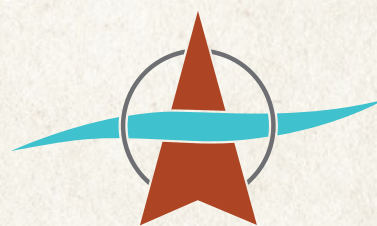


# Welcome Pack



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.

## Thank you

Thank you for choosing Far North Community Services as your service provider.

This booklet provides information on what you can expect from Far North Community Services in the delivery of your services and how we will uphold your right to be treated with dignity and respect and to live free from abuse, exploitation and violence.

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# About Far North

Far North Community Services is a not-for-profit registered National Disability Insurance Scheme (NDIS) provider.

Established in 2016, we are the largest NDIS registered disability service provider in the Kimberley. Our team have many years' experience supporting people with disability and their families. We work in partnership with you and your family to provide quality, flexible and people centred supports to help you achieve your goals and live your best life.

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

At Far North we believe in inclusion, keeping families strong, respecting and celebrating culture and working with you in the proper way to empower you to manage your NDIS plan.

## 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

## 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

### Responsive

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

### Excellent Staff

Diverse, skilled and motivated workforce

### Strong Governance

Effective systems, resourcing and decision making

### Inclusion

We work to the strength of all people

### Respectful

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

### Consistency

We are skilled, reliable and dependable

# What Services does Far North Community Services provide?

At Far North, services and support are person-centred and tailored to your unique needs and individual circumstances.

## Core Supports

Core supports to help you with everyday activities including daily activities and support to participate in community activities and events.

Capacity building supports to help you build your independence and to reach your long-term goals.

Capital supports include assistive technology, equipment and home or vehicle modification.



At Far North we believe in inclusion, keeping families strong, respecting and celebrating culture and working with you in the proper way to empower you to manage your NDIS plan.



## Accommodation and Respite

We have homes available throughout the Kimberley region providing individual and shared accommodation for people living with disability who require support with everyday living. We also offer respite care.

We will partner with you to work out the best way to get a respite break or be supported to live in your own home. Each person and family is unique, and we respect your individual circumstances and preferences.



## Plan Management

If you choose to use Far North as your Plan Manager, we will:

- Pay your providers for the supports you purchase directly from the budgets in your plan
- Help you keep track of your funds and do any financial reporting for you.
- Help you choose your providers.

A Plan Manager is funded within your plan and we are here to help you.

## Positive Behaviour Support

Far North can provide positive and proactive support to people with disability who have high and complex needs.

Our qualified and experienced Positive Behaviour Support (PBS) practitioners take a person-centred approach and focus on increasing a person's quality of life and decreasing the frequency and severity of their behaviour of concern.

This approach aims to increase and strengthen helpful behaviour through learning and reinforcement, rather than using punishment or negative consequences to respond to someone. Our PBS practitioners are trained to anticipate where things may go wrong and then take actions to prevent those things from happening, rather than just reacting when things go wrong.



Leo lives in Fitzroy Crossing with his family. Leo likes the idea of a holiday in Broome and it gives his family a break from their caring role. Leo comes in to Broome with Donna who lives in Fitzroy Crossing and coordinates his supports. Leo and his family trust Donna. When Leo is in Broome he gets a haircut and he buys a new belt, he gets to see people he knows and enjoys staying at the respite house.

## Support Coordination

A Support Coordinator can help you to connect with services in your area, or to coordinate all of the supports and services in your NDIS plan. Our Support Coordinators are well connected in the community, have many years of experience and have wide networks, they can give you information that helps with decision making.

How we can help you:

- Understand your plan and what supports and services you can pay for with your NDIS funding.
- Understand what is the responsibility of other services, such as the health or education systems, or your state or territory government.
- Connect with community and other government services.
- Find providers who meet your needs and will help you achieve your goals.
- Put service agreements and service bookings in place with your providers.
- A point of contact if you have questions, concerns or something in your life changes.

## Specialist Support Coordination

Specialist support coordination where you have contact with other services and your needs are more complex. Specialist support coordination helps all the services work together so that your needs can be met and your voice is heard by every-one.



## Therapy

A flexible, transdisciplinary, evidence-based and creative approach, Far North Therapy Services work with you and your family to develop a therapy plan that is tailored to your individual circumstances.

Far North are registered to provide:

- Occupational Therapy
- Psychology
- Physiotherapy
- Speech Pathology
- Social Worker
- Therapy Assistant

Our therapy vision is to work with you to increase your independence and make sure therapy services are fun, built into your everyday life and holistic in their approach.







## Choosing Far North as your Service Provider

As your registered service provider we will provide you with a service agreement. Your service agreement includes:

- The supports that will be provided to you and the circumstances around which supports can be withdrawn
- We will ask you what communication support you require to determine the best format to provide you with information
- 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

You can receive support to understand your service agreement and the terms and conditions in the agreement. We will also encourage you to ask questions to ensure services and supports are responsive to your needs.

