MiLife-Victoria Inc

Working Together

Your Guide to our Policies and Practices



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Version **2026 Edition**

About The Working Together Booklet



Purpose

The Working Together Booklet explains your/your plan nominee's/guardian's rights and what we do to protect those rights. It includes a summary of policies aimed to protect you and respond to your changing wants and needs.

This booklet is also a guide for you and your family on our processes and what you can expect from us to ensure that your time with MiLife-Victoria Inc (MLV) is a positive experience for everyone.

This booklet is up-to-date at the time of printing/sharing. The latest version is available on our website: milife-victoria.org.au

Please keep this booklet so that you can refer to it again.

What You'll Find in This Booklet

- **Key Policies** — Summaries of key policies that are most relevant to the support you receive at MLV
- **Resources** — Links to relevant resources - including full copies of our policies and procedures; and referral information to external bodies.

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01 Welcome



1.1 Introduction

Thank you for choosing MLV.

We believe that human beings have a unique ability to flourish. This means that everyone deserves and has the right to live a meaningful life.

MLV strongly believes that people of all abilities deserve to live life to the fullest. This means living a meaningful adult life where people have the opportunity to contribute value to their community. We believe the best way of achieving this is to provide personalised, tailored support which is as unique as the people we serve. We believe in making dreams come true, not in just taking care of people.

We have over 30 years' experience working with people with disability to live life to the fullest.

MLV delivers tailored supports to meet individual wants and needs. We aim to provide the highest quality service and want your experience with us to be positive and rewarding.

1.2 A Message from the CEO



Thank you for choosing MLV, I'm delighted that you've chosen to work with us.

It's a privilege to work with people with disability, their families and supporters to help make their dreams come true.

At MLV, we're proud to be dream-makers, not care-takers. This means that we go above and beyond to make the services and supports we provide tailored and outcomes-focused.

We ensure that everything we provide is meaningful to you and helps you grow and develop, so that you can make your aspirations a reality.

I hope that you have a wonderful experience with us and please know that my door is always open for any feedback, concerns or even just to discuss your progress.

Sincerely,

Amanda Youngs

1.3 Questions

If you have any questions about this booklet or your services, please contact your MLV representative:

Name:

Role:

Phone:

Email:

02

How We Support You





2.1 Our Support Principles

We support people to choose, live with dignity and respect and increase independence while:

- being a valued part of their local community
- pursuing personal interests
- building relationships with others
- developing a healthy lifestyle by being mentally and physically active
- maximising independence in household and daily activities
- learning work skills needed to find and keep a job
- finding a meaningful paid job and career in the open employment market; and
- building capacity to coordinate and manage their supports to meet their needs.

We are committed to enriching people's quality of life and supporting skill development through demonstrating meaningful outcomes.

We provide flexible, consistent and reliable support services that are tailored to each person's wants and needs.

Our practices are based on evidence-informed research and aimed at achieving meaningful outcomes. These practices include:

- Social Role Valorisation
- Person-Led Planning and Decision-Making; and
- Person-Centred Active Support.

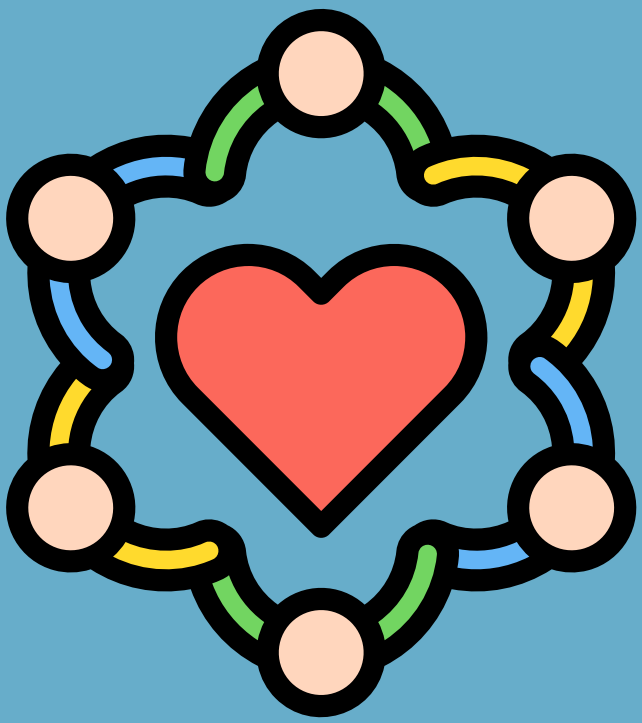
2.2 Our Agreed Behaviours



We are proud of our culture at MLV and we have agreed to live the following behaviours:

- Step In and Give It A Go
- Take Responsibility
- Build Capacity and Capability
- Seek to Understand
- Reward and Challenge

03 Participation and Inclusion





3.1 Community Participation & Inclusion

MLV supports each person to make decisions about how to connect with their communities. We identify passions and interests, existing connections and foster these to develop deeper connections while engaging in fun and interesting activities.

