

ONE BY ONE

AGREEMENT

BETWEEN

THE GOVERNANCE GROUP of ONE BY ONE

and

MELBA SUPPORT SERVICES INC ABN 39 848 842 276
of Ormeau Road, Mount Evelyn, Victoria

The Parties agree to conduct One By One in accordance with the Outline which is annexed.

Dated the _____ day of _____ 2005

Signed on behalf of
Melba Support Services Inc.

Signed on behalf of the
Governance Group

.....
Anthony Kolmus
Executive Director

.....
Governance Group Member

ONE BY ONE

MEMBER AGREEMENT

BETWEEN

THE GOVERNANCE GROUP of ONE BY ONE

and

.....
of.....(Member)

and

.....
of.....(Member Representative)

1. The Member wishes to participate as a Member of One By One and the Governance Group is prepared to accept them as such in accordance with the Outline which is annexed.
2. The Member's Representative undertakes that
 - (a) The Outline has been explained to the Member who has understood it to the extent permitted by their disabilities.
 - (b) In countersigning this agreement the Member's Representative does so as agent for the Member but also undertakes personally to ensure that the Member will comply with the conditions contained in the Outline and the Member's Representative will indemnify the members of the

Governance Group from any liability that might arise through any non-compliance by the Member with those conditions.

Dated the _____ day of _____ 2005

Signed by the Member

Signed by the Member's
Representative

.....

.....

Signed on behalf of the Governance Group

.....

Historical Introduction

Our story begins with one family. Their daughter had a passion for music, languages, writing and culture. She also had significant disabilities which required constant support and assistance. Until the late nineties the only services available to her were the traditional day care ones – which by their nature involved doing the same pre-set activities as the rest of the group in a segregated environment. A one size fits all approach.

The family wanted their daughter to be treated as an individual with individual needs, tastes, talents and aspirations. They also wanted her to be more a part of the general community. They just didn't know how to bring that about.

In 2000 they attended a presentation by Michael Kendrick which Deb Rouget and Melba Support Services had organized. This led to them working with Deb to develop a proposal to put to the Department of Human Services (DHS) in Victoria to have greater influence over the use of their available funding in a more personalised, inclusive manner.

DHS agreed to them having influence over how the support funding would be spent as long as the cost came within the existing allocated funding and as long as legal requirements were met.

Meeting the legal requirements meant, among other things, that the funds could not be paid directly to the family but would have to be channeled through an approved service provider and an agreement was reached with Melba Support Services for it to act in that role. In this regard Melba Support Services became a "host" agency.

The family engaged a direct support worker enabling the daughter to become involved in a range of community based activities which fitted her individual aspirations and needs and which previously had not been available to her. These included studying Australian History and English at TAFE, becoming a member of a choir, studying Italian at a local community house, attending a local gym, composing and recording her own music and eventually studying a Foundation of Music Studies course.

The idea agreed to by DHS was not to have a single arrangement but rather to create a small project involving a number of individuals and families – to give the concept momentum and a proper trial to see how it would work. DHS provided a small amount of seed funding to facilitate this initiation phase.

So Deb went in search of other families to become involved who affiliated with the principles of individualized lifestyle choices and community inclusion

After a time, the original group evolved into two groups. One of these became more focused on broad based community advocacy while the other [now known as One By One] remained focused on the original concept of providing individualized disability support to its members

And so, through the combined vision and efforts of Deb Rouget, Melba Support Services, DHS and the families who have taken part, One By One was born.

ONE BY ONE OUTLINE

1. DEFINITIONS/WHO'S WHO

1.1 Melba Melba refers to Melba Support Services Inc. ABN 39 848 842 276 of Ormeau Road, Mount Evelyn, Victoria 3796.

1.2 Members Members refers to people with disabilities who participate in One By One.

1.3 Member Representatives

Member Representatives are family members, guardians or advocates nominated by each Member with a disability to represent them in the administration of One By One.

1.4 Governance Group

Governance Group refers to a group of Members and/or Member Representatives who administer, supervise and guide the One By One arrangement. Its members implement and are the guardians of its shared vision. The Governance Group where ever possible will share information with others but considers its primary focus as providing quality supports and good lifestyles for each individual member who is supported by One by One. The day to day operational management of One By One is controlled by the Governance Group.

1.5 Co-ordinator

Co-ordinator refers to the person who works for One By One under the direction of the Governance Group. Melba provides the legal and administrative framework and supports as set out in Part 3. The Co-ordinator is the link between the Governance Group, the Support Workers, Melba and DHS. The Co-ordinator stands with and works alongside the Members, Member Representatives and Support Workers.

1.6 Support Workers

Support Workers work with and for individual Members and their Representatives. They are directly accountable to those Members and their Representatives.

1.7 Executive Director

Executive Director refers to the Executive Director of Melba. The Executive Director is invited as the representative of Melba to attend meetings of the Governance Group, will be invited to sit on the selection panel for a new Co-ordinator and will provide professional support to the Co-ordinator.

1.8 One By One

“One By One” refers to the undertaking which is explained in the “One By One Overview” section of this Outline and which is implemented according to the guidelines set out in the rest of this document. It is a small unincorporated semi-autonomous, personal support undertaking, hosted by a recognized service provider. It is managed/ governed by and on behalf of its Members. It is devoted to the concept of providing people with disabilities and their family members/carers the means to make individual choices about their or their family member’s lifestyle and activities within the community.

1.9 DHS

The Department of Human Services is the relevant government department that provides funding for disability services in the State of Victoria. This funding, which is distributed through its various regional offices, is the major source of individual funding.

1.10 Governing Principles

The principles which mould the philosophy that guides One By One [as adopted in May 2003] are

One By One is based on principles & beliefs that value the person with a disability as a unique individual and consider each person to be an integral part of their family, social support networks and community. Those immersed in the person’s life i.e. their family and friends are considered to be amongst the most important and closest allies and advocates of the person with the disability and are often best placed to stand beside the person with the disability to develop their abilities so that they can live a normal life as valued members of the broader community. It is also those who are in genuine relationship with each person that know each person deeply, are best placed and most qualified to listen deeply to the person, are committed over time, ensure the person is well safeguarded and assist them to make their vision a reality. It is these basic principles that are at the forefront in the development of the individual arrangement for each member that is an integral part of the One By One approach.

One By One acknowledges that there are many people who are happy with their life situation & we do not suggest that every person will want to pursue similar lifestyle arrangements as they will have their own thoughts and ideas.

However these principles have become a vision and are what guides our efforts. They are what we stand for & aim towards. Like all things in life they require constant reflection by the people and families we support.

