

# YOUR SCHEDULER

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**WELCOME TO  
INTERCHANGE**



# WELCOME TO INTERCHANGE

## EVERYONE BELONGS

For almost 30 years, Interchange has supported West Australians living with disability achieve their goals through individualised, local, community-based support.

We are looking forward to being part of your journey doing what we do best – supporting you to live a good life.

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“Elizabeth has been with Interchange for more than 20 years **and they really know her**. Without high-quality service delivery, the quality of her life would be diminished.”



## OUR VISION

Welcoming communities that value, respect and empower people with disability.

## OUR MISSION

Helping people with disability to live a good life.

## WE BELIEVE

Everyone belongs.

## OUR CORE VALUES



### **Individuality:**

**Valuing people, staff, partners and services**

Individuality is at the heart of our organisation. We listen and actively strive to provide flexible, tailored services to assist people in achieving their personal goals.



### **Respect:**

**Valuing choice, culture and diversity**

Everyone is equal and has the right to lead a good life. Through open communication, embracing diversity and valuing choice we respect every person all the time.



### **Empowerment:**

**Valuing abilities, goals and learning**

People are entitled to choose their own supports and we bring our experience and understanding when called upon. We know when to step up and when to stand back so everyone has a chance to shine.



### **Belonging:**

**Valuing relationships and shared places**

Like peas in a pod, we are all the same at heart, and we belong together. Our community is one of acceptance and strength where everyone has a valuable contribution to make. Together we are stronger.



“When I got diagnosed with a condition that impacts my whole body I was afraid – staying positive helps me. **I have hopes and dreams for the future**, which I want to achieve.”



# CEO WELCOME

As CEO of Interchange, it is my pleasure to welcome you to our organisation and community.

We have been supporting West Australians with disability in achieving their goals and living a fulfilling life since 1991 and hope to continue to do so well into the future.

As an NDIS provider, our take on providing support comes from our belief that Everyone Belongs. We are all peas from the same pod!

Our passion is to help the people we support grow and flourish in their home and community. That's why we are following an individualised approach where we put people at the centre of everything we do. We strive to live up to the motto "Nothing about you, without you".

Our "Neighbourhoods" are founded on real connections and meaningful relationships within your community.

With support teams from Two Rocks to Pinjarra, we can work together with the people you trust - family, friends, colleagues and other NDIS supports, on building a whole support network around you.

That way you will have peace of mind, knowing you get high quality support from a team who truly knows you.

Welcome to our Neighbourhood - We are glad to have you on board and are looking forward to the journey ahead.

**Justin O'Meara Smith**  
Chief Executive Officer



# MEET THE EXECUTIVES

Our Executive Team has been working together since July 2018 on strategically leading and building Interchange as a contemporary NDIS organisation.

Working alongside our Board they use their combined experience and expertise to ensure Interchange delivers the best level of service for you and a great place to work for our staff.

**Executive Manager People & Culture, Nicki Dyson**  
(pictured to the right)

Nicki's passion and expertise is in building capacity in teams, organisations and communities.

With over 20 years in the not for profit sector Nicki wants to ensure people with disability are living a good life as active citizens of our communities

## MEET...

**Chief Executive Officer, Justin O' Meara Smith**  
(pictured in the centre)

Justin has been with Interchange since February 2017.

With more than 15 years of senior disability services experience he is determined to create more personalised and flexible support for people to live great lives.

**Executive Manager Support Services, Annette Frazer**  
(pictured to the left)

Annette decided after more than 20 years at the Independent Living Centre, that she needed a new challenge and joined Interchange in 2018.

With a degree in Accounting and Computer Studies and a Master of Management of Information Systems, Annette is providing you with good systems, tools and information to achieve your goals.





# OUR SERVICES

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## Daily Living Skills



Your team supports you to live safely and well in your own home. We will work together to build useful life skills such as personal care, household duties, transport training and much more.

## Individual Living Options



We can guide and support you to live in a home of your choice. From assisting family and friends to help you live independently at home, to moving into your own home, sharing with others or finding a Host Arrangement - we can help find the right home for you.

