



## A message from Interchange

As Chair and CEO, it is our privilege to wish all of our valued customers a wonderful end to 2020 and a fantastic start into the new year.

2020 has been a tough year for all of us. The COVID-19 crisis challenged us not only as an organisation but also as an employer, employees, customers and human beings. We are sincerely thankful for your support and understanding and for continuously welcoming us into your lives and homes during an uncertain time.

This year showed us more than ever how important it is to act on our values, **Individuality, Respect, Empowerment and Belonging**. Our values inform our thoughts, words and actions, determine priorities and help us to grow and develop. Our values are directed towards a specific purpose - supporting people with disability to live a good life, fostering welcoming communities that value, respecting and empowering people with disability and ultimately creating a world where **EVERYONE BELONGS**.

Thank you for your support throughout the year and letting us share insights into your lives, talents and accomplishments. We are looking forward to achieving even more goals with you in 2021.

**Angie Paskevicius**  
Chair

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

## Quality & Safeguards Changes

On 1 December 2020 Western Australian disability services will come fully under the [NDIS National Disability Insurance Scheme \(NDIS\)](#). This means that Interchange along with all other service providers will be operating under NDIS standards controlled by the [NDIS Quality and Safeguards Commission](#). These standards are designed to ensure services are high quality and your rights and views are respected whilst also keeping you safe.

We are making changes to our policies and practice to ensure we comply with the [NDIS Practice Standards](#) and [Code of Conduct](#). This includes ensuring we report all incidents, encourage feedback and identify and report restrictive practices.

'[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.

We are currently reviewing our services to ensure that Restrictive Practices are not used without authorisation of a behaviour support practitioner and documented in a behaviour support plan. You may receive a call from Interchange in relation to your supports.

For further information visit [ndiscommission.gov.au](https://www.ndiscommission.gov.au)

# Achieving Goals - Meet Hayden

Hayden's imagination is awe-inspiring. At 26, he is a successfully published author and has just released the third novel in his series of Dragon Paladin fantasy books. Hayden started writing ten years ago to escape his life and bring his imagination to life.

When Hayden joined the Interchange community, he was socially isolated and wanted to find ways to connect to new friends and community activities. Working in a library seemed like a good way to share his passion for writing and books. His Support Workers have encouraged him with his studies and Hayden is well on the way to finishing his Certificate IV in Library and Information.

In his spare time, Hayden is getting out into his community and enjoys making new friends with similar interests. He has big plans for his future, with lots of books to be written to complete his fantasy series.



Hayden's books - Hatchling Heroes, Smouldering Hatred, and The Hidden Paths: The Journey of Cary, Darren and Alavare are now available as [e-books](#). Limited print copies are also available through Interchange.



"I like to write because I want other people to be able to read my stories. I want to share my stories; it feels good to know people read and enjoy them."

"I want to thank my team for everything they have done. They respect me and listen to me and what I want. They've helped me change myself and my life. I couldn't have done it without them."



## HESTA Awards Finalists

[HESTA Awards](#) just revealed Australia's top 24 organisations and teams working in disability, allied health, aged care and community services and we are delighted to announce that Interchange are amongst the finalists for the prestigious award.

Nominated in the category **TEAM EXCELLENCE - DISABILITY SERVICES** is our 24/7 Support Team supporting Interchange customer Sharon to live in her own home.

The team is recognised for their significant contribution to people living with disability and their support to start a new life at home and in the community after incarceration.

The Awards winners will be announced on Thursday 26 November 2020 via a [live public broadcast](#).

We wish the team all the best and they are already winners to us.

## Covid19 Update

Western Australia's low numbers in COVID-19 cases are encouraging but with recent outbreaks in South Australia and internationally it is important to remain vigilant and have a plan.

Please remember people returning to WA need to quarantine at home for 14 days. This means if you or someone you know is quarantining in your home we unfortunately won't be able to provide services until we have confirmation of negative COVID-19 results. This is as a precaution to keep our staff, the people we support and our communities safe. Thank you for your understanding!

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

We [recently conducted two surveys](#) to find out more about the experiences of our customers and employees during the COVID-19 outbreak in WA. We are happy to hear that most people we support had a positive service experience throughout COVID-19, mentioning great communication and hygiene protocols as some of our best assets.

Our Interchange employees were also satisfied with our response to the pandemic, telling us they felt well informed and appreciated our efforts in keeping staff and customers safe.

We would like to thank our valued customers and employees for being so open to us. Your feedback is important and helps us to continue to build an organisation that does outstanding work even in a time of crisis.



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



## Travel & Transport

In July, 2020, the NDIA introduced changes to the rules regarding Travel and Transport. Interchange has not yet fully implemented these changes but intends to from January 1, 2020. The changes will affect each customer that utilises a vehicle as part of their support arrangements. The expenses related to travel and transport are both labour time and vehicle running costs. You can find details in the [current NDIS Price Guide](#). Here is a summary:

- Travel is when a support worker leaves from Interchange premises to pick up a customer and/or travel between shifts, and in some cases, drive back to Interchange premises. The kilometre rate and labour time will apply to Travel. Travel is claimable from the Core or Capacity Building budget.
- Transport is when a customer is being supported in a vehicle. The kilometre rate and labour time is claimable.
- The NDIS kilometre rate is \$0.85 per km and \$2.00 in a modified vehicle (van).

## Holiday Supports @ Interchange

Are you taking a well deserved break over the holidays? Please let us know! We already know some of our employees are planning on taking some time off during the holidays but we want to make sure we have you covered. Please let us know what support you require over the holiday season so we can accommodate your needs.

Simply notify our Schedulers to request changes to your support times and/or get assistance with your service cancellations.

**PH (08) 6323 0884**

**M: 0402 289 459**

**E: [scheduler@interchangewa.org.au](mailto:scheduler@interchangewa.org.au)**

# UPDATE: Royal Commission

[The Royal Commission](#) into Violence, Abuse, Neglect and Exploitation of People with Disability has recently published their [interim report](#), which is based on the Royal Commission's work and findings from April 2019 to July 2020.

The report found that in 2016 more than 2.4 million people with disability had experienced violence in their lifetime. It also established that people with disability are facing barriers in every aspect of their lives, which

- often prevent community inclusion.
- give limited choices for people with disability over their lives.
- causes segregation in settings such as workplaces and group homes.
- limit access to support services.
- cause significant gaps in the quality of healthcare.

If you want to [read the report](#) and/or would like to share your story with the royal commission and need some assistance please talk to your support staff. They are happy to help!



## Nothing about you without YOU

When it comes to individualised support services there is no one-size-fits-all approach. That's why we want to work closely with you and your family to understand your needs. Our aim is to remove barriers and increase your choices. After all, this is all about you.

If you would like to be more actively involved in your support plan please talk to your Team Leader or email [hello@interchange.wa.org.au](mailto:hello@interchange.wa.org.au)

## Feedback & Complaints

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.

We would highly appreciate if you would let us know what you think – what are we doing well and where can we improve? You can also let us know if we have made a mistake. We take [complaints](#) very seriously and welcome them as an opportunity to improve the services we provide.

Every feedback is valuable to us to improve our services – the good, the bad and the ugly. Thank you for helping us shape our organisation and we are looking forward to hearing from you.

### Providing feedback is easy:



Talk to our friendly staff



Email us at [hello@interchangewa.org.au](mailto:hello@interchangewa.org.au)



Call us on (08) 9329 9399



Complete our Feedback Form [interchangewa.org.au/feedback/](https://interchangewa.org.au/feedback/)