People usually do better when they:

- Imagine and pursue their *own* lifestyle and future
- Contribute their abilities & talents...some of which are undiscovered
- Are surrounded & supported by people who love them i.e. *family & friends*
- Are included in the fabric of their *community* and enabled to enjoy REAL friendships, jobs, recreation & living arrangements that are “typical” and socially inclusive.
- Have a range of lifestyle activities and friendship that are not involuntarily or unnaturally restricted to segregated settings or other people who have disabilities
- Are in “*Right Relationship*” with each other (mutual respect, humanness, individuality, honesty, openness, trust, modesty, witness etc)
- When their *voices are heard* and listened to (what’s spoken & unspoken)
- Are *supported* & encouraged to *imagine & create better*
- Are treated as *unique individuals* & thus supported in personalised (one person at a time) lifestyles that are highly relevant
- Have *influence over decisions*, which affect their *own* life. Including how it is lived, how resources are used & all support features (i.e. where, when, how & who with)
- Are *well known* as people & thus have supports that are *responsive, flexible, creative & informal*
- Are not done “to, “at” or “for” but “*with*” in all matters of importance to them
- Have lifestyle arrangements that are highly *relevant* to what they actually personally need and want the most (e.g. governed & directed by the people who use them)
- Experience support processes that are *people friendly* i.e. people do not have their lives consumed by bureaucracy, standardized responses & regulations or tedious management processes
- Have high degrees of *influence* on the matters that effect their lives but without having to expend a lot of effort to achieve this
- Can through their own actions have resources directed where they are *most wanted/needed*
- Can expect to have the right to choose, refuse, imagine better & counter propose or suggest change as may be needed. This means at all levels i.e. with everyday lifestyles choices/issues, how supports are arranged and who service/support is received from (this includes the ability to choose a particular “host” agency)
- Are not at the mercy of even the most well intended services if they are irrelevant!

The Governance Group accepts its responsibility in the conduct of its affairs to strengthen the voice and autonomy of both families as a whole and the distinct voice of the person with a disability within those families.

The participants in One By One recognize the importance of right relationships and are alert to the need for meaningful communication and exchange of experiences. Bearing this in mind, One By One has determined that the number of Members should not exceed 10. This is a deliberate decision to so that people remain well known and avoid the consequences of large bureaucratic systems and processes. If potential interest in membership exceeds 10, to the extent it is reasonably possible, efforts should be made to share information and put people in touch with others who may be able to assist with guidance and information. .

2 ONE BY ONE OVERVIEW

- 2.1 One By One is a semi-autonomous group of people with disabilities and their families acting in partnership with Melba which has agreed to act as host agency.
- 2.2 Melba is an incorporated association recognized as a service provider by the Victorian Department of Human Services with which it has a Funding & Service Agreement. In this capacity Melba is able to receive Victorian and Commonwealth Government funding for the provision of services to people with disabilities. It may also receive funds from non-government donors.
- 2.3 For the purposes of One By One, such government funding takes two forms. There is funding available to individuals with disabilities (e.g. Futures for Young Adults) who are required to nominate an agency (of which Melba is one) to receive the payments on their behalf. These are referred to as individual funds. The second type of funding is lump sum monies not allocated for the benefit of a particular individual but made available for a particular purpose – which might be specific or general. These are referred to as project funds.
- 2.4 One By One is designed to enable people with disabilities to utilise the funding available to them to facilitate individual lifestyle choices and to participate in community based activities that suit their individual interests, wants, talents, needs and aspirations. It aims to support people as individuals rather than as members of a group and to enable them to make individual choices about activities they will participate in as individuals. The needs and dreams of people with disabilities are thereby not addressed by looking at the needs of a group with group perceptions and group based outcomes. Rather it is recognised that each Member is an individual with their own needs, interests hopes and aspirations and, for that reason that each individual is best approached “One By One”.

- 2.5 At the request of One By One and with the concurrence of DHS, Melba has agreed to host this arrangement. In that capacity Melba can receive project funding to provide for the establishment and continued development of One By One. In addition, in order to participate in One By One, Members will normally be required to nominate Melba as the Agency to receive their individual funding.

Subject to the rules set out in this document, Melba has delegated the decision making about the spending of individual funds to the individual Members and their Representatives. Group fund expenditure is the responsibility of the Governance Group.

- 2.6 Support Workers have been and will be retained to work on a one to one basis with each Member – to understand the Member’s wants and needs, to participate as required by the Co-ordinator, Member and Member Representatives in developing an individual plan for each Member and – to the extent both required and feasible – to assist each Member to participate in the activities that he or she has chosen.
- 2.7 The Governance Group – representing the Members – works with the Co-ordinator to ensure that One By One is properly implemented and remains true to its aims and philosophies. This is an oversight role and it is not intended that it will get involved in individual member activities. It also undertakes such external activities, as it considers appropriate and feasible to promote the concept of individual lifestyle choices for people with disabilities. The Governance Group is also the guardian of the One By One concept. While it should always welcome positive external suggestions it should shield Members and the families from inappropriate or unhelpful intrusions.

3 WHAT WILL MELBA DO?

- 3.1 Melba has agreed to host the funding sought and received by each of the One By One Members and/or One By One as a whole. As such Melba is ultimately responsible for complying with the relevant Funding and Service Agreement with the Department of Human Services, legislative obligations and moral duty of care associated with providing a service via such funding.
- 3.2 Melba will receive both individual and project funding on behalf of One By One.
- 3.3 Melba will delegate the allocation and expenditure of individual funding to the individual Member whose entitlements they are and that Member’s Representatives.
- 3.4 Melba will delegate the allocation and expenditure of project funding to the Governance Group.

- 3.5 Though physical control of all funds will remain with Melba it will deal with the funds as requested by the Member or the Governance Group (as the case may be).
- 3.6 Melba will charge an Administration Fee of 11.2% [being 10% for administrative costs and 1.2% for staff training] on all funds so received.

In return for charging the Administrative component of the fee (i.e. the 10%), Melba will provide One By One and it's members with support in the following areas;

- Finance; including
 - receiving and accounting for the funding in a way so as to enable each stream of funding to be clearly identified and tracked to each individual Member;
 - producing monthly reports of all income and expenditure for each individual Member and for any project funds received;
 - producing six monthly reports (in June and December) summarizing the income and expenditure of the program as a whole;
 - payment of invoices from funds received as directed by the relevant Member or the Governance Group;
 - payment of reimbursements from the funds received to individual Members or the Governance Group for costs incurred which are relevant to the persons support or the program as a whole;
 - ensuring that One By One funds are included in Melba's annual finance audit.

