

General Managers Report

Contents

General Report ...1.	Manager's
Team Leader's Report.....2.	
ROADIES Program.....3.	
TV Program.....3.	
Social Support.....4.	
Parents Support Group.....5.	
Host Program.....6.	
Christmas Party.....7.	
Flexible Family Respite.....8.	
Leisure Access.....8.	
Family Choices.....8.	
Respite Home & Community.8.	
Friendship Group.....8.	
Upcoming Events9	

We have just finished winter and I am looking forward to nice spring weather. If you have visited our Newborough office you will have noticed that the building has a new lease of life with a coat of paint, the same as our ICG colours of yellow and blue. This has been supported by the Andrews Foundation. We now in the process of having a portable building installed which will be used as a meeting room.

We have successfully completed our Disability Services Victoria independent assessment or audit. This assessment/audit is conducted every three years to ensure that we are meeting the DHS Disability Standards and they we are providing a high quality service. In the Disability Act there are rules (Disability Standards) about disability services. The Disability Standards tell services they must:

- respect people with a disability and their rights
- make sure their work meets the needs of their service users.
- deliver high quality services.

The assessment team auditors Terry Mackay and Gregory Mackay invited a random selection of participants and or their families to share their views about ICG and ensure that we are providing services to meet current and future needs. I would like to thank the families who participated in this.

Attendant care staff and volunteers have had the opportunity to attend a one day training session. Topics covered were: Positive behaviour,

Active Service Model, Infection Control and Policies and Procedures. This has been supported by the MS Williams Fund.

Our website is now being regularly updated, this is a great way for families to access up to date information that may be relevant to you. www.icg.asn.au. You will also find current career vacancies of Attendant Carer and Team Leader positions.



We have been successful with some additional funding applications. With the support of Department of Planning & Community Development we have a Teenage Volunteer recruitment project occurring across the region. ICG will present at least 8 secondary schools to recruit volunteers. With support from St George Foundation we have purchased new equipment (jackets, sun shade, swim tube & camera).

We are now busy planning our Interchange Central Gippsland Annual General Meeting (AGM), this will be held at Waratah Restaurant Morwell on 10 October commencing at 11am. Our guest speaker is James O'Brien from National Disability Insurance Scheme (NDIS). This is great opportunity to hear more about the NDIS and to also catch up with other families. I would encourage you as a family member or volunteer to consider nominating to be part of the Board of Management. If you would like more information about the Board please feel free to talk to myself or Peter Greenwood (President).

On a sad note we say farewell to our Team Leader, Heather Watson (Wijgers) who is leaving ICG to take up a new role with the Department of Education & Early Childhood Development. Many families would have met Heather at the Family camp or Christmas Party; she will missed at ICG and we wish her well in her new role.

Debbie Knight
General Manager



Team Leader's Report

As I reflect over my time working as Team Leader with Interchange, it is possible to see the growth that has occurred within the organisation. There have been many valuable recommendations for improved practice over the years, with contributions coming from both internal staff members and from families whom we provide a service to. I believe in embracing challenges as they present and view them as opportunities to refine current practice. Through continual improvement, organisations can keep on top of the demands that go with service provision and face feedback with confidence, knowing that the process for refinement is always in motion. New recommendations for service delivery will always comprise part of what we do and we need to foster a feedback receptive culture. I think that this is one of the more significant areas where the team has grown in the time that I have worked for Interchange.

I would like to thank each staff member whom I have had the pleasure of providing supervision to over the past two and a half years. Supervision is a two way growth exercise and I have learnt much from my interactions with everyone. I wish everyone well for their continued working future with Interchange and know that someone else who maintains passion for supporting staff in their role will slide into the position of Team Leader.

I am about to embark on a career change, moving across to the Department of Early Education Childhood Development, accepting a psychologist position with the School Support Services Team. I will look back over my time with Interchange with fondness and recall the challenges and triumphs that have formed the journey along the way. As this will be my final article for the organisation, I would like to extend my thank you to the Board of Management who provided sound guidance in the early months during my employment and from those who continue to support the organisation through delivery of feedback and in receipt of a service.

