

VOL. 23 | SEPTEMBER 2023

# INDEPENDENT DISABILITY SERVICES

## IDS'S COMMITMENT, ACHIEVEMENTS, AND EXCITING ADVENTURES

Welcome to the September edition of our IDS newsletter. This month, we're excited to highlight our ongoing commitment to improving the lives of Australians with disabilities in partnership with the National Disability Insurance Scheme (NDIS).

As the NDIS undergoes a comprehensive review, led by esteemed professionals Professor Bruce Bonyhady AM and Ms Lisa Paul AO PSM, we eagerly anticipate the implementation of their key recommendations.

We also delve into the significant transition from MHCC to MHWC, marking a new era in mental health governance with increased responsibilities. In other news, a landmark referendum on establishing an Aboriginal and Torres Strait Islander Voice in parliament is set to take place, emphasising the importance of your vote.

In our 'Hero of the Month' segment, we shine a spotlight on Nemo, an exceptional Disability Support Worker at IDS, whose dedication and compassion exemplify the spirit of our organisation.

Our October recreational activities calendar is brimming with exciting events. Join us for bowling, a mystery bus tour, an art exhibition, and a boat show, promising enriching experiences for our community. Reflecting on the past month, we revisit the delightful adventures in August, including visits to a chocolate factory and a museum. We also feature Naz and Declan's captivating Daylesford adventure on our photo wall.

Join us as we continue to nurture growth, celebrate achievements, and pave the way for a brighter future.

**Your Support Makes All The Difference**

# **IDS'S COMMITMENT REINFORCES NDIS'S VISION: STRENGTHENING AUSTRALIA'S DISABILITY SECTOR AMIDST COMPREHENSIVE REVIEW**

IDS, a devoted provider of the National Disability Insurance Scheme (NDIS), is committed to improving the lives of Australians with disabilities.

We align with NDIS's mission to enhance participant experiences, ensure sustainability, and restore trust.

This vision is vital as the NDIS, initiated by Hon. Mr Bill Shorten MP in October 2022, undergoes a review led by Professor Bruce Bonyhady AM and Ms Lisa Paul AO PSM. The review aims to fortify this pivotal social policy scheme. Our partnership with NDIS exemplifies IDS's resolve to impact the disability sector positively.

The co-chairs are currently updating on the review's progress and future expectations through roadshows. With over 3,000 submissions and extensive engagement, the panel's message is evident: The NDIS is here to stay.

The panel will submit ten key recommendations to Parliament:

- Roll out community-wide foundational supports nationally.
- Improve participant experience through a person-centred approach.
- Make access to the Scheme primarily based on significant functional impairments.
- Clearly define reasonable and necessary supports.
- Identify developmental concerns and delays as early as possible.
- Focus reforms on current and future housing needs.
- Clarify the role and functions of intermediaries.
- Address the NDIS market direction.
- Engage a diverse, well-trained workforce.
- Establish a better quality and safeguards framework.

To read the full transcript of the update, please visit [NDIS Review](#) or contact IDS for more information.

**We align with NDIS's mission to enhance participant experiences, ensure sustainability, and restore trust.**

# OCTOBER RECREATIONAL ACTIVITIES: ENRICHING OUR COMMUNITY



**Tuesday 3rd October**

KingPin Bowling at Crown Complex & Lunch

**Thursday 12th October**

Mystery Bus Trip & Lunch

**Friday 20th October**

NGV International - Planetary Redesign

**Friday 27th October**

Melbourne Boat Show at Docklands

**Fostering Confidence, Independence, Learning, and Fun!**

NOTE: No overnight stays this month.

# HERO OF THE MONTH: CELEBRATING THE REMARKABLE CONTRIBUTIONS

## **Nemo: A Shining Star in Disability Support at IDS.**

Nemo's path as a Disability Support Worker at Independent Disability Services was shaped by her personal experience. From the age of 14, she cared for her grandmother, kindling a love for service that eventually led her to a career in support work. This passion for helping others is reflected in her advice to those considering a similar path - to always treat others how they would want to be treated.

Every day, Nemo commits herself to being the best she can be and achieving her goals at IDS. She provides both mental and physical support, ensuring her charges feel comfortable and secure. Beyond her professional commitments, Nemo is a vibrant individual who loves playing Australian rules football and spending quality time with her family. This blend of dedication and fun makes her an invaluable part of the IDS team.

Nemo believes that what sets IDS apart from other disability support organisations is its familial atmosphere. Here, you're not just an employee; you're part of an organisation that values your privacy and your voice.

