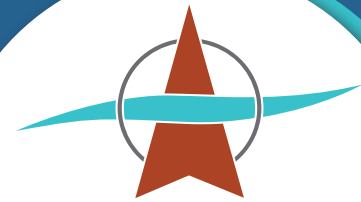


Welcome!



far north
community services

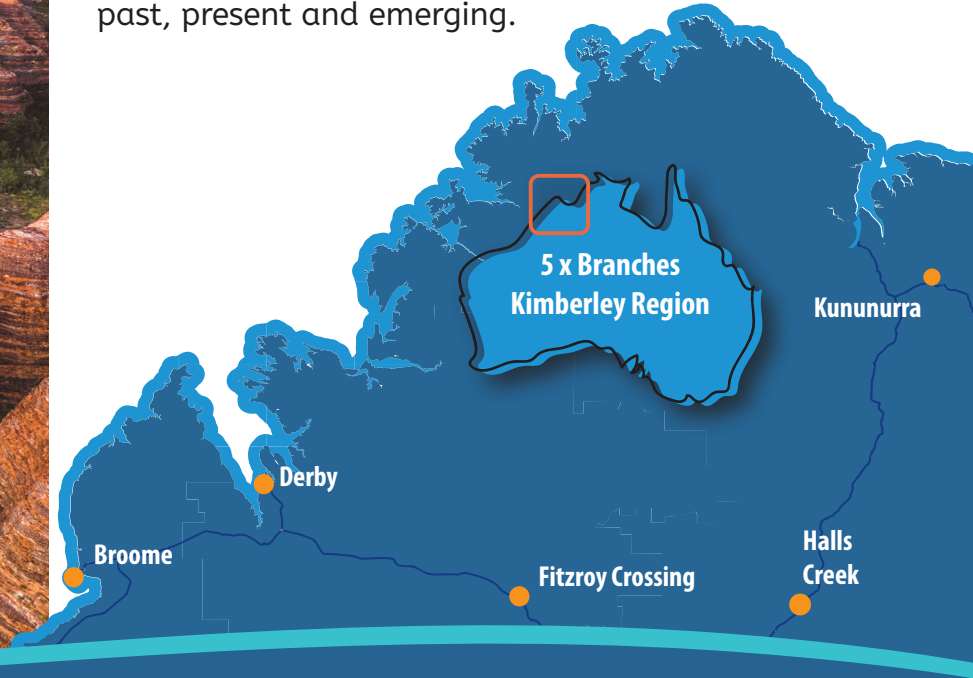
Since 2016



Thank you for choosing Far North Community Services

Acknowledgment of Country

We acknowledge the traditional custodians of the land on which Far North Community Services and its employees operates and we pay our respects to Elders past, present and emerging.



Page of Contents

■ About Far North Community Services	4	👤
■ Services we Provide	5	⚙️
■ Core Support	6	👥
■ Therapy Services	7	🦽
■ Supported Independent Living (SIL)	8	🏠
■ Flexible Family Support (Respite)	9	👨👩👧👦
■ Support Agreements	10	💬
■ Conflict of Interest	11	🚫
■ Consent Communication & Appointments	12	📅
■ Feedback and Complaints	13	💬
■ Safety and Severe Weather	14	🌀
■ Whistle Blowing Advocates	15	👤
■ Incident Management	16	📞
■ NDIS Quality Safeguards	17	🛡️
■ Our Staff Skilled, Stable & Here for You	18	👥
■ Far North People	19	🌸

Easy Read Legend

- Far North Community Services and things we do
- How to contact us, advocates and groups, NDIS support, whistle-blowing and how we help



About Far North Community Services

Far North Community Services is a not-for-profit organisation primarily dedicated to providing services under the National Disability Insurance Scheme (NDIS) and other community support programs.

Our Vision

Communities enriched through the inclusion of all people.

Our Mission

Partnering with people, families and communities to deliver practical, flexible services and support.

Our Values

Understanding

Daisy finds it hard to manage changes in her day. We listen and help her get the support she needs.

Inclusion

Benedict wants to join an art group. We find the support he needs so he can take part.

