

Melba Support Services

New provider factsheet for residents and families

This factsheet has been written by Melba Support Services and provides information about how they will work with you on the transfer of services.

Welcome from CEO



Welcome to Melba Support Services. I look forward to meeting personally as many people as possible, to listen to your ideas and experiences. I am committed to the safety of people we support and to rights-based outcomes more broadly. By genuinely listening to people with disability – and their families – we can deliver services that support everyone to reach their true potential. Please feel free to get in touch any time.

Who we are: our experience and expertise in disability services

Melba's first accommodation service was established in 1972 in Mt Evelyn. We continue to provide disability accommodation services (or as we call it 'Community Living' or SIL) that deliver great outcomes but also offer individualised supports, innovative day services, respite care, creative arts programs, social enterprises and more. Our services have grown substantially throughout Melbourne, including the Mornington Peninsula, and more recently in regional Victoria following our merger with Karden Disability Support Foundation (Ballarat).

Melba is accredited – at 'distinction' level – by the Council on Quality and Leadership (USA) under its Person-centred Excellence accreditation framework and the Victorian DHHS Standards. Our constitution includes two Board places for people with a disability

or family members. We believe in drawing on "lived" experience, for example our support of the group ARROW – Advocacy Rights Representation Outcomes Worth. The group is comprised of people we support. Its success in advancing advocacy and inclusion was recognised at the 2016 State Disability awards.

Why we want to deliver accommodation and respite services in Victoria

We believe that accessing excellent accommodation and respite services is a fundamental right for Victorians with disabilities. We believe these services are fundamentally important to individuals' quality of life and provide essential support for families. We want to continue our proud history providing these services.

Individuals currently receiving DHHS services and their families will find our approach to service delivery familiar: a focus on outcomes, and recognition of the need for family and community support, underpinned by a stable workforce. Our transfer management team has extensive experience in direct service support so understands fully the needs of people we support.

Our values and vision

Individuals with a disability leading everyday lives

We achieve this by:

- respecting and safeguarding the human rights of all people including their right to be

safe, well and free from abuse and neglect

- valuing and respecting individuals who access our services
- developing skills of individuals and/or networks to advocate for themselves
- supporting individuals to develop and/or maintain family, friends and intimate relationships
- encouraging individuals to pursue a broad range of social, educational, vocational and recreational opportunities that bring meaning and value to their lives
- supporting individuals to be accepted as valued and contributing community members
- listening to and focusing on each individual and the choices they make
- improving the quality of our services in line with ongoing feedback from the individuals who use our services and externally recognised benchmarks
- working in partnership with local communities.

Our approach to delivering services

We are a rights-based organisation, with a strong focus on personal outcomes. This is reflected in our adoption of the USA-based CQL quality framework which focuses on human rights principles. We have been at the forefront in adopting a zero-tolerance approach, that is regularly reinforced in staff professional development and induction. We monitor and support quality of service and safety through our unique human rights checklist and our Human Rights Committee.

Our flat organisational structure enables us to respond to your ideas and feedback. Our regional approach – supported by regular communication – will ensure access to management at all times.

When co-designing new services or changing existing practice, we draw on the knowledge

and experience of individuals, their families and advocates, and our staff. Our governance structures ensure the voices of people we support and their families are heard.

How we will get to know you, and understand your needs and concerns, in the months before transfer

We want the transfer of services to be seamless, with minimal impact on the lives of people with disability and their families. Consultation processes therefore will be put rapidly in place, relating to each individual participant's residential and/or respite arrangements.

There will be an early opportunity to meet our transition team, to talk thoroughly and privately about your future arrangements. These meetings will be held locally, to minimise travel and inconvenience, however everyone is encouraged to use our dedicated 1300 number or email at any time. Advocates will be welcome at meetings, and discussions will be confirmed subsequently in writing. Separate ongoing feedback loops will be established to give people with disability and families the ability to ask questions and contribute ideas about new arrangements.

Our current consultation processes, including ARROW, will be strengthened by advisory committees established specifically to assist the transfer of services. We will provide genuine opportunities for people with disability and families to contribute to decision-making.

Contact details

Telephone: 1300 MYMELBA

Postal address: PO Box 554 Lilydale VIC 3140

Email: MyMelba@melbasupport.com.au

Our key people



Glenn Foard, *Chief Executive Officer*

Glenn has committed the past 18 years to supporting people with disability and their families during his executive roles in the government and not-for-profit sectors. He has extensive experience in service delivery, planning, advocacy and research. For six years he successfully led DHHS' Disability Services program in the southern region.



Hayley Dean, *Chief Operating Officer*

During more than 25 years in the disability and not-for-profit sectors, Hayley has driven individualised, person-centred services. She was the Victorian representative on NDS' Zero Tolerance Community of Practice and has delivered many workshops and training programs to support teams on human rights, positive behaviour support and zero tolerance.



Rachael Jones, *General Manager Central Highlands and Wimmera*

With more than 15 years' experience in the community sector in both direct support and management roles, Rachael was CEO of Karden Disability Support Foundation in Ballarat when it merged with Melba this year. She is a passionate advocate for human rights and successfully steered Karden through the transition to NDIS.



Marsha Sheridan, *Transition Manager*

Focussing on the aspirations and needs of individuals and their families, Marsha has been transforming disability services for 30 years. She has managed accommodation, respite and Family Options services. Recently, she's been supporting a group of parents on the Mornington Peninsula. Marsha is committed to consultation with people with disability and families.

Organisation Chart

