

Get in touch!

Email: enquiry@interchangewa.org.au

Phone Number: (08) 9329 9399

Website: www.interchangewa.org.au

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Welcome to Interchange WA, a place where
Everyone Belongs!

At Interchange WA, we have been listening to and learning from people with disability, building real relationships and providing the personalised support people need to live the life they want for over 33 years.

In homes. In communities. Across the Perth and Peel region.
Enriching lives, empowering change, every step of the way.

Content

Our Vision, Mission & Values	Page 3 & 4
A Warm Welcome	Page 5
Meet the Executives	Page 6
Our Services	Page 7, 8, 9
Your Key Contacts	Page 11, 12
Frequently Asked Questions	Page 13, 14
Good News Story- Carys Passion	Page 15
Share your Story & Join our Community	Page 16
Interchanger Awesomeness & Get in touch	Page 17 & 18
Feedback Matters	Page 19
Incident Management & Advocacy	Page 21 & 22
Agreements & Privacy	Page 23 & 24
More Info & Resources	Page 25 & 26



"It's very rewarding to witness how far a person can come with a little encouragement, belief and support."

Kylie,
Support Worker at Interchange WA

Our Vision

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

Our Mission

Helping people live great lives.

We Believe

Everyone Belongs.

Our Core Values



Individuality:
Valuing people, employees, partners and services



Empowerment:
Valuing abilities, goals and learning



Respect:
Valuing choice, culture and diversity



Belonging:
Valuing relationships and shared places



A Warm Welcome

As CEO of Interchange WA, it is my pleasure to welcome you to our organisation and community.

We have been supporting West Australians with disability in achieving their goals and living a fulfilling life since 1991 and hope to continue to do so well into the future. As a registered NDIS provider, our take on providing support comes from our belief that Everyone Belongs.

Our passion is to help the people we support grow and flourish in their home and community. That is why we are following an individualised approach where we put people at the centre of everything we do.

Our 'Neighbourhoods' are founded on real connections and meaningful relationships within your community.

With Support Teams throughout the Perth and Peel region, we can work together with the people you trust - family, friends, colleagues and other NDIS supports, on building a strong support network around you. That way you will have peace of mind, knowing you get high quality support from a team who truly knows you.

We are glad to have you onboard and are looking forward to the journey ahead.



Justin O'Meara Smith
Chief Executive Officer

Meet the Executives

Justin O'Meara Smith has been the Chief Executive Officer of Interchange WA since February 2017, bringing over 20 years of experience in disability services. He aims to provide personalised and flexible support for individuals with disability to enhance their quality of life.



Anne Mecham, Chief Operating Officer, has over 20 years of experience in health and disability sectors, focusing on community client engagement and strategic leadership. She collaborates with Neighbourhood teams to support people with disability in living fulfilling lives within their homes and communities.



Gautam Gupta brings extensive experience as a CFO in the not-for-profit sector, having spent the past 15 years supporting Aged Care and Disability organisations. He is motivated by a strong sense of purpose and a passion for helping people achieve their goals.



Our Services

Home and Living Options:



Individual Living Options (ILO)

We can guide and support you to live in a home of your choice. From assisting family and friends to help you live independently at home, to moving into your own home, sharing with others or finding a Host Arrangement - we can help find the right home for you.

Supported Independent Living (SIL)

We help you find a home of your own, and support you with daily living activities so that you can live independently. From a couple of hours a day to 24/7 support- we are here for you when you need us. With SIL, you also get an opportunity to share your home with like-minded people and have on-site support 24 hours a day.

Specialist Disability Accommodation (SDA)

We work with SDA builders that are specifically designed for people with complex support needs. SDA homes are built to provide a wide range of accessibility features such as ramps, wide doors, automatic shutters and more.

Social & Community Participation:



Community Supports

As an active and engaged member of your local community, you can develop valuable relationships, skills and a sense of belonging. Our Support Workers follow your lead, interests and goals to help you connect with your community.

Daily Living Skills

Your team supports you to live safely and well in your own home. We will work together to build useful life skills such as personal care, household duties, transport training and much more.

Transport Options

We can help you get where you need to go. Wherever possible we support you to learn and be comfortable using public transport. We can also support your needs through our fleet of standard and modified vehicles as well as with our Support Worker's vehicles.

Support Solutions



Shared Management

Shared Management is recognised as an approach for you and your family to partner with providers to manage your NDIS funding arrangements, lead the set up and managing of your services and help you to employ your own support staff.



Plan Management

Would you like flexibility when it comes to managing your funding? Our experienced Plan Managers help understand your plan, manage your budget, pay your provider on time and help you plan your funds for the supports you need.



