



interchange
GIPPSLAND

Program Guide



This Program Guide provides an overview of the service offered by Interchange Gippsland and important information regarding privacy, your rights and responsibilities, Priority of Access, Complaints and Compliments and the use of an advocate to support you when communicating with us. Detailed information on all programs is available as a Fact Sheet and can be accessed on line at www.icg.asn.au or by calling us on 1300 736 765 or email admin@icg.asn.au.

Interchange Gippsland strives to be an outstanding provider of flexible, innovative and responsive respite and support services to empower individuals with a disability. We want an inclusive Gippsland community where all people are respected and have the opportunity to access and participate in activities of their own choice.

People supporting individuals with disabilities can become very isolated and often lack the support most people take for granted. We understand that there may be additional stress associated with providing 24 hour care on a daily basis. Parents and other caregivers within the family may need assistance to arrange time out, to meet some of their own needs, or those of other family members.



Children 10 - 13 years

HOP – Group Support for 10 – 13 year old children

HOP is a recreation program for children with a disability aged 10-13 years who live in the Latrobe City, Bass Coast, South Gippsland and Baw Baw Shire areas. HOP provides inclusive opportunities for children with a disability to access social and recreational experiences within the community. Participants receive access to new opportunities while encouraging personal development and independence in a safe and supported environment.

Activities occur within the school holidays with a limited number throughout the school term and are either a half day or full day. HOP family days are held during the year to provide parents and carers a social opportunity and so they can meet Interchange Gippsland staff and volunteers.

Eligibility for HOP

Children aged 10 – 13 years with a disability. We encourage you to call our office to discuss yours and your child's needs and suitability for the HOP program.

SUPPORTED HOLIDAYS

Supported holidays is a full fee pay holiday program for people with a disability. To be eligible to attend the holidays participants must have a support ratio of 1:4.



Teenagers 14 - 17 years

ROADIES – Group Support for teenagers aged 14 - 17 years

ROADIES is a recreation program for teenagers with disabilities aged 14 – 17 years. This innovative program provides teenagers with disabilities with access to a variety of cultural, sporting and social activities in a fun, safe and supported environment. ROADIES offer participants a variety of activities and is available for teenagers aged 14 – 17 years with a disability. On the ROADIES program teenagers are matched with a volunteer similar to their own age for peer support. A team of adult Support Workers provide support and supervision to the group. Three ROADIES programs operate – ROADIES Latrobe & Baw Baw, ROADIES South and ROADIES East.

SUPPORTED HOLIDAYS

Supported holidays is a full fee pay holiday program for people with a disability. To be eligible to attend the holidays participants must have a support ratio of 1:4.



Adults 18 years +

Interchange Gippsland operate a number of programs for adults with a disability. Read on to discover each program and support:

- YAS – Adult Day Service located in Morwell and Wonthaggi
- FRIENDSHIP GROUP – social group for adults aged 18 – 30 years
- Friends for Life – social group for adults aged 30 – 65 years
- Supported Holidays

YAS – ADULT DAY SERVICE ADULTS 18 YEARS AND OVER

Interchange Gippsland's YAS is an adult disability support service providing access to both planned group and individual activities based in our community from Monday - Friday. The program assists and encourages participants to achieve meaningful and realistic life goals through access to new experiences, opportunities to discover strengths, and opportunities to take on new interests.

YAS promotes participants sense of connectedness within our community and assists in developing a sense of belonging. YAS is offered in Wonthaggi and Morwell and runs Monday – Friday throughout the year. The program focuses on lifeskills, health and wellbeing, learning, social development and creativity.

Eligibility for YAS - adults 18 years and over with a disability.



FRIENDSHIP GROUP – Group Support for Adults aged 18 – 30 Years

Friendship Group is a social activity group for adults with disabilities living in the local government areas of Latrobe, South Gippsland and Bass Coast Shires. The group meets monthly for a full day social outing on the weekend or occasionally a Friday night and is suitable for young adults aged 18 – 30 years. The group is supported by Community Access Workers who encourage and assist participants to develop independence and learn new skills. Participants access a variety of sporting, social, cultural and dining activities in and around Gippsland and can also include special trips to Melbourne. Peer support is also offered on Friendship Group through the engagement of adult volunteers. Participants attending Friendship Group need to have a level of independence to join the group.

