

April 2019 Easter Edition

- *Message from the CEO*
- *NDIS and Supported Independent Living (SIL)*
- *What's Happening in Halls Creek?*
- *Self Assessment for National Standards for Disability Services*
- *Welcome to New Staff*
- *Message from the Operations Manager*
- *WA Disability Awards*
- *Far North Shining Stars Program*
- *Thank You!*
- *Business After Hours Event*
- *Far North Shining Stars Program*
- *#GoodLifeKimberley*
- *Isaacs Employment in Broome*
- *Jewellery making in Fitzroy*



Message from the CEO

The transfer to the nationally administered NDIS is now well underway. We are joining with people we support and their families during this time of change and our team is working to quickly adapt and learn the new systems. Any change can be difficult for people, so we are aiming for a smooth transfer for people, with continuity of their supports.

At Far North we strive to be values led in all our actions and to build a team that is high performing to ensure our services are the highest quality. This means we all go out of our way to support each other, we take time to reflect and accept that it is our unique differences that make us a successful team. None of us can have all the answers, be the best person for every job or see the world the same way. That is why we must stop every now and again to reflect on the bigger picture, the why we do what we do and what we believe in.

At Far North we believe our communities are enriched through the inclusion of all people. Our community may be a group of work colleagues, it may be the partnerships that we need with other organisations that help us support people in a holistic way, or it may be a team of support workers committed to empowering a participant to lead and live a life of their choice. We believe in this principle because we know that it is diversity, considering how the world looks from another person's perspective, respect, and understanding that will help us achieve our vision.

When change is rapid and experienced at the same time as growth, there are risks. Recruiting enough staff to do all the work, and adapting our org chart to meet the needs of the people we support and keep our organisation sustainable is a daily focus. Over the last 6 months we have seen some staff cover a number of roles and it is a credit to them that they have stepped up and

supported the whole organisation and people we support by doing this. It is noticed, particularly as I see people just get on with the additional roles without hesitation, and you really are appreciated – thank you. We are working hard to make sure this is not ongoing and are building a very strong and capable team.

With a vast geographic area to cover and over 170 people accessing services and more than 100 staff, Far North is clearly the provider of choice for many people. Well done to every-one involved.

Kathy Hough

CEO

NDIS and Supported Independent Living (SIL)



The NDIS is helping more people to live in their own homes, or be supported to return to country. The NDIS refers to this as SIL. Some people live on their own, others share their home with other people who have a disability. The support varies, but it can be up to 24 hours a day.

Far North was invited to participate in a workshop at the NDIS Midland office on the 10th April to provide input into a national taskforce that is looking at SIL. Dylan, Manager of Therapy Services and Kathy, CEO attended the workshop and contributed Far North's ideas and expertise on supporting people with complex needs. Dylan and Kathy were proud to share the success stories of people with complex needs who have been able to remain living on country in the Kimberley. The workshop also provided valuable information on how to quote effectively for the participants to ensure the right level of supports matched to their needs.

Dylan took the opportunity to connect with the Assistive Technology team and both Dylan and Kathy enjoyed meeting with Mary to learn more about specialist disability housing.



What's Happening in Halls Creek?

Jennifer Hempsall-
Coordinator Halls Creek

Raymond Obah- Support
Worker

Jocelyn Ejai- Support Worker

Gordon Staines- Casual Support Worker

Our office / respite house is now set up with furniture and equipment and we are pleased to have commenced respite services.

The Halls Creek Team are supporting people to reach their goals; Jocelyn and Raymond have



commenced early this year since Riani and Cyril transferred from Halls Creek and joined the Kununurra team.

Support Workers Jocelyn, Raymond and Gordon have supported people to get a referral from Centrelink to East Kimberley Job Pathways to be involved with the activities and voluntary work which can turn into paid employment. Ricketta, Jerisha, Junior and Mathew have all enjoyed being involved in these activities.

