mpower inc.
since 1975

Family Services
Intake Pack

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mpower inc.
since 1975

A community inspired and empowered by people of all ages and abilities.

Mpower Inc.
71 Koroit Street
Warrnambool 3280

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f: 03 5561 8100
e: admin@mpower.org.au
w: www.mpower.org.au

Reg. A0010905X

HDAA CERTIFIED SERVICE

VICTORIA State Government

Registered NDIS Provider



mpower inc.
since 1975

• enhancing abilities • supporting families
• strengthening communities



about mpower

Since 1975 Mpower has been supporting families and individual's in south west Victoria to have real and meaningful connections to their community.

Mpower's vision is for 'a community inspired and empowered by people of all ages, abilities and differences.' We focus on our vision and direct all our activities towards its achievement.

- **Enhancing abilities**
- **Supporting families**
- **Strengthening communities**

our values

Our values underpin our organisation and provide a framework for our practice.

Respect – Beliefs, feelings and values of individuals are acknowledged

Empowerment – Person and family directed services recognising individual's strengths

Quality – Professionalism and quality in everything we do

New Learning – Encouraging personal development and innovative thinking

early years

NATIONAL DISABILITY INSURANCE SCHEME
NDIS funded core and capacity building supports can be used to fund activities in all of our Early Years and Disability Support Programs.



Behaviour Support
Acknowledging and strengthening the skills and capacity of parents to support behaviour change is key to our approach. Mpower works with parents to develop positive Behaviour Support Plans with strategies that can be used at home or in a variety of settings based on a consistent approach.

Centre-based play program
Centre-based play programs to help parents understand play-based learning, build their awareness of children's developmental milestones, support and encourage positive parenting strategies and how to be actively involved in their child's learning.

Early Childhood Intervention Services
The multi-disciplinary Early Childhood Intervention team provide a range of flexible, family-centred and child focused services to support children with developmental delay, Autism Spectrum Disorder or a diagnosed disability, and their families.

To achieve the best outcomes possible we will embed our services and therapies into the natural and familiar environments of your child and family. This includes home, kinder, childcare and other community settings.

Therapeutic Supports
Support to children who have a disability or developmental delay by providing a range of individual and group based programs. We recognise that each family is unique and needs its own tailored plan of supports. Our Therapy Team can provide Speech Pathology, Occupational Therapy, Behavioural Supports and Physiotherapy to children between the ages of 0-18.

Transition to School
Providing information, practical and emotional support and training to families, kindergartens and schools. Mpower's Transition to School Program aims to make the transition to mainstream school as smooth as possible for children with additional needs.

EARLY YEARS
KIDS, TEENS & ADULTS
CARERS & PARENTS
THE COMMUNITY

kids, teens & adults

NATIONAL DISABILITY INSURANCE SCHEME
NDIS funded core and capacity building supports can be used to fund activities in all of our Early Years and Disability Support Programs.



Personal Support
Offers individual support designed and delivered to meet needs, goals and aspirations of the participant. Support may include Personal Care, Community Access eg: horseriding, gym, swimming, caring for pets.

Mpower's Skill Building Program
Learning skills can occur in a supervised setting at the Mpower Studio working towards maximising participant's individual potential for independence in activities of daily living or with the support of Mpower's skilled staff learn skills to work towards independent living.

COMMUNITY ACCESS

Mpower offers recreational and social opportunities for people with a disability through programs such as:

Active Oceans
A water based recreation program offering surfing, snorkelling, fishing, sailing, rowing and swimming. Programs can be designed and arranged to suit the needs of any group or individual. Skills developed from Active Oceans activities help foster a sense of achievement and confidence that may lead to participation in similar mainstream activities in their community.

Mpower's School Holiday Program
Participants have the opportunity to experience fun activities, socialise and try something new. School Holiday Program runs every school holidays during the year and for 3 weeks during January.

Mpower's Weekend Getaways
Weekend Getaways to Mpower's Sturgeon View holiday house or another destination of your choice. Participants are matched in ages, friendship groups or particular interests. The group decides on the activities for the weekend.

Mpower's Youth Group
A social group for children with disability
Youth Group provides the opportunity to form friendships, have fun and socialise through a range of recreational activities. Activities of the Youth Group are chosen by the participants. Group ages: 6 to 12 years or 13 to 17 years

Mpower's High Flyers
A social group for children with high functioning autism. High Flyers provides the opportunity to have fun and socialise, form new friendships and social networks through a range of recreational. Group ages: 6 to 12 years or 13 to 17 years.

Mpower's High Flyers Girls Group
A craft and social group for girls who are high functioning and would like to build friendships with female peers. Group ages: 8 to 14 years.

carers and parents



Support for Carers
Provides a range of supports to carers of people who are frail aged (65+), indigenous (50+) and any age with dementia. Carers can be family members or friends of any age.

