

FINDERS KEEPERS WA  
PARTICIPANT  
INFORMATION



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# WELCOME

We are pleased to welcome you to Finders Keepers WA! Our Participant Handbook provides you with some key information about Finders Keepers WA and refers to important policies and procedures you need to be aware of. If you have any questions or concerns about information in the Participant Handbook, please contact our Management Team.

Finders Keepers offer Social and Community Supports, In-Home Supports, Capacity Building Supports, Indigenous Specific Supports and Finding and Keeping a Job Services. Feel better in the comfort of your own home and whilst accessing the community. We specialise in offering supports and assistance to an array of individuals including NDIS participants. Whether you need daily or weekly assistance due to disability, illness, recovery, or rehabilitation, our support staff will provide an individualised service that you can trust

For more information about these services please contact us or visit [www.finderskeeperswa.com.au](http://www.finderskeeperswa.com.au)



# SERVICE QUALITY AND CODE OF CONDUCT

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To deliver our services as an NDIS Registered Provider, Finders Keepers WA must comply with the NDIS Quality and Safeguards Framework. This means we must:

- comply with the National Disability Insurance Scheme (NDIS) Act 2013 (Cth)
- comply with the NDIS Code of Conduct and any Conditions of NDIS Registration and
- obtain and maintain accreditation against the NDIS Practice Standards.

The NDIS Practice Standards are quality standards that govern how Registered NDIS providers must deliver services. Finders Keepers WA undergoes certification against these Standards every three years. Mid-term audits are undertaken every 18 months between Certification audits.

Finders Keepers WA is committed to delivering services in compliance with these standards and in continuously improving its service delivery. We operate in accordance with comprehensive policies and procedures, which are reviewed regularly and incorporate participant, staff, and other stakeholder feedback.

Finders Keepers WA and its staff comply with the NDIS Code of Conduct as set out below and as it is amended. In providing supports or services to people with disability, Finders Keepers WA and its staff must:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making, in accordance with applicable laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner, with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect, and abuse of, people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

Anyone can raise a complaint about potential breaches of the NDIS Code of Conduct. See the Feedback, Compliments and Complaints section of this booklet for more information. Should Finders Keepers WA, or people employed or engaged by Finders Keepers WA, be found to have breached the NDIS Code of Conduct, Finders Keepers WA will comply with any education, compliance or enforcement action stipulated by the NDIS Commissioner.

# YOUR RIGHTS

Finders Keepers WA respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them. In supporting participants' rights, Finders Keepers WA complies with the NDIS Act 2013 (Cth), NDIS Practice Standards (2018), the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, United Nations Convention on the Rights of the Child and relevant State/Territory Legislation

- WA:Equal Opportunity Act 1984



# PARTICIPANT CHARTER

You have the Right to access supports that:

- promote, uphold, and respect your legal and human rights
- respect your culture, diversity, values, and beliefs
- respect and protect your dignity and right to privacy
- are free from violence, abuse, neglect, exploitation, or discrimination
- allow you to exercise informed choice and control.

It is our responsibility to:

- tell you about and uphold your rights
- provide supports in a way that promotes, upholds, and respects your rights to freedom of expression, self-determination, and decision-making
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide
- respect your autonomy, including your right to intimacy and sexual expression
- provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery
- support you to access an advocate (including an independent advocate) of your choosing
- support you to engage with your family, friends, and community in the ways you want
- treat you with fairness, with courtesy, dignity, and respect and without discrimination
- give you information about our services and associated costs, as well as other support options, within and outside Finders Keepers WA
- involve you in decisions about your supports, as well as our programs and policies
- provide services that consider and respect your lifestyle, cultural, linguistic, and religious background and preferences
- protect your personal information and only use it for the right reasons
- support you to provide us with feedback on our service, including complaints
- promptly address enquiries and complaints about the supports you are receiving
- support you to connect with other services, including advocates, interpreters, and translators, if needed
- support you to have a person to speak on your behalf for any purpose and provide safe and appropriate services that are culturally relevant and support your needs and goals.

As our participant we ask that you:

- provide us with information that will help us to best support you
- tell us if things change or you cannot keep an appointment or commitment
- act respectfully and safely towards other people using the service, and towards our staff
- provide us with feedback about our service and how we can improve
- promptly pay the agreed fees associated with your services
- tell us as early as possible if our services are not required.