Integrity

Nyari asks for support to attend a local group. We make sure our actions match our word and respect his cultural identity.

Respectful

Michelle wants to make decisions about her support. We listen and treat her choices with care and respect.

Responsive

Patrick needs help quickly with a new support plan. We respond immediately and adjust supports to suit his needs.

Consistency

Zinal needs support every week for his appointments. We make sure he receives the same reliable support each time.

Services we provide



Core Support

Daily Living, community access and respite



Therapy Services

Therapy to reach your goals and improve everyday activities



Supported Independent Living (SIL)

SIL offers everyday support while living in your home



Flexible Family Support

Flexible Family Support for vulnerable families and time to rest while care is provided





Core Support



Consumables



Community Participation



Daily Life



We can deliver Core Supports for you. These are supports that help you with your everyday living. The NDIS call these daily life and community access supports

NDIS daily life and community access supports are there to help you when it is hard to do certain things on your own.

Daily life means all the things that you do each day to stay safe, healthy, connected with your family and friends. It might be to clean up the house, do your washing, go to the shops or pay your bills. Community access means support to help you stay connected to your friends, family and places you like to go to relax. It can also assist you to join in with what is happening in your community, like going to the footy or going fishing.

Example

Marli lives in Derby and receives support to develop her art business. Her support worker helps her travel to local markets twice a week, set up her stall, and connect with customers in town.

Therapy Services



Far North Community Services is registered to provide:

**Occupational
Therapy**



Physiotherapy



**Speech
Pathology**



Our Therapy Services work with you and your family to create a plan tailored to your needs. We use a flexible, creative, evidence-based, and trans-disciplinary approach to support your goals.

Our Kimberley-based team delivers specialised therapy focused on your individual and family goals. We prioritise consistent, culturally appropriate, place-based services, including travel to remote communities throughout the region. We plan chartered flights in advance to get to remote locations.

We also offer on-country group therapy programs in very remote locations, guided by the preferences of participants and families.

Our aim is to provide therapy wherever you want to receive it, ensuring services are collaborative, holistic and integrated into your everyday life.





Supported Independent Living (SIL)



Supported Independent Living (SIL) helps you live in a home with the support you need. This support is provided to help you with everyday tasks and to live as independently as possible.

SIL support can include help with personal care, cooking, cleaning, taking medication, and getting ready for the day. Support is tailored to your needs and may be provided at different times, including overnight.

You may live on your own or share your home with other people. We will work with you to make sure your home is safe, comfortable, and suited to your preferences.

We respect your choices, routines, and goals. Our staff support you to build skills, take part in your community, and live the life you choose.

'Living your way supported'



Flexible Family Support (Respite)



Family respite support gives families and carers a short break from caring, while support continues in a safe environment.

Respite can be planned or used when extra support is needed. It may be provided in your home, another home, or in the community.

We work with you and your family to make sure respite suits your needs and respects your routines and preferences.

Example

Kaya lives in Halls Creek, and her parents sometimes need a break from caring for her. We provide support workers who visit Kaya at home on the days her parents need, helping her with activities, meals, and social time. This gives her parents a chance to rest, while Kaya still gets the support she enjoys.



'Support that fits your family'

Service Agreements



We will develop a service agreement that clearly explains your supports and services with you..

We will talk with you about how you want information and provide it in a way that works best for you.

Your support coordinator can help you to understand your service agreement. We want you to ask lots of questions so your services meet your needs. Your needs may change, and you can change how and when your supports are given.

We will check in with you regularly to make sure your supports and services still meet your needs, and we will review them at least once a year.

If you live in one of our SIL homes, we look after your interests as both landlord and support provider. You can change or cancel your service agreement at any time.



Your agreement will include:



- The cost of your services
- How we protect your privacy
- What services we will deliver
- How we respond in an emergency
- The supports we will provide and when supports may be changed or withdrawn
- How to make a complaint if you are not satisfied with your services



Conflict of Interest



We are committed to supporting you to make decisions in your best interests, free from pressure or influence.

We understand that conflicts of interest can happen, especially when staff have multiple roles or when we are both landlord and support provider in SIL homes.

