

# Welcome Pack

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Midwest Community  
Living Association

INDIVIDUAL CHOICE, INDEPENDENT LIFE

## ACKNOWLEDGEMENT OF COUNTRY



Midwest Community Living Association acknowledges and respects the Southern Yamatji Peoples who are the Traditional Owners and First People of the land on which we work; the Nhanhagardi, Wilunyu, Amangu. We pay our respects to them, their culture, and their Elders past, present and future for they hold the memories, the traditions, the culture and hopes of the Southern Yamatji Peoples.



# ABOUT MIDWEST COMMUNITY LIVING ASSOCIATION



Midwest Community Living Association is a not-for-profit organisation.

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Midwest Community Living Association is a registered National Disability Insurance Scheme (NDIS) provider.

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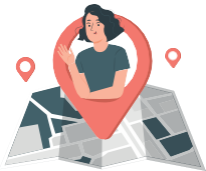
We have lots of experienced people working for us.

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

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Our offices are located at 75 Marine Terrace, Geraldton

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

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We will treat you with respect.

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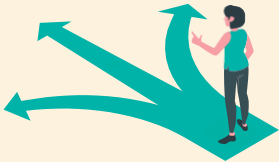
# VISION, MISSION AND VALUES



## OUR MISSION

Enriching the lives of People with Disability and their families by supporting choices and creating opportunities to live as part of the community.

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## OUR VISION

A lifestyle of choice and opportunity.

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## OUR VALUES

### People

We listen and respect. We are supportive and understanding within our work team and towards the people we provide services to.

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### Respect

In every interaction - with each other, with the people we provide services to, our stakeholders and the broader community – we treat others as we would like to be treated.

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### Integrity

We are open and honest and we do the right thing for the right reason.

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### Commitment

We will do the best we can within our team and community to give the people we provide services to the opportunity to live their chosen lifestyle.

# SERVICES

At Midwest Community Living Association, you have choice and control.



## This means:

- You choose when your services happen
- You choose who is 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

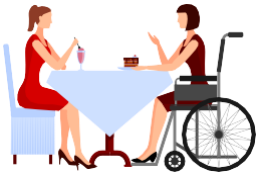
# COMMUNITY PARTICIPATION

We can support you to participate in your local community so you can develop new skills, meet people, experience a new range of activities and feel included.

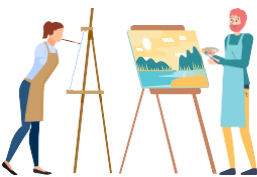
## This might include:



- Education, training, work or volunteering



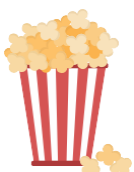
- Catching up with friends or attending social activities



- Getting together with others who share a hobby or interest



- Going out for a coffee or shopping



- Going to the beach, museum, cinema or other entertainment venues in our community



# SERVICES

## GROUP PROGRAMS AND SOCIAL ENTERPRISE OPTIONS

We can support you to participate in group activities to learn new social and life skills in a supportive environment. We can also support you to volunteer at our social enterprise Jack's Shed. We will continue to develop meaningful opportunities for the people we support.

### This might include:



- Attending a group art and craft program



- Planning, shopping and preparing healthy meals as a group



- Getting together to interact with others to increase confidence and practice social skills



- Attending our weekly Walkie Talkies walking group sessions



- Volunteering at Jack's Shed – our newspaper recycling social enterprise

# SERVICES

## SUPPORTED INDEPENDENT LIVING & ASSISTANCE WITH DAILY LIFE

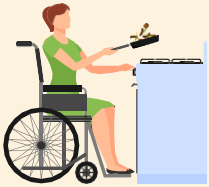
We can support you to develop many skills we use in our everyday life so you can live as independently as possible.

We can provide this support if you live in one of our houses, live on your own or live with your family.

### Support can include:



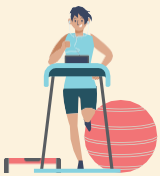
- Personal care – bathing, toileting and dressing



- Support with eating, nutrition and cooking



- House hold chores – cleaning, laundry, food shopping



- Health, wellbeing and exercise



- Assistance with medications and going to the doctors

# SERVICES

## POSITIVE BEHAVIOUR SUPPORT

Some people use behaviour to tell us something is wrong.

A Positive Behaviour Practitioner spends 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 we will all work out a plan so you feel safe and people who support you are safe.

Sometimes it is necessary to put things in place to keep you and others safe.

We call these restrictive practices.

This might be;



- Medication
- 



- Locking away items to keep people safe
- 



- Not going to some areas in your home or the community

Midwest Community Living Association can't use a restrictive practice unless it is approved and you have a positive behaviour support plan.

If we use a restrictive practice and you don't have a plan, then we have to tell the NDIS Quality & Safeguards Commission within 24 hours.



# CHOOSING MWCLA AS YOUR SERVICE PROVIDER

If you decide to use Midwest Community Living Association 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

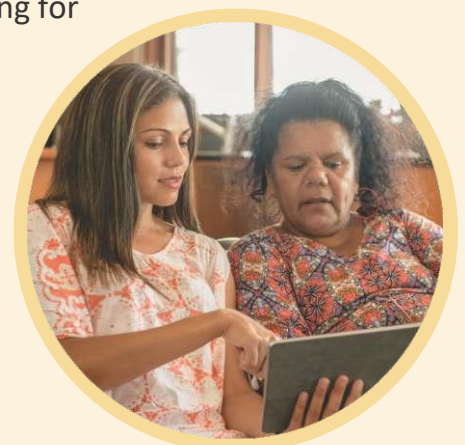


- What services we will deliver



- 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. If you decide you want to end your supports with MWCLA, that is ok, we will help you.



