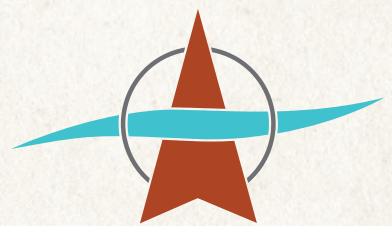


Welcome Pack



far north
community services

Acknowledgement of Country

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



About Far North



Far North is a not-for-profit organisation.



Far North is a registered National Disability Insurance Scheme (NDIS) provider.



We started in 2016.



Our job is to help you achieve your goals in your NDIS plan.

Our offices are in Broome, Derby, Fitzroy Crossing, Halls Creek and Kununurra, but we deliver services all across the Kimberley.



We want all people with disability to be included in the community.



We will treat you with respect.

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 Objectives



Service Outcomes

Quality outcomes for individuals and families



Influential Relationships

Strategic partnerships and relationships that change lives for the better



Excellent Staff

Diverse, skilled and motivated workforce



Strong Governance

Effective systems, resourcing and decision-making

Our Values



Understanding

We understand people are faced with real challenges



Integrity

We do what we say we will do and be accountable for the outcomes



Respectful

We are sensitive to the potential impact we have on the lives of people



Inclusion

We work to the strength of all people



Consistency

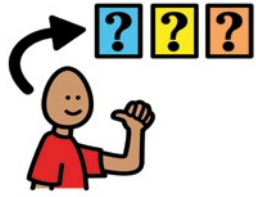
We are skilled, reliable and dependable



Responsive

We are flexible in delivering the best outcomes for families and individuals

Services



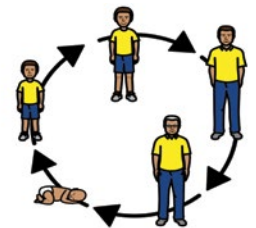
At Far North you have choice and control.



You chose when your services happen



You choose your support worker



You can change your services to suit what is happening in your life



We agree how much we are charging for your services



You can complain if you are not happy

Core Supports

Core supports help you with everyday activities.



Cooking a meal.



Doing your washing.



Shopping.



Core supports help you to be independent.



Core supports helps you do the things you want in the community.



Capacity Building Supports

Getting your driver's license



Assistive technology



Home modification



Vehicle modification



Accommodation and Respite

You might want to move into your own home or share with other people you know and like.



We will work to find the best way for you to get a respite break or be supported to live in your own home.



You and your family might want a break. This means you are all happy and well and your family can keep caring for you.



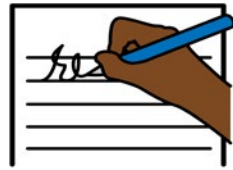
We are all different and we respect your individual circumstances and preference



Plan Management



Your Plan Manager will pay the providers you chose for your services.



Your Plan Manager helps keep track of your funding.

Positive Behaviour Support



Some people use behaviour to tell us something is wrong.



Our Positive Behaviour Practitioners spend time learning what is going wrong for you and what you are telling us with your behaviour.



Together they make a plan with you and people who know you well to find other ways to communicate.



Together you will work out a plan so you feel safe and people who support you are safe.

Sometimes we have to put things in place to keep you and others safe.

This might be:



Medication



Locking away items to keep people safe



Not going to areas in your home or the community



Far North can't use a restrictive practice unless it is approved and you have a positive behaviour support plan.



Unauthorised restrictive practices must be reported to the NDIS Quality & Safeguards Commission within 24 hours.

Support Coordination

Support Coordination helps you to connect with and coordinate services in your area.



A Far North Support Coordinator can help you to:



Understand your plan and help you pick the service providers you want



Choose how you will achieve your goals



Connect with the community and other services



Put service agreements and bookings in place with your providers



A person to contact if you have questions and concerns or if something in your life changes

Specialist Support Coordination



Specialist Support Coordinators can help you if you have additional high or complex needs.



A Far North Specialist Support Coordinator can support you to manage challenges in your support environment including:



Health



Education or



Justice services



Far North Specialist Support Coordinators work with you to remove barriers to using your NDIS plan.

Therapy

Far North are registered to provide:

Occupational Therapy



Psychology



Physiotherapy



Speech Pathology



Therapy (continued)

Social Worker



Therapy Assistant



You might choose one type of therapy or many. It's up to you.



Your therapist will help you to achieve your goals and learn new skills.



A wheelchair or other equipment, your therapist will help to get the right one for you.

