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*Cover images: Various Interchange services.
Image right: Family Camp 2013.*

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stated otherwise.*





VALUES

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

Key statements

- *Interchange has an absolute focus on the involvement and participation of families as a whole in services and the future development of the agency.*
- *Interchange is committed to developing community capacity through links with community agencies and developing opportunities for groups and individual members of the community to be involved in the service.*
- *Interchange is focused on the importance of volunteering and the central role of volunteers in the agency in regards to current service provision and the future of the agency.*
- *Interchange will work positively to reduce unnecessary restrictions on people who access the service.*
- *Interchange is focused on providing a safe and secure environment for all participants and upholds the principles of child protection and reducing the risks associated with abuse of vulnerable people.*
- *Interchange recognises the Wurundjeri people and the Kulin nation as the traditional owners of the land that Interchange Outer East operates in.*

VISION
Creating
Opportunities
& Choice.

ABOUT US

Interchange Outer East (IOE) is a community based, non-profit organisation that provides support to families who have a child or young person with a disability, living in the outer eastern region of Melbourne.

Established in 1982 as a single respite care service for 15 families, Interchange Outer East has grown and now has 865 families registered.

Interchange's core function is the provision of support to children and young people with disabilities and their families. Programs and services include a Volunteer Host Program, School Holiday Program, recreation programs for children and youth, Activ8 Outreach and Social Support Programs for all family members, including a program for siblings.

Through volunteering, Interchange also creates opportunities for community members to meet people, enhance their skills and develop a connection with their community.

BOARD OF MANAGEMENT

PRESIDENT

Ren Cuttriss-Garry

VICE PRESIDENT

Bernadette McGinn

SECRETARY

John Van Putten

TREASURER

Tina Valentine

GENERAL MEMBERS

Glenn Myatt

Jacinta Benne

Kathy Anodin

Greg Bakker

Board Members give up their time to govern the agency. They conduct a rewarding yet serious position in the agency 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.

MILESTONES

1982

Interchange Outer East formed by parents, interested community members and professionals.

Volunteer Host Program commenced.

1996

Weekend Program for children with ADD/ADHD.

1985

Association became an incorporated body.

1999

Balance Program - day service for adults commenced.

Associate member of the Outer East Primary Care Partnership.

1990

Children's Camps and School Holiday Programs became services of Interchange.

2000

Adult Recreation service commenced.

Interchange Outer East 'Op Shop' opened.

1992

Sibling Support Program and Family Camps commenced.

Case Management and Brokerage pilot service.

2001

New management structure implemented.

Three new pilot services trialed through the Respite Development Project - Children's Recreation Program, Outreach and School Holiday Program.

1993

Host Program reached 70 matches.

Social support activities for parents.

2002

All pilot services successful in gaining recurrent funding.

Purchase of portable for growing Balance Program.

Development of reference groups of families to assist in the planning of services.

1994

Youth Groups, Making a Difference Program and In Home Support service commenced.

1995

Host Program reached 90 matches.

Young Adults respite service and Specialised Care service commenced.

Management of Individual Support Packages.

Early Choices Program.

2003

Department of Human Services review.

Two additional portables for growing Balance Program.

Interchange Outer East turned 21.

2004 Balance Enterprises commenced with 18 participants engaged in work oriented programs.

2005 Interchange Outer East held its first Sports Week and Balance Art Exhibitions.

Successful development and trial of the 'Do-It-Yourself Kit'.

Interchange Outer East now supporting over 700 families in the outer eastern region of Melbourne.

IOE registered as a Homesfirst provider.

2006 Community Balance built onto existing services with a greater focus on community inclusion.

Homesfirst grew 177% and Support and Choice grew 1000%.

New portable built for training and meetings.

10-13 Recreation Program began.

Extended Hours Program for young adults began.

Funding for high energy groups.

First IOE launch to showcase IOE programs, services and new website.

2007 Development of the new 'shop front' base for Community Balance.

Outdoor Education Program within the Balance Program started.

Presentation of IOE's experiences of working with young volunteers by Tara Cantwell at the International Respite Conference in Paris.

2008 Development of a shop front for Balance in Bayswater.

Advanced volunteer program began.