- As the legal employer of staff working in One By One provide Human Resources support that includes
 - the processing and filing of employment forms necessary for the employment of staff who will be working within, and under the direction of, One By One;
 - the processing of timesheets, pays, annual and sick leave and WorkCover entitlements and Superannuation records in accordance with the relevant Award and/or individual contract
 - ensuring that WorkCover obligations are met and that relevant premiums are paid;
 - providing, within reason, general advice on Human Resource Management, Occupational Health and Safety and industrial relations matters.
 - General advice and support, within reason, on issues related to the operation and continued development of One By One as a whole including updates on relevant issues arising in the broader disability services sector.

The Administration Fee does not include expenses incurred that relate to the employment of the Co-ordinator for co-ordination activities.

For the avoidance of doubt, while the *processing* of such things as salaries, sick leave, superannuation and WorkCover premiums will be covered by the Administration Fee, the cost of those payments [ie the actual salary, premium etc] will be debited to the relevant individual account or allocated across the One By One accounts as may be appropriate. While utilising the services of the Co-ordinator and/ or Support Workers, Members and Member Representatives or the Governance Group [as may be appropriate] will make immediate and suitable arrangements for Melba to be reimbursed.

- 3.7 Melba shall be entitled to decrease the Administration Fee at any time but may only increase it after engaging in good faith negotiations with the Governance Group and then giving at least three months notice to the Member and Member's Representative. Any increase must be commercially justifiable.
- 3.8 Whilst Melba will be the legal employer of any staff employed to work in One By One, it agrees to delegate conditional responsibility for the direction and support of those staff to the Governance Group and/or the Members and their representatives. Conditional in this context means that the Governance Group, Members and Representatives must observe legal obligations relating to OH&S and common law duty of care.
- 3.9 A Melba representative will participate as an equal member in the selection panel to select the One By One Co-ordinator. The selection panel as a whole is responsible for the employment of the Co-ordinator and the final recommendation for any such appointment must take into account any reasonable concerns or suggestions made by any panel member. Melba will employ as the Co-ordinator the person recommended for such appointment by the selection panel.
- 3.10 Melba will delegate to the Member, Member Representatives and the Co-ordinator the authority to select and retain Support Workers as employees of Melba. All such employees are to be employed in line with Melba's Staff Employment Policy and Procedure, in particular those sections stipulated by the DHS. It is acknowledged that Melba particularly wishes the Co-ordinator to be involved at least in the initial interviews of prospective Support Workers.
- 3.11 As the legal employer of the Co-ordinator and the Support Workers, Melba will be vicariously liable for the actions of the employees in accordance with prevailing laws and will maintain appropriate levels of public liability insurance to cover this.
- 3.12 Although the general intention is that One By One will operate autonomously, Melba shall be entitled to over-ride any action or decision which it reasonably believes would place it in breach of its legal obligations:-

- (a) regarding the expenditure of government provided funding
- (b) as the employer of the Co-ordinator and/or Support Workers.

3.13. Melba reserves the right as the “legal” employer of staff employed to this support arrangement, to refuse to provide support staff for any activity it deems to be in breach of its duty of care to the person accessing the service or the relevant support staff, is in conflict with its policies and procedures or which is philosophically at odds with Melba’s purpose and aims

In such a case Melba would provide the person accessing the support arrangement with the contact details of other service providers that may be willing to provide the staff necessary to undertake the activity.

3.14 Melba will maintain insurance coverage to cover the activities of the members of the Governance Group relevant to One By One.

3.15 (a) Expenses which are specific to an individual Member (including payments to the Support Worker for time specifically with that Member and payments relating to the activities of the Member including travel expenses associated with those activities) will be debited to the individual account kept for that Member. It shall be the responsibility of the Member, their Representatives and the Co-ordinator to make sure that no expenses are incurred beyond the capacity of that individual’s account to meet the payment.

It is acknowledged that, due to the timing of reports, Members accounts may, on occasion, briefly exceed their allocated budget. It is expected that Members and their Representatives will take due care to avoid this happening wherever possible. It is also acknowledged that should this occur Melba will discuss with the relevant Member and their Representatives any strategies that need to be implemented in order to address the over-expenditure.

(b) Administrative expenses shall be met from the fee charged by Melba pursuant to paragraph 3.6. This does not include the salary of the Co-ordinator which is charged to Members on the basis of hours allocated to them. Activities of the Co-ordinator which relate to One By One generally [rather than to the participation of an individual Member] will be met from project funds. In the event that there are no [or insufficient] project funds available to meet the costs of the Co-ordinator for co-ordination [as opposed to direct support] activities, those costs shall be allocated pro-rata across all Members or – if it seems appropriate to do so – across those Members who will benefit from the activity. To the extent that the Co-ordinator charges third parties for activities such as conference presentations, any monies so collected will be credited to

project funds and payments to the Co-ordinator then charged to those funds accordingly.

- (c) Project funding (as opposed to individual funding) will be expended as agreed by the Governance Group and, subject to such agreement, may be used to subsidize the expenses referred to in 3.14 (b).

4 THE GOVERNANCE GROUP

- 4.1 An inherent aspect of Melba's role as host agency of One By One is that it agrees to delegate responsibility for the day to day governance of the arrangement to the Governance Group made up of representatives of the people actually participating in the program.

Members of the Governance Group will, for the purposes of this arrangement, be defined as volunteers to Melba Support Services Inc. (thereby ensuring that they are covered by Melba's Public Liability insurance).

- 4.2. Members and Member Representatives are all entitled to attend and participate in Governance Group meetings. Although the Governance Group may decide to hold meetings on its own, the general expectation will be that other family of Members, the Co-ordinator, the Executive Director and anyone else the Governance Group decides to invite will be welcome to attend Governance Group meetings.
- 4.3. Any Member or Member Representative who does not attend meetings is deemed to authorize those who do to make decisions regarding the program as a whole on their behalf. Such authorization does not include any decisions about an individual's specific activities or expenditures.
- 4.4 Decisions of the Governance Group shall be made whenever possible by a consensus of all people present. In the absence of a consensus a decision shall be made by majority vote. Each Member and their Member Representatives shall be entitled to one vote between them – ie one vote per family. No decision of the Governance Group shall be valid unless at least three families are present or represented.
- 4.5 A Member unable to attend a meeting may appoint a proxy to vote on his or her behalf.
- 4.6 The Governance Group may determine such rules about the calling and conduct of meetings as it considers appropriate. It may also appoint office bearers if it thinks fit.
- 4.7 The Governance Group is empowered to