## Developing Capacity & Learning



We understand the importance of living your own life and can assist you with your personal development and independence. Self-Care, managing finances, enhancing health and wellbeing and developing relationships are just a few of the things we can help you with.

## Social & Community Participation



As an active and engaged member of your local community you can develop valuable relationships, skills and a sense of belonging. Our Support Workers follow your lead, interests and goals to help you connect with your community.

## Finding & keeping a job



Everyone has a skill or passion they can contribute to the workforce. From supported and open employment, to self-employment, micro-enterprise or customised employment solutions – we help you find the right fit for your skill and passion.

## Support Coordination



Our team is here to support you to manage your NDIS funds, help you access the services and community support you need to achieve your personal goals and make the most of your plan.

## Support Design & Planning



Together we work on understanding your funding and its purposes. We will discover what you want and need from our support services and design solutions that focus on you, your interests and personal goals.

## Plan Management



Would you like flexibility when it comes to managing your funding? Within our different management options, you have the freedom of designing your services your way and choose how much you want to be involved in the management of your supports.

## Transport Options



We can help you get where you need to go. Wherever possible we support you to learn and be comfortable using public transport. We can also support your needs through our fleet of standard and modified vehicles.



# WHO-IS-WHO

## YOUR KEY CONTACTS

### Support Team:



A team of Support Workers who partner with you to achieve your goals. These will be your main go-to people around your daily activities and initial questions.

### Schedulers:



Our scheduling team will set up your rosters and be your first contact for your scheduled supports. If you need to make changes they will work with you to find the best solution possible.

They are available from 7am to 5pm to assist with your requests on **(08) 6323 0884** or at [scheduler@interchangewa.org.au](mailto:scheduler@interchangewa.org.au).

### Team Leader:



Provides leadership across your Neighbourhood, ensures quality services and gives support and development to your support team.

Your Team Leader will be keen to hear your feedback around your services, when things are great but also if there are areas you would like to see improved.

### Community Engager:



Supports you with your NDIS funding plan and will develop your Service Agreement. They will check in with you during the life of your plan to review your funding and goals.



“I love going out with my support staff to **listen to live music, dance and bowl.**”



# FAQ'S (Frequently Asked Questions)

## How will we set up supports with you?



The first person you will meet from Interchange is your Community Engager. They will get to know you, get an idea of who you are and what your everyday life looks like.

Together you plan your funds around achieving your own personal goals. The Team Leader will arrange a Support Team around you. Working with you around the days, hours and type of support you require.

## How do we support & develop our Support Workers?



We want to make sure we deliver the best service possible that's why we offer various training opportunities for our staff.

Our internal training and development program iLearn provides you and your team with learning opportunities relevant to you, your goals and your support needs.

We also have our yearly staff event iBelong where all Interchangers come together to celebrate our successes. We shut down our services on this day but will always let you know in advance so you can organise other supports.

## How do you cancel your supports?



If you would like to change your support please give us advance notice.

We will need at least 48 hours to make any changes and where possible we will replace your supports with a member of your support team. Unfortunately we might not always be able to cover your requested changes.

Throughout the course of your supports, new staff may be introduced to you from time to time. This way we can ensure if your regular support worker is away, or sick, you will have back-up from a team member you feel comfortable with.

## What happens if we change supports?



At times we may need to make a change to your schedule. This may be due to staff sickness, holidays or other work commitments. We aim to reschedule at a later date or extend hours of support on another day.

Our Scheduling Team will inform you as soon as we can and work with you to find the right solution.

## How does transport work?



We encourage the people we support to use public transport options whenever possible. This helps you to become more independent and is also a good use of the limited NDIS funding for transport.

We can also support your needs through our fleet of over 80 standard and modified vehicles. This fleet is complemented by Support Worker vehicles for when you do not require an accessible transport option.

## How is my personal information stored?



Interchange uses a customer record management system. The benefit of this system is that we have important information about you stored in one place, that is secure, confidential and up to date.

Our Support Workers will be using their phones to complete case notes, update your contacts, goals, likes, dislikes and when you receive support.

If you require access to your personal information please contact us to discuss further.

## Do you need support from Third Parties?



If you would like assistance to access information please get in touch with us. Interchange can link you to translation, advocacy, or other support services you require.



