



Microboards Australia



Welcome to Microboards Australia

We are looking forward to being part of your journey doing what we do best – supporting you to live a good life.

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A bit about us

Microboards
Australia | a board just for me

Vision

People with disability living self-determined lives, with a sustained support network of family and friends who love them and know them well.

Our mission

To build the capacity of support networks to walk alongside people with disability in person centred, sustainable and responsible ways

We believe..

That all people have the right to the life they choose which respects them as member of community and family and upholds their universal human rights.

Our Values

Relationships



We value our relationship with you and helping you develop relationships with others

Inclusion



Everyone belongs as equal members of community

Quality



We aspire to providing the best quality services possible

Learning



We are always learning from you, your family and supporters to find new ways to be of service

Innovation



We support you to have a good life by thinking outside the box, creating novel solutions and pathways



How we work

Microboards embrace diversity and are all about full participation and relationship building.

Inclusion

We always assume that everyone has the capacity to participate in everything – our core assumption of all people is one of competence. We work towards upholding the rights of people with disability in all that we do inclusive of providing advocacy or seeking to link people with advocates where necessary. We encourage creative problem solving and commitment when it comes to making sure a person is fully included and active in determining what they want from their life.

Self determination and Communication

We respect a person's right to choose how they are supported, how they communicate and who they wish to engage with. We always assume that people can and do communicate and that any difficulties in communication rest with the limited capacity of the listener and communication partner. We provide direct specialist support for AAC and accessible communication for all of our participants and ensure information is accessible in suitable formats where required.

Relationships

Microboards are about relationships and connections, and about how we bring together diverse groups of people and individuals to create an effective community. We work to establish and strengthen both paid and unpaid support networks across all of our services and upskill those networks for sustainable support implementation into the future.



Who are Microboards Australia?

Established by families in 2008, Microboards Australia (MA) brought the Microboard model to Australia. MA are the only organisation in Australia trained & endorsed by Vela Microboards Canada as delivering the authentic model adhering to core principles, which growing research evidence over 35 years demonstrates achievement of quality of life outcomes for people with disability.

A Microboard is a sustainable network of unpaid relationships with a strong values based culture committed to the Social Model of Disability. This could be family, friends, long term community connections, anyone who is there to represent and work as a team to help the person achieve the life they choose now and into the future. MA take each network through a detailed formation process culminating in incorporation to create a not for profit association supporting just one person. The aim of a microboard is to safeguard quality of life even when parents/key caregivers are no longer able to. MA teach ordinary community members how to develop and maintain the life the focus person wants.

Whilst MA have founded the Microboard model within Australia, the company has grown over time to provide access to services to meet people's need to achieve what we know matters in having a life rich in relationships, self advocacy, wellbeing and purpose.

All of our services support the person and their support network to embed long term principles of support including:

- Person centred thinking**
- Social inclusion**
- Communication access and support**
- Supported decision making**
- Increasing physical and cognitive wellbeing**
- Risk management and dignity of risk**
- Medical planning and advocacy**
- Team communication and support planning processes**





Meet Our Team

Hello from our General Manager

It is my pleasure to welcome you to our organisation and more importantly to our family. We are first and foremost an organisation with lived experience of supporting people with a disability and offer services based on first hand understanding of the many challenges which people and families face in their work to have real choices, good quality of life, and security and safety.

We have been supporting people with a disability and their networks of support to find ways to develop lasting relationships, recruit support teams and plan for the future. Every time we engage with people we learn more about peoples' needs and expand our experience in finding better ways to meet them.

We have grown our services because we know what matters and what works. We source the latest knowledge and information all the time to make sure we are providing our own children as well as others with the best services can offer.

We are intentionally a small organisation. We are personal and focus on you.

Our Management Team

Working alongside our board, our management team have combined experience as both significant personal and professional experience in supporting people with a disability to lead the life they choose.

Managing Director

Jaquie Mills

Jaquie started Microboards Australia way back in 2008. Since then she has been a fierce advocate for her sons and people with a disability. When not managing MA she is consulting to disability leaders, advocating for the rights of people with a disability or making things happen!

Microboard Facilitation

Jo Nunn

Jo has experienced the types of services that do not work for families and people with a disability and has supported many people, often with very complex support needs, to successfully be part of community in their own home, living with people they choose and love, engaging in roles they choose and have passion for. Jo is our go to person so if in any doubt please feel free to contact Jo.

Professional Services Director

Debbie Lobb

Debbie initially worked with Jaquie and Jo as part of the family leadership initiative for behaviour support. With over 27 years of working closely with families and service providers, in the therapy and behaviour support fields, Debbie ensures we keep our focus on contemporary and person centred support at all times.

Manager Support Coordination

Bron Pike

Bron is not just an amazing Support Coordinator, she lives and breathes lifelong sustainable support networks for people with complex needs. Bron has been part of the disability sector for over 20 years, helping families to access the supports they need, including peer supports and service relationships .

Our Services

Microboard Facilitation



Our Microboard Facilitators can help you learn more about services for one, embedding the principles which ensure a good life and if you wish, support you to work towards setting up and running a Microboard.

Support Coordination



Our team is here to support you to manage your NDIS funds, help you access the services and community support you need to achieve your personal goals and make the most of your plan.

Behaviour Support



Our experienced behaviour support practitioners will work with you, your family and your support network to develop a shared understanding of what you may be experiencing and find ways to better embed supports in your life to increase your wellbeing.

Occupational Therapy



Our occupational therapists can support you in varied areas of your life, helping you to have the life you choose, increase your wellbeing and having people who know how to support you well. All of our services focus on sensory and co-regulation.

Speech Pathology



MA specialises in supporting people with complex communication needs. We work to embed robust communication supports across all of our services. You can also access our support through NDIS Speech Pathology support if you wish to.



What can you expect from us?

Who do I contact?

You can contact any of our management team for the service area you re interested in.
You can email us or call to talk about your needs.
You can also complete this expression of interest form if you would like to.

admin@microboards.org.au
0428258835

What happens then?

We will get in touch and talk about your circumstances and needs, find out a bit about you. We will also talk a little bit about us to see if we are the right service for you.
If you want to go ahead with accessing our services we will talk about our staff available and how we might start working with you.

Your rights

We take your rights very seriously and will involve you in all decisions and planning that needs to occur. This includes how we store your personal information, consent to share information with other services, and consent related to risk and dignity of risk. You also have the right to cease services with us. If you have any concerns regarding your rights or your right to cease services with us, you can contact us at any time.

How we work with people

We are here to do what makes sense to people and families. We are all about human rights, person centred approaches and working with support networks. We focus on building the skills and capacity of those who support you everyday as they are the natural experts in your life.





Feedback and Complaints

We value your feedback at all times, whether that be good feedback or something we need to improve on or mistakes we may have made. Knowing if and how we are making a difference in your life is really important to us.

You can let us know what you think by...



Talking to any of our staff members (it doesn't have to be your direct support person)



Completing our feedback forms, you can find the link to these form here <https://microboards.org.au/about/service-info/>



Emailing us on admin@microboards.org.au



Giving us a call on [0428258835](tel:0428258835)

If you feel your feedback is not resolved you can also talk directly to the NDIS.

We may also ask you to provide feedback from time to time so that we can monitor the quality of our services