**At all times Finders Keepers WA expects its staff to abide by and promote your rights in accordance with this Charter. Any potential breach of the Participant Charter will be treated seriously.**

# Finders Keepers WA's Commitment to Child Safety and Wellbeing

Finders Keepers WA is committed to the safety and wellbeing of children and young people. Finders Keepers WA wants children and young people to be safe, well, happy and empowered. We support and respect all children and young people, as well as our staff. Finders Keepers WA is committed to the safety, wellbeing, participation and empowerment of all children and young people. We want to promote and protect their rights. Finders Keepers WA has zero tolerance of placing children at risk of harm, including child abuse and neglect, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. Finders Keepers WA is committed to preventing risks of harm to children, including abuse, by identifying risks early and removing and reducing these risks. Finders Keepers WA has legal and moral obligations to contact authorities when we are concerned about a child's safety or wellbeing. All Finders Keepers WA's staff and volunteers have obligations to act ethically towards children and young people to ensure their safety and wellbeing. Finders Keepers WA has robust human resources and recruitment practices for all staff. Finders Keepers WA is committed to regularly training and educating our staff on identifying and responding to potential risks of harm to children, including abuse risks. Finders Keepers WA is committed to the cultural safety of Aboriginal and Torres Strait Islander children and young people, the cultural safety of children and young people from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children and young people with a disability. Finders Keepers WA has specific policies, procedures and training in place that support our staff to achieve these commitments. If you have any questions or concerns about Finders Keepers WA's commitment to child safety or would like to access a full copy of Finders Keepers WA's Child Safety and Wellbeing Policy and Procedure, please ask any member of our staff.



# DIVERSITY AND PARTICIPATION

## 01 DIVERSITY

All aspects of Finders Keepers WA's service delivery promote participants' active participation and inclusion in the community. We support participants to develop and maintain their independence, problem solving, social and self-care skills, as appropriate to their age, developmental stage, cultural background, or other needs and goals. Ways we do this include:

- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity
- employing and developing a diverse and culturally competent workforce
- working collaboratively with disability-specific, mainstream, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse services to support holistic service delivery and
- using a strengths-based approach to identify individual participant needs and life goals, particularly in relation to recognising the importance of family, extended family, kinship, cultural, spiritual, language and community ties.

At all times Finders Keepers WA expects its staff to uphold and promote these values as they provide support you.

## 02 COMMUNITY PARTICIPATION AND INCLUSION

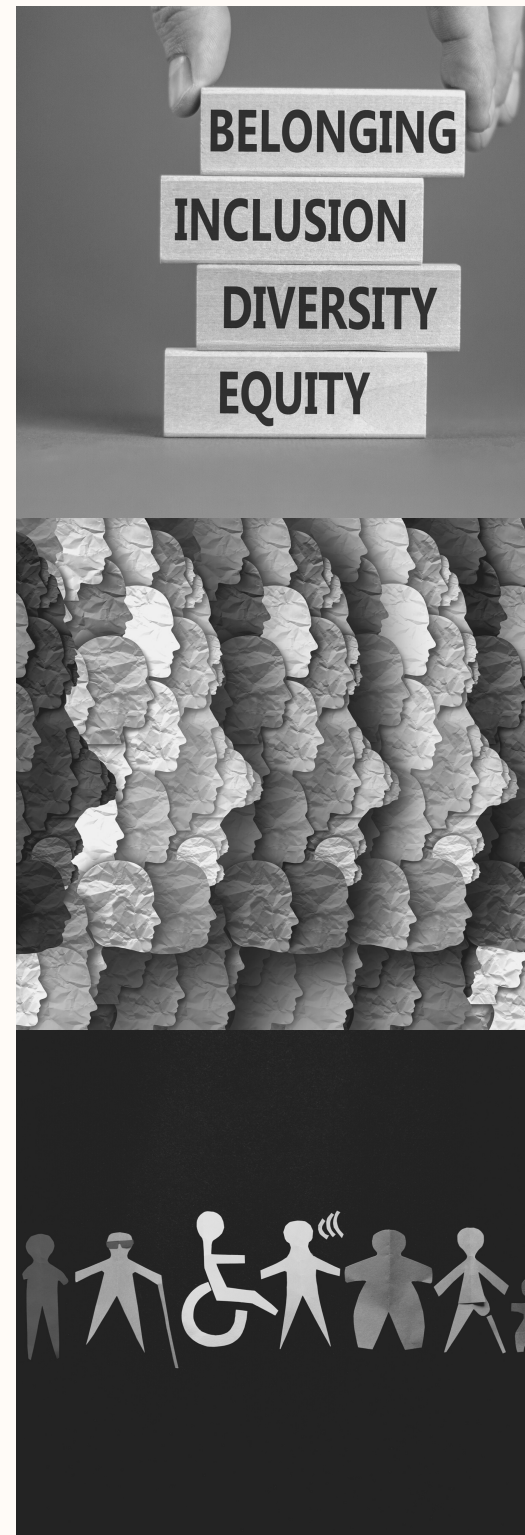
Finders Keepers WA is committed to working with you to dismantle barriers, change attitudes and promote positive attitudes to create opportunities for your full inclusion and participation in your community. We work closely with a range of organisations to support you and encourage you to speak to a staff member if you have any specific needs or goals that could be met by another organisation..