Carer Support Groups offer social and emotional support, an opportunity to share information and ideas and time out for Carers. Regular meetings are held.

Strengthening Parent Support Program
Offers individual and group support to parents and carers of infants, children and young people 0-18 years old.

Integrated Family Services
Aims to enhance children and adolescent safety, stability and development by focusing on building the capacity of parents, carers and families to meet those needs.

Totally Awesome Parents
A support group for parents with intellectual disabilities and/or learning difficulties. Through weekly meetings, the group respects its members in all aspects of parenting and supports new learning through social and community gatherings.

the community



Community Transport – Aims to assist those who are in need of accessing transport. Volunteer drivers provide a door to door transport service. This program relies on the invaluable contributions of volunteers who provide this service to the community.

Deaf Access Victoria – Provides information relating to deafness or hearing loss for deaf and hard-of-hearing people, their families, carers or services. DAV assists community organisations and services to work more effectively with deaf and hard of hearing people by raising awareness in the local community about the difficulties they experience and their needs.

Mpower House

Located close to Mpower's main office, Mpower House provides an open plan setting and convertible rooms for respite, therapy and recreational programs. The house features DHHS standard fire safety and security. An independent fully self-contained 'accessible' Mpower Studio completes the facility.

Mpower Presents

A program of training and professional development sessions that can be provided at your venue or at Mpower. Sessions are tailored towards parent and carers or professionals and service providers.

Sturgeon View Holiday House

A specifically designed holiday house to cater for people with a disability. The fully self contained house, ideal for couples, families and groups, is wheelchair accessible throughout. Sturgeon View is located in Dunkeld, the southern gateway to the Grampians.

Toy Library

Provides information for parents and lends play materials and educational toys and equipment to facilitate the growth and development of infants and children. Borrowing is available for people of all ages.

Volunteers

A highly valued and essential part of the Mpower workforce, particularly through our Community Transport Program.

All volunteers undergo an interview, referee check and safety and security screening.

Your Information and Your Safety Fact Sheet

Your Information

- Sharing relevant information can be critical to managing your safety.
- Information sharing procedures will be explained to you and your consent will be sought when engaging with relevant services.
- Generally, your information will not be shared without your consent. But if there is a serious threat to an individual's life, health safety or welfare, your information may be shared without your consent to lessen or prevent this serious threat.
- Your information may also be shared without consent if this information is linked to a child victim survivor of family violence and it is necessary to assess or mange family violence risk to that child.
- If your information is shared without your consent, it will be done so in a manner that promotes your safety and takes into account your views, where appropriate, safe and reasonable.
- When appropriate, safe and reasonable you will be notified about your information being shared.
- You maintain the right to access any information held about you. If you think any information held about you is incorrect, you can ask to look at your file and ask for your information to be corrected.
- If you believe your privacy has been unlawfully interfered with as a result of information sharing, you may make a complaint to the Office of the Victorian Information Commissioner, the Health Complaints Commissioner or the Australian Information Commissioner, as applicable.
- Your information is strictly confidential and will only be shared with prescribed services that are bound by law to keep it secure.
- Your information will **NEVER** be shared with the perpetrator of family violence under the Family Violence Information Sharing Scheme established under Part 5A of the *Family Violence Protection Act 2008*.

Information shared with you

- An organisation may share information with you about the perpetrator of family violence to assist you manage your own safety or that of your children.
- You are **NOT** permitted to use the information provided to you for any purpose other than managing your safety.
- You should not share the information you receive in ways that are unrelated to managing your safety (e.g. sharing on social media). Sharing your information with the wrong person could affect your or others safety.
- Information can be shared with members of your safety management network as required, but only as it relates to implementing your relevant safety plans. If information is provided to a third party, you must inform the third party that the information can only be used to manage your safety or that of your children.

Mpower Organisational Policy

QUALITY AND RISK	2.10 Extreme Weather Policy

Contents

1. Purpose
2. Scope
3. Policy Context
4. Policy Statement
5. Responsibilities and Delegations
5. Definitions

Version Control			
Version	Reviewed By	Date	Comment
1 (supersedes 2.08)		4/02/2025	Updated to address changes to the Bus Safety Act 2009 the Country Fire Authority (CFA) Fire Danger Ratings system.

1. Purpose

Mpower Group is committed to ensuring the safety and well-being of employees, students, volunteers, and participants by providing clear guidelines for actions and decisions during extreme weather conditions.

This policy aims to maintain compliance with Mpower Group safety systems and accreditation standards. Mpower Group aims to protect all individuals involved in its operations and ensure a safe and prepared response to extreme weather conditions.

