

VOL. 31 | JUNE 2024

INDEPENDENT DISABILITY SERVICES

INSIGHTS, CELEBRATIONS & NEW BEGINNINGS

Welcome to the June IDS Newsletter! This month, we're enhancing your knowledge on cyber safety with Kinora's 'Stay Scam Savvy' factsheet, spotlighting a collaborative initiative to counter violence against multicultural women with disabilities, and showcasing the NDIS's commitment to participants from Culturally and Linguistically Diverse (CALD) backgrounds.

We're also inviting you to join us in celebrating International Friendship Day. In our IDS Hero of the Month feature, we'll honour Constance, our inspiring Disability Support Worker. We'll also give a heartening birthday shoutout to our clients born in June, and we'll share our continued dedication to welcoming and supporting new referrals.

This edition is brimming with valuable resources and event updates, from navigating the NDIS to celebrating special occasions to timely updates.

At IDS, we're here to support you. Our phone services for clients and staff are available from 6 am to 10 pm, 365 days a year. Give us a call at 03 9340 5100.

Stay safe, stay informed, and enjoy your read!

BOOST YOUR CYBER SAFETY WITH KINORA'S 'STAY SCAM SAVVY' FACTSHEET

IDS recognises the crucial importance of cyber security, echoed by concerns raised in our recent Client and Carer Engagement Group (CCEG) meeting.

Unfortunately, scammers are increasingly targeting individuals with disabilities, including NDIS participants.

To guide against this troubling trend, Kinora has released a handy factsheet titled 'Stay Scam Savvy: Warning signs to watch out for.' It lists the common tricks that scammers use through calls, texts, and emails.

Last year alone, people with disabilities lost approximately \$33.7 million to scams - a staggering 71.2% increase from the previous year (as the ACCC report states). Protect yourself by downloading Kinora's essential factsheet here. Stay safe, and remember, if something seems too good to be true, it likely is!

View the fact sheet here: <https://www.kinora.com.au/resources/stay-scam-savvy-warning-signs-to-watch-out-for-factsheet>

Read the ACCC Report here: <https://www.accc.gov.au/media-release/accc-calls-for-united-front-as-scammers-steal-over-3bn-from-australians>

YOUR INVITATION IS HERE! COLLABORATIVE EVENT ON PREVENTING VIOLENCE AGAINST MULTICULTURAL WOMEN WITH DISABILITIES

Women with Disabilities Victoria (WDV) and the Multicultural Centre for Women's Health are excited to host the upcoming online event, 'Preventing Violence Against Women with Disabilities from Multicultural Communities.' This initiative reflects the spirit of advocacy that WDV has come to be known for, championing the rights of women with disabilities.

IDS is proud to support this highly important event. The forum spotlights how gender inequality, racism, and ableism can intersect, heightening the risk of violence against migrant and refugee women, as well as non-binary and gender-diverse individuals with disabilities. Importantly, it also explores proactive steps for enhancing gender and disability inclusivity and cultural safety in our practice.

Find out more about this essential event on the **WDV website:** <https://wwdv.wildapricot.org/event-5732090>

Let's join hands to create safer and more inclusive communities together.

NDIS SUPPORT FOR PARTICIPANTS FROM CALD BACKGROUNDS

The NDIS is reinforcing its commitment to participants from Culturally and Linguistically Diverse (CALD) backgrounds, launching the NDIS CALD Strategy and Action Plan 2024-2028. To ensure this initiative is accessible, the NDIS has published translated information about its new working methods in 18 languages, including Auslan, available on the Languages page of the NDIS website.

The available languages include Arabic, Assyrian Neo-Aramaic, Burmese, Chinese (Simplified and Traditional), Dari, Dinka, Farsi, Khmer, Korean, Nepali, Swahili, Vietnamese, and more. Audio file translations are also provided for languages with lower reading skills.

Additional resources, including Easy Read and digital Braille factsheets, are available on the NDIS website's Booklets and Factsheets page.

For further information, you can reach out to the NDIS by visiting an NDIS office, calling 1800 110 800, emailing enquiries@ndis.gov.au, or using webchat on the NDIS website.

Participants and representatives can also utilise the free language interpreting service to contact the NDIS. Simply call the Translating and Interpreting Service on 131 450 and ask to speak to the NDIS. For more information, visit NDIS Languages.