- (a) Determine how many Members can be supported by One By One bearing in mind the needs of present and prospective Members and the human and financial resources available from time to time.
- (b) Decide who shall be invited to become Members of One By One bearing in mind the prospective Member's desire to pursue its aims and philosophy, the availability of resources and the maintenance of the integrity and quality of the undertaking.
- (c) Determine criteria for the selection of new Members including but not limited to resources, preparedness, the alignment of prospective Members with program goals and principles. The Governance Group may decide to admit a Member or Members who do not have family members or advocates who will be their Member Representatives but should not assume more responsibility in that context than the program is able to adequately deal with.
- (d) Give directions to Melba about the employment of One By One staff and the expenditure of project funding.
- (e) Determine generally the principles, practices and procedures to be followed and the strategies and directions to be taken in the implementation of One By One.
- (f) Determine from time to time how best to liaise with/supervise the Co-ordinator. It is envisaged that the Co-ordinator will generally seek to resolve issues directly with Support Workers and Members and that general co-ordination issues will be capable of being dealt with between meetings via electronic communications. However, the Governance Group may make other arrangements as seem appropriate from time to time.
- (g) Determine the means and substance for the induction of a new Co-ordinator and the training of staff generally.
- (h) In the event it becomes apparent that a Member is not (or is no longer) suitable for participation in One By One, to determine the timing and terms on which that participation shall cease. However, no existing Member may be removed from One By One unless their ongoing participation threatens its integrity or quality or unless the Member or the Member's Representatives have been guilty of serious misconduct.
- (i) Determine criteria and procedures for ongoing eligibility for existing Members. It is anticipated that Members who move into independent residential living or who don't or no longer have family support should remain eligible for membership but each case should be reviewed from

the perspective of maintaining the integrity and viability of the overall program.

- (j) Apply for additional project funding to government departments, philanthropic and community service organisations using Melba as the vehicle and utilising Melba letterhead. Melba must be advised of all such applications. Any such funds received will go into the project funding account maintained by Melba for use by the Governance Group for the purposes of One By One.
 - (k) Within the bounds of practicality, share information with others
- 4.8 Once a year the Governance Group will meet with the Co-ordinator and the Executive Director for a formal review of One By One. It is expected that other meetings will take place during each year but these will be arranged from time to time as required. It is also expected that the Governance Group will inform Melba of any significant changes as they occur from time to time.

5 MEMBERS

- 5.1 Members will be chosen because of their affiliation with the principles of One By One and will be a decision made by the Governance Group. Members will be required to abide by decisions made by the Governance Group.
- 5.2 Each Member (along with their Representatives) has the right without fear of retribution to discuss, negotiate, reject, change their mind, counter propose and imagine better with regard to any decisions that affect their life. They also have the right to choose their own Support Worker.
- 5.3 It is up to each Member and Member Representative with the support of the Co-ordinator and/or Support Worker to imagine and create their own lifestyle, arrangements, activities and supports with the assistance of the Co-ordinator while recognising that creating such arrangements can take time.
- 5.4 A Member whose actions are inconsistent with the principles or which jeopardize One By One or its staff may be requested to leave.
- 5.5 As long as Melba remains the host agency, in order to participate in One By One, Members will normally be required to nominate Melba as the Agency authorised to receive the available government funding (e.g. Futures For Young Adults) on their behalf. The Governance Group may make exceptions to this requirement if it considers it workable and appropriate.
- 5.6 Members may leave One By One at any time on giving reasonable notice – the reasonableness of which will primarily relate to the need in turn to give

notice to the Member's Support Worker/s and allow for the payment, from the Member's funding, of any accrued entitlements due to the relevant Support Worker/s.

- 5.7 Leaving One By One will not of itself terminate the nomination of Melba to receive the Member's government funding but nomination of another agent in place of Melba will normally mean that the Member will be unable to continue in One By One – unless the Governance Group has entered into a separate agreement with the alternative agency.

6 CO-ORDINATOR

- 6.1 The Co-ordinator shall report to the Governance Group but shall liaise with the Executive Director.

- 6.2 Amongst other things the Co-ordinator will

- Ensure that an individual plan is in place for each Member which is meaningful and in line with what the Member needs and desires and is reviewed at least annually
- Ensure that tailored support is available for each Member to implement the individual plan
- Generally oversee and direct the day to day implementation of One By One while ensuring that its philosophies and principles are adhered to.
- Assist Members and Member Representatives to find and retain suitable Support Workers including participation in all initial interviews of prospective Support Workers
- At all times display honesty, trust, openness, reliability, availability, integrity and the ability to develop strong relationships with Members and their families

- 6.3 A detailed Position Description for the Co-ordinator is set out in Schedule 1.

7 SUPPORT WORKERS

- 7.1 Subject to the supervision of each Member and their Member Representative together with the Co-ordinator each Support Worker shall be responsible for working closely with each Member and their family to ensure their individual plan is implemented and that their needs and wants are addressed in a responsive and personally relevant manner. Such a plan shall be directed to identifying options, enabling choices and implementing feasible individual actions embodying those choices and which might include employment,

vocational training, other forms of education, social, cultural and sporting activities and accommodation arrangements.

- 7.2 The Support Worker may participate in the activities with the Member to the extent that such participation is wanted, needed and feasible given the availability of resources and funding.
- 7.3 As a general rule activities will not be arranged for Members to share (because One By One seeks to involve Members as individuals in community based activities rather than looking for group solutions). However, this should not prevent Members from sharing the same activity if they have a genuine desire to do so as long as it is not motivated by mere convenience or cost saving measures.
- 7.4 If and when it becomes feasible Support Workers will be retained to work with a specific Member and will work one on one and not be shared amongst Members. This, however, is a long term objective and is unlikely to be possible in the short term. It is also acknowledged that in order to give Support Workers adequate working hours or to fully utilize a particularly capable Support Worker it might at times actually be desirable to share Support Workers across multiple Members as long as those Members agree.
- 7.5 Members and their Member Representative shall have the final say in the appointment of the Support Worker who will be allocated to them.
- 7.6 Issues relating to supported activities should be discussed directly between the Support Worker and the Member and Member Representatives.
- 7.7 Issues relating to such things as award conditions, rates of pay etc should be discussed between the Support Worker and the Co-ordinator.
- 7.8 In the event of a Support Worker resigning the Support Worker should inform both the Member and Member Representatives and the Co-ordinator but the Co-ordinator must also make sure that Member and Member Representatives are aware.
- 7.9 A detailed Position Description for a Support Worker is set out in Schedule 2.

8 GENERAL MATTERS

8.1 Review and Audits

Recognising that Melba has a legal obligation to participate in government initiated reviews and audits the Governance Group and Members undertake to co-operate to the extent reasonably

necessary for these to take place and subject to discussion of the relevance of the audit to the particular Member. One By One will also be subject to Melba's internal audit procedures from time to time but shall have the right to negotiate over the form and timing of such audits.

