

Welcome!



far north
community services



Thank you

**for choosing
Far North Community Services.**

This booklet provides information on what you can expect from our organisation, how we will uphold your right to be treated with dignity and respect and how we will prevent abuse, exploitation and violence and discrimination in the delivery of our 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.

Contents

About Far North Community Services	4
Our services.....	5
Core Supports.....	5
Accommodation and Respite	5
Plan Management.....	6
Therapy	7
Choosing Far North Community Services as your Service Provider.....	8
NDIS Quality & Safeguards Commission	9
Information Management.....	10
Incident Management	11
Feedback and Complaints.....	12
Advocates.....	13
Whistle Blowing.....	13
Far North People	14
Have Your Say	14
Conflict of Interest.....	15



About Far North Community Services

We are a not-for-profit registered National Disability Insurance Scheme (NDIS) provider.

Established in 2016, 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 centered supports to help you achieve your goals.

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

At Far North Community Services 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 Values

Understanding – We understand people are faced with real challenges

Inclusion – We work to the strength of all people

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

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

Consistency – We are skilled, reliable and dependable

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 services

Far North's support services are person centred and tailored to your unique needs and circumstances.

Core Supports

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

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

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, buy some food 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.

Example

Philip lives in Kununurra and he receives support to achieve his work goals. Philip's support worker picks him up from home three days a week and together they run a mobile washing machine truck in town.



Accommodation and Respite

We have homes available throughout the Kimberley region providing individual and shared accommodation for people who require support with everyday living. We also offer respite care, to give unpaid carers a break.

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 Community Services 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.



Therapy

Therapy Services work with you and your family to develop a therapy plan that is tailored to your individual circumstances using a flexible, trans-disciplinary, evidence-based and creative approach.

Far North are registered to provide:

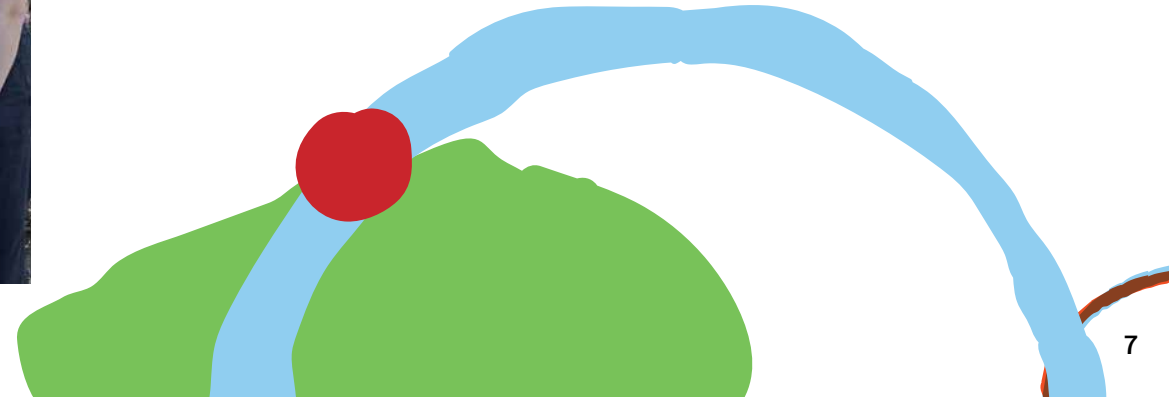
- Occupational Therapy
- Physiotherapy
- Speech Pathology

Our Kimberley based team provide specialised therapy to target your individual and family goals.

Providing consistent, place-based and culturally appropriate therapy services to people living in remote communities is a key focus at Far North. Our therapy team regularly travel to communities throughout the region.

We provide on-country therapy group programs in suitable, very remote locations as guided by participants and families.

Our 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 Community Services as your Service Provider

As your registered service provider, we will provide you with a service agreement that includes;

- The supports that will be provided to you and the circumstances around which supports can be withdrawn.
- 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 we will respond in an emergency

We will ask you what communication support you require to determine the best format to provide you with information.

If you live in one of our SIL homes and receive accommodation support, we will provide a separate services agreement that details how we will manage being your landlord and support provider

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

Your circumstances and support needs 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 prepare for your next plan.



NDIS Quality & 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, uphold 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 Community Services 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 on-line and hard copies in alternatives formats are available from your Coordinator or therapist.

As a registered provider, the organisation 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 Assessors 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 the governance of our organisation
- 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 are staff are trained and competent to support you safely

The NDIS Quality & Safeguards Commission has an opt out policy for audits. That means the Assessors 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 you Coordinator and we will record this on your file.