Exploration and Design

Together we work to understand your funding and its purposes. We will work with you to identify your needs and preferences from our Support Services and design personalised solutions that focus on you, your interests and personal goals.



Your Key Contacts

Customer Engagers

One of your first points of contact and will ensure a smooth onboarding experience by helping you connect with your Team Leader and Support Team. They help design a service tailored to your needs and maximise your NDIS plan. Contact them at enquiry@interchangewa.org.au.

Area Managers

Leads our Customer Engagers, Team Leaders and Quality Leads to ensure your services at Interchange WA are meeting your needs and expectations.

Team Leader

Your key contact at Interchange WA who is responsible for supporting you and leading your Support Team. They provide leadership across your Neighbourhood, manage your Support Workers and are always eager to hear your feedback.

Service Coordinators

Your Service Coordinator is the key contact for people with complex needs and works closely with multiple stakeholders to ensure timely and effective support. They provide leadership duties across Neighbourhoods, guide your Support Teams, and ensure that you receive high-quality services.

Support Team

Your key day-to-day support partner for your daily activities and your initial questions. For safeguarding and continuity of support, you will have a Support Team comprising of multiple Support Workers who know you and work together to meet daily and changing needs.

Schedulers

Our scheduling team manages your Support Worker's roster and is your first point of contact for making changes to your scheduled supports. If you need to make changes, they will work with you to find the best solution. Available 6 AM – 6 PM at (08) 9329 9399 or scheduler@interchangewa.org.au. For urgent requests outside these hours, our on-call team is here to assist.

Quality Leads

Quality Leads work closely with your Team Leader to ensure that you receive high-quality services that meet NDIS standards, investigate concerns, and recommend service improvements.

Shared Management Advisor

If you would like to explore a Shared Management approach with Interchange WA your Shared Management Advisor will be assisting you with all questions. Contact enquiry@interchangewa.org.au.

Plan Managers

If you are plan-managed with Interchange WA, your Plan Manager will assist with funding and payments. For any urgent support, contact pm@interchangewa.org.au.

SIL Senior Support Workers

If you are in a Shared Accommodation with Interchange WA, your SIL Senior Support Worker is your key point of contact. They are dedicated to understanding your goals and empowering you to live a supported independent life.

Frequently Asked Questions

How to switch from another provider to Interchange WA?

Parting ways with a provider can be challenging for various reasons. We are here to make the transition as smooth as possible. Our team can assist you with the termination of your current provider's agreement, checking important dates and terms, ensuring your service bookings are ended on the NDIS portal, and getting you started with your Interchange WA service agreement.

How will we set up supports with you?

A friendly member of our team will meet you upon commencing our service. They will get to know you, get an idea of who you are and what your everyday life looks like. Together you plan your funds around achieving your own personal goals. The Team Leader will work with you to build a Support Team around you, considering the days, hours, and type of support you require.

How do we support & develop our Support Workers?

We are committed to providing you with the highest quality service. To achieve this, we offer a range of training opportunities for our employees. Our internal training and development programs provides your Support Team with learning opportunities relevant to you, your goals and your needs. We also have team meetings and events where Interchangers come together to learn, develop and celebrate achievements. We may need to amend your services at these times, but will always let you know in advance if this happens.

How does transport work?

We encourage the people we support to use public transport options whenever possible. This helps you to become more independent and is also a good use of the limited NDIS funding for transport. We can also support you through our wheelchair modified vans. This fleet is complemented by Support Worker vehicles if you do not require an accessible transport option.

How is my personal information stored?

Interchange WA uses a customer record management system. The benefit of this system is that we have important information about you stored in one place, that is secure, confidential and up to date. Our Support Workers will be using their phones to complete case notes, update your contacts, goals, likes, dislikes and when you receive support. If you require access to your personal information please contact your Team Leader to discuss further.

Do you need support from Third Parties?

If you would like assistance to access information please get in touch with us. Interchange WA can link you to translation, advocacy, or other support services you require.

Carys turns a Passion into an Achievement

Carys has been with Interchange WA for many years and her happy demeanor and enthusiasm for life are making her thrive. She enjoys learning new things and growing more independent.

In 2021 Carys discovered the hobby of making candles. At the time she found it relaxing and more importantly the fragrances would boost her overall mental health.



Carys wanted to see if there was a way to make her passion for arts and crafts turn into more than a hobby.

After some investigation and more encouragement, Carys launched her very own candle business. What a wonderful achievement in her goal of becoming more independent and the wish to accomplish a fulfilling role in her social community space.

We congratulate Carys on her achievement and eagerness to reach for her dreams! Read more about goal-getter Carys on our website's [blogs section](#).

