

Autumn 2023

CEO REPORT

Welcome to the Autumn edition of Interchange Gippsland's Newsletter.

The last few months have been full of activities for participants. HOP and ROADIES have been on adventures and our YAS crews have been in full swing. This quarter we turn our attention to carers and Connecting Families events.



We have a Carers Wellbeing Walking retreat in March and we also have another later in the year, October. If these spark your interest, please reach out for a discussion about what it involves and to express your interest.

Interchange Gippsland is also hosting an Ambiguous loss workshop on Monday 20th March that is open to all carers across Gippsland. Please see the flyer further down in the newsletter for more information and RSVP details. At the end of March we have our next Aboriginal Family Camp will be held on Phillip Island, see the flyer.

We also have a Family Camp being held in May, reach out to the office, **1300 736 765** to express an interest in this to attend.

You may have seen in local papers ICG has put the call out for people to join our Board of Management. Our Board of Management assists us to ensure our organisation is sustainable and continues to flourish into the future. The board meets monthly and these meetings can be attended in person or online. If you would like to discuss this opportunity or have any questions, please give me a call.

Our annual participant and carer surveys were sent out in the last week of February. We value your feedback and insight that you bring to our services and appreciate you taking the time to complete the survey. If you have not received the survey email or would like a hard copy to complete, please contact our admin team and they can assist you. The survey's will remain open for 3 weeks and we will share a summary of results with you all in our Winter newsletter.

Take care,
Bec

Autumn 2023

UPCOMING EVENTS

PROGRAM	DATES	LOCATION
Friendship Group Bass Run your own market stall	Saturday 11th March	Cowes Craft Market
ROADIES East Mini Golf & Lunch at the Beach	Saturday 18th March	Lakes Entrance
Connecting Families Family Fun Day	Saturday 18th March	Morwell Interchange Gippsland
Friendship Group Latrobe Scienceworks	Saturday 25th March	Melbourne
Ambiguous Loss Workshop	Monday 20th March	Morwell Interchange Gippsland
Carer Wellbeing Walking Retreat	Tuesday 28th - Friday 31st March	Great Southern Rail Trail
Aboriginal Family Camp	Friday 31st March - Sunday 2nd April	Phillip Island

The Summit Overnight Camp!

We started the year with our overnight camp experience at The Summit in Trafalgar! The overnight ROADIES crew were able to experience the fun of camp activities. This included: sharing meals, sleeping at camp and participating in activities such as laser tag, handball and walks along the beach. It was the perfect way for new participants to see what our ROADIES camps are all about!



ROADIES crew about to play Laser Tag



Morgan and Ryan practising their ball skills



Julia waiting to go on the flying fox!



Ryan climbing the tyre wall

Waratah Bay Beach Camp!

Our ROADIES campers had 3 days and 2 nights of fun, friendship and activities at Waratah Bay Beach Camp. They connected with each other, developed new skills and confidence in the outdoors. It was summer fun by the beach!



Participants playing handball



Group photo on the beach

Upcoming activity:

ROADIES EAST

ROADIES EAST MINI GOLF AND LUNCH AT THE BEACH



JOIN MINI GOLF AND LUNCH AT THE BEACH?

Join us for a round of mini golf and fish and chips on the foreshore!

Saturday 18th March 2023
11am-3pm

Movie Morning and Picnic in the Park!

The HOP East group enjoyed a movie at the Sun Cinema, a picnic and play at the All Abilities Playground in Bairnsdale.

After a great morning we headed back to the Interchange Gippsland office for some quiet sensory activities.

It was a very positive and active day out in the East Gippsland community!

We have some exciting HOP activities coming up! Make sure you keep up-to-date by checking out our website at www.icg.asn.au



Seth and Francesca getting ready for their movie



Francesca playing in the sand



Seth having a whirl of a time at the All Abilities Playground Bairnsdale



Francesca enjoying sensory activities

Let's recap the Inverloch Beach Trip!

Latrobe and Bass HOP kids met up in Inverloch to have a fun day by the seaside.

The two groups loved meeting up and seeing new and old friends.

The group collected sand and shells and made bookmarks with their findings.

We have some exciting HOP activities coming up! Make sure you keep up-to-date by checking out our website at www.icg.asn.au

Our HOP program is our recreation program for children aged 5-12 years old



Left to right: Matthew, Hayley, Jess, Corey, Jayden and Wendy



Hayley digging in the sand!