Participants of Friendship Group order and pay for their own meals and activities. While the cost of each activity varies, they are arranged to be both affordable and fun, while presenting quality opportunities for the participants. An invitation to the group is sent to participants with details of the activity each month which includes what to bring, bus pick-up/drop-off times and the cost of the activity. It is the responsibility of the participant to advise us if they wish to attend the activity before the RSVP date on the invitation. Participants attending Friendship Group need to have a level of independence to join the group.

Eligibility for Friendship Group - Adults with a disability aged 18 to 30 years living in Latrobe City, South Gippsland and Bass Coast Shires. Participants must be able to get themselves to one of the advertised centralised bus pick-up points.



FRIENDS FOR LIFE – Group Support for Adults aged 30 – 65 Years

Friends for Life is a social activity group for adults with disabilities living in the local government area of Latrobe City aged between 30 and 65 years. The group meets weekly for a social outing every Thursday night from 4PM – 8PM. The group is assisted by Community Access Workers who encourage participants to develop independence and learn new skills. The range of activities undertaken by the group includes a variety of sporting, social, cultural and dining activities across the Latrobe City community. Friends for Life is funded by Latrobe City Council. Peer support is also offered on Friends for Life through the engagement of adult volunteers.

Participants of Friends for Life order and pay for their own meals and activities on each trip. While the cost of each activity varies, they are affordable and present quality opportunities for the participants. An invitation to the group is posted or emailed to participants with details of activities each month, which includes information such as what to bring, bus pick-up/drop-off times and the cost of the activity. It is the responsibility of the participant to advise us if they wish to attend activities before the RSVP date on the invitation. Participants attending Friends for Life need to have a level of independence to join the group. Friends for Life develops and encourages independent participation in age appropriate social activities, provides self care opportunities for participants and carers as well as an opportunity to have fun and socialise with other adults with a disability in Latrobe City.

Eligibility - Adults with a disability aged 30 to 65 years living in Latrobe City. Participants must be able to get themselves to one of the advertised centralised bus pick-up points.

SUPPORTED HOLIDAYS

Supported holidays is a full fee pay holiday program for people with a disability. To be eligible to attend the holidays participants must have a support ratio of 1:4.



FAMILY SUPPORT

CONNECTING FAMILIES

Interchange Gippsland provides disability support to individuals with disabilities and their family. As a means of providing further support Interchange Gippsland offers the Connecting Families Program. Connecting Families is social support program and it is available to all families registered with Interchange Gippsland that are available for DHHS funding. Connecting Families focuses on providing self care and social activities for families who experience disability. The aim is to connect people across the Gippsland community and at the same time provide access to fun and relaxing activities as a means of support. Connecting Families is great way to get to know other individuals and families experiencing similar circumstances. Connecting Families opportunities are advertised in the monthly newsletter which is sent via email and SMS.

Eligibility - Families registered with Interchange Gippsland to receive support service who are eligible for DHHS funding.

ABORIGINAL FAMILY CAMP

Aboriginal Family Camp runs annually and The camp is a 2 night weekend camp that is fully catered and packed with fun and family orientated activities in a relaxed family atmosphere. The camp caters for up to 100 people that includes the participant and their family members. Places for the camp will be allocated according to Interchange Gippsland's priority of access. Aboriginal Family Camp is held annually in and around the Gippsland region and meals, accommodation and activities are provided as part of this service. We are a culturally safe organisation and ensure our activities are family orientated and supportive of people with disabilities and their families.

Eligibility - Eligibility for the camp is for a child who identifies as Aboriginal, has a diagnosed disability and is eligible for DHHS funding.



Host Volunteer Program

The Host volunteer program is an innovative program where a volunteer ‘Host’ provides care for a child with a disability on a regular basis. The hosting usually occurs once a month and can last from a few hours to a full weekend including a sleep over. Depending on the Host match (day or overnight match) the care can either occur in the child’s home, the Host’s home or in the community. The Host Program provides many opportunities for families caring for children with disabilities across the Gippsland region, specifically it provides:

- An opportunity for the family of a child with a disability to have a regular planned break from the fulltime care of their child,
- An opportunity for the child to have new opportunities for new social experiences, and
- Increased community awareness of the issues related to people with disabilities

Eligibility

To be eligible to register with the Host program, families must be registered with Interchange Gippsland and have a diagnosed disability.

National Disability Insurance Scheme 'NDIS'

The National Disability Insurance Scheme (NDIS) is the new way of providing support for Australians with disability, their families and carers.

The NDIS will provide about 460,000 Australians under the age of 65 with a permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life.

Interchange Gippsland has produced a NDIS Carer Resource Manual for carers and family members of a person with a disability.