Choosing Far North as your Service Provider



If you decide to use Far North as your registered service provider we will provide you with a service agreement.

Your service agreement includes:



The services we will provide



How you can change your services



The best way to make contact with you



How to make a complaint if you are not happy with your services



How much we will charge for services



How we will respect your privacy



What services we will deliver



How much we will make a service booking for



If you want to have a service agreement by recording what you want, this is OK too.



We can record this and keep on file.



**NDIS Quality
and Safeguards
Commission**



You can expect Far North to treat you with respect and dignity.



Far North has to meet the NDIS Commission Code of Conduct.



You can get a copy the NDIS Code of Conduct online and hard copies in alternatives formats are available from your Far North Service Delivery office.

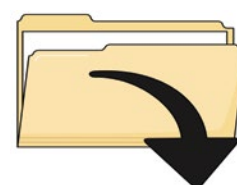


Far North is audited every three years.



Independent

The auditors are independent.



The auditor will look at your file unless you tell us you don't want them to.

The auditors make sure Far North is professional and upholding your rights by:



Checking our policies and procedures and making sure you have a say in these



Checking your files on our system



Making sure your information is accurate



Making sure we have signed copies of any agreements / care plans we develop with you



Talking to you about your services and what is working well and what could be better



Talking to our staff and other agencies to see if we do what we say we will

The auditors make sure Far North is professional and upholding your rights by:



Checking to make sure all of our staff have worker screening and police checks



Checking that our staff are trained and competent to support you safely



If you don't want an auditor to look at your file you can fill in the form provided or tell you Coordinator and we will record this on your file.

Information Management



As a registered NDIS provider we need to keep a record of your information.



The information is to make sure we keep you safe and deliver a quality service.



We will get your permission before we talk to anyone else about you.



You can look at your file any time you want to.

We will make a record of:



Your name, address, contact details



Private information needed to deliver a safe service to you



Information about your disability



We will make a record of each time we have contact with you



We will keep records on how you are progressing towards achieving your goals

Privacy of Information



Far North is committed to protecting and upholding your right to privacy.



We keep records on a database called TRACCS.



We keep records on the computer system, like letters and reports.

We keep your records safe by:



Having passwords on computers



Only letting people who work with you see your information



Making sure our staff know they must keep your information confidential



Disciplining our staff if they breach your confidentiality, if it is serious we might terminate their contract



Having backups so your information isn't lost

Incident Management



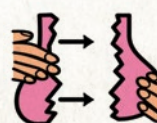
Sometimes things go wrong. We call these incidents.



We want to make sure you and our staff are safe, you are free from abuse neglect, violence and exploitation.



We have Zero tolerance towards any form of violence, abuse, neglect or exploitation of people who use our services and our staff.



We manage incidents to fix the problem and make sure it doesn't happen again.



We make sure we keep improving.



We learn from things that go wrong and we put systems in place to prevent the incident happening again to someone else.



At Far North we also take action when we need to.

Incident Management (continued)

If an incident occurs or allegation is made against one of our staff that involves any form of violence, abuse or exploitation towards yourself or family member, we will report this to the police or relevant agency.



We have to report serious incidents to the NDIS Quality & Safeguards Commission within 24 hours.



**NDIS Quality
and Safeguards
Commission**

When things go wrong we investigate. This means we try to understand:



How the incident occurred



What led to the incident occurring



What are our immediate actions



What we are going to do to prevent the incident occurring again



5 days later we give the NDIS Quality & Safeguards Commission a detailed report.



All serious incidents are reported to our Board by the CEO at monthly Board meetings.

Feedback and Complaints



If you are not happy with our services, you can complain.



Complaints help us to improve.



You can also phone us, send an email or a letter or make a complaint and give your feedback on our website.



When you make a complaint or give feedback we will let you know when it has been received.

Feedback and Complaints (continued)



If your question cannot be answered we will look into your complaint or feedback to understand what went wrong and how to fix it.



We will keep you informed at every stage.



We will listen to you and learn from what you say.



We will make sure you are treated fairly and will offer support throughout your complaint.



We will recognise and apologise for mistakes and we will explain why things went wrong.