Christmas lunch with office based staff!

The Monday cooking group Chris and Amber prepared a delicious Christmas lunch for other group members and staff to share. Great job Chris and Amber.

On the menu:

- Roast Turkey
- Roast Vegetables
- Christmas Ham
- Pavlova
- Apple Crumble

All the participants planned the menu, went shopping and prepared the meals. Thank you for your hard work!

International Day of People With Disabilities (IDoPWD) recap!

IDoPWD featured a silent disco, all abilities wheelchair basketball, a sausage sizzle and a smoothie bike blender activity. YAS Latrobe and East both attended the fabulous event.



Phillip looking very happy



Jiya and Amber eating their lunch



Kristy and Phillip dancing in the silent disco

Each Thursday we have the fabulous Landcare Crew work around the Morwell office making sure all gardens have been watered, weeded and leaves blown away.

They do such a great job making sure we have a clean and tidy space! Recently the participants have installed a worm farm!

In other news the bird box making team have been in full swing building their sturdy boxes, ready for the birds to enjoy!

Each Monday the YAS crew prepare and cook their own meals. This is a great way to build independence. This gives a wonderful opportunity for participants and office based staff to share a meal at lunch time.



Left: Corey digging dirt
Right: Gerry blowing leaves



Left to right: Jake, Fiona, Andrew and Mickey building a birdbox



Left to right: Michelle and Chris cooking chicken foccacias

YAS Latrobe in the community!

YAS Latrobe is action-packed. We have programs running Monday-Friday from 9am-3pm.

We have been playing pool at the Traralgon Bowls Club, done some fast laps at the Phillip Island Go Cart Track, visited Gumbuya World, and had some really enjoyable day trips to Melbourne.



Left to right: Chris, Stephen, Caleb, Corey, Jake and Thomas playing pool



Group shot at Phillip Island Go Carts Track



Left to right: Thomas, Andrew, Maddie, Kristy and Brenton at the Myer Christmas Window



Left to right: John, Mickey and Thomas at Gumbuya World

The last few months have been action packed for our YAS Bass participants. We have more 'booked' gigs for our Eagles and Snakes band, new water based activities and a the Coffee Cart Program which has increased in its weekly hours.

We have been so impressed with the continuous enthusiasm our YAS participants have shown towards all aspects of our daily program, and are thrilled to see how many of them are completing and creating new goals.

A special mention to Cath Van Zyl who this year is starting her online Childcare Education Course and is currently completing placement hours locally.

Another mention goes to Ray Bergin who recently starting working for GippsSport as a basketball coach assistant. Ray also volunteers with Phillip Island Nature Parks and works hard to keep collect rubbish at Smiths Beach! Thanks Ray! (check out the photo above)



Left to right: Georgia and Barry tending to the plants



Ray picking up rubbish at Smiths Beach

YAS Bass Twilight

Band Camp and Basketball continues 3pm – 5.30pm on Monday afternoons. With an hour of all things music followed by All Abilities Basketball this program is fast paced and rock n rolling.

Eagle and Snakes are performing at the Inverloch Great Fete on Saturday March 18th from 11am-12pm.



Left to right: Jess and Ian practicing the drums at Youkis Shed

Community Involvement

Interchange Gippsland recognise the generosity of the Venus Bay Surf Life Saving Club who have donated a brand new water wheelchair for our participants to use.

The waterwheel chair will be a great asset to provide safe and accessible access to the water at the beach.

Thank you to Venus Bay Surf Life Saving Club for the generous donation.



Left to right: Local Surf Life Saving Nippers, Barry and Ben

YAS East runs 5 days a week Monday to Friday. We have been hearing great feedback about our activities. Our Sailability program on Wednesdays is very popular. The Sailability Program is exceptional in breaking down barriers for our participants.

It's no trouble to safely transfer participants from wheelchair to sailboat ready for a day on the water. It's great to see the smiles and the enjoyment that everybody gets from this program.

As well as having fun, the programs at YAS East are assisting people to achieve their goals while creating great memories and friendships. YAS East have been working toward their goals, and making some very awesome memories with each other!

You can see the participants enjoyment by looking at these photos of the Sailability Program!



Left to right: Harry and Nisha on a boat



Daniel cruising in sailboat



Daniel driving a boat

YAS East out and about in the community!