8.2 Disputes and Grievances

In the event that any participant in One By One [including the Governance Group] has a grievance or dispute which cannot be resolved amicably by direct discussions the parties agree in the first instance to utilise the Melba Grievance Procedure a copy of which is set out in Schedule 3. If the matter still cannot be resolved the parties agree to work in good faith to appoint a suitable independent mediator to assist them in resolving the problem. If after following those procedures the issue is still not resolved then any party may take whatever further action they consider appropriate.

8.3 No Guaranteed Outcomes

All parties acknowledge that specific outcomes cannot be guaranteed but recognise that each Member is entitled to expect that every reasonable effort will be made to achieve agreed outcomes within the constraints of available funds and resources, the capacities of the Member and the availability of identifiable opportunities.

8.4 Limitation of Liability

It must be understood that the individual members of the Governance Group

- Are volunteers endeavouring to help the Members and their Representatives
- Have no relevant personal insurance coverage
- Will not at any time personally have access to any of the individual or project funding
- Will not themselves be the employers of the Co-ordinator or the Support Workers and therefore

(a) * (except to the extent that any liability is covered by Melba's insurance policies extending to volunteer workers) and

- * as long as they have acted in good faith and have not themselves acted dishonestly
 - * then they will not incur any personal liability to any Member, Member's Representative, Member family member, any other person claiming through or on behalf of any Member either contractually or in tort for any alleged shortcoming in the performance of their role as a member of the Governance Group and by entering One By One, parties agree that Governance Group members be released and indemnified accordingly
- (b) the provisions of paragraph (a) apply in the same way to limit any potential liabilities of Governance Group members to Melba employees seconded to work on One By One.

8.5 Termination

- (a) Termination by Members. This is covered by paragraphs 5.6 and 5.7.
- (b) Termination by Melba or by the Governance Group. Either of these parties may terminate this arrangement on giving reasonable notice in writing to the other. The Governance Group may decide either to terminate One By One or to move it to a new host. If the Governance Group decides to terminate One By One, Melba will have the right if it so wishes to continue it without the ongoing involvement of the Governance Group. If the Governance Group decides to move One By One to a new host or if Melba itself gives notice to terminate its role as host then Melba will cooperate in the transfer of employees to the new host (assuming that they are agreeable to transfer) and the transfer of the then current balance of project funds to the new host. The individual funds belonging to each Member would be dealt with according to government rules regarding change of agencies by benefit recipients.

8.6 Other

To the extent that issues arise from time to time which have not been dealt with in this Outline parties participating in One By One commit themselves to resolving them through good faith discussions taking into account the legal responsibilities of Melba, the integrity and quality of One By One and the legitimate interests of the Members.

SCHEDULE 1

POSITION DESCRIPTION: COORDINATOR

Background

One By One was founded by families who wanted to assist their sons and daughters to create their own vision for the future based on each individual's unique talents and abilities in the community.

One By One is based on principles & beliefs that stemmed from the hearts of the people supported & their families. This is what guides our efforts. They are what we stand for & aim towards and like all things in life require constant reviewing by the people and families we support.

People usually do better when they:

- Imagine and pursue their *own* lifestyle and future
- Contribute their abilities & talents...some of which are undiscovered
- Are surrounded & supported by people who love them i.e. *family & friends*
- Are included in the fabric of their *community* and enabled to enjoy REAL friendships, jobs, recreation & living arrangements that are socially inclusive and not unnaturally restricted involuntarily to only segregated settings or with "groups" of people who have a disability
- Are in "*Right Relationship*" with each other (mutual respect, humanness, individuality, honesty, openness, trust, modesty, witness etc)
- When their *voices are heard* and listened to (what's spoken & unspoken)
- Are *supported* & encouraged to *imagine & create better*
- Are treated as *unique individuals* & thus supported in personalised (one person at a time) lifestyles that are highly relevant
- Have *influence over decisions*, which affect their *own* life. Including how it is lived, how resources are used & all support features (i.e. where, when, how & who with)
- Are *well known* as people & thus have supports that are responsive, flexible, creative & informal
- Are not done "to, "at" or "for" but "*with*" in all matters of importance to them
- Have lifestyle arrangements that are highly *relevant* to what they actually personally need the most (e.g. governed & directed by the people who use them)
- Experience support processes that are *people friendly* i.e. people do not have their lives consumed by bureaucracy, standardised responses & regulations or tedious management processes
- Have high degrees of *influence* on the matters that effect their lives but without having to expend a lot of effort to achieve this
- Can through their own actions have resources directed where they are *most wanted/needed*

- Can expect to have the right to choose, refuse, imagine better & counter propose or suggest change as may be needed. This means at all levels i.e. with everyday lifestyles choices/issues, how supports are arranged and who service/support is received from (this includes the ability to chose a particular “host” agency)
- Are not at the mercy of even the most well intended services if they are irrelevant!

Individuals together with their families/advocates have the delegated authority to create their own vision and craft their own support requirements. Melba Support Services acts as a “hosting” agency or “fiscal intermediary” so that each person and their family can design and have influence over their own vision for the future within their particular funding allocation while not being burdened with fiscal and other tedious management requirements. The project is small and is governed by the people who use it i.e. people who have a disability and their families.

Those people employed by the project need to be committed to working in a model of service that is guided and directed by those who use it.

PRIMARY AREAS OF RESPONSIBILITY/QUALITIES SOUGHT

Principles

- To actively live and adhere to the principles of One By One

Desire and ability to develop a deep and continual understanding of each person and their family

- Ability to deeply listen and know each person and their families/advocates
- Ability to act on the wants and needs of each person
- Ability to develop “Right Relationship’ with each person, their family, advocates, friends and community
- Ability to recognise and focus on each person’s individuality, uniqueness abilities and talents
- Recognition that each person lives within the context of their family who also have needs
- Ability to be “with” each person as they grow, develop and change over time
- Ability to view the person’s needs/ wants as paramount
- To regularly communicate with each person in an open and honest manner
- To be available to each person and family to discuss any ideas, reflections, issues or concerns they may have
- To ensure each person’s /family’s information is shared only as they wish and is treated with the confidentiality they desire

Vision Building

- To encourage and assist each person and their family/advocates (if necessary) to imagine their own lifestyle activities i.e. what, where and when to the degree that they desire
- To be imaginative, creative and have a good understanding that anything is possible
- Ability to recognise and support each person's ownership over their own vision
- To be committed to assisting each person who has a disability to live "typical" lifestyles within and as part of their local community
- To assist each person and their family/advocates to develop a plan in a manner that suits them and review it as regularly as wanted
- Ability to recognise that there is no pre defined 'program' or way of doing things and thus each person has the ability to guide their own arrangement.
- To continually search and seek for better