Good to Great process began.

10 year plan developed for IOE.

2009 Development of a new shop front for Balance in Lilydale.

The St George Foundation continued their loyal support and funds five camps for children with disabilities and their siblings.

Over 1000 people have now been registered with IOE

2010 Freemasons commit to financially supporting the Sibling Program for three years.

Redevelopment of the website.

First IOE conference was held over two days.

Upgrades of administration based software.

Introduction of Human Rights position into the agency.

2011 A new Community Connections position introduced to the agency.

Interchange published the first edition of the Bayswater Buzz.

An Interchange group travel to Italy.

2012 A new Communication Support Co-ordinator position has been created.

IOE celebrated its 30th anniversary.

IOE 'Keeping it Real' Conference 2012.

IOE achieved certification under the Disability Standards.

Open waiting lists.

Strategic Plan has been developed and finalised.

NOW Two new programs are funded through the Department of Human Services and available to families: Activ8 and Community through Individualism.

A brand refresh occurs including an update of publications and the redevelopment of the website.

Two quality audits are conducted and find an overall satisfaction rate of 84%.

It's the first time two family camps occur within one financial year. Due to the high number of new families entering the agency.

Waiting lists opened in 2012 providing an influx of new families.



Family Camp 2013

PRESIDENT'S REPORT

Welcome to the 31st annual report of Interchange Outer East. At the time of writing we are on the cusp of perhaps the most significant change to disability services. The National Disability Insurance Scheme has been introduced, and depending on factors such as elections and funding, is due to be implemented across the country over the next few years. Interchange will be working to ensure that all involved with Interchange will be prepared for the changes that may occur and most importantly ensure that service continues during the transition period.

In 2012-2013 the Board has focused their energy on monitoring the developments of the agency's strategic plan. Significant achievements include:

- The introduction of 30 new families to the service through the opening of the waiting list.

...commitment and belief in the agency's vision and aims make Interchange the agency that it is.

- A restructure of how the organisation is managed to achieve a single contact point for families for all services
- The development of a risk management system for the agency
- Further developments to the volunteer youth model culminating in the agency presenting to the National Volunteer Conference in September.
- The development of a revenue plan that aims to raise funds for the agency to ensure important services continue into the future and new services can be developed.

The Board will be undergoing change over the next year as new people join the Board and others leave after completing their terms. In the past year we have farewelled several Board members and I wish to thank them for their contributions over the years. Board renewal is a constant process and I look forward to the contributions from the new members in the future. I also wish to thank the staff and volunteers of Interchange whose commitment and belief in the agency's vision and aims make Interchange the agency that it is. This is my final President's report as I will be retiring from the Board at the AGM. I have enjoyed the experience and feel privileged to have been a part of an organisation that achieves great outcomes for so many people.

Ren Cuttris-Garry

President



*Above Image:
Host Family 2012*

*Below Image:
Recreation Volunteer Camp 2013*



MANAGEMENT REPORT

Introduction

The past year provided many highlights and positive outcomes for people involved with Interchange. We have added extra services in response to families' needs, developed a range of exciting holidays, made changes to ensure families have a single point of contact, completed two quality audits and provided a total of 292,252 hours of support to families and to children and young people with disabilities. This is through services supported by volunteers and staff whose commitment to provide people with opportunities makes the service what it is.

The new

The intake of new families has been significant for the agency after waiting lists were opened in 2012. The energy of the new families and their appreciation of the programs was most energising to staff and volunteers.

The intake of new families has been significant for the agency.

To assist in their introduction to the service and to get to know the new families better we ran a family camp in November which was a great event for those who attended. Whilst most of the families use a range of programs that we offer, the growing demand is for the family support programs such as family camp, mum's and dad's activities and the sibling support programs. The need to focus on the whole family is not new for Interchange but the coming year will see a greater emphasis on involving family members in all services. Some of the best services for positive feedback came from services where family members and the child with a disability attend together, "sibs in sync" dad and kids' camps and activities where we invite all the children from a family to attend.

