



Image: Interchange Office Staff

## A message from the CEO

Season's greetings to all the people and families we support.

Thank you for the support, trust and understanding you have given us here at Interchange in 2022, it is sincerely appreciated. After the years of Covid, life has begun to settle into a new normal, although we understand for many of us Covid risks and concerns remain.

I apologise to customers who had services impacted by Covid, we are pleased to say our staff levels have improved and we look forward to great things in 2023.

Over the past 12 months we have had a focus on building the capacity of our people and teams to deliver quality and responsive services that are truly personalised and relationship driven. Our Customer Support Teams help us ensure the people providing your services are specifically trained to meet your needs and to know you and your goals.

A valuable part of many of these Teams is our new Lead Support Worker role who is a key contact for both you and the staff in your team. It is great to see the shared benefits of this role as a co-ordinator of services for you, a support to our staff and teams, and an opportunity for Interchangers looking to develop their disability career.

I am very pleased to see the achievements of our customers in their home and community goals and look forward to sharing more of their stories in the new year. As always, we welcome your feedback to help us to improve our work and recognise our people. I thank customers who have taken the time to nominate their staff for our *iThink you are awesome* awards where we recognise Interchangers who demonstrate our values in the way they approach their work.

*Justin O'Meara Smith*  
CEO Interchange



## Meet our Plan Managers

At Interchange, we have two dedicated Plan Managers to help you handle your NDIS Plan. Meet Katie and Clare!



**Image:** Interchange Plan Managers Katie (left) and Clare (right)

Collectively, Katie and Clare have over 14 years of experience with Interchange. They both make sure our clients have a smooth, easy experience when managing their NDIS Plan.

If you need help managing your NDIS plan, Katie and Clare can help you:

**Pay your providers** - simply request your providers send their invoices directly to us, and we'll take care of the rest.

**Increase your choice of providers** - with our Plan Managers, you aren't restricted to only using NDIA registered providers- you can use the provider of your choice.

**Gain visibility of your plan** - Our Plan managers supply you with NDIS plan budget reports and monthly statements so you know where every penny goes.

### Leave plan management to us!

If you'd like Katie or Clare to help manage your plan, get in touch with us today!

P: 9329 9399

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

## Staying vigilant on Covid

After a gradual decline in Covid cases since mid-year and most of us enduring a constant information overload, it's easy to become complacent about the virus.

However, the number of cases are on the rise again in WA and around Australia. While the increase is gradual compared May 2022, we encourage everyone to take a 'safety-first' approach, especially when dealing with people who may be at higher risk.

Interchange, like most organisations, is guided by the Government health advice. We encourage everyone to wash their hands thoroughly, use hand sanitiser, wear masks in crowded spaces, and perform a RAT if in doubt.

### Free Rapid Antigen Tests

Interchange has Rapid Antigen Tests readily available for the people we support, at no cost.

If you need some tests, please ask your support worker and we'll arrange to get a supply out to you.



## Rockingham & Mandurah Xmas with Interchange!

Interchange staff from our Rockingham & Mandurah Neighbourhoods and their amazing customers had a fantastic time at our Christmas gathering this year in Secret Harbour. Everyone enjoyed coming together and celebrating the festive period. Here's to a very happy holidays, and an amazing new year!

**Pictured, counter clockwise from below:** Chelsea, Marc, Izaak and Interchange's Evie and Pearl; Annette, Christopher, Brylea and friend; Darren, Cyril, Chelsea, Erica with Pearl and Rhys



## Governance Committee Volunteer

Interchange is looking for an experienced community member to join our Governance Committee as **Clinical Governance Advisor**.

This new role will serve an important function as a Co-opted Member to support our Board Members as we embed our Clinical Governance Framework, NDIS compliance and continue our focus on quality services and balancing risk management with dignity of risk.

If you're interested, or know someone who could be a great fit, [click here](#) to see the role description and get in touch!

## Know someone kind & fantastic?

Interchange is always looking for new Support Workers and we would appreciate 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 a good life - send them [this way!](#)





**Image:** (Top) Hayley and Interchange People Coach Laura. (Bottom) Interchange Support worker Carmi and Hayley

## Hayley's Incredible Community Spirit

One of Interchange's awesome customers, Hayley was Master of Ceremonies and also presented at the International Day of People with Disabilities (IDPwD) event at the Mandurah Performing Arts Centre this month.

Hayley is a Local Community Citizen of the Year Nominee and has been a prominent member of the Access & Inclusion group in the Mandurah community.

During the IDPwD event, Hayley also presented her journey in creating 'Easybeatz', a Mandurah disco event which is run especially for people living with a disability.

Alongside her Interchange Support Worker, Carmelisa, Hayley contacted the City of Mandurah and the Brighton Hotel to gain support for running a trial of the Easybeatz event, with a view to making the event an ongoing institution in Mandurah.

Hayley's first trial event was sold out, with over 60 attendees. Hayley has since successfully held another two Easybeatz events, which were extremely popular. The Brighton Hotel have now agreed to hold the events regularly, with the next event being held in February 2023.

**Congratulations Hayley, from all of us at Interchange!**

## We would love to hear from you!

At Interchange, we welcome the opportunity to engage with you as customers, and family members of people we support.

If you have any feedback on our services, how we operate as an organisation, our communications or even this Newsletter, we'd love to hear your views. Contact us anytime via your favourite method below:



Talk to our friendly staff.



Send us an [email](#).



Call us on 08 9329 9399



Complete our online [Feedback Form](#).