The YAS East crew have been up to some very adventurous and exciting activities.

These include; enjoying the Metung Water Park, exploring Buchan Caves, park and nature visits and mini golf tournaments at the amazing Lakes Entrance mini golf courses!

We welcome our newest participant Harry in the YAS East group! What a delight it is to have you on board!

If you reside in East Gippsland and want to get involved in these activities, don't hesitate to give us a call at 1300 736 765 to find out more information!



Left to right: Daniel and Declan smiling in Nature Park



Declan at the Metung Water Park



Left to right: Daniel and Declan racing down a slide

What's been happening in DOS Latrobe?

Check out Jahmel accessing the community with support from our CAWs.

Jahmel has shown great independence and self-determination throughout his journey such as: ordering Subway lunches and maintaining his health and fitness at the local gym! Well done Jahmel!

Pip has been having so much fun playing and using his skills at the local parks!

Pip loves getting a 'push' when on the swing and now he is able to tell our CAWs when he wants a push!



Jahmel walking on the treadmill



Jahmel ordering Subway lunch



Pip on the park swing

Friends For Life in Bass creating beautiful ceramics!

This season of Friends for Life Bass we had our dear friend and Ceramist return to the Wonthaggi office. Rosie runs a workshop of wonderful clay building skills.

This workshop has worked hand in hand with our upcoming market stall in March where a lot of the same Friends for Life participants will have the opportunity to sell their items and share their skills with the community.

The Craft Cowes Market will be held on March 11th from 9am-2pm at St Phillips Parish Hall in Cowes. Make sure you're there!

The group have also expanded on their cooking skills and shared delicious dinners with their friends.



Making a pot



Group picture on the pottery class



Lauren, Rosie and Gabby

FRIENDSHIP GROUP EAST

Friendship Group East visited The Port in Sale in February.

The Friendship Group East crew headed down to The Port in Sale where they took a boat trip on the water.

Despite it being a wild and windy day the group had lots of fun engaging in the many activities this event had to offer. The highlight was the cruise along the Thompson River on the EMV Rubeena.



Jo and Sharni and LC getting ready for their adventure.



Pictured above is the EMV Rubeena.

Let's recap the Blackberry Jam activity!

In January, Friendship Group had the best time picking the berries themselves at the Sunny Creek Fruit and Berry Farm.

The group went blackberry picking in the morning so their berries were fresh and delicious. When they returned to the office that was where the magic happened and the blackberry jam production begun, with help of our wonderful volunteer Mrs J!

The jam was taken home and shared. around the office, the group also decorated their jars with material and stickers.

Check out the participants' smiling faces to the right!



Top to bottom holding their jam jars; Georgia, Phillip and Penny

Friendship Group Latrobe's latest activity!

In January, Friendship Group Latrobe ventured to the city to visit the Melbourne Zoo.

The group explored the Zoo and made sure they captured some great photos.

Everyone said that they had the best time and made sure to see their favourite animals.

For future Friendship Group activities be sure to stay up-to-date by following us on Facebook @InterchangeGippsland



Group picture of all the Fun Friday participants



John with an elephant statue at the zoo



George and Corey smiling on a train

Let's catch up with Friendship Group Bass!

What an exciting start to the year for our Friendship Group Bass participants. The group visited Wilsons Promontory in February where they got perfect weather conditions and explored many of the wonderful sites The Prom has to offer.

In March the group is looking forward to operating their own market stall at the Cowes Craft Market. They plan to sell craft pieces made during the Friends for Life program.

In December the group had the opportunity to catch up with the Friendship Group Latrobe for a Christmas lunch.

The feedback was that the food was great but the company was even better!



Group picture of both Latrobe and Bass Friendship catching up before Christmas in December



Walking on the beach at Norman Bay

FAMILY FUN DAY

Carers of children with a disability you are invited to
Interchange Gippsland's Family Fun Day!

Date: Saturday 18th March 2023

Time: 11am-2pm

Location: Interchange Gippsland Morwell office
66 Commercial Road, Morwell 3840

Cost: FREE (book now - places are limited)

Come along to our Family Fun Day, for a BBQ, face painting,
petting zoo and a children's entertainer. There will also be
massages for carers.

Come, relax and enjoy all that is on offer.