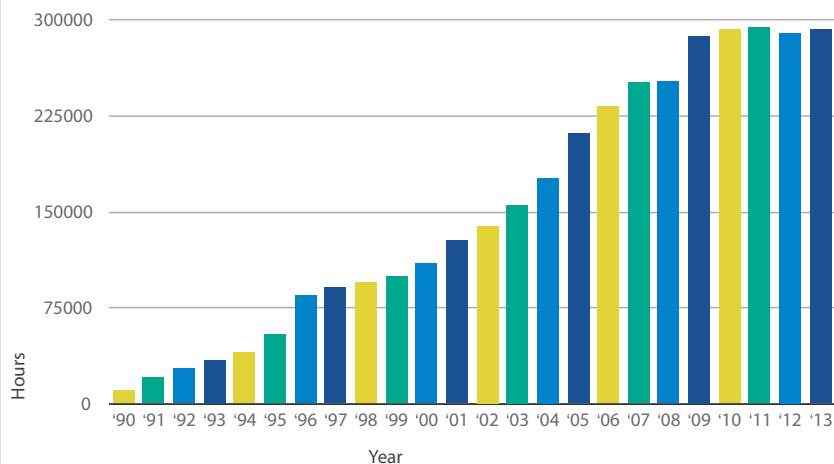
The last year also saw the introduction of two services funded by the Department of Human Services. Activ8 is a service that aims to support children in the Shire of Yarra Ranges to access community recreation services with a model of support that builds and encourages their capacity to get involved in their local community. The service also has capacity to identify gaps in services available and has the capacity to develop local programs to meet the needs identified by the families. The "Community through Individualism" project aims to address the growing trend to individualise support by providing a "carer" for each individual. The capacity for peer support and group based support has largely been overlooked in the rush



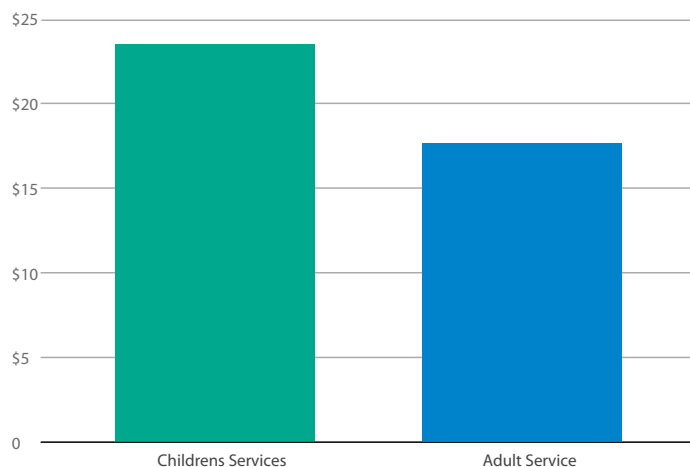
to individualise services. As people we don't do everything by ourselves, we do things with family, friends, colleagues, peers...etc. The focus on individualised funding too often leads to a reduction in opportunities to do stuff in a group with friends and peers. The Community through Individualism program aims to work with families and people with individualised funding to look at creative ways to use their funding to do things with peers and friends. It may involve sharing funding to access different types of support and open up new opportunities to get involved in the community.

Adult services continue to develop greater opportunities for people to be very deliberate about the service they receive. A strong focus on listening to people and working to provide a service that reflects what they want has resulted in more variety and opportunities for people to achieve goals and do the things they have aspired to. We have had people undertake trips in Australia and overseas, people doing community art installations, finding work, performing music and drama to even gaining an insight into road construction. Another development has been the greater focus of some of the adult group based services to look at the quality of activities rather than the main focus being on the respite time. T20 cricket internationals, King Kong the musical, local theatre, Brazilian dance parties, music festivals, girls and blokes weekends...etc has re-energised the interest in these services whilst continuing to provide the needed respite for families.

Hours of Support 1990 - 2013



Cost per Hour of Support



MANAGEMENT REPORT

Where we are up to

A strong focus of Interchange Outer East is to consistently gather information from various sources about how the agency is performing and how we can continue to improve. Internally we use information from incident reports, the complaints system, risk assessments, meetings with families, informal processes on family camps and activities, staff meetings, volunteer gatherings, financial performance...etc. In 2012 we undertook a family survey and received a 32% return. Key findings were:

- Overall satisfaction rate of 84% across Interchange.
- Support workers and volunteers are very highly valued across the service.
- Family support service users have the highest satisfaction rate across the agency.
- 97% of respondents stated that Interchange has assisted their family.
- Families want greater access to camps across weekends and school holidays.
- Communication is the greatest problem area for Interchange.