The policy ensures that all individuals involved with Mpower Group are protected and informed during extreme weather events.

This policy is designed to ensure that Mpower Group fully complies with all relevant legislative, funding, and service delivery requirements.

2. Scope

2.1. This policy applies to all Mpower Group employees, students, and volunteers and covers all organisational activities and transportation services.

3. Policy Context

Standards, Guidelines, Acts, (Federal and Victorian)	• Bus Safety Act 2009 • Bus Safety Regulations 2020 • Equipment (Public Safety) Act 1994 • Equipment (Public Safety) Regulations 2017

	• Human Services Standards 2015 • ISO 9001:2015 Standards • NDIS Quality Indicators 2021 • Occupational Health and Safety Act (2004) • Occupational Health and Safety Regulations 2017 • Road Safety Rules 2017 (Vic) • Vulnerable People in Emergencies Policy DHHS 2018 • VIC Emergency App
Organisation Policies	• 1.02 Code of Conduct - Employee • 2.03 Incident Response and Reporting • 4.01 Safe Workplace • 4.06 Bus Accreditation and Management • 4.07 Fleet Management • 5.05 Orientation and Induction • 5.08 Health, Safety and Wellbeing • 6.02 Child Safety and Wellbeing Policy
Forms, Record Keeping, Other Documents	• 2.03.01 Incident Management System Training & Procedure • 4.01.06 Occupational Health and Safety • 4.06.02 Bus Safety and Risk Assessment • Bushfire Safety for Workers Key Tips • CFA Fire Danger Ratings • MYP Incident Management Report System • MYP Risk Assessment

4. Policy Statement

4.1 **Commitment to Safety:** Mpower Group is committed to ensuring the safety and well-being of all employees, students, volunteers, and participants during extreme weather conditions. This commitment includes the proactive assessment and management of risks associated with extreme weather.

4.2 **Compliance with Regulations:** Mpower Group will comply with all relevant standards, guidelines, acts, and regulations, including but not limited to the Bus Safety Act 2009, Occupational Health and Safety Act 2004, and NDIS Quality Indicators 2021.

4.3 **Risk Management:** Mpower Group will implement a robust risk management framework to assess, monitor, and mitigate risks associated with extreme weather conditions. This includes regular reviews and updates to procedures based on current best practices and regulatory requirements.

4.4 **Communication:** Mpower Group will ensure effective communication with all stakeholders, including employees, participants, and their families, about the potential impacts of extreme weather on services and activities. Clear and timely communication channels will be maintained to provide updates and guidance.

4.5 **Use of Technology:** Mpower Group will leverage technology, such as the VicEmergency application, to stay informed about current and forecasted weather conditions.

4.6 **Training and Awareness:** Mpower Group will provide regular updates and resources to employees, students, and volunteers on extreme weather preparedness and response. This includes specific training on fire safety, flood response, and thunderstorm asthma management.

4.7 **Emergency Preparedness:** Mpower Group will develop and maintain detailed emergency preparedness and management plans tailored to various types of extreme weather events. These plans will outline specific actions to be taken to protect the safety of individuals and ensure continuity of critical services. The Mpower Management Team will undertake planning prior to Extreme Weather seasons (Oct).

4.8 **Evaluation and Continuous Improvement:** Mpower Group will regularly evaluate the effectiveness of its extreme weather policies and procedures and will make necessary adjustments to improve safety outcomes. Feedback from employees, participants, and other stakeholders will be incorporated into this continuous improvement process.

4.9 **Participant Safety and Empowerment:** Mpower Group is committed to empowering participants with the knowledge and resources they need to make informed decisions about their safety during extreme weather conditions. This includes providing information on emergency planning and the potential cancellation of activities and transportation.

4.10 – **Program and Transport Cancellation** - On days of extreme weather conditions Mpower reserves the right to cancel transportation and program activities under the Occupational Health and Safety Regulations 2017 (OHS Regulations)

5. Responsibilities and Delegations	
Compliance Oversight	Management Team
Policy approval	Quality of Practice Committee

5. Definitions (in the context of this policy)	
Mpower Group	Includes both Mpower Inc and Mpower Community entities.
Extreme weather	Extreme weather means the existence of abnormal weather conditions such as rainstorms, hail, high winds, lightning, heatwaves, poor air quality (e.g. smoke / dust) or extreme high or low temperatures (or any combination of these). The effects of extreme weather can be bushfire and floods.
Emergency Management Manual	A reference guide to be used in the event of emergencies specifically for Mpower employees. Manuals are provided for each location with property specific information.
Management Team	A core group of employees responsible for the day-to-day management of Mpower.
Incident Management System	Incident Management System (IMS) is the area in MYP where all incidents are to be recorded regardless of where they occur.
Continuous Improvement	Continuous improvement is an ongoing effort to enhance services, processes, or practices incrementally over time. It involves regularly reviewing and analysing current methods, identifying areas for improvement, implementing changes, and monitoring the results to achieve greater efficiency, effectiveness, quality, or customer satisfaction.
Quality of Practice Committee	Mpower's Quality of Practice Committee is dedicated to enhancing the quality of Mpower's services for great client and community outcomes and comprises of the Executive Management and Management Teams.