We provide information, support and skill-development for community participation in areas such as:

- social and recreational clubs
- community centres and neighbourhood houses
- employment
- sporting and leisure facilities; and
- cultural/spiritual organisations.

We actively seek information about local community supports and services available to enable people to achieve their goals and minimise barriers to meaningful community inclusion.
We do everything we can to ensure people's safety and wellbeing while accessing community-based activities.



3.2 Choice of Support Professionals

MLV works with people supported to find Support Professionals that are compatible with their skills, interests and preference. Where possible, we include people supported in recruitment processes.

People supported can also request to meet a new Support Professional before they provide services.

Where a supported person does not wish to work with a particular MLV Team Member, we will work with you to understand the reasons and make reasonable accommodations where possible.

Please also note that we have limitations on the number of Shadow Shifts that we can charge for. Where we incur costs for team member wages, we will need to charge for them.
For more details on 'Shadow Shifts' please refer to page 47.



3.3 Community education

We help the community understand the experience and needs of people with disabilities. This contributes to removing barriers to meaningful inclusion and develops community capacity to build relationships with a diverse range of people.

We use deidentified information from people supported, their families and care teams to help understand their needs to participate in the community. We make this information available to local planners (e.g. Councils) to improve safe access to community facilities.



3.4 Team Member Training

As a registered, high-quality National Disability Insurance Scheme (NDIS) provider, MLV prides itself on the high standards of support and training provided to team members.

We recruit, train and develop a passionate, skilled, outcomes-driven and respectful workforce that is focused on ensuring people with a disability live their best lives.
We train team members to understand, respect and support people's interests and skill-development. In addition to the many policies and procedures that they must follow, they must also act in line with the NDIS Code of Conduct.



3.5 Team Member Safety Screening

MLV currently conducts a number of pre-employment checks before employing someone. As a minimum, this includes an NDIS Worker Screening Check. For certain programs and services, a Victorian Working With Children Check (WWCC) may also be sought.

MLV also checks the Victorian Disability Worker Commission's Prohibition List before onboarding a prospective Team Member.

These measures are important for ensuring the risk of abuse, violence, neglect and exploitation of people accessing supports and services is significantly reduced.



3.6 People in the criminal justice system

Where we are able to do so, we actively seek meaningful connections with the community for people at risk of entering or leaving custody.

We will support those people to develop their interests and activities while assisting them to meet the requirements of legal orders that may be in place for their and others' safety.

04 Rights & Responsibilities



4.1 Our Commitment

We are committed to helping you making your dreams come true. This means providing you with the support that you need to reach that goal. We focus on providing high-quality, tailored, personalised supports that are as unique as you are.

4.2 Your Rights

You have the right to:

- Be treated with respect, courtesy and dignity.
- Receive information about:
  - available services and service options
  - services to be provided and any associated costs; and
  - conditions that may apply to the services being provided
- Have fair access to support, free from discrimination.
- Access supports that promote, uphold and respect your legal and human rights.
- Access supports that respect who you are including your values, beliefs, culture and preferences.
- Access a service that respects your dignity and rights to privacy and confidentiality.
- Make your own informed choices and have control over your life.
- Express yourself, lead the direction of your supports and make your own decisions
- Receive supports that are appropriate, safe, high quality and tailored to your ongoing needs and goals.
- Receive support that maximises your independence.
- Receive support that is free from violence, abuse, neglect, exploitation or discrimination.
- Receive services from qualified, caring professionals who have expertise in providing person-led supports.

- Receive supports that are overseen by strong operational management
- Complain or provide feedback about how your supports can be improved.
- Receive support to change service providers if you choose to do so.

4.3 Your Responsibilities

We expect that you will:

- Treat us with respect and courtesy.
- Respect the human and legal rights and dignity of MLV's staff and other people supported, including the right to a safe work and support environment
- Respect the rights of others including their rights to confidentiality and privacy.
- Be responsible for your choices and the results of any decisions you make.
- Be well enough to attend (i.e. non-infectious) and free from the influence of alcohol and drugs when engaging in supports.
- Play your part in helping us to provide you with services, by telling us:
  - about your support needs and any health, behavioural or wellbeing issues; and
  - when you're unhappy or something needs improving
- Proactively participate in developing, implementing and reviewing your person-led support plans, including attending care team meetings and reading communications from us.
- Communicate any changes in your circumstances and needs to MLV.
- Promptly pay any fees and charges you owe for your supports and services.
- Read all communications sent out by MLV.
- Comply with our service conditions and all policies and procedures about persons supported.