In summary the most significant items were comments about the culture of Interchange. The thing that respondents remark upon time after time is the way we operate in a friendly and engaged manner. Communication issues are largely the result of a lack of relationship building between families and the service. In addition to the internal processes and the family survey we also underwent two external

quality audits. These audits, whilst painful to go through, provide further information for methods by which we can improve the service as a whole. Significant outcomes from these audits will be an overhaul of the staff appraisal system and a more systematic approach to quality planning.

What next

From the feedback gathered and our internal assessments of our service there are 6 key items that we need to focus on.

1. Mission & Values.

Being clear about what we are trying to achieve and the manner in which we want to achieve it, is at the crux of improving and building upon the effectiveness of our work. We need to ensure staff and volunteers are clear about the values of the organisation and that we test them to ensure we practice what we preach.

2. Work at what we are good at.

From the feedback received the constant message is that we have great support workers and volunteers, provide a great range of camps and activities and do family support really well. These areas need to be our focus.

3. Training the next generation.

Interchange Outer East has a unique and effective method of developing the next generation of workers through our focus on young volunteers. We need to invest in these people as well as our current emerging leaders and ensure they have the information and training available that will transform potential

into the next generation of workers and leaders of Interchange.

4. Knowing our costs.

Until recently we have largely relied on government pricing to inform us of our costs but the rate of cost increases has moved beyond the CPI provided by government. We need to ensure a comprehensive understanding of what it costs us to provide a unit of all of the individual programs we provide. This is vital to effectively enable the agency to continue to provide services if and when the National Disability Insurance Scheme comes into action.

5. Tell the stories.

As an agency we need to improve our ability and capacity to tell the stories of Interchange. To facilitate this we have begun to redevelop our website and will be introducing a new printed newsletter to promote Interchange. The greatest challenge to telling stories is to get staff, volunteers, families and individuals used to the idea of recognising and recording stories so these outcomes can be shared.

6. Good people – good outcomes.

It really comes down to the need to get good people in the organisation. People with a commitment to make a difference and to uphold the values of Interchange to continue to improve the service for the betterment of families involved. We are lucky to already have a great group of volunteers and staff who work hard to achieve positive outcomes for all. I would like to thank them all for their efforts.

Fred Brumhead

Executive Officer

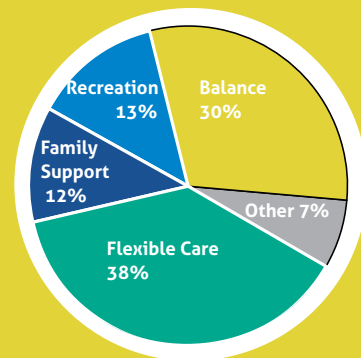


It really comes down to the need to get good people in the organisation.

Hours of Support 2012 - 2013

Program	Total Hours	Total Individuals
Host Program	10096	74
Camps & Holiday Program	14747	154
Childrens Recreation	3301	62
Youth Groups	5141	55
Adult Rcreation	7200	97
Specialised Care	19614	83
Flexicare	111825	254
Summer Holiday Respite	3157	51
Balance	88755	90
10-13 Recreation	2464	66
After Work Social Club	1933	54
Special Projects	175	12
Family Support	23844	402
TOTAL	294,278	1,440

Area Support Hours 2013



This chart shows a percentage of hours delivered through the different respite options, regardless of the participant's age.

Image: Adult Recreation 2012

CHILDREN'S SERVICES

The Children's and Family Services team was created in the restructure of the organisation to ensure it was an easier process for families to access Interchange services. This new team offers Volunteer Host Program, group based recreation, individualised and purchased services as well as family support. The team has worked hard in the last year building relationships with current families, listening to and responding to their needs. In addition to supporting existing families the Children's and Family Services team welcomed 26 new families into the agency and look forward to the next twelve months of working with families to ensure they have choice and opportunities when using Interchange services.