The following methods can be used to give your feedback or make a complaint:



Complete an online feedback or complaint form on our website



Feedback and complaint forms in alternative formats are available at your Service Delivery hub



Participant in regular Far North surveys



Informal feedback to your coordinator and/or manager at your Service Delivery hub



Service reviews



Formal consultation meetings



Write to Far North Feedback and Complaints
PO Box 1766 Broome WA 6725



Email complaints@farnorth.org.au



Call us on (08) 9192 5207

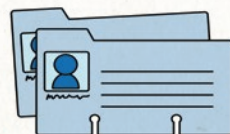
Advocates



You have a right to an advocate.



If you are not happy with our response you are at liberty to contact the NDIS Commission to make a complaint.



You can contact one of the following advocates for support.



NDIS Commission

1800 035 544 (free call from landlines) or TTY 133 677.

Interpreters can be arranged

Complete a complaint form on their website at the following link <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

Health and Disability Services Complaints Office (HaDSCO)

6551 7600 or 1800 813 583 to talk about your complaint

<https://www.hadsco.wa.gov.au/form/index.cfm>

Kimberley Disability Advocacy

08 9192 7898

https://www.edac.org.au/?page_id=98

Advocare

08 9479 7566

<http://www.advocare.org.au/>

Citizen Advocacy Perth West

08 9445 1118

<http://www.capw.org.au/>

Ethnic Disability Advocacy Centre (EDAC)

08 9388 7455

<http://www.edac.org.au>

IDAS Individual Disability Advocacy Service

08 6253 9500

[http://www.sscls.asn.au/Programs-Services/Individual-Disability-Advocacy-Service-\(IDAS\)](http://www.sscls.asn.au/Programs-Services/Individual-Disability-Advocacy-Service-(IDAS))

People With disabilities (WA)

08 9485 8900 or <http://pwdwa.org/>

Whistleblowing



Whistleblowing is different to complaints.



Whistleblowing is when you think the organisation has done something illegal, improper or unethical.



Far North has a Whistleblowing web page for anonymous complaints: <https://www.whistleblowingservice.com.au>

Your unique key access is:
Unique Key: FARNORTH2020
Client reference number: f2ofe2020

Have Your Say



Your voice is important and we want you to have a say about how things are done at Far North.



Every three years we ask people to help us make a plan for the next 3 years.



You can have a say by attending a workshop or talking to people you trust at Far North.



You can give feedback anytime.

You can also contribute to the development of policy and processes as they relate to Far North services and the protection of your rights by:



Complete an online feedback or complaint form on our website



Feedback and complaint forms in alternative formats are available at your Service Delivery hub



Participant in regular Far North surveys



Informal feedback to your coordinator and/or manager at your Service Delivery hub



Service reviews



Formal consultation meetings



Write to Far North Feedback and Complaints
PO Box 1766 Broome WA 6725



Email Kathy@farnorth.org.au



Call us on (08) 9192 5207



Far North People



Far North employees focus on working with you to achieve your goals.



You can expect Far North employees to respect your rights to freedom of expression, self-determination, and decision-making.



Our employees have to meet the NDIS Code of Conduct (Workers).



Mandatory NDIS Workers Screening for Risk Assessed Roles



Far North services must be provided by workers who are screened to make sure you are safe.

All workers who have contact with you have to be screened.

The minimum checks include:



NDIS Worker Screening



National Police Check



Working with Children Check
(if supporting some-one under the age of 18)

Conflict of Interest



Far North has been approved as a registered provider for:



Plan management



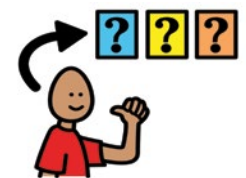
Support coordination



Therapy services



Specialist disability support services.



At Far North we commit to enabling you to make decisions that are in your own best interests.



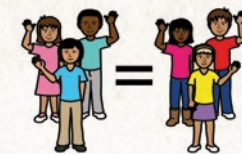
You should never feel pressured to make a decision.



We will act with integrity, honesty and transparency.



That means we will tell you that we also work for Far North if we are including any of our services in your list of choices.



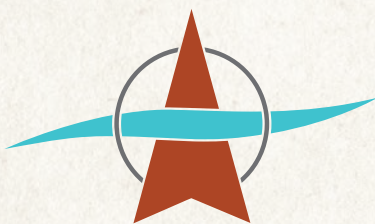
We will treat you equally and will not give any preference to people who chose other services from Far North.



We record any conflict of interest on our register.

Unit 5, Kimberley Regional Offices,
Cnr Weld & Frederick Street,
PO Box 1766, Broome WA 6725
☎ 9193 5207 ✉ admin@farnorth.org.au

www.farnorth.org.au



far north
community services