



Annual Report 2015-2016

Creating Opportunities & Choice

ABOUT US

Interchange Outer East (IOE) is a community based, non-profit agency that provides a range of opportunities, services and supports to children, young people with disabilities and their families. These supports:

- enable children and young people to develop confidence, learn skills, and to have fun;
- assist children and young people to be engaged and included in their community;
- enhance the well being of families.

We provide opportunities for children, young adults, families, volunteers and staff to have a range of experiences through which they can thrive.

IOE is backed by a culture that values people as being its most valuable asset. We pride ourselves on having a pragmatic approach to rules and regulations with a maxim to make things work and a strong desire to do the best we can.

We are innovative in our approach to the services we can provide by working closely with individuals and families to set goals, and creatively plan to achieve them.

We work with all areas of the community to create the best opportunities for people.

IOE also creates opportunities through our volunteer program for people in our community to meet others, enhance their skills and develop a connection with their community.

VALUES

Interchange Outer East is committed to working within the Human Rights framework of dignity, respect, equity and freedom.

Key statements

Interchange Outer East:

- upholds the human rights of all people associated with the agency;
- identifies families as the key constituent of the service and is focused on supporting families with children and young people living at home;
- is committed to provide a safe environment for all participants and upholds the principles of child protection and reducing the risks associated with abuse and unnecessary restrictions of vulnerable people;
- is committed to the importance of volunteering and the central role of volunteers in the agency in regards to service provision and future development;
- aims to develop links and to work collaboratively with community agencies and other services to develop opportunities that benefit families of children and young people with disabilities; and
- recognises the Wurundjeri people of the Kulin nation as the traditional owners of the land that Interchange Outer East operates on.





Creating Opportunities & Choice

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Cover image: MelMi celebrations at New Year's Eve Family Camp

Image left: Lachie at Portsea Family Camp

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BOARD OF MANAGEMENT

Our Board members are volunteers who give up their time to govern our agency. They meet monthly and take on the responsibilities of accountability and governance. The role of the Board is to provide purpose, leadership, direction and strategy. It ensures Interchange's finances are sound and that operations are legal and ethical. The Board also looks at the bigger picture of the agency, carries out constant performance assessments and guides the agency towards its goals. This year the Board has focused on the implementation of specialised sub-committees and helping the agency plan and prepare for the NDIS rollout.

PRESIDENT

Glenn Myatt

VICE PRESIDENT

Bernadette McGinn

SECRETARY

Dianne Thomas

TREASURER

Tina Valentine

GENERAL MEMBERS

Susanne Grosser	Stuart Weston
John Van Putten	Michael Beres
Melinda Spencer	Marianne Choong
Bruce Lanyon	Ruth Power

Much of the focus has been working on ensuring that the agency is continually preparing for the NDIS.



Image: Paint fight at Volunteer Camp



PRESIDENT'S REPORT

Welcome to the 2016 Annual Report. This past financial year has seen the gathering momentum of the National Disability Insurance Scheme (NDIS) across the country. The national rollout began in July 2016 in the northern region and preparations are underway for the progressive rollout across the country. The eastern region is due to commence the rollout in November 2017 and much of the focus of the Board and senior management has been working on ensuring that Interchange Outer East is continually preparing for the changing environment.

Interchange Outer East is a service delivery agency. Our core responsibility is to provide services that support families of children and young people with disabilities. To maintain that capacity throughout the implementation of the NDIS will require significant time, commitment and capacity to adapt and change to the evolving landscape. This necessitates a dual focus; preparing, adapting and responding to NDIS processes and systems, whilst continually developing, improving and conducting Interchange services for children and young people with disabilities and their families.

The Board has developed a sub-committee structure to enable greater analysis and ability to support the agency and senior staff to manage the preparations for the changing landscape. This has proved to be very successful in enabling greater input and use of expertise that Board members can provide. This, and the recruitment of new board members with specific skills in finance and strategy combining with the existing strengths of the board, has provided a good platform for the agency to build.

In January the Board engaged Seward Dawson (Chartered Accountants) to provide an understanding of our current cost structure and the variation between current costs and the future scenario under NDIS. The outcomes of the project, whilst somewhat sobering, have provided a clear focus of what needs to be addressed over the coming year to ensure Interchange Outer East is a viable and effective service for families to choose under the NDIS.

My thanks to all Board members for your input and willingness to engage and contribute to the work of governing Interchange Outer East. Interchange Outer East is a skilled and effective service provider and it is our responsibility to ensure that the agency is in a good position to meet the challenges of the future.

By Glenn Myatt - President of the Board of Management



Image: Volunteer Host appreciation day at Healesville Sanctuary

MANAGEMENT REPORT

It's no surprise but when I think over what we've done in the past year it's essentially the same as what we have done for the past 33 years. Growing, developing, creating, experimenting and planning. Working to make the service more effective to the needs and wants of families whilst also responding to the requirements of the environment, government, contracts and community expectations. It's a juggling act that a service has to manage effectively to bridge the gap between being effective today and being available for families that need and want the service in the future. While the NDIS future adds an extra demand on the juggling act, we need to approach that challenge with the strengths of Interchange at the forefront. Our values, and purpose for which we exist, to support children and young people with disabilities and their families.

Growing

- Incorporation of Parent Support Network (PSN) into Interchange
- 70 new families into the service
- More support for mums and dads
- Three family camps
- One to one support grew by 14.5%
- Children's weekend activities and camps grew by 13%
- Youth Group grew by 14.3%
- Yarra Valley hub & Activ8 grew by 74.8%

Developing

- The Melbourne-Milan (MelMi) exchange redeveloped
- Quality systems mean smoother audits
- Family Support Services team developed
- Overseas holidays become more regular and popular
- Sibling support growing due to support from Freemasons Victoria

Creating

- Men's Shed developed
- Adult siblings program trial
- Grandparents group – to support grandparents who care for their grandchildren
- ASD weekend activity program
- Establishment of a service hub in the Upper Yarra region
- A 24 hour theatre event for siblings

Experimenting

- Information expos for families
- Refining the application process for camps and activities
- Refining the recruitment, intake and engagement of new staff
- Supporting individuals and families who set up new initiatives, e.g. teen ASD dinners

Planning

- Conducting NDIS information forums for families
- Building more flexibility in the workforce – work across programs and services
- Preparing the agency for NDIS implementation

What's Next

The next year for Interchange is critical and exciting as the agency continues to develop, experiment and prepare for how IOE can effectively support children and young people with disabilities and their families into the future. Over the next year we will be introducing new services, trialling service models, seeking innovations into how we work and challenge our workforce to build resilience, flexibility and dexterity to adapt and respond to the directions required. This will occur in tandem with ensuring our current services are meeting the needs of our families. It's an exciting time ahead and we are committed to going the distance and being available for families into the future who need the services and supports of Interchange Outer East.