RSVP to secure your spot by emailing Jiya at admin@icg.asn.au
or by scanning the QR code below



1300 736 765



www.icg.asn.au



admin@icg.asn.au



[@InterchangeGippsland](https://www.facebook.com/InterchangeGippsland)





WORKSHOP FOR CARERS

Becoming a carer can bring changes: in relationships, resources, hopes and dreams for the future. This may bring a sense of loss, which is often not acknowledged.

This workshop is for carers of a loved one with a disability, dementia, brain injury, mental illness, addiction... who have felt a sense of loss and would like to find out more about how to live well.

ABOUT THIS WORKSHOP

In this research based, interactive 3 hour workshop we will explore ambiguous loss and chronic sorrow. There will be opportunity to connect with others, reflect and discuss the experience of and strategies for living with loss.

OUR MAIN TOPICS



Ambiguous loss

Definition, features and experience of loss.



Living a better life

Guidelines and strategies for living well with ambiguous loss.

Monday 20th March 10:30 am to 2:00 pm
Interchange Gippsland, 66 Commercial Road, Morwell
Lunch provided

FREE



Carers Wellbeing Walking Retreat!

Would you like to take some time out to improve your wellbeing?

Join us for this Carer Wellbeing Walking Retreat as we walk the Rail Trail from Fish Creek to Port Welshpool over 4 days/3 nights.

We will be staying in Foster and making our way along the Rail Trail from Fish Creek to finish on the shore at Port Welshpool.

We will walk 37.8 km in total, averaging 10-12 km per day, with a bus available for those who may require a pick up along the way.

Morning meditation sessions will be offered, and afternoon wellbeing discussions facilitated, with each person developing a Wellbeing Plan.

Accommodation and food is included.

Date: Tuesday 28th of March (mid-morning) to Friday 31st March 2023 (lunchtime)

Interested? Register your interest with Interchange Gippsland and come along to one of our information sessions.

Please plan to attend one of the information sessions to progress your expression of interest

Zoom Session: Wednesday 1st February 2023 at 7pm

In person: Friday 3rd February 2023 at Interchange Gippsland
10:30am Wonthaggi office or 2:00pm Morwell office

For further information or to express your interest in this retreat please scan the QR code or contact us on **1300 736 765**

Please note this is an expression of interest



1300 736 765



www.icg.asn.au



admin@icg.asn.au



[@InterchangeGippsland](https://www.facebook.com/InterchangeGippsland)



Aboriginal Family Camp

March 31st to 2nd April 2023



Interchange Gippsland is proud to announce the 10th annual Aboriginal Family Camp

CYC Phillip Island Adventure Resort,
1775-1861 Phillip Island Road, Cowes 3922

Activities will include:

Smoking ceremony, traditional art workshop, Adventure Resort and other activities

- Accommodation, meals and transport will be provided
- If you identify as Aboriginal, live in the Gippsland Region and are caring for a child with a disability this camp is for you.
- For further information or to register for camp, please contact Interchange Gippsland on **1300 736 765** or scan the QR code below

This program is fully funded and there is no cost to participants



Phone - 1300 736 765



Email - admin@icg.asn.au



Website - www.icg.asn.au

● 66 Commercial Road, Morwell

● 278-280 White Rd, North Wonthaggi

● Shops 13B & 14, 30 Howitt Avenue,
Eastwood Shopping Centre, Eastwood



Find us on Facebook and Instagram @Interchange Gippsland

Support Coordination

We have Support Coordinators available to assist you at each of our Interchange Gippsland sites – **Morwell, Wonthaggi and Bairnsdale.**

Need support navigating your NDIS Plan? Our qualified Support Coordinators are here for you!

Interchange currently has capacity to take on Support Coordination participants at each of our three offices, which means you can connect with someone local.

Our Support Coordination services will:

- Link you in with local service providers and supports
- Promote choice and control with your plan requirements
- Assist you to build your skills in understanding and implementing your plan
- Support you to achieve positive outcomes in your daily life!

We are proudly a registered NDIS provider and ensure that our friendly team have the skills and qualifications to best assist you on your NDIS journey.

If you need more information about our Support Coordination services, or want to have a chat about your options and how we can assist you, call us on **1300 736 765** or email **admin@icg.asn.au**.