A carer is someone who provides support to a person with disability and is not contracted as a paid or voluntary worker. Carers are often a family member or guardian. Interchange Gippsland's Carer Resource manual will help you to prepare for planning conversations with the National Disability Insurance Agency (NDIA).

You have a key role in supporting the person you care for to identify and access the supports they need to live a good life. Being able to provide detailed information on the supports the person you care for needs is important to the development of a good plan for them. By providing this information, you can make sure the person you care for gets a plan that includes all the supports they need.

The Carer Resource manual is divided into 2 parts:

Part 1: Information about the NDIS

Part 2: Role of the Carer

Interchange Gippsland's NDIS Carer Resource Manual can be downloaded from our website at www.icg.asn.au or by calling 1300 736 765.

NDIS Provider registration number: 4050008478



Vision

An inclusive community where all people with a disability are treated with dignity and respect and have their individual needs met.

Mission

Interchange Gippsland create opportunities for people with disabilities within our community.

Values

1. Empowerment: Individuals and families feel EMPOWERED to determine their own needs. Our staff will be guided by the individual and the families' self directed preferences.
2. Quality: We aim to deliver a high QUALITY service by being innovative, flexible and creative in meeting individual and family needs.
3. Responsive: We work towards delivering a planned service that is RESPONSIVE to the unique needs of the individual and the families'.
4. Respect: We treat participants, staff and volunteers with dignity and RESPECT.
5. Non-Judgemental: We practice an attitude of NON-JUDGEMENT and a positive approach in working with individuals, families, staff and volunteers.
6. Accessibility: We work towards linking individuals and families into services that are ACCESSIBLE and best compliment their strengths and requirements.
7. Diversity: We acknowledge and recognise DIVERSITY in our community and work to ensure that no one is discriminated against in any way.



Interchange Gippsland acknowledges Aboriginal people as the traditional custodians of the land on which we operate

NDIS BENEFITS AND OUTCOMES

- Social participation in the community
- Meet new people and develop friendships
- Increase your capacity to access your local community
- Development of your life and independent living skills
- Improve and develop your communication skills
- Opportunity to access new activities and try new things
- Self-care for carers and participants (formerly known as respite)
- Choice and control
- Increased social and economic participation

INTAKE ELIGIBILITY FOR ALL SERVICES

Basic eligibility is for individuals with a disability in the Gippsland region. Disabilities must fit into the broad categories of intellectual, physical, sensory, or Autism Spectrum. There are specific eligibility requirements for each individual program, such as age, local government area and individual support needs. If support is unable to be provided we assist participants to access alternate services. For more information or to discuss eligibility please contact our office to make an intake appointment on 1300 736 765.

PRIORITY OF ACCESS AND THE REGISTER OF NEED

In most cases vacancies on programs are not immediately available when individuals first register with Interchange Gippsland. A 'Register of Need' is operated for program assessment. When a program vacancy becomes available the 'Priority of Access' procedure is applied when assessing who will be offered a service. The following areas are considered when assessing the priority of access and register of need:

- Complexity of the individual's physical, behavioural support and/or medical care needs
- Amount of respite/breaks received
- Impact of the caring role on the primary carer
- Is the carer caring for more than one person with additional needs (adults or children)
- Support received within the family unit
- Suitability to the program
- Length of time waiting for a service

EXITING OUR SERVICES

If you are no longer eligible for a program offered by Interchange Gippsland we will notify you and commence an exit process. This process will be conducted by the relevant Program Coordinator and during this time we will:

- Provide you information regarding access to other services that may meet your needs.
- Refer or assist you to access other support services. You may choose to refer yourself.
- Send a letter and information (if relevant) of other services that may meet your future needs.

DO YOU NEED AN INTERPRETER?

Interchange Gippsland is able to access a range of Interpreter Services. Please contact us on 1300 736 765 if you would like us to arrange an Interpreter. We are also able to provide this information in alternative formats if required.



PRIVACY INFORMATION

In order to provide support and service we need to ask questions about your personal circumstances to:

- Determine eligibility for programs,
- Determine priority of access to programs
- Provide information to our Government funding bodies, and
- Refer you to other agencies who may be able to offer another service that is useful to you (if agreed to by you).

This information is generally collected when you first register with us and may be updated from time to time. We will explain for what purpose we are collecting information and will ask for your consent if it is to be sent outside of our organisation. We will maintain records and ensure information is kept secure.