By Fred Brumhead, Chief Executive Officer



SIBLING SUPPORT

It has been another great year for the Sibling Support Program. This wonderful program grows and grows each year and I love seeing all the new faces of the kids eager to participate in the program. I also love getting to know the family as a whole. Having the bigger picture definitely helps me, and the other program staff, understand what each child may be going through and enables us to teach them some techniques that could help in their personal lives outside of the program. The program offers the siblings the opportunity to talk about their feelings, learn about disabilities, meet other siblings like themselves and

have the opportunity to shine; embracing how special they are. Our relationship with Freemasons Victoria is still growing with an extra \$10,000 generously raised for the program this year. This has enabled us to run more activities, giving the siblings the chance to spend even more time with each other and grow their friendships.

The Sibling Support Program offered the following camps and activities over the year with funding from Freemasons Victoria:

- 5 to 8 years: Four Saturday half days
- 9 to 12 years: Three day activities
- 5 to 12 years: Two joint weekend camps
- Teenage group: Two Saturday night activities and two weekend camps
- All ages (5 to 18 years): Two weekend camps

Attending siblings camps and activities is definitely a favourite for me. I love spending time with the siblings and seeing the friendships pick up from where they left off the last time they were together. I feel so lucky that, not only do I get to coordinate the Siblings Support Program, but I also get to spend so much time with the 'Sibs' - as they are collectively and affectionately known. Thanks for having me Sibs! Here's to another year of FUN and friendship!

By Jenna Tatterson
Sibling Support Program Coordinator

"What I love about the Interchange Siblings Program is that everyone understands you and what you go through in your day-to-day life. I love going on siblings camps because you get to chill out for a weekend. You also get to make friends with other kids of all different ages and you get to meet so many people."

- Abbey, Teenage Sibling

"The Siblings Program has multiple benefits for our family. On one hand it gives our older son some much needed respite from his younger siblings, but it also gives him the chance to form friendships with other children who have a sibling with a disability. It makes a massive difference to our family and gives our older son opportunities to participate in activities that he wouldn't otherwise get the chance to do"

- Leanne, IOE Parent



Images Right (clockwise from top):
School holiday siblings camp, January 2016

All ages siblings camp, December 2015

Freemasons Victoria, Freemasons Monash Gully
cheque presentation, November 2015

Teenage siblings camp, May 2016

Top Image: Jenna with Tegan, Alayna, Hannah and Laura at All Ages Siblings Camp

Bottom Image: Jenna and Abbey at Teenage Siblings Camp





FREEMASONS

Freemasons Victoria through the Monash Gully District has been supporting the Interchange Outer East Siblings Program since 1998. At that time the District Coordinator, Lionel May appointed Keith Thornton as the District Charity Officer. When he discovered that Interchange Outer East was trying to establish a program for the siblings of children with a disability, he worked with CEO Fred Brumhead and the District Panel to commence funding the program. It started small and continues to grow and offer more opportunities for children and teenagers to be involved.

The funds go to the provision of day activities and camps where the children can spend some time of their own away from the demands of a family situation which revolves around the needs of their brother or sister with a disability. Here they join a group of other children in similar situations and form a support network of their own.

This year we have identified a need to develop a transition program for young adults who leave the program but still require support in moving into work or tertiary studies. At the same time these young people are often taking a bigger role in the care of their brother or sister who has a disability, as well as other younger siblings, to share the load with parents and other carers. This program will ensure a continued network, training in disability care and a chance to have time for themselves. It has been our great pleasure to work with the wonderfully dedicated people at Interchange Outer East and to see such brilliant outcomes for the children and their families.

*By Peter White
Secretary-Treasurer, Freemasons Monash Gully*



25 YEARS OF FAMILY CAMP

This year Interchange Outer East celebrated the 25th anniversary of Family Camp.

The annual March Family Camp, which is held over the Labour Day long weekend, once again highlighted the reason why IOE is passionate about securing the future for this important and much loved event.

Coonawarra Resort, near Bairnsdale, has been the venue for the majority of the March Family Camps since the start of the program. Two separate accommodation areas, plus some separate activities, give families sufficient room for any individual needs to be accommodated. A combined dining/recreation area and a range of shared onsite activities give plenty of opportunities for making or renewing friendships and the camaraderie and support for which Family Camp is renowned.

This year, 42 families (over 200 people in all), relaxed, socialised, chatted, looked out for each other and made the most of all the amazing activities available. The dare devils flew across the lake on the flying fox, swung skyward on the giant swing or took to the high ropes course. Those wanting more gentle pursuits took aim on the archery field, floated in the pool, paddled the canoes or trotted on the ponies. Plus so much more!

Family Camp has a number of traditions

– CEO Fred’s infamous night walk; the all-in soccer and basketball games; and the obligatory lake mud fight with everyone covered from head to toe. A highlight of this year’s camp was the night concert at which Fred spoke about the 25 years of Family Camp, accompanied by a slide show of photos from the camps over the past decades. The emphasis of the fundraising and awareness campaign which was part of the 25 year celebrations, was on the word Family – not only the family in Family Camp but the family that is the IOE community. To emphasise this, a rendition of ‘We Are Family’ was attempted with limited success due to most campers not being able to carry a tune and Fred’s attempts to introduce rounds and parts into the singing! Everyone’s heart was there nevertheless.

As IOE’s intake process is progressing more new families are using services, so it was great to see five new families welcomed into the Family Camp tradition. From their nothing-but-positive feedback they will certainly be back next year and for years to come.

Volunteers play a huge role in Family Camp. Not only do they help with running activities but, by looking after the children for a few hours at a time, they give parents precious respite and a chance to relax, socialise and have fun themselves. This volunteer effort is much appreciated and is a major factor in making Family Camp as successful and valued as it is.

Over the past 3 years, a second regular Family Camp has been added to the IOE calendar, as we take up residence at Portsea Camp for a weekend in November. This camp prioritises welcoming new families to the IOE community and giving them a baptism of fire and fun into the IOE family and all that it brings.

Whether new to the service, or a 30 year veteran, our Family Camps are certainly the highlight of the IOE calendar and always succeed in bringing families together and ensuring a good time for all.

By Sandra Leehy, Website and Publicity

I have had the pleasure of organising Family Camps for the past five years.

Every year I look forward to it. The anticipation and excitement of camp begins to build a couple of months beforehand and then camp finally rolls along and every year it provides so much fun and enjoyment.

I love absolutely everything Family Camp stands for; the sense of community, the warm welcoming atmosphere, the feelings of acceptance and belonging, and hanging out in an environment that is non-judgemental and supportive of all needs.

