



Policy Book



Midwest Community
Living Association

INDIVIDUAL CHOICE, INDEPENDENT LIFE

December 2024

What's In this Book

	Page
1. How to use this book	3
2. Who We Are?	5
3. What do we do?	6
4. Your Rights	7
5. MWCLA Will Look After Your Rights	10
6. Responsibilities	13
7. Advocacy	14
8. Giving Feedback – Making a Complaint	16
9. Serious Incidents and Complaints	19
10. Privacy	21
11. Consent	23
12. Safety	24
13. Child & Young People Safety	26
14. Speaking Up - Communication	29
15. Making Choices and Decisions	30
16. Your Health and Well-Being	31
17. Behaviour Supports	32
18. Infection Control	33
19. Conflict of Interest	35

How to use this book



This book was written about Midwest Community Living Association (MWCLA).

When you see the word 'we' it means Midwest Community Living Association.

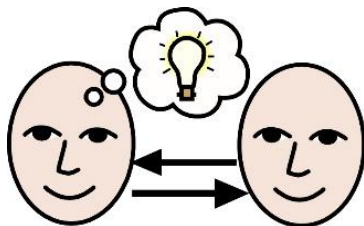
This book is written in an easy to read way.

Some words are written in **bold**.

We explain what words in **bold** mean.



You can get help with this book.



You can ask someone to help you understand what this book is about.



You can ask for more information at any time.



This book is written for you, because you get help from MWCLA (Midwest Community Living Association).



This book tells you about:

- How our services run
- Our rules and **policies**

Policies are rules for how we work.

- How you can have your say



This book has been made so that you can use each chapter or topic separately.

Who Are We?



Midwest Community
Living Association

INDIVIDUAL CHOICE, INDEPENDENT LIFE

Midwest Community Living Association services help people with disabilities and their families.

Midwest Community Living Association has been helping people with disabilities for many years.

Midwest Community Living Association runs different **services**. **Services** are things that an organisation or business does for other people.

Services cost money, which is paid for with your NDIS funds.



Your NDIS plan tells you how much money you have to spend on services.

What Do We Do?



Midwest Community Living Association services include help with

- home living



- doing things in the community



- getting work or doing work

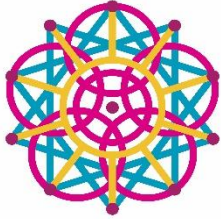


- learning new skills or



- having a break away from families.

Your Rights



Midwest Community Living Association looks after your **rights**.



Rights are things you can do, say or have.

You have **rights** as a person who uses MWCLA services.



You have the right to:

- Good services - services that are run well, by staff with good skills



- Respect – people being polite to you



- Say no to services not right for you



- Be safe



- Get information in a way that you understand



- Say what you want, need and feel



- Make your own choices



- Be a part of your community including work and study



- **Freedom**

Freedom means the choice to move, speak up or make choices.



- **Privacy**

Privacy means your right to keep things about you, your family and your life private.



- Have a support person or **advocate**



- An **advocate** is someone you can trust and who can help you speak up.

You have all of these rights.

Midwest Community Living Association will look after your rights

This means Midwest Community Living Association will:



1. Treat you with **respect**
 - listening to you
 - talking in a way you understand
 - being polite to you
 - seeing you as important



2. Keep you safe, while you are with Midwest Community Living Association workers



3. Support you to have as much freedom and **independence** as possible.

Independence means doing things for yourself



4. Support you to make choices about your own life, such as who you want to be your support worker



5. Support you to act on your choices



6. Support you to find and use information about living where you want to live.

7. Support you to be able to do activities of your choice





8. Support you to tell (**communicate**)
What you need and what you want

Communicating means saying or showing what you need or want.



9. Keep information about you **private**

Private means we will not share or tell information about you to anyone else without you saying we can.

Points to Remember



- **Everyone** has the same rights
- No one should take away your rights
- You can have an advocate to support you with your rights

Responsibilities

You may hear people say you have **responsibilities**.

Responsibilities means allowing other people to have their rights too.



This means

- Showing respect



- Not hurting other people or things.
Being kind to others



- Obeying the law. Being honest and telling the truth

Advocacy

An advocate is someone you can trust and who is on your side.

An advocate can help you keep your **rights**.



- They can help you to tell people what you want.
- They can help you to tell people what you need.
- They can help you to tell people when something is wrong.



Everyone can have an advocate to help them.

An advocate can be a family member.



An advocate can be a friend you know well.



An advocate can be a support person you know well.



An advocate can be a **professional** advocate.

A **professional advocate** is paid to be an advocate for their job.



An advocate can help you understand information. An advocate can help you make decisions.

An advocate can help you if you are not treated fairly.



An advocate can help you make a complaint.



An advocate can help you

- write a letter or
- make a phone call or
- in a meeting.

Giving Feedback

At Midwest Community Living Association, we want to hear your feedback.

Giving **feedback** means telling a Midwest Community Living Association staff member what you think about the service you got.



A compliment is when you say something good about Midwest Community Living Association staff or services.