Above Image:

Childrens Recreation Program 2013

Below Image:

Childrens Recreation Program 2013

The team has worked hard in the last year building relationships with current families, listening to and responding to their needs.

Volunteer Host Program and Specialised Care.

The Host Program matches a child with a disability, aged to 18 years, with a volunteer host, who shares their home with that child on a regular basis. This connection often leads to friendships, community connections and family growth. The program is seen as a really positive way to provide respite to families. This year the program supported 74 host matches with over 10,000 hours of respite. There was a natural yet deliberate focus on finding hosts for pre-schoolers. This involved liaising with local councils, preschools and other organisations to identify families in most need of support. The program successfully found appropriate host families for three preschoolers and will continue this early childhood program next year. The Specialised Care is an extension to the Host Program and provided a further 83 individuals with almost 20,000 hours of service.

Group Based Recreation Service

A number of group based recreation programs are available to children aged 4 - 18 years involved in the service. Over the past twelve months a total of 46 camps and 89 day activities provided a lot fun, adventure and hours of respite. A number of different campsites throughout Victoria were used and a whole lot of fun community based activities were experienced, such as rollerskating, bowling, swimming, playgrounds, visits to parks and the zoo.

School Holiday Camps is a fun filled program of camps and day activities attended by up to 15 participants, 15 volunteers and 3 staff during the school holiday periods. It provided almost 15,000 hours of service to 154 children.

Childrens Recreation has been busy welcoming new families onto the program and getting to know the best ways to support the new children. The coordinators were also kept busy managing 13 camps and 22 day activities.

10-13 Recreation delivered 9 camps and 16 days activities to 66 participants.

Youth Group provided 5141 hours of age appropriate camps and activities to 55 youth.

Activ8 facilitates the involvement of 5-18 year olds with a disability living in the Yarra Ranges to participate in local community activities such as scouts and mainstream school holiday programs. In the past year community information sessions, induction and training sessions were held and an inclusion worker's position description was developed.

Disco enables people to party in a supportive and inclusive environment. Over 100 people have enjoyed a dance down at Bayswater Hall in 2012-2013.

Individualised and Purchased Services

Children's services also offer individualised services and services families can purchase.

Purchasable Service 1:1 is available for purchase to all children and families using IOE services. This year children's and adult services together provided over 250 individuals with 111,825 hours of service. This includes in home and community support. It requires collecting, updating personal information of people using the service and appropriately matching them with suitable support workers.

ISP Project is an chance for children to use their Individual Support Packages creatively to access social opportunities with others who have a common interest. Although this service is available to children it was not accessed as few children currently hold Individual Support Packages. This will change over the next few years.

Specialised Care is similar to the host program but specialised carers receive a higher rate of reimbursement. This is another service available to both children and adults however adults are required to purchase the service. This year Specialised Care coordinated 83 individuals with 19614 hours of service.

Family Support

This program provides recreational opportunities for families or family members to be in a supportive and friendly environment with others in a similar situation. The feedback from families has been that this is one of the most important and popular services of Interchange. It provides almost 24,000 hours of service to over 400 people making it the most accessed service at Interchange.

Siblings is an opportunity for people with brothers and sisters who have a disability to spend some time with other siblings. The Freemasons Monash Gully with Freemasons Victoria fund this wonderful and essential program. Siblings are grouped into age categories and spend time either at Interchange or out in the community on activities or camps depending on the needs of the group.

Family Camp is an opportunity for the entire family to have a holiday together in a supportive and recreation based environment. Due to demand, this year was the first year that two camps ran and provided support to 62 families of which 24 were new families.

Parents' Support is a chance for mums, and separately dads, to share some time together.

Family Days are an opportunity for the whole family to attend events.



ADULT SERVICES

The Balanced Options for Adults team provides services to people over 18 years of age. In addition to the group based recreation and individualised and purchased services, adult services also includes a post school service for young adults transitioning from school life to community life. The adults team has worked hard to genuinely listen, understand and respond to over 200 families. Families are becoming more involved in the planning process and individuals are encouraged to be as active in community life as possible.