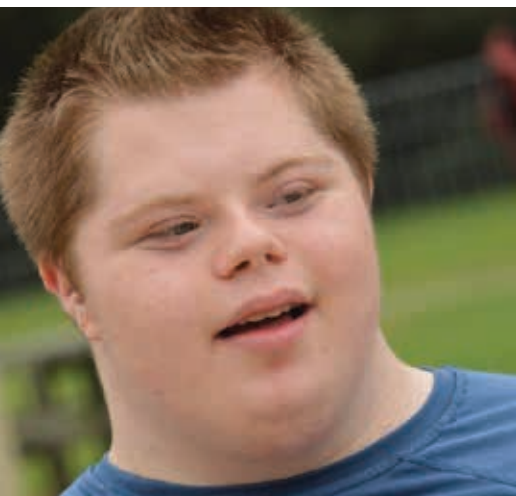
It is truly IOE’s most valuable program and speaks volumes about everything IOE represents.

*By Kimberley Hannett
Team Leader, Children and Family Services*



Images: It wouldn't be Family Camp without raft building, flying foxes, mud fights, soccer games or a great bunch of volunteers!

FAMILY STORY



Meg, Dylan and Harri

Our journey with IOE started many years ago. Dylan, who has Down Syndrome, was four and Harri was two. They are now 18 and 16! We had heard about a camp that allowed for families to get together for a weekend away. There were staff and volunteers to help the family over the weekend to rest, recoup and form friendships within the disability community - and that we would also get the opportunity to enjoy a giggle or two.

Dylan and Harri have both been able to find the freedom at Family Camp to be who they are as each and every person on camp doesn't see the disability or the difficulties - only the possibilities. I have felt the freedom of knowing they are safe to be themselves to wander, meet new friends, to learn to make decisions for themselves, to judge their own behaviour and to know they are not being judged but encouraged to be themselves. They have been able to achieve things they never thought possible like zooming down the flying fox, singing on stage or, most importantly, forming the most positive friendships.

I have personally built many friendships over the years too. Some friends I spend time with not just on Family Camp but at other times throughout the year. These friends are not just the other families but the staff and volunteers from IOE. Having these people on our life journey has been, and continues to be, priceless in many ways. There's an understanding of what life can be like. There's valued and valid information, freedom to be who we are, and the knowledge that we share a similar journey. On Family Camp, there's no cooking, no dishes to wash, no beds to make, and an environment that gives you the feeling of being safe to get involved (or not), allowance to have fun, chat and most of all make amazing, happy family memories that will last a lifetime. These memories are priceless and also haven't cost us a lot to access due to the efforts of IOE to always keep costs low for families. IOE understands that Family Camps bring so many different opportunities for families to be just that; a family.

As written many times in history, it takes a village to raise a child. This is what Family Camp is for a short time; it is a village of enormous understanding and love.

In conclusion Dylan, Harri and I are truly grateful for our village once or twice a year and we thank the staff and volunteers of IOE for all that you have given and all that you do for our little family. Our very own village, once or twice a year.

By Meg Hodgkinson, IOE parent

Images: Dylan, Meg and Harri on Family Camp



JASON & NICK - Dallas and Beyond

When I ask families what they'd like their son or daughter to gain from being involved in IOE's recreation programs, one of the main responses is for their son or daughter to develop normal friendships and relationships just like anyone else.

Interchange has been running overseas trips for several years and many friendships have flourished between young people seeing the world on an overseas adventure. This year, Jason and Nick both attended one of our overseas trips - Wrestlemania in Dallas, Texas. Since this trip, with the support of their families, they have formed a true friendship.

In the past, both Nick and Jason have been reliant on disability services or their parents to maintain friendships. But since the overseas trip they have been hanging out just like guys their age do. For example, staying over at each others houses and playing computer games. They have been learning to go to Luna Park independently with the goal of building up the confidence to go together without support.

As much as I would like to take credit for this friendship, the only thing I did was to put two guys in the same room that had similar interests; the rest was up to them. Since being home, both families have been extremely supportive and have made sure this mateship has developed.

Nick said that he likes that he can have fun and be himself when hanging out with Jason. He loved hanging out with Jason in

America and also appreciates that Jason has given him some good advice about girls!

By Peter McDonald, Adult Recreation Program Coordinator

From the Families

The Adult Recreation program at Interchange has been a catalyst for social interaction, learning social skills and an opportunity to slowly and organically build friendships.

A trip to America to indulge a love for wrestling brought together a group of young men who experienced a chance of a lifetime. It was here Nick made a real connection with Jason and a real sense of mateship developed. Until now it has only been a dream for Nick to have a mate without encouragement or support from myself. This friendship with Jason is the product of real life experiences and opportunity over an extended period of time. It is amazing what happens when support is given to our young people in an environment which helps to create social opportunities.

Nick also knows Jason from attending another service where they learn independent living skills and communication skills. I believe that combining this with informal social interaction at Interchange has finally helped Nick to understand friendship. I also think a crucial part of this achievement has been the role modelling

of the friendships between Interchange staff.

It is wonderful to hear phrases like "we've got each others back" or "I have to ring Jason" or "we are going out on a boy's night."

By Michelle, Nick's mother

Now that Jason has a friend at IOE he is much happier about going on camps and holidays. Finding someone with common interests has been great in forming this friendship with Nick. They both love Luna Park, WWE, music, etc.

At Jason's age, socialising with peers is very important to him. We find that when he is bored, problem behaviours occur. Having a friend come over to hang out or go to the movies with is beneficial for everyone, but especially Jason and Nick. He doesn't like doing things with us anymore, he'd much rather be hanging out with friends like Nick!

By Ann and David, Jason's parents



Image: Jason at Wrestlemania in Dallas, Texas

RECREATION VOLUNTEER



Image: Charlotte, Bethany and some friends at the Royal Melbourne Show.

Charlotte Read

I have been volunteering at Interchange Outer East for just over a year. I started volunteering with my twin sister just after our 15th birthday when a church friend, whose son had just started in the high-physical program, recommended that we volunteer. I fell in love with all the amazing people and the experience almost instantly.

There are so many things that I have had the chance to do in such a short time. Some of my favourite memories are simple ones - from singing Hannah Montana in the bus, to seeing the kids' faces light up when they see their parents. One of my favourite memories was on Family Camp when I got to spend time with all the new families that had not experienced the 'amazingness' of IOE yet. It was so much fun seeing their reaction to the different world that I got to be a part of. I spent most of the camp with a gorgeous new family who have two little girls who had just started at Interchange and whom I have now grown very fond of. I loved seeing their mum's reaction when the girls started interacting with me and the other kids. She had never experienced the girls being so comfortable in such a new place so quickly, around strangers nonetheless!

