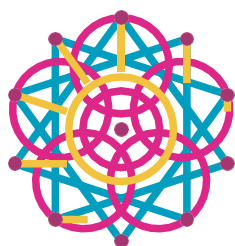


# Welcome Pack



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.

## THANK YOU

Thank you for choosing Midwest Community Living Association as your service provider.

This booklet provides information on what you can expect from Midwest Community Living Association 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 MIDWEST COMMUNITY LIVING ASSOCIATION

Midwest Community Living Association is a not-for-profit organisation founded and run by local people passionate about our shared community and the people we support. We are a registered National Disability Insurance Scheme (NDIS) provider.

We began over 20 years ago, when a group of local parents of children with disability had a vision. They wanted a community where their children could mature as adults living in their own homes and reach their full potential. They wanted their children to have choices and opportunity and feel included.

Midwest Community Living Association was formed as a way to bring their vision to life. Our dedicated and experienced staff work alongside people with disability and their families providing a range of services and supports to assist people to live a lifestyle of choice and opportunity.

Our office is located at 75 Marine Terrace, Geraldton.

We are driven by our mission. We live and work by our values and pride ourselves on providing a high-quality service to the people we support.

**And we love what we do!**

## 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.

### OUR VISION

A lifestyle of choice and opportunity.

### OUR VALUES

#### **People**

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

#### **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.

#### **Integrity**

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

#### **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.

## WHAT SERVICES DO MWCLA PROVIDE?



At Midwest Community Living Association we aim to support you to create a lifestyle of choice and opportunity.

Everyone deserves to reach their full potential but sometimes they need a bit of support to get there. That's where we come in. By working alongside you and your family we provide support and encouragement so you can develop and achieve your goals and live your best life... the way you want!

We currently manage a range of houses in the Midwest region through the Community Disability Housing Program, supporting many people with disability to live independently and connect to their community.

Whether you live in one of these houses, live independently, or are at home with your family, we can offer a range of services and supports.

### COMMUNITY PARTICIPATION

By participating in your local community you can develop new skills, meet people, experience a range of activities and feel included.

Our services are designed to support you to participate in your community, in your way. Just as you are an individual with your own interests and goals, then so too are the ways we support you to get out and about in the community.

#### For you, community participation may involve:

- Engaging in education, training, work or volunteering opportunities
- Catching up with friends and attending social activities
- Getting together with others who share a hobby or interest
- Going out for a coffee or visiting the shops
- Visiting the beach, museum, markets or other entertainment options on offer in your community

### SUPPORTED INDEPENDENT LIVING & ASSISTANCE WITH DAILY LIFE

We can provide you with support to develop many of the skills we use in our everyday life, at home, school, work or when you are out and about in the community. Our goal is to help you build your own skills so you can live as independently as possible.

You can access these supports if you live in one of our houses, live independently or with your family. We manage a number of houses in Geraldton that offer individual and shared living opportunities for people with disability.

#### Support can include:

- Personal care with bathing, toileting and dressing
- Support with eating, nutrition and cooking
- Household chores such as cleaning, laundry and food shopping
- Health, wellbeing and exercise
- Assistance with medications and attending medical appointments

## WHAT SERVICES DO MWCLA PROVIDE?



### SHORT TERM ACCOMMODATION (STA)

We know that at times, you and your informal support networks may need a well-earned break or you may need some short term assistance. MWCLA can provide Short Term Accommodation (STA), previously known as respite, to help ensure this happens.

STA is a wonderful opportunity for you to have a break, meet new people and try new things while building your capacity to live independently. For customers that have STA in their NDIS plan we can provide 24/7 support and accommodation in our purpose built, fully accessible respite house in the heart of Geraldton. STA includes all meals, personal care and support needs as well as activities of your choice.

### POSITIVE BEHAVIOUR SUPPORT

Midwest Community Living Association can provide positive and proactive support to people with disability who have high and complex needs.