*Above Image:
Playing tennis at Sports Week 2013*

*Below Image:
Boxing at Sports Week 2013*



*...genuinely listen,
understand and
respond to families
in order to provide
opportunities and
experiences typical of
any other adults.*

Group Based Recreation

The Adult Recreation Program provides young adults, aged 18 plus, with a range of recreational and social opportunities, through the provision of activity days and camps. Outings are age appropriate and community based. Over the past 12 months adults have enjoyed 42 holidays.

Adult Recreation - provided over 12,000 hours of recreation based respite to 202 adults, some of the highlights include a wonderful trip to America.

After Work Social Club - participants enjoy nights out and about Melbourne including dinner and shows, comedy nights, sports activities and relaxing with friends.

Summer Holiday Adult Respite Partnership (SHARP) - is an opportunity for adults within the eastern metropolitan region to attend activities and camps through the summer holidays. Interchange is the lead agency in a four way partnership that works together to coordinate a variety of recreation opportunities and offer them through one application process, to adults involved in any of the services.

Individualised and Purchased Services

Adults also have the option to use their funding to purchase specific services that focus on the individual's plans, goals and dreams.

Purchasable Service 1:1 - in the adults program is used to access direct support that is person centred and tailored to the individual's needs. Coordinators take pride in understanding the people they work with and using creative solutions to assist people to live the lives they want. Many great outcomes have occurred this year including one young adult receiving employee of the month; and another transitioning to live independently.

ISP Project - works with families who have Individual Support Packages. This is a growing area for the agency and has already seen some great outcomes with adults using their ISPs to go on holidays to Fiji and America with their friends.

Balanced Options Post School Options

Balance is a program that enables participants 18 years and over to explore a variety of post school options to discover what people like to do and what they want from their life. Participants are encouraged to become active citizens in the broader community and programs focus on community inclusion, work and volunteering opportunities, development of personal independence and life skills and personal goal achievement. Balance sites operate from 5 locations close to public transport and each has its own tailored program focus.

Balance Futures - is an environment where school leavers are assisted to transition from school life to community life. It is often a big change and individuals are encouraged to try a variety of activities to start to figure out what inspires them and what they would like to do in life.

Balance Enterprises - is a work focused program. Participants are encouraged to learn and practice their work skills and ethics. This year work programs have included gardening, lawn mowing, paving and firewood- collecting, splitting, delivering and stacking.

Community Balance, Balance Link and Balance Network - work with participants to develop and provide links to the local community to access learning, life experiences and encourage community inclusion and mutual support.

Working with 90 young people across the program, it has been discovered that approximately 20 people would like to increase their independent living skills, 37 people want paid employment, 36 are seeking work experience, 28 are interested in an educational course relevant to their interests and 29 people would like better access to communication tools. The team continues to work to make these a reality for people.

Above Image:

Disneyland USA Trip 2013

Below Image:

Balance Enterprise Program 2012



ADMINISTRATION

It is essential that adequate administration based infrastructure and resources are in place to support the business of Interchange Outer East. The administration and finance team work hard to ensure the finance systems, administration, information technologies, fleet maintenance and OH&S are in place to keep the organisation operating efficiently. The finance staff ensure all invoices are generated and paid as well as all expenses are paid. Payroll is another essential role to ensure the 379 people who work at Interchange are paid and the 300+ timesheets are processed each fortnight. In addition the finance team monitors cash flow, reconciles bank accounts, produces monthly reports for the Board, assists the auditing process and so much more. Changes this year have seen the introduction of outsourcing salary sacrifice and working to support the agency through the restructure process. The IT area has seen a move into cloud computing and managed the ongoing IT needs of the agency across 6 locations. OH&S and Workcover has worked to increase the safety of employees and volunteers when working with people and around the agency. The team also manage the fleet of vehicles and ongoing maintenance requirement keeping the place running smoothly.



