

WA Disability Support Awards

We feel incredibly honoured to have been part of the [2020 WA Disability Support Awards](#) and would like to congratulate Interchangers Mark White and Joy Rotairo on their outstanding achievements.

[Support Worker Mark](#) was nominated by Interchange customer, Michael, and his father. Mark supported Michael through a difficult legal situation and helped him to leave the house to socialise for the first time in 36 years. Mark's dedication and perseverance has been remarkable; a story that both Michael and his father wanted to share.

[Support Worker Joy](#) was also nominated by one of our Customers for her efforts to support people with disability to find meaningful work. After losing his job 7 years ago, [Dean](#) had lost his confidence and the hope of ever regaining employment. With Joy's guidance and support, Dean has recently re-entered the workforce and says working with Joy has truly changed his life.

We would like to thank Mark, Joy and all fellow Interchangers for all their hard work, dedication and passion in supporting people with disability to live a good life. Only through exceptional people like them can we succeed as an organisation but more importantly make a real difference in the lives of the people we work with and support.



“Working as a support worker allows me to engage with people in meaningful ways and have a real and profound impact on their lives.”

- Mark



Finalist

Excellence in Improving Employment Opportunities Award

Joy Rotairo
Interchange WA



Winner

Excellence in Advocacy and Rights Promotion Award

Mark White
Interchange WA

COVID-19 Survey

Tell us about your support experience during the COVID-19 outbreak in Western Australia!

We want to make sure we can provide you with the best support possible, even in a crisis situation. Please take a few minutes to help us to be prepared, if needed, for a future COVID-19 outbreak in WA by replying to the questions within our [COVID-19 Customer Survey](#).

If you need help completing the survey, please let your Support Workers know.

Interchange continues to follow government advice and best practice. Our Support Workers follow the restrictions in place, observe physical distancing and practice good personal hygiene to better protect you and the general health of our community.



Take our COVID-19
Customer Survey [HERE](#)



Help us shape Interchange



We are keen to hear your ideas around how we can develop our service and are currently looking for Expressions of Interest to be part of a **Customer Interest Group**.

Are you using your own vehicle, our vehicles or travel via public transport? Whatever your experience we would like to hear from you.

If you would like to share your experiences around transport and travel at Interchange express your interest by emailing hello@interchangewa.org.au



Neha Chawla is one of four Schedulers at Interchange. Neha and the team are **available daily from 7 to 5 pm**

Attention - Schedulers @ Work



At Interchange we strive to deliver the best service possible, be flexible and ensure you get the support you need. That's why we have our very own Scheduling Team on board. Michelle, Linda, Paula and Neha share many years of scheduling experience between them.

Get in touch with the Schedulers on **(08) 6323 0884** or at scheduler@interchangewa.org.au. to:

- Request changes to your support times and/or
- Get assistance with your service cancellations.

Neighbourhoods that are currently serviced by our schedulers are Midland, Maddington, Rockingham, Mandurah and our 24/7 Supports. All other Neighbourhoods will be transferred to our new scheduling system soon.

Taking a break - Meet Carys



Many of us felt overwhelmed by the global outbreak of COVID-19 and are longing for a well-deserved break. What better way to take your mind off things than taking a relaxing trip down south. This is exactly what Carys from our Osborne Park Neighbourhood did.

Together with her Support Team the young women organised to go to Busselton for a few days to switch off and simply have some peace and quiet.

Carys had been to the area with her family before and knew exactly what she wanted to see and do. She independently planned a sightseeing tour for herself and Support Worker Maya, who supported Carys to get around and administered her medication.

Carys had a wonderful trip, built her confidence and is already planning where she is going to go next.



“I want to go to Europe, the Greek Islands and Japan. I feel like life has no boundaries and I can go and do whatever I want to.”
- Carys

Read more about Carys' adventure @ interchangewa.org.au/stories/stories-of-interchange-meet-carys/

Do you think they are AWESOME? Let us KNOW!



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 nominate your staff for the awesome work they do by emailing hello@interchangewa.org.au.

You can also leave us a [Google review](#). Go to our google page, give us the rating you think we deserve or write your own review. We look 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.”

- Sharon



Restrictive Practices & Zero Tolerance



'Restrictive practice' is a term used to refer to any action, that has the effect of limiting the rights or freedom of movement of a person. They should only be used when authorised and as a last resort, to prevent or protect people from harm.

Restrictive Practice can include seclusion or any form of restraints (physical, chemical, mechanical, environmental, psychosocial) and can, if not used properly, cause serious physical injury and psychological harm.

We are currently reviewing our services and plans to ensure that Restrictive Practices are not used without authorisation of a behaviour support practitioner and documented in a behaviour support plan.

Interchange will be reviewing all plans from September and may be in contact with you in relation to your supports.

At Interchange we follow a [Zero Tolerance approach](#) to understand, implement and improve practices which safeguard the rights of people we support. It is a personal and organisational commitment to always have our eyes open and do everything we can to protect your rights.

We encourage our staff, the people we support, families, supporters and the general public, to expose wrong doings and alert the authorities if you have any concerns.

Together we can protect vulnerable people, ensure their safety and build a community where we all feel valued and where Everyone Belongs.

To find out more about our Zero Tolerance Approach visit interchangewa.org.au/our-approach/



“Every person is a sexual being and has sexual thoughts, attitudes, feelings, desires and fantasies. Having a physical or intellectual disability doesn't change your sexuality or your desire to express it.”

Let's talk about Sex!



At Interchange we believe that you have the same rights to sexual and reproductive health than anyone else. [We want to empower you to make informed choices](#) - that's why we specifically train our staff around sexuality.

We have a membership with [SECCA](#) which you or your Support Team can use to access a wealth of information and resources relating to sexuality and disability.

If you are serious about dating you might also be interested to be a part of the [ABC Documentary 'Love on the Spectrum'](#). The network is currently looking for people on the autism spectrum or open to dating someone on the spectrum.

If you have any questions about sexuality and sexual health get in touch with us by emailing hello@interchangewa.org.au



Customer Information

We want to make information as easily accessible as possible for you.

To keep up to date with everything that is happening with your services, our organisation and beyond, please visit the [Customer Information Section](#) on our website.

One of the things you will find here is our [Customer Service Charter](#), which outlines your rights, how you will be treated and what you can expect from us as your service provider.

We also have our [Customer Support Guide](#) available here, to help you find your way around our Interchange community and answer any questions you might have.

You will find valuable information on how to provide us with feedback, your key contacts at Interchange and much more.

If you need support accessing any information please talk to your Support Worker. They are happy to assist you.



Find out More @
interchangewa.org.au/about/customer-information/

Providing feedback is easy:



Talk to our friendly staff



Email us at
hello@interchangewa.org.au



Call us on
(08) 9329 9399



Complete our Feedback Form
interchangewa.org.au/feedback/



Translating Service

Do you speak another language and are in need of interpreting services? We can help!

Interchange is now registered with [TIS National](#). The Translating and Interpreting Service has partnered with the NDIS National Disability Insurance Scheme to provide funded interpreting services for NDIS participants from culturally and linguistically diverse backgrounds.

If you are in need of interpreting services and don't have a translator or interpreter [we can help you to arrange one](#).



“Your feedback and ideas can help us to learn and improve. We want to hear about your COVID-19 experiences, how to improve transport and design services that meet your needs. If you have ideas or concerns we would love to hear from you”

Justin O'Meara Smith, CEO