A complaint is when you say you are not happy with a Midwest Community Living Association service.



It is OK to complain.

We welcome your **feedback (compliments and complaints)** so we can make services better. You can give feedback by:

- Talking to a Midwest Community Living Association team member
- Ringing Midwest Community Living Association on 9921 1505
- Emailing us or completing a Feedback Form

You can use any type of communication that suits you to give feedback.



If you make a **complaint** we will

- Try to fix it with you quickly
- Listen to you and write down your complaint so we remember



- Protect your privacy and other people's privacy

- Be fair



- Explain what will happen and how long it will take

- Keep records of feedback



People who support you can help you to complain. This means that your family, friends or other people like an **advocate** can complain with or for you.

We will tell you what we did to fix your complaint.



If you are still not happy, you can contact

The CEO at Midwest Community Living Association

Phone 9921 1505

or email admin@mwcla.org.au



If you are still not happy you can phone the:



WA Health and Disability Services Complaints Office (HADSCO)

Phone 6551 7500.



NDIS Quality
and Safeguards
Commission

NDIS

Phone 1800 035 544

Serious Incidents or Complaints

Making a **Complaint** could be about a serious issue, such as **abuse or neglect**



Abuse is if a person hurts you, shouts at you or calls you names, touches you without your permission, or stops you from having your rights.

Neglect is when a service doesn't help you to keep safe and healthy.



If you have been abused or neglected we want you to tell our managers.

You can have an advocate to help you tell us.

You need to tell someone you trust if you have been abused.



The police may need to be involved to help keep you safe.

If you have been abused or neglected you can call us on
9921 1505

Or ring these advocates



Developmental Disability WA
Phone 94207203



People with Disability WA
Phone 9420 7279



NDIS Quality
and Safeguards
Commission

NDIS
Phone 1800 035 544



The police
Phone 1800 333 000.

Privacy



Midwest Community Living Association respects and protects your **privacy**.

Privacy means not sharing or telling information about you to anyone else without you saying we can.

People have privacy for showering, going to the toilet, or sexual activities.

Midwest Community Living Association needs to collect certain information from you, or a person you trust, so we can provide good services.



This information may include:

- Your name and address
- Your phone number and email
- When you were born
- Family members
- Your NDIS Plan
- Information about the supports you need
- Health information
- Information about other agencies who support you





We will keep information about you private

We will make sure you can have a private place if you need to change or go to the toilet.



We will not take photos or share information about you to anyone else without your **consent**.

Consent means you agree and say yes to something, consent from you (or your legal guardian) is needed for



- Big life decisions like where you live



- Getting medical help



- Finance and money decisions \$\$



- Sending information, photos or videos of you to other people

We will not take photos or videos of you without your **consent**.



- You can see the information we keep about you at any time.

Safety

Midwest Community Living Association will support you to keep safe.



We have rules in place to make sure you are safe and healthy

When people feel safe, they are not scared.

You have the right to feel safe in your home and when you go out.



Sometimes we will do things to help keep you safe; but we want you to have as much freedom as possible.

To help you keep safe, and uphold your rights, we use **safeguards**.

Safeguards are actions that help you have choices AND help you to be safe.

To help you keep safe, Midwest Community Living Association

- Employs good staff who are well trained to support you
- Thinks about anything which may cause harm (risks) and works to ensure they don't happen



- Helps you and our staff to keep in touch with lots of other people who can help.



- Takes quick action if there's a problem



- Has rules that staff must obey



- Will help you get an **advocate**

If something bad happens, we will need to report it so that we can make things better.

Child & Young People Safety

Midwest Community Living Association will work to keep children and young people safe.



- Every child & young person deserves to feel safe.



We will provide an environment that:

- actively promotes the wellbeing & safety of children
- seeks out the views of children and young people on things that matter to them.
- take action to protect children & young people from harm.



- You have the right to be heard, especially if you do not feel safe or well. We want you to tell us so we can improve your safety and wellbeing.



- We will identify and act quickly on any risks to your safety or wellbeing.



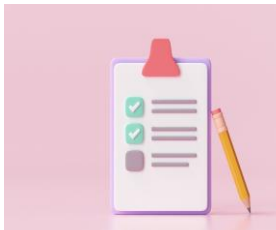
- We treat everyone the same regardless of ability, sex, gender or background.



- We will treat children and their families with respect and keep our professional boundaries.



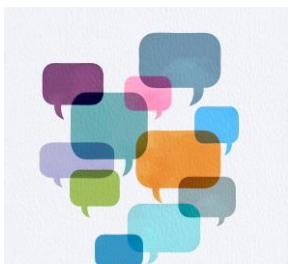
- We will train our workers to understand this policy and sign our Child Safe Code of Conduct.



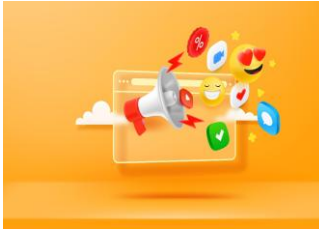
- We will not pass on your information (including pictures) without consent, unless we have to make a report.