Client Charter

Like most organisations, we know that our success lies in delivering excellent service to you, our clients. Our client service charter sets out our commitment to provide you, our client, with the service you can expect.

Who we are and what we do

Mpower is a registered NDIS (National Disability Insurance Scheme) provider and a Not for Profit funded agency. Since 1975 we have been supporting families and individuals in south west Victoria to have real and meaningful connections to their communities.

When we enter into any client relationship at Mpower, we do so with a commitment to meet the needs of that client's engagement, regardless of age, ethnicity, culture, sexual preference or religious beliefs, staff at Mpower will always strive to consistently deliver exceptional quality and timely services.

Rights of Service Users

- Service users have the right to be treated with courtesy and respect at all times, in a culturally sensitive manner, and to be guaranteed confidentiality of personal information.
- Mpower staff shall provide each service user with an Mpower Service Users Rights and Responsibilities brochure on initial contact with the organisation.

Duty of Care

Mpower staff will:

- Ensure that everything reasonably practicable is done to protect the health and safety of clients, families, co–workers and themselves;
- Provide care that is consistent, and which acknowledges and maintains the Australian Human Rights Commission Act 1986 and the integrity of self and others;
- Take all reasonable actions to prevent injury or distress;
- Communicate clearly and effectively any concerns if requested to undertake duties for which there has been insufficient preparation.
- Client/staff ratios for all activities and excursions will be determined by the program coordinator.

Response Times

- All staff **must** respond to internal (other staff) or external (clients/participants/general public) requests within 24 business hours, or next working day.
- The above applies to all types of requests:
    - Phone call
    - Email
    - Verbal

Abuse and Neglect

- Clients have the right to be free from neglect, physical, sexual, verbal, elder, emotional and financial abuse.

- Staff are obligated to protect clients from all forms of abuse or neglect.
- Staff suspecting abuse or have been communicated to of alleged abuse, will report immediately.
- Staff are mandated to respond within one working day to claims of abuse or neglect encountered by clients.
- All allegations of abuse and neglect will be treated as serious and handled in a professional manner.
- Allegations of abuse and/or neglect that suggest criminal behaviour will be referred to the police.

Priority for service

- Clients will have access to a service on the basis of relative need and available resources, where resources are unavailable, the client's details and circumstances shall be placed on a waiting list.
- When demand for services exceeds current available resources, a priority list will allow Mpower to have formal, considered approach to resource allocation based on the individual needs of service users.

Consumer Participation & Decision Making

- Consultation with clients, carers and community be sought for all decisions affecting the client's own situation and may be sought for planning and system development activities.
- Service planning and delivery will reflect a primary emphasis on client needs.
- Clients will retain maximum control over their own lives by having primary involvement in, and influence over, service delivery decisions that affect them.
- At intake, clients and/or advocates will be advised of the full range of services that the organisation currently provides, having access to information on
- If required, staff will provide clients with information and support to access an independent support person of their choice to assist them in making their decisions and choices.

Community Inclusion

- Mpower will seek to develop community partnerships with sporting clubs, businesses, and government to increase opportunities for community participation for people with disabilities

Advocacy

- Service users are entitled to have their own advocates present at any meeting with staff, the service user must be involved in the selection of the advocate to ensure he/she maintains active participation in the process.
- To ensure independence and to avoid conflict of interest, Mpower staff members would not usually be able to act as advocates for Mpower service users.
- If a service user requests an advocate, staff may refer clients to:
    - South West Advocacy Association
      P O Box 480
      45 Hider Street
      Warrnambool Vic 3280
- Staff will ensure that any advocate is given all the relevant information and understands the nature of advocacy

Zero Tolerance

- Mpower has a zero tolerance to violence & aggression in the workplace or community whether perceived as real or alleged.
- Swearing, yelling and other intimidating behaviour are on the continuum of violence and aggression and ***will not*** be tolerated.

Feedback – compliments, complaints, suggestions

Feedback includes compliments, complaints, suggestions or any information about our program delivery, services or performance.

Mpower service users have a right to communicate their grievances about the service, to staff, management, the Mpower board, the Disability Services Commissioner or the NDIS Commission in disability related matters. We will provide all service users with easy to understand information on how to make complaints both to the organisation and directly to the Disability Services Commissioner (Ph: 1800 677 342) or NDIS Commission (1800 035 544) if disability related (refer to Complaints Brochure and Rights & Responsibilities brochure).