Supports

- To encourage and assist each person and their family/advocates to craft their own support arrangements e.g. paid or unpaid to the degree that they desire
- To assist each person and their family/advocates to select Community Support Workers (CSW) (or others) if wanted. This may involve arranging advertising and screening applicants if necessary and being part of any initial CSW interview
- To identify with each person and family/advocates specific arrangements in regard to CSW (or other) absences and to implement such arrangements
- Where possible to replace CSWs (or others) for specific activities during absences for direct support
- To provide/organise leadership development and training for CSWs (or others) in regard to any particular individual's personal needs, One By One's Principles and operational aspects and other aspects as required
- To inform Melba Support Services of any new employee and arrange the necessary paperwork in this regard
- To monitor with each person and their family the quality of supports
- To arrange and conduct regular (monthly) staff meetings with CSWs (or others)
- To be available to CSWs (or others) for reflection and discussion of issues they may have
- To authorise CSW timesheets and deliver them to Melba Support Services' Personnel Manager on a fortnightly basis
- To ensure employee OH&S and duty of care requirements are met

Commitment and ability to assisting people who have a disability together with their families and advocates to work towards "typical lifestyles" that:

- Are individually relevant, meaningful, purposeful, fulfilling
- Are pursued and supported from each person's home
- Might include work, education, recreation, health
- Are in the local community,

- Are based on each individual's aspirations/abilities
- Seek specialist services only when specifically needed.
- Promote, invite and assist to sustain mutual reciprocal friendships within the community
- The belief and ability to find quality options in the community based on each person's unique aspirations/abilities rather than in segregated options
- Ability to keep each person safe/free from harm while balancing dignity of risk

Bureaucratic shield

- To shield people and families from bureaucratic or standardised mechanisms to the extent that is wanted e.g. paperwork

Genuine resolve to be responsible to Governance Group as the employer (in non legal terms)

- To attend regular Governance Group meetings as requested
- To provide an update on the progress of One By One and any issues that may have arisen
- To be responsible to each person and their family as delegated by the Governance Group
- To raise issues or items for discussion from the "host agency" with the Governance Group
- To raise any inquiries re new members to One By One

Host Agency responsibilities

- To liaise with the Executive Director of Melba Support Services on a regular basis and discuss and negotiate issues raised by the Governance group, employees, and other relevant matters
- The ability to work "with" the host agency and develop strong relationships based on mutual trust, openness and honesty
- To discuss and negotiate with the "host agency" any standardisation of their practices/process that may be automatically imposed on One By One

Individualised funding arrangements

- To keep abreast of each Member's individualised budget expenditure
- To ensure people do not spend over their individualised funding allocation
- To liaise with DHS in regard to a person's funding arrangement if necessary
- To seek out additional funding for individuals or the project as needed
- To process receipts and reimbursements for personalised activities for each person from Melba

Demonstration of sound ethics & personal qualities

- Trust, reliability, openness, honesty, respect, humility, compassion, humanness
- Ability to feel compassionate about another person's circumstance
- Creativity
- Sense of being well connected
- Continual curiosity, refocusing, searching for better ways, questioning about have we got it "right", never believing there is only one way of doing things
- A willingness to "look outside" the prescribed/traditional boundaries in the search of a better life for people who have a disability
- Ability to create "Right" relationship with each individual and family supported – more like a "friend"
- Ability to view each person's life as equally as important as another
- Be punctual and reliable and responsive
- Vigor, enthusiasm, energy, positive outlook & brightness
- Ability to struggle over time even with the difficult things.
- Capacity to be hopeful, constructive, cooperative & persistent
- Courage and determination
- Ability to have critical consciousness about one's own efforts

Commitment and demonstration to open communication/problem solving

- To respond to any communications from the person, their family, advocates, the Host Agency, DHS or others as soon as possible
- Ability to enter into mutual communication i.e. two way talking and listening
- Openness to suggestions and guidance
- Ability to seek clarity
- Ability to mutually explore possibilities and seek/share information
- Ability to work together to take ACTION on each person's vision
- Ability to problem solve in partnership with individuals, families, community and staff
- Ability to place trust in the person's/family's decision making skills
- Ability to listen, "take it in", understand, be guided by, learn from & act alongside depending on each person's wants/needs
- Constant sharing of feedback in regard to each person's progress, likes, dislikes etc. to those whom with the person wishes
- Ability to search for what might have been missed, undiscovered, misunderstood - have we got it "right"

Teamwork and commitment to implementing a self governed model of personalised support

- Ability to work as part of a team within the context of the person's relationships e.g. family/advocates

- Ability to contribute and work as part of an inspired team of people who aim to assist people to have influence over their own lifestyles and create a lifestyle that is personally fulfilling and relevant
- Commitment to a self governed model that views a person's life in holistic terms
- Ability to be part of a unique project and be flexible and adaptable to its potential development and change
- Personal and shared drive to bring about change that creates better lives for people who have a disability and their families

New members

- To meet and provide clarity to any inquiries for new membership to One By One in regard to its principles to ensure that people have an affiliation and commitment to such principles
- To take any requests in writing to the Governance Group

Information sharing

- To share information with about the development and technical aspects of One By One with other people who may be interested in such support arrangements as feasible

Location Of Position

Mainly the Eastern Region of Melbourne (although some opportunities may exist in Bentleigh and Eltham) and would involve working from people's homes and supporting people in various community based activities.

Purpose Of Position

To assist in the development of a semi-autonomous arrangement that is governed by people who have a disability and their families who seek to pursue their aspirations in the community e.g. living, work, recreation and education.

Hours Of Work

Approximately 20 hrs per week may include weekday, evenings and some weekend work. Flexibility is essential.

Award

Remuneration in line with the Residential and Support Worker's Award.

Salary

Grade 5: Year 1 to3 (dependent upon qualifications and/or experience).
Reimbursement for mileage based on engine capacity.

Responsible To

Directly responsible to each person with a disability and/or their family in conjunction with the One By One Governance Group and, Executive Director (Melba Support Services)

Other Requirements

- ❑ Previous experience of supporting people/families who are vulnerable (preferably people who have a disability)
- ❑ Current Victorian Driver's licenses together with a willingness to use one's own vehicle and have comprehensive car insurance
- ❑ A current Level 1 First Aid Certificate may be required if so decided by the Governance Group
- ❑ Certificate IV in Community Services (Disability) or an equivalent preferred but not essential
- ❑ A Current Victorian Police Check

Application Process

Please forward a current Resume together with 3 references (preferably work related) to:

Governance Group
One By One

SCHEDULE 2

POSITION DESCRIPTION: INDIVIDUAL/COMMUNITY SUPPORT WORKER

Background

The One By One Project was founded by families who wanted to create their own vision for their sons and daughters based on each individual's unique talents and abilities. The founding philosophies include: All people are unique, one person at a time, having influence over one's funding, community inclusion, the importance of family and creating "right" relationship.