*Thank you
Freemasons for
supporting the
Siblings Program
since 2009.*

Image: Siblings Support Program 2013

RESOURCES & DEVELOPMENT

Communication Support Program

Communication Support assists individuals with little or no speech to create and implement visual communication aids. This involves working with individuals and their families to set up speech generating devices and other assistive technology and teach people to effectively use communication in all areas of their lives. Over the past year this program has provided training in the disability, education and community sectors to groups and individuals; participating in networks and keeping on top of all the advancements in augmentative, alternative communications and assistive technologies.

Human Rights

Human Rights at Interchange is a key responsibility for the Behaviour Support Plan Coordinator. This role works across the agency to ensure people are supported in the least restrictive way. A large focus for 2012-2013 was to implement strategies that assist an individual to learn new behaviours to replace the need for the behaviour of concern. This requires planning for over 70 individuals. A positive outcome has been the inclusion of schools, services, friends, family, and support staff, as well as the individual, in behaviour support plan meetings. In addition to the usual requirements of the role the Behaviour Support Plan Coordinator has been involved in developing behaviour support training for Interchange.



Image: National Youth Week 2013

*To ensure people
are supported in
the least restrictive
way.*

RESOURCES & DEVELOPMENT

Marketing

The focus for marketing has been on conveying what the agency does more clearly in order to add benefit to the service. This has been a challenging yet rewarding path. Marketing, along with the resources and development team, have worked to consolidate information that is distributed externally through a publication and website strategy. This has involved managing a complete brand refresh including the redevelopment of the website and external publications. It also involves capturing, crafting and sharing quality stories and successes. This focus has seen a great partnership created with United Youth Media who Interchange will continue to work with. Another key focus this year was the development of a revenue plan and the new IOE Friends program to be launched soon. However, the additional duties that have fallen to marketing in the past such as the grants program, community projects, media, partnerships, events to name a few, all still require nurturing. Needless to say it's been a big year and another big one lies ahead in 2013-2014 with the excitement of the 2014 Interchange Outer East Conference already building.

Publicity

With the decision to change the IOE

*Above Image:
30th Annual General Meeting - 2012
Below Image:
National Youth Week - 2013*

image to give a fresher and friendlier look, a new website was built. It's a bright, clean site which is welcoming and very easy to navigate. With the changing face of the disability sector, the website will be of primary importance in the promotion of IOE to future service users and supporters. Interchange stories were seen in the local press. The Youth Week festival day 'Colour Our Youth' made the front page of Knox Weekly, with the accompanying photo winning the paper's photo of the month. Funding successes and articles on young volunteers and hosts coinciding with the various awareness weeks have also shared the limelight. The demise of one of the local papers, general reduction of story content and the increasing use of digital media means Interchange will have to adapt to current and changing media trends. A challenging but interesting road lies ahead for publicity.

Staff Support

The Staff Support and Consultancy role was developed to ensure that all IOE staff and volunteers have the opportunity to access debriefing and additional support as needed. With over 370 staff including casual, part-time and permanent it's important to ensure staff have access to support when difficult situations arise. In addition to supporting individual staff the role seeks feedback, conducts research and makes recommendations to improve processes. This year a key focus has been on developing a positive and effective supervision and appraisal framework.



Support Worker Connections

Responsible for attracting, employing and introducing support workers into the organisation the Support Worker Connection Coordinators have been busy. This year they have provided four information sessions and four induction sessions to 113 people. From these sessions, 61 new support workers began work at Interchange. This area of the agency also provides appreciation and ongoing communication to support workers through an e-newsletter.

Training

The agency coordinated formal training for over 360 staff across 15 specialised areas. Training is offered to volunteers, families, support workers, staff and, at times, the wider community. It covers a number of areas including medical, core legislative requirements, person specific training, conferences, professional development and more. A lot of work this year has been invested in ensuring the database is up to date and accurate; ensuring staff have the required level of training; updating the feedback and evaluation system; and reviewing the training providers.

Volunteers

Volunteers are one of the most significant and valuable resources across the agency. From youth volunteers to board members, it is essential that the agency continues to develop a variety of opportunities for volunteers to play a meaningful role at Interchange.

