



melbourne  
city mission 

**The NDIS and You**

# Contents

Areas of Speciality	<b>p3</b>
Services Index	<b>p19</b>
Services Summary	<b>p30</b>
Notes	<b>p32</b>
Consultation	<b>p35</b>
Contact	<b>p36</b>

This is a very exciting time for Australians living with disability. The National Disability Insurance Scheme (NDIS) is being rolled out across Australia. You will have funds to purchase the supports you decide best meet your needs.

This booklet explains the Melbourne City Mission (MCM) services that are currently offered. If you cannot see what you want, talk to us and we will do everything we can to make it happen. We are in the business of listening to you, exploring your ideas, designing services and delivering what you want.

**Call the MCM Customer Service team on 1800 343 287.**

Melbourne City Mission is passionate about rights and equality. We have been a strong supporter of the NDIS, recognizing the rights of every Australian. The whole team here at Melbourne City Mission looks forward to supporting you as you live your life your way.

**Liz Bishop**  
Interim CEO



A handwritten signature in cursive script that reads "Liz Bishop".

# Acquired Brain Injury

## A great life beyond your injury.

Acquired Brain Injury (ABI) can be sudden, happening to any of us at any stage, changing life dramatically. These changes may impact others – parents, children, partners, friends and colleagues. It is important for us to know and understand what has mattered most to you prior to the ABI – your school, work, relationships and being part of community and family life.

Getting the right support is critical. MCM is a recognised and respected ABI Specialist with dedicated teams working with children, families and adults, supporting your progress in regaining and restoring what is important to you.

**Our services relating to ABI are listed below, and in more detail later in the booklet. Alternatively, visit [www.mcm.org.au](http://www.mcm.org.au) or call our Customer Services team on 1800 343 287.**



- 

Social and Community Participation	p19
Bridges Community Linkages	p20
Independent Supported Living	p20
Parenting in Partnership	p21
Early Childhood Intervention	p23
ABI Compass Clubhouse	p24
Statewide ABI Paediatric Service	p24
Support Coordination	p25
Specialist ABI Support Coordination	p26
Positive Behaviour Support – Affirming Families	p26

# Autism

## Awesome with Autism.

Diversity in world views is a positive thing and people with autism have much to contribute. People with autism see the world through different eyes. The world may seem uncomfortable, sometimes frightening, disturbing and overwhelming. Connecting with others and making friends can be difficult.

Getting the right support makes a big difference. MCM is recognised and respected for our work supporting people through family-centered activities and positive behaviour support. We work in autism-friendly environments, we know what works and we see results: people reaching their full potential and getting on with their lives.

**Our services related to Autism are listed below, and in more detail later in the booklet. Alternatively, visit [www.mcm.org.au](http://www.mcm.org.au) or call our Customer Services team on 1800 343 287.**



●	
Social and Community Participation	p19
Bridges Community Linkages	p20
Independent Supported Living	p20
Shared Care	p21
Parenting in Partnership	p21
Early Childhood Intervention	p23
Support Coordination	p25
Positive Behaviour Support – Affirming Families	p26



# Early Childhood Intervention

## Off to a good start.

Every child has so much potential – a positive life ahead. Early Childhood Intervention is designed to put in place the building blocks for lifelong learning and development. Getting the right support as early as possible is critical.

MCM is a recognised and respected ECIS Specialist. We work in partnership with you and your family to achieve your child's potential. MCM knows parents and carers are best placed to decide what is best for their child.

**Our Early Childhood Intervention services are listed below, and in more detail later in the booklet. Alternatively, visit [www.mcm.org.au](http://www.mcm.org.au) or call our Customer Services team on 1800 343 287.**



●	
Trans-disciplinary package	<b>p23</b>
Therapeutic Supports	<b>p23</b>
Parenting in Partnership	<b>p21</b>
Early Childhood Intervention	<b>p23</b>
Statewide ABI Paediatric Service	<b>p24</b>
Positive Behaviour Support – Affirming Families	<b>p26</b>

# Intellectual Disability

## Be the best you can be.

For children and adults with Intellectual Disability, sometimes it can be hard to fit in at school, find a job, get about and make friends. MCM is recognised and respected for our work supporting children, adults and parents with intellectual disability to learn in the ways that work for them. We work alongside people learning practical skills in the right environment at the right time. We know what works and we see results: people reaching their full potential and getting on with their lives as independently as possible.

