



FAMILIES: FREQUENTLY ASKED QUESTIONS

- **What is the first step in receiving services from Interchange?**
The first step is calling the office and enquiring what services may be available to your child. You may do this yourself or you may have a referral from another agency. Next, an information package will be sent out to you that includes a 'Participant Profile.' This needs to be filled out and returned to Interchange.
- **What next?** After the Profile is completed and returned to Interchange, a home visit will be scheduled to meet with you and your child. We will discuss programs we currently offer and what may be suitable for your child's needs.
- **How long does this take?** Once we have received the paperwork back and have scheduled a home visit to meet with your family, you will be placed on our register. Once a suitable volunteer or group program in your area is available, we will contact you to discuss it. Being on our register means you will

have access to free tickets and other social opportunities (usually via email).

- **What kinds of clearance checks and training are done with your volunteers?** Our volunteers are required to provide DCSI child-related and disability services clearances, senior first-aid course and our rigorous in-house assessment and paperwork. We also run a mandatory Interchange training program prior to matching volunteers with a child or young person.
- **Where do the volunteers live?** We try and match a volunteer with a child or young person that live within 20 minutes of each other. Sometimes, this isn't possible and we may expand the radius.
- **What kind of support does Interchange provide?** Interchange staff are in the office Monday-Friday and families or volunteers may ring us with any queries they may have.
- **Do your volunteers have experience with children and young people with disabilities?** Not always. For those potential volunteers who do not have experience in the disability field, we provide comprehensive training prior to being matched and on-going training (should the volunteer want it) after being matched. In addition, our professional staff team is always there to help during the weekdays.