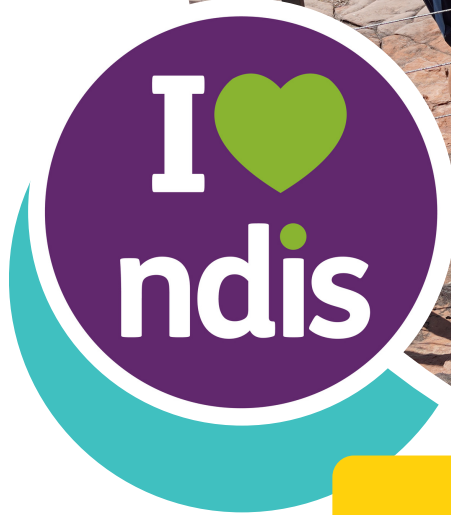


Participant Handbook

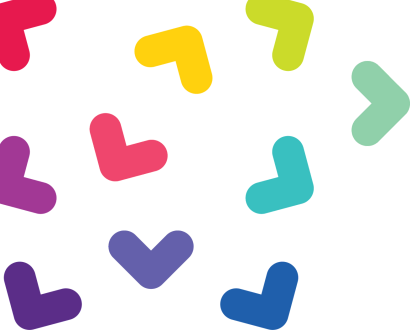


www.ekjp.org.au



wayfinder

ABILITY. GROWTH. PATHWAYS.



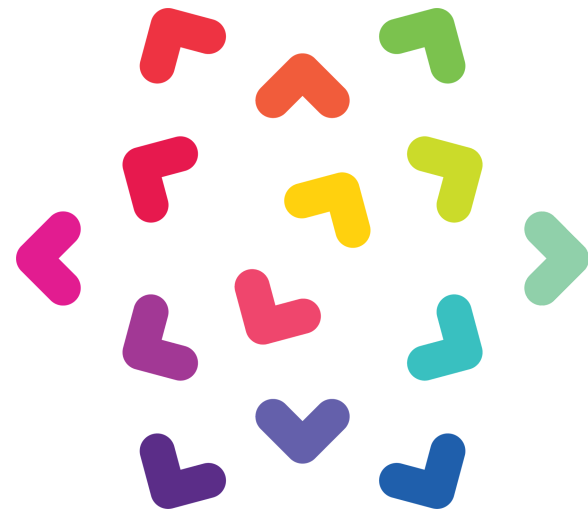
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Welcome to Wayfinder

This handbook has been created for you, your family and supporters to learn about the disability services we provide and how we can support you.

Find out all you need to know about us, what we do and most importantly how we will work with you to meet your needs to the highest standard.



Ability

Growth

Pathways



Need support reading this handbook?

The National Relay Service is a free Australia-wide phone solution for people who are deaf or have a hearing or speech impairment.

- For TTY/voice, call **133 677**
- For Speak & Listen, call **1300 555 727**
- For SMS relay, message 0423 677 767

For non-English speakers seeking translation support, contact TIS: Translation and Interpreting Services.

- Phone 131 450
- Visit www.tisnational.gov.au



About

Delivered by East Kimberley Job Pathways (EKJP), **Wayfinder** is a proud Indigenous Controlled NDIS services provider. We offer support and care to NDIS participants, their families and caters for living in very remote locations throughout the East Kimberley of Western Australia.

Our experienced team delivers support using an individualised, person-centred model of care to ensure each participant feels they have choice and control throughout their NDIS journey.

At Wayfinder, you can be assured that we will focus on you as an individual and be flexible with our service delivery, depending on changes in your support needs or life.



Service Access

We will work with you, your family, and supporters to create a Person-Centred Support Plan.

- 1** The Wayfinder Manager will contact you and/or your family/supporters to arrange an interview.
- 2** If it is identified that you have communication needs, the Manager will make the necessary arrangements to ensure these needs are considered.
- 3** At the initial interview, we will talk about any access or entry requirements and you will be advised if we can support you through Wayfinder.
- 4** Intake assessments will provide the Wayfinder Manager with information such as: your level of support needs, understanding your current supports, any safety measures to be considered, and your goals and aspirations.
- 5** We may request a copy of your NDIS Plan to ensure accuracy when developing your plan. While it is not a requirement that you provide it, we will need the details of the plan to develop an accurate Service Agreement.
- 6** Developing your support plan is a consultative process between all relevant parties. Once the support plan has been determined and you are happy, you can sign off. A copy of the support plan will be given to you by the Wayfinder Manager (or their delegate.)
- 7** We will review your support plan regularly so your supports are relevant to your requirements. Reviews will occur yearly unless changes to your support level warrant an early review.