# NDIS QUALITY & SAFEGUARDS COMMISSION

You can expect Midwest Community Living Association to treat you with respect and dignity.

Midwest Community Living Association has to meet the NDIS Commission Code of Conduct.

You can get a copy the NDIS Code of Conduct online and hard copies in alternative formats are available from the Midwest Community Living Association office.

Midwest Community Living Association is audited every three years.

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 MWCLA is professional and upholding your rights by;

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

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- Checking your files on our system.

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- Making sure your information is accurate.

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

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

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

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

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- 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 your 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 any-one 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

Midwest Community Living Association 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.

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

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

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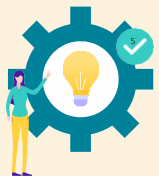
We manage incidents to fix the problem and make sure it doesn't happen again.

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We make sure we keep improving.

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

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At Midwest Community Living Association, we also take action when we need to.

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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.

# INCIDENT MANAGEMENT



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



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.



**NDIS Quality  
and Safeguards  
Commission**

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





# FEEDBACK & COMPLAINTS



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



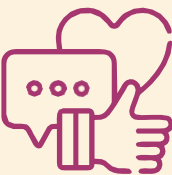
Complaints help us to improve.



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.



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.**



# FEEDBACK & COMPLAINTS

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



- Verbally, over the phone (08) 9921 1505
- 



- Verbally, in person
  - Informal feedback to your coordinator
  - Service reviews
  - Formal consultation meetings
- 



- Feedback Forms are available at the office
  - Write to PO BOX 2458 Geraldton WA 6351
  - Email [feedback@mwcla.org.au](mailto:feedback@mwcla.org.au)
- 



- Using our online form  
<https://www.midwestcommunityliving.org.au/contact-us/>
- Participate in Midwest Community Living Association surveys



## 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.

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### 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 \(business.gov.au\)](#)

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### 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>

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### Advocare

08 9479 7566 or <http://www.advocare.org.au/>

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### Citizen Advocacy Perth West

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

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### Ethnic Disability Advocacy Centre (EDAC)

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

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### IDAS Individual Disability Advocacy Service

08 6253 9500 or

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

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### People With Disabilities (WA)

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

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## WHISTLE BLOWING



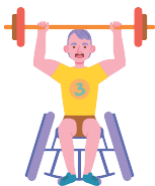
Whistleblowing is different to complaints.

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

Midwest Community Living Association has a Whistleblowing web page for anonymous complaints.

[Midwest | whistleblowingservice.com.au](#)

## MIDWEST COMMUNITY LIVING ASSOCIATION PEOPLE



Midwest Community Living Association employees focus on working with you to achieve your goals.

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You can expect Midwest Community Living Association employees to respect your rights to freedom of expression, self-determination, and decision-making.

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

## MANDATORY WORKERS SCREENING FOR RISK ASSESSED ROLES

Midwest Community Living Association services must be provided by workers who are screened to make sure you stay 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 someone under the age of 18)

# OUR COMMITMENT TO CHILD SAFETY

We will provide an environment that:



- Actively promotes the wellbeing and safety of children.



- Seeks out the views of children and young people on issues that matter to them.



- Takes action to protect children and young people from harm.

## HAVE YOUR SAY

Your voice is important and we want you to have a say about how things are done at Midwest Community Living Association.

You can have a say by attending a workshop, doing a survey or talking to people you trust at Midwest Community Living Association.

You can give feedback anytime.

You can also contribute to the development of policy and processes as they relate to Midwest Community Living Association services and the protection of your rights.



## The following methods can be used to give your feedback:



- Verbally, over the phone (08) 9921 1505
- 



- Verbally, in person
  - Informal feedback to your coordinator
  - Service reviews
  - Formal consultation meetings
- 



- Feedback Forms are available at the office
  - Write to PO BOX 2458 Geraldton WA 6351
  - Email [feedback@mwcla.org.au](mailto:feedback@mwcla.org.au)
- 



- Using our online form  
<https://www.midwestcommunityliving.org.au/contact-us/>
- Participate in Midwest Community Living Association surveys



# CONFLICT OF INTEREST



Midwest Community Living Association is an approved registered provider under the National Disability Insurance Scheme (NDIS).



At Midwest Community Living Association, we commit to enabling you to make decisions that are in your own best interests.



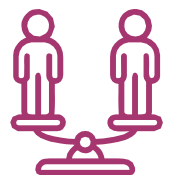
You should never feel pressured to make a decision.



We will act with integrity, honesty and transparency.



That means we will tell you that we also work for Midwest Community Living Association 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 Midwest Community Living Association.



We record any conflict of interest on our register.





# Midwest Community Living Association

**t:** (08) 9921 1505 **f:** (08) 9921 1500 **e:** [admin@mwcla.org.au](mailto:admin@mwcla.org.au)

**A:** 75 Marine Terrace, Geraldton WA 6530 **m:** PO Box 2458, Geraldton WA 6531

**w:** [midwestcommunityliving.org.au](http://midwestcommunityliving.org.au)



Registered NDIS Provider

