



Policy Book



Midwest
Community
Living
Association

INDIVIDUAL CHOICE, INDEPENDENT LIFE

June 2021

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How to use this book



Midwest
Community
Living
Association

This book was written about Midwest Community Living Association (MWCLA).

When you see the word 'we' it means Midwest Community Living Association.

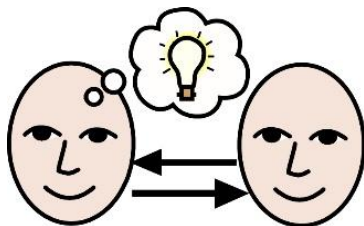
This book is written in an easy to read way.

Some words are written in **bold**.

We explain what words in **bold** mean.



You can get help with this book.



You can ask someone to help you understand what this book is about.



You can ask for more information at any time.



This book is written for you, because you get help from MWCLA (Midwest Community Living Association).

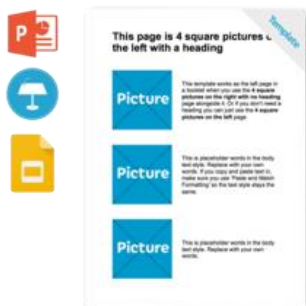


This book tells you about:

- How our services run
- Our rules and **policies**

Policies are rules for how we work.

- How you can have your say



This book has been made so that you can use each chapter or topic separately.

Who Are We?



Midwest Community
Living Association

Midwest Community Living Association services help people with disabilities and their families.

Midwest Community Living Association has been helping people with disabilities for many years.

Midwest Community Living Association runs different **services**. **Services** are things that an organisation or business does for other people.

Services cost money, which is paid for with your NDIS funds.



Your NDIS plan tells you how much money you have to spend on services.

What Do We Do?



Midwest Community Living Association services include help with

- home living



- doing things in the community



- getting work or doing work

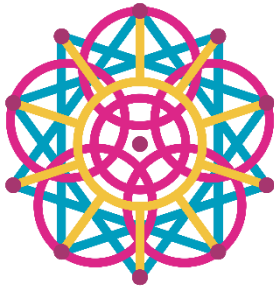


- learning new skills or



- having a break away from families.

Your Rights



Midwest Community Living Association looks after your **rights**.



Rights are things you can do, say or have.

You have **rights** as a person who uses MWCLA services.



You have the right to:

- Good services - services that are run well, by staff with good skills



- Respect – people being polite to you



- Say no to services not right for you



- Be safe



- Get information in a way that you understand



- Say what you want, need and feel



- Make your own choices



- Be a part of your community including work and study



- **Freedom**

Freedom means the choice to move, speak up or make choices.



- **Privacy**

Privacy means your right to keep things about you, your family and your life private.



- Have a support person or **advocate**



- An **advocate** is someone you can trust and who can help you speak up.

You have all of these rights.

Midwest Community Living Association will look after your rights

This means Midwest Community Living Association will:



1. Treat you with **respect**

- listening to you
- talking in a way you understand
- being polite to you
- seeing you as important



2. Keep you safe, while you are with Midwest Community Living Association staff



3. Support you to have as much freedom and **independence** as possible.

Independence means doing things for yourself



4. Support you to make choices about your own life, such as who you want to be your support worker



5. Support you to act on your choices



6. Support you to find and use information about living where you want to live.



7. Support you to be able to do activities of your choice





8. Support you to tell (**communicate**)
What you need and what you want

Communicating means saying or showing what you need or want.



9. Keep information about you **private**

Private means we will not share or tell information about you to anyone else without you saying we can.

Points to Remember



- **Everyone** has the same rights
- No one should take away your rights
- You can have an advocate to support you with your rights

Responsibilities

You may hear people say you have **responsibilities**.

Responsibilities means allowing other people to have their rights too.

This means



- Showing respect



- Not hurting other people or things.
Being kind to others



- Obeying the law. Being honest and telling the truth

Advocacy

An advocate is someone you can trust and who is on your side.

An advocate can help you keep your **rights**.



- They can help you to tell people what you want.
- They can help you to tell people what you need.
- They can help you to tell people when something is wrong.



Everyone can have an advocate to help them.

An advocate can be a family member.



An advocate can be a friend you know well.



An advocate can be a support person you know well.



An advocate can be a **professional** advocate.

A **professional advocate** is paid to be an advocate for their job.



An advocate can help you understand information. An advocate can help you make decisions.

An advocate can help you if you are not treated fairly.



An advocate can help you make a complaint.



An advocate can help you

- write a letter or
- make a phone call or
- in a meeting.

Giving Feedback

At Midwest Community Living Association, we want to hear your feedback.

Giving **feedback** means telling a Midwest Community Living Association staff member what you think about the service you got.



A compliment is when you say something good about Midwest Community Living Association staff or services.



A complaint is when you say you are not happy with a Midwest Community Living Association service.



It is OK to complain.

We welcome your **feedback (compliments and complaints)** so we can make services better. You can give feedback by:

- Talking to a Midwest Community Living Association staff member
- Ringing Midwest Community Living Association on 9921 1505
- Emailing us or completing a Midwest Community Living Association Feedback Form

You can use any type of communication that suits you to give feedback.



If you make a **complaint** we will

- Try to fix it with you quickly
- Listen to you and write down your complaint so we remember
- Protect your privacy and other people's privacy
- Be fair
- Explain what will happen and how long it will take
- Keep records of feedback



People who support you can help you to complain. This means that your family, friends or other people like an **advocate** can complain with or for you.

