

END OF YEAR NEWSLETTER



Message from our CEO, Jake

As 2018 comes to an end I would like to thank you all for choosing Interchange Illawarra as your Provider.

This year has been one of change for all of us and we trust Interchange is continuing to be the organisation you can rely on to best support you and your family.

We are excited about the future and the opportunities that the NDIS can offer people with disabilities and their families. We are always open to suggestions and new ideas and encourage you to let us know if there is something you would like Interchange to consider including in our range of service offerings.

We wish you and your family all the best for the festive season and look forward to working with you in 2019.

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IMPORTANT!

Public Holidays include penalty rates that affect the amount charged to your package

Public Holidays!

Please ensure that you are aware of Public Holidays and take the additional penalty rates that are charged into consideration when approving shifts for your Support Worker. This year, Australia Day falls on the Saturday but is not classed as a Public Holiday so shifts can go ahead as usual.

Xmas Day Public Holiday

Tuesday, 25th December 2018

Boxing Day Public Holiday

Wednesday, 26th December 2018

New Years Day Public Holiday

Tuesday, 1st January 2019

Australia Day Public Holiday

Monday, 28th January 2019

Transport Reminder

Changes to Transport arrangements for Participants



As you are aware there has been some changes to the way transport can be funded under the NDIS- in particular this relates to the conversion of Kilometres travelled while transporting participants. Families are no longer able to use their core funding to pay for kilometres travelled unless the person has transport as a stated support in core supports.

In the absence of this stated support in the core section, participants are expected to pay for km's travelled in workers/Interchange vehicles. For those participants who are over the age of 16 and cannot access public transport, the NDIS may have included transport as a separate category in the persons plan. This replaces the Centrelink mobility allowance and is paid directly to the participant/ carer. The NDIS expects participants to use these funds to pay for mileage incurred during supports i.e. Interchange will invoice families for mileage and they will use their transport allowance to pay the invoice.

This is a big change and your amended Service Agreement

should now reflect your Transport arrangements. We will have to cease all km's converted to core before 31st December 2018.

It is critical that you have discussed transport limitations with your Support Workers to avoid receiving a large unexpected transport bill.

For those of you that have chosen to continue transport, and do not have transport in your NDIS package, invoices will be issued by Interchange each pay period and are due for payment within 14 days of invoice date.

If you have any questions about the above changes please contact either Jake or any member of the Interchange office team on 4227 1079.

Office Hours over the Holiday Season

Monday 24th December - CLOSED

Tuesday 25th December - CLOSED

Wednesday 26th December - CLOSED

Thursday 27th December - CLOSED

Friday - 28th December - CLOSED

Monday - 31st December - CLOSED

Tuesday - 1st January - CLOSED

Monday, 28th January - CLOSED

**Usual Office Hours from
Wednesday, 2nd January**



Local, Contactable, Trustworthy

NEED TO ASK A QUESTION?

YOU CAN TALK DIRECTLY TO THE CEO

At Interchange Illawarra the safety and well-being of the people we support is paramount and that is why you can pick up the phone and talk to a real person if you have any concerns.



All Staff who work with Interchange must have a current Working With Children Check as well as a National Police Check. First Aid Certificates are also mandatory.

Interchange has a Code of Conduct that emphasises our values and standards and this must be signed by everyone that works for us.

As accredited Providers we are bound by the NDIA Quality & Safeguards Commission regulations as well as our own conscience to provide a service that people can trust.

We have introduced Mandatory Online Training that must be completed before a Support Worker undertakes their first shift.

We have clear guidelines for reporting and handling complaints and reporting criminal activity to appropriate authorities.

If you ever feel you need further clarification on our processes we have in place to ensure your or the person you care for's safety please call Jake our CEO on 4227 1079 who will address your concerns.

Don't ever hesitate to ask!

SATURPLAY

Not your typical Social Support Group

Specifically for children between the ages of 4-12 years old with autism and challenging behaviours.

Interchange Illawarra has been running the Saturplay Program for over 20 years.

This Program is a one of a kind within NSW and is run by experienced coordinators, workers and volunteers with specialised training.

The Program encourages Participants to access a wide range of community based activities, as well as providing a program of enriching centre based activities to support development of communication, social skills, sensory and emotional regulation. The centre based group structure ensures that the Participants receive the benefit of developing and practicing their social skills in a supported environment with

the opportunity to develop meaningful relationships with peers.

Saturplay is held on a Saturday at the ASPECT South Coast School, Corrimal based site. This is perfect for supporting Participants with its specialised facilities and some sharing of expertise with some staff working at both Saturplay and ASPECT.

It is without a doubt that everyone that engages with the Saturplay program benefits from the relationships fostered and the mutual understanding and shared successes enjoyed by Participants and workers alike.

Call us now to discuss how you may be able to register your child for Saturplay.



Lions Club Cottage

Fancy a weekend away?

The Lions Clubs of Kiama, Gerringong and Minnamurra with the help of their many supporters have restored a beautiful cottage in Kiama with the vision providing a great place for a holiday for your family or a place for carers to put their feet up for awhile.

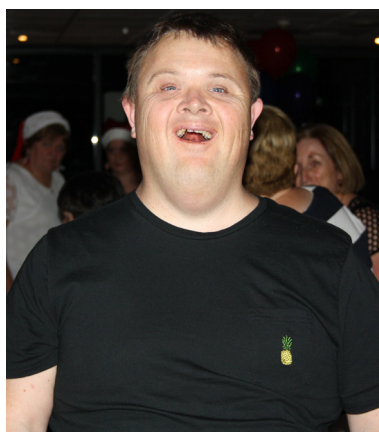
The Cottage has three double ensuite bedrooms, open lounge, kitchen and dining area, front and back decks and plenty of room to relax. The cottage is open for Summer and Easter holidays as well as being open to the general public for 7 day bookings. The rest of the year they welcome guests who provide 24/7 care for a loved one and would like a break from their caring role.

To be eligible for carers accommodation at Lions Cottage you must meet the eligibility criteria for the Australian Government Carer Payment - give constant care to someone who has a severe disability, illness, or an adult who is frail and ageing.

Payment for accommodation is the responsibility of each individual unless you have funding available. Please click through to the [Lions Cottage Website](#) for Terms, Conditions & Accommodation Rates.

We are excited about this brand new opportunity for Carers to have somewhere to recharge!

A FEW HAPPY SNAPS FROM OUR END OF YEAR PARTY



OUR WISH FOR YOU FOR 2019
IS GOOD HEALTH, LOVE AND LAUGHTER

HAPPY NEW YEAR FROM US ALL AT
INTERCHANGE ILLAWARRA



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www.interchangeillawarra.org



www.facebook.com/InterchangeIllawarra/