For our full Charter of Rights and Responsibilities, as well as an Easy Read Version, please refer to our website.

05 Consultation and Engagement





We recognise that everyone communicates differently, and therefore provide alternative approaches for everyone to be able to have a say and be heard.

We support people's rights to choice and control, and offer opportunities for input into decisions about their lives and goals.

By consulting inclusively, we enhance people's participation skills and their ability to receive and share information.

We use inclusive consultation, through a number of strategies, to influence decisions about our services.

5.1 Care Team Meetings

We hold regular Care Team Meetings (at least four times a year, sometimes more when needed). These meetings are important for reviewing progress, adjusting support as needed, understanding changes in circumstances, updating goals and providing feedback.

Care Team Meetings may involve the supported person, their family, friends and caregivers, professional supports such as Allied Health and any others who provide support to the person.



Feedback from people we support is welcome at any time and does not need to be contained to Care Team Meetings.

People supported can also request a meeting with Senior Team Members to provide feedback or raise an issue. Minutes are taken at these meetings and a copy is provided to people supported and/or their nominees/guardians.

- providing feedback to the service supervisor for action
- referral to the MLV Representative Committee; or
- referral to an independent advocacy agency.

5.2 MLV Representative Committee



The MLV Representative Committee gives people supported another opportunity to discuss matters of interest and raise concerns about service delivery, team members and other issues.

It also helps people to develop skills and confidence, and participate in decision making about how services are provided across the organisation.

These committees are held regularly and strengthen the line of communication between people supported and MLV's Board of Governance.

06 Feedback and Complaints







MLV welcomes, and takes seriously, all complaints and feedback from people supported, carers, advocates, family members, friends, Team Members and other service providers. We encourage you to make a complaint or provide feedback whenever you have an issue or concern.

You may make a complaint to us or to the NDIS Quality and Safeguarding Commission (the Commission). Making a complaint or providing feedback can be done without fear of retaliation, disadvantage or of services being discontinued. This includes being able to make an anonymous complaint.

To support this, we have a clear, documented complaint process in place for receiving, responding and resolving complaints fairly, efficiently and confidentially. If required, we will assist and support you to make a complaint or provide feedback to either our organisation or to the Commission.

We regularly discuss with people supported that it is their right to make a complaint and that complaints and feedback help us to make our service better.

The complaints process is outlined on the following page.

We also provide complaints information for people from culturally and linguistically diverse backgrounds. When we receive a complaint, we make every effort to address it in a timely manner.

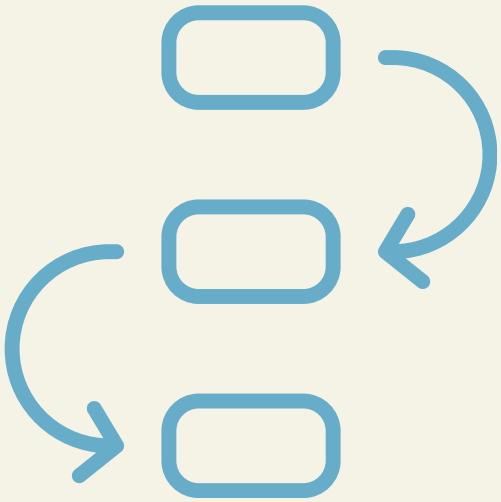
We manage and investigate complaints in an open and accountable way and keep people supported up-to-date with investigation outcomes. We also provide complaint management training to our Team Members to ensure they are knowledgeable about the complaint and feedback process and to enable them to support people as required.

6.1 Complaint Process

Making a Complaint

Complaints may be raised online through our website, at a Care Team Meeting, with your Support Professional, to a Senior Team Member, at an individual meeting, or through an independent advocate.

You may also call reception and ask to speak with a member of the Quality and Practice Team who will document a complaint on your behalf and will guide you through the complaint process.



Gathering Information

Once a complaint has been made, a supervisor or manager will gather all relevant information and will determine the outcome.

If the complaint was not made anonymously, you may be contacted to provide additional information to assist with determining a fair and appropriate outcome.

Feedback

When a decision has been made, this information will be provided back to you.

6.2 Decision Reviews



If you disagree with the complaint outcome, you can ask for a decision review. Options for decision reviews include:

- asking MLV to review its decision – in this case the Chief Executive Officer will review the complaint
- contacting an advocacy organisation
- contacting the Commission, which is an independent Commonwealth body.

Contact details for advocacy groups and the Commission are included at the back of this book.

A full copy of our Complaint Handling Policy, including an Easy Read Version can be found on our website.

07 Incident Management



MLV aims to ensure the safety and well-being of everyone connected to the services we provide. This includes:

- people using our services
- Team Members; and
- members of our community.