Throughout my time at Interchange, I have never felt discouraged. I am always told to ask for help and that I was as supported as anyone. I have always been encouraged to be with new people, but have never been pressured into doing anything I didn't feel comfortable with. That's the thing about IOE; it's a family that will always look after you. I never knew how much it would affect my view on the world and every part of my life. I have done things that not many other 16 year olds can say that they have done and I wouldn't change it for the world. I absolutely love all the people that I meet through Interchange and I have really enjoyed getting to know the other volunteers. It is an amazing world we live in and you would never find so many different people in one place. Some of my best memories have been made with all the people of Interchange.

By Charlotte Read, Recreation Volunteer

"That's the thing about IOE, it's a family that will always look after you!"

HOST VOLUNTEER

Daniel Gammino

Daniel is 17 years old. He attends Heatherwood School and is currently completing his Certificate I in Sports and Recreation. Sport is a big passion in Daniel's life. Daniel and his host Sam love attending sport and social events. So far they have been to an AFL match, the Australian Boomers Rio Olympics farewell basketball match and the Canada vs USA ice hockey match.

As Daniel's parents, we get to see Daniel participating in activities with someone he can call a friend. We get to spend time together and time with our other children. The development we are seeing in Daniel's confidence and social skills is awesome. He is happier and enthusiastic about organising and attending different events with Sam.

It works best for Daniel that he goes out for a few hours or a day and then gets to come home, rather than staying overnight. The host program allows us the flexibility to choose what works best for us. We love that Daniel has someone to go out with as a friend and peer who we know and trust. Mainly he is happy, so we are happy!

By Frances Gammino, IOE Parent

Sam Read

I have been a recreation volunteer at Interchange Outer East for about nine years and a support worker for about

a year. I had already met Daniel on camps a number of times and we always got along well. We are both really into sport and fitness. We like going to sporting events, keeping fit, playing sport, going to the gym and going swimming. Daniel talks a lot about Carlton and the other teams he supports.

Most of the time, Daniel and I enjoy going to sporting events. We have been to the football (a Carlton match, of course!), the ice hockey and to the Boomers farewell match. We also plan to work on our fitness together by going swimming and going to the gym.

Hosting is great fun. The benefits that I've found is that you get to build on a relationship with one person (and their family) who has been matched with you based on your interests, age and personality. The goal is all about having a good time doing the things that you both enjoy.

By Sam Read, Host Volunteer



DID YOU KNOW?

Over the 2015 - 2016 financial year, Interchange Outer East signed on 84 new recreation volunteers, taking the total number to 274 - with many more needed!

These volunteers contributed a total of 25,583 hours of support to our recreation programs, at a financial equivalent of \$869,822. We simply couldn't run camps, day activities and events without the help of our dedicated volunteers.

The volunteer host program also made 10 new host matches during the year - making it 35 host matches and 15 specialised care matches in total. 8,900 hours of host care were tallied by our volunteer hosts, in addition to 3,600 specialised care volunteer hours.

These are some great statistics, but we want to do better. IOE needs more recreation, host and specialised care volunteers to be able to provide even more support and recreation programs to even more families. If you are between the ages of 14 and 114 and have ever thought about volunteering, now is the time!

Check out our website at www.ioe.org.au for all the information or contact our Volunteer Coordinators on 9758 5522. Volunteering is FUN, great for building skills and friendships and WILL make a difference in the lives of local families.

During the financial year, we also maintained a fleet of 22 vehicles for use on programs. We ran 91 camps and holidays and over 300 activities for children, adults, siblings, parents and families. Quite incredibly, over 10% of Interchange Outer East permanent staff welcomed babies into the world, with nine new babies born over the course of the year!

SUPPORT WORKERS

Kieran Cantwell

My name is Kieran, and like many other support workers, I started off as a teenage volunteer here at Interchange Outer East. Dragged into it by a family member, I was sucked in by the fun and frivolity of camps and found out that this was something I was passionate about.

By the time I was 18 I couldn't wait to become a support worker and recreation programs leader. Over the (17 year!) journey I like to think I have experienced most of what IOE has to offer. I have been a recreation volunteer, host volunteer, support worker, recreation programs leader, recreation programs coordinator, and now a permanent support worker in the Adult Services team. Though I left for a while to go travelling, like many before me who have left, the culture of this place brought me back. The many opportunities Interchange offers is what makes this a fantastic place to work and not just professionally; my close friendship group, my wife and now my children were, and are still, all part of this wonderful organisation. A fantastic place to work, to grow and to learn!

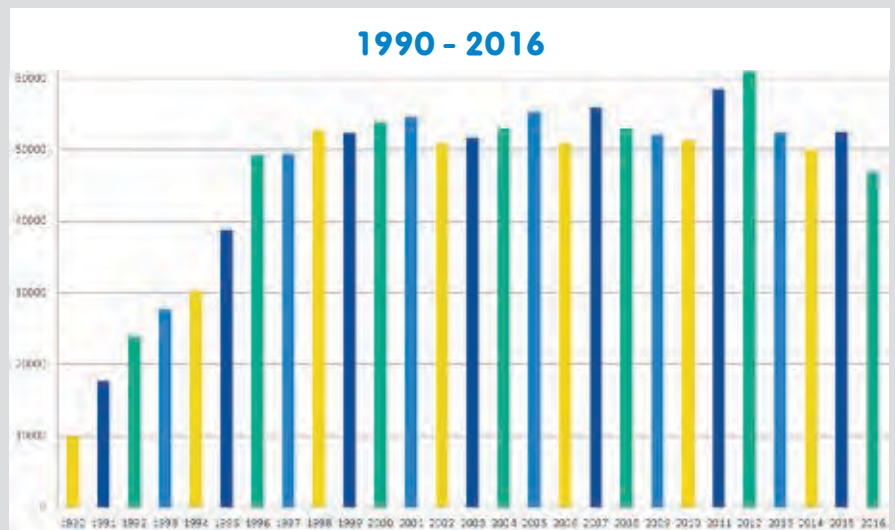
By Kieran Cantwell, Support Worker



Image: Kieran and Kent hard at work

*“Though I left
for a while to go
travelling, the
culture of this place
brought me back!”*

VOLUNTEER HOURS



Aiden Munzel

I started volunteering at Interchange Outer East in July 2011. I'd seen how much my two older sisters had enjoyed volunteering at Interchange; going on camps and helping out on day activities, so I was very excited to get started.

My first experience was to the Royal Melbourne Show. I really enjoyed being able to assist someone to have the best time possible while also being able to experience the atmosphere of the show myself.