Share your Story

At Interchange WA, we celebrate your achievements - big or small. Every step you take is a story worth sharing, and your journey can inspire others to dream big and take their next step.

We highlight customer stories through our newsletters and social media to showcase your success and celebrate the incredible journeys together in our community.

By sharing your story, you can connect with others, spark new ideas, and be part of a supportive, thriving community. Ready to share your journey?

Reach out to our marketing team today via comms@interchangewa.org.au or simply talk to your Team Leader - let's celebrate together.

Join our Community

Find out everything that is happening within Interchange WA and our sector. We keep you updated with news, information, employee and customer stories and other hot topics.

Simply visit our website or follow us on social media to connect with us, other Interchangers and like-minded people in our online community.



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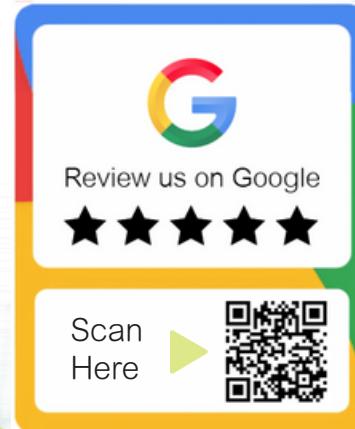
[/interchangewa.org.au](#)

Interchanger Awesomeness

Employee Recognition

We could not do the things we do without our dedicated employees. Passionate Interchangers are at the heart of our organisation going above and beyond in supporting people to live a good life. The best feedback for our team members is when it comes directly from you. That is why we started our 'I Think You Are Awesome' campaign. You can now nominate your support staff for the awesome work they do by visiting our online [employee feedback section](#).

If our Support Team has been doing a good job, it would be great if you could also share your experience on [Google reviews](#). It helps us improve and helps others learn about our services.



"Interchange WA focuses on the people's interests and dreams, proving that there is a place for everyone in our country. I highly recommend them."

Mandy, People of Interchange WA

Get in touch:



www.interchangewa.org.au



(08) 9329 9399



enquiry@interchangewa.org.au



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Feedback Matters

Tell us what you think!

At Interchange WA we follow the National Standards for Disability Services and the NDIS Practice Standards to ensure that you receive high quality supports.

However, the best and most important feedback is the one coming directly from you. We would highly appreciate if you could take a few moments and let us know what you think – what are we doing well and where can we improve?

We love receiving compliments but believe that complaints are valuable feedback too! Please let us know if we have made a mistake.

If you need assistance to provide feedback, make a complaint, require advocacy support, or a translator, please contact us.

If you would like to give us feedback or make a complaint you can either:

- Inform a team member or ask for a Feedback Form
- Ask us for a form through hr@interchangewa.org.au
- Give us a call on (08) 9329 9399
- Submit a [form on our website](#).

To read more about [NDIS Practice Standards](#), visit the Official NDIS website.



"Through Interchange WA I have a successful arrangement that gives me confidence in my future, allowing me to live independently."

Bryce, People of Interchange WA

Incident Management

We want to make sure you feel safe and always receive high-quality supports. Managing incidents effectively is an essential part of providing safe disability services.

As a registered NDIS Provider, Interchange WA is required to meet [NDIS Quality and Safeguarding standards](#) and the [NDIS Code of Conduct](#).

Our obligations include:

- Provide supports and services in a safe and competent manner, with care and skill.
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
- Take all reasonable steps to prevent and respond to sexual misconduct.

If an incident does occur, during or as a result of our service, we will:

- Make sure you and everyone involved is safe,
- involve other organisations if required,
- record incident details in our systems,
- find the cause of the incident,
- make changes to improve our services,
- provide you with ongoing support and keep you updated on changes we have made,
- contact the NDIS Quality and Safeguards Commission, if this is a reportable incident.

If you ever feel unsafe or unhappy with our service, we want to encourage you to tell us by:

- Contacting your Interchange WA Support Worker, your Team Leader or any team member you feel comfortable with.
- Calling Interchange WA on (08) 9329 9399 or emailing us via hr@interchangewa.org.au.
- Contacting us online through our [feedback section](#) (this can be done anonymous).

If you prefer to speak to someone different than an Interchanger, you can contact:

- A friend or family member,
- NDIS Quality and Safeguards Commission on 1800 035 544 or visit [ndiscommission.gov.au](#),
- or an advocacy agency of your choice.

Advocacy

At Interchange WA, we understand that there may be times when you need help from someone other than an Interchange WA member. An advocate is someone that can assist you.

Find more information about advocacy, easy read documents and an advocacy finder tool on our [resources section](#) on our website.

National Disability Advocacy Program

The [National Disability Advocacy Program](#) (NDAP) provides people with disability with access to effective disability advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights enabling community participation.