To make sure everything is clear and fair, we look after your interests and provide a separate board and lodging agreement, which explains your rights as a resident and is different from your support agreement. We work to manage all situations openly and ensure honesty, integrity, and transparency in our services.

All staff must declare any real or perceived conflicts of interest. All participants are treated equally – no one receives preferential treatment.

We maintain a Conflict-of-Interest Register, which records all actual and perceived conflicts when staff have family members or significant relationships within the organisation. This register is updated by the CEO and overseen by our Board.

Example Tariq's support worker is also a family friend. We ensure decisions about his support are made fairly and independently to avoid any conflict of interest.

'We act in your best interest'



Consent



We respect your rights for decisions about your information. Consent means you choose who can see your information, what they can use it for, and how your information is stored. You can give consent in writing, verbally, or over the phone, and you can change or withdraw it at any time.

Giving consent helps us and other providers work together to support you better. It protects your privacy and ensures you stay in control of your information.

Communication & Appointments



At Far North Community Services, we want to make sure it's easy for you to stay in touch with us. You can contact us by phone, email, or in person at your local Service Delivery hub.



All Emails

support@farnorth.org.au

admin@farnorth.org.au

intake@farnorth.org.au



Phone Us

08 9193-5207



Interpreter

We can support
access to this



Email Us

support@farnorth.org.au



Branch

locations - go
to the back of
this booklet



Our Website

<https://www.far-north.org.au/>

Scan for our
website

1. Open your phone camera
2. Point it at this QR code
3. Tap the link that appears



Feedback & Complaints



We welcome feedback and complaints from people who use our services, as well as from families, carers, and advocates. Your feedback is important and helps ensure our services meet your needs.

If you are unhappy, you can talk to your Coordinator or a Manager, have an advocate help you, or contact us by phone, email, letter, or through our website. Complaints can also be made directly to the NDIS Commission. Feedback can be provided in any format that suits you or with an advocate.

We will let you know when your feedback or complaint is received. If it cannot be resolved straight away, we will look into what happened and how it can be addressed.



We will keep you informed throughout, treat you fairly, provide support if needed, listen carefully, acknowledge any mistakes, fix any problems where appropriate, and explain what went wrong.

To provide Feedback or make a Complaint



Complete and on-line feedback or complain form on our website



Discuss at service reviews and meetings to review your plan, supports or goals



Raise at formal consultation meetings



Participate in surveys



Fill out a feedback and complaint form at your Service Delivery or therapy hubs *(available in alternate formats)*



Give informal feedback to your coordinator and/or manager at your Service Delivery hub, or therapy hubs *(available in alternate formats)*



Write to
Email
Call us on

PO BOX 1766 Broome WA 6725,
complaints@farnorth.org.au
(08) 9193 5207



or lodge a complaint through our whistle-blower service form on our website

Safety and Severe Weather



Our support workers keep you safe during severe weather



We follow government weather warning advice and keep you informed



We will develop a personal emergency plan with you.

Medical Emergencies



In a medical emergency, support workers will call emergency services immediately, provide first aid if trained, and notify the participant's family or carers as soon as possible.



Fire Emergencies



In a fire emergency, support workers follow your emergency plan, move you to a safe place, call emergency services, and notify family or carers as soon as possible.

Emergency Contacts



Emergency contact details are kept on file and will be used to notify family or carers as soon as possible during an emergency.

Flooding Emergencies



During flooding, support workers will follow local safety advice, avoid unsafe travel, and contact participants and families if supports need to change.

Cultural and Community considerations



We respect cultural and community connections, and if your family or community is affected by severe weather, we will do our best to keep you informed about flooding and warnings so you know your family is safe.



Whistle-Blowing



Far North Community Services is committed to transparency and accountability. We see whistle-blowing as an important way to reflect on our practices and support an ethical and safe culture.

If you have reasonable concerns that someone connected with our organisation has engaged in illegal, improper, or unethical behaviour, you are encouraged to report it. You will be supported to do so without fear of reprisal or negative consequences.

Far North Community Services provides a whistle-blowing webpage where reports can be made anonymously:
<https://farnorth.org.au/whistle-blowing/>



Advocates



You have a right to an advocate. If you are not happy with our response you can contact the NDIS Commission to make a complaint or you can contact one of the following advocates for support.