We understand that your circumstances and support need may change, it's your plan you have the right to make changes to how and when your supports and services are delivered.

We will have regular discussions with you to check that your supports and services are still relevant. At a minimum, we will have an annual review to help prepare for your next plan.



## NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services.

The Commission regulate NDIS providers, upholds the rights of, and promotes the health, safety and wellbeing of people with disability receiving NDIS supports or services.

The NDIS Code of Conduct and NDIS Practice Standards for providers and workers provide clear and enforceable standards for the quality and safety of services and supports in the NDIS.

You can expect Far North to treat you with respect and dignity. As a registered NDIS provider our services and supports are aligned to the NDIS Commission Code of Conduct.

The NDIS Code of Conduct can be viewed online and hard copies in alternatives formats are available from your Far North Service Delivery office.

As a registered provider, Far North has to be certified by the NDIS Quality & Safeguards Commission every 3 years, with an interim audit every 18 months.

The audits are conducted by Independent Auditors who check that we are meeting the NDIS Code of Conduct and NDIS Practice Standards. They do this by:

- Checking our policies and procedures and making sure you have a say in these
- Checking your files on our system to make sure they are accurate, up to date and 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
- 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

The NDIS Quality & Safeguards Commission has an opt out policy for audits. That means the Auditors will look at information about you and talk to you unless you tell us that you don't want that to happen.

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



**NDIS Quality  
and Safeguards  
Commission**

# 1800 035 544

(Free call from landlines) or TTY 133 677.  
Interpreters can be arranged.

9:00am to 5:00pm in WA  
Monday to Friday,  
excluding public holidays

PO Box 210 Penrith NSW 2750

contactcentre@ndiscommission.gov.au

ndiscommission.gov.au





## Information Management

As a registered NDIS provider we need to keep a record of your information to ensure you are provided with a quality service and to enable us to meet our safeguarding responsibilities.

A Far North employee will seek your consent to provide your information and ask you if you have any concerns or requests about the way your personal information will be recorded or managed.

We will make a record of your name, address, contact details and information we need to deliver a quality service, including information about your disability. We will make a record of each time we have contact with you and keep records on how you are progressing towards achieving your goals.

Your records are kept digitally on our secured internal Ethernet and are treated in accordance with privacy legislation and our *Information Management Policy and Procedures*.

We will not share your personal information with anyone without your written permission, unless we have concerns for your safety or are obliged by law. Examples include, reportable incidents to the NDIS Commission, mandatory reporting of child protection concerns, and unauthorised use of restrictive practices or allegation of abuse or neglect.

You can ask to view your Far North record at any time and you are always at liberty to correct information held about you.

Photo/audio/video will only be taken if you have signed a consent form and agree for you photo/audio/video to be used by Far North.

Far North is committed to collecting, keeping and disposing of client records in ways that protect privacy and ensure confidentiality is maintained.

## Privacy of Information

Far North is committed to protecting and upholding your right to privacy. The way we collect, store and use your information and the services and supports we provide to you is governed by our Privacy and Confidentiality Policy and Procedures which conforms to the Federal Privacy Act (1988).

Far North requires all employees to respect and maintain the privacy and confidentiality of individuals.



## Incident Management

**Incidents are acts, omissions, events or circumstances that occur in relation to the provision of supports and services which cause physical or emotional harm to an individual.**

We want to make sure you and our staff are safe and you are free from abuse, neglect, violence and exploitation. At Far North, we have zero tolerance towards any form of violence, abuse, neglect or exploitation of people who use our services and our staff.

Far North is committed to ensuring that incidents which occur in relation to services are managed consistently and effectively in order to safeguard individuals and their families and to inform improvement of service delivery.

As a provider we take our responsibility to keep improving seriously. Our policy on continuous improvement means that 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, if an incident occurs or an allegation is made against one of our staff that involves any form of violence, abuse or exploitation towards yourself or a family member, we will report this to the police or relevant agency.



Far North also has obligations to report serious incidents to the NDIS Quality & Safeguards Commission. For example, if one of our staff makes a medication error, we report this to the NDIS Quality & Safeguards Commission as neglect of a person with disability within 24 hours. We conduct an internal investigation into:

- 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

A more detailed report is provided to the NDIS Quality & Safeguards Commission within 5 days.

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





# Feedback and Complaints

Far North welcomes feedback and complaints from people who access our services, their families, carers and advocates. If you are unhappy you can talk to your Support Worker, Coordinator or a Manager. 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. If your question cannot be answered we will look into your complaint or feedback to understand what went wrong and how to fix it.