Mpower will respond confidentially, quickly and fairly to complaints from service users, in order to bring about resolutions that are satisfactory to all parties.

You can provide feedback the following ways;

- Email admin@mpower.org.au
- Call us 0355 618 111
- Post to: Mpower 71 Koroit Street Warrnambool 3280
- Talk to your key worker
- Speak to staff
- Suggestion box in Mpower reception
- Use the Compliments, Complaints and Suggestions brochure

Should you have a complaint, we appreciate you providing us with the first opportunity to resolve it, we view complaints and feedback as an opportunity to improve our services.

In an emergency call

000

Domestic Violence Services

(03) 5561 1934 Mon–Fri 9am–5pm
or 1800 015 188 24 hours

Deaf or hard of hearing or for assistive communication

TTY **106** or NRS **13 36 77** and ask for **000.**

Developed by Everybody's Business Steering Group. Copies available from South West Carer & Respite Services Network (03) 5561 8111.

Stop family violence

Everyone has the right to be free of violence and fear



You **can** get help.

Abuse is **not** your fault.

You **will not** be blamed if you ask for help.

Are you safe in your own home?



Family violence or abuse is:



Hitting, kicking, pushing



Shouting, swearing



Breaking or throwing things



Not being allowed to see your own family



Not being allowed to use your own money



Being made to do sexual acts you don't like



When you feel afraid



Not being allowed to see your own friends

Violence can be by anyone who lives with you or comes into your home



Family violence or abuse is wrong

COMPLAINTS - IT'S OK TO COMPLAIN

What can a complaint be about?

A complaint can be about anything to do with the service you receivefrom Mpower.

Who can make a complaint?

Anyone can make a complaint about Mpower services. It may be a person with a disability, a family member or an advocate.

Who can help you make a complaint?

To help you make a complaint you can ask a friend, family member, support worker, case manager, plan support coordinator or advocate.

Willyou get into trouble or lose your services for making a complaint?

No, you will not get into trouble or lose your service. It is your right to make a complaint when you are not happy with the services received. Mpower must make sure that you are treated with respect and not disadvantaged because you made a complaint.

The Mpower Story



Since 1975 Mpower has been supporting families and individuals in south west Victoria to have real and meaningful connections to their community.

Scan for more information

www.mpower.org.au

(03) 5561 8111

admin@mpower.org.au

71 Koroit St, Warrnambool

Follow us on:

Complaints process

Mpower treat all complaints seriously and with confidentiality. You can find a copy of our Complaints Policy on the website or you can ask a member of staff to provide you with a copy.

You can also make a complaint on the Mpower website www.mpower.org.au, by phone or email, feedback@mpower.org.au

Complaint details will be kept confidentially in a complaints register at Mpower which is reviewed regularly for areas of improvement.

Contact us on (03) 5561 8111,your enquiries are welcome.

If you are not happy with the outcome or want to make a complaint outside of Mpower you can;

- Speak to the Mpower Chief Executive Officer
- Contact the NDIS Commission on 1800 035 544 or www.ndiscommission.gov.au
- Contact the Office of the Australian Information Commissioner 1300 363 992 or www.oaic.gov.au

If you have hearing difficulty you can contact;

- National Relay Service 1300 555 727 www.communications.gov.au

If you would like an interpreter you can contact;

- Language Loop www.vits.com.au 131 450

Incident Management

All NDIS registered providers must have a documented process to record, investigate, assess and respond to incidents as they occur. If you have any concern with Mpower services please contact us.

Advocacy

Mpower service users are entitled to have an advocate present at any meeting at Mpower. This includes meetings for access to services, assistance with planning, decision making, choice or making a complaint. The person who requires an advocate to be appointed needs to be involved in the selection of the advocate to ensure they maintain active participation in the process.

To ensure independence and to avoid conflict of interest Mpower employees are not able to act as an advocate for Mpower consumers.

For further information about advocacy please contact:

- Southwest Advocacy Association (03) 5561 4584 www.southwestadvocacy.org.au

Mpower is committed to meeting all industry and legislative compliance requirements including Child Safe Standards.

Registered NDIS Provider

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since 1975

Rights & Responsibilities



Enhancing Abilities • Supporting Families • Strengthening Communities

Rights & Responsibilities

Privacy Information

Mpower is a community service that works together with other services to meet the needs of the community. The following information provides general advice on how your personal and health information will be handled while you are a user of this service.

What happens to information about me?

When you become a service user of this agency a record of your personal and health information will be kept. This includes your name, address, contactdetails and information about your health. Every time you attend or have contact with us, new information is added to your record. Your personal and health information is stored securely and disposed of, as requiredby the Health Records Act 2001.

