Safe



We create safe environments for all children and young people.

Everyone working at Melba is responsible for:



- protecting children and young people who use our services
- reporting information about suspected abuse, neglect and/or violence against any child or young person



- making sure children and young people feel safe to be themselves and say what they want and need.



We have no tolerance for child abuse in any form. We create 'child safe' places by:



- respecting the rights of children and young people at all times
- doing checks on all staff
- giving training to staff



- helping anyone to tell someone when they see something that is harmful to a child or young person.

