

A life lived with friendship  
is a life fully lived.



Programs and Support Services

**Extended Families**





A life lived with friendship, is a life fully lived.

**Living with a disability can be difficult – it can feel isolating, like life is going on around you, without you.**

Extended Families Australia exists to challenge that – we're a group of people who believe that having joy in your life and being a part of your community is important for everyone.

We support children and young people 0-30 and their families in Melbourne and the Mornington Peninsula to build friendships and create meaningful connections within the community. No matter who you are or where you're from, there's room to grow, learn and connect with Extended Families Australia.

Our programs facilitate positive connections within the community, seeking to widen social networks, promote inclusion, empower individuals and strengthen the bonds people have within their communities.

## Why friendship and experience are so important

We believe friendship and support are important cornerstones of a meaningful and fulfilling life. Our programs focus on building meaningful companionship and social experiences in the community through sport, arts, recreation and general participation in all life's experiences.

Each young person or child and family have different goals. Our experienced Coordinators will work with you to help achieve those goals and have a fulfilling life.

## Who we help

- Children and young adults with an NDIS plan or ISP (up to 30 years of age)
- Other children and young adults with a disability - prior to NDIS availability (up to 18 years)
- Location: Greater Melbourne and the Mornington Peninsula

We have a range of programs and services available for children and young adults with a disability and their family. People with an NDIS or Individual Support Package (ISP) have access to an expanded range of services. For those not yet on the NDIS, we can guide you to the programs available in your area and support you in the lead up to NDIS.

### INTERPRETERS

Extended Families is a culturally aware organisation and supports families from a wide range of cultural backgrounds. To assist communication, we utilise interpreting and translation services when required.

### FREEDOM FROM ABUSE

Extended Families is an organisation committed to child safety and the freedom from abuse and exploitation of all people with a disability.

### ADVOCATES

All families and young people have the right to involve an advocate to represent their interests or to bring someone they trust with them to support them in any of their interactions with Extended Families.





## Our Programs

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## Volunteer Match Program

Our individual volunteers provide genuine friendship, practical assistance and mentoring support to a child or young person, helping them develop important life skills. They help them take part in social activities such as sport, recreation and leisure events that are of interest to the child. Some volunteer matches also provide direct support for the family.

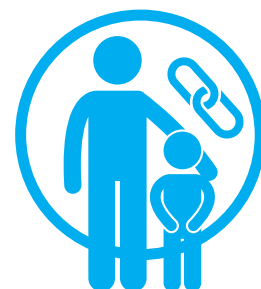
How it works:

- Volunteers undergo an assessment and screening process (including police, Working With Children and referee checks) to determine their suitability before they are accredited. They also complete comprehensive training.
- Finding a volunteer to provide the right support for a family can take time. Our coordinators are trained to find a volunteer to match your needs and goals
- Once a match is made there is a 'getting to know you' period which allows everyone to see how well the match fits. In some cases, we see instant connections but others take a little time to develop like any friendship.
- We regularly undertake reviews to ensure the program/service is meeting your needs and adjust the support where necessary. At each review we update key match information e.g. behavioural management, health & medication requirements.



**AVAILABLE FOR:**  
All eligible children and young people, including NDIS participants

**NDIS CATEGORY:**  
**3.09** Increased social and community participation



## LinC Program: Linking + Including + Connecting

Whether you need skills training to enable participation, support to overcome barriers to access mainstream services or assistance to access the community, LinC can provide it all.

### Skills Development

Our experienced staff provide individual life and social skills training for children and young people with a disability, to enable them to participate more fully in the community and improve their relationships with others.

### Service Capacity Building

We support mainstream services to enable the inclusion and participation of children and young people with a disability. We support participants to overcome barriers in accessing mainstream services.

### Inclusion Support

Inclusion support workers provide support to enable a child or young person with a disability to engage in community, social and recreational activities. They support the achievement of specified social, personal and developmental needs and goals. This program can also incorporate a volunteer to support the child or young person alongside the worker to further the experience and build meaningful connections.



**AVAILABLE FOR:**  
Children and young people with an NDIS plan or other funding source

**NDIS CATEGORY:**  
**3.09** Increased social and community participation  
**3.11** Improved relationships  
**1.04** Assistance with social and community participation



## Recreation Programs

We offer a variety of activities for school aged children and young adults. These take place on weekends, after school and during school holidays including one-off events, skills series, day outings, friendship groups, camps and peer support. Activity costs may apply to some events

### ExtendABLE

A one-off activity or program series that provides an opportunity for school aged children and young adults to try a variety of recreation activities in a group setting with support from staff, volunteers and facilitators. Activities cover a range of recreational interests including art, dance and sport. They aim to be a fun activity that also provides opportunity to develop friendship, social skills, communication and more.



**AVAILABLE FOR:**  
All eligible children and young people, including NDIS participants

**NDIS CATEGORY:**

- 1.04 Assistance with social and community participation
- 3.09 Increased social and community participation

### Explorer

Outings for children with a disability to explore new places and activities in the community, spend time together to develop friendships, experience new things and gain new skills. Outings are supported by a mix of paid workers and volunteers.

**AVAILABLE FOR:**  
All eligible children and young people, including NDIS participants

**NDIS CATEGORY:**

- 1.04 Assistance with social and community participation
- 3.09 Increased social and community participation



**AVAILABLE FOR:**  
All eligible children and young people, including NDIS participants

**NDIS CATEGORY:**

- 1.04 Assistance with social and community participation
- 3.09 Increased social and community participation

### Together Groups

Small groups of two to three children or young people with a disability meet regularly to access the community together. This group has an informal feel and is supported by staff and/or volunteers. The aim is to build peer connections, help participants learn and strengthen social skills, build confidence and participate in community activities and events. Peer volunteers may also form part of the group.



