

service  
charter



Avenue



to celebrate  
**Iren's Week**

at Collingwood Children's Farm  
2011, from 8:30am  
at Iren's Farm, St Helen's Tower, Alabandah  
on this day

- Have your face painted
- Meet and feed the animals
- (if goodies!)

**October 14th Saturday!**  
Come to our special  
celebration at the farm on this day!

Look at these boxes to read the Easy English version.



## your rights

You have many rights as someone who is supported by Inclusion Melbourne.



- To have your rights and responsibilities clearly explained to you, including how to act on them.
- To have your support options clearly communicated to you.
- To make choices with the full support of Inclusion Melbourne and to include family, friends, and your circle of support in this process.
- To ask questions and have your own views – and to have these respected and acknowledged.
- To have full control over all of your private information including limiting access to others.
- To be supported to pursue interests, opportunities and relationships that provide fulfilment and enrich your life.
- To have the expenditure of your support package transparently and accountably communicated to you.
- To be in a safe environment, free from abuse and neglect.
- To have your relationships valued and maintained and to participate in your community utilising natural supports that respect your independence.
- To have your unique abilities and attributes respected and valued, including your cultural heritage, beliefs, gender, sexuality and lifestyle choices.

## our vision

We will support you to do the things you want to do. It's your choice!



Our vision at Inclusion Melbourne is to provide people with intellectual disability the opportunity to live, work and thrive in inclusive communities – where everyone has the same opportunities to participate in community life and to take their place in society as respected citizens.

Our role, as a disability support provider, is to encourage and enable people to achieve and maintain a valued quality of life. We support people to live a fulfilled life, to participate in activities based on their own needs, wants and interests, and to develop meaningful friendships within the local community

## your responsibilities

You have responsibilities when you are supported by Inclusion Melbourne.



- To respect the rights, views and diversity of all people associated with Inclusion Melbourne and to treat others with dignity and courtesy.
- To respect and care for the environment around you whenever you are being supported by us.
- To advise us if your circumstances change so that we can offer you the highest quality support; particularly your health, living arrangements, family, finances, aspirations or support needs.
- To work with us transparently and collaboratively to resolve conflict within our complaint and feedback processes.
- To pay your accounts promptly and to contact us if you have any difficulties in doing so.
- To tell us when you don't like something about our service.
- To tell us if there is anything you don't understand.
- To tell us when you are feeling unsafe or when your safety has been compromised.

## about inclusion melbourne

You can choose what you do every day, where to do it, and who to do it with.



Inclusion Melbourne works with people with intellectual disability, their families and carers, to develop a fully-personalised community-based support plan that authentically meets their needs and desires.

Unlike other disability day services, Inclusion Melbourne is not centre-based; the people we support do not select activities from a list, follow a group schedule, or stay in a centre.

We are leading the way in promoting the inclusion of people with disability in the community.

## quality of service you can expect

Here is what you can expect from us when we work with you.



At Inclusion Melbourne we believe the most important thing we can offer is support to help you live life your way.

- We will seek to understand your strengths, dreams and aspirations.
- We will plan with you to work out the best ways to meet your needs and achieve your goals.
- We will support you to be informed, involved and in charge.
- We will support you to locate and access activities that meet your available funding and resources.
- We will continue to work alongside you to make sure your activities and support arrangements meet your evolving interests and needs.

# personalised community-based support for people with intellectual disability

We are different because we work around you, not make you work around us.



We are the only disability service in Victoria to have completely transitioned from a centre-based model to offer fully personalised community-based support for people with intellectual disability.

## affordable and accessible

Our personalised support service is funded through your normal support package. Contact the Department of Human Services about your support package entitlements.

## a safer model of support

Supported in the community, our experience shows that people at Inclusion Melbourne are safer than in traditional services.

## fosters genuine new relationships

Inclusion Melbourne supports people to connect with other members of the community and volunteers. Inclusion Melbourne is supported by a rich and dedicated team of over 200 volunteers.

## meaningful activities in the community

People at Inclusion Melbourne are supported to do the things that are important to them and that meet their unique needs.

## our values

We believe in being open and honest.  
We believe in you doing what you  
want to do in your local area.



### **integrity. to consistently act on sound moral principles.**

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

### **potential. the inherent ability or capacity for growth.**

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

### **individuality. a single person regarded as a unique personality, distinguished from others by special qualities.**

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want

- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

## **relationships. a significant connection existing between people and communities.**

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

## **for more information**

If you want to know more, speak with us.



If you would like to request further information in relation to Inclusion Melbourne's privacy policies and procedures, access personal or health information or make a complaint about an issue, please contact Inclusion Melbourne:

T. (03) 9509 4266

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Inclusion Melbourne Inc.



InclusionMelb