Why is this information necessary?

Mpower collect and keep this information to provide you with an appropriate service. Your personal and health information can help us to identify which services are best to meet your needs. This allows staff involved with your support to access your information easily when it is needed and lessens the need to collect the same information over and over.

Some information may also be used for research and planning, to help us provide better service outcomes. In this case, any identifying information, such as your name and contact details, will be removed before the information is used.

What rights do I have to access my health information?

You can ask to see or correct any information held on your record. This may include viewing the information, getting a summary or in some cases a full copy of your record, or having information explained to you. If you believe your information is incorrect, incomplete, out of date or misleading a correcting statement can be added. Some limits may apply where particular circumstances prevent us from releasing information and you cannot ask to have information removed. If limits apply to your record, this will be explained to you. For more information please speak to your worker.

How will my information remain confidential?

Mpower has policies about who can see and use your personal and health information and our staff members must treat your information confidentially. Your privacy is also protected by The Privacy Act, 1988. We only share information personal or health information about you with people who are directly involved in your ongoing care, for the purpose of a particular service. If we need to share information for any other purpose we will request your consent before doing so (unless otherwise required by law).

What if I am unable to give consent?

In some cases, consumers may not be able to give consent because they are legally unable to make a decision about release of their information (eg, children, people with a severe illness or major injury, or those with a mental illness or other disability).

In such cases, a decision will be sought from the services users authorised representative. People who can act as authorised representatives in these circumstances are specified by law.

Who may have access to information about me?

We may recommend that other service providers outside this agency become involved in your care. In this case, you will be asked to give consent for us to disclose any necessary information from your record to the other services, to help them assess your needs and provide you with the relevant support.

When can information be disclosed to other people without my consent?

There are few situations when your information may be shared without your consent. For example, in an emergency situation, we would release medical information about you to aid emergency treatment.

In certain circumstances, Mpower may be required by law to release personal information about you. Examples may include:

- Report of notifiable diseases to the Department of Health & Human Services; or
- Providing health records to a court when required in relation to legal proceedings;
- Providing health records to a law enforcement agency (eg. Police, Child Protection) in response to a search warrant.

If any of these circumstances apply we will advise you.

It is important that you know what to expect from Mpower, its services and staff and what your responsibilities are whilst receiving services.

You have the right to:

- quality services and programs with high standards
- be treatedwith respect and dignity at all times
- be informed of all aspects of the service provided eg. eligibility, fees, people involved in your support, services available, alternative services
- refuse services
- have your privacy respected and your personal information treated as confidential
- receive services for which you have provided consent
- have services provided in an environment that is accessible, clean, safe and secure
- be free from abuse and neglect
- make a complaint or providea compliment
- involve an advocate of your choice in any aspect of your support
- have strength based planning that is personor family centered.
- To be actively involved in the decisions around the delivery of your service
- have services that respect your culture and communication needs
- have opportunities for community inclusion and a valued role in the community
- have your individual needs considered when a service is provided.

You have a responsibility to:

- inform staff about changes to your situation
- treat Mpower equipment and property with care and to report any damage
- contribute to quality improvement by providing feedback to the agency
- respect the human worth and dignity of Mpower staff and other consumers
- inform staff of any cancellation to appointment or programs as early as possible
- provide, to the best of your ability,accurate, up to date information to Mpower staff so they can provide a quality service
- ask questions so we can assist you to understand what isprovided
- assist in creating an environment that is safe, clean and pleasant so there is strictly no smoking, alcoholor drugs at Mpower

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since 1975



The Mpower Story

Since 1975 Mpower has been supporting families and individuals in south west Victoria to have real and meaningful connections to their community.

REG: A0010905X

What you need to know

Mpower staff are committed to the delivery of services using practices that are sensitive and inclusive of all our cultural and diverse communities.

Child Safety

Mpower is committed to the safety and wellbeing of children and young people, including zero tolerance for child abuse. We do this by meeting all industry and legislative compliance requirements including Child Safe Standards.

Your Feedback is Important to Us

We are committed to ensuring that any person or organisation using our services or affected by our operations has the right to provide feedback, make compliments or complaints. You can provide feedback through the link on our website or speak directly with staff.

Confidentiality

Please be advised that in some circumstances we are required by law to release private client information. For more information about this please refer to our Confidentiality & Privacy Policy on our website.

Our Commitment to Cultural Safety

We are committed to providing a culturally safe, inclusive, and welcoming environment for everyone. We respect cultural diversity and recognise the strength, resilience, and continuing cultures of Aboriginal and Torres Strait Islander peoples. Everyone is welcome and valued.

