

# INDEPENDENT DISABILITY SERVICES MARCH 2023 NEWSLETTER

VOLUME 17

## FROM THE CARLTON OFFICE:

As Autumn sets in, the changing colours of our leaves paint a golden landscape and the cool crisp mornings signal the end of hot summer days. We extend our warm wishes to those celebrating Ramadan from March 22nd to April 21st, and hope this time brings joy and fulfilment for them and their loved ones.

In addition, Easter weekend is approaching, from Good Friday on April 7th to Easter Monday on April 10th. Please note that our office will be closed during this time, but our after-hours support team will be available from 6 am to 10 pm to help you with any needs. If you require assistance, please don't hesitate to call us at 9340-5100.

We also have some exciting news to share with you. Be sure to check out page 4 for your daily dose of IDS good news! There's more: we're thrilled to announce the release of our 2022 Annual Report. Our team has worked tirelessly to compile our successes and challenges from the past year, providing a glimpse into our strategic direction for 2023. Take a quick look at page 5 for a brief overview.



## WE'RE LAUNCHING OUR NEW APP!

IDS has launched the IDS client portal. This is available to ALL IDS clients, the portal allows you to see upcoming schedules, request a support worker, provide feedback, and see your documents.

Call 93405100 or email [support@idsa.org.au](mailto:support@idsa.org.au) and our client services team will activate your portal and organise training.



# RECREATIONAL ACTIVITIES

*Let's have some fun!*



Puffing Bill Day Trip  
Tuesday 4th April



Werribee Zoo  
Thursday 13th April  
NOTE: This is weather-dependent, with a backup plan to visit the Lindsay Fox Car Collection in case of bad weather.



Burger and Movie  
– SHAZAM!  
Wednesday  
19th April



Bowling and  
Lunch  
Friday 28th April

NOTE: No overnights this month.



# APPLAUDING OUR SUPPORT WORKERS

## APPLAUDING OUR SUPPORT WORKERS

### CYNTHIA OGBONNAYA IS OUR HERO OF THE MONTH!

Cynthia applies herself in a totally professional manner. Cynthia is able to ensure that her skills set are what is needed to support her clients. Cynthia has the ability to support the clients in the manner that they require. Cynthia dedicates herself to each and every one of her clients and delivers a client centred approach to all. When the call goes out for an urgent shift Cynthia responds with enthusiasm knowing that she can support the clients in what they need. – Thank you Cynthia for your constant dedication.



### CHRISTINE NICESKI

#### QUIET ACHIEVER

Another one of our quiet achievers is Christine. Christine applies herself to each client as one of her own. She is always there for the extra support when needed and fills in those hard to fill shifts just going about her daily run. She never ceases to amaze how very compassionate she is and willing to give her best all the time – Thank You Christine for being a great DSW with us.

### WHAT WE WERE UP TO LAST MONTH

*Williamstown Ferry*



# GOOD NEWS!



## Toby talks at VALID

Congratulations Toby on your amazing presentation at this year's VALID conference held in Geelong, Victoria!

VALID is an award-winning organisation that has been at the forefront of advocating for people with a disability in Victoria since 1989. Their mission is to promote and protect the human rights of people with an intellectual disability and to champion their rights as citizens to: Community Presence, Choice, Respect, Community Participation and Self Determination.

Check out Toby's website:

<https://www.thecentreforpositiveprogress.com/>

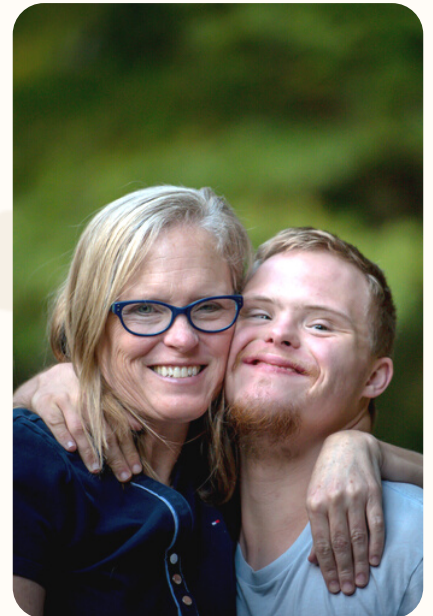
## Get your FREE Hour of Support Coordination!

*New to IDS? Looking for a support coordinator?  
We've got some great news for you!*

Did you know that you are eligible for an hour of free support service?

Click the link below to refer a client or simply go to our website to find the referral form. Once applied, a member of our team will be in touch with you as soon as possible.

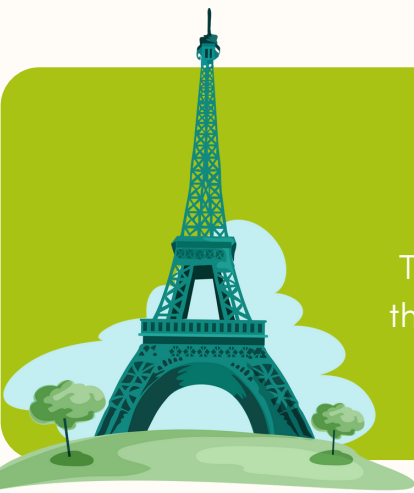
If you have any queries, please call us at 03 9340 5100 or email us at [support@idsa.org.au](mailto:support@idsa.org.au). Visit [www.idsa.org.au/referral-form](http://www.idsa.org.au/referral-form) to apply.



## FUN FACT FROM FINANCE

*by Chris Beeston*

The Eiffel Tower can be 15 cm taller during the summer, due to thermal expansion meaning the iron heats up, the particles gain kinetic energy and take up more space.





# 2022 ANNUAL REPORT



2022 started as a strong year, with a clear strategic plan in progress, a cohesive board and a dedicated management team and staff. During 2022 IDS has celebrated milestones, including new service streams, recognition programs, an increase in the client base and increases in revenue.

As we move into 2023, IDS continues to focus on areas of improvement in particular those highlighted by clients, carers and staff in order to improve our services and continue to listen to valued feedback.

## STRATEGIC PLAN

In December 2022, senior management and the IDS Board gathered together to flesh out the current and future state of IDS. The Strategy Day activities started with a closer review of the Focus Groups feedback, where three key areas were examined. The quality of support workers, recruitment screening processes and the commitment to capturing client and carer feedback most effectively.

Read more about the 2022 Annual Report at  
<https://www.idsa.org.au/latest-news/ids-annual-report-2022>

# IDS INTERNATIONAL WOMEN'S DAY 2023

Cracking the Code: Innovation for a gender equal future

We extend our heartfelt appreciation to each and every one of you who joined us at Pier 35 to honour and celebrate International Women's Day.



**Love us?**

**Leave us a 5-star Google review**

Search for Independent Disability Services (IDS) on Google or click the above link.

For any additional comments and feedback, call us at 03 9340 5100.

## FOLLOW OUR SOCIALS!

Click on the below links or search for us on the below channels