Our approach is inclusive, and our mission is to improve the quality of life for people with challenging behaviour. We work together with Positive Behaviour Support (PBS) practitioners take a person centred approach to engage with people with disability and their support network to implement proactive strategies to eliminate or reduce behaviours considered unsafe, in appropriate or challenging.

### 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.

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 and 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. If at any time you choose to leave MWCLA, please advise us, and we will assist you with your transition out of our service.

## CHOOSING MWCLA AS YOUR SERVICE PROVIDER



# 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 promote 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 Midwest Community Living Association 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 alternative formats are available from your Midwest Community Living Association office.

As a registered provider Midwest Community Living Association 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 ensuring 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 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 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 advise your coordinator or email us and we will record this on your file.



**NDIS** Quality  
and Safeguards  
**Commission**

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

# 1800 035 544

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

PO Box 210 Penrith NSW 2750

[ndiscommission.gov.au](http://ndiscommission.gov.au)

[ndiscommission.gov.au](http://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 Midwest Community Living Association 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 information systems and are treated in accordance with privacy legislation and our *Records and Information Management Policy and Procedure*.

We will not share your personal information with anyone without your 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 Midwest Community Living Association 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 Midwest Community Living Association.

Midwest Community Living Association is committed to collecting, keeping and disposing of client records in ways that protect privacy and ensure confidentiality is maintained.

## PRIVACY OF INFORMATION

Midwest Community Living Association 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)*.

Midwest Community Living Association 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 Midwest Community Living Association, we have Zero tolerance towards any form of violence, abuse, neglect or exploitation of people who use our services and our staff.

Midwest Community Living Association 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 Midwest Community Living Association, 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.

Midwest Community Living Association also has obligations to report serious incidents to the NDIS Quality & Safeguards Commission.

## **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 & COMPLAINTS



Midwest Community Living Association welcomes feedback and complaints from people who access our services, their families, carers and advocates. If you are unhappy you can talk to your Coordinator. 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.

<b>We will keep you informed at every stage.</b>	<b>We will listen to you and learn from what you say.</b>
<b>We will make sure you are treated fairly and will offer support throughout your complaint.</b>	<b>We will recognise and apologise for mistakes and we will explain why things went wrong.</b>

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



### BY PHONE

- Verbally, over the phone (08) 9921 1505



### IN PERSON

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



### IN WRITING

- 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)



### ONLINE

- 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.

### **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://www.business.gov.au)

### **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>

### **Advocare**

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

### **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 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))

### **People With disabilities (WA)**

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

## WHISTLE BLOWING

Midwest Community Living Association 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 Midwest Community Living Association has been involved in illegal, improper or unethical conduct, you are encouraged and will be supported to report the conduct without reprisal or consequence.

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

<https://www.whistleblowingservice.com.au/midwest/>



# MIDWEST COMMUNITY LIVING ASSOCIATION PEOPLE

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

Midwest Community Living Association employees in risk assessed roles are required to have an NDIS workers screening clearance to work at Midwest Community Living Association or acceptable check.

Employees are also required to obtain a Working with Children Check and maintain a current National Police Clearance.

## 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

We regularly ask people what they think Midwest Community Living Association does really well, what they think we could improve on and what other services we could offer in our community. 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 Midwest Community Living Association services and the protection of your rights.

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



### BY PHONE

- Verbally, over the phone (08) 9921 1505



### IN PERSON

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



### IN WRITING

- 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)



### ONLINE

- 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 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.

At Midwest Community Living Association, we will ensure that our staff declare any real or perceived conflict of interest when offering services. We ensure that advice about support options, including supports not delivered by Midwest Community Living Association, is honest, impartial, and promotes choice and control.

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

Midwest Community Living Association maintains a Conflict of Interest register, which includes when staff or customers have family members, or people they have a significant relationship with, working for the organisation.







Image courtesy of the City of Greater Geraldton





# 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

