

Welcome to Finders Keepers WA



Finders Keepers
NDIS Life Skills Specialists

ABN 27 658 807 393

Thank you for choosing us as your NDIS Life Skills provider!

Please find below some important information about us and your rights when engaging services with us.

Please let us know if you need this document in any other format and we will assist in providing you adequate information.

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MISSION STATEMENT

To maintain provision of quality employment and capacity building support workers and programs. Finders Keepers is committed to providing high-quality services to its participants in a supportive environment. This commitment is in line with the National Disability Insurance

Service requirements. Finders Keepers will use information from the management of Continuous Improvement, Complaints and Feedback, Incidents, Work Health and Safety, Information Feedback and Risk Management to adjust our policies and practices to ensure that we meet participant's and community's requirements.

Finders Keepers will seek feedback from participants and community to ensure that we are meeting their requirements and to provide high quality and responsive service.

VISION

The aim of the Finders Keepers is to provide a welcoming, safe, private, and comfortable environment for clients and professionals. Its philosophy is to support ethical, collaborative support practices. Finders Keepers intends to build upon the high-quality services offered, participate in innovative support and the provision of employment and capacity building support workers and programs. We pride ourselves on the quality of our personalised service. You can expect and will receive attentive, collaborative and quality services. We understand that people require support and assistance at different times of the day and adapt our service to meet their needs. Clients are not just a number to us, they are the most important people with individual needs, who will be always treated with the utmost dignity and respect.

Continuous development and improvement are essential to our services and team members at Finders Keepers and it helps us provide you with services of the highest quality possible. We work with you to identify in a detailed manner any areas you may think we could improve in and immediately take your constructive feedback onboard. Our staff development team ensures that appropriate development and improvement plans are created and enacted.

PRIVACY AND CONFIDENTIALITY POLICY

The collection, holding, use and disclosure of personal information by Finders Keepers is protected by the Privacy Act 1988 (Cth) (Privacy Act). Personal information is any information or an opinion that identifies the Participant or could identify the Participant and includes information about the Participant's health.

Privacy and your Personal Information

What is personal information? Personal information is any information about you that makes you identifiable. Obvious examples include your name, your date of birth, and your residential address.

The purpose for collecting personal information is to:

- provide services, including planning, coordinating, funding, implementing, monitoring and reviewing services.
- report to NDIS, government or other funding bodies of how funding is serviced.
- report to auditing agencies to ensure participants receive a quality service.
- take photographs and videos for therapeutic and marketing purposes.

- responding to the Participant’s feedbacks, and
- responding to the Participant’s queries.

Finders Keepers will not disclose/use information about the Participant for any secondary purpose unless:

- the Participant has consented to the use or disclosure.
- or the Participant would reasonably expect Finders Keepers to use or disclose the information as it is directly related to the primary purpose.
- or the use or disclosure of the information is required or authorised by or under an Australian law or a court/tribunal order.
- or Finders Keepers reasonably believes the use or disclosure is necessary to lessen or prevent a serious threat to life, health or safety.
- or Finders Keepers has reason to suspect an individual may have done something unlawful or engaged in serious misconduct.
- Finders Keepers reasonably believes that the use or disclosure is reasonably necessary to assist another person to locate a person reported as missing.

Finders Keepers is required to release de-identified information about service users to the Disability Services Commission and to the Australian Institute of Health and Welfare, to enable statistics about disability services and their participants to be compiled. The information will be kept confidential. This information is used for statistical purposes only and will not be used to affect your entitlements or your access to services. As a user of NDIS, you have the right to access your own files and to update or correct information included in the Disability Services National Minimum Data Set collection.

CLIENTS RIGHTS AND RESPONSIBILITIES

We will listen to you and work with you.

By working together, you will receive the best service possible.

You have rights: to be treated well, to participate fully, to speak out.

If we forget this, or treat you badly, you have the right to complain.

Your Rights

Your right to be treated well

- We will treat you with respect and dignity.
- We will treat you fairly and speak honestly.
- We will protect your personal information and only use it for the right reasons.

Your right to participate

- You have the right to a safe and comfortable place to use the service.
- You have the right to make choices and decisions about the services you receive.
- You have the right to the information you need to make good choices.

- You have the right to have someone help you make the best choices – an advocate or support person.
- You have the right to get help accessing services in the community.

Your right to speak out

- You have the right to complain about the service.
- You have the right to a reply as quickly as possible.
- If you still are not happy, you have the right to complain again, or talk with the NDIS Commission

YOUR RESPONSIBILITIES

You can help

- Make sure to update your contact information as it changes.
- Keep your appointments – or let us know if you can't.
- Choose someone to support you make decisions – an advocate, friend or family member.
- Treat other people with fairness, honesty and respect.
- Respect other people's right to a safe and comfortable environment.
- Respect other people's right to privacy and confidentiality.
- Give us honest feedback about our services.

YOU HAVE THE RIGHT TO COMPLAIN!

If we did not respect your privacy or your rights

Email us:

Info@finderskeeperswa.com.au

Phone us:

0400546061

You can contact the Office of the
Australian Information Commissioner

web: www.oaic.gov.au

email: enquiries@oaic.gov.au post: GPO Box 5218

Sydney NSW 2001

phone: 1300 363 992 TTY: 133 677

Speak and Listen: 1300 555 727

Interpreters can be arranged on 131 450.

Advocates can help you complain.

The National Disability Advocacy Program can help you work with an advocate.