# WE THINK OUR STAFF ARE AWESOME!

We couldn't do the things we do without our dedicated staff.

Passionate Interchangers are at the heart of our organisation going above and beyond in supporting people to live a good life.

The best feedback for our staff is when it comes directly from you. That's why we started our **iThink You Are Awesome** campaign.

You can now nominate your staff for the awesome work they do by emailing [hello@interchangewa.org.au](mailto:hello@interchangewa.org.au).

You can also let us and our staff know that we are doing good by leaving us a [Google review](#).

Simply head to our google page, give us the rating you think we deserve or even write your own review if you feel like it. We are looking forward to hearing from you.

**"I want to thank my team for everything they have done. They've helped me change myself and my life."**



# JOIN OUR COMMUNITY!

Find out everything that is happening within Interchange and our sector.

We keep you updated with news, information, staff and customer stories and other hot topics.

Simply visit our website or follow us on social media to connect with us and other Interchangers.

## HELP US SHAPE INTERCHANGE

We are keen to hear your ideas around how we can develop our service.

If you would like to share your experiences and skills we would like to hear from you.

Please let us know if you are interested in the following:

- Promotion of Interchange
- Communication
- Policy developments
- Services & community engagement
- Recruiting staff

To express your interest please email [hello@interchangewa.org.au](mailto:hello@interchangewa.org.au)

## FIND US @

[interchangewa.org.au](http://interchangewa.org.au)



## CALL @

(08)9329 9399

## EMAIL @

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Maddington WA 6989

## VISIT @

Maddington

Midland

Myaree

Osborne Park

Rockingham

Mandurah



# STORIES OF INTERCHANGE

## MEET NATASHA

Natasha's been living in a host arrangement with Lynne, Martin, their son Bran, and nephew Dale, for the past three years. An active participant in their home and family life, she enjoys going on adventures with them and feels included and safe in a home environment.

Friendly and energetic, Natasha loves dancing, swimming, and gardening and would like a Karaoke party for her upcoming 21st birthday party.

Transitioning to adulthood with great success, Natasha now uses public transport on a regular basis with the help of her Support Workers.

Natasha has many interests and has started to learn sign language so she can communicate with some of her non-verbal friends.

Instrumental in the initiation of the kitchen garden at our Morley office, Olive Tree House, Natasha takes great pride in its upkeep.

Natasha's made friends and regularly participates in activities, demonstrating a level of focus and commitment in learning new skills.

One of her goals was to feel comfortable, safe and a sense of belonging. Feeling she's achieved this, Natasha now plans to enrol in a Tafe course, and has long term ambitions of becoming a dance teacher or dog trainer.

For the future, she would like to continue developing essential skills like cooking, laundry and managing her finances, so she can reach her goal of living independently.

[Find out more about our Host Arrangements at interchangewa.org.au](https://interchangewa.org.au)

To share your story email [hello@interchangewa.org.au](mailto:hello@interchangewa.org.au)



Stories create community and enable us to see through other people's eyes. We are keen to know more about you and the things that shape your life.

**Everyone has a story -  
Please share yours with us!**



# FEEDBACK & COMPLAINTS

## TELL US WHAT YOU THINK!

At Interchange we follow the Governments National Standards for Disability Services and the NDIS Practice Standards to ensure that you receive high quality supports.

However the best and most important feedback is the one coming directly from you. We would highly appreciate if you could take a few moments and let us know what you think – what are we doing well and where can we improve?

We love receiving compliments but believe that complaints are valuable feedback too! Please let us know if we have made a mistake.

If you need assistance to provide feedback, make a complaint, require advocacy support, or a translator please contact us.

### WHAT TO DO

If you would like to give us feedback or make a complaint you can either:

- Inform a staff member and/or ask for a [Feedback/Complaints](#) Form
- Ask us for a form at [hello@interchangewa.org.au](mailto:hello@interchangewa.org.au)
- Give us a call on **9329 9399**
- Download the form [HERE](#)

### FIND OUT MORE

[National Standards for Disability Services](#)

[NDIS Practice Standards](#)



“I enjoy working in an ever-growing sector and **making a difference** in people’s lives.”