We have also supported people to join in a range of activities including Boxing, Fitness, Men's Shed and Woman's Club and voluntary gardening work. Attached are some of the photos of the Boxing and Fitness with Darren and Billy from East Kimberly Job Pathways.

WUNAN also have Supported Far North by giving Driving Lessons for Junior and he is booked to get his driving test next month.

The Halls Creek District High School has sent us work sheets for Andrew to start participating in learning and skill development.

Laquahn has enjoyed school this year he has achieved two certificates. The support for Laquahn before and after school has meant his mother can go to TAFE every Friday to finish her course in Business.

In Halls Creek we are working hand and hand with the community and other services. While we were getting set up, we had a temporary office at Jungarni Jutiya, and they loaned a bar fridge and two office chairs when we first moved into our new office, we are grateful and say thanks very much for your support.

We are also pleased to work with Anglicare who provide support for our staff and the people we support when required.

Another wonderful example of how we all work together is when the Halls Creek Frail Aged Care provided some continence products for someone we support whilst they were waiting on a delivery. Thanks to Margaret the new Manager for assisting with this.

Thanks as well as East Kimberly Job Pathways, WUNAN, Centrelink, Halls Creek District High School, Desert Yard, Woman's Centre and Halls Creek Pharmacy, all of whom have been great supporters of Far North and the people we support.

It has been a productive start of the year and still a lot things to keep us going to support our people in Halls Creek Community.

[Jennifer Hempsall](#)

Coordinator Halls Creek



Self Assessment for National Standards for Disability Services

It's that time of year where we are looking carefully at our policies, procedures and practices to self assess against the National Standards for Disability Services. The Standards are;

1. Rights
2. Participation and Inclusion
3. Individual Outcomes
4. Feedback and Complaints
5. Service Access
6. Service Management.

We welcome your feedback and If you have any ideas that can help us to keep improving then please send them to Luke Paine, Operations Manager at Luke@farnorth.org.au Our Coordinators and Managers can also provide you with more information on the National Standards.

We will be developing an action plan for improvements and will keep you informed on the activities in the plan.

Welcome to new staff

Our team continues to grow and we have welcomed some new staff recently. Cynthia Cheng commenced as our new Finance Assistant and Cynthia is already proving to be a strong asset to our team, with a high level of attention to detail and a positive friendly manner. Yvonne has commenced as the Manager of disability services in the East Kimberley, with Dylan now managing therapy services. Yvonne brings a wealth of management experience and strong values around empowering people and we are thrilled that she has joined our team. We are excited that Dylan will now be focusing on the establishment of therapy services across the Kimberley.

Luke Paine, our Operations Manager commenced in February. You can read about Luke's background later in the newsletter and I am sure you will agree, we are fortunate to have an Operations Manager with his experience and values driven approach.

Kerry Foard will be commencing in May as our new roster coordinator. Kerry was involved with the establishment of Far North and set up of our database and we are very happy that she is joining our team. Kerry has experience in direct care, nursing, coordination and managing in remote areas and has a good understanding of the needs of our staff and the people we support.

A Message from the new Operations Manager

Hello and greetings to all of you that we support, families, our dedicated team of staff and everyone else that is part of the Far North Community Services family.

I'd like to introduce myself as the new Operations Manager for Far North, starting in early February this year.

Over the past 5 years, I've been working in the Pilbara region of W.A within the disability services space and experiencing similar challenges that many of you may have experienced with the transition to the NDIS.

The NDIS is an exciting and needed change for our sector, but with that comes a steep learning curve for everyone as we navigate to a new way of how needed supports are and will be delivered into the future.

Again, it is a very exciting time for all of us on this journey and I personally feel proud that I can play a small part to hopefully assist people to enhance their own lives moving forward.

As the Senior Manager for my previous DSO (Disability Services Organisation), it was my responsibility to drive our service delivery in multiple locations including some of the more regional and remote towns & communities.

