



**interchange**  
Everyone belongs

**EVERYONE  
BELONGS**

**ANNUAL REPORT  
2021 / 2022**



# OUR VISION

Welcoming communities that value, respect and empower people with disability.

# OUR MISSION

Helping people with disability to live a good life.

# WE BELIEVE

Everyone belongs.

# OUR CORE VALUES



## Individuality:

Valuing people, staff, partners and services

Individuality is at the heart of our organisation. We listen and actively strive to provide flexible, tailored services to assist people in achieving their personal goals.



## Respect:

Valuing choice, culture and diversity

Everyone is equal and has the right to lead a good life. Through open communication, embracing diversity and valuing choice we respect every person all the time.



## Empowerment:

Valuing abilities, goals and learning

People are entitled to choose their own supports and we bring our experience and understanding when called upon. We know when to step up and when to stand back so everyone has a chance to shine.



## Belonging:

Valuing relationships and shared places

Like peas in a pod, we are all the same at heart, and we belong together. Our community is one of acceptance and strength where everyone has a valuable contribution to make. Together we are stronger.



Image:  
Rita (left) and Maya  
at our Neighbourhood  
Christmas Party 2021.

# CHAIR REPORT 2022



The past 12 months have been a time of change, challenge and opportunity for Interchange. The ongoing impact of COVID-19 on the organisation created a need to pivot to alternative ways to support customers, whilst keeping them as well as Interchange staff safe.

It was particularly pleasing to hear how well the changes were implemented, and the Board is very appreciative of the commitment of the whole Interchange team for their outstanding efforts throughout the year.

It is widely acknowledged that there is a significant need for systemic reform for the National Disability Insurance Scheme for providers to be sustainable and to achieve the Scheme's original objectives.

We are cautiously optimistic about the next 12 months and beyond, given the new Federal Government has stated their intention to get the NDIS back on track.

My thanks to Justin, Nicki and the leadership team for your focus and commitment in adapting to the challenging environment. And I am grateful to the Board for your good governance, guidance and support in the past year.

Lastly, I would like to express our appreciation for the work of our former Chair Angie Paskevicius who retired at the last AGM after 9 years as Chair. Angie provided

sound leadership and we are very grateful for her significant contribution to the work of Interchange.

Looking forward, we know Interchange is well placed to capitalise on our investment in systems, our strong reputation, Neighbourhood approach and most importantly on the quality of our people.

**Chair Interchange**

*John Bouffler*

## Our Board Members

<b>Chair</b>	John Bouffler
<b>Chair of Audit &amp; Risk, Finance Director</b>	Richard Hayes
<b>Chair of Governance</b>	Mal Cronstedt
<b>Secretary</b>	Marianne Rose
<b>Non-Executive Directors</b>	David Renton
	Saffron Solomon
	Glenn Myers
	Mariette Luitjens





# A MESSAGE FROM THE CEO

Looking at the year in review I am proud of our staff, the people and families we support and the partners who worked with us.

I can see how we responded to what was within our control and see so many positives in how we kept each other safe, working in ways aligned to our purpose and remained focused on achieving positive outcomes.

I can also see the partnership approach of the people and families we support who worked with us as we navigated the COVID-19 infections and impact together.

Our staff were truly awesome in their individual and collective responses to the changes and the challenges of the time. I am particularly thankful to those who worked with COVID-19 positive customers who needed ongoing support for essential services. I also thank the staff who worked tirelessly behind the scenes to keep us together and on track.

A notable achievement for the year was the attainment of NDIS

Registration following our first Quality & Safeguards audit. Thank you to everyone, both customers and staff, who did their part in helping us to prepare and respond to the audit.

Finally, it is wonderful to see the continuation of our Neighbourhood approach through our Customer Support Teams and the intentional matching of Support Worker and customer. These teams recognise how relationships achieve positive outcomes for our customers, our workers and everyone involved in helping people we support to live a good life.

I am excited about more positive change happening in the upcoming months and years as well as an overall upward outlook across the disability sector and the Interchange community.

## CEO Interchange

*Justin O'Meara Smith*



Image: Belmont Hub



## OUR CENTRAL OFFICE MOVE

In December 2021 Interchange's central office moved to a new location. We have joined other not-for-profit organisations at Belmont Hub in Cloverdale.

The Belmont Hub is a fully accessible building co-located with the library and Belmont City staff.

Speaking of moving, our Rockingham Neighbourhood office has recently changed units in the same building to now 15/3 Benjamin Way. And Interchange's Maddington Neighbourhood office has moved right next door to 7/13 Blackburn Street.

The other neighbourhood offices remain where they are. Find them all on our [website](#).