You may access your personal records in accordance with our Privacy Procedure, a copy of this procedure is available on our web site under useful information. Alternatively contact 1300 736 765 and we can provide you with a copy. A fact sheet explaining your rights and responsibilities and all issues pertaining to privacy is available to you by contacting our head office or downloading from our website. We will also send you a copy of this annually to ensure you are up to date and aware of any changes.

CHILD SAFE ORGANISATION

Interchange Gippsland is a child safe organisation. Our Leadership Team and Program Coordinators have undertaken Child Wise training and we are in the process of training all support staff. We are committed to the safety and wellbeing of all individuals accessing our service and will protect the rights of the child and vulnerable people at all times. We will act without hesitation to ensure that a safe environment is maintained at all times. We adhere to 'child wise' standards in the development and production of all our promotional material and newsletters, recruitment documents (including advertisements and application forms) and in electronic communication media involving our internet, intranet and social media pages.

SCREENING OF ADULT STAFF AND ADULT VOLUNTEERS

All Staff and Volunteers over 18 years of age who have direct contact with participants are required to satisfactorily complete a strict screening procedure. All people over the age of 17 must complete a criminal records check and all people over the age of 18 must have a Working with Children Check.

VOLUNTEERS UNDER THE AGE OF 18

Referee checks are conducted for all under 18 Volunteers to assess their suitability for volunteering with Interchange Gippsland. Volunteers who turn 17 must also complete a criminal records check.

COMPLIMENTS

We welcome positive feedback and like to share this with the staff involved. Compliments reinforce to our staff the value of the service we provide and their vital role in service provision. They are a wonderful way of acknowledging a job well done.

COMPLAINTS PROCEDURE

If you are unhappy about any aspect of the service you receive from us we encourage you to contact your Program Coordinator or a member of our office on 1300 736 765, writing a letter (66 Commercial Rd, Morwell, 3840) or email admin@icg.asn.au to discuss your concerns without retribution.

A copy of the complaints procedure is provided to all families, volunteers and staff upon registering with Interchange Gippsland. Further copies can be provided by contacting the office on 1300 736 765 or via our web site at www.icg.asn.au. Families can also contact the Disability Services Commissioner for external assistance with complaints as follows:

Phone: 1800 677 342 (free call from land lines), TTY: 1300 726 563, Email: complaints@odsc.vic.gov.au

USING AN ADVOCATE TO SUPPORT YOU

You have the opportunity to appoint or request an 'Advocate' to act on your behalf or assist you in your communication and dealings with us. Your 'Advocate' with your permission can support, act or promote your interests with us.

ADVOCACY

We promote your right as the consumer to use an advocate to facilitate improved communication and understanding with our organisation. Advocate Agencies include:

- Association for Children with a Disability 1800 654 013
- Office of Public Advocate 1300 309 337
- Gippsland Disability Advocacy Inc (03) 5175 0444

FAMILY LIAISON OFFICER

Interchange Gippsland's Board of Management includes a Family Liaison Officer for your use. The Family Liaison Officer is a parent of an individual with a disability who is a member of our Board. You may directly contact them should you feel the need to raise any issues that you are not comfortable discussing with our staff. Our Family Liaison Officer is Sue Taylor. Sue can be contacted by calling 0432 675 776.

FEES PROCEDURE

Interchange Gippsland has a fee procedure which is based on the lowest recommended fees. Our funding bodies' guidelines and principles are used in the setting and collection of our fees. It is our philosophy that financial hardship should not exclude anyone from a service, as such we have developed a concession rate as well as a range of payment options to assist our clients. There is provision for a full fee waiver in cases of extreme hardship. This is done by the completion of an Income Self-Declaration Form to ensure privacy and minimise any intrusion into your private life. Should you require any further information on our Fees Procedure or to access a copy of the Self Declaration Form please contact Administration or your Program Coordinator on 1300 736 765 or email admin@icg.asn.au. Your requests will be treated sensitively and with full confidentiality.

RIGHTS & RESPONSIBILITIES

We have a very important information sheet for our participants and their families which are written to ensure you know your rights and responsibilities in respect to our services. We encourage you to read this information. It is also produced in an Easy Read version. Ask us today for a copy of this by telephoning Interchange Gippsland Administration on 1300 736 765 or admin@icg.asn.au



MORWELL

66 Commercial Rd

WONTHAGGI

70A Watt Street

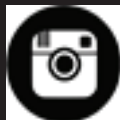
t - 1300 736 765

e - admin@icg.asn.au

i - www.icg.asn.au

ALL CORRESPONDENCE TO

66 Commercial Rd, Morwell, 3840



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