

VOL. 28 | MARCH 2024

INDEPENDENT DISABILITY SERVICES

EMBRACING EXCELLENCE, CELEBRATIONS, AND INNOVATION

Welcome to the March edition of the IDS Newsletter. This month, we're excited to celebrate our hardworking team with the ongoing IDS Service Excellence Awards nominations - an opportunity to appreciate our dedicated staff who consistently make an exceptional impact. We're thrilled to spotlight performance that embodies IDS values and truly brightens our community.

Continuing the appreciation trail, we're shining a light on our IDS Chair, Geoff Schomburgk, in our quarterly board profile. His leadership and commitment to our mission are truly inspirational. Moreover, we're pleased to share about fun-filled activities our clients enjoyed recently, along with acknowledging our Hero team - Val, Mardea, and Nat, who have garnered commendable feedback from an external Occupational Therapist.

Lastly, we bring you updates on Australian healthcare's digital revolution and an opportunity to be part of the national disability data progress. We also remember to spread birthday joy to our March celebrants and introduce you to our Client Service Management Portal, making service management simpler than ever. Enjoy reading!

IDS BOARD SPOTLIGHT: MEET OUR CHAIR, GEOFF SCHOMBURGK

In this quarter's board profile, we're honoured to spotlight the committed stewardship of IDS Chair, Geoff Schomburgk.

Q1: Can you share a bit about your background, Geoff?

I have a background in technology, working for a range of local and international companies, with a focus strategy and growth. I have been a Director for the last 13 years for a number of commercial and NFP organisations. I have been on the Board of IDS for the last 9 years, and Chair since 2020. I love to travel, explore the outdoors (often on my bike) and have a love of good food.



Q2: What drew you to IDS, and how has it evolved during your time on the board?

I really enjoy working with people and love a challenge. I think I have some interesting experiences and I am motivated to share my experiences, where I can, to help others. Working in the disability sector has been truly rewarding as I can see how we make a real difference to others. When presented with the chance to join IDS back in 2015, I jumped at the chance.

IDS has certainly evolved over this time, for the better. We have moved from a block funding model to the NDIS model. We have survived the challenges from COVID. And I believe IDS has emerged as a much stronger organisation.

Q3: How does IDS address the main challenges faced by individuals with disabilities in our community?

The key challenges for our clients and all NDIS participants are around inclusion, empowerment and choice - to live the lives they choose. Empowering our clients to enrich their quality of life is the core of IDS' mission, so everything we do at IDS is targeted to address these challenges.

Q4: Can you tell us about current IDS initiatives focused on improving the lives of individuals with disabilities?

We are currently preparing for a major NDIS audit, which will validate that IDS is following industry best practices in terms of client services, and quality of care. We continue to engage our client and carers community to seek feedback and input on new initiatives that can further our mission.

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Finally we are expanding our use of Visual Care to enable clients to access services in real time, for better communications and giving them great control over the services we provide.

We're delighted to welcome new board members Caroline Eagleson, Michelle Nichols, and Ben Renshaw. Their expertise will undoubtedly add value to our strategic direction and governance. We also extend sincere thanks to Richard Lee for his dedication during his 9-year tenure on the IDS board, and we're pleased he'll continue to contribute to the FRAC committee and the CCEG.

CREATING BEAUTIFUL MEMORIES: IDS CLIENTS ENJOY FUN-FILLED ACTIVITIES IN THE CITY

Our IDS community has had a marvellous time exploring a variety of activities this month. From immersing themselves in vibrant city experiences to being drawn into the magical world of the show 'Grease,' our clients have enjoyed every moment.

Each new adventure sparks joy, fosters social connections, and creates lifelong memories. And these shared experiences are a testament to the rich, inclusive, and exciting life experiences that being part of the IDS community offers. Here's to more great times ahead!

IDS HERO TEAM SPOTLIGHT: CELEBRATING VAL, MARDEA, AND NAT!