Although the day activities are amazing and I've been lucky enough to go to many different events such as the Big Bash, several AFL games, monster truck shows, the snow and heaps more, my favourite part about volunteering is going on camp.

I feel on camps you really get to build a strong relationship with the person you are supporting and also the other volunteers and the staff.

Having enjoyed my time as a volunteer I decided to apply to become a support worker.

I started as a support worker a little over a year ago and I really enjoy the variety I have in my work. I am able to work with different people that are trying to achieve different goals - whether it be friendship, fitness, getting out in the community or just having fun. I enjoy the journey of supporting people to achieve their goals.

Being a support worker gives me the opportunity to really get to know the people I am working with

I've learned so much through volunteering and now working at Interchange. My favourite part about working at Interchange is the relationships I've been able to build not only with the people that access IOE services but their families too.

By Aiden Munzel, Support Worker

Top Image: Aiden and Connor on school holiday camp

Bottom Image: Aiden and Macey playing a game of cricket on school holiday camp

"I've learned so much through volunteering and working at Interchange, but my favourite part is the relationships I've been able to build."



KAYLE HOLMES



Top Image: Kayle at the Futures Post School program in Lilydale

Bottom Image: Kayle and the Hip Hop crew

Kayle came to Interchange Outer East at our Network site in Lilydale after completing his schooling at Yarra Ranges Special Developmental School in 2015. Since signing up with IOE, Kayle has been involved in a large variety of activities including a gym and fitness program where he has been focusing on his health and wellbeing; hospitality and cooking programs; daily living skills and dancing.

Kayle's favourite programs are social impact, cheerleading, and hip hop. The accredited social impact program that Kayle attends weekly focuses on providing the skills to form and maintain friendships and relationships. Kayle's support staff and family have noticed an increase in his communication and social skills, greater emotional independence and better understanding of relationships and friendships overall.

Kayle's mother, Di said "I have noticed that Kayle has developed a higher level of maturity since coming to IOE."

The hip hop and cheerleading programs have provided Kayle with an opportunity not only to maintain his fitness but also to fulfil his desire to dance and perform. Both run through Vibe Studios, the hip hop program has seen Kayle and a group from Network learn a dance routine and perform it in front of thousands of people at a biannual concert.

Kayle attends cheerleading on a Friday night as part of a purchased options

program. Recently the group won first place in a cheerleading battle against teams from all over Victoria!

"Kayle talks about cheerleading all the time and can't wait to get to class" said Di.

Kayle said that he was (unexpectedly) nervous when he had to perform in front of an audience recently, but he overcame his nerves and did an amazing job.

His dance teacher has said that, "Kayle is enthusiastic, motivated and an integral member of the group." His team mates have said that he is "a champion cartwheeler" and performs cartwheeling solos in the performances. "He remembers all the moves and the routine and is encouraging and supportive of the rest of the team".

One of the biggest highlights for both Kayle and his family has been a substantial increase in Kayle's confidence and independence.

"He catches the bus to and from Network independently which is the highlight for him, he absolutely loves it" –Di Smith.

"I'm proud of myself for getting the bus", Kayle recently said.

Kayle said that he loves coming to Interchange and he loves "trying and learning new things".

By Luke Adams, Adult Services Coordinator

CALLUM MCGINN



*"I absolutely
LOVE
volunteering!"*

I have been a part of the Interchange Outer East community for many years.

I have been involved in youth group, attended school holiday programs and camps. I am currently participating in after work social club and attending day programs at the Community site in Ferntree Gully four days per week.

I was a part of The Superstars cheerleading troupe this year which was a great experience and I loved performing in front of people.

I thought it would feel weird leaving school and coming to Community this year but I have loved the variety of the programs and activities that I am a part of and I really look forward to coming.

I absolutely love volunteering for a wildlife rescue group in Bayswater and caring for animals in the Animals on the Move program. I have bottle fed baby goats, done food prep for tawny frog mouths and ferrets, cleaned out guinea pig cages and collected eggs.

I also love volunteering in the Community Radio Program on Fridays - it has been really cool broadcasting live on air!

*By Callum McGinn - Adult Services Post School Program
with assistance from Linda Hull.*

Top Image: Callum, Kayle and the Superstars

Bottom Image: Callum proudly shows off his airbrushing talents.

MEN'S SHED

In 2015 IOE opened the Ferntree Gully Community Men's Shed with support from an Australia Post Our Neighbourhood Community Grant. The shed is located at the rear of IOE's Enterprises site at 5 Sylvia St Ferntree Gully. It aims to provide an opportunity for men within the IOE, and greater community to gather to share skills and build friendships with others who understand the challenges of raising a child with a disability.

The Ferntree Gully Community Men's Shed also provides a women's group, skills workshops and woodwork programs for young adults with a disability.

Ferntree Gully Community Men's Shed welcomes new members and is always looking for volunteer support.

By Cathy Handy - Men's Shed Coordinator

Image: Flynn, Mark and Monique at the opening of the Men's Shed



MelMi - MELBOURNE MILAN EXCHANGE

Since 2010 Interchange Outer East has been a participant in the MelMi project. As a founding member IOE came into the project thanks to one of our parents, Nadia Lazzari, who asked us to help host a group of people with disabilities from Milan, Italy. It was then we met this group of people from Attha Onlus and their larger-than-life President and founder, Lino Brundu.

Melbourne and Milan are sister cities and Lino decided that rather than the relationship be based only upon business and culture, it was time that people with disabilities were involved. Not being a person you could say no to, the MelMi partnership was soon established, involving the cities of Melbourne and Milan, Attha Onlus, Bailey House, The Italian Institute of Culture, The Australian High Commission in Milan, the Italian Trade Delegation and Interchange Outer East. This made the meetings somewhat fun especially when Lino started telling off the Milan city councillors for their attitudes towards people with a disability

From 2010 to now we have hosted our Italian guests three times and have been their guests in Milan on three occasions. The MelMi project officially ended in 2014 when the City of Melbourne decided to end their involvement in the project due to cost factors. Other partners followed suit, however the project has continued between Attha Onlus, Interchange and a second Italian organisation, CREA.

MelMi has offered a unique and special opportunity for people to experience life from a different perspective. 35 people from Interchange have been involved in visiting Milan and countless others have been involved when they have visited us in Melbourne. We have been to meetings with the Mayor of Milan, The Australian High Commissioner, formal receptions in Melbourne and Milan, family gatherings, medieval castles for dinner, the "amazing" museum of modern art (where we nearly got kicked out for laughing), played in a soccer tournament, danced in the streets of "Old Bergamo", nearly been arrested for playing footy in the town piazza, watched Inter Milan win 2:0 at the San Siro, taught school kids to play aussie rules, played cricket matches and made so many priceless memories with the people of Attha and CREA. And that's just when we visit them!