NDIS Quality and Safeguards Commission

1800 035 544

9am to 5pm in Western Australia
Monday to Friday, excluding public holidays

PO Box 210

Penrith NSW 2750

contactcentre@ndiscommission.gov.au

Phone: 1800 035 544 *(free call from landlines)*

or TTY 133 677. Interpreters can be arranged.

Home | NDIS Quality and Safeguards Commission (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.

We will seek your consent to share 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 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 record at any time and are able 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 the organisation .

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



Privacy of Information

Far North Community Services 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).

The organisation 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, you are free from abuse neglect, violence and exploitation. At Far North Community Services we have Zero tolerance towards any form of violence, abuse, neglect or exploitation of people who use our services and our staff.

We are committed to ensuring that incidents which occur in relation to services are managed consistently and effectively to keep you safe 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 Community services we also take action when we need to, 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.

Far North Community Services also has obligations to report serious incidents that have the potential to, or cause serious harm to NDIS participants to the NDIS Quality & Safeguards Commission within 24 hours. We must report any use of an unauthorised restrictive practice to the NDIS commission within 5 days. We conduct an internal investigation into;

- how the incident occurred a
- what led to the incident occurring
- what are our immediate actions
- what 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 after the initial report.

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

Feedback and Complaints

We welcome feedback and complaints from people who access our services, their families, carers and advocates.

If you are unhappy you can talk to your 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. We can take complaints in any format.

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.

- 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 made and we will explain why things went wrong.



To provide feedback or make a complaint:

- complete an on-line feedback or complaint form on our website,
- 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,
- participate in surveys,
- discuss at service reviews and meetings to review your plan, supports or goals,
- raise at formal consultation meetings,
- write to **PO BOX 1766 Broome WA 6725**,
- email **complaints@farnorth.org.au**,
- call us on **(08) 9192 5207**
- or lodge a complaint through our whistle-blower service form on our website



Whistle-Blowing

Far North Community Services is committed to the principles of transparency and accountability and views Whistle-blowing as an opportunity to reflect upon our policy and processes and promote an ethical culture.

If you have reasonable grounds to believe that another person or persons associated with our organisation 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 Community Services has a Whistle-blowing web page for anonymous complaints.

<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.

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 [Complaint Contact Form \(business.gov.au\)](https://business.gov.au/complaints)

KIN | Disability Advocacy for Diverse Communities

(08) 9192 7898 • [Freecall 1800 316 929](https://kinadvocacy.org.au/) or <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.hadsco.wa.gov.au/form/index.cfm>

Citizen Advocacy Perth West

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

Ethnic Disability Advocacy Centre (EDAC)

(08) 9388 7455 or <http://www.edac.org.au/index.php/en/>

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>



Far North People

Our employees focus on working with you to achieve your goals. You can expect 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 with the NDIS Code of Conduct (Workers).

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 Community Services employees in risk assessed roles are required to have an NDIS workers screening clearance.

Employees are also required to obtain a Working with Children check where appropriate 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 Community Services does really well, what they think we could improve on and what other services we could offer. This feedback helps our Board make strategic decisions.

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

- Complete an on-line feedback or complaint form on our website
- Give feedback by talking to someone you trust and ask them to help you share this and say what you would like to change
- Feedback and complaint forms in alternative formats are available at your Service Delivery hubs
- Participant in surveys
- Informal feedback to your coordinator and/or manager at your Service Delivery hub
- Service reviews
- Formal consultation meetings
- Write to PO BOX 1766 Broome WA 6725
- Email Kathy.hough@farnorth.org.au
- Call us on (08) 9193 5207



Conflict of Interest

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

We are committed to enabling you to make decisions that are in your 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.

We will ensure that our staff declare any real or perceived conflict of interest when offering plan management or if you live in one of our SIL homes. We ensure that advice about support options include supports not delivered by Far North Community Services is honest, impartial, and promotes choice and control.

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

We maintain a Conflict-of-Interest register, which includes when staff have other family members or people they have a significant relationship with working for the organisation. The register is held by our Board and updated by the CEO.



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farnorth.org.au

Broome

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Offices

29 Napier Terrace, Broome,

PO Box 1766, WA 6725

Derby

Ph: (08) 9191 2305

68 Clarendon Street, Derby

PO Box 1174, WA 6728

Fitzroy Crossing

Ph: (08) 9191 2305

PO Box 355, Fitzroy Crossing
6765

Halls Creek

Ph: (08) 9193 5207

39 Thomas St, Halls Creek

PO Box 136, WA 6770

Kununurra

Ph: (08) 9193 5207

50 Coolibah Drive, Kununurra,

PO Box 911, WA 6743