Naturally, I see some similarities in my previous experiences to that here in the Kimberley region particularly with the geographical challenges with the services we offer being delivered over such a large landscape.

Since commencing with Far North, I've been fortunate enough to travel to many of our locations we operate in and having the opportunity to meet some of you that we support and also the skilled and passionate Support Workers that make this a reality.

My comments are sincere when I say that I have been incredibly impressed by what I have witnessed to date. A comment I keep making since joining the team here is how strong the workplace culture feels and has done since I started on my first day.

There appears to a great sense of not just pride from people employed at Far North, but a strong vibe of everyone working together to ensure the lives of the people we support are the best they possibly can be.

I've never thought that this is something that just happens naturally, it only occurs when everyone has the right values and integrity to make inclusion of People with Disability real and not just a 'buzz' word on paper.

My previous experiences have also included working in the DES (Disability Employment Services) area for a number of years, managing various programs in service delivery for Aged, Disability and Youth including for an ACCO (Aboriginal Community Controlled Organisation) in the Northern Territory in addition to other roles providing me with opportunity to work in other States across Australia in our sector.

My hope is that some of my learnings and knowledge will hopefully assist at FNCS as it goes to the next stage of its existence.

I'll be based in the Broome office so can be contacted here or on email at Luke@farnorth.org.au. Please feel free to contact me at any time even if just to introduce yourself or to say g'day.

With our organisation growing, my role was introduced to assist in supporting all operational needs across the business whilst also working closely with Kathy as CEO for the longer term planning for Far North Community Services.

I'm really excited for the coming months to meet more of you all and getting the chance to learn more about each of you individually. I can't believe how quick the time has gone already since walking in the doors on my first day!

I also want to take this opportunity to welcome on behalf of our team Yvonne Benson as the new DSM (Disability Services Manager) for the East Kimberley based in our Kununurra office.

Yvonne joined us in this role in April and her transferrable skills that include previous experiences supporting Aboriginal People in the local area and leadership/management roles mean she will no doubt will be an excellent fit to lead our team to provide the best support possible.

Equally, I'd like to thank Dylan Grogan for the outstanding role he has done in the DSM position since June last year up until now. I've personally enjoyed immensely working with Dylan over a very short period of time however the good news is he will still be part of the FNCS family.

Dylan is transitioning to his new position as Manager of Therapy Services for the Kimberley which he is very excited about.

That's it from me team for my initial introduction to you all. Remember, let's all stick together and support each other to deliver the best service we can as we all learn and grow.

2019 is going to be a great year and am thoroughly looking forward to the remainder and beyond.

Warm Regards,

Luke Paine

Operations Manager

WA Disability Support Awards

The WA Disability Support Awards celebrate the significant contribution of individuals and teams who support people with disability to achieve their goals.

The Awards recognise and reward people who go beyond ordinary standards of service and provide the highest standard of individualised support to people with disability. The Awards also provide an opportunity to recognise excellence in leadership and innovation to continuously improve disability supports and create better outcomes.

Far North Community Services have nominated Cyril Yeeda for the Excellence in Regional Support category. Cyril worked closely with an individual who resided in the remote community of Billiluna preparing him for the transition into supported accommodation. Cyril spent many weeks getting to know the individual, learning how to communicate with him, building trust and rapport while assisting with his daily routines. Cyril was able to assist the individual in smoothly transitioning into supported accommodation in Derby where he now lives with another Aboriginal male. Cyril also helped train other staff in getting to know the individual and in providing care for him in culturally appropriate ways.

The Awards presentation night/Gala Dinner is being held in Perth at the Crown Casino complex on the 11th May 2019 and will be attended by Cyril along with 7 other Far North staff members who will support Cyril in celebrating his nomination. Congratulations Cyril on this wonderful achievement.