MelMi was the first overseas trip we did and based upon the success of that we have developed and offered trips around the world. Many people have taken the opportunity and more recently family groups have joined our adventures. May the opportunities continue!

Top Image: Sight seeing in Melbourne, January 2016

Middle Image: A cultural experience; thongs and singlets at the special New Year's Family Camp this year.

Bottom Image: Our first Italian trip - 2011



NEW PROGRAMS

Grandparent Carers

The Grandparent Carers Program commenced with the receipt of a grant from LifeAssist. Discussions with some of the grandparent carers registered with IOE highlighted that many face issues of social isolation, physical and emotional exhaustion, plus difficulties navigating the sector and sourcing information and support to assist them in their caring role. The program offers social opportunities to meet with other grandparent carers, activities to attend with the children in their care, information sharing and workshops.

New Recreation Program

This year saw the beginning of a new recreation program that supports a group of young boys living in a disability accommodation services house. The program runs every weekend and provides experiences and opportunities in a community setting that other people their age would normally get to experience. A highly skilled team of support workers provide the boys with consistency and have spent the time to build a positive rapport with each individual. Each activity is set up and designed to meet sensory needs and things are put in place that minimise triggers for anxiety or distress.

The program is designed with each individual's interests in mind, with the aim to build on and expand their interests by trying out new activities. Often, a slow approach to trying something new is required and components of a new activity are introduced over a period of time. The program is designed to provide a fun aspect to the boys' weekly routine. We also provide some day activities and camps over the school holiday periods.

Kids Moving

This new weekly program for three to five year olds in the Yarra Valley encompasses movement, coordination, skills building and socialisation in a fun child parent-environment. The facilitator tailors the program to be sensory friendly however this program is open to all children not just those with a disability, proving that inclusion in the real sense can and does work. Kids Moving also provides an opportunity for parents to have their first contact with Interchange when families are beginning their journey to diagnosis, linking them in with the Interchange support network early in their journey.



PHOTO GALLERY

01. Dads Support

Weekend away to Sawmill Settlement, Mansfield

02. Portsea Family Camp

Parachute fun in the sun

03. Volunteer Host Program

The Weegberg family with Jacob

04. We Love Volunteers

Shaving cream fight at Vollie Camp

05. Taking it all in

Adult Rec program bushwalking day

06. Rev Heads

Luke and James at the V8s, Phillip Island

07. Yarra Valley Youth

Karaoke night at Millgrove Youth Hangout

08. Host Waiting List Camp

Thank you Real Needs for making this camp possible

09. Youth Group

Trip to Bendigo

10. I am Passionate About...

The Misfit Project

11. Get Moving!

ACTIV8 tennis day

12. Youth be HEARd

Angie and Cameron at National Youth Week celebrations



01.



02.



05.



06.



09.



10.



03.

04.



07.

08.



11.

12.

FINANCE REPORT

Interchange Outer East Incorporated REG No. A 0009 955P

Statement of Comprehensive Income for the year ended 30 June 2016	Notes	2016 \$	2015 \$
Revenue and other income	4	10,702,234	9,573,232
Other income	4	80,388	98,304
TOTAL INCOME	4	10,782,622	9,671,536
Depreciation and amortisation expense	5	(102,060)	(101,364)
Employee benefits expense		(8,097,938)	(7,302,994)
Occupancy expenses		(285,558)	(263,377)
Client expenses		(1,502,629)	(1,224,381)
Other expenses		(472,265)	(429,428)
TOTAL EXPENSES		(10,460,450)	(9,321,544)
Profit before income tax expense		322,172	349,992
Other comprehensive income/(expense) - transfer to accumulated surplus	15	(826,739)	-
Total comprehensive income/(expense) for the year		(504,567)	349,992

Statement of Cash Flows for the year ended 30 June 2016	Notes	2016 \$	2015 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from customers		1,735,678	2,571,080
Payments to suppliers and employees		(9,092,451)	(9,284,811)
Receipts from grants		8,173,651	7,266,830
Interest received		56,792	46,978
Finance costs		(8,831)	(5,411)
Net cash provided by operating activities	17(b)	864,839	594,666
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of property, plant and equipment		12,751	21,986
Payment for property, plant and equipment		(150,727)	(116,350)
Payments for intangible assets		(8,500)	-
Payments for other financial assets		(22,785)	(9,667)
Net cash provided by/(used in) investing activities		(169,261)	(104,031)
RECONCILIATION OF CASH			
Cash at beginning of the financial year		1,743,639	1,253,004
Net increase in cash held		695,578	490,635
Cash at end of financial year	17(a)	2,439,217	1,743,639

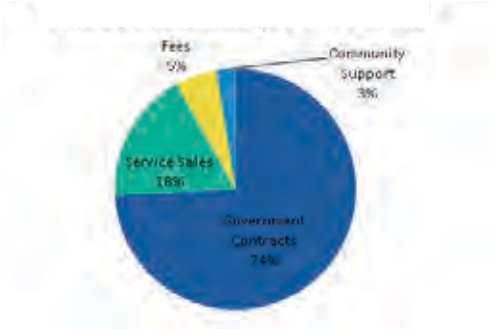
To obtain a copy of the full Financial Report for the year ended 30th June 2015, please contact Interchange Outer East.

An explanation of the 'Notes' are provided in the full Financial Report.

Statement of Financial Position for the year ended 30 June 2016	Notes	2016 \$	2015 \$
CURRENT ASSETS			
Cash and cash equivalents	6	2,439,677	1,743,639
Receivables	7	348,991	347,975
Other financial assets	8	308,656	285,871
Other assets	11	23,237	24,650
TOTAL CURRENT ASSETS		3,120,561	2,402,135
NON CURRENT ASSETS			
Property, plant and equipment	9	473,294	437,102
Intangible assets	10	7,792	28
TOTAL NON CURRENT ASSETS		481,086	437,437
TOTAL ASSETS		3,601,647	2,839,265
CURRENT LIABILITIES			
Payables	12	595,273	488,394
Provisions	13	908,895	781,085
Other liabilities	14	721,139	466,266
TOTAL CURRENT LIABILITIES		2,225,307	1,735,745
NON CURRENT LIABILITIES			
Provisions	13	111,991	161,343
TOTAL NON CURRENT LIABILITIES		111,991	161,343
TOTAL LIABILITIES		2,337,298	1,897,088
NET ASSETS		1,264,349	942,177
MEMBERS FUNDS			
Reserves	15	-	826,739
Accumulated surplus	16	1,264,349	115,438
TOTAL MEMBERS FUNDS		1,264,349	942,177
Statement of Changes in Members Funds for the year ended 30 June 2016			
	Reserves \$	Accumulated Surplus \$	Members Funds \$
Balance at 1 July 2014	826,739	(234,554)	592,185
Profit for the year	-	349,992	349,992
Total comprehensive income for the year	-	349,992	349,992
Balance at 30 June 2015	826,739	115,438	942,177
Profit for the year	-	322,172	322,172
Transfer to accumulated surplus	(826,739)	-	(826,739)
Total comprehensive income for the year	(826,739)	322,172	(504,567)
Transfers	-	826,739	826,739
Balance at 30 June 2016	-	1,264,349	1,264,349