We will tell you what we did to fix your complaint.



If you are still not happy, you can contact

The CEO at Midwest Community Living Association

Phone 9921 1505

or email admin@mwcla.org.au



If you are still not happy you can phone the:



WA Health and Disability Services Complaints Office (HADSCO)

Phone 6551 7500.



NDIS Quality
and Safeguards
Commission

NDIS

Phone 1800 035 544

Serious Incidents or Complaints

Making a **Complaint** could be about a serious issue, such as **abuse** or **neglect**



Abuse is if a person hurts you, shouts at you or calls you names, touches you without your permission, or stops you from having your rights.

Neglect is when a service doesn't help you to keep safe and healthy.



If you have been abused or neglected we want you to tell our managers.

You can have an advocate to help you tell us.

You need to tell someone you trust if you have been abused.



The police may need to be involved to help keep you safe.

If you have been abused or neglected you can call us on
9921 1505

Or ring these advocates



Developmental Disability WA
Phone 94207203



People with Disability WA
Phone 9420 7279



NDIS Quality
and Safeguards
Commission

NDIS
Phone 1800 035 544



The police
Phone 1800 333 000.

Privacy



Midwest Community Living Association respects and protects your **privacy**.

Privacy means not sharing or telling information about you to anyone else without you saying we can.

People have privacy for showering, going to the toilet, or sexual activities.

Midwest Community Living Association needs to collect certain information from you, or a person you trust, so we can provide good services.



This information may include:

- Your name and address
- Your phone number and email
- When you were born
- Family members
- Your NDIS Plan
- Information about the supports you need
- Health information
- Information about other agencies who support you





We will keep information about you private

We will make sure you can have a private place if you need to change or go to the toilet.



We will not take photos or share information about you to anyone else without your **consent**.

Consent means you agree and say yes to something, consent from you (or your legal guardian) is needed for



- Big life decisions like where you live



- Getting medical help



- Finance and money decisions \$\$



- Sending information, photos or videos of you to other people

We will not take photos or videos of you without your **consent**.



- You can see the information we keep about you at any time.

Safety

Midwest Community Living Association will support you to keep safe.



We have rules in place to make sure you are safe and healthy

When people feel safe, they are not scared.

You have the right to feel safe in your home and when you go out.



Sometimes we will do things to help keep you safe; but we want you to have as much freedom as possible.

To help you keep safe, and uphold your rights, we use **safeguards**.

Safeguards are actions that help you have choices AND help you to be safe.

To help you keep safe, Midwest Community Living Association

- Employs good staff who are well trained to support you
- Thinks about anything which may cause harm (risks) and works to ensure they don't happen



- Helps you and our staff to keep in touch with lots of other people who can help.



- Takes quick action if there's a problem



- Has rules that staff must obey



- Will help you get an **advocate**

If something bad happens, we will need to report it so that we can make things better.

Speaking Up - Communication

Midwest Community Living Association supports you to



- tell us your choices



- tell us what happened



- ask for help or information

You have a right to speak up in the best way that suits you.



We can support this by talking with you with signs, pictures, using a device or using an interpreter.



Making Choices and Decisions



You have the right to make decisions about your life.

You can make choices about the services you get from Midwest Community Living Association.



You can choose who helps you to make decisions – a family member, friend, advocate or a Midwest Community Living Association staff member.

Midwest Community Living Association will support you to make decisions if you need help, but we won't try to make you change your mind.



We will give you information to help you make choices.

Your decisions can be written down so we don't forget.



You can change your mind when you want.

Your Health and Well-Being

Midwest Community Living Association wants to support you to feel healthy and happy.



We keep information about your health.

So we can support you to have

- Regular health checks with a doctor
- Regular dental checks



If you have pain or feel sick, you should tell our staff so we can get help for you to feel better.

Information from a doctor or dentist may tell us

- Medication you need to take
- If you need special food
- Exercises and activities that help you to be healthy
- What treatment you want if you are at the end of your life



You can have a health plan to keep this information together.

Behaviour Supports



If you need support to help you feel calm and safe, we will provide supports.



These supports will be written in a Behaviour Support Plan



The Behaviour Support Plan may include things we do to support you to feel calm and make your own choices.

Sometimes we may need to do things that **restrict** or **stop** your freedoms to help you to be safe. (These are called **Restrictive Practices**)

This is our Duty of Care.



We can only use a **restrictive practice** if you or someone else could be hurt, or if it is written in your plan and people you trust have given consent for it.

Midwest Community Living Association staff will not restrict your rights or freedoms unless it's absolutely needed for everyone's safety.

Infection Control

Midwest Community Living Association will help to stop you getting sick.

Infection control means stopping the spread of disease from one person to another.



Diseases or infections can spread by

- coughing or sneezing,



- Touching skin to skin



- Blood or other body fluids



- Not keeping yourself or your environment clean

To help you stop diseases spreading, staff will



- Wash their hands well and often



- Be careful when preparing food



- Clean up spills



- Stay home if they are sick



If there is a virus or infection about;
Midwest Community Living Association
staff may need to protect you by
wearing

- A mask and / or Protective clothes
- You need to stay home if you are sick too.

MWCLA would like to acknowledge and thank Midway Community Care and Development Disability WA for the permission to reproduce this document.