Your Pathway

Our mob walk alongside you when you start your NDIS pathway.

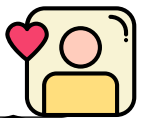


Come have a yarn with our mob. We will talk about NDIS plans and how we can help.

We can yarn about special things you like to do and help you do them.

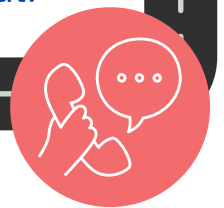


Once we have a good plan sorted we can start to help your achieve your goals.



If at anytime you want to make a change to your plan, we are here to help with that.

We will have a look back at your plan and goals together and make sure you are getting all the help and support you want.



Our mob always look after you and keep you safe. We make sure that you are in control of every choice you make.



Our mob walk alongside you on your NDIS pathway.



Your Rights



Access and supports that promote, uphold and respect your rights.



Exercise informed choice and control.



Freedom of expression, self-determination, and decision-making.



An advocate attends meetings with you.



Access supports that respect your culture, diversity, values and beliefs.



A service that respects your privacy and dignity.



Support to make choices that maximise independence.



Access supports free from violence, abuse, neglect, exploitation or discrimination.



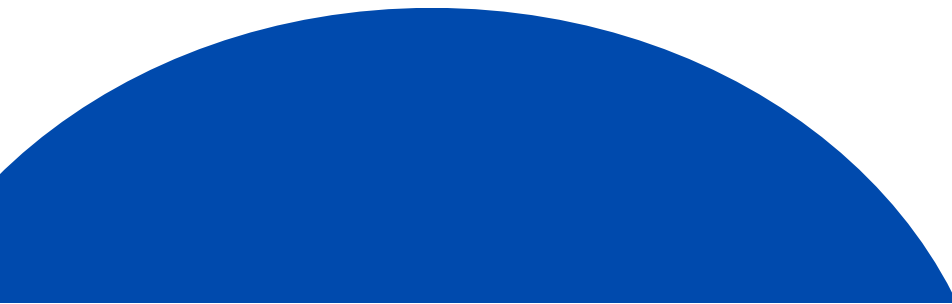
Access to services safeguarded by Wayfinder's risk and incident management system.



Receive services and supports from workers who are competent, qualified and have expertise in person-centred supports.



Consent to the sharing of information between providers during the transition.





Your Responsibilities

- Respect the rights of staff, ensuring their workplace is safe, healthy and harassment-free.
- Abide by the terms of your service agreement.
- Understand that your needs may change, and with this, your services may need to change to meet your needs.
- Accept responsibility for your actions and choices, even though some decisions may involve risk.
- Tell us if you have problems with your care or services.
- Give us enough information to develop, deliver and review your person-centred support plan.
- Care for your health and wellbeing as much as possible.
- Provide us with information that will help us better meet your needs.
- Be aware our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- Participate in safety assessments of your home.
- Pay the agreed amount for the services provided.
- Provide as much notice as possible if you are unable to attend Wayfinder support services.
- Tell us in writing (where able) and give us notice as per the terms of your service agreement if you intend to stop receiving services from us.

Our Responsibilities



Support you to develop and maintain choice and control over all care and support.



Provide supports that meet your needs at the preferred times.



Review our delivery of supports to ensure we meet the needs of our participants and community.



Communicate openly, honestly and promptly, using a communication mode that promotes your independence.



Treat you with courtesy and respect.



Involve you, your family and supporters in decision-making related to your care and support.



Use feedback to improve the services we deliver.



Keep your personal information private.



Keep you safe and ensure the safety of others.




Work with key community members to ensure our service delivery is culturally appropriate and supportive.