### Friendship Groups

Small to medium sized groups of children or young people with disabilities meet regularly, in a community venue and/or to access the community. The group is supported by staff and volunteers. The groups build peer connections, help participants learn and strengthen social skills, build confidence and encourages participation in community activities and events.

Parents and siblings may attend some groups. Some groups are culturally specific and led by multi-lingual staff.

#### AVAILABLE FOR:

All eligible children and young people, including NDIS participants

#### NDIS CATEGORY:

1.04 Assistance with social and community participation

### Family Camps

A weekend away for families held at a camp facility to enable positive connections, mutual support and fun experiences - a family holiday in a supported way. Possible (optional) additional support for part of the time to enable respite and opportunity for parent activities and interaction.

### Overnight Camps

Weekend or school holiday camps - facilitated opportunities for children and young people with disabilities to spend time at a camp location to develop connections, friendships, life-skills and confidence.

#### AVAILABLE FOR:

All eligible children and young people, including NDIS participants

#### NDIS CATEGORY:

3.09 Increased social and community participation



## Parent and Peer Support Programs

Regular get-together programs for parents of children with a disability to share experiences, develop connections and receive support, information and education relevant to their care role.

We currently offer My Time peer support groups in Springvale and Deer Park and a play group program for pre-school children with autism which supports developmental play experiences. These groups are facilitated by a Vietnamese speaking worker.

Other groups, including culturally specific groups, will be developed based on request or identified need.

Parent education is provided as a one off session or a short series.



#### AVAILABLE FOR:

All eligible children and young people, including NDIS participants

#### NDIS CATEGORY:

3.09 Increased social and community participation

3.15 Improved daily living skills



## NDIS Support Coordination

Finding your way through the process of planning and connecting with services can be challenging and time consuming. If you have Support Coordination as part of your NDIS package, we can help you with this process to achieve your goals.

Extended Families provides independent support coordination to help you manage your plan. Our team of experienced staff will help you:

- assess support options
- connect with services
- manage your plan
- build your skills and confidence

For Support Coordination our age range is wider, also working with parents who have a disability, utilising both our strong individual and family focus to ensure positive outcomes.

Our support team are culturally sensitive and include bi-lingual staff in Vietnamese, Mandarin, Cantonese and Arabic.

**AVAILABLE FOR:**  
 Children, young people and parents with a disability who have an NDIS plan

**NDIS CATEGORY:**  
 3.07 Coordination of support



## NDIS other support

The introduction of the NDIS is a big change, we are there to help you manage the transition and provide you with the supports you need.

We see the NDIS as an exciting and positive development and have adapted our organisation, processes and services to ensure a smooth transition.

We are developing a range of new service responses, including inVOLve, support for young adults with a disability to have meaningful volunteering opportunities. We are a flexible organisation, able to develop and tailor service offerings to suit your needs.

Let us know what you want and we will do everything we can to make it a reality.

## Important Details

### Feedback, Compliments or Complaints

We welcome all compliments, suggestions and complaints and we will use this feedback to build on what we are doing well and to make improvements to our services..

If you would like to make a complaint about any aspect of your experience with Extended Families you may do this informally with your key worker, who will try and resolve the issue to your satisfaction.

If you would like to make a formal complaint, or were not happy with the outcome of your informal complaint, we encourage you to contact us at your earliest convenience. Formal complaints are managed by the CEO or Regional Manager and will be investigated in a prompt and fair manner. You will receive feedback as to the outcome.

Should you feel that the matter has not been resolved to your satisfaction or at any stage of the complaints process you can make an external complaint to:

The Disability Services Commissioner  
 Level 3, 456 Lonsdale St,  
 Melbourne 3000

Phone: 1800677342

A full copy of the Complaints Policy and process is available on request.

### Leaving Extended Families:

Families have the right to leave our programs at any time should circumstances, goals or needs change. We endeavour to work with each family and volunteer (if relevant) to ensure the farewells are done in a planned way and all parties can be prepared for the change.

Families are welcome to re-join our service/programs at any time and we are always here to assist if your needs and goals change.

### Privacy

During the initial intake and assessment we collect information from you to enable us to offer the right programs/ services that address your needs. The information we ask for includes your contact details and information about your child or young person, as well as your needs and proposed goals for our service.

We are committed to confidentiality and take care to protect any information about your family. At times we forward non-identifying data to the Department of Health and Human Services. Personal information collected is not shared with any person or service without your consent unless we are legally required to provide information or we believe there is a threat to someone's safety or welfare.

You have the right to request access to your information and ask for it to be corrected if necessary. For more information on our privacy policy please ask your Coordinator for a copy or visit our website to download a copy for your reference.

### Legal Rights and Responsibilities

An overarching principle of the Disability Act 2006 is that people with a disability have the same rights and responsibilities as all other Victorians. Extended Families policies and practices reflect the rights of people with a disability.

### Quality

Quality at Extended Families involves providing person centered, accessible and safe services for children and young people with a disability. It is also about continuously improving our services and being compliant with the standards that govern us. Extended Families is compliant with the Human Services Standards, the National Disability Standards and the Common Community Care Standards as well as meeting in principle the National Standards for Volunteer Involvement.

*Extended Families Australia is a not for profit incorporated association established in 1978 as the Foster Grandparents Scheme. We are a child safe organisation accredited by the Department of Health & Human Services Victoria. We are a registered Disability Service as legislated under the Disability Act 2006 and a registered NDIS service provider. NDIS provider registration number 57244261*



# Extended Families

Contact us today to discuss our programs which facilitate positive connections within the community, seek to widen social networks, promote inclusion, empower individuals and strengthen the bonds people have within their communities.

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