# SERVICE AGREEMENTS

A Service Agreement is made between you, the customer, and us, the service provider. It documents the agreement between us with regards to the performance of the service and sets out the fundamental terms of our relationship.

The Service Agreement is made for the purpose of providing supports under your National Disability Insurance Scheme (NDIS) plan.

## OUR COMMITMENT TO YOU

- Treat you with dignity, courtesy and respect.
- Consult with you on decisions about how supports are provided.
- Communicate openly, honestly and in a timely manner.
- Listen to your feedback and resolve problems promptly.
- Protect your privacy & keep accurate records on the supports provided.
- Provide supports in a manner consistent with the [National Standards for Disability Services](#).
- Review your supports on a regular basis.

## YOUR COMMITMENT TO US

- Let us know how you wish the supports to be delivered to meet your needs.
- Respect our staff and other people we support.
- Talk to us if you have any concerns about your supports.
- Keep us in the loop - Provide therapy, medical, mobility or other care plans required for Interchange to meet your health or disability support needs.
- Follow Interchange Policies and Procedures.
- Notify us of any cancellations of supports.
- Please let us know immediately if your NDIS plan is under review, suspended or replaced by a new NDIS plan or you stop being a participant in the NDIS.

At Interchange we take privacy very seriously. Our policy is to respect and protect the privacy of all people connected with Interchange, including the people we support, employees, other service providers and community partners.

Any personal information held by Interchange is protected under [the Privacy Act 1988](#). The [Australian Privacy Principles](#) govern the way in which we collect, use, disclose, store, secure and dispose of your personal information.

Interchange only collects and stores personal information in order to provide services to you. We may also use your details to send you information, newsletters and other material that is important to you.

# PRIVACY

## Personal information we may collect include:

- Name
- Address
- Email Address & Phone Number
- Photographs

Your personal information is private and stored in a safe, secure and confidential system.

Appropriate consent from you will be obtained for the gathering of any personal information. If you do not want to share your information you do not have to give your permission. If after giving permission you decide you want to withdraw your consent you can do so at any time by contacting Interchange.





# MORE INFORMATION

## Cancellation & Termination of Services

If you would like to change your support please give us advance notice. We will need at least 48 hours to make any changes and where possible we will replace your supports with a member of your support team.

To cancel or reschedule your support please get in touch with our scheduling team.

They are available from 7am to 5pm to assist with your requests on **(08) 6323 0884** or at [scheduler@interchangewa.org.au](mailto:scheduler@interchangewa.org.au).

If you cancel a support on short notice (less than 48 hours before your support) or do not show up for a scheduled support a charge will occur.

At times we may need to make a change to your supports. This may be due to staff sickness, holidays or other work commitments. We aim to reschedule at a later date or extend hours of support on another day. If we have to cancel supports no fee will be charged.

Interchange recognises there may be times when we will no longer be able to provide supports that satisfy your requirements. You may choose to be supported by family and friends or another service provider.

To exit our service please contact your Neighbourhood Community Engager. We ask you to please provide two weeks' notice to terminate supports from Interchange for all supports other than 24/7 supports such as 'Supported Independent Living' or 'Individual Living Options' which are required to give twelve weeks' notice.

You will be asked if you would like to complete an exit survey. The survey is optional but forms part of Interchange's continuous quality improvement process which enables us to provide better support to our customers.

Interchange also reserves the right to cease services and supports. A two weeks' notice of intention to terminate supports will be given.

## Risk Management

As an organisation Interchange is exposed to certain risks due to the nature of our activities and the environment in which we operate. The key to our success is the effective management of risk to ensure you, our staff and the organisation are not impacted by any incidents that may occur.

In order to fully understand, prevent and manage any risks, Interchange has a Framework and Risk Management Policy. We also have a Risk, Quality and Safeguarding Lead as well as a Child Safe Advocate.

Our approach to risk management is to appropriately design and effectively execute risk controls by following certain systems, processes and procedures.

We use our skills and expertise to identify risks across the organisation by taking into consideration the potential impact on you, our staff and the organisation. Your safety is our top priority and plays an important role within our continuous improvement process.

For a copy of our Policies and Procedures please email [hello@interchangewa.org.au](mailto:hello@interchangewa.org.au)