

VOL. 25 | NOVEMBER 2023

INDEPENDENT DISABILITY SERVICES

CELEBRATIONS, CONNECTIONS, AND COMMUNITY

Welcome to the IDS November Newsletter, your monthly update on our vibrant community's happenings. This issue brings together an array of thoughtful stories, upcoming festive activities, and crucial updates designed to keep our clients in the loop.

In our continuous effort to ensure seamless communication, we navigated through the recent Optus outage, keeping our phone support active using our 3cx app. We encourage our clients and staff to explore and utilise our VAboutMe app and client portal for better communication.

We're also proud to feature our IDS CEO's active engagement at the Victorian Disability Worker Commission roundtable, demonstrating our commitment to upholding standards within the disability services sector.

As we step into December, we have a vibrant calendar of recreational activities planned, starting with our annual IDS Christmas Party. We look forward to sharing the holiday cheer with our clients and fostering stronger community bonds.

In this issue, we highlight our Hero of the Month, and celebrate our November-born clients. So sit back, relax, and read on for this month's collection of IDS stories!

FESTIVE CELEBRATIONS IDS:

JOIN US FOR THE ANNUAL CLIENT CHRISTMAS PARTY

The festive season is right around the corner and what better time to celebrate our IDS community! We're thrilled to announce that our annual IDS Client Christmas Party will take place on Friday, 1st December - the International Day of People with Disability.

Come join us for a delightful day filled with delicious food, captivating music, joyful dancing, and entertaining games. We can't wait to share in the holiday cheer with you! Please call our office if you have any questions on 9340 5100 or email support@idsa.org.au.

STAYING CONNECTED WITH IDS: LEVERAGE OUR COMMUNICATION PLATFORMS FOR SEAMLESS SUPPORT

During the recent Optus outage that affected communication nationwide, IDS was able to provide a continuum of support answering phone calls on the 3CX app and through online communications and requests providing clients and staff with support whilst the outage occurred.

Utilising our Client Management System, our workers were able to send messages via the Vworker app, while our clients could communicate through the VAboutMe app on their mobile devices or via the client portal (accessible through NBN).

If you haven't yet registered for the VAboutMe app or the client portal, we encourage you to do so. Please reach out to our client services team at 03 9340 5100 or send an email to support@idsa.org.au. Our team will assist you with the setup and provide necessary training.

Additionally, if you have a disability or a life-threatening condition, you may qualify for priority assistance, including landline installation with backup. To learn more, please get in touch with your service provider, or if you need support contacting your provider, our dedicated support team at IDS is ready to help.

NAVIGATING HEALTH CHALLENGES: STAYING UPDATED WITH COVID-19 VACCINATIONS

According to health authorities, the summer may see a rise in COVID-19 cases due to an increase in travellers from the northern hemisphere. To maintain everyone's safety and health, especially for those at greater risk, including many of our IDS clients with disabilities, we advise staying updated with vaccinations.

If it has been six months or more since your COVID-19 illness or vaccination, we strongly encourage you to get a booster shot. Keeping up to date with vaccinations is a crucial step in protecting ourselves and the people we care for from potential COVID-19 infection.

HIGHLIGHTS FROM OCTOBER: UNFORGETTABLE ACTIVITIES AT IDS

October was brimming with engaging activities at IDS. We sparked friendly rivalry with team bowling and soaked in culture at the Melbourne Museum. The Melbourne Boat Show displayed impressive watercrafts, while a Mystery Bus Tour to Geelong added an element of surprise. Looking forward, we are keen to create more memorable experiences, strengthen community bonds, and continue spreading joy within our organisation.



JOIN THE CELEBRATIONS: IDS NOVEMBER BIRTHDAYS

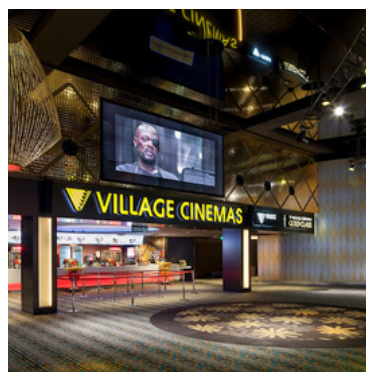
We're delighted to send our heartfelt birthday wishes to our valued clients who are celebrating their birthdays this month.

Happy Birthday and best wishes to our November-born clients – to Lachlan, Birol, Alex, Frank, Colin, and all celebrating their special days.

From the IDS team, may your day be truly wonderful, filled with joy, laughter, and unforgettable experiences.

DECEMBER RECREATIONAL ACTIVITIES: EMBRACING JOYFUL ACTIVITIES WITH IDS

It's a time when our calendar blooms with a variety of engaging activities for our valued clients. From bowling sessions to city tours, we've curated experiences aiming to foster connection, fun, and a shared appreciation for this special time of year. We're thrilled to embrace the holiday spirit throughout the month while creating a space for joy, camaraderie, and jubilant celebration.



Friday 1st December

Christmas Party - IDS Celebration

Friday 8th December

Strike Bowling - Melbourne Central

Thursday 14th December

Movies - Crown (Movie TBA)

Friday 22nd December

City Tour - Taking in the Festive Christmas Sights

Thursday 28th December

Strike Bowling

(This is a popular suggestion hence included twice this month to happily finish the year off!!!)

Experiencing the magic of December through active fun together at IDS!

HERO OF THE MONTH:

MEET NAT, A DEVOTED DISABILITY SUPPORT WORKER

This month, we're delighted to spotlight Nat, an immensely dedicated Disability Support Worker (DSW), as our IDS Hero of the Month.

Nat's journey into becoming a DSW is a story of empathy and desire to make a difference. She sought a career where she could provide help to those who needed it the most.

Her passion led her to complete a Certificate 4 in Disability, a journey she thoroughly enjoyed and which cemented her conviction in her chosen path.

A typical day for Nat at IDS is carved out with careful planning. She begins her shift by reviewing notes to understand her clients' routines and prepare for the day ahead. She cherishes those moments that underline her impact - when she observes a client's progress, or when her advice enhances their daily life.

For Nat, ensuring the comfort and security of her clients is paramount.

She believes in thoroughly understanding her clients: she diligently reviews documents, converses with other staff and family members, and avoids topics that may upset clients during conversations. For those considering a career as a DSW, she advises that while the job isn't easy, it's immensely enjoyable.

We're proud to have a committed DSW like Nat on our team. Her unwavering dedication to her clients encapsulates the values we uphold at IDS.



All our DSWs are dedicated to Excellence and Empathy

VICTORIAN DISABILITY WORKER COMMISSION (VDWC): ENSURING QUALITY SUPPORT FOR OUR CLIENTS

Our CEO recently represented IDS at a roundtable held by the Victorian Disability Worker Commission (VDWC).

Established in 2019 by the state government and led by Commissioner Dan Stubbs (pictured), the VDWC plays a vital role in upholding standards within the disability services sector. It oversees the registration of disability support workers and maintains a public register of these professionals.

The VDWC is also a key resource for clients and caregivers who have concerns regarding support workers, encompassing their standard of work, knowledge, skills, suitability for registration, safety in service provision, and adherence to the Disability Service Safeguards Code of Conduct.

To express concerns or make a complaint, you can reach the VDWC at 1800 497 132, visit vdwc.vic.gov.au/complaints, or schedule a face-to-face meeting with their team. Interpreter services are available. For more information, please visit vdwc.vic.gov.au.

At IDS, we're committed to liaising with key organisations like the VDWC to ensure our clients receive the highest quality of support.





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 another services ... but wonderful life i achieved 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!!!