Find an extended list of local advocacy agencies on our [website](#).

Service Agreement

A Service Agreement is established between you, the customer, and where relevant, your family or guardian, and us, the service provider.

It documents the agreement between us with regards to the performance of the service and sets out the fundamental terms of our relationship. The Service Agreement provides supports under your NDIS plan.

Our Commitment To You

- Treat you with dignity, courtesy and respect.
- Consult with you on decisions about how supports are provided.
- Communicate openly, honestly and in a timely manner.
- Listen to your feedback and resolve problems promptly.
- Protect your privacy & keep accurate records on the supports provided.
- Provide supports in a manner consistent with the National Standards for Disability Services.
- Review your supports on a regular basis.

Your Commitment To Us

- Let us know how you wish the supports to be delivered to meet your needs.
- Respect our employees and other people we support.
- Talk to us if you have any concerns about your supports.
- Keep us in the loop - provide therapy, medical, mobility or other care plans required for Interchange WA to meet your health or disability support needs.
- Follow Interchange WA policies and procedures.
- Notify us of any cancellations of supports.
- Please let us know immediately if your NDIS plan is under review, suspended or replaced by a new NDIS plan or you stop being a participant in the NDIS.

Privacy

We take privacy very seriously. Our policy is to respect and protect the privacy of all people connected with Interchange WA, including the people we support, employees, other service providers and community partners.

Any personal information held by Interchange WA is protected under the Privacy Act 1988. The Australian Privacy Principles govern the way in which we collect, use, disclose, store, secure and dispose of your personal information.

Interchange WA only collects and stores personal information in order to provide services to you or to send you important information material.

Personal information we may collect include:

- Name
- Postal and Email Address
- Phone Number
- Photographs
- Information about your disability, health, and support needs

Your personal information is private and stored in a safe, secure and confidential system. Appropriate consent from you will be obtained for the gathering or sharing of any personal information.

If you do not want to share your information you do not have to give your permission. If after giving permission, you decide you want to withdraw your consent, you can do so at any time by contacting Interchange WA.



More Info & Resources

Cancellation & Termination of Services

If you would like to change or cancel your support, please give us at least 7 days' notice prior and the change will not occur in a charge. To cancel or reschedule your support please get in touch with our scheduling team. They are available from 6am to 6pm to assist with your requests on (08) 9329 9399 or at scheduler@interchangewa.org.au.

If you cancel a support on short notice (less than 7 days before your support) or do not show up for a scheduled support, a charge will occur.

At times we may need to make a change to your supports. This may be due to employee sickness, holidays or other work commitments. We aim to reschedule at a later date or extend hours of support on another day. If we have to cancel supports no fee will be charged.

Interchange WA recognises there may be times when we will no longer be able to provide supports that satisfy your requirements. You may choose to be supported by family and friends or another service provider. To exit our service please contact your Team Leader.

We ask you to please provide two weeks' notice to terminate supports from Interchange WA for all supports other than 24/7 supports such as 'Supported Independent Living' or 'Individual Living Options' which require a twelve weeks' notice. You will be invited to complete an exit survey. The survey is optional but is part of Interchange's continuous improvement process.

Interchange WA also reserves the right to cease services and supports. We are committed to providing you the same two weeks' notice period we ask of you.

Risk Management

As an organisation Interchange WA is exposed to certain risks due to the nature of our activities and the environment in which we operate. The key to our success is the effective management of risk to ensure you, our employees and the organisation are not impacted by any incidents that may occur.

In order to fully understand, prevent and manage any risks, Interchange WA has a Risk Management Framework and Risk Management Policy. We also have dedicated Quality Leads. Our approach to risk management is to design and effectively execute risk controls by following certain systems, processes and procedures. We use our skills and expertise to identify risks by taking into consideration the potential impact on you, our employees and the organisation. Your safety is our top priority and plays an important role within our continuous improvement process.

For a copy of our policies and procedures please email enquiry@interchangewa.org.au.

Interchange WA values your health. We know many people with disability have higher instances and risks of medical emergency. We will be asking you questions about your health and medical history to ensure our employees are aware of your needs. Please ensure you let us know if your health or medical needs change, or if you are sick, so that we can inform the employees who support you.

As a duty of care, in the case of a medical emergency, employees will follow a protocol which may include calling an ambulance. Interchange WA is not liable for any costs associated with a medical emergency or attendance of an ambulance, we do recommend customers obtain an ambulance cover. Customers on a disability, single parent or carer's pension may be entitled to a 50% discount on the cost of an ambulance. Please note, Health Care Card holders are not necessarily entitled to any discount or concession.