Service Delivery

- One to one support
- Group Supports
 - HOP 5-12yo
 - ROADIES 13-17yo
 - YAS 18yo+
 - Friendship Group 18yo+
 - Friends for Life 18yo+
 - Supported holidays 18yo+
 - Camps + Activities

Please see our social media & website for updated information.

OnCall services

Interchange Gippsland provides an OnCall service to staff, participants and carers that covers activities and shifts that fall outside of office hours. Please note this service is not an emergency/crisis service.

The OnCall worker can contact staff if you have a shift or YAS attendance that needs to be cancelled at short notice, CAW's needing to cancel their shift at short notice and for support to CAW's when on shift with any concerns.

All other enquires and support requests should be made during office hours on **1300 736 765**.

If you require support in an emergency, please call **000**.

WHY CHOOSE US?

We are an NDIS Registered Service Provider



This means we are committed to high quality service provision. To enable participants who are NDIS managed to access our services we are required to be a registered provider. We undergo a costly quality audit to review our policies, procedures, processes and service provision. The external auditors review our complaints, compliments, incidents and risk management to ensure we are meeting all compliance requirements. This includes child safety, NDIS workers clearance, training and qualification and skill requirements of all staff. By meeting the NDIS quality standards participants and families can be sure that we are a credible service and are committed to meeting and exceeding the NDIS standards.

ICG completed our audit last month and would like to thank the participants and carers who gave their time to talk to the auditors.

We are a Not for Profit Organisation

This means our purpose is to use any profits to benefit our members. Any surplus we make is put back into providing additional services to meet the needs of our community such as carer retreats and camps.

Incident Management

Interchange Gippsland takes all incidents seriously. We want a safe environment for participants, staff and volunteers.

Risk Assessments are completed for all activities and reviewed on a regular basis. If an incident occurs, the safety of the people involved is the first priority to ensure risk is eliminated as best as possible. Incident are reported to the office in a timely manner and participants/families/staff notified as appropriate. Staff complete an incident report which is forwarded to the relevant manager and the CEO. From this, a review occurs on what has happened and how we can avoid this to occur in the future. All incidents are reviewed by the Quality Safety & Risk Committee and the Board Audit Committee.



WHY WORK FOR US?

Interchange Gippsland are committed to being an employer of choice and know our people are our biggest asset. All staff are paid under the SCHADS award within their relevant classification.

Staff are paid the mandatory superannuation and are part of the portable long service leave scheme. As a not for profit organisation staff are also able to access salary packaging arrangements to reduce their taxable income and increase their take home pay.

Over the last year we have provided traineeships for 5 people who wished to move into the disability sector. We have also provided many hours of placement support for students in the University and TAFE sector and we intend to continue this in future years.

Check out what long-term Community Access Worker Ian says about working for Interchange Gippsland.

*Join
Us!*



Top: Ray, Ian and Mark at the beach
Bottom: Ian and Mark at bunnings

“

I like working at Interchange Gippsland because I work with a great bunch of people who are all working towards the same goal to ensure our participants have a great day!

It is always great fun to hang out with participants!

”

Autumn 2023

FEEDBACK!

We want to hear from you!



We love to hear from our participants and families on what things we are doing well and things that we could be doing better. If you would like to provide feedback please just let us know.

You can send an email, complete our surveys, phone or tell us in person. We have forms that you can complete in your own time and drop in or post anonymously if you like as well.

As Interchange Gippsland is a registered NDIS organisation, if there is something that you are unhappy with and want to make a complaint you can do this the same way by contacting us, or you could contact the NDIS Quality and Safeguards Commission.

Their phone number is 1800 035 544 or you can contact through their website <https://www.ndiscommission.gov.au/about/contact>

Whatever way you choose, we will do our best to make sure we are improving our services and you are receiving the right supports to meet your goals.

Feel free to scan the QR code to provide us with some feedback.



Autumn 2023

STAY CONNECTED



"We support people with disabilities to thrive"



Scan the QR code below and follow the prompts that will lead you to our social media platforms to stay up-to-date with upcoming activities!



CONTACT US!

- 66 Commercial Road, Morwell, 3840 VIC
- 13b and 14a Eastwood Village Shopping Centre, 30 Howitt Ave, Bairnsdale
- 278-280 White Rd, North Wonthaggi
- 1300 736 765
- @InterchangeGippsland
- admin@icg.asn.au
- www.icg.asn.au