Family, Friends or someone you choose - Your advocate can support you to speak up, make choices, and get help

Ethnic Disability Advocacy Centre (EDAC) (08) 9388 7455
<http://www.edac.org.au/index.php/en/>

KIN | Disability Advocacy for Diverse Communities (08) 9192 7898 **Freecall 1800 316 929** - <https://kinadvocacy.org.au/> | Kimberley office: Lotteries House, Office 8, 642 Cable Beach Rd, Broome

Health and Disability Services Complaints Office (HaDSCO) 6551 7600 or 1800 813 583 to talk about your complaint-<https://www.hadscow.gov.au/form/index.cfm>

IDAS Individual Disability Advocacy Service (08) 6383 7880 • 9.30am to 4.30pm, Monday to Friday or visit: <https://www.sscls.asn.au/disability-justice-advocacy-project>

Citizen Advocacy Perth West (08) 9445 1118 or <http://www.capw.org.au/>





Incident Management



Incidents and Safety

Your safety and wellbeing are important to us. We respond to all incidents and work to resolve them quickly and respectfully.



An incident is when something goes wrong while we are providing supports or services. This may include physical or emotional harm, abuse or neglect, damage to property, illegal activity, or a situation that could have caused harm.

We have zero tolerance for abuse, neglect, violence or exploitation of people using our services and our staff. All incidents must be reported by staff.

Reporting an Incident

If something goes wrong, or you are worried about someone, please tell us and we will support you.



You can report an incident by speaking with a worker, calling us, or sending an email. Family members, friends or advocates can also help you report an incident if you wish.

How We Respond

Once an incident is reported, we will respond quickly and explain what happens next. Less serious incidents are managed with you and, with your permission, your family or support people may be involved.



If you are not happy with how an incident was handled, you can complain to the NDIS Quality and Safeguards Commission, and we can help you with this.

Incidents also include: Conduct Scheme - Children and Office of the Australian Information Commissioner (OAIC) - data breach.

Our Commitment

We keep records of incidents and may ask questions to understand what happened. You can choose how much you share.



We will support anyone affected and take action when needed. Serious incidents are reported to the NDIS Quality and Safeguards Commission, and we use what we learn to improve our services.



NDIS Quality & Safeguards Commission



The Commission

- Regulates NDIS providers
- Protects the rights of people with disability
- Promotes health, safety, and wellbeing

Registered NDIS providers are audited.

An external assessor reviews our services every 18 months and reports the results to the NDIS

Independent auditors may:

- Check our policies and procedures
- Check participant files are accurate and up to date
- Talk to you about your supports and what could be better
- Talk to staff and other organisations
- Check staff screening, police checks, and training
- Assess incident Management
- Assess Complaints Register
- View Risk and Emergency processes

The NDIS Quality and Safeguards Commission is an independent organisation. Its role is to make sure NDIS services are safe, high quality, and respectful.

Code of Conduct

The NDIS Code of Conduct explains how providers and workers must behave.

You can view it online or ask your Coordinator or Therapist for a copy in another format.

Your Choice - Opting Out

The NDIS Commission may check provider services to make sure they are safe and good quality. This can include looking at information or talking to you.

You can choose not to take part. To opt out, you can fill in a form or tell your Coordinator or a staff member.

We will respect your choice and record it in your file.



PO Box 210 Penrith NSW 2750
contactcentre@ndiscommission.gov.au or
TTY 133 677. Interpreters can be arranged.

Our Staff - Skilled, Stable & Here for You



Our employees work with you to achieve your goals and respect your rights and choices. They provide safe, high-quality supports and follow the NDIS Code of Conduct.

Our staff are permanent, fully trained, and experienced, staying in their roles long-term to give you consistent, qualified support.

To help keep people with disability safe, employees in certain roles must have:

- NDIS Worker Screening Check (for risk-assessed roles)
- Working with Children Check, where required
- National Police Clearance.

These checks, along with ongoing training and experience, help ensure our supports are safe, professional, and high quality.