NDIS Languages: <https://www.ndis.gov.au/languages>

Booklets and Factsheets: <https://www.ndis.gov.au/about-us/publications/booklets-and-factsheets>

Webchat: <https://www.ndis.gov.au/contact>

THE VICTORIAN DISABILITY WORKERS COMMISSION (VDWC)

Disability workers perform vital roles in our society. The registration process with the Victorian Disability Workers Commission (VDWC) ensures these dedicated individuals conform to established practice standards, hold the necessary qualifications or experience, and are assessed as suitable for registration.

This registration process instils greater confidence in the quality and safety of services for individuals with disabilities. It is free and voluntary, emphasising the shared aim of crafting a safer, stronger disability sector.

We encourage all disability workers to register today. Visit the VDWC website for more information and to initiate the process.

For further enquiries, feel free to call 1800 497 132 between 9.30 am and 4.30 pm from Monday to Friday. To stay updated, subscribe to the VDWC newsletter and follow VDWC on LinkedIn, Twitter, Facebook, and Instagram.

VDWC Eligibility for Registration: <https://www.vdwc.vic.gov.au/get-registered>

Subscribe to VDWC Newsletter: <https://www.vdwc.vic.gov.au/about/contact-us>

YOU ARE INVITED TO INTERNATIONAL FRIENDSHIP DAY CELEBRATION

Join us in celebrating International Friendship Day on Tuesday, 30th July 2024. We're delighted to host a special get-together at the IDS Head Office at 60 Leicester Street, Carlton, honouring the friendships that enrich our vibrant community.

We've planned an enjoyable day complete with a lovely lunch (please email any dietary requirements to admin@idsa.org.au by 25th June). Post lunch, we've arranged for a movie screening with popcorn, and some engaging craft activities you can enjoy with your friends. Dress to impress!

The event will commence at 11 am and conclude around 4 pm. If you wish to attend, please inform the office by calling 9340 5100. This will help your Disability Support Workers arrange transportation for your arrival and departure. For any queries, email us at admin@idsa.org.au.

We look forward to seeing you there and celebrating the power of friendship together.

IDS HERO OF THE MONTH.

CONGRATULATIONS TO CONSTANCE

This month, we want to celebrate an invaluable member of our team: Constance, a dedicated and compassionate Disability Support Worker (DSW) at IDS. Her journey into support work stemmed from a desire to bring happiness to those with vulnerabilities, which aligns perfectly with her nursing background from overseas.

Being a DSW at IDS, according to Constance, is a rewarding experience. Despite her commitments as a mother of two, IDS made sure her work hours were perfectly tailored to her needs. This level of understanding and flexibility is one of the reasons Constance considers IDS a highly respectful employer.

One of her favourite memories at IDS is our annual team gatherings, where all members come together to connect, share experiences, and learn innovative ways to better support our clients. These shared moments of learning and camaraderie truly encapsulate the spirit of IDS.

Outside her professional life, Constance leads a fulfilling personal life. She is happily married with two children and has successfully completed her Diploma in Remedial Massage. Currently, she is looking forward to pursuing Nursing in Australia. Her dedication, respectfulness, and patient demeanour make her an absolute asset to our team.

Constance's advice to potential DSWs is to treat clients with respect and dignity, just as one would treat their own family. She emphasises the importance of patience, understanding, and genuine care in uplifting both the individuals receiving support and the company's reputation.

In her approach to ensuring her clients' comfort, Constance believes in establishing a strong rapport, respecting their personal space, and promoting their autonomy. She actively listens to their needs and finds ways to meet them without being imposing.

Constance appreciates IDS's emphasis on worker well-being, its supportive staff, and its timely remuneration. She values our respectful rostering team which supports her during challenging shifts. This supportive environment resonates with her work values and makes her feel secure in her role.

Constance embodies the spirit of IDS in every way, and we are truly honoured to have her on our team.

NDIA QUARTERLY REPORT INSIGHTS & SECTOR IMPROVEMENTS

The National Disability Insurance Agency (NDIA) recently released its Quarterly Report for Q3 2023-24, which provides significant insights into the NDIS's ongoing performance from 1 January to 31 March 2024. The report showcases the positive impact the NDIS continues to have on participants, their families, and carers.

In line with federal budget changes pointing towards a transformation of the NDIS, a major development has been the introduction of the \$83.9 million 'Crack Down on Fraud' program in February 2024. As a sector, we welcome this much-needed step to curb unethical practices that exploit vulnerable members of our community.

As an ethical, registered NDIS, TAC, and WorkSafe provider, IDS supports this well-deserved scrutiny in our sector. Our collective goal is to maintain a client-centred approach, fostering an environment of trust.