Heather Watson (Wijgers)
Team Leader

ROADIES Recreation Program



AFL Day

On 25 June, ROADIES joined a crowd of 61,900 football fans at the MCG for the clash between Melbourne and Richmond. Everyone had a fabulous time as there was a great atmosphere at the MCG. The bus driver was friendly and helpful and participants had hot dogs to warm them up. The result was Melbourne 17.16. (118) defeated Richmond 13.13. (91). Thank you to the ROADIES, staff and volunteers for another wonderful experience.

Urban Camp

An overnight urban camp was held for Roadies from 23-24 July. Activities included a guided tour of the Shrine, a stroll through the Botanical Gardens taking photos, the ever popular Circus workshop, and a visit to the Zoo to see everyone's favourite animals. Thanks to the Roadies, volunteers and staff as usual. It was all great fun!



TV Program

Urban Camp July 2011

Staff, volunteers and campers were entertained by numerous activities on the July urban TV camp. The circus workshops were thoroughly enjoyed by all. Having a tour guide take the group through on a visit to the Shrine was very helpful. The Vic Market was popular with the campers picking up a few sweet treats. The art/craft activities allowed everyone to settle in and relax. Approximately two and a half hours at the zoo provided the opportunity to see many different animals. As usual, the performance night was a great deal of fun. Thanks to the volunteers who did a great job with the 'buddy system' in some busy areas. Thanks too to the staff and campers for contributing to a successful holiday camp.



I would like to recognise the new volunteers who have started this quarter:

WELCOME TO NEW VOLUNTEER:

TV: Sophie Damen, Susannah Shannon, Shantal Kelly

Roadies: Michelle Rossin, Bradley Potenzi, Sally Mcloughin, Robert Blunt, John Molden, Paul Kelly, Linda Hardy, Phoebe Trinidad, Susannah, Shantal

WELCOME TO NEW ATTENDANT CARERS:

Roadies: Ross Magnuson



VICTORIAN VOLUNTEER SMALL GRANTS PROJECT

*Wayne Twite has been visiting schools recently to give presentations & to meet with interested volunteers in the Latrobe, Baw Baw, South Gippsland & Bass Coast areas.

If you would like Wayne to come to your school ask the school to contact me by email madeleine@icg.asn.au or phone 5127 7979.

Volunteers are essential for maintaining a high level of quality in the programs. Share your experiences with your friends about the fun you have on Roadies or TV.

Thank you for your support!

SOCIAL Support

Mothers Retreat

The Mothers retreat was a success this year with 8 mothers attending. There were lots of friendships formed over the weekend as we had a number of mothers attend for the first time. We stayed at the Blihe Spirit in Port Albert. The Mothers went on a boat Cruise on Saturday Morning enjoying homemade scones. After lunch we went for a drive to Yarram to look at the local shops. Sunday morning after packing up we drove to Tarra Bulga Rainforest for a chocolate appreciation course along with tastings and a light lunch. A Relaxing Weekend was had by all.



Fathers Retreat

The weekend will take place from **Friday 21st – Sunday 23rd October 2011** at Rawson Village. We have an action planned weekend with 4x4 driving, a ghost tour and paint ball.

Please register your interest for the weekend by calling Cathy on 5662-0925 or E-mail me at cathy@icg.asn.au by 30th September

Siblings Camp

It's that time again and this year we are going to the Summit on **14 – 16 October**. We will tackle the high ropes, the climbing wall, the flying fox, the pole jump and have a go on the giant swing. We will see the reptile enclosure and have a game of football, basketball or Volleyball.

If it is your first siblings camp or you have been before it is a great weekend of fun and activities.

If you are interested in coming on the siblings camp please call Cathy on – PH- 5662-0925 or call Head Office

PH- 5127-7979 by the 26th September.

Interchange Central Gippsland Parent Support Group

The Parent Support Groups are free for parents and primary carers of children and young people who have a disability. You do not have to be registered with interchange Central Gippsland to attend these sessions as we have been fortunate to receive funding from Uniting Care Gippsland.

The project will involve four sessions (Two this year and Two in the first half of next year). The sessions will all be delivered in Wonthaggi, lunch will be provided and there will be no cost to attend the sessions. The sessions will all be designed to be enjoyable and interactive.

Places on the programme are limited to 10 people. We expect the programme to be popular, so if you are interested in registering for the programme you need to feel reasonably confident that you can commit to the whole four sessions.