For more information regarding our Parenting Children with Complex Disability Program please contact our Coordinator Family Services

Scan for more information

www.mpower.org.au
(03) 5561 8111
admin@mpower.org.au
71 Koroit St, Warrnambool

Follow us on:

Registered NDIS Provider

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Family Services Program



Enhancing Abilities • Supporting Families • Strengthening Communities

Family Services

What is Family Service?

Family Services supports families with children pre-birth to 18 years to stay safe, strong and connected. We build on strengths, respond early and support lasting change. Our focus is keeping children safe at home while supporting wellbeing, development and connections. This is a free, government-funded program offering early to intensive support, guided by the Best Interests Case Practice Model.

Our Approach

Our practice is:

- Child-centred – safety and wellbeing first
- Strengths-based – building on family strengths
- Culturally responsive – respectful of culture and identity
- Trauma-informed – understanding experiences
- Collaborative – working with families and services

We support:

- Participation of children and young people
- Parent and caregiver involvement
- Safe, respectful engagement

Flexible support:

- Adapts to changing needs
- Provides early or intensive support

mpower inc. since 1975

What we do

Family Services helps families reduce stress, build skills and create positive change so children grow up safe at home. We focus on increasing safety by reducing risk and strengthening protective factors.

We work with families and services to:

- Keep children safe
- Build parenting confidence
- Support development and wellbeing
- Strengthen family, culture and community connections
- Respond early and prevent escalation
- Build resilience and lasting change
- Support is available from pre-birth to adolescence (18 years), with the right support at the right time

How we do it

Our work follows the Best Interests Case Practice Model, keeping children's safety central. We use a strengths-based, child-focused, collaborative approach.

We:

- Partner with families to set goals
- Support children to have a voice
- Work with services to build supports
- Create shared safety and wellbeing plans
- Provide practical home and community support
- Connect families to services
- Coordinate care and review progress
- Our approach is flexible, inclusive and culturally responsive, building family confidence and independence.

What You Can Expect

When working with us, you can expect:

- Respectful, non-judgemental support
- Clear information and confidentiality
- Involvement in decisions and goals
- Regular progress reviews
- Flexible, responsive support

Referral pathway

Access to Family Services is through:

- The Orange Door
- Child Protection
- Multi-Agency Referral and Planning (MARP)
- Restoring Families Coordinator (for specific referrals and complex needs)

The Orange Door is a free service that works with children, young people and families to understand their needs and connect them to the most appropriate supports.

Call The Orange Door 1800 271 180 or orangedoor.vic.giv.au for more information

MARP and Restoring Families Coordinators support referrals for children, young people and families with more complex needs, including those at risk of involvement with statutory or justice systems.

Referrals must be made through one of these pathways.

Delivery Address
71 Koroit Street
WARRNAMBOOL VIC 3280

Mpower Inc.
Reply Paid 89933
WARRNAMBOOL VIC 3280

No stamp required
if posted in Australia

The Mpower Story



Since 1975 Mpower has been supporting families and individuals in south west Victoria to have real and meaningful connections to their community.

www.mpower.org.au

(03) 5561 8111

admin@mpower.org.au

71 Koroit St, Warrnambool

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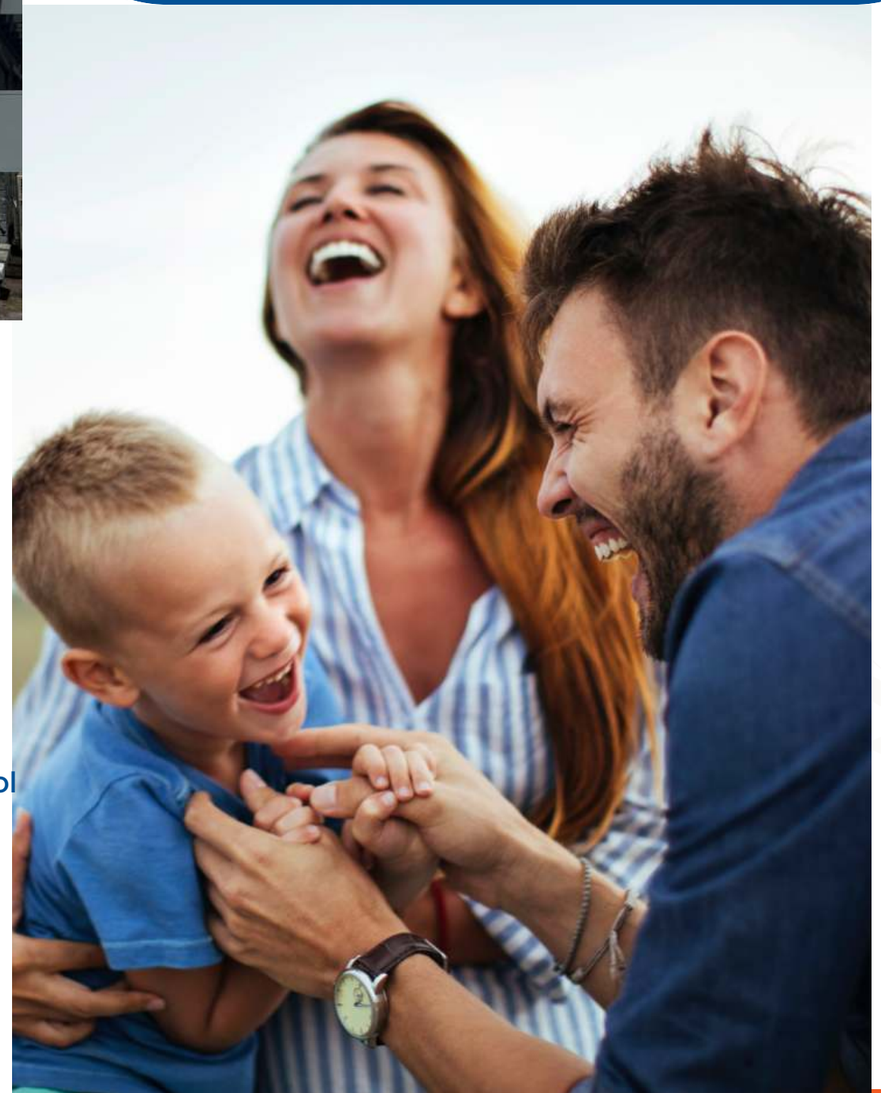
Scan for more information