Data from the report highlights that as of March 2024, the NDIS is supporting 649,623 participants, with 7,905 joining this quarter. The NDIA's efforts in detecting, preventing, and reducing fraud have seen significant progress, further boosted by the investment in the 'Crack Down on Fraud' program.

Other key progress points include a 10% increase in satisfaction from participants aged 15 and older, and a consistent increase in satisfaction within the 65 years and older group. The NDIS is also enhancing its commitment to ensuring safe and timely hospital discharges for participants.

For more detailed information, please refer to the **full report**:

<https://ndis.gov.au/about-us/publications/quarterly-reports>

NAVIGATING YOUR NDIS APPLICATION OR PLAN REVIEW

NDIS application or a plan review can be a daunting experience, especially when trying to meet the NDIS standards. But don't fret – whether you have a Support Coordinator or a Local Area Coordinator (LAC), or none at all, we're here to provide you with guidance and support at IDS.

If you currently lack support coordination funding in your plan, IDS can assist with your application. We can also refer you to quality support coordinators or LACs across the state. Here are some pointers to help you navigate your NDIS application or strengthen your case for a plan review:

Determine Your Eligibility

The first step in your NDIS journey is confirming your eligibility.

Gather Your Information

Ensure you have all the necessary information before starting your NDIS application. This includes medical reports, assessments, and other documentation that supports your application.

Contact the NDIS

To apply or request a plan review, contact the National Disability Insurance Agency (NDIA). You can call the NDIS hotline on 1800 800 110 or visit the NDIS website. After confirming your eligibility, they'll arrange a planning meeting.

Attend a Planning Meeting

In this meeting, you'll discuss your needs and aspirations with an NDIA planner. You can be supported by your Support Coordinator or IDS during this meeting. Having a support person or advocate with you is also advisable. The planner will collaborate with you to form a plan outlining your required support and corresponding NDIS funding.

Receive Your Plan

Following the meeting, you'll receive your NDIS plan. It details the support and funding allocated to you. The management of your plan is in your hands, or you can opt for a registered Plan Management provider, like Disability Support Management, to oversee your funding.

Applying to access the NDIS FAQ:

<https://www.ndis.gov.au/applying-access-ndis/how-apply/information-gps-and-health-professionals/applying-access-ndis-faq>

CELEBRATING JUNE BIRTHDAYS AT IDS

A joyous birthday wish to Jason, Magdy, David, Michelle, Neil, and Adrian! We hope your special day is filled with laughter, happiness, and memorable experiences. We applaud your journeys and eagerly look forward to celebrating more milestones with you in the year ahead. Here's a cheer for our June stars!

WELCOMING NEW REFERRALS AT IDS

At IDS, we work alongside clients, support coordinators, carers, and Local Area Coordinators (LACs) to enhance participants' lives and help them reach their goals. Our skilled team, spread across Melbourne, is ready to deliver tailored support swiftly, considering each client's unique needs.

We collaborate with a range of professionals, from hospital discharge teams to GPs, to provide the best possible care. Our staff, all have NDIS worker screening checks and regulatory-compliance verified, are equipped with client-specific training.

IDS, an NDIS, TAC, and WorkSafe registered provider, values honest and ethical communication, keeping our partners informed with timely reports.

Visit our website for more information, email us at support@idsa.org.au, or give us a call on 9340 5100. Our office hours are 6am to 10pm 365 days a year.

At IDS, we're here to support you.

IDSA Website: <https://www.idsa.org.au/>



Independent Disability Services

Changing lives, empowering people



Want to join our online community?

Connect with our social media community by following us on Facebook, Instagram, and LinkedIn.



Love us? Leave us a 5-star Google review!

Search for Independent Disability Services (IDS) on Google or [click here](#). For any additional comments and feedback, call us at (03) 9340 5100.



Rebecca
3 reviews

★★★★★ 4 months ago

Hello I'm one of IDS clients who continue to receive through their valued respected client centred supportive support from the amazing office staff who always are dedicated answering the telephones with cheerfulness and understanding with ... [More](#)



John Lee
1 review

★★★★★ 10 months ago

it not aother services ... but wonderful life i acheived from there support thanks heaps idsa



Zeba Hekmat
10 reviews · 1 photo

★★★★★ 2 years ago

My sister uses IDS for home supports and she could not be happier. They are thoughtful, responsive and always put her needs first. Lovely to deal with too. Five stars!!!