## 03 COMMUNICATION

Finders Keepers WA staff will show integrity and professionalism in the workplace and when working with you, your support networks, and other relevant stakeholders. To support your understanding of the information we provide to you, information will be provided in ways that suit your individual communication needs. Written information can be provided in Easy English or it can be explained verbally by a member of our team. We can also help you to access interpreters or advocates where required. At all times Finders Keepers WA expects its staff to be open, honest, and transparent as they provide support you.

## 04 INTERPRETING AND TRANSLATION

The delivery of safe, high-quality services relies on effective communication. Where required, interpreters and translators will be made available to support your interactions with us.



# 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](http://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.
- We require staff to immediately notify management of all incidences.

## 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

## 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. Therefore:

- 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.

## Incident Investigations

• If required, a formal incident investigation will be conducted 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:

- o Any 'Notifiable' incident
- o Any mandatory report made 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.

## Outcomes

• Outcomes of formal or informal assessments / investigation could include:

- o Further training of staff / others involved
- o Reviewing and enhancing policies and / or procedures
- o Changes to the environment / delivery mode for support services
- o 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

**All incidences will be followed up by management to report to participants the outcomes and resolve within 5 business days.**

# PRIVACY AND CONSENT POLICY

Finders Keepers is committed to protecting and upholding the participants right to privacy and dignity as we collect, store and handle information about them, their needs and the services provided to them. Finders Keepers requires Worker and management to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.

Finders Keepers Finders Keepers management practices. is subject to NDIS (Quality and Safeguards) Commission rules and regulations. will follow the guidelines of the Australian Privacy Principles in its information Finders Keepers will ensure that each participant understands, and agrees to, what personal information will be collected and informed of the reason for the collection. The participant will be informed and agree to this information is being recorded material in an audio and/or visual format.

Finders Keepers will advise each participant of privacy policies using the language, mode of communication and terms that the participant is most likely to understand. (Easy Read documents are made available to all participants).

Finders Keepers will ensure that:

- It meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of participants and organisational personnel.
- The participants are provided with information about their rights regarding privacy and confidentiality.
- The participants and organisational personnel are provided with privacy, and confidentiality is assured when they are being interviewed or discussing matters of a personal or sensitive nature.
- All staff, management and volunteers understand what is required in meeting these obligations.
- Participants are advised of Finders Keepers confidentiality policies using the language, mode of communications and terms that are most likely to be understood. Finders Keepers will attempt to locate interpreters and will use easy access materials.

This policy conforms to the Federal Privacy Act (1988) and the Australian Privacy Principles, which govern the collection use and storage of personal information.

This policy will apply to all records, whether hard copy or electronic, containing personal information about individuals, and to interviews or discussions of a sensitive personal nature.

- Finders Keepers recognises the importance of maintaining the privacy and confidentiality of all participants. There are times when it is essential to share information with other parties, such as government bodies and other service providers.
- Finders Keepers will not give any information to person or authority without the participant's consent unless the disclosure is a legal requirement.
- Finders Keepers will inform all participants (upon entry into the service) about their rights to privacy and confidentiality.
- Finders Keepers will notify all participants that they have an opt-out option if their information is requested for audit purposes.

# FURTHER INFORMATION

## 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 unless otherwise quoted on our website [www.finderskeeperswa.com.au](http://www.finderskeeperswa.com.au) and will be updated in accordance with the NDIS pricing Limits. Contact Finders Keepers for any service enquiries.

## YOU HAVE THE RIGHT TO COMPLAIN!

If Finders Keepers or any other disability service provider did not respect your privacy or your rights

Email us: [Info@finderskeeperswa.com.au](mailto:Info@finderskeeperswa.com.au)

Phone us: 1800 935 995

You can contact the Office of the Australian Information Commissioner

web: [www.oaic.gov.au](http://www.oaic.gov.au)

email: [enquiries@oaic.gov.au](mailto: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](mailto:disabilityadvocacy@dss.gov.au)

Or write to: Disability, Employment and Carers Group  
Department of Social Services GPO Box 9820



FINDERS  
KEEPERS WA  
PTY LTD

CONTACT US

[info@finderskeeperswa.com.au](mailto:info@finderskeeperswa.com.au)  
[www.finderskeeperswa.com.au](http://www.finderskeeperswa.com.au)

Your Employment Practitioner is:

**Kristal**  
**0461580357**  
**[Jobcrafting@finderskeeperswa.com.au](mailto:Jobcrafting@finderskeeperswa.com.au)**

OFFICE HOURS

Monday to Friday

9am-5pm

excluding public holidays

Out of hours call: 1800 935 995

ABN: 27 658 807 393