FINANCE REPORT

Where the Money Comes From		
Service Sales	Service sales to other agencies.	18%
Government	Direct funding from State and Federal Governments.	74%
Community Support	Money received from trusts, small grants, donations and fundraising.	3%
Fees	Money received from service fees.	5%



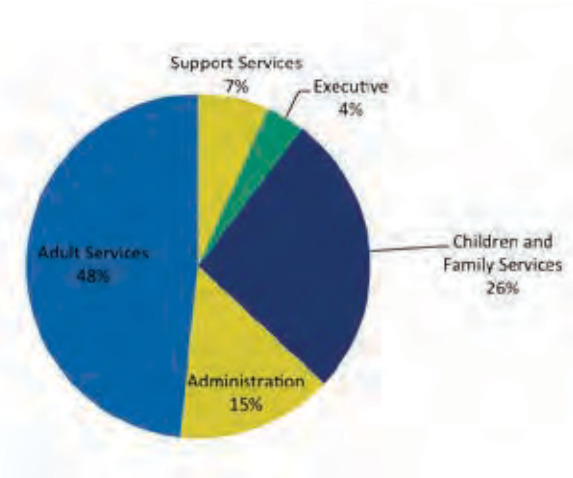
Interchange Outer East had a sound financial result for 2015-2016. A profit of \$322,172 has seen the equity of the agency to go just over \$1.2 million dollars.

There were some changes to the equity account as we transferred an old redundant account “reserves” to accumulated surplus. This movement is listed in the Statement of Comprehensive Income and in the Statement of Financial position. This was simply a movement in equity and had no effect on the financial position of the agency.

2016-2017 will see some expenditure investment as the agency readies itself for the introduction of NDIS. Capital expenditure in Information Technology and the refinement of systems and processes will be central. Investment in new programs, the further development of existing service options, and the reduction of the waiting list are other areas of expenditure planned.

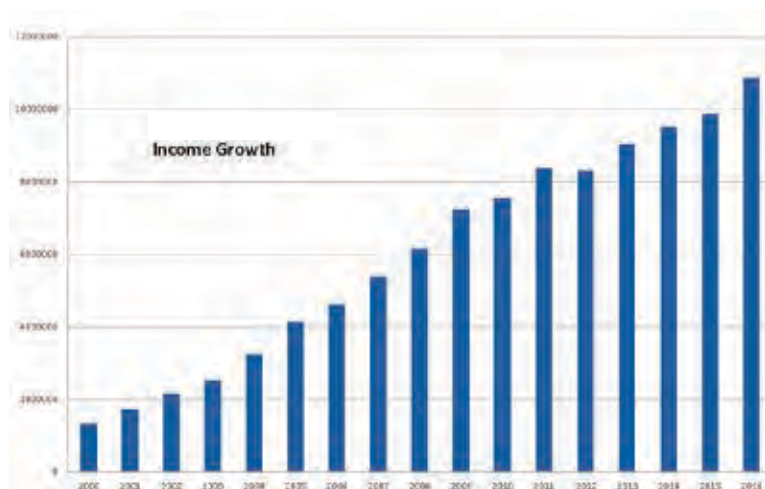
The introduction of the NDIS “efficient” price will require Interchange to continually relook and examine costings in regards to service operation and overheads. Finding efficiencies and cost reductions is work that will continue throughout the year

Where the Money Is Spent	
Adults	48%
Children and Family Services	26%
Administration	15%
Support Services	4%
Executive	7%

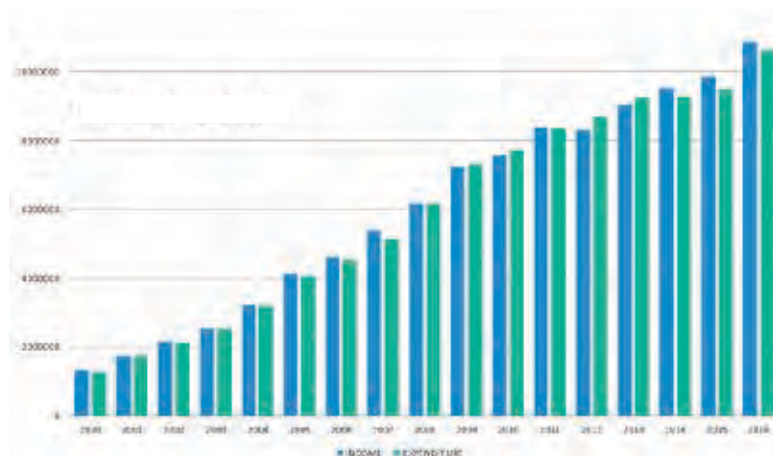


INCOME

Income Growth 2000-2016



Income & Expenditure 1994 - 2016

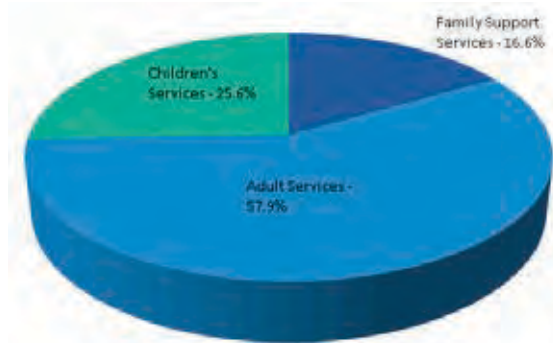


SUPPORT HOURS

Hours of Support 2015 - 2016

Program	Total Hours		Individuals	
	2015	2016	2015	2016
Family Support Services				
Host Programs	28,662	22,842	91	117
Peer & Group Support	24,957	23,491	481	511
Adult Services				
Weekend Camps/Activities	5,803	8,138	110	166
After Work Activities	3,741	2,454	61	68
Holidays	8,305	7,511	69	62
Flexible Care - 1:1 Support	53,876	58,612	152	161
Day Service	88,957	85,237	116	99
Childrens Services				
Weekend Camps/Activities	5,803	6,543	110	97
After School Activities	1,314	1,476	36	32
School Holidays	12,220	13,646	126	172
Flexible Care - 1:1 Support	35,918	44,319	101	128
Youth Activities	4,590	5,497	59	76
TOTAL	279,766	274,146	1,689	1,512

Area Support Hours 2015 - 2016



This chart shows a percentage of hours delivered through the different service areas; Adult Services, Children's Services and Family Support Services.

