



Autumn 2016

## QUARTERLY NEWSLETTER

# General Manager's Blog!

by **Glenda Pearce**

Hi All,

Welcome to the first newsletter of the year! I would especially like to welcome those families who have recently chosen Interchange as their service provider. We hope you all enjoyed the festive season with your family and friends. All at Interchange look forward to supporting you in 2016.

The beginning of the year has been busy with reviewing and renegotiating Support Agreements for those families using individual flexible support as well as developing exciting new activities and events for the Peer Support programs.

Volunteers and casual support workers are being recruited, orientated and trained to ensure our workforce is prepared to provide quality support to you and your family. To keep families, carers and volunteers up to date with the

happenings at Interchange, here are some of the projects and developments we have been working on.

### **New Staff Member**

Maureen Flynn has been contracted to support the Interchange team on the road to NDIS as NDIS Transition Project Officer for two days a week as well as taking on additional hours as Support Coordinator.



Some of you may already know Maureen from her days volunteering with Saturday or

from working with her brother who is also a service user. She comes to Interchange with a passion for flexible, responsive and truly person-centred support and is so happy to be part of an organisation that shares her values. She is keen to draw on her experience and relationships in working with people with disability, carers and respite providers across NSW as well as government departments to support Interchange to continue to be the NDIS partner she believes you deserve not just now, but in the future.

### **Facebook Page**

I would like to encourage all families and carers as well as people with disabilities to "like" the Interchange Illawarra Facebook page. This will keep you up to date with all new activities and projects as well provide you with a way of sharing things with us and other families that you have found

useful/important on your journey as a parent/carer.

## NDIS Preparation Workshops

Each school term we run at least two information workshops about the NDIS and the importance of being prepared for the planning process. The Illawarra does not commence the rollout of NDIS until July 2017 and there will be changes to the scheme between now and then. So, for those people who have already completed a workshop, I have asked Pam Harris (our social media guru) to make available through our website copies of any new information. Keep your eye on our Facebook page for notice of when the members only area is up and running to access these documents.

## Companion Card

If your family member has a significant and permanent disability, and will always need a companion to help get to and participate in community activities, they may be eligible for a Companion Card. The card is in the name of the person with a disability and when a ticket is purchased for them at a selected venue or facility around NSW the companion will get free entry upon presentation of the card. The companion card can be used at many great venues and exciting activities across Australia. A full list of activities can be found at

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

All people using Peer Support should have a companion card so this can be used by volunteers on activities to help reduce program expenses. Interchange can assist with your application. If you would like more information contact the office on 4227 1079.

## Feedback

To ensure we are meeting your needs and support is flexible and responsive your feedback is always welcomed.

Regards Glenda



Click on the facebook logo or <https://www.facebook.com/InterchangeIllawarra/>

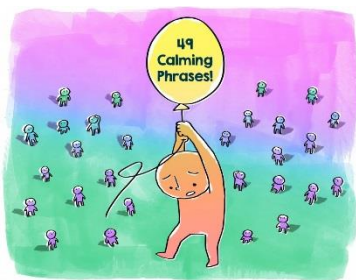
## Parent/Carer News!

For **Kylie Ramstadius**

Hi everyone,

We found this article by Renee Jain from PsychCentral on Facebook last week and thought that it may be helpful to some of you!

<http://blogs.psychcentral.com/stress-better/2016/03/49-phrases-to-calm-an-anxious-child/>



Have you heard of the Interchange Illawarra Sub Committee?

This Committee consists of Parents/Carers just like you who have a child registered with Interchange.

We meet once a quarter and discuss what's happening with Interchange, the NDIS and other relevant topics. It's an opportunity for you to have your say about what you like and what you may not like about the service we provide. It also gives you a chance to ask any questions you may have.

The next meeting is scheduled for 21<sup>st</sup> June 2016. Keep an eye on our facebook page for details as it gets closer!

## EMERGENCY CARE

For 24hr Emergency Care call:

The Disability Trust  
Emergency Care  
Ph: 4255 8000

Illawarra Commonwealth  
Respite & Carelink Centre  
Ph: 1800 052 222

During business hours you can contact Interchange for assistance

These services are provided to support you in your caring role

## WOULD YOU LIKE A FEW CANS OF SUSTAGEN?

We are thankful for the donation of 18 cans of Sustagen Kids to give away to families who tube feed their child. Please call the office on 4227 1079 if you are interested. We would like to limit the Sustagen to a maximum of 3 cans per family so more people can benefit from this kind donation. First in first served! Thank you!



# Peer Support News!

By **Michael Corby**

2016 is well and truly here now and the start of the year saw a lot of great activities going on in our Peer Support program. We have been enjoying swimming and water fun to take advantage of the beautiful summer weather.

For some of the bigger activities where we have to pre-purchase tickets, we will be asking for people to pay in advance, please read your programs to check for this. We did ask for pre-payment for our combined day out at Jamberoo Action Park but given that this is a new thing a lot of people must have missed the request. Unfortunately, in future, if people have not paid by the payment date they may not be able to attend the activity on the day.

We will be attending the Easter show on Saturday 19<sup>th</sup> March this year and we have set a limit of a maximum of 3 Showbags per person. Whilst we recognize that Showbags are a big part of the Easter Show experience, shopping for extensive lists in the showbag pavilion greatly reduces the Participant's chance to enjoy other parts of their day out at the show.



Also, people attending are expected to carry their own bags. Packed lunches are not a bad idea either as food prices are exorbitant at the show!!

