



Vision: A society that values the individuality and rights of all people.

Mission: Individuals with a disability leading everyday lives.

Melba Support Services is a not-for-profit leader, supporting people with complex disabilities to live the life of their choosing. Everything they do at Melba is about individuals exercising CHOICE AND CONTROL over their daily life. Melba has been supporting people with complex physical and intellectual disabilities to lead great lives for more than 45 years.

It currently provides services to over 330 people, through group homes, day services, respite, individual support services and TAC independent living services in Lilydale and Frankston. Alongside this it is developing accommodation options for people through unit construction with Community Housing groups and private developers. As it believes that all people are valuable community members, Melba runs small social enterprises. The main one being Able BakeHouse (biscuits and slices sold to local cafes) and Yarra Ranges in a Box (distribution of local fresh fruit and vegetable to local primary schools). These provide the opportunity for people of all abilities to come together and work towards a shared goal; increasing community cooperation, promoting holistic inclusion and supporting active participation through the production, sale and delivery of a range of products for customers to enjoy.

Melba is currently fitting-out a new Social Enterprise Hub in Lilydale, which will allow us to expand all our social enterprises. The hub will enable Melba to provide more people with a valued role, and grow new micro-enterprises suited to the needs and interests of people with a disability.

Melba Support Services recognises that all people are equal and have the same human rights. Melba delivers services within the Human Rights framework and has a philosophy and culture that is built on a human rights framework and supports people to understand and exercise their legal and human rights.

Melba Support Services has a zero tolerance to abuse, neglect, exploitation and violence exhibited toward any person supported, employee, or volunteer affiliated with Melba. Our commitment to person-centered services is evidenced by our accreditation with the Council on Quality and Leadership, USA. Melba became the first Australian organisation to be accredited under CQL's Person-Centered Excellence "*with Distinction*" quality framework.

Melba operates throughout Melbourne's Eastern and Southern Regions, the CBD to the Yarra Valley and across to the Mornington Peninsula.

Funding Sought: -

While Melba and the people they support are funded by the Government, either the Victorian Government or through the NDIS (National Disability Insurance Scheme) there are operational areas that receive no funding. These are: -

Social Enterprise Hub

To fully equip the Social Enterprise Hub funds are still being sought, in particular for Fridges and Freezers so food can be prepared and stored. Part of the work is to pre-prepare food so that people can be provided easy re-heat meals when required. Many people and families we support often require this support as their pensions can be consumed by medical and other needs. There is also the need to build adjustable food preparation benches to enable people in wheelchairs work on a bench at a height suitable for their needs. The aim is to teach people to cook and at a level commensurate with the abilities, eventually reducing the need for them to purchase expensive pre-packaged meals.

Home Equipment

Melba is currently building homes for people with a disability with Housing Associations and private developers. However, these units and apartments (over 40 during 2018 to 2020) will require a range of purpose specific furniture from beds, chairs, kitchen equipment designed for people with minimal dexterity among many. There is an increasing range of home equipment that enables people with disability live a more independent life, however, it costs.

Zero Tolerance Training

Melba is committed to ensuring it is an agency with zero tolerance to abuse, neglect, exploitation and violence. This requires training for all staff. People with disabilities, sadly, suffer higher levels of abuse than the general public. Melba's staff deliver quality services and as it grows and delivers more services to more people it is critical that staff are trained to recognise abuse, neglect and exploitation and report it and act on it when it occurs. This means the people who choose Melba to deliver their services can also live a fulfilled life free of the above.