The dates will be: Tuesday October 18th

Tuesday November 22nd

To register your interest or to find out more about the programme please contact Cathy Brooker on 5662 0925 or E-mail cathy@icg.asn.au. Registrations close on Friday September 30th, so register your interest as soon as you can.

Register of Need

I have been steadily working through the Register of Needs list, to review and update the needs of families who have indicated an interest in accessing one or more of our programs. I have set myself the task of doing four reviews a day, asking families if their needs have changed since the last Annual Review and ensuring that they have registered for services they are eligible to receive. The reviews provide our organisation with helpful information, which can be shared with other Program Workers who may have upcoming vacancies on one of their programs or assist families to other services that may meet their needs.

Purchased Care

I have recently taken on the Role of Purchased Care Program Worker. Purchased Care is a service that provides opportunities for families to access a respite service from Interchange, even when the package has been funded by another agency. This offers flexibility in the way the respite hours are delivered. As an example, if you would like a carer to take your child out for the day,

Interchange can provide that service by matching a worker with your child's needs and interests. Should you receive funding from another agency and would like Interchange staff to deliver the service, contact the Newborough office and make a request. I will then ring the funding body and ask for a service request to commence the process of setting up the respite service.

HOST Program

Over the winter months we have been very busy on the Host Program working to recruit volunteers and catching up with families who are looking for a Host, starting in Baw Baw Shire. Thank you to all the families who have patiently allowed me to undertake reviews with them at home.

We had a great day at the recent 'Kidstuff Winter Festival' in Warragul painting children's faces and promoting Interchange. Thanks again to all our wonderful volunteers and staff who helped make the day a success!

The photo to the right shows Host Volunteers Theresa and Natalie along with Board Member Michelle busily preparing Helium balloons on the day.



We've also had some staffing changes and I am now the Host Program Worker for not only Latrobe and Baw Baw Shire, but South Gippsland and Bass Coast as well.

My main focus over the coming months will be to continue to do face to face review for families waiting for a Host, starting with those up to the age of 13. This gives me a chance to get to know the children and families wanting a match, which in turn makes it easier to work out who they would match well with when we are able to recruit volunteers!



So, if your family is registered as wanting a Host (and your child is 13 or under) expect contact from me in the not too distant future. I will now be gradually working through the list in Latrobe, Bass Coast and South Gippsland, so I'm sorry to have to ask for you to still be patient as it might still be some time before I get to meet with you.

If your child is *over* 13 our Register of Need Review worker Cathy Brooker will be in touch to see if you are still interested in the Host program before referring back to me.

Heidi Kennedy
Host Program Worker

Interchange Central Gippsland Website

ICG's website has been updated!! On the site you will find a lot of information regarding ICG including upcoming events, newsletters, program information and external links.

To have a look go to www.icg.asn.au.



You are cordially invited to attend:

JCG' Annual Christmas Family Day



You are invited to come along and celebrate Christmas with Interchange. Catch up with friends and have a sausage or hamburger.

Santa will be visiting and lots of activities will be happening for the whole family to enjoy. Everyone associated with Interchange is welcome and it's **FREE!!!!**

When: Sunday 11th December 2011

Where: Henry White Reserve (Rutherglen Rd, Newborough)

Time: 11am – 3pm

RSVP: Please let us know if you are coming for catering purposes by **Friday 18th November**. Also, please ensure to let us know if you have any special dietary requirements.

Newborough: 5127 7979

Leongatha: 5662 0925



Activities:

Woodwork

Popcorn

Animal farm

Plus special guest appearance from Santa!!!

Natural Material Crafts

Colouring in table

Santa Biscuit decorating

Note also that this is a family Christmas party, and parents/family carers must be in attendance to supervise their children.



Can't wait to see you there!

Flexible Family Respite & Leisure Access

Most respite news has been good. Some families are experiencing a change in their circumstances. These changes can sometimes mean families may want to use their respite package in a different way.

If you have any questions, ideas or issues about your package, please contact me at the Newborough office on 5127 7979. I'm usually here Monday, Tuesday and Wednesday. Alternatively, leave a message anytime via email: tim@icg.asn.au and I'll get back to you.