ACKNOWLEDGEMENTS

IOE strives to build connections and relationships with all areas of the community to enrich its programs, create better outcomes and to strengthen the community. We are extremely grateful to have the support of such a wide range of businesses, organisations and individuals. This support shows a shared belief in our vision to create opportunities and choice for the children and young people we support, their families, our volunteers and the community. *Thank you to our supporters:*

- Gary Radler Photography
- St Vincents Op Shop, Lilydale
- Emma's Baby Swim
- Gillian's Rainbow Farm
- Allity, Lilydale Aged Care
- Aurrum Healesville
- Doncaster East Primary School
- Freda's Cafe, Lilydale
- Blue Turtle Cafe, Lilydale
- Lion's Club, Glenroy
- Hedgend Maze
- SYN Radio
- St Kilda Mums
- Bank of Melbourne, Ferntree Gully
- Salvation Army Op Shop, The Basin
- Bayswater Primary School
- Goodstart Early Learning, Narre Warren
- Bluey & Alice Bunny Refuge
- Portsea Camp
- Freemasons Victoria
- Freemasons Monash Gully
- Can Do 4x4
- Knox City Council
- Real Needs Community Grants
- Australian Finance & Property Solutions Group
- Bendigo Bank Warburton & Yarra Junction Community Branch
- Yarra Junction Community Op Shop
- RACV Good Citizens Funding Program
- Tecoma Uniting Church
- UnitingCare life Assist
- Vibe Studios
- CareConnect
- Wildlife Warriors, Bayswater
- Salvation Army, Boronia Corps
- Liberty Builders
- Aveo
- Curves, Glen Waverley
- Ferntree Gully TOWN Group
- Maroondah City Council
- Vermont Secondary College
- Ron Malhotra
- Yarra Ranges Council
- Royal Children's Hospital
- Department of Health and Human Services
- Office for Youth
- Nick Wakeling MP
- Julie Normington
- InSportz Knox
- Cricket Victoria
- Melbourne Vixens
- EACH
- Football Federation of Victoria
- El Grando Quarter Horse Stud
- Warburton Tennis Club
- Belgravia, Yarra Centre
- Carla Farrelly
- Inspiring Beauty and Massage Academy
- Lions Club of Balwyn

And our fundraisers:

- Elesha Leech
- Fred Brumhead
- Fisher Family
- Jack Riley
- Munzel Family
- Karin Janle
- Kent Price
- Max & Belinda James
- Tahlyshia Phillipson-Blease
- Zoe & Katie Jacobson

FUNDRAISING

What a big year of fundraising it's been! Since our Fundraising Officer, Katie Jacobson, started in August a lot has happened in front and behind the scenes.

In October we hosted our annual shopping tour, which remains a credit to its coordinator, Kerri Hare. Once more it was a great opportunity for friends new and old to catch up, and raised another \$1000 for Interchange Outer East in the process. Thank you Kerri for making this possible each year.

In November we hosted our first ever TheColorRun team where 22 of our brave families, participants, staff and volunteers walked, jogged and wheeled their way around the Flemington Racecourse. There were so many great moments and we raised over \$2,700 for family camps - nearly triple our \$1,000 target! It was such a success we're now organising our 2016 team, which you can follow on our website and Facebook page.

We celebrated the 25th Anniversary of family camps this year with an online fundraising campaign, plus we headed back to the movies in June with a sensory-friendly screening of Finding Dory. This was the first time some children had ever sat through an entire movie! All together for the 2015-2016 financial year, our fundraising activities have raised \$4,555 thanks to 96 donors, including 82 new donors. We look forward to growing our fundraising total each year.

Thank you!

We also gratefully acknowledge those who have made anonymous donations throughout the year.

HOW TO GET INVOLVED

Volunteers

Since 1990, it is estimated that volunteers have given over one million hours to IOE, providing valuable experiences and opportunities for others as well as themselves. Volunteering is both fun and rewarding.

Opportunities include:

- **A recreation volunteer** assists children and young people with disabilities on a wide variety of recreational and social programs.
- **A host volunteer** is matched to a child with a disability, aged 0–18 years and shares their home with that child on a regular basis, ideally one weekend a month. Parents have the reassurance that their child is being cared for in a welcoming family or friendship situation.
- IOE also offers **other volunteer opportunities**. Just call or check out www.ioe.org.au to find out more.

Community Partnership

There are various mutually beneficial ways the community and businesses can become involved with IOE. If you would like to get involved, or for more information, please check the website www.ioe.org.au, call (03) 9758 5522 or email ioe@ioe.org.au

Members

Are a paid for, expression of interest in our organisation allowing a person to vote on matters which influence the direction of Interchange Outer East and is a prerequisite for becoming a member of the Board of Management. An annual fee of \$20 applies.

Donations

All donations are put directly into programs and services run by Interchange Outer East for the benefit of participants and their families. Make a donation at our office or via the website. www.ioe.org.au/get-involved/donate/

Family

Families who have a child with a disability living in the outer eastern region of Melbourne interested in accessing IOE services or learning more about us, simply call, email or check our website.

FRIENDS OF IOE

This year we replaced our printed Friends of IOE Newsletter with a quarterly eNewsletter to all Friends of IOE and donors. This change was really well received and also helped save more dollars for the programs we love to support. We have also introduced a monthly giving program where our Friends of IOE and supporters can donate a nominated amount monthly by direct debit making it easier and more affordable than ever to support Interchange Outer East.

Our Friends Program now officially includes all our donors as Friends of IOE, which has also given us an opportunity to recognise and thank the many IOE staff who choose to give to us each pay. We look forward to expanding payroll giving IOE community wide in 2016/17, and welcome you to contact us to find out more.

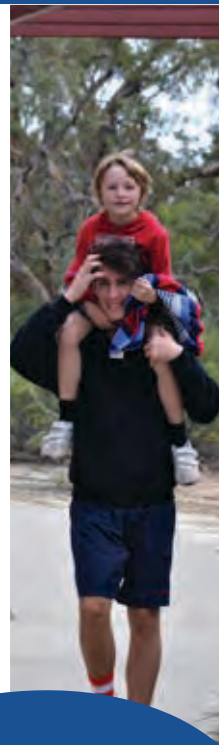
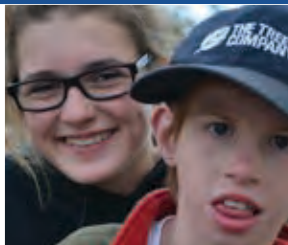
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