**Our services related to Intellectual Disability are listed below, and in more detail later in the booklet. Alternatively, visit [www.mcm.org.au](http://www.mcm.org.au) or call our Customer Services team on 1800 343 287.**



●	
Social and Community Participation	p19
Bridges Community Linkages	p20
Independent Supported Living	p20
Shared Care	p21
Parenting in Partnership	p21
Early Childhood Intervention	p23
Support Coordination	p25
Positive Behaviour Support – Affirming Families	p26

# Children (0-12 years)

## Creating a great childhood.

MCM can work with you and your child to meet important milestones through formative experiences and transitions such as going to childcare, kinder and school. You will be offered supports such as strategies to help your child develop independence and manage any challenging behaviour. Your family can be connected with other families for mutual support and encouragement. Respite and shared care are also available. Getting the right support as early as possible is critical. Together, you and your child will build the foundations needed for future learning and development.

**Our services for children are listed below, and in more detail later in the booklet. Alternatively, visit [www.mcm.org.au](http://www.mcm.org.au) or call our Customer Services team on 1800 343 287.**



Shared Care	p21
Early Childhood Intervention	p23
Statewide ABI Paediatric Service	p24
Support Coordination	p25
Positive Behaviour Support – Affirming Families	p26





# Adolescent (12-19 years)

## Discovering you.

Youth is a challenging time for everyone. You are changing in body and mind and you are doing it while living with a disability. We can support you as you navigate new milestones, friendships, boundaries and feelings. You can use the funds in your NDIS or Department of Human Services Individualised Support Plan for the support you need at home, school, in the community, or when you or your family need a break. We are here for you as you go through challenges other young people cannot understand.

**Our services for young people are listed below, and in more detail later in the booklet. Alternatively, visit [www.mcm.org.au](http://www.mcm.org.au) or call our Customer Services team on 1800 343 287.**



- 

Social and Community Participation	p19
Bridges Community Linkages	p20
Shared Care	p21
Support Coordination	p25
Specialist ABI Support Coordination	p26
Positive Behaviour Support – Affirming Families	p26

# Adult (19+ years)

## **You choose. You control.**

For someone living with disability there was a time when 'in the community' meant going to the shops. Not anymore. MCM knows you expect to be able to live a very full, meaningful, happy and confident life. You expect real choices about your work, your relationships, your interests and your home – with freedom to control the supports you need to set all your goals and achieve them. With the funds in your NDIS or Department of Human Services Individualised Support Plan, you can buy the supports you need to get on with your life.

**Our services for adults are listed below, and in more detail later in the booklet. Alternatively, visit [www.mcm.org.au](http://www.mcm.org.au) or call our Customer Services team on 1800 343 287.**



- 

Social and Community Participation	p19
Bridges Community Linkages	p20
Independent Supported Living	p20
Parenting in Partnership	p21
ABI Compass Clubhouse	p24
Support Coordination	p25
Specialist ABI Support Coordination	p26

# Parents and Carers

**Even the strongest arms need support sometimes.**

You have a lot to deal with. Meeting everyone's needs. Finding what supports and services are best for your child and family. Building skills. Laying foundations. Nurturing their learning and growth. MCM offers a range of services to support you. Respite for your family, shared care options, support coordination, Positive Behaviour Supports and specialist supports in the areas of Early Childhood Intervention, Autism and ABI. MCM is here to support you with essential services at home; activities out in the community; and surprisingly imaginative solutions to problems no-one else understands.

