

Let's Connect

Working with you to live a good life



interchange
Everyone belongs

At Interchange, we think it's extremely important to keep everyone informed about what is happening within the Interchange community! You can stay up to date through our Facebook & Instagram posts, website content and of course, chatting with your local Interchange team.

Potential disruption to your supports on 28 June 2019

We will be holding our staff conference iBelong on 28 June. If you are due to have supports on this day, your Team Leader will be in contact with you around the potential of rescheduling. We apologise that this may impact on your supports.

Belonging is one of our organisational values and core to what Interchange believes – “Everyone Belongs.”

When we share spaces, make connections and are part of an open conversation, we feel like we are a part of something – and there is something special about being part of Interchange. This is important to the people we support, and for our staff development and iBelong will create this space for staff to celebrate what has been achieved, share their thoughts and learn from each other.



iBelong

Updating our technology systems

Recently, we launched a new customer record management system. The benefits of this system mean that all details we have in relation to the people we support are held in one place, it is secure, confidential and up to date. Examples of the type of information we hold includes your name, address, your goals, likes, dislikes and when you receive support.

Our new system allows our support workers to access relevant information in a

Have you noticed support workers using their mobile phones more?

timely manner and to log on and off when they start and finish their supports. All this can be accessed through a smart phone and therefore you may notice our workers clicking their phones to get information when they are with you.

NDIS continues to roll out in WA

The National Disability Insurance Scheme (NDIS) has been created to provide people with disability, choice and control around the services they support and how these are delivered.

Unfortunately, for some, the transition from existing funding to NDIS has caused stress and frustration. As a provider, we have also experienced frustrations on keeping up to date with relevant information from NDIS and decisions around plans, systems and processes

as it can often feel there are continual changes. Within Interchange, we know how important it is that we find out this information and do our best to provide this information and ensure you receive the most out of your plans.

If you have an NDIS planning date in the near future and would like to chat to one of our team, please contact us and we will arrange this with you.

For more information on NDIS please visit their website <https://www.ndis.gov.au/>



Tell us what you think

It is important that we reflect on what we currently do and what we could do differently. We would love to have your feedback on what is going well for you and where you think we can improve!

Submit your feedback:
interchangewa.org.au/contact/feedback

Follow us on Facebook:
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Postcard
Or complete the postcard included with this newsletter