We foster a culture of continuous improvement with high safety standards and a proactive approach to preventing incidents.

If an incident does happen, we will promptly and appropriately respond to the incident in an equitable, objective and fair manner.

We record all incidents and report and investigate incidents in line with legislative and organisational requirements. We also ensure the principles of procedural fairness are maintained by providing those impacted with an opportunity to present their side of the story.

MLV maintains an incident management system to support recording, managing and resolving incidents.

Team Members receive training in the incident management process and we can provide you with access to the full Incident Management Policy at any time by request.





08

Preventing and Responding to Abuse

MLV takes all reports of abuse or suspected abuse, **very seriously**.

If people supported, or family members become aware of, or suspect abuse, they are encouraged to report it to us.

Team Members must report suspected abuse immediately. We maintain strict confidentiality in line with professional and legal obligations and in line with MLV's *Zero Tolerance of Abuse, Neglect, Violence and Exploitation Policy*.

As a service provider, we are required to report notifications of abuse to the Commission. Our focus is on supporting the interests of the alleged victim.

We will make every effort to prevent further contact between an alleged victim and alleged perpetrator, including possible relocation of one party, based on the best interests of the alleged victim.

We focus interventions on ensuring safety and protection from violence and abuse. We will provide the alleged victim with information about their options, and encourage and support them to make their own decisions.

If the alleged victim is unable to make their own decisions, we will ensure their views are still considered. We will respect an alleged victim's choice of an independent advocate.

In the case of potential criminal offences (such as theft, violence, assault, threats, intimidation or harassment), and other situations where appropriate, we report the incident to the Police and/or pursue legal action.

MLV's *Zero Tolerance of Abuse, Neglect, Violence and Exploitation Policy* can be found on our website.





8.1 Safeguarding Children

MLV takes seriously its responsibility to deliver a support environment that is caring, nurturing and safe and we are committed to safeguarding children and young people from abuse and neglect.

In support of this commitment we have implemented Victorian Commission for Children and Young People's Child Safe Standards (the Standards).

These Standards aim to:

- Proactively prevent child abuse by creating safe, inclusive environments.
- Drive, embed, and maintain a culture of child safety in the daily, routine practices of organisations.
- Empower children and young people regarding their rights, safety, and wellbeing.
- Identify, manage, and mitigate risks to children.
- Focus on the safety of vulnerable groups, including Aboriginal children, children with disabilities, and culturally/linguistically diverse children.

Child Safe Standards implementation has helped our organisation develop and maintain an effective child safe culture across all of our activities, programs and services.

A copy of our Child Safe Policy can be found on our website



09 Restrictive Practices



9.1 Types of Restrictive Practice

Restrictive practices involve the use of interventions and practices that have the effect of restricting the rights or freedom of movement of a person with disability.

There are different kinds of restrictive practices:

- Mechanical Restriction
- Physical Restriction
- Chemical Restriction
- Environmental Restriction
- Seclusion.



9.2 Reducing and Eliminating Restrictive Practices

MLV is morally, professionally and legally committed to providing an environment for people supported that is the least restrictive possible and free from any practices that punish people or impact on their human rights.

We use **Positive Behaviour Support** and other evidence-informed approaches to avoid restrictive practices.

Decisions or actions that involve restrictive practices affecting a person supported will involve consultation, considering the wishes of the person, their best interests and safety of themselves and others. It will also consider the person's intellectual capacity.

Restricting supported people's freedom of decision and action will be avoided as much as possible. Where it is required, it will be to the smallest extent that is practical.

Any planned use of restrictive practices follows the the Commission and the Victorian Government requirements; including the need to have an approved Behaviour Support Plan.

If a restrictive practice occurs in an emergency, the matter is reported to the Commission and the relevant state authority and is overseen by MLV's Advanced Practitioner, High Support.

Where Team Member actions are assessed to have breached policy, that Team Member will be subject to disciplinary action.

A copy of MLV's Positive Behaviour Support Policy can be provided on request.

10 Health and Safety



MLV is committed to protecting the health, safety and well-being of people supported, Team Members, and members of the public. We assess and manage risks for people supported by:

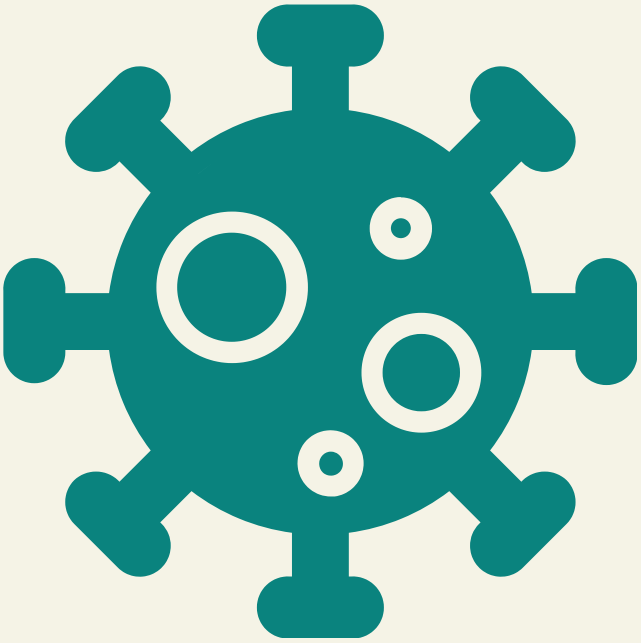
- assessing their lifestyle, health, safety and wellbeing; and
- developing a Risk Profile and Management Plan for all identified risks and reviewed regularly with people supported.

We provide Team Member training and have processes in place to ensure a safe working environment for all people at MLV sites and in the community. Team Members will work with people supported to assist and encourage a healthy lifestyle.

Good nutrition and exercise are encouraged through education and informed choice.

Team Members can also support people supported to attend medical appointments where needed.





10.1 Illness

If you are unwell and unable to attend, you or your guardian/plan nominee must let us know as soon as possible.

If you have flu-like symptoms, we ask you take a COVID, Infuenza and RSV test and if positive remain home until you are symptom free.

Please note that if you are ill with vomiting or diarrhea, you must stay home for two days after your last symptom.

If you have conjunctivitis or head lice, we also ask you to stay home because both are extremely contagious. If you get conjunctivitis, you must be symptom-free before you return. If you have head lice you will need to have started treatment (lice shampoos and regular combing) and removed all eggs before you can return to MLV.

If you become unwell during your support with us, a team member will arrange for you to be picked up.

11 Medication Management



MLV has a strong focus on ensuring medication is stored, administered and disposed of in a manner that is safe, responsible and meets relevant legislative requirements.

Medication is defined as including prescribed and non-prescribed medication in the form of tablets, capsules, drops, ointments, lotions, sprays, inhalers and transdermal patches.

Team Members required to administer oral or topical medication will have completed accredited training and deemed competent in medication management including first aid, healthy body systems and medication administration processes. In certain cases, such as when a complex health care plan identifies complex administration and delivery systems, additional training must be undertaken before Team Members can administer specific medications.

Team Members will only administer approved medication as directed by the supported person's health professional and are required to follow organisational policies and procedures that are aligned to the Commission's Medication Management Framework.



12 Advocacy





MLV actively supports people's right to advocacy. People with a disability have the right to actively participate in decisions that affect their life. 'Advocacy' refers to a person or group speaking, acting or writing on behalf of a disadvantaged person or group to promote, protect and defend their welfare and justice.

We advise people of their right to have an advocate and regularly remind them of this option. People supported can request an independent advocate to represent them at any time. A family member, carer, friend or an advocacy service can act as an advocate.

People supported may choose to have an advocate present during planning processes, assessments, making complaints, meetings or for any other communication with MLV.

We accept and respect advocates representing the supported person's interests. Where someone is unable to independently request the services of an advocate or may need support to do so, MLV can refer them.

Information about advocacy agencies and contact details will be provided and explained at intake, formal assessments and reviews.

A full copy of MLV's Advocacy Policy can be found on our website.



13 Privacy and Confidentiality



MLV collects personal and sensitive health information about people supported and is legally bound to ensure that it is kept confidential.

We collect personal information from people supported to help us provide appropriate services, as well as perform functions such as planning, funding, monitoring and evaluating our services.

13.1 Using Personal Information Internally

Access to people's information is securely controlled. Supported people's information stored electronically is password protected and may only be accessed by Team Members with approved access.

Information stored in hardcopy is kept in a safe, locked place and only people who need access to the information can look at it.

People supported are able to access personal information held about them, and may ask us to correct their personal information at any time. We usually collect personal information directly from the supported person. However, we sometimes collect personal information from a third party such as nominees, guardians, family members, carers, volunteers, Team Members, trustees, authorised representatives or from publicly available sources.



Information is only collected if you have agreed to such collection or would reasonably expect us to collect your personal information in this way, or if it is necessary for a specific purpose.

All identifiable personal information is used by MLV Team Members only and is not made available to external agencies, unless consent has been provided.

All Team Members sign a Confidentiality Agreement when they start work with MLV, and this document is indefinitely binding. Our Team Members are not allowed to disclose information that is given in confidence. Team Members must respect the privacy and confidentiality of people supported at all times in their interaction with other Team Members and people outside the organisation. They should not share private information outside the organisation unless required for service purposes and with consent.