**Our services for children and families are listed below, and in more detail later in the booklet. Alternatively, visit [www.mcm.org.au](http://www.mcm.org.au) or call our Customer Services team on 1800 343 287.**



- 

Shared Care	p21
Parenting in Partnership	p21
Early Childhood Intervention	p23
Statewide ABI Paediatric Service	p24
Support Coordination	p25
Specialist ABI Support Coordination	p26
Positive Behaviour Support – Affirming Families	p26



# Services Index

To find out more about any of the following services, please call our Customer Services team on 1800 343 287.

All MCM staff who work with clients, children and families have current Police Checks and Working with Children Checks. They are supervised regularly and receive training on understanding your rights and our responsibilities. Your feedback on our services or staff is always welcome and appreciated.

## Social and Community Participation

---

**You choose the support you need to live life to the full.**

At Melbourne City Mission we know that having the right person to support you is essential. You might be looking for a skilled support worker to build your capacity and independence at home, at work and in the community. We will work with you to select a personalised worker or a team of well-trained and highly skilled staff.

MCM can offer you:

- 1:1 support worker
- Assistance with daily supports
- Learning to use transport
- Learning budgeting skills
- Learning household skills like cooking, cleaning, managing your own home
- Learning skills to find and keep a job
- Finding opportunities to volunteer
- Finding social groups, attending events, pursuing interests
- Respite for you and/or your family
- Building supports that work for you.

This support can be for you if you have funds in your NDIS plan, or in your Department of Health and Human Services Individualised Support Plan.



## Bridges Community Linkages

---

**There was a time when 'being out in the community' just meant getting out of the house. Now it means so much more than that. It's all about capacity building.**

You might be looking for opportunities to learn new skills, try new activities, find work or become a volunteer. MCM can support you as you learn skills that build your capacity to:

- Get around on public transport
- Manage your money
- Get a job or become a volunteer
- Explore your interests
- Make new friends
- Join a group activity.

This support can be for you if you are leaving school or over 18 and have funds in your NDIS plan, or in your Department of Health and Human Services Individualised Support Plan.

## Independent Supported Living

---

**More than anywhere else, your home is where you should have maximum choice and control.**

You might be wanting to move out of home and share with others or you might be looking for support in your own home. MCM currently provides a range of supported independent living options: from homes shared by up to five people to individual support in your own home.

Situated in the North and West, our supported independent living options provide you the opportunity to live and work in your local community and run your own household. We can also provide support to you to live in your own home.

Staffing can be arranged to suit your needs, ranging from shifts you may need at certain peak times, through to 24 hour support.

This support can be for you if you are over 18 and have funds in your NDIS plan, or in your Department of Health and Human Services Individualised Support Plan.

## Shared Care

---

In 1991 Melbourne City Mission introduced a unique short-break Behaviour Support service for children with autism. The service focuses on reducing identified behaviours of concern and developing skills and knowledge, so the children are able to participate more fully in family and community life. Based on a shared care model, the program offers planned two-to-three day overnight stays for the children in a house in Thornbury. Trained staff develop positive behaviour support plans and teach the children new skills and strategies within a familiar and comfortable routine.

MCM Shared Care operates from a house in a suburban street in the inner Northern suburbs. We can offer you:

- Two-to-three day planned and regular overnight stays – this is important to establish a routine
- Positive behaviour support strategies to support the child or young person to learn skills and reduce challenging behaviour around situations that they find difficult
- A personalised program of behaviour support strategies, that can be used at home, at school and in the community.

Building your child's confidence, relationship skills and communication can have a positive impact on the whole family.

This support can be for you if your child has autism or disability with associated behaviours of concern, is aged between 6-16 and you have funds in your NDIS.

## Parenting in Partnership

---

**It is natural as a parent to talk with other parents about our children and how we raise them. Parents who live with a cognitive disability of their own often face some unique challenges.**

Parenting in Partnership links parents with cognitive disability with volunteer parent mentors. Mentors are mums and dads of all ages and cultural backgrounds offering opportunities to:

- Talk to another parent about children
- Develop your confidence in being a parent



- Develop your parenting skills
- See how other parents do things and ask for advice
- Increase social skills
- Participate more fully in the community.

Our parent mentors are trained and we will match your needs with what the mentor is offering.

This support can be for you if you are a parent and you have a cognitive disability.

