



*Participant*

# Welcome Packet

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# Welcome from WildFire



WildFire Wellbeing Services is a registered NDIS provider, with a vision to advocate the creation of a safe and inclusive environment for people with a disability, which build upon skills and strengths of both the support system and the individual.

We are an organisation that works in the Northern Territory and provide lots of different services such as behaviour support and employment supports.

Our services include National Disability Insurance Scheme supports. This is also known as the NDIS.



The WildFire logo represents our philosophy.

The fire is the energy of courageously stepping forward towards change and growth, whilst being surrounded by warmth and inclusion. We are here to guide the way along the stepping stones towards growth, innovation, and skill development.





# Mission

The mission of WildFire Wellbeing Services PTY LTD is to inspire, support and educate clients and support systems, on developing healthy living skills and addressing challenging behaviours, whilst focusing on improving quality of life with creative and adaptive solutions and strategies for the participant.



*Tarnya Bruinier*

**Director and Positive Behaviour Support Practitioner**

Tarnya has a drive for supporting people to improve their quality of life and loves supporting people to build their skills and emotional resilience! Tarnya has a vast background, in nursing, nutrition and special education teaching before entering the NDIS space.



# Our Values



## ✓ Person Centered

Everything we do is directed towards meeting the goals and needs of the participant, whilst focusing any stressors or communication purposes of emerging or current challenging behaviours. We work on building strengths, supporting authenticity and working alongside cultural traditions and values.



## ✓ Curiosity

Our culture of continuous improvement and love of learning is important for acquiring, sharing, and developing new skills and knowledge. We use and designs services on evidence-based practice about people, their environments, support networks and sensory needs.



## ✓ Solution Based

We are an optimistic service, with the belief that whilst it may be challenging, there is always something that works. Our service encompasses the cultural, physical, sensory, and social environments in which the participant lives, to come up with realistic, creative, and flexible solutions that will lead to positive outcomes.



## ✓ Collaboration

We are compassionate, calm, supportive and adaptive, encouraging alternate communication methods and delivery models as needed, to ensure participants have a voice. WildFire Wellbeing Services consider the human and legal rights of the participant, whilst treating people with respect, dignity and upholding their privacy.

# Your Rights

Responsibilities are things we would like you to do when having a Woollybutt service.

Your responsibilities are:



- Be treated fairly, with respect and dignity.
- Be free of harm, neglect, abuse, exploitation and violence.



- Take part as a valuable member of the community and feel included.



- Make choices about our services and get the services you need.



- Access your information (or your legal guardian or carer if you say to us).
- Have your information kept safe and private.



- If you need help saying what you want, you can get an advocate.
- An advocate is an independent person who will speak for you.



- Say no to a service give feedback.
- If you are not happy with our service, you can make a complaint.



- You have the right to have your values and beliefs respected

# Your Responsibilities

Responsibilities are things we would like you to do when having a using a WildFire Wellbeing service. Your responsibilities are:



- Telling us if you can't make it to an appointment.



- Telling us about the supports that you want, and how you want to receive them.



- Being polite and respectful to the staff who work with you.



- Telling us if you have any problems.



- Telling us straight away if you want to end a NDIS Service Agreement.



- Letting us know if your NDIS Plan changes or if you stop using the NDIS.



- Give us enough information to develop, deliver and review your Support Plan.

# Our Responsibilities

Responsibilities are things we will do whilst you are using a WildFire Wellbeing service.  
Your responsibilities are:



- Communicate openly, honestly and promptly.



- Negotiate with you on decisions about how supports which are provided.



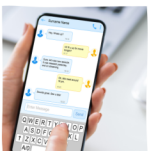
- Treat you with courtesy and respect.
- Keep you safe and ensure the safety of others.



- Listen to you for feedback and any problems which may arise



- Do our best to offer you the most suitable times, and provide consistent services throughout the course of your plan



- Give you as much notice as possible if there is to be a change in a scheduled appointment to provide support
- Unfortunately, when staff are unwell notice may be short, however, we will do our best to reschedule your appointment.



- Keep your personal information private



# *Restricted* Practices



- Occasionally, some people with a disability may hurt themselves or others. WildFire wants to keep everyone safe. If this happens, we will try to find out why the behaviour happens and work together to help.
- We are also trained in working with people who require restrictive practices as detailed in a special plan they have (called a behaviour support plan).
- Restrictive practices are something someone does very carefully to stop you from moving or hurting yourself for a short time to keep you and other people safe.
- If we use a restrictive practice that wasn't prescribed in a behaviour support plan, to save a person's life or to stop bad harm, we will use the smallest action we can. After this happens, we will look at why we had to do this.