Families and individuals have the authority to create their own vision and choose their own support requirements. Melba Support Services acts as a "hosting" agency or "fiscal intermediary" so that each person and their family can design and have influence over their own vision for the future within their particular funding allocation while not being burdened with fiscal and other tedious management requirements. The project is small and is governed by the people who use it i.e. families and people who have a disability.

Those people employed by the project need to be committed to working in a model of service that is guided and directed by those who use it.

PRIMARY AREAS OF RESPONSIBILITY/QUALITIES SOUGHT

1. Genuine resolve to be responsible to the person who has a disability/family as the employer (in non legal terms)
 - ❑ Ability to be guided and take action on the visions of people who have a disability and their families in the community

2. Commitment and ability to assisting people who have a disability together with their families and advocates to work towards "ordinary lifestyles" that:
 - ❑ Are individually relevant, meaningful, purposeful, fulfilling
 - ❑ Are pursued and supported from each person's home
 - ❑ Might include work, education, recreation, health
 - ❑ Are in the local community,
 - ❑ Are based on each individual's aspirations/abilities
 - ❑ Seek specialist services only when specifically needed.
 - ❑ Promote, invite and sustain mutual reciprocal friendships within the community

3. Genuine commitment and ability to focus on each person as an individual

- a) Desire and ability to develop a deep and continual understanding of each person and their family
 - Ability to deeply listen to and act on the wants and needs of each person
 - Ability to develop “Right Relationship with each person, their family, advocates, friends and community
Ability to recognise and focus on each person’s individuality, uniqueness abilities and talents
 - Recognition that each person lives within the context of their family who also have needs
 - Ability to recognise and support each person’s ownership over their own vision
 - Ability to be “with” each person as they grow, develop and change over time
 - Ability to recognise that there is no pre defined ‘program’ or way of doing things and thus each person has the ability to guide their own arrangement
 - Ability to view the person’s needs/ wants as paramount
- b) The belief and ability to find quality options in the community based on each person’s unique aspirations/abilities rather than in segregated options
 - Ability to seek, resource and negotiate opportunities in the community e.g. employment, education, recreation, health etc.
 - Ability to create “Right Relationships” within the community that foster and develop social inclusion
 - Ability to assist people to develop meaningful, reciprocal relationships within the community

4. Demonstration of sound ethics & personal qualities

- Trust, reliability, openness, honesty, respect, humility, compassion, humanness
- Ability to feel compassionate about another person’s circumstance
- Creativity
- Sense of being well connected
- Continual curiosity, refocusing, searching for better ways, questioning about have we got it “right”, never believing there is only one way of doing things
- A willingness to “look outside” the prescribed/traditional boundaries in the search of a better life for people who have a disability
- Ability to create “Right” relationship with each individual and family supported – more like a “friend”
- Ability to view each person’s life as equally as important as another
- Be punctual and reliable
- Vigor, enthusiasm, energy, positive outlook & brightness
- Ability to struggle over time even with the difficult things
- Capacity to be hopeful, constructive, cooperative & persistent
- Courage and determination
- Ability to have critical consciousness about one’s own efforts

5. Commitment and demonstration to open communication/problem solving

- ❑ Ability to enter into mutual communication i.e. two way talking and listening
- ❑ Openness to suggestions and guidance
- ❑ Ability to seek clarity
- ❑ Ability to mutually explore possibilities and seek/share information
- ❑ Ability to work together to take ACTION on each person's vision
- ❑ Ability to problem solve in partnership with individuals, families, community and staff
- ❑ Ability to place trust in the person's/family's decisions making skills
- ❑ Ability to listen, "take it in", understand, be guided by, learn from & act alongside depending on each person's wants/needs.
- ❑ Constant sharing of feedback in regard to each person's progress, likes, dislikes etc. to those whom with the person wishes
- ❑ Ability to search for what might have been missed, undiscovered, misunderstood - have we got it "right"

6. Direct support

- ❑ Ability to support people with direct support needs e.g. physical needs (may include personal care), social, emotional and spiritual well being in line with their individual needs/wishes
- ❑ Genuine desire to spend time with individuals
- ❑ Ability to keep each person safe/free from harm while balancing dignity of risk
- ❑ Ability to work on an individual (one to one) situation in community environments

7. Teamwork and commitment to implementing a self governed model of personalised support

- ❑ Ability to work as part of a team within the context of the person's relationships e.g. family/advocates
- ❑ Ability to contribute and work as part of an inspired team of people who aim to assist people to have influence over their own lifestyles and create a lifestyle that is personally fulfilling and relevant
- ❑ Commitment to a self governed model that views a person's life in holistic terms
- ❑ Ability to be part of a unique project and be flexible and adaptable to its potential development and change
- ❑ Personal and shared drive to bring about change that creates better lives for people who have a disability and their families

Location Of Position

Mainly the Eastern Region of Melbourne (although some opportunities may exist in Bentleigh and Eltham) and would involve working from people's homes and supporting people in various community activities based.

Purpose Of Position

To assist adults who have a disability to pursue their aspirations in the community e.g. work, recreation and education and to work closely and be guided by the individual and their families/advocates.

Hours Of Work

Are based on the individual needs of the person being supported and may include weekday, evenings and some weekend work. Flexibility is essential.

Award

Remuneration in line with the Residential and Support Worker's Award

Salary

Grade 1 to Grade 4: Year 1 to 3 (dependent upon qualifications and/or experience). Reimbursement for mileage based on engine capacity when supporting people to pursue options within the community

Responsible To

Directly responsible to the person with a disability and/or their family in conjunction with the One By One Project Coordinator, One By One Governance Committee, Director Disability Services (Melba Support Services)

Other Requirements

- Previous experience of supporting people/families who are vulnerable (preferably people who have a disability)
- Current Victorian Driver's licenses together with a willingness to use one's own vehicle and have comprehensive car insurance
- A current Level 1 First Aid Certificate may be required in individual cases.
- Certificate IV in Community Services (Disability) or an equivalent preferred but not essential
- A Current Victorian Police Check

Application Process

Please forward a current Resume together with 3 references (preferably work related) to: The Co-ordinator, One By One.

SCHEDULE 3
MELBA DISPUTE RESOLUTION PROCEDURES

MELBA SUPPORT SERVICES INC.
Assisting people with a disability towards personal fulfilment

GRIEVANCE PROCEDURE FOR
PEOPLE WHO ACCESS MELBA'S SERVICES

POLICY AND PROCEDURE

POLICY STATEMENT

The Melba Support Services Inc. Board of Management believes that the people who access our services are entitled, and should be actively encouraged, to have input into the service they receive.