## Early Childhood Intervention

---

**Every child has so much potential – a positive life ahead. MCM knows that each child is unique and that parents and carers are best placed to decide what is best for their child. Early Childhood Intervention is designed to put in place the building blocks for lifelong learning and development.**

Getting the right support as early as possible is critical. All MCM programs are based on current best practice models. We offer:

- A family centered approach, working together to achieve goals for your child
- A trans-disciplinary package of supports to your child and family
- Specialist early childhood teachers and therapists who can design a tailored support plan to meet your child's goals
- Support to children in their natural settings – at home, in the community, at child care and at kinder
- Support during times of transition – into kinder and school.

This support can be for you if you are the parent of a child under six years who has a developmental delay or disability, and you have funds in your NDIS plan for Early Childhood Intervention.



## ABI Compass Clubhouse

---

**Compass Clubhouse is Australia's first clubhouse run by and for adults who have experienced an Acquired Brain Injury (ABI). Being a member of Compass Clubhouse is a great way to rebuild skills and confidence after an ABI.**

Staff and members work alongside each other to manage day-to-day-operations of the Clubhouse. Members lead in all levels of decision-making and operations. Joining Compass Clubhouse offers you:

- A community-based 'clubhouse' in inner Northern Metropolitan Melbourne
- Support for members to run skill development programs
- Admin activities including running reception, producing newsletters, maintaining the member database and publications
- Catering activities at the Clubhouse café include lunch every Wednesday and operating a commercial coffee machine
- The STEP program offers work-related skill development
- Members have presented at international conferences.

Compass Clubhouse can be for you if:

- You are an adult with an ABI
- You want to be part of a strong peer group of other adults who have an ABI
- You are able to travel to and from the Clubhouse (by public transport or taxi)
- You can commit at least one day a week to Clubhouse activities.

## Statewide ABI Paediatric Service

---

**Acquired Brain Injury (ABI) is often unexpected and brings unfamiliar challenges for a child, young person and their family. MCM Statewide ABI Paediatric Consultants is the only ABI Paediatric Specialist Service in Victoria.**

The Service assists people living and working with children and young people with an ABI. A child or young person may acquire a brain injury from a number of causes including:

- Brain tumour
- Stroke

- Encephalitis/meningitis
- Hypoxia (lack of oxygen) e.g. near drowning
- Fall or sporting injury.

MCM can offer you:

- Support for your family to better understand the impact of your child's ABI
- Support and training for your child's school or other services
- Information and resources
- Support Coordination
- ABI training for groups and schools.

This support can be for you if you have a child aged 4-18 years with an ABI – or you support or work with a child or young person with an ABI – and you have funds in your NDIS plan.

## Support Coordination

---

**When you or your child has a disability or acquires a disability, there is a bewildering range of supports and services available to you. Finding and keeping track of it all takes a lot of time and can be very complicated. Sometimes things don't go to plan, a crisis crops up or you have an emergency.**

MCM can offer Support Coordination for people with a range of disabilities, also children with disabilities and their families:

- Assistance with implementing and managing your NDIS plan or your Department of Health and Human Services Individualised Support Package
- Connecting you with both informal and formal supports that are available
- Mentoring in becoming more independent in choosing services and getting what you want
- Coordinating supports when needs are complex
- Ensuring all the services you want work together to meet your goals
- Linking you in with mainstream services such as education, health and housing.

For Specialist ABI Support Coordination, please see the next section.

This support can be for you if your needs are complex and you are looking for specialist supports, and if you have funds in your NDIS plan, or from Department of Health and Human Services case management.

## Specialist ABI Support Coordination

---

**When you have had a brain injury, a great deal of support is available for your recovery.**

MCM ABI Support Coordination offers assistance in finding and accessing a range of support services if you or your child has an ABI:

- Assistance with implementing and managing your NDIS plan or your Department of Health and Human Services Individualised Support Package
- Connecting you with both informal and formal supports that are available
- Mentoring in becoming more independent in choosing services and getting what you want
- Coordinating supports when needs are complex
- Ensuring all the services you want work together to meet your goals
- Linking you in with mainstream services such as education, health and housing.

