

Support Guide Changes



We have recently updated our Interchange Support Guide. Find the latest version on the Customer Section on the Interchange website [HERE](#) or view the PDF directly by clicking [HERE](#). Key changes worth noting are:

Cancellation Rules

In line with new NDIS rules, customers are now required to give a 7-day notice of any changes or cancellations to their services. This NDIS rule was put in place to align with changes to the Modern Awards. Where we can redeploy your Interchanger to support another customer, we will at no charge. Where we are unable to do so, you will be charged and we will allocate your Support Worker to undertake training or tasks related to you and your supports.

Executive Team Update

Our Executive Team is now operating as a dynamic duo including Justin O'Meara Smith (CEO) and Nicki Dyson (Executive Manager People & Culture). Working alongside our Board they use their combined experience and expertise to ensure Interchange delivers the best level of service for you and is a great place to work for our staff.

Meet the Executives:

Justin O'Meara Smith - Chief Executive Officer

Since 2017 Justin has been enriching Interchange with his 20+ years of senior disability services experience and knowledge. As a very down-to-earth man he found purpose in supporting others and fostering connected and inclusive communities. Justin is determined to create more personalised and flexible support for people with disability to live a good life.

To connect with Justin reach out via e-mail at j.omearasmith@interchangewa.org.au.

Nicki Dyson - Executive Manager People & Culture

Nicki's passion and expertise is in building capacity in teams, organisations and communities. With over 25 years of experience in the not-for-profit sector, Nicki wants to ensure people with disability are living a good life as active citizens of our communities.

To connect with Nicki, send an e-mail to n.dyson@interchangewa.org.au.



Image: (left) Justin O'Meara Smith
CEO Interchange
(right) Nicki Dyson
Executive Manager
People & Culture



Image: Maya and Rita,
Christmas 2021.

Your Holiday Supports



Taking a break over the holidays? Let us know!

Some of our Interchange employees are taking time off over the holiday season but we still want to make sure that we have you covered!

Please let us know what your plans are by getting in touch with our Schedulers, to request any changes to your support times and/or get assistance with your service cancellations.

P: (08) 9329 9399 | E: scheduler@interchangewa.org.au

Get Involved! Clinical Governance Framework



As a provider of supports and services to people eligible for the National Disability Insurance Scheme (NDIS), Interchange is committed to meeting the [NDIS Quality and Safeguarding Commission's Practice Standards and Quality Indicators](#) and the [NDIS Code of Conduct](#).

The Clinical Governance Framework is an organisation-wide approach for Interchange's quality management and improvement systems. It involves the joining-up of policies, procedures, and processes to ensure all within Interchange are accountable for safe and high-quality service delivery, and continuous improvements.

We would like to invite you to view and share your opinion as well as any suggestions you may have to update Interchange's Clinical Governance Framework Draft.

Would you like to get involved? Click [HERE](#).

Submissions close on 17.10.2022

NDIS Audit Success



In 2021/2022 Interchange has undergone an NDIS audit to ensure our services are high quality and NDIS Quality and Safeguarding standards as well as the NDIS Code of Conduct are met. In June 2022 our audit was finalised and Interchange's registration confirmed.

Being a registered NDIS support provider means that our services are in line with all the NDIS rules and regulations. Most importantly however, the transparency offered by the Quality and Safeguarding Framework process, confirmed by this registration, empowers participants to select safe, high-quality NDIS providers to help them achieve their goals.

Interchange are continuing to develop and improve practices from the audit findings and will always work towards consistency and the highest quality in our services.

If there is any feedback you wish to provide to us directly, please do so without hesitation through our [online feedback form](#).

Interchange's Core Values



Individuality:
Valuing people, staff,
partners and services



Respect:
Valuing choice,
culture and diversity



Empowerment:
Valuing abilities,
goals and learning



Belonging:
Valuing relationships
and shared places

Interchange is a value-based organisation and those values reflect in everything we do. With our core values in mind, we give our actions purpose, as we are helping people with disability to live a good life.

Individuality, Respect, Empowerment and Belonging – are the values Interchange as an organisation stands for. We strive to foster welcoming communities that value, respect and empower people with disability and ultimately create a world where **Everyone Belongs**.

Read more in-depth about our values and how we place them at the forefront of our services [HERE](#).

We Think You Are Awesome - Meet Michael

Through our Employee Recognition Program our awesome Interchangers get rewarded and share their individual stories. Today we get to hear from Michael.

“Seeing people not give up and overcome their difficulties inspires me!”

After working in retail for nearly 20 years Michael decided that it was time for a change. He was seeking a more rewarding career path, something he would enjoy and a role that would be rewarding and fulfilling. He found what he was looking for when commencing as a Support Worker at Interchange 3 years ago.

Thank you, Michael - We Think You Are Awesome!
Read more about Michael's story on our [Blog](#).

Do you have an awesome Support Worker who deserves recognition? Some of the most valuable feedback is the one directly from the people we support and their families. Nominate someone awesome [HERE](#).

Image: Michael (left)
and Christopher (right)
meeting the koalas at
Caversham Wildlife Park.



Image:
Woman
excited
about
exploring
the
outdoors.



Know someone wonderful who is looking for work?



Interchange is currently looking for Support Workers to join our growing team. Do you know someone who wants to make a difference, has a great and caring personality, and would love to help people with disability to live a good life? Send them [our way!](#)

Inspirational Customer Story - Meet Rita

Rita is a very busy woman. She not only goes swimming and to the gym with her Support Workers, but also gets creative at the local library and is even up on stage singing at karaoke. Most Thursdays, however, Rita cannot wait to get to her work placement at REmida, fast enough. She, therefore, walks ahead of her Support Worker, with a big smile on her face.

She helps to recycle and upcycle materials, supports the environment and is a valued member of her team. By receiving her REmida T-shirt her position was solidified.

What a great achievement!

Image: Rita in her REmida T-shirt.



YOU SPEAK.

WE LISTEN.

WE ACT.

Share Your Thoughts



We strive to deliver the best support possible and want to make sure we get it right. We would like to know what you really think. **The good, the bad and all the in between.** With the help of your feedback, we can improve our services and create better supports to reinforce our main mission of helping people with disability to live a good life.



Talk to our friendly staff.



Send us an [E-mail](#).



Call us on (08) 9329 9399



Complete our online [Feedback Form](#).