Interchange Central Office Location: [10/213 Wright Street, Cloverdale](#)

# MY SUPPORT COORDINATOR IS MY BACK-UP VOICE



## Stories of Interchange | Meet Catalina

When Catalina was on the hunt for someone to support her on her journey as an NDIS participant, she came across Interchange on Google and instantly felt like it was the right fit for her.

The NDIS marketplace can be confusing and having someone who knows their way around it can be very helpful. This is where Marvin, our Interchange Support Coordinator came in.

Catalina was facing many obstacles before commencing her Support Coordination with Interchange in 2019. She had plans that weren't what she had expected and she was thankful to be getting support from her Support Coordinator by organising a review of her plan. The review was successful and helped to open new doors for her.

*"Marvin is there when I need his support. Whenever I have any issues or things that make me feel overwhelmed, he is there to support me. When I am facing problems he*

*helps me by breaking them down into manageable steps."*

Catalina has reached many goals since receiving supports from Interchange. She has been doing more of the things she enjoys, helping her to live a good life.

*"I have been getting out of the house more. I can now go to a cafe near my house and I have a good daily routine. I have increased the distance I can walk and I have also been in hospital less."*

Marvin provides support to Catalina in several ways. He will speak to supporting agencies on her behalf. If there are any communication issues, he is her back-up voice. He will communicate with the NDIS for Catalina and makes sure there are no problems with her plan. And if she ever has any questions, Marvin is there to answer them.

*"He has even helped me find support agencies that offer better supports for what I want and need. Marvin always has my back."*



Image: Catalina holding a snake and smiling.

**"I can always rely on my Support Coordinator."**

**- Catalina**

Catalina is grateful for the easy communication with Marvin. They keep regular contact with calls or emails and Marvin always responds to messages quickly.

He also stays in close contact with all the support providers and agencies that are part of her plan to ensure any issues get resolved instantly.

*"I have learned that I can rely on Marvin and he will always be there to solve problems with me."*

Find out more about Interchange's Support Coordination [HERE](#).





**“My overall goal is to support someone in managing their funds so that they are used to achieve individual goals.”**

**- Marvin**

▲  
Image:  
Marvin (left)  
having a laugh with  
Interchanger Dean.

## IT'S NOT JUST A JOB



### Stories of Interchange | Meet Marvin

Marvin has been with Interchange since 2013 and is approaching a decade in the role of supporting people with disability to live a good life.

As a Support Coordinator, he ensures his customer's supports utilise their capacity. Helping them maintain relationships, live independently, and be included in their local communities is something that motivates him daily.

*“My overall goal is to support someone in managing their funds so that they are used to achieve their individual goals.”*

Marvin's favourite part about being a Support Coordinator is seeing the people he supports achieve a

desired outcome and being able to be a part of that process. He also enjoys the opportunity to connect with many stakeholders in the industry.

Recently a customer achieved their goal of getting a job after a long time. The customer had been feeling depressed but after working together they were able to find and engage in psychology services, leading to significant improvements and making the customer feel ready to look and find a job opportunity.

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Read more stories about our Interchange community [HERE](#).



# ACHIEVING GOALS



## Stories of Interchange | Meet Greg

Greg has been with Interchange for 30 years and it has been an absolute pleasure to see his growth in all this time. In the past three decades Greg has been building a life for himself, a life he chooses, doing things he enjoys and bringing him closer to his goals.

Living independently has been one of Greg's top priorities when starting with Interchange. With the help of his support team, he got access to public housing, which he has now been living in for several years.

By collecting recyclables Greg has found a task he can do independently, helping to add a few dollars to his pocket money but also creating a sense of giving back to the community.

Something Greg is especially proud of is how his dream of building a shed has recently become a reality. A lot of hard work was put in but now his mancave is his own little paradise where he gets to work on projects that inspire him each and every day.

Not only in the shed things get creative, Greg also invests time in learning how to cook and truly enjoys whipping up a meal now. He increased his social network by engaging with his neighbours and having regular catch-ups with them to play darts, music and attend other social activities.

We cannot wait to see what the future has in store for you Greg.

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Find out more about Interchange's individualised services and approach on our [website](#).



Image:  
Greg (second  
on the left)  
and three of  
his friends at  
a music jam  
session.



Image:  
Greg playing  
darts in his  
mancave.







Image:  
Hayley  
supporting the  
West Coast  
Eagles at a  
local game.

**“ I absolutely love  
my job and every day  
I pinch myself at just  
how lucky I am.”**

**- Hayley**

## THE DISABILITY SECTOR IS WHERE I'M MEANT TO BE



Our wonderful Support Worker Hayley was nominated through our [Employee Recognition Program](#) for doing awesome work.