This support can be for you, or your child has an ABI and you have funds in your NDIS plan, or from Department of Health and Human Services case management.

## Positive Behaviour Support – Affirming Families

---

**MCM's Affirming Families program is a unique Positive Behaviour Support service, providing in-home support for children who live with a disability or autism and display behaviours of concern.**

Affirming Families offers a family-centered approach to increase your confidence and understanding of:

- Your child's individual needs
- The disability your child has
- The behaviours of concern they present.

We do this through a collaborative approach in partnership with you. The positive behaviour supports we implement are aimed at increasing your child's ability to participate more fully in your family and your broader community.

Our shared goals will be:

- To reduce the behaviour
- Reduce the restrictions placed on your child because of the behaviour
- Increase your family's participation in the strategies your child needs
- Improve quality of life for everyone in the family.

MCM offers you, your family and your child:

- A personalised program of Behaviour Support which can be used at home, at your child's school and in the community
- Consulting psychologists and a team of trained behaviour consultants
- Support when you need it – at meal times, bed time, out in the community and on weekends.

This support is for you if:

- Your child is 3-16 years with autism or a disability, with associated behaviours of concern
- Your family is looking for behaviour support strategies
- Your family is open to having behaviour support consultants work with you in your home and/or community
- You have funds for behaviour support in your NDIS plan or from the Department of Health and Human Services.

This program is also for children who are part of the 'Better Start' and 'Helping Children with Autism' packages.





# Services Summary

		ACQUIRED BRAIN INJURY	AUTISM	EARLY INTERVENTION	INTELLECTUAL DISABILITY	CHILDREN (0-12 YEARS)	ADOLESCENT (12-19 YEARS)	ADULT (19+ YEARS)	PARENTS AND CARERS
<b>Social and Community Participation</b>	Tailored support staff chosen by you, available 24/7.	●	●		●		●	●	
<b>Bridges Community Linkages</b>	Get involved in your community, take part in activities and develop your skills.	●	●		●		●	●	
<b>Independent Supported Living</b>	Group housing opportunities with a personalised living plan.	●	●		●			●	
<b>Shared Care</b>	Short-break Behaviour Support service for children on the autism spectrum.		●		●	●	●		●
<b>Parenting in Partnership</b>	Trained parenting mentors spend time with you to build your confidence as a parent.	●	●	●	●			●	●
<b>Early Childhood Intervention</b>	Support services based on world-class, best-practice models.	●	●	●	●	●			●
<b>ABI Compass Clubhouse</b>	Australia's first clubhouse run by and for adults who have experienced an ABI.	●						●	
<b>Statewide ABI Paediatric Service</b>	Early intervention to anticipate needs in the home, school and community.	●		●		●			●
<b>Specialist ABI Support Coordination</b>	Support to find the right services and supports such as healthcare and housing.	●					●	●	●
<b>Support Coordination</b>	Work alongside you, your family and carers to achieve the goals important to you.	●	●	●	●	●	●	●	●
<b>Positive Behaviour Support – Affirming Families</b>	Consulting psychologists and a team of trained behaviour consultants address behaviours of concern.	●	●	●	●	●	●		●







# Consultation

At MCM, we are dedicated to delivering holistic, integrated services that really make a powerful and sustainable difference to people's lives. To find out more and to help shape our services, please fill in and return the form below.

## Your Details

Name

Address

Phone

Email

## I would like to know more about...

- designing support for myself
- Melbourne City Mission's supports and services
- preparing for the NDIS
- Other (please detail below)

Once complete, please return to a Melbourne City Mission staff member, or via the contact details overleaf.



# Contact

To find out more about our supports and services,  
please contact our Customer Service team.



1800 343 287



[melbournecitymission.org.au](https://melbournecitymission.org.au)



[ndis@mcm.org.au](mailto:ndis@mcm.org.au)



**Postal Address**

230 Normanby Ave  
Thornbury, VIC 3071



**Head Office**

164-180 Kings Way  
South Melbourne, VIC 3205