



Tis the season to be jolly

or to take a well-deserved break. We know some of our staff may be planning a holiday but we want to make sure we have you covered. Please let us know what support you require over the festive season so we can accommodate your needs.

Thank you for your support throughout the year and lots of love, laughter, health and happiness for the new year to come. We are looking forward to kicking even more goals with you in 2020.

Best Wishes from all of us at Interchange



80%

of customers rated Interchange 7 out of 10 or higher on satisfaction with services and support



84%

of customers feel confident that Interchange will protect their rights and keep them safe



73%

of customers agree that they get the services and supports they want from Interchange



82%

of customers agree that Interchange staff are reliable and professional



74%

of customers feel that Interchange staff work as a team to provide good support to them

Customer Survey

“We recently asked you to participate in our customer survey. You helped us to identify areas for improvement – including improved communication and greater variety of activities. I am pleased to hear customers are happy with the supports provided by Interchange and that you are confident we will protect your rights and keep you safe. Thank you and please feel free to provide feedback at any time.”

Justin O’Meara Smith
Chief Executive Officer



Training - You asked, We listened!

In our Customer Survey you told us you would like to see more training opportunities for our staff. We agree! That's why we are launching **iLearn** - our new internal training and development program to make sure you and your team are provided with learning opportunities relevant to you, your goals and your support needs.

We want to involve you by having a Team Leader occasionally drop in on your supports, sharing their knowledge with you and your support worker. Shane from our Maddington Neighbourhood and his support worker Frida absolutely loved this experience.

"It was fun to learn things about safety with Frida so we can both be safe and look out for each other. I really liked being involved, learning together and cheering Frida on."

"It was great to involve Shane and learn together what to do in certain situations. I got to know Shane even better and it was extremely helpful to have my team leader there to share knowledge and guide me."

We think they are AWESOME!

We couldn't do the things we do without our dedicated staff. Passionate Interchangers are the heart of our organisation, going above and beyond to help the people we support to live a good life.



The best feedback for our staff is the one coming directly from you. That's why we recently started our **iThink you are Awesome campaign**. People we support can now nominate staff by writing an email to office@interchangewa.org.au and tell us why they are super awesome.

"Judy is an amazing support worker. She is compassionate and caring. She makes me feel comfortable and helps me when needed. Judy is not only a friend to me, but she is also a good friend of my family." - Interchange Customer Djulija Vujicic about her support worker Judith Obai.

 **interchange**
Everyone belongs



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Staff Survey

We recently asked our staff what they think about Interchange as an Employer. We were pleased to see that 79% of staff felt fully engaged with their work at Interchange and enjoyed being part of our team. Find out what else they had to say on our website.