Tim Gallagher
Program Worker
FFR, Leisure Access

Family Choices, Respite Home and Community, Intake

As we head into spring, there are positive changes occurring for the Family Choice and the Respite Home and Community Care programs. There are two new families in each program due to the fact that four families were exited due to the child reaching the age of 18yrs, last financial year. It is an exciting and rewarding time for a program worker when there is funding available, and an offer is made to a new family. Interchange uses a Priority of Access tool, which allows us to see which family has the most need in terms of needing assistance and respite.

Intake is always busy receiving referrals, with self referrals and referrals from community services such as Latrobe Community Health Service. Often families are also referred on to other services, which is a vital part of the Intake role.

Families from the Family Choice program continue to choose to use the funding in different ways that suits them, such as, an annual holiday, purchased care, or used to pay an attendant carer from Interchange to take a break from their usual caring roles.

Tamsin Russell
Program Worker
Intake, Family Choices, Respite Home & Community

Friendship Group

The Happy Ones

The last few months have gone by so quickly and we have had a blast! In June we visited the Maffra Vehicle collection and enjoyed a browse and a Birthday Cake for Cassandra. On the way home we stopped off at a couple of the more modern car yards to compare the old with the new.

July's activity was fantastic! Dinner and disco bowling with some of us girls showing off our dance moves whilst cheering on our team mates... all the while I think Lee thought we were nuts! We had two rounds and our winners were very proud of themselves...Go Stacey and Angela!!

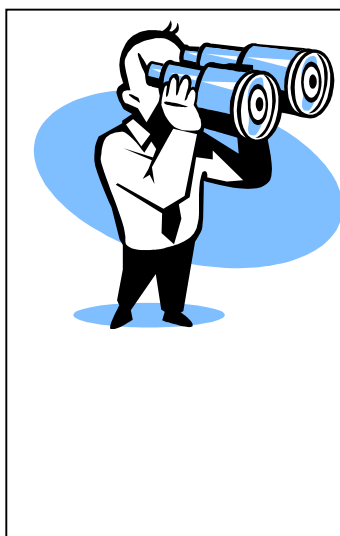
August saw us flying high on the Eureka Skydeck in Melbourne, what a view! It was a beautiful clear day and we even got to walk up and down Southbank to check out some of the street performers, street artists and look through shops. It was a great day out.

This month we are off to Robert Gordon Pottery where we get to use our artistic talents to paint and fire our own choice of pottery.

Both Carli and myself would like to welcome Teagan and George both new to our over 18's group. If anyone would like any further information regarding the Happy Ones, please contact ICG on 5127 7979.

Lisa Potts

Program Worker Friendship Group



SEARCHING FOR SERVICES?.....

Try the Carelink webpage <http://www.health.gov.au>

Carelink Centres are information centres for people with disabilities, older people and those who provide care and services. Centres provide free and confidential information on community, aged care, disability and other support services available locally, interstate or anywhere within Australia.

Upcoming Events

- 17 September – Friendship Group
- 17 September - Roadies
- 4 – 7 October – Teenage Vacation program
- 10 October - Interchange Central Gippsland AGM
- 15 October – Roadies
- 14 – 16 October- Sibling Camp
- 18 October - ICG Parent Support Group – Wonthaggi
- 21 October – Father's Retreat
- 29 October – Friendship Group
- 4 - 6 November - Roadies
- 19 November – Friendship Group
- 22 November - ICG Parent Support Group – Wonthaggi
- 11 December - ICG Christmas Party

Interchange Central Gippsland Inc would like to thank the following organisations for their valued sponsorship. We could not provide the level of service and programs we do without their support. **MSE Williams Trust, Latrobe Community Health Service, Uniting Care Gippsland.**



OFFICE CONTACT DETAILS

<u>Head Office:</u>	Interchange Central Gippsland	<u>Leongatha:</u>	Interchange Central Gippsland
	30 Monash Road, Newborough 3825		3 Church Street, Leongatha 3953
	PO Box 303 Moe, 3825		PO Box 188 Leongatha, 3953
Phone:	5127 7979	Fax:	5127 7072
		Phone:	5662 0925
		Fax:	5662 3982
Email:	admin@icg.asn.au	Website:	www.icg.asn.au

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