More specifically, the Board believes that people should be supported by staff at all levels of the organisation to express, without fear of retribution, concerns they may have about any aspect of the service they receive. In addition, the Board believes that such concerns should be dealt with in a manner that focuses on achieving, wherever possible, a joint resolution which is mutually acceptable to all concerned.

Through this procedure, the Board hopes to provide the people who access our services and/or their families/advocates with a clear step by step procedure to follow in the event of them having a concern or general issue they wish to raise about the service they receive.

(Whilst people should always be encouraged to advocate for themselves, given the support needs of many of the people supported by Melba, it will usually be necessary for their families or advocates to be involved in any grievance process in order to ensure the relevant concern is expressed as desired and subsequently properly dealt with. As such, where this policy refers to the person supported by Melba, it should be taken to mean the person and/or their family/advocate.)

PROCEDURE

NB The following procedure is only meant as a guide. Where the issue to be raised is of a particularly serious nature or would be inappropriate to raise as per the process outlined, the person supported by Melba should move on to the next step of the procedure.

The person may, at any stage during this procedure, choose to seek an independent advocate to assist in voicing their concern. A list of agencies or

groups that may be able to offer advocacy support is attached to this procedure.

1. Any concerns should be raised in the first instance, either verbally or in writing, with the Manager directly responsible for the service the concern relates to. This will be either a Personal Outcomes Support Manager, the Manager of one of the ATSS's, the Respite Co-ordinator or the One By One Co-ordinator.
1. a) If, in the case of a grievance raised by someone supported by the C.L.S.S., the Personal Outcomes Support Manager is unable to resolve the issue, the matter is to be referred immediately to the Manager, C.L.S.S.
2. If the issue is not able to be resolved to the satisfaction of the person concerned via steps 1. and/or 1.a) above, the issue is to be referred to the Melba Support Services Inc. Executive Director.

The Executive Director is responsible for ensuring that the Board of Management is informed of any grievances that are referred to him/her for resolution.

3. If, after the intervention of the Executive Director, the person remains unhappy with the way their grievance has been dealt with or the outcome reached, they should forward their concerns, in writing, to the President of the Board of Management (c/o Melba Support Services Inc., PO Box 316, Mt. Evelyn, 3796). The letter should outline their concern and the steps they have taken to resolve it.

The President will arrange to meet with the person concerned, along with other relevant people who may be able to assist in resolving the issue. The President is responsible for ensuring that the Board of Management is informed of the meeting and its outcome.

If, after the above mentioned steps (or if the person concerned believes that their grievance is not being properly dealt with), he/she is entitled to take the matter to an external source such as;

- The National Disability Service Abuse and Neglect Hotline which is available to any person receiving government-funded (State or Federal) services. Callers can use this line to report incidents of abuse or neglect and may also be referred to other avenues of assistance such as complaint resolution agencies and disability advocacy organisations.

The contact number for this hotline is 1800 880 052

or

- The Office of the Public Advocate - which, having been established as part of the 1986 Intellectually Disabled Persons Services Act, is responsible for advocating for the rights of all people with an intellectual disability living in the state of Victoria;

or

- The Department of Human Services - the Victorian government department responsible for providing funds for agencies such as Melba in the community services sector.

Contact details for the Office of the Public Advocate and the Department of Human Services, as well as a more comprehensive list of agencies (and their contact numbers) that may be able to offer guidance and/or support in the event of a grievance, is attached.

MELBA SUPPORT SERVICES INC.
Assisting people with a disability towards personal fulfillment

OVERVIEW OF GRIEVANCE PROCEDURE
FOR PEOPLE SUPPORTED BY MELBA

APPENDIX

ADVOCACY GROUPS RESOURCE LIST

1. Office of the Public Advocate
5/436 Lonsdale St
Melbourne Vic 3000
Phone: 9603.9500 Fax: 9603.9501
Email: publicad@vdoj.vic.gov.au

Established as part of the 1986 Intellectually Disabled Persons Services Act and is responsible for advocating for, and protecting the rights of individuals with an intellectual disability living in Victoria.

2. Intellectual Disability Review Panel (I.D.R.P.)
Marland House
Level 30, 570 Bourke St
Melbourne Vic 3000
Free Call: 1800 641 038
Phone: 8601.5244 Fax: 8601.5288
Email: idrp@dhs.vic.gov.au

Established as part of the 1986 Intellectually Disabled Persons Services Act to review, in line with the Act, decisions and/or recommendations (arising, for example, from a General Service Plan) which are perceived by the relevant Member or their advocate as unsatisfactory. Also has responsibility for monitoring the use of physical and/or chemical restraint or therapy within the State of Victoria.

3. Villamanta Legal Service
6 Villamanta St,
Geelong West Vic 3218
Free Call: 1800.014.111 – legal services
Phone: 5229.2925 – general enquiries Fax: 5229.3354
Email: villegal@primus.com.au

A Statewide Community Legal Centre that works on disability related legal issues. The main purpose is to make sure that Victorian people, who have a disability, know about the law, and use the law to get their rights.

4. Association for Children with a Disability
590- Orrong Rd
Armadale Vic 3143
Free Call: 1800.654.013
Phone: 9500.1232 Fax: 9500.1240
Email: mail@acd.org.au
Internet Address: www.acd.org.au

A State-wide parent support organisation that provides information, support and advocacy across the State of Victoria to all parents who have a child with any disability.

5. Action Resource Network
266 Johnston St
Abbotsford Vic 3067
Phone: 9416.3491 Fax: 9416.3484
Email: arn@netlink.net.au

Funded by the federal Department of Health and Family Services to advocate and resource for people who have higher support needs associated with a physical disability.

6. Victorian Advocacy League for Individuals with a Disability (V.A.L.I.D.)
235 Napier Street
Fitzroy Vic 3065
Phone: 9416 4003 Fax: 9416 0850
Email: viccid@dice.org.au

Funded by the Department of Human Services and responsible for advocating for the rights of adults with an intellectual disability and families and carers living in Victoria.

7. STAR Victoria Inc
2nd Floor, Ross House
247 Flinders Lane
Melbourne Vic 3000
Phone: 9650.2730 Fax: 9650.6972

A voluntary association providing advocacy for people with an intellectual disability and their families.

The regional contact for the Department of Human Services is:

The Regional Director (or) Manager, Partnerships & Service Planning
Department of Human Services
Eastern Metropolitan Region
Cnr Whitehorse and Nelson Rds
Locked Bag 2015
Box Hill Vic 3128
Phone: 9843.6000 Fax: 9843.6118