## Are you cyber safe?

At Interchange, we take information security very seriously and are constantly reviewing our systems and processes to make sure that your personal information is **safe and secure**.



The biggest threats organisations like Interchange currently face are **ransomware** and **social engineering**, both of which target people who are not well trained in identifying the threat, or by exploiting weaknesses in the technical boundaries of the company.

Considering the recent news stories around

Optus and Medicare being breached, I can assure you that Interchange is being very proactive in making sure that we are safe from any incursion attempts.

We use **state of the art systems** and training measures to ensure that it stays that way in the future, including very sophisticated protocols that actively monitor all traffic, to ensure that no threats slip through.

Our systems scrutinise everything flowing into and out of the organisation from all devices and systems.

At Interchange, rest assured we're staying vigilant on cyber security to protect you and your information.



**Robert Spencer**  
**IT Lead - Interchange**

## Are you taking full advantage of your NDIS Plan?

Did you know that many NDIS Participants are **not using** all of their NDIS funding?

This can be due to:

- a mismatch between the plan start date and the funding start date
- Planned breaks (e.g. for holidays)
- Not accessing supports due to Covid or other illnesses

Your funding is flexible and so are we. To get the most value out of your plan, it's important to ensure that it's being used in a way that **truly supports** as many of your needs and goals as possible.

### We can help

Interchange is here to help you make full use of your funding, in a number of ways. For example:

- **Topping up** your weekly rostered supports
- **Adding additional support** for occasional or regular evenings and weekend activities you enjoy
- **Structured Planning** to add services that suit your individual needs
- Going on a short **holiday**
- Taking a respite **break**

There are many ways in which your funding can work better for you, allowing to you take full advantage of your funding and plan.

### Want to know more?

Contact our friendly Customer Engagers today to see how we can help you get the most value from your plan on 9329 9399, or email us at [hello@interchangewa.org.au](mailto:hello@interchangewa.org.au)

## How Support Co-ordination can help you

Many NDIS participants receive an allocated budget for **Support Coordination**. This budget is for purchasing services from a Support Coordinator to help you navigate and learn the NDIS, find suitable providers, and build your capacity to manage your own NDIS Plan.

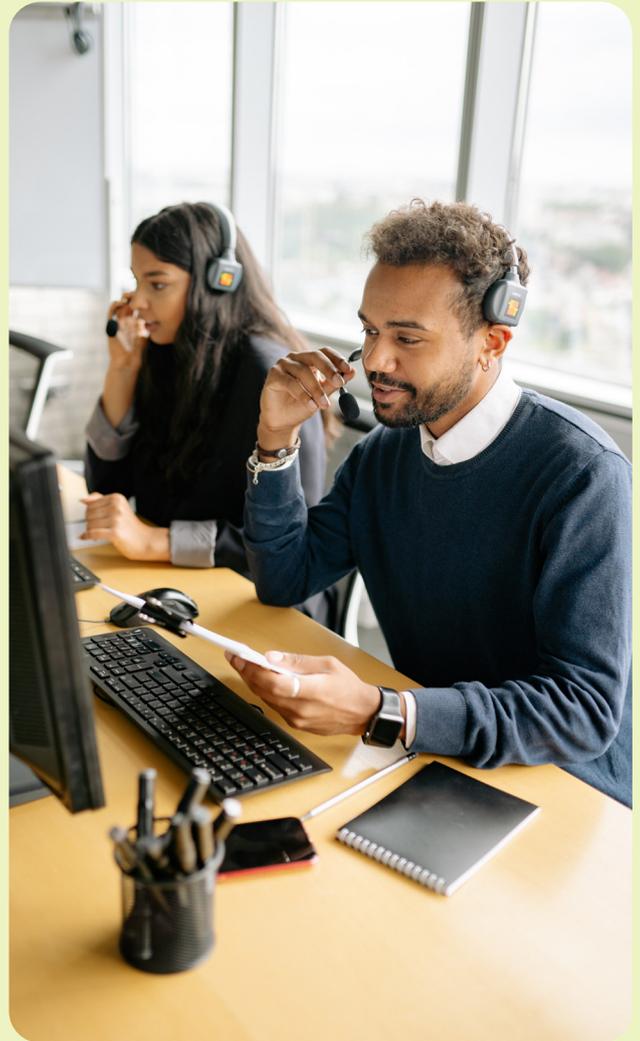
At Interchange we have a team of Support Coordinators based across metropolitan Perth, from Yanchep to Mandurah, with a wealth of experience to draw from.

Our team can meet you in person or talk over the phone to discuss the best way to support your plan.

Interchange Support Co-ordinators can help you:

- **Get your supports and therapy set up**
- **Help you with home and living options**
- **Assist with any issues with your provider**
- **Provide expert advice on your options**
- **Talk to the NDIS on your behalf**
- **Help with forms and documentation**

If you or someone you know has some burning questions about Support Coordination, we're ready to help! Give us a call on 9329 9399 or email us at [hello@interchangewa.org.au](mailto:hello@interchangewa.org.au)



## Need support over the holidays?

This holiday season, like many of you, many of us are looking forward to a well-deserved break. We know that our customers are often taking time off during the festive season, however **we do have staff available to help** if you need support over Christmas and into the new year.

If you need us during this period or need to make last minute changes to your support, please get in touch on 9329 9399 or at [scheduler@interchangewa.org.au](mailto:scheduler@interchangewa.org.au) and we can make arrangements to suit you.

**From all of us here at Interchange, we wish you a happy holiday period, and look forward to serving you in 2023!**