It's this sense of belonging and mutual respect that allows Nemo to create an environment where those receiving services feel supported and secure.

Her best days at IDS are testament to this, demonstrating the organisation's commitment to improving the lives of Australians with disabilities.



**All our DSWs are dedicated to Excellence and Empathy**

# UNVEILING THE FUTURE OF MENTAL HEALTH: MHCC TRANSITIONS TO MHWC

From September 1, 2023, a new era in mental health governance begins as the Mental Health and Complaints Commissioner (MHCC) transitions into the newly established Mental Health and Wellbeing Commission (MHWC). Armed with increased responsibilities, the MHWC is set to handle and respond to complaints more efficiently.

In a significant change, family members, carers, or supporters of individuals facing mental health challenges can now voice their experiences through complaints. The introduction of stronger requirements for mental health service providers under the new Act reinforces compliance with its principles.

The Independent Mental Health Advocacy (IMHA), a statewide service dedicated to people at risk of compulsory treatment under Victoria's Mental Health Act 2014, will now automatically be notified at pivotal moments to offer non-legal advocacy. More details about this opt-out advocacy service can be found in IMHA's fact sheet.

The MHWC maintains the same contact details for ease of communication:  
**Phone:** 1800 246 054    **Address:** Level 26, 570 Bourke St, Melbourne 3000

For additional information, visit the official site by visiting the below links:

[Principles of the new Act](#)

[Independent Mental Health Advocacy](#)

[IMHA Fact Sheet](#)

[More Information](#)





# MAKING HISTORY: REFERENDUM FOR ABORIGINAL AND TORRES STRAIT ISLANDER VOICE IN PARLIAMENT

On October 14th, a landmark referendum will be held on establishing an Aboriginal and Torres Strait Islander Voice in parliament, a proposed advisory body representing Indigenous communities. This pivotal vote seeks constitutional recognition of Australia's First Peoples. Your vote matters with only 1 single question to answer “yes” or “no” to.

Need assistance or more information? Check the below links:

[More Information](#)

[Voting Assistance](#)

[FAQs](#)



## LEGENDS ON THE WALL: SHARE YOUR BEST MEMORIES!

Naz and Declan's Daylesford Adventure!

This month, our photo wall is graced by Naz's enchanting trip to Daylesford, Victoria, with his support worker Declan. Their adventure included a visit to a serene retired horse farm, Bullarto train station, the mesmerising falls, and more. After his joyful journey, Naz shared captivating updates with us at IDS.



Don't forget to share your memorable moments for our newsletter photo wall. We can't wait to see them!

# EMBRACING SEASONS END: IDS CLIENTS ENJOY A MONTH OF EXCITING ACTIVITIES

As we bid farewell to winter in August, our journey was adorned with delightful escapades.

From savouring the sweet allure of Yarra Valley's chocolate factory, catching the movie 'Strays' to exploring Melbourne Museum's famed animal artefacts - soon to be renovated, and our monthly ten-pin bowling ritual.

It was a month to remember!

If you're eager to be a part of our vibrant recreational activities, we warmly invite you to connect with our dedicated Client Services Team. Simply reach out to us by email at [support@idsa.org.au](mailto:support@idsa.org.au) or give us a call at (03) 9340 5100.



Don't let the fun pass you by - Seize the opportunity to create cherished memories with IDS!



# FEEDBACK WELCOME: IDS MAKES IT EASY FOR YOU TO SHARE

At IDS, we hold your feedback in high regard and have made it easy for you to share it with us.



**Phone:** (03) 9340 5100

Available 6am to 10pm 7 days a week 365 days a year



**Support Emails:**

[Support@idsa.org.au](mailto:Support@idsa.org.au)

24 turn around time on acknowledging your email

**Feedback Emails:**

[Feedback@idsa.org.au](mailto:Feedback@idsa.org.au)

(Only viewed by the QRC manager and CEO)



**Client Portal:**

This is available to all IDS clients and carers.

Please contact client services on (03) 9340 5100 to set up your account or for support.

During the month of October our CEO Sylvia Rosemond or our Operations Manager Marcia Helmers will be contacting clients, carers and guardians for feedback on IDS. If you would like to be put on our priority list or would like to opt out please call our office on (03) 9340 5100. We are really looking forward to talking to you.

**“Feedback is the bridge between good intentions and great performance.”  
- Sir Ken Robinson**





# 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!!!

