



‘WE CAN HELP’

We are here to support you to stay safe, connected and healthy during this Coronavirus crisis.

That support is likely to look a bit different from usual. However, together we can work out what kind of support is important to you at this time.

Do you maybe need some help staying connected to the people you care about via phone, video chat or online? Or would you like us to pick up and deliver your grocery shopping, fill your scripts at the pharmacy, help you out around your home or support you in learning a new skill? **Well, we CAN help!**

Find out more at interchangewa.org.au/we-can-help/

To get in touch, visit
interchangewa.org.au
hello@interchangewa.org.au
or call 9329 9399

Stay safe!

“The current global COVID-19 crisis challenges us not only as an organisation but also as employers, employees, customers and human beings.

We understand that there are uncertainties and times are tough for everyone. The Board would like to assure you that all our staff are going above and beyond to maintain connections and continue to deliver quality services to you.

We would like to thank all Interchangers for their hard work, dedication and commitment and our valued customers for trusting us in these challenging times with their supports.

We are all doing the best we can to work through this crisis together. Please stay safe and take care.

Angie Paskevicius
Chair Interchange WA

Job Keeper Payment

The Government's JobKeeper Payment is trying to ensure that organisations affected by Covid-19, such as Interchange will be sustainable into the future. Interchange has made an application and we believe we will be eligible for this Payment.

This means that in line with the JobKeeper guidelines we will have to roster our staff differently than usual to provide support to people across all Interchange neighbourhoods. Work days and hours might need to be adjusted and you might not always get the Support Worker of your choosing. Our focus is to continue to deliver quality services to you, while also ensuring we work as efficiently and equitably as possible under the new guidelines.

We know conditions in WA are improving and we hope we will be able to return to the way all of us are used to as soon as possible. Until then we are grateful for your understanding and support.

Medication Policy - best practice to keeping you safe

Interchange has updated our customer medication policy to ensure we are meeting best standards for your safety and the safety of our staff.

If you require assistance with your medication during your support hours, we will need up-to-date information about your medication needs provided by you and your treating medical practitioner. This information will help us to ensure that your support staff have the right level of training to support you. Please get in touch with your Team Leader to complete a **Medication Consent and Authority Form**. Without this form our staff will not be able to assist you with your medication.



You probably find that in the current situation people are becoming more physically distant from each other. However, this doesn't mean that you need to be socially isolated.

In order to stay connected to us we would like to invite you to join our social community group **iConnect on Facebook**. Here you can connect and communicate with other people we support and our staff in a safe and friendly online environment. We are looking forward to seeing you around.

We can also help you staying connected to your family, friends and other community groups via phone, video chat or online. To help you setting up different virtual channels to stay in touch we now have multiple How-To-Guides available on our website.

Have a chat with your support worker and find out together what kind of connections would work best for you and the people you care about.

Stay CONNECTED!





And the winner is...

Our awesome staff bring passion and commitment to their vital roles. We think they are amazing - but the best feedback is always the one coming directly from you.

We would like to thank our valued customers for helping us to nominate ten of our dedicated Interchangers for the **WA Disability Support Awards** for going beyond ordinary standards and making a real difference in the lives of the people we support. Our staffs support, encouragement and expertise, does not go unnoticed and in our eyes they are all winners already!

My support team takes me seriously and they listen to what I want. They helped me changing myself and my life and I couldn't have done it without them." - Sharon, Nominator

"I love seeing people I work with improve, achieve their goals and blossoming by having real opportunities." - Joy, Nominee

We are keeping tabs!

Have you noticed a change in your Support Worker? Are they using their phones regularly while on the job? That's because we asked them to. Their phones are the new home of our **customer record management system**. A secure, confidential and up to date way of storing your information including your name, address, support hours, goals, likes and dislikes.

We would however like to ask for your permission to collect and use a **personal photograph** of you for our system. The image will help us to identify you in emergency situations and will only be used within the customer record system. Your support worker might take a photograph of you or you can give a suitable image to them if you prefer.

If you are keen to know more about our customer record management system, ask your Support Worker and they will happily show you.



Help us shape Interchange

We strive to deliver quality supports and want to ensure we get it right. The best and most important feedback is the one coming directly from you. That's why we would like to facilitate a **Customer Reference Group**. Within this group you would come together with other people we support and tell us what you think about our services. What are we doing good? Where can we improve? Help us to see our services through your eyes express your interest to be part of this group via email to hello@interchangewa.org.au

**interchange**
Everyone belongs



T: (08) 9329 9399

E: hello@interchangewa.org.au

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