



WA Disability Support Awards 'Congratulations, Team Interchange!'

We feel incredibly honoured to have been part of the [2021 WA Disability Support Awards](#) and would like to congratulate our Interchangers on their outstanding achievements.

The Winner

[Kylie Blakemore - 'Excellence in Supporting Employment Outcomes'](#)

Support Worker Kylie has been nominated for the award by our customer Jordan for supporting him to secure meaningful employment. After eight years struggling to find work, Jordan now operates a microbusiness offering cleaning and garden services to his local community. **Congratulations, Kylie & Jordan!**

The Finalists

[Team Joel – Finalist in 'Excellence in Home and Family Support' and 'Excellence in Rights Promotion'](#)

Joel's Individual Living Options Team empowered him to live in his own home, and exercise choice and control. Having a team around him, 24 hours a day - 7 days a week, enables Joel to live independently in an environment that focuses on his choices, needs, goals and achievements.

Congratulations, Team Joel!

We would like to thank all Interchangers for their hard work, dedication, and passion in supporting people with disability to live a good life. Through exceptional people like them we succeed as an organisation and make a real difference in the lives of the people we work with and support.



NDIS Standards & Audit - What you need to know

Interchange is a registered NDIS Provider. That means we meet [NDIS Quality and Safeguarding standards](#) and the [NDIS Code of Conduct](#). These standards ensure services are high quality and your rights and views are respected, whilst also keeping you safe. To confirm standards are met disability service providers are being audited regularly.

What does this mean for you?

Interchange is currently preparing for the NDIS audit. In November auditors will meet with Interchange staff and customers to ensure we provide high quality support. All customers are automatically enrolled in the audit process, which means you might be contacted for interviews and have your files reviewed. If you do not want to participate, please let us know [HERE](#). Your Support Workers can assist you with this.

Policies & Procedures

We recently updated our policies and procedures to follow best practice according to NDIS Standards. This included many areas such as medication, specialist behaviour support, restrictive practices, or advocacy. For more information find a list of the updated Interchange policies on our [website](#).

Have your say!

Since our policies and procedures are directly impacting you, we would appreciate your feedback. What do you think works well and where can we improve? If you or a family member would like to be involved with the development of our policies, please get in touch by emailing hello@interchangewa.org.au.

DID YOU KNOW?

All NDIS providers have to meet the 6 National Standards for Disability Services.

STANDARD 1: RIGHTS

You have the right to be treated fairly when you use disability services.

STANDARD 2: PARTICIPATION & INCLUSION

You can take part in the community and feel included when you use disability services.

STANDARD 3: INDIVIDUAL OUTCOMES

Your service supports you to make choices about what you want to do. You can work toward your goals.

STANDARD 4: FEEDBACK & COMPLAINTS

You can tell people what you think about the services you receive.

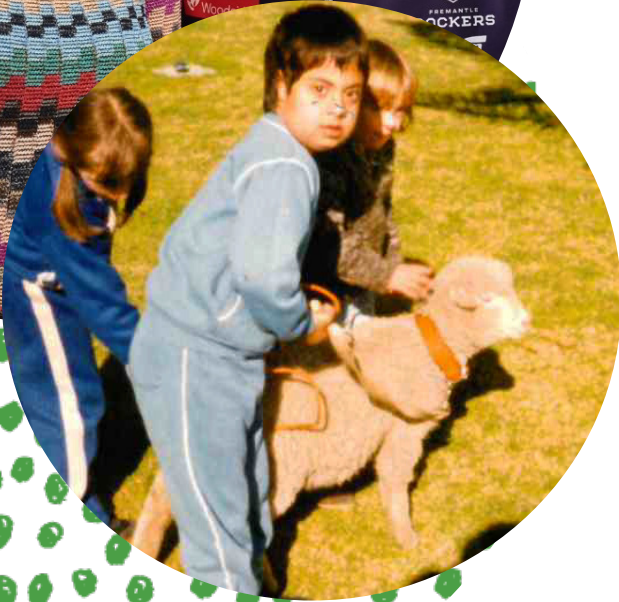
STANDARD 5: SERVICE ACCESS

Finding and using services is fair. You can access the services you need.

STANDARD 6: SERVICE MANAGEMENT

Disability services should be managed well.

30 Years with Interchange - Meet Elizabeth



Elizabeth was only a teenager when she first joined Interchange. She had just left school and was ready to kickstart her life. In the past 30 years Liz has grown into an independent, social, and joyful woman, who lives life to the fullest. From improving her health, to finding employment, having a thriving social life, and living on her own – Liz has accomplished it all!

Independent living has been a huge milestone and Liz truly relishes her freedom and independence. There are many things she enjoys about her own unit, though playing loud music and dancing are at the top of her list - cooking comes a close second. The passionate cook prepares all her meals, bakes her own bread, and loves to invent homemade Sushi creations.

Thanks, Liz, for letting us be a part of your journey for the past 30 years. We wouldn't want it any other way.

ASK R U OK?

2021 has been a challenging year and it is important to stay connected, check in and support each other. From everyone at Interchange, we truly mean it when we ask: R U OK?

If you are struggling and need help, please talk to your support team or find out more about mental health in Easy Read format [HERE](#)

COVID Vaccine – we can help!

Customer Rita and her Support Worker Maya just had their first COVID jab together. Good job, you two!

Would you like to get your COVID-19 Vaccination but need support? No problem – We can help! Simply talk to your Support Worker and they can assist you to organise a priority appointment and even take you to get your COVID vaccinations.

The vaccine is now available to all NDIS participants, Support Workers and Carers aged 12 and over. If you want to protect yourself and others find out more about the COVID-19 vaccines in Easy Read format [HERE](#).





Do you know a support legend? Let us Know.

Interchange is currently looking for new support staff and we would love your help. If you know someone who wants to make a difference, has a great and caring personality, and would love to help people with disability live their best life, they should definitely consider joining us. Find out more [HERE](#).

Price Changes – Travel & Transport

In July 2021 the National Disability Insurance Agency changed their pricing arrangements. However, Interchange is not implementing the price changes for travel and transport until 1. January, 2022. The new kilometre rate of \$1 will affect all customers who utilise a vehicle as part of their support arrangements. Customers using vans can expect an increase of \$2.20 p/km. The full increase is not enforced until July 2022. Find out more in the current [NDIS Pricing Arrangement](#).

Free Translating Services – TIS National

Do you speak another language and need a translator? We can help you to arrange one. Interchange is registered with [TIS](#) National. The Translating and Interpreting Service offers free services for NDIS participants from culturally and linguistically diverse backgrounds. If you need interpreting services talk to your support team for details.

Help us shape what we do



Talk to our friendly staff.



Send us an [email](#).



Call us on 08 9329 9399



Complete our online [Feedback Form](#).

Holiday Supports @ Interchange

Are you taking a well-deserved break over the holidays? Let us know!

Some of our employees are also planning on taking some time off during the summer holidays, but we want to make sure we have you covered. Please let us know what support you require so we can accommodate your needs. Simply get in touch with our Schedulers to request changes to your support times and/or get assistance with your service cancellations.

PH: (08) 6323 0884

E: scheduler@interchangewa.org.au

Let's talk about Sex – SECCA Membership

We want to empower you to make informed choices! Through our [SECCA](#) membership, you or your Support Team can access information and resources around sexuality. They also have workshops and a [free App](#) that gives tips and fun activities. If you would like to access SECCA please email us at hello@interchangewa.org.au for the membership details.