13.2 Notifiable Data Breaches (NDB) Scheme

The purpose of the NDB scheme is to protect people whose personal information has been released without their authority or is lost. Under the Privacy Amendment Act, MLV must notify the Privacy Commissioner and any affected individuals when a data breach involving personal information is likely to result in serious harm.





13.3 Using Personal Information Externally

Where MLV does have responsibility to report on people supported, for example, to funding bodies, we use de-identified information. Personal information will not be disclosed to third parties without your permission, except where allowed or required under the Privacy Act.

We take steps to protect all personal, sensitive and health related information held by MLV against misuse, interference, loss, unauthorised access, modification and disclosure.

13.4 Families



MLV protects a supported person's right to privacy and confidentiality concerning their personal relationships, such as with family members. We encourage people supported to keep in touch with their family but will also respect a person's wishes if they choose not to see their family. Team Members will ensure that personal matters between the supported person and their family are kept private and confidential.

A full copy of our *Privacy and Confidentiality Policy*, including an Easy Read Version can be found on our website.



14 Consent



Before providing a service, we seek a supported person's consent to collect the personal information we need to provide the service and to report to funding agencies. This consent is provided during our onboarding process.

MLV is obliged to meet the standards and requirements of the NDIS and other accreditation bodies, which includes providing auditors with access to records and contact information so they may contact you about the services we provide. You can request that we do not make your records and contact information available to our auditors by advising the supervisor of your service or contacting our offices.

We might take pictures of you for use in your support plan, to document daily activities and achievements, and to share in MLV's newsletter and other communications. This consent is provided when signing a service agreement, unless you let us know that you do not wish your picture to be used for these purposes.

We will not use your picture or information in marketing materials, such as brochures or the website, unless we gain your specific permission to do so. If a person supported does not have the capacity to give informed consent, we will assist them to access other services that can help them to make informed choices and decisions. This includes accessing formal guardianship and advocacy services.

15 Protecting Property and Money



MLV respects supported people's right to have their personal property and money protected. Where possible, we encourage people supported to have full control over their funds.

We promote independence by supporting people supported to learn skills in money management, budgeting, shopping and bill-paying. We educate people supported in keeping their property safe.

A copy of our *Money and Personal Property Policy* can be found on our website



16

Making the most of your NDIS funds





MLV aims to work with you to make sure that your NDIS funding is spent in a way that provides the best outcomes in line with your NDIS plan.

We abide by the NDIS rules in terms of what activities we claim for and charge at the rates outlined in the NDIS Pricing Arrangements and Pricing Limits document. The latest copy of the NDIS Pricing Arrangements and Pricing Limits is available on our website or the NDIS website.

You can help us manage costs by being aware of the following NDIS billing rules that guides what we can charge.

16.1 Shadow Shifts



The NDIS allows us to charge for 'Shadow shifts' to introduce a new worker to a supported person before they start providing support independently. However, this only applies to supported people with complex individual support needs such as very limited communications, behaviour support needs and medical needs.

Providers are restricted on how many hours they can claim as Shadow Shifts.



16.2 Ice Breaker Service

At your request, we can provide a service where you get the opportunity to be introduced to and work with a new Support Professional alongside a familiar staff member. This service is available at the discretion of the person supported. It is separate to the Shadow Shift and is charged at the relevant standard service rate.

16.3 Cancellations

Notice must be provided for cancellations, otherwise we will charge for the service (as per the NDIS Pricing Arrangements and Pricing Limits). This reflects the costs associated with cancellations for a service provider.

Notice periods are:

- Two clear business for supports under eight hours
- Five days for services of eight hours or more.



Please note that cancellations do not apply to services which are classed as 'Programs of Support'. This includes:

- Aspire
- Customised Employment
- Community Based Assistance
- WorkLink Internship Program
- Project Skill Up

If there is an unusually high number of cancellations (or no shows), we will work with you to try to understand the cause and to identify potential solutions.

16.4 Travel



We need to claim travel costs from a person supported if we are required to pay a Support Professional for time spent travelling to support them. Upon the supported person's agreement, this might include travel:

