



**melba**  
support services

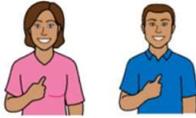
**Read Me**

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

# Contents

Melba’s Vision, Values and Purpose.....	2
The Melba Way .....	3
Your Personal Information - Privacy and Confidentiality.....	6
Keeping You Safe - Zero Tolerance Policy .....	9
Feedback, Compliments and Complaints .....	12
Your Service Agreement .....	14
Advocacy.....	15
Your Rights and Responsibilities .....	17
Keeping Children and Young People Safe.....	19

# 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**.

We care about:



- Human Rights
- Passion
- Creativity
- Flexibility
- Fun

These are our **values**.



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

This is our **purpose**.

## The Melba Way

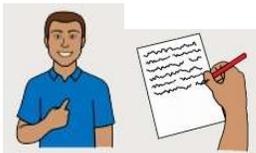


Melba supports you to live the life you want.  
The Melba Way is how we do this.



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 support you to get out and about and do the things you like to do.

In the NDIS, these are called Access the Community, Social and Recreational Activities, or Core Support.



- **Supported Trips and Holidays** – we support you to have your dream holiday in a way that suits your needs.

In the NDIS, these are called Social and Community Participation, or Core Support.



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

In the NDIS, this is called Assistance with Self-Care and/or Daily Life, or Core Support.



- **Independent Living** – we can support you to live in your own home.

In the NDIS, this is called Core Support or Supported Independent Living (SIL).



- **Short Term Accommodation & Assistance** – for short overnight stays away from home.

In the NDIS, this is called Core Support. It is commonly known as Respite.



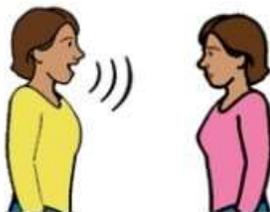
- **Support Coordination** – we help you to put your NDIS Plan into action.

In the NDIS, this is called Capacity Building.



- **Positive Behaviour Support** – supporting you to realise your life, your goals and your wellbeing.

In the NDIS, this is called Capacity Building



If you would like to change your Melba supports or services, talk to a Melba Support Worker or Melba Manager.

# 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.

# Your Personal Information Privacy and Confidentiality



## Who can see my information?

Only the people at Melba 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 for Melba to change it.

# Your Personal Information Privacy and Confidentiality



## 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 Commission  
**1800 035 544**

# Keeping You Safe

## Zero Tolerance Policy



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



- 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.

# Keeping You Safe

## Zero Tolerance Policy



We make sure everyone knows their rights.  
Some of the rights you have are:



- to be safe and feel safe
- to be treated with respect



- to have your information kept private
- to choose what you want to do



- to go out and about in the community when you want to
- to have private time when you want it



- to be listened to



- to say what you want
- to have and use your own money.

# Keeping You Safe Zero Tolerance Policy



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.

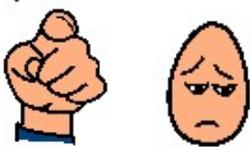


If you are unhappy about something that has happened, you can talk to:

- your Melba support workers or
- your Melba Manager or
- your General Manager of Outcomes or
- the Chief Outcomes Officer.

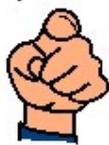
# Feedback, Compliments and Complaints

**Unhappy with something? Follow these steps.**



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 go to:**

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

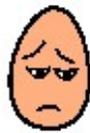
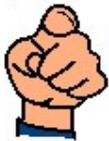


# Feedback, Compliments and Complaints

You can also go to:



- Hayley Dean  
(Chief Executive Officer)



If you are still unhappy, you can phone the



**NDIS Quality  
and Safeguards  
Commission**

**NDIS Commission  
1800 033 544**

# 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 may use from the NDIS 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

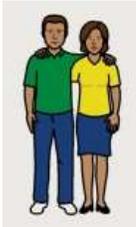


- You can ask someone you trust to help you understand your Service Agreement



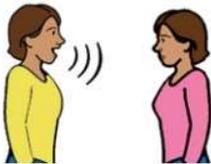
# Advocacy

## The Role of Families and Advocates



Your family, friends or advocate play an important role. An advocate is someone you can trust.

They make you feel safe and secure.



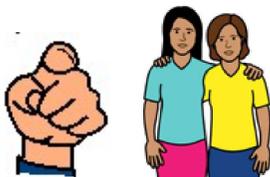
They know you very well.

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 an advocate.

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

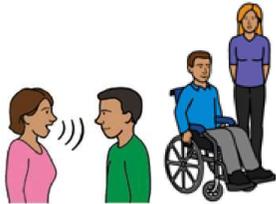
We think about decisions very carefully.



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

# Advocacy

## How to contact an advocate



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

If you want an advocate, ask your support worker.

Or you can talk to



### **Disability Advocacy Resource Unit**

Phone: **(03) 9639 5807**



Website: [www.daru.org.au/organisation-type/individual-advocacy](http://www.daru.org.au/organisation-type/individual-advocacy)



### **VALID**

Phone: **(03) 9416 4003**



Website: [www.valid.org.au](http://www.valid.org.au)



### **Office of the Public Advocate**

Phone: **1300 309 337**



website: [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

# Your Rights and Responsibilities



## Your Rights

- Melba will help keep you safe
- Melba values your privacy
- Melba supports you to be you



## 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 the community



## Communication

- Melba will listen to you
- Melba will support you to give feedback
- Melba will support you to communicate with other people

# Your Rights and Responsibilities



## Participation

- Melba will explain things clearly
- Melba values you
- Melba will support you to ask questions
- Melba will support you to make your own choices and decisions



## Your Responsibilities

- Treat other people with respect
- Tell Melba if your support needs change
- Ask Melba questions if you are unsure
- Help keep Melba a safe place

# 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 are free to express themselves in a safe place.



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



- promoting and protecting the rights of children and young people at all times
- having zero tolerance to abuse, neglect and/or violence
- safety screening new and current staff
- providing the right training to staff
- supporting anyone to report information about any suspect behaviour that is harmful to a child or young person.