- We will respond to your concerns or complaints quickly and report any suspected harm to management and any state requirements.



- We will not use inappropriate language around children & young people or provide access to inappropriate images or material.



- Where children & young people access the internet or social media, we will promote safe use of applications to learn, communicate and seek help.



- We will make sure that all our workers are cleared and suitable to work with children and young people.

Speaking Up - Communication

Midwest Community Living Association supports you to



- tell us your choices



- tell us what happened



- ask for help or information

You have a right to speak up in the best way that suits you.



We can support this by talking with you with signs, pictures, using a device or using an interpreter.



Making Choices and Decisions



You have the right to make decisions about your life.

You can make choices about the services you get from Midwest Community Living Association.



You can choose who helps you to make decisions – a family member, friend, advocate or a Midwest Community Living Association staff member.

Midwest Community Living Association will support you to make decisions if you need help, but we won't try to make you change your mind.



We will give you information to help you make choices.

Your decisions can be written down, so we don't forget.



You can change your mind when you want.

Your Health and Well-Being

Midwest Community Living Association wants to support you to feel healthy and happy.



We keep information about your health.

So we can support you to have

- Regular health checks with a doctor
- Regular dental checks



If you have pain or feel sick, you should tell our staff so we can get help for you to feel better.

Information from a doctor or dentist may tell us

- Medication you need to take
- If you need special food
- Exercises and activities that help you to be healthy
- What treatment you want if you are at the end of your life



You can have a health plan to keep this information together.

Behaviour Supports



If you need support to help you feel calm and safe, we will provide supports.



These supports will be written in a Behaviour Support Plan



The Behaviour Support Plan may include things we do to support you to feel calm and make your own choices.

Sometimes we may need to do things that **restrict** or **stop** your freedoms to help you to be safe. (These are called **Restrictive Practices**)

This is our Duty of Care.



We can only use a **restrictive practice** if you or someone else could be hurt, or if it is written in your plan and people you trust have given consent for it.

Midwest Community Living Association staff will not restrict your rights or freedoms unless it's absolutely needed for everyone's safety.

Infection Control

Midwest Community Living Association will help to stop you getting sick.

Infection control means stopping the spread of disease from one person to another.



Diseases or infections can spread by

- coughing or sneezing,



- Touching skin to skin



- Blood or other body fluids



- Not keeping yourself or your environment clean

To help you stop diseases spreading, staff will



- Wash their hands well and often



- Be careful when preparing food



- Clean up spills



- Stay home if they are sick



If there is a virus or infection about;
Midwest Community Living Association
staff may need to protect you by
wearing

- A mask and / or Protective clothes
- You need to stay home if you are sick too.

Conflict of Interest

A **conflict of interest** is when a person's personal interests clash with their responsibilities.

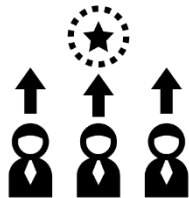


This can make a person use MWCLA's money or power to benefit their family or friends.

Types of Conflict of interest – there are 3 main types.



An **actual conflict of interest** - this means the conflict of interest has happened.



A **potential conflict of interest** – this means something might turn into a conflict of interest.

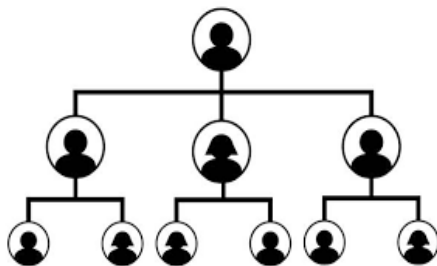


A **perceived conflict of interest** – this means that it seems like there might be a conflict of interest.

Some examples of conflicts of interest include:



A support worker referring you to a service run by their family member or friend.



A support worker being related to their manager.



A customer giving a big gift to a support worker.

How will we stop conflicts of interests from happening?

We will try to avoid conflicts of interest from happening as much as possible.



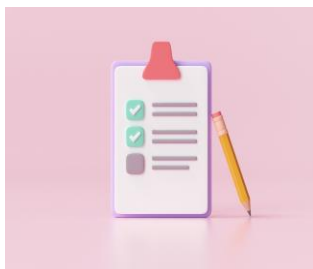
We will make sure that the help we provide and the advice we give you is free from any conflicts of interest.



Our workers must tell us about any actual, potential or perceived conflicts of interest.



We will work with our support workers to make sure that everything is fair at all times.



We will write down information about all conflicts of interest and make plans to fix them.

How will we make sure your choices are not affected by conflicts of interests?

We will always aim to make sure that conflicts of interest do not affect the choices you make.



To do this we will give you all the information you needed to help you make the best and fairest choice for you.



You can change your mind when you want.



If needed, we can help you find an advocate to assist you make fair choices.



We will not let our workers benefit from a conflict of interest.

What happens if you find out a conflict of interest?

If you want to let us know about a **conflict of interest**, we will support you.



You can let us know by:

- Writing to us
- Sending us an email
- Calling us on the phone
- Speaking with someone