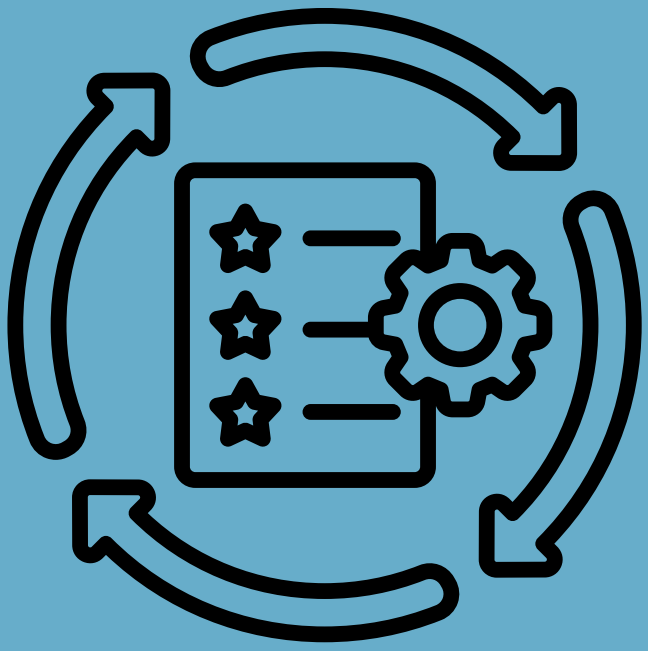
- to a supported person's support
- while supporting the supported person..

Travel costs can be claimed from your NDIS plan where applicable, or we can invoice you directly. Details of who will be invoiced are contained in your Support Schedule.

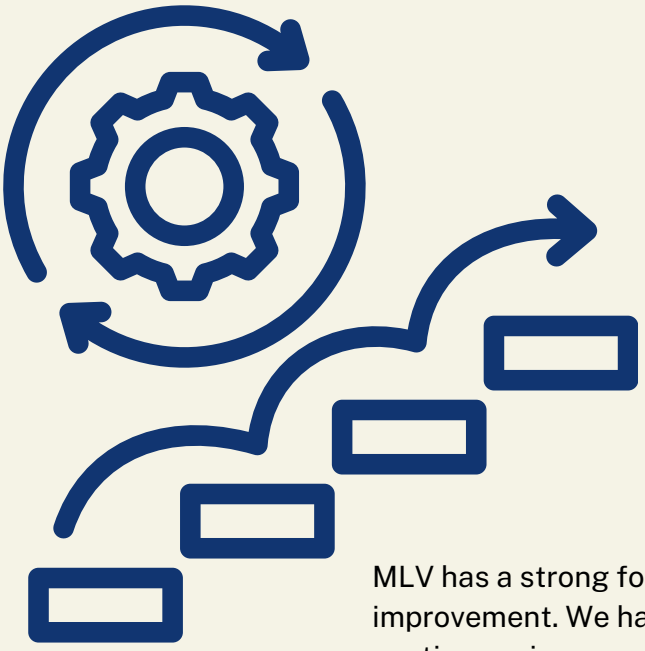
16.5 NDIS Reporting

Where we are expected to provide reports to you and the National Disability Insurance Agency (NDIA), we will charge for the time taken to produce the report.





17 Continuous Improvement



MLV has a strong focus on continuous quality improvement. We have a cyclic approach to managing continuous improvement that involves planning, doing, checking (gathering feedback and input) and acting.

This allows us to achieve the following objectives:

- identify and meet the needs and expectations of people supported and stakeholders effectively and efficiently
- to achieve, maintain and improve overall organisational performance and capabilities.

Continuous improvement mechanisms include the use of quality policies, quality objectives, internal audit results, analysis of data, corrective actions and regular management reviews of the quality system.



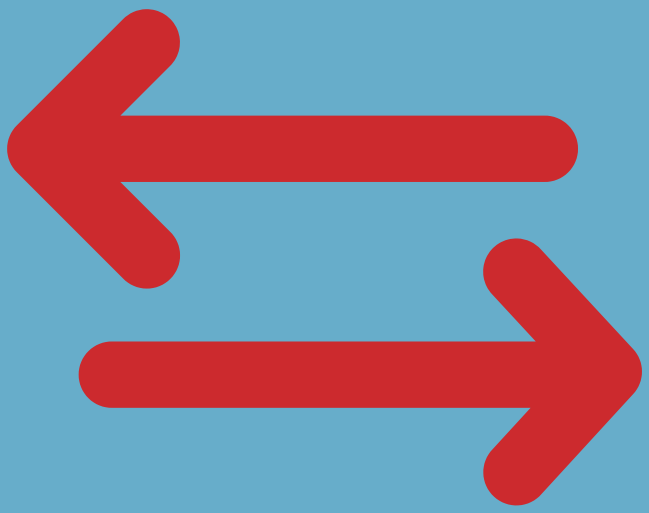
18 Quality Compliance



MLV has a strong focus on ensuring the services we provide, and the governance of our organisation, meet legislative and quality compliance requirements.

To achieve this outcome, MLV complies with the NDIS Quality and Safeguarding Framework and is audited against the NDIS Practice Standards every three years.

A copy of MLV's *Quality Policy* is available on request.



19 Transferring Providers

There may be a number of reasons why a supported person may transfer from MLV to another service provider.

Either the supported person, their nominee/guardian or MLV may choose to stop services.

