

Residents and families



Easy English



Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about



- find more information.



I am the CEO of Melba Support Services.

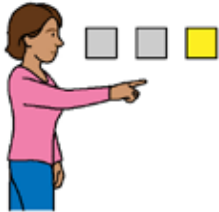


Welcome to our service.



We will

- listen to you and your family



- help you make choices



- help you reach your goals



- keep you safe



- give you the best service.

About this book

This book is about our service and how we can help you.

About us

We have lots of services.

For example

- supported independent living
 - help to live at home



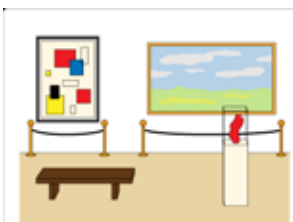
- day services
 - activities in the community



- respite
 - stay with other people and get help from support workers for a short time.



- arts programs.

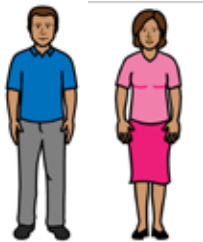




We will give you the best **accommodation** and respite services.

Accommodation means where you live.

Our promise



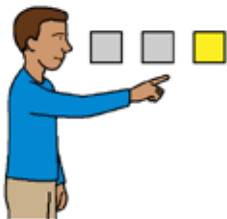
We will

- put you first



- respect you

- keep you safe



- uphold your choice and control



- find new ways to make our services better.



We will help you

- connect with family and friends



- be part of the community



- learn new skills.

Our services

Our staff are trained to treat people with disability



- with respect



- as equals.



We will also keep you safe.



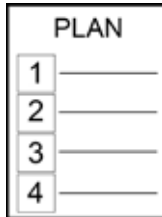
Before we make changes to our services we listen to you and your family.

How we meet your needs



We will meet you to learn about your needs.

You will meet our team.



We will make a support plan to meet your needs.



Someone you know and trust can come to the meeting to help you.



You and your family can ask questions and tell us your ideas at any time.



You and your family can help us to make **decisions** or choices.

You can contact us



Email: MyMelba@melbasupport.com.au



Call: 1300 MYMELBA



Website: melbasupport.com.au

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Scope's Communication and Inclusion Resource Centre

wrote the Easy English in August, 2018. www.scopeaust.org.au

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