Hayley is the mother of three. Her kids along with her husband of 22 years mean the absolute most to her.

Getting back into the workforce after raising her children and supporting her family at home was daunting. But she did know she wanted to work with people.

The disability sector gives Hayley the chance to connect with people and show her kindness on many different levels.

*“I am so grateful for the opportunity of being able to work in the disability sector. I know it's where I'm meant to be. I absolutely love my job and every day I pinch myself at just how lucky I am.”*

Hayley says that every day is different, working within the disability sector. She has been given the opportunity to try new things that she normally won't do, helping her grow and get different perspectives.

*“What I love most about Interchange is their passion for the people. Not only our amazing customers - but us too, as Support Workers, as a team!”*

Something Hayley finds very inspiring are people who never give up.

*“The people with the biggest barriers are the ones who strive for better, in everything they do.”*

Hayley is stoked to be able to witness such goal-driven and inspiring people in her role as a Support Worker each and every day.

Whenever she is not at Interchange, she enjoys watching the West Coast Eagles play. She grew up going to the AFL and has two brothers who played all their lives. The love for the game is a childhood memory she holds very dear.

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Learn more about our Employee Recognition Program and nominate someone awesome [HERE](#).



# JOIN TEAM INTERCHANGE

During the past two years, the disability sector has faced many challenges and the need for wholehearted and committed staff has grown.

The recruitment of the right staff, who can deliver our mission and vision to the community and the people with disability, was one of our priorities in the previous months.

With our Support Worker campaign, we invited people from all different walks of life, carrying different passions that they can bring to the role - to join team Interchange.

We want interested people to feel welcome to reach out to us and to learn more about what fulfilling opportunities being an Interchanger brings.

Our organisation's culture is deeply influenced and shaped by [our values](#) – respect, belonging, empowerment and individuality. Our awesome staff bring passion and commitment to their vital roles and bring our values, vision and mission to life.

Our belief is we all belong. We are all peas from the same pod. Everyone Belongs!

Find out more on how to join team Interchange [HERE](#).



Image:  
Young man  
hugging a  
small tree  
and smiling.

Image:  
Kylie  
receiving  
her award.

## WA DISABILITY SUPPORT AWARDS



We feel incredibly honoured to have been part of the 2021 WA Disability Support Awards (WADSA) and are congratulating our Interchangers on their outstanding achievements.

Support Worker Kylie Blakemore was nominated and won the award 'Excellence in Supporting Employment Outcomes'. She has been nominated by her customer Jordan for supporting him to secure meaningful employment after eight years of struggling to find work. Congratulations, Kylie & Jordan!

Team Joel became a finalist for the awards '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 live independently in an environment that focuses on his choices, needs, goals and achievements. Congratulations, Team Joel!

Thank you to all Interchangers for their hard work, dedication, and passion for 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.

Read more about Interchange's finalists and winners [HERE](#).

# NDIS QUALITY & SAFEGUARDS COMMISSION REGISTRATION



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](#).

# FINANCIAL STATEMENT



The past year saw our first NDIS deficit. Due to COVID-19 we were confronted with both increased costs and a constrained labour market which impacted our growth and profitability.

Changes in NDIS funding from Reasonable and Necessary to Value for Money also resulted in funding reductions for people with high support needs and complex mainstream interfaces.

Whilst advocacy resulted in some funding being returned, we revised our growth focus in this area to ensure the needs of the people and the associated risks could be met with available NDIS funding. We continue to advocate for people to receive funding that is commensurate with their needs and goals.

A restructure in early 2022 has had a positive impact in reducing cost and maintaining our focus on quality and sustainable services. Interchange is committed to local, relationship-based services progressed this year through our Customer Support Teams. Importantly we have continued our investment in the technology, administration and leadership teams that underpin our evidence-based decisions and capability to return to sustainable and scalable growth as the post COVID-19 market improves.

It is pleasing to see the foreshadowed Modern Award increases for our workforce in the new Financial Year. It is also pleasing to see this wage increase has been accommodated by NDIS pricing with an increase in both Participant plans and NDIS prices.

Finally, sincere thanks to our valued employees who continued to provide services during a challenging year.



**Finance Director**  
*Richard Hayes*





We wish to acknowledge the traditional custodians of the land we are on, the Whadjuk people. We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

With Interchange Neighbourhoods all over the greater Perth Region we offer support from Two Rocks to Pinjarra. Please get in touch with us if you have any questions about our services.

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Registered NDIS Provider

Visit our website:

[www.interchangewa.org.au](http://www.interchangewa.org.au)

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