Email them at:

disabilityadvocacy@dss.gov.au

Or write to:

Disability, Employment and Carers Group

Department of Social Services

GPO Box 9820

Canberra ACT 2601
Or search "disability advocate" online

FEEDBACK, COMPLIMENTS AND COMPLAINTS

Your feedback helps us to improve, so that you will feel safer, happier and get more out of our services. We will often ask you for feedback. You can also comment or complain at any time. You can email, message us on social media or phone us, or ask our staff to help. They will make sure the right people get your message. Your complaint will be kept private. When you tell us what you like or don't like, we will listen. And we will try to change things if we can.

You will always receive a reply as quickly as possible.

Your feedback is important to us.

To give you better and better services, we need your feedback.

Feedback can be compliments, comments or complaints.

We love to hear compliments.

That means we are getting it right. If you are happy, we are happy!

If you are not happy, tell us. It's OK to complain.

We won't be angry. So, don't be shy. We need to know how you feel. Help us to do better!

We will always listen and reply to complaints, as quickly as possible.

You can complain anonymously. If you don't leave your name, we can't reply to your complaint. But we will still try to make things better.

Get help to complain

- from our workers
- from your family or friends
- from an advocate
- from the NDIS Commission

Advocates

An advocate is trained to speak for you.

If you are not sure how to find an advocate, we can help.

Advocates are a free service.

NDIS Commission

You don't have to talk with us.

If you have a serious complaint, you can tell the NDIS Commission.

www.ndiscommission.gov.au

phone: 1800 035 544

TTY: 133 677.

Interpreters can be arranged.

INCIDENT MANAGEMENT

Finders Keepers recognises that many of the participants of Finders Keepers services are at risk of incidents and accidents. Finders Keepers accident, incident and emergency policy seek to:

- Minimise risk and prevent future incidents through the development of appropriate participant-centred plans, staff training, assessment and review.
- Ensure that there is immediate management of an incident, accident or emergency and that each of these events are appropriately prioritised, managed and investigated.
- Identify opportunities to improve the quality of participant supports by ensuring that the Incident system is planned and coordinated and links to the quality and risk management systems.

We require staff to immediately notify management of all incidences. All incidences will be followed up by management to report to participants the outcomes and resolve within 5 business days.

Policy

Finders Keepers will promote the health, safety, welfare and well-being of its clients and meet its professional and legal responsibilities by ensuring any incidents are appropriately:

- identified and recorded
- assessed to determine corrective and / or harm minimisation strategies
- investigated where necessary
- followed up in a timely manner and to ensure satisfactory outcomes are achieved
- considered against legislative / funding body requirements / guidelines (including the *NDIS Quality and Safeguards Commission: Incident Management Systems*) and acted upon / reported as required
- shared where appropriate to assist with quality improvement.

Identifying Incidents

While some incidents are obvious (e.g. a client fall) it is also important to understand that not all incidents may be so readily identified. Section 3.1 of the [NDIS Commission Incident Management Systems: Detailed Guidance for Registered NDIS Providers June 2019](#) provides guidance to Finders Keepers and its' staff to consider potential indicators and signs associated with particular types of incidents. While it is acknowledged that this is not an exhaustive list, staff will be educated to assist them with better identifying incidents or potential incidents.

For all incidents

- Management is to be notified of all incidents
- An Incident and Complaint Report form is to be completed within 24 **hours** of the incident. The report must include all necessary factual details, immediate actions that have been taken, any identified / planned follow-up actions, any reports made to other bodies
- The incident is recorded in the Finders Keepers Incidents and Complaints Register by the senior allocated staff member. **Access to the register and any completed forms must be limited to senior staff only.**

- Actions are to include as a minimum
 - Providing support to the affected person/s
 - Consideration by Directors / Management if the incident is reportable and if police / other agencies should be involved, and actions then taken as appropriate
 - When, how and with whom follow-up will occur
 - Risk assessment of the incident, including seeking feedback from involved parties e.g. Participant, workers
 - Evaluation / review at the conclusion of the incident to ensure involved parties are satisfied with the outcome
 - Consideration of what people / process / policy changes could be made to improve Finders Keepers 's systems.

Incident Investigations

- If required, a formal incident **investigation** will be conducted (use the *Incident Investigation Form*) to explore in more detail why an incident occurred and if any steps are required to prevent it occurring again. As a **minimum**, incidents requiring investigation include:
 - Any 'Notifiable' incident (refer to Appendices for what needs to be reported, to whom and how)
 - Any mandatory report made (see Section 6 below)
 - Any incident that could lead to potential litigation.

Note: If police are involved in the incident, no internal investigation is to commence until the police investigations are complete
- The Governing body is to be informed as soon as practicable of any incident **investigations** and their outcomes

Outcomes

- Outcomes of formal or informal assessments / investigation could include:
 - Further training of staff / others involved
 - Reviewing and enhancing policies and / or procedures
 - Changes to the environment / delivery mode for support services
 - Participant (and / or his/her family) and Provider agree to accept the risks inherent in support delivery to achieve goals

Follow-Up / Review

- Actions will be monitored by the Director and updates on progress will be added to the register until the incident is satisfactorily concluded
- The Governing body will review the management of all incidents

INTERPRETING SERVICES

For people with a disability and their families who come from non-English speaking backgrounds, understanding the NDIS, Service Agreements and support plans can be difficult. Please let us know if you would like support from an interpreter.

PRICING AND SERVICES

Prices for our services are listed on our website www.finderskeeperswa.com.au and will be updated in accordance with the NDIS pricing Limits. Contact Finders Keepers for any service enquiries.