If you have a companion card, it would be appreciated if you could bring it to Peer Support activities where it can be used by the volunteers who support you.

Thank you to all returning families for getting their yearly paperwork back in a timely manner and your continued support and patronage of the Peer Support program. If you have any suggestions or issues you would like to discuss, please don't hesitate to call me.

## CLOSED FOR EASTER

Our Administration Office is closed Good Friday through to Tuesday, 4/4/16.

Don't forget if you need Emergency Care over the Easter weekend, information is available on the back of this Newsletter and in your Support Agreement.

Wishing you all a nice long weekend!

## HOLIDAY VACATION CARE OPTIONS

Big Fat Smile provide outside school hours care/school holiday programs for children 5-12 yrs. For more information about what is available call 4283 9900 or [www.ics.org.au/oshc](http://www.ics.org.au/oshc). You need to book in ASAP!

Interchange Illawarra provides a School Holiday Program for young people with low to moderate support needs who are in high school and over the age of 12 years and registered with us. Call 4227 1079.

The Disability Trust have Vacation Care Programs for young people with moderate to high support needs, 12-18 years, Call 4255 8000.



## Support Worker/Volunteer News

by Sue Crawford

Well we have hit the New Year running. How fast is it going!

I would like to welcome all the new volunteers who have joined us recently. Thank you for choosing us and thank you for your support. I hope you enjoy your experience. We truly value all our volunteers/support workers.

Our monthly training sessions have begun so if you have not attended keep an eye out for emails and like us on Facebook to receive the latest news.

If you have completed relevant training somewhere else could you please send a copy of any certificates to the office?

If you have not received an ID card yet and have not emailed, sent or come into the office to have your photo taken could you please do so. Keep up the good work everyone!!



**FOR MORE INFORMATION  
ON BECOMING A  
VOLUNTEER**

Please call Sue Crawford on **4227 1079** to find out when our next Information Session is on!



## Our Place News

By Tanya Ross

Our Place is a supported play session that runs on Tuesdays at Shellharbour Tafe.

If you care for a child with a disability who is under school age why don't you come and join us.

Our Place allows you to have a break and meet other parents while your child and his/her siblings are well cared for in an active learning environment.

## Our Place.

**Parent support play session  
for families of children  
with a disability**

**Interested in meeting other parents  
of children with disabilities?**

**Join us at Shellharbour TAFE on Tuesdays,  
9.30am-11.30am (throughout the TAFE term)**

**FREE!**

# INTERCHANGE CONTACT DETAILS

ADMINISTRATION OFFICE	
Street Address	81 Kenny Street, Wollongong
Postal Address	P O Box 5077, Wollongong NSW 2520
Telephone Number	(02) 4227 1079 – After Hours Messagebank
Fax Number	(02) 4228 8484
Email Address	<a href="mailto:info@interchangeillawarra.org">info@interchangeillawarra.org</a>
Website Address	<a href="http://www.interchangeillawarra.org">www.interchangeillawarra.org</a>
Facebook Address	<a href="https://www.facebook.com/Interchangellawarra">https://www.facebook.com/Interchangellawarra</a>
Office Hours	9am to 5pm – Monday to Friday
PEER SUPPORT CENTRE	
Street Address	14a Evans Street, Wollongong
Postal Address	P O Box 5077, Wollongong NSW 2520
Telephone Number	(02) 4227 1079
Fax Number	(02) 4227 1887
PEER SUPPORT CANCELLATION NUMBER	(02) 4227 1349
EVANS STREET RESPITE COTTAGE	
Street Address	14 Evans Street, Wollongong
Postal Address	P O Box 5077, Wollongong NSW 2520
Telephone Number	(02) 4229 9237
LAKE ILLAWARRA OFFICE	
Street Address	153 Pur Pur Avenue, Mt Warrigal
Postal Address	P O Box 5077, Wollongong NSW 2520
Telephone Number	(02) 4227 1079 (office hours)
Direct Line	(02) 4296 6626 (messagebank if unattended)
Respite Cottage Direct Line	(02) 4296 9919 (messagebank if unattended)
SATURPLAY CORRIMAL	
Street Address	Aspect South Coast School 4 Wilford Street, Corrimal
Postal Address	P O Box 5077, Wollongong NSW 2520
Telephone Number – Weekdays	(02) 4227 1079
AFTER 2PM FRIDAY CANCELLATION NUMBER	0423 772 057
SATURPLAY MT WARRIGAL	
Street Address	Mt Warrigal Public School, 2 Hogarth Street, Mt Warrigal
Postal Address	P O Box 5077, Wollongong NSW 2520
Telephone Number – Weekdays	(02) 4227 1079
AFTER 2PM FRIDAY CANCELLATION NUMBER	0431 134 499
PEER SUPPORT GROUPS	
Albion Park/Saturday Club South Mobile	0411 140 691
Kiama Group Mobile	0423 041 463
Peer Support Mobile	0411 027 750
Saturday Club North Mobile	0423 060 400
Youth Group Mobile	0411 027 751
COMMUNITY PHONE BOX	
Lifeline	13 11 14
Carers NSW	1800 242 636
DIAL Disability Information Assistance Line	4255 8000
Illawarra Commonwealth Carelink Centre	1800 052 222
Emergency Care – 24 Hour Emergency Care Call - The Disability Trust Emergency Care	4255 8000
Sane Australia Mental Health Help Line	1800 187 263
Aspect Autism Info Line	1800 069 978
Law Access Info Line	1300 888 529 or 1800 817 227