- 1

We will keep you informed at every stage.
- 2

We will make sure you are treated fairly and will offer support throughout your complaint.
- 3

We will listen to you and learn from what you say.
- 4

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 all Service Delivery offices
- Participant in regular Far North surveys
- Informal feedback to your Support Worker, Coordinator and/or Manager at your Service Delivery hub
- Service reviews
- Formal consultation meetings
- Write to PO BOX 1766 Broome WA 6725
- Email [complaints@farnorth.org.au](mailto:complaints@farnorth.org.au)
- Email [chair@farnorth.org.au](mailto:chair@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 or 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](https://www.edac.org.au/?page_id=98)

**Advocare**  
☎ 08 9479 7566  
🌐 <http://www.advocare.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))

**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>

**People With disabilities (WA)**  
☎ 08 9485 8900  
🌐 <http://pwdwa.org/>

## Whistleblowing

Far North is committed to the principles of transparency and accountability and views Whistleblowing as an opportunity to reflect upon organisational procedures and promote an ethical culture. If you have reasonable grounds to believe that another person or persons associated with Far North has been involved in illegal, improper or unethical conduct, you are encouraged and will be supported to report the conduct without reprisal or consequence.

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

**Unique Key:** FARNORTH2020      **Client reference number:** f2ofe2020



## 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 are committed to providing safe and quality supports and services and act in accordance to the NDIS Code of Conduct (Workers). Our staff are resourceful, energetic, committed people who enjoy working in an environment where no two days are the same.

### Mandatory Workers Screening for Risk Assessed Roles

The NDIS Workers Screening Check is a national tool that helps NDIS providers determine that individuals seeking to work (or already working) in certain NDIS roles do not present an unacceptable risk of harm to people with disability. It is one of the ways to help protect and prevent people with disability from experiencing the possible harm that could arise from them receiving poor quality or unsafe supports or services under the NDIS.

Far North employees in risk assessed roles are required to have an NDIS workers screening clearance to work at Far North or acceptable check.

Employees are also required to obtain a Working with Children check and maintain a current national police clearance.



## Have Your Say

Every three years we conduct strategic planning consultations with individuals and their families throughout the Kimberley. We ask people what they think Far North does really well, what they think we could improve on and what other services could be offered by Far North. This feedback informs the governance and strategic direction of the organisation.

You can also contribute to the development of policy and processes as they relate to Far North services and the protection of your rights. The following methods can be used to give your feedback:

- Complete an online feedback or complaint form on our website
- Feedback and complaint forms in alternative formats are available at your Service Delivery hubs
- Participant in regular Far North surveys
- Informal feedback to your Support Worker, Coordinator and/or Manager at your Service Delivery office
- Service reviews
- Formal consultation meetings
- Write to PO BOX 1766 Broome WA 6725
- Email [Kathy@farnorth.org.au](mailto:Kathy@farnorth.org.au)
- Call us on (08) 9193 5207



### CONFLICT OF INTEREST POLICY UNDER NDIS

Far North Community Services (Far North) has been approved as a registered provider for plan management, support coordination, therapy services and specialist disability support services under the National Disability Insurance Scheme (NDIS).

The NDIS Code of Conduct and the NDIS Practice Standards require providers to have policies about potential conflicts of interest in service delivery.

Far North commits to enabling our clients to make decisions that are in their own best interests and free from inducements or pressure. We are aware of the potential for real or perceived conflict of interest when operating in multiple roles. Identifying and remedying conflicts of interest in our service delivery is key to operating with integrity, honesty and transparency.

The *Far North Community Services Conflict of Interest (NDIS Providers) Policy* outlines the mechanisms in place for dealing with any conflicts of interest that might arise in service delivery. Far North will ensure that when providing supports to NDIS participants, including when offering plan management or support co-ordination services, any conflict of interest will be declared.

All staff and volunteers will act in the best interests of NDIS participants and any other clients, to ensure that participants are informed, empowered and able to exercise choice and control over their lives. Staff and volunteers will not (by act or omission) constrain, influence, or force decision-making by a person with a disability and/or their family, so as to limit that individual's access to information opportunities, choice or control.

All participants accessing services from Far North will be treated equally, and no participant will be given preferential treatment above another in the provision of supports.

Staff and volunteers will ensure that Far North proactively manages actual and perceived conflicts of interest in service delivery. Staff and volunteers will:

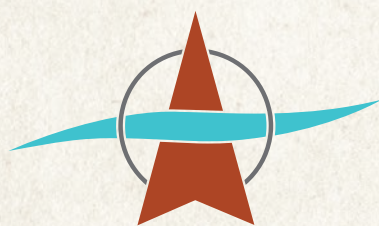
- Manage, document and report on incidences of conflict, where they arise. Staff will notify their line manager of any conflict, and document it in the Conflict of Interest register;
- Ensure that advice about support options (include supports not delivered by Far North Community Services is honest, impartial, and promotes choice and control; and
- Adhere to the Far North Community Services Code of Conduct to avoid actual and perceived conflicts of interest.



Unit 5, Kimberley Regional Offices,  
Cnr Weld & Frederick Street,  
PO Box 1766, Broome WA 6725

☎ 9193 5207    ✉ [admin@farnorth.org.au](mailto:admin@farnorth.org.au)

[www.farnorth.org.au](http://www.farnorth.org.au)



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community services