This month, we're shining the spotlight on our "Hero Team" - Val, Mardea, and Nat! We're thrilled to share some exceptional feedback received from an external Occupational Therapist applauding the remarkable work of our Disability Support Workers (DSWs):

"I wanted to take a moment to express my sincere appreciation for the wonderful Behaviour Support Training session we held last Friday. It was truly a pleasure to meet your team and put faces to names. I must say, I was truly amazed at the level and detail of care that your staff provided to a client. It's evident that your team is dedicated and committed to providing the best support possible. Their professionalism and compassion were truly commendable. I wanted to inform you that I'll be passing on this feedback to the relevant healthcare professionals. I believe there might be some scope to further enhance the already amazing support that your team provides."

Our team's dedication to providing excellent support and going above and beyond for our clients clearly shines through. We're immensely proud to have such dedicated and caring individuals in our IDS family. Keep up the fantastic work!



EMBRACING THE FUTURE OF HEALTHCARE: INTRODUCTION OF AUSTRALIA'S NEW DIGITAL HEALTH STRATEGY

Australia has embarked on a promising journey towards a more technologically advanced healthcare system, marked by the endorsement of a five-year plan by federal, state, and territorial governments. Today, the National Digital Health Strategy 2023-2028 and its Strategy Delivery Roadmap were launched, laying the groundwork for a more inclusive, sustainable, and healthier future for all Australians.

The National Digital Health Strategy 2023-2028 focuses on four pivotal outcomes:

- 1. Digitally Enabled Services:** It aims to connect and secure health services, ensuring they are safe and sustainable.
- 2. Person-Centred Approach:** The strategy empowers Australians to take charge of their health and well-being by providing access to the right tools and information.
- 3. Inclusive Access:** It seeks to ensure equal access to health services for everyone, irrespective of location or circumstance.
- 4. Data-Driven Decisions:** The plan underscores the importance of readily available data in guiding decisions at the individual, community, and national levels to contribute to a robust health system.

The Physical Disability Council of Australia (PWDA) has played a significant role in shaping this strategy, focusing on accessibility matters. The council is committed to continuing its support for the strategy's goal of fostering inclusion and ensuring equitable access for everyone, including our clients at IDS, well into the future.

EMPOWERING CLIENTS WITH TECHNOLOGY: CLIENT SERVICE MANAGEMENT PORTAL

The IDS Client Portal is an easy-to-use platform designed to simplify your service management. Request changes, seek support, and share feedback all in one place, regardless of your location. Experience our commitment to enhancing your IDS journey with efficient, user-friendly interaction.

Need help? Our client services team is ready to assist. Just call 9340 5100 to get started and navigate the portal with ease.

BE A PART OF NATIONAL DISABILITY DATA PROGRESS: JOIN THE ADVISORY PANELS

The Australian Government Department of Social Services (DSS) is calling for individuals to express interest in joining two advisory panels. These panels will offer guidance on the National Disability Data Asset, helping drive ethical data use and future improvements. Notably, non-government panel members will receive compensation for their time and expertise.

DSS is particularly interested in individuals with disabilities, experts in disability research, and those knowledgeable about human rights and the ethical application of data for research.

Don't miss this unique opportunity to influence national disability data progress. Learn more and express your interest by visiting [DSS engagement site](https://engage.dss.gov.au/national-disability-data-asset-planned-panels-expressions-of-interest/) - <https://engage.dss.gov.au/national-disability-data-asset-planned-panels-expressions-of-interest/>

Please note that expressions of interest close at 7 pm AEST on February 29, 2024. We encourage our IDS community to get involved, lend their voices, and help shape this important initiative.

MARCH BIRTHDAY CELEBRATIONS: IDS HONOURS YOUR SPECIAL DAYS

As the festive season brings joy and cheer, we at Independent Disability Services (IDS) are thrilled to send our warm birthday wishes to our cherished clients celebrating their special days this March.

Our heartfelt congratulations to Susie, Grace, Zoe, Adrian, Melanie, Michael, Nazmi, and everyone else marking another year this month. We hope your birthdays are brimming with happiness, laughter, and unforgettable moments.

Every client's birthday at IDS serves as a reminder of our joint commitment to enhancing the quality of each day. To our March celebrants, your inspirational journeys motivate us all. We're excited for the opportunity to continue supporting you. Here's wishing you a truly exceptional Happy Birthday!



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!!!

