

Introductory shifts

Interchange Outer East (IOE) is committed to matching participants with support workers who are best suited to their individual needs, preferences, goals, and interests.

Matching decisions are informed by participant choice and control, support requirements, worker skills, and availability.

IOE invests significantly in its workforce to ensure that all staff meet mandatory safety, quality, and compliance standards before being matched with participants.

IOE ensures that all support workers complete comprehensive recruitment and onboarding requirements prior to delivering supports. These include, but are not limited to:

- Formal interview
- Reference checks
- Required safety and compliance checks
- Induction training
- Onboarding processes
- Ongoing support and supervision

IOE does not facilitate unpaid meet-and-greet sessions or interviews between participants and potential support workers. Participants are provided with information about the proposed support worker prior to introduction, including (but not limited to) their personality, experience, skill set, and age.

Where participants feel apprehensive about engaging a new support worker, they may opt for an introductory shift or a shadow shift to support a comfortable transition.

Introductory shifts

Introductory shifts are a **paid** shift that is flexible in time and location. They offer participants an opportunity to get to know the support worker prior to booking longer or ongoing shifts. IOE expect that the support worker helps with any tasks appropriate for a participants support needs and comfort level.

Shadow shifts

A shadow shift is a **paid** support shift where a new or incoming support worker observes and learns from another person, usually a known support worker or family member of the participant. Shadow shifts are often used when introducing a support worker to a participant with more complex needs.

All shifts are delivered at the appropriate NDIS price guide rate and are paid shifts for support workers. This decision ensures compliance with industrial relations obligations and fair payment for support worker time.

As an IOE business rule, IOE will only accept shifts of a minimum of 2 hours.