Risk & Incident Management

Wayfinders' approach to Risk Management



Wayfinder has a mature risk management process to provide effective management of risk associated with supports delivered to participants, their family, or supporters. This process includes:

- Intake risk assessment for all participants;
- Home-visit risk assessments;
- Group and community-based risk assessments; and
- All risk assessments will be reviewed in cohesion with the Person-Centred support plan, or earlier if required.

Incident Management



To identify, manage, and resolve incidents we will:

- Complete Incident Reports to identify and record the incident;
- Report incidents to the manager;
- Report incidents that are reportable incidents to the Commissioner;
- Comply with NDIS Quality & Safeguarding Mandatory Notifiable Incident policy and process;
- Arrange or provide support and assist affected participants;
- Keep the participant, their family or supporters involved and informed in the process;
- Incidents will be reviewed, and amendments made to reduce the risk of recurrence.

Still have questions,
or unsure what to do?

Contact us.



Changes to Services

Wayfinder Absences

- Wayfinder will contact suitable replacements.
- Where possible, provide a staff member who has worked with you previously and is aware of your requirements.
- Ensure replacement staff have read your Personal-Centred Support plan and individualised risk assessment.
- Where possible, advise you of the replacement staff and ask you to provide feedback.

Continuity

Our commitment is to ensure you are always provided with your agreed supports by your agreed support worker. However, sometimes changes are unavoidable. We will discuss changes or interruptions with you. When we cannot provide a service, we will refer you to alternative services. If there is a disaster, we will work with you to enable continuation of critical supports.

Cancellations

Wayfinder requires prior notice of cancellations to your services. When notice is not provided 2 business days prior, the Participant will be charged 100% of the fee.

Withdrawal

Should you wish to cease services with Wayfinder please **contact us**.

- 1 We may stop services in circumstances such as support requirements, Service Agreement disputes or payment defaults.
- 2 We will ensure early intervention to reduce likelihood of termination of support.
- 3 We will work in the best interest of the participant to transition to a new service provider.

Transition

Wayfinder understands that your needs and interests may change during your time with our service, and there may be a need to transition to another provider. We will assist and support you, your family, and supporters during this process. We will work, with your consent, with other services to ensure that the transition is smooth and meets your needs.



Respect & Confidentiality

You have the right to:

Be accepted for who you are;

Have your **needs and identity** recognised – with respect to culture, religion, gender, sexuality, language, disability, or mental health;

Be offered an **interpreter** if required; and

Your privacy, dignity, and lifestyle treated with **respect**.

How we protect your confidentiality:

Your information will only be shared where relevant and on a need-to-know basis to providers who are assisting you. eg. NDIS, Dr, therapists & Wayfinder external auditors.

Your information will not be shared to anyone outside this service without your consent. You can withdraw consent to share information at any time.

You are automatically enrolled in our audit process and may be contacted by the team for interviews and/or have your files, records, or plans reviewed to ensure compliance. Please advise us if you do not wish to participate.

Exceptions relating to confidentiality include reporting of abuse, indication of injury or danger, indication a crime has been committed, or non-registered restrictive practice has been used.

Feedback & Complaints

We value your feedback...

The Wayfinder Manager and employees may seek formal and informal feedback about the support you're accessing. This may include questions about:

- Quality of care
- Consistency of services
- Support workers
- What is working for you
- What needs to change to assist you
- What you like and what you do not like

To make a complaint:

- 1 Speak with the Wayfinder manager or employee.
- 2 Speak with other NDIS providers or formal support providers.
- 3 Complete the complaint form attached to this handbook or request a copy of the form.
- 4 Ask a friend, family member, advocate, or supporter to lodge a complaint on your behalf.

All complaints are investigated by the Wayfinder Manager, or the Quality Representative (if they relate to the Manager.)

If you aren't satisfied with our response, can also complain to NDIS:

NDIS Quality & Safeguards Commission

- 1800 035 544
- www.ndiscommission.gov.au



Contact Wayfinder

You can contact us during business hours,
Monday - Friday from 9am - 5pm.



Visit

167 Coolibah Drive, Kununurra



Phone

0467 900 511



Email

ndis@ekjp.org.au

Or visit our website anytime:

www.ekjp.org.au/disabilityservices

COMMUNICATION SUPPORT

National Relay Service

133 677

www.relayservice.gov.au

Translating & Interpreting Service (TIS)

131 450

We look forward to working with you.