## *Medication and Money* Management



### MEDICATION

- We do not administer medication to participants.

### MONEY

- We do not manage, store or assist with money from participants



# Service Agreement

This document will help you learn about Service Agreement.



- Service Agreement is a document. It is for you and your service provider. The service provider is the person or organisation that provides you with supports.



- The document says that you both agree about the services you are going to receive.



- It should outline the costs of the services, when you pay and how to pay.
- When you have agreed, you both sign the document.



- The Service Agreement is a good way to make sure you receive the services that are right for you.
- Keep a copy of your Service Agreement in a safe place



- And having a Service Agreement is a helpful way to make sure you have everything in writing if any problems occur.



Talk to us about your supports.

Tell us:

- What type of supports you need,
- How you want the supports,
- Who you want to work with you,
- When you need supports,
- How long you will need the supports

# Our Policies

We will provide digital copies of our relevant policies in an easy read document. You may request the complete policy at any time.



## PRIVACY AND CONFIDENTIALITY POLICY

- This policy covers information about what the law says we must do to protect your privacy and information, as well as where this information is stored.



## DECISION MAKING AND CONSENT POLICY

- This policy covers information about the choices you have, how to make and how we support your decision making. It also covers consent and how to withdraw consent.



## ABUSE, NEGLECT AND EXPLOITATION POLICY

- This policy covers information about physical, sexual, financial and emotional abuse. As well as neglect and exploitation.



## FEEDBACK AND COMPLAINTS POLICY

- This policy covers information about how to give feedback and make complaints.



## INCIDENT MANAGEMENT POLICY

- This policy covers information about when harm has occurred against you or someone else because of a person's actions.



## ADVOCACY POLICY

- This policy covers information about Advocacy and accessing help from a person to get what they need.
- There may be times when you will need the help of an advocate.

# Our Policies, continued



## POSITIVE BEHAVIOUR SUPPORT FRAMEWORK

- This policy covers information about Positive behaviour support and how it helps people to live better lives and have fewer behaviours of concern.



## CHILD SAFE POLICY

- This policy covers information about how we will help children and young people feel safe and welcome.



## DUTY OF CARE AND DIGNITY OF RISK POLICY

- This policy covers information about how our workers want to let you make decisions all the time, but sometimes they have to help you. This is called a duty of care.



## PARTICIPANT RIGHTS POLICY

This policy covers information about the rights you have to access services that:

- respect all your legal and human rights
- promote your freedom of expression.



## INFECTION CONTROL POLICY

- This policy covers information about what we do to keep everyone healthy. Good infection control stops germs from spreading.



## ENTRY AND EXIT POLICY

- This policy covers information about referrals, entering our service and how to exit from our services



# *Other*

# Information



## GIFTS

- The Management Team recognises that participants on occasion, like to give gifts to staff. If you wish to give a gift, it is preferred that it is something that can be shared by all staff, for example, flowers or chocolates. Money is not to be offered to staff under any circumstances



## SMOKING

- The Director requests that if you smoke, to refrain from doing so while our team are working with you and you are attending our office. WildFire Wellbeing Services Pty Ltd is committed to a safe workplace for our team and for all of our clients and visitors.



## CODE OF CONDUCT

- WildFire has what is called a 'Code of Conduct' and includes the NDIS Code of Conduct.
- This tells our staff that they should behave in a good way with you, your family and carer.
- You are welcome to ask for a copy of this or make a complaint if you feel we have not acted in a good way.



## PARTICIPANT TRANSPORT

- If you require transport our team discuss your transport requirements during our initial meeting.
- Together, we will determine the most appropriate service to meet your needs and if this is required as part of your package or as an additional service.

*Frequently*

# Asked Questions

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Do you charge for travel?

Yes, we generally charge for travel in line with the NDIS Price Guide.

What is included in your billing?

Our services are billable as per NDIS guidelines, including email updates, phone calls, in person or online meetings, report writing, and resource development. We do not charge for administration tasks, such as sending invoices and making appointments.

Do you offer teleHealth appointments?

We will make all attempts to use your plan efficiently by using telehealth and other methods of contact. We quote separately for travel and can discuss this with you in more detail if you make a referral.

What is your process?

We take an individualised approach to your supports. Our first step will be gathering information about you and your needs. Depending on what you are seeking from us we will then progress with more specific assessments and develop plans and strategies to reach your goals.

Do you offer therapy and day to day supports?

We don't currently offer these services. We operate on a model where our clinicians consult and support a person with a disability, their formal and informal support networks to implement strategies and plans. We can train and debrief with a team regularly, but we do not directly employ support workers to do intensive therapy or interventions.

