

## Transfer of Government Services Frequently Asked Questions (FAQ)

Melba is honoured to have been selected as a future provider of transferring Government shared supported accommodation (SIL) and respite (STAA) services.

We are committed to working closely with Government and making the transfer an overwhelming success for everyone.

We understand that many of you will have questions. We want to hear your questions and your ideas.

We have created this FAQ document to provide you with information in addition to the factsheets we prepared. It is part of an ongoing conversation. We will continue to update this document in the coming weeks to respond to your questions.

If you would like to talk to us, please call on 1300MYMELBA or email <mymelba@melbasupport.com.au>.

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### [Where will Melba be delivering transferring services?](#)

Melba will deliver transferring accommodation and respite services in parts of southern Melbourne including the Mornington Peninsula, inner and outer Gippsland, Central Highlands and parts of the Wimmera (see attached list of locations).

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### [When will Melba commence delivering transferring services?](#)

We will commence delivering services in August 2019 in the Central Highlands and Wimmera, and in all other areas in September 2019.

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### [Will transferring services be provided by the same staff?](#)

Yes. There will be no change in staffing arrangements as a result of the transfer. Melba values the skills, knowledge and experience of existing DHHS staff who will be seconded to Melba.

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### [Will I get the chance to meet senior managers from Melba before the transfer?](#)

Yes. We are looking forward to meeting as many people as possible at the 'Roadshow' meetings in September being arranged by DHHS.

We have also planned other opportunities to meet with individuals, their families and staff prior to the transfer. Building strong relationships is a vital part of 'The Melba Way'.

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### [Will I receive more information about Melba before the transfer?](#)

Yes, we believe good communication is critical. We will keep you informed every step of the way through a wide variety of approaches including meetings, letters, email, visits to group homes and respite facilities, newsletters and updates on our website. We will ask you how you prefer to receive information.

### Why did Melba want to part of this process?

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

### Is Melba committed to high quality services and safety?

Yes, absolutely. We are a 'Zero Tolerance' organisation with an outstanding track record in making sure people are safe from abuse or neglect. We are passionately committed to upholding people's human rights and have been recognised internationally for delivering person-centred excellence at the 'distinction' level.

We are equally committed to the safety of our staff.

### How does Melba deliver services?

Our approach is guided by 'The Melba Way' a human-rights, values-based framework driven by the people we support. Every person has a set of unique skills, abilities and characteristics. Honouring the uniqueness of each individual is at the core of Melba. The person comes first!

Our service delivery model focuses on one person at a time, minute by minute, hour by hour, day by day. We work with the person to hand craft their supports through listening, being creative, and being responsive.

We continuously test our approach by checking whether the person's needs have been met at any given moment, and whether our response is relevant, effective and positive so that everyone can live the life of their choosing.

### What is Melba's approach to DHHS staff?

We will continue to employ and support former DHHS staff and will nurture their jobs and careers under existing DSEA terms and conditions.

We understand that staff are the key to excellent service provision and are committed to supporting them in their work and continuing careers.

We believe that the key to achieving superior quality of life for individuals is to empower staff to support people to achieve their goals and lead great lives.

### Will transferring staff still get training?

Yes. We strongly believe in continual and regular professional training and creating development opportunities for our staff.

### Will existing services at Melba change?

No, there will be no change to our existing services. We are committed to maintaining the excellent services we currently provide. Our rights-based culture and 'The Melba Way' will continue to be the basis of all services we deliver.

### How can I contact Melba if I have more questions?

You can contact us by calling 1300MYMELBA or emailing <mymelba@melbasupport.com.au>.

We look forward to hearing from individuals, their families and transferring staff.