

VOL. 14 | DECEMBER 2022

IN THE KNOW

From the Carlton Office

The recent Christmas celebrations at the IDS office were a great success. We've included our favourite photos from the party for you to view on **page 7!**

The good news doesn't stop there - check out **page 3** for some positive updates regarding the NDIS.

IDS is constantly trying to improve as a service provider which is why we are asking for your input and feedback on what you're looking for in a Support Worker, head to **page 6!**

Stay Safe,
Team IDS

SEASON'S GREETINGS!

Season's greetings and Happy New Year from the whole team at IDS! This has been an incredible year and we just want to thank everyone for their support.

It has been a privilege to continue to support IDS valued clients and carers, and we look forward to continuing to provide and improve services in the New Year with more opportunities for increases in communication and always assessing and actioning areas of improvement.

We would also like to recognise and thank the dedicated IDS staff who have contributed to the continued success of IDS.

We hope you all have a lovely time over the festive season and wish you a Happy New Year and we look forward to continuing work and supporting you in 2023.

Recreation Activities

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Jan 17th, Tuesday: Picnic at Melbourne Zoo

Jan 24th, Tuesday: Day at the beach in Geelong

Jan 31st, Tuesday: Ferry trip to Williamstown for lunch on the beach and Bowls.

These events are all subject to weather conditions. Alternative activities will be conducted on those days.



IDS visits the Government house!

Here are some photos from our recent visit to the government house. We are so proud of the strides our team and clients make!



Fun Fact from Finance

By Chris Beeston

Polar bears have black skin. And actually, their fur isn't white—it's see-through, so it appears white as it reflects light.

Applauding Our Support Workers

Annie NG is the IDS hero of the month!

Our Annie is out of the box. Annie cares for one of our clients with the most outstanding professional attention. She is there for all of his medical appointments and responds to his family, doctors and staff involved in his care program at all times.

For the client, times when Annie sits with him while he does his crossword puzzles, are the best. He always responds with a big smile!

Annie has a heart of gold. She works with this particular client to increase his capacity in every sense of the word. Annie shows up for her clients even at very short notice to ensure that they are continuously and appropriately supported. Thank you Annie for all of your continued dedication and devotion towards our clients!

Access to NDIS for First Nations Australians improving

NSIS and NDIA to co-design a better process to improve outcomes for First Nations people living with disability

According to the NDIS quarterly report, as of September 30, the NDIS was providing disability support to 40,842 First Nations participants, up from 34,378 at the same time last year – an increase of more than 18 per cent.

The NDIA has discussed the potential of a partnership agreement with First Peoples Disability Network Australia (FPDN) and other stakeholders for the co-design of the Strategy.

FPDN has indicated it is pleased with the direction the NDIS is taking to better support First Nations people, saying on Twitter, “We’re working with the NDIA to make sure those numbers continue to grow as we know too many mobs are still not getting the support they need.”

Latest News

Bridget has joined our after-hours team!

Our beloved Bridget has expanded her role at IDS by taking on another role within the after-hours team. We can't wait to see how you continue to make us proud and do great things for our clients. All the best to you as you take on new responsibilities within the team!

Good luck Harry, Briella & Emily!

Our student volunteers, Harry, Briella and Emily, have now completed their placement with the IDS team and are ready to soar to new heights. We want to wish them luck in the future and thank them for their time at IDS.

Keep an eye out for videos from these superstars describing their time at IDS on our socials!

Congratulations, Chris and family!

We've received some wonderful news from IDS finance manager, Chris Beeston! On 3rd December, they welcomed a beautiful and healthy baby girl into the world. We're so happy for the family and can't wait to meet the little miracle.

Get well soon Abbey!

Many caring thoughts and warm wishes are with you as you recover, Abbey. Hoping to hear you are well again soon!

Please do not hesitate to reach out to the team if you need anything at all. We are always there to help!

Dear IDS Support Workers...

On behalf of the management team, we would really like to thank you all for your hard work and dedication to clients who value your support so much. Your support enables our clients to do what most of us take for granted – like shopping, accessing the community, personal care, seeing family, companionship and reaching goals.

You're an invaluable part of the IDS team and we have been fortunate to have been able to individually recognise some of the outstanding work going beyond and above your role and being IDS heroes. We look forward to seeing the great things you continue to do in 2023.

We have had many challenges this year but thanks to your incredible resilience to continue through the pandemic, crazy weather and implementation and excellent uptake of Vworker, we have also reached many milestones including :

- Welcoming new staff members and saying goodbye to some
- Inaugural Excellence Awards
- Diversifying the IDS client base notably saw an increase in more complex clients
- Consistent recruitment of support workers in a tight market
- Implementation of the recreation program
- The increased utilisation of Visual Care and VWorker to streamline IDS services and increase client support
- Implementation of marketing strategy
- Moving office
- Inaugural student placement program
- After-hours support provided by IDS staff
- Significant increase in staff training

....and so much more

Happy Holidays and we wish you and your families an excellent 2023 – we look forward to having opportunities to see your face to face more in the New Year.

From the IDS management team, Marcia, Andrew, Deb, Chris and Sylvia

End of year message by CEO Sylvia Rosemond

On behalf of the board, management, and staff, we would like to thank you for the opportunity to support you throughout the year. It has been so wonderful working with such amazing clients and carers. We would like to wish you Seasons Greetings and wish you a wonderful 2023. We look forward to continuing to support you.

What are you looking for in a Support Worker?

At IDS we hire Support Workers that are trained in the mandatory requirements defined by the Victorian Government. However being 'trained' is one thing, being able to relate and understand people is another.

At IDS we are continually improving our screening process and are introducing a new practical measure to screen for the 5 character traits we believe to be essential in our support teams.

These traits are:

Competent, Resourceful, Reliable, Empathetic and Sincere.

What do you think? Whether you're a client receiving direct supports or a carer of a client, do you have any input to share with us on what you find important in a Support Worker?

You can send your feedback to us in the following ways:

Email - feedback@idsa.org.au

Call - 03) 9340 5100

Website - <https://www.idsa.org.au/contact>

Client Gallery

Let's look back on some of our favourite memories from the IDS Christmas celebration, 2022!



Some photos from our recent recreational activities at Kryall Castle



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