Why this matters:

- Permanent staff build strong relationships with you and your family.
- Experienced staff understand your supports and how to deliver them well.
- Skilled, trained staff provide confident, safe, and professional support

Our Staff Support you for a long time

We have nearly 150 staff	All Staff We have lots of people to help you
Screened & Trained	All Staff All our staff are trained to help you
Permanent Staff	Mostly all So we are here to help you for a long time
Casual Staff	Hardly Any Most of our staff are permanent, so you get support from people who know you.

Far North People



We don't just provide support — we also help you connect with your community and other services that may assist you.

- We run an outreach program to support people in the community.
- We work with DAWA and other local organisations.
- We celebrate NAIDOC Week and support Aboriginal culture.
- We host the International Day of People with Disability (IDPWD) event.
- We work with Telethon Kids Institute and integrated care commissioning partners.
- We help connect you with other services that may support you.

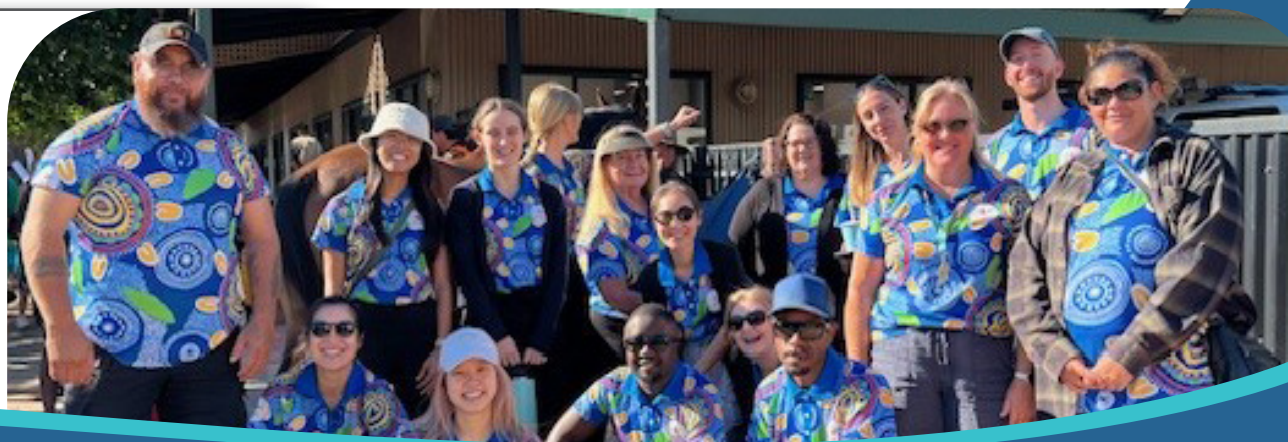
We work with others so you can get the right support, in the right place, at the right time

Our Therapy Team travel a long way to support people

Our therapy team plans well in advance to travel to remote locations, so we can provide support to people even in very distant or hard-to-reach communities.

We Travel to:

Kalumburu, Kandiwal, Yungngora (Nookanbah), Wangkatjungka, Bayulu, Joy Springs, Muludja, Bungari, Darlgunaya, Karnparmi, Looma, Bidyandanga, Moongardie, Ringer Soak, Warmun, Wyndham, Balgo, Billiluna and Mulan.





BROOME

Administration:
29 Napier Terrace,
PO Box 1766
Therapy:
30 Frederick Street
BROOME
WA 6725

P: (08) 9193 5207

DERBY

**Administration
& Therapy:**
68 Clarendon St,
PO Box 1174,
DERBY
WA 6725

P: (08) 9191 2305

FITZROY CROSSING

**Administration
& Therapy:**
PO Box 355
FITZROY CROSSING
WA 6765

P: (08) 9191 2305

HALLS CREEK

**Administration
& Therapy:**
39 Thomas St,
PO Box 136,
HALLS CREEK
WA 6770

P: (08) 5106 8004

KUNUNURRA

Administration:
50 Coolibah Drive
PO Box 911,
Therapy:
2/16 Riverfig Av
KUNUNURRA
WA 6743

P: (08) 5106 8004