Fiona Hart

Human Resources Manager



Far North Shining Stars Program

March 2018

Our next Shining Star nominations are open. Our Board vote on the nominations and the winner for the quarter will receive a \$100 gift voucher. They will also be in the running for the annual award round with a prize of a \$3000 training scholarship to travel within Australia, to attend training, conference or workshop of your choice. Please send any nominations to Lucy at Lucy@farnorth.org.au

A Big THANK YOU to our Support Staff and Coordinators



Thank you and acknowledgement to our wonderful support staff, who have been very flexible and accommodating. In a recent meeting, Mark commented on an increase in the calibre of staff since he commenced and the employment of local people. Elaine also commented on the positive feedback received from families in relation to the support provided and the way Coordinators go over and above to make sure supports occur and often cover the support. Once again, we thank you all.

Business After Hours Event

On the 7th of March Far North Community Services hosted a Business After Hours with The Broome Chamber of Commerce.

It was a positive evening with our Chairperson Chris Maher sharing information on the services that Far North provides to people living in the Kimberley.

'Thank you to the local businesses that attended the first BCCI Business After Hours of the year hosted by Far North Community Services.

An outstanding event with local band, The Mexicans and fantastic overview of services provided by Far North Community Services that not only provide disability services in the Kimberley region, but employ 48 staff in Broome alone and make a significant contribution to the Broome local economy' – BCCI

Below are some photos taken by BCCI Member and Broome local photographer, Abby Murray.





#GoodLifeKimberley

Check Out how our hashtag is going!

Don't forget to use it in your posts of all the exciting things you get up to in The Kimberley. If you don't have an Instagram or Facebook account you can send your photos to lucy@farnorth.org.au to upload for you.

<https://www.farnorth.org.au/our-news/goodlifekimberley/>

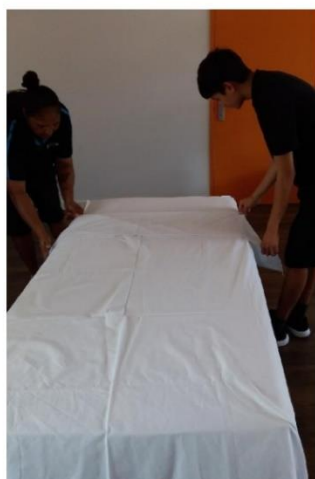
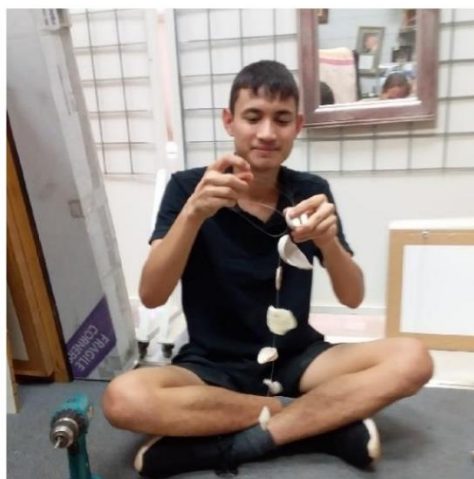
Isaac's Employment in Broome

Far North are extremely lucky to be supporting Isaac at his new places of work. With the great work of Brooke Tagell from Kimberley Personnel finding placements for Isaac to work, we are delighted that Isaac is a part of a team and working very hard every day.

Isaac has been welcomed by everybody at the Aboriginal Short Stay Accommodation, Cable Beach Caravan Park, Red Cross and Pearl Art Gallery. Special thanks to all.

He attends to different jobs, from room service, gardening, hanging clothes and making frames.

Everybody loves having Isaac around as he is extremely helpful and works very hard.



Well done Isaac, keep up the good work!

Jewellery making in Fitzroy Crossing

Trudi and I took Doris and April out to collect seeds for jewellery making and reeds to make baskets. We brought them back to the office for a well earned cup of tea and sandwich. They are very happy with supports they receive from FNCS.



Riddle

**What is seen in the middle
of March and April that
can't be seen at the
beginning or end
of either month**



Thank you for reading!