MLV respects a persons' rights to choose to decline or leave a service provided by us at any time (unless leaving the service contravenes a lawful order).

Any supported person who decides to leave a service is welcome to request further services at any time.

MLV reserves the right to stop providing a service to an individual. Such a situation would only occur after consultation with the person and/or their person responsible or nominee/guardian. This situation could occur if the service is no longer provided or funded, or no longer appropriate for the person and no longer meets their needs.

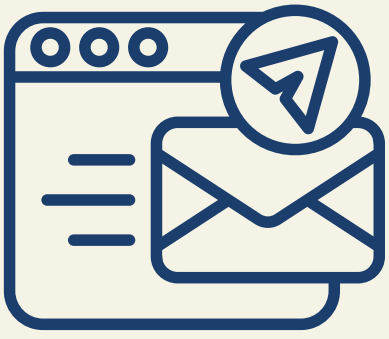
It might also occur if the person supported (or their associates) placed themselves, other supported people, or Team Members at unacceptable levels of risk, and where such risk could not be minimised to a manageable level within the resources available.

We only cease a service in such circumstances as a last resort. We will consult with the supported person, family, advocate or nominee/guardian about any concerns they may have about risks associated with the exit. We will assist a person to leave a service by providing information about other service providers who may be able to help. We will assess, manage and keep records of any identified risks associated with the exit, discharge or transfer of a supported person to another agency.

People supported and their representatives will be offered the opportunity to provide feedback prior to or after leaving the service.

19.1 Notice Required

For some people supported, there is a requirement to give MLV notice before transferring or exiting a service. Supported people are required to provide MLV with at least two weeks' notice to end their service.





20 Reference List

Policies and procedures outlined in this Booklet are aligned to the following legislation and standards:

- Australian Privacy Principles
- Charter of Human Rights and Responsibilities Act 2006
- Child Wellbeing and Safety Act 2005 (Vic)
- Children Youth and Families Act 2005 (Vic)
- Commission for Children and Young People Act 2012
- Commonwealth Disability Services Act 1986
- Competition and Consumer Act 2020
- Disability Discrimination Act 1992
- Disability Services Act 1992
- Disability Services Act 2006 (Vic)
- Disability Service Safeguards Act 2018 (Vic)
- Disability Service Safeguards Code of Conduct (Vic)
- Disability Service Safeguards Regulations 2020 (Vic)
- Drugs, Poisons and Controlled Substances Regulations 2017 (Vic)
- Equal Opportunity Act 2010
- Equal Opportunity Act 2010 (Vic)
- Fair Trading Act 2012
- Freedom of Information Act 1982
- Guardianship and Administration Act 2019 (Vic)
- Guiding Principles for Medication Management in the Community 2012

- Health Records Act 2001 (Vic)
- Human Rights and Equal Opportunities Commission Act (Commonwealth) 1986
- Human Services (Complex Needs Act) 2009 (Vic)
- Mental Health Act 2014 (Vic)
- National Disability Insurance Scheme Act 2013
- National Disability Services Standards 1993
- NDIS Code of Conduct
- NDIS Practice Standards
- NDIS Quality and Safeguarding Framework
- Occupational Health and Safety Act 2004 (Vic)
- Privacy Act 1988
- Privacy and Data Protection Act 2014 (Vic)
- Racial and Religious Tolerance Act 2001 (Vic)
- Spam Act 2003
- The Convention on the Rights of People with a Disability 2008
- The Universal Declaration of Human Rights 1948
- Work Health and Safety Act 2011
- Worker Screening Act 2020 (Vic)



21 Key Contacts

Below are the contact details of key organisations:

National Disability Insurance Scheme (NDIS)

Phone: 1800 800 110
Email: enquiries@ndis.gov.au
Website: ndis.gov.au

NDIS Quality and Safeguarding Commission

Phone: 1800 035 544
Email: contactcentre@ndiscommission.gov.au
Website: ndiscommission.gov.au

Local Area Coordinator (LAC) - Brotherhood of St Laurence

Phone: 1300 275 634
Email: BSL@ndis.gov.au

VALID (Advocacy Service)

Phone: (03) 9416 4003
Email: info@valid.org.au
Website: valid.org.au



Thank You

At MLV, we value your feedback and are committed to nurturing your personal growthso that you can make your dreams come true. This Working Together Booklet serves as a foundational resource to help you navigate your journey with us.

We encourage you to revisit this document whenever you have questions about MLV's policies, responsibilities, expectations, or your rights as person we support. If you need further information, do not hesitate to reach out to a Team Member to discuss.

Together, we can improve the lives of people with people with disability. Thank you for being a part of the MLV family.

Contact Information

Phone (03) 9775 7333
Website milife-victoria.org.au
Email milife@milife-victoria.org.au