HDAA CERTIFIED SERVICE

Registered NDIS Provider

mpower inc.
since 1975

Compliments, Complaints and Suggestions



• Enhancing Abilities • Supporting Families • Strengthening Communities

Compliments, Complaints and Suggestions

Satisfaction

We hope you are satisfied with the quality of services provided. We welcome any suggestions you may have on how we can improve.

We view complaints as an opportunity to improve our service. You can be assured your services will not be jeopardised in any way as a result of lodging a complaint.

Should you have any issues or queries which require immediate attention please speak to the manager of the service you are accessing.

Compliments and Comments

If you wish to pass on a compliment you can:

- Email or write directly to the staff or service you wish to thank or praise.
- Fill in the comments section of this brochure and deliver it to Mpower or post it free of charge. It will be forwarded to the relevant staff or service.

Suggestions for Improvement

If you wish to pass on a suggestion you can:
Fill in the comments section of this brochure and deliver it to Mpower or post it free of charge. It will be forwarded to the relevant staff or service.

Complaints

If you are unhappy with any aspect of our service you can:

- Talk or write to the Manager of the area or service concerned.
- Fill in the comments section of this brochure and deliver it to Mpower or post it free of charge. It will be investigated and you will be advised of the outcome.
- Make an anonymous complaint. It will be investigated, however we will not be abel to advise you of the outcome.

Complaints will be acknowledged and investigated in a timely manner. We will promptly inform you of the eoutcome of any issues raised.

We look forward to hearing your comments on our service.

We would prefer to have your name and details, but this is optional.
Be assured that your comments will be treated confidentially.

Name (optional) _____

Address _____

_____

Phone _____

Date _____

"To be a leader in quality aged and disability services enabling people to have meaningful connectins to their communities".





The Mpower Story

Since 1975 Mpower has been supporting families and individuals in south west Victoria to have real and meaningful connections to their community.



Registered NDIS Provider

mpower inc.
since 1975

Cultural Inclusion



Mpower is committed to meeting all industry and legislative compliance requirements including Child Safe Standards.

Scan for more information

www.mpower.org.au
(03) 5561 8111
admin@mpower.org.au
71 Koroit St, Warrnambool

Follow us on:

HDAA CERTIFIED SERVICE

State Government Victoria

Enhancing Abilities ● Supporting Families ● Strengthening Communities

REG: A0010905X

Mpower Cultural Inclusion

Mpower encourage

Mpower actively encourage inclusion for everyone who use our services.

Mpower provides inclusive services to Indigenous people and diverse cultural and language groups.



Commitment

Mpower demonstrates this in all our programs through commitment to:

- Ongoing staff training in cultural awareness and competence.
- Respectful, collaborative working relationships with local:
  - Aboriginal organisations.
  - Torres Strait Islander.
  - Organisations and other cultural and linguistically diverse community groups.
- Listening to and acknowledging cultural needs.
- Actively seeking to create an environment which celebrates diverse culture.
- Clear procedures on arranging appropriate language interpreters.
- Equal rights and opportunities for all people. We commit to fostering an organisational culture where all people are treated fairly, valued for their differences, and given equal opportunities to maximise their success.

mpower inc.
since 1975