Volunteer support, coordination and development has had major outcomes in 2012-2013. Over 500 people are now registered to volunteer with Interchange and provide more than 12,000 hours to Interchange annually. Job descriptions for more specific roles have begun as well as one page profiles for volunteers. Connections with 12 schools were made through the Visy Knox Schools Project; a project through the Migrant Information Centre Eastern Region introducing mentoring and volunteer opportunities for adults from CALD backgrounds. National Youth Week was celebrated with a major paint fight with over 100 people; a media group began to support the volunteer stories and publications; and volunteer camp provided 40 volunteers with leadership, training and a chance to have more fun! The number of permanent volunteers in administration roles increased as well as the number of placement students. Recreation volunteers Todd Lovett and Sarah Ward received awards for their contribution to their community. Two surveys were also conducted. The first survey was directed at past volunteers and the other was on what motivates current volunteers. The volunteer coordinators compiled the survey and used the results to submit an application to present on 'Creating a stronger community by recruiting and nurturing youth volunteers' at the 15th National Volunteering Conference in Adelaide.

Images from top to bottom

Recreation volunteer receives award - 2013

MelMi Project in Australia - 2012

Freemasons support Interchange - 2012



PHOTO GALLERY 2012-2013

01. Annual General Meeting:

Freemason support the Siblings Support Program for the fourth consecutive year.

02. Youth Volunteers:

Celebrating National Week 2013.

03. Family Support:

Horse riding at Family Camp 2013.

04. Siblings Program:

Sibling session for 5-8 years olds.

05. 4WD Program:

Tackling the puddles on 4WD activity in 2013.

06. MeMi Project:

Inerchange host the Italians and show them the sights of Victoria including gold mining at Sovereign Hill.

07. Family Support:

The annual mud fight at family camp.

08. Host Program:

Host siblings spending quality time together.

09. Sports Week:

Learning lawn bowls at Bayswater Bowls Club.

01.



04.

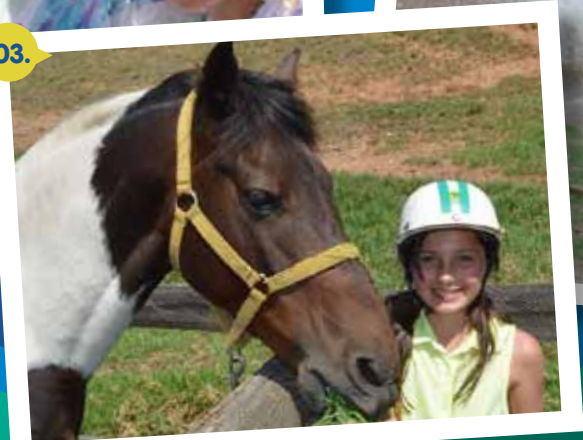


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Interchange Outer East provides close to 100 camps per year, over 100 day activities as well as a day program. It's a very busy place to be.

FINANCE REPORT

Interchange Outer Eastern Region Inc. REG No. A 0009 955P

Statement of Comprehensive Income for the Year Ended 30 June 2013	Notes	2013 \$	2012 \$
Continuing operations			
Revenue	3	8,965,988	8,314,700
Employee benefits expense		(6,931,375)	(6,682,117)
Depreciation, amortisation expenses	4	(132,685)	(146,451)
Advertising and promotions expense		-	-
Clients expenses		(1,375,493)	(1,068,669)
Occupancy expenses		(251,009)	(224,205)
Other expenses		(501,088)	(562,219)
Net surplus/(deficit) for the year		(225,662)	(368,961)
Other comprehensive income/(expense)		-	-
Total comprehensive income/(expense) for the year		(225,662)	(368,961)

Statement of Cash Flows for the Year Ended 30 June 2013	Notes	2013 \$	2012 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from contracted services and administration (inc GST)		2,605,343	2,662,544
Operating grant receipts		6,265,978	5,928,588
Finance costs		(4,977)	-
Payments to suppliers (inc GST) and employees		(9,024,074)	(8,441,180)
Interest received		45,117	60,350
Net cash provided by/(used in) operating activities	16	(112,613)	210,302
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of plant and equipment		-	24,660
Payment for investment		(215,145)	(2,806)
Payment for property, plant and equipment		(16,711)	(204,938)
Net cash (used in) investing activities		(231,856)	(183,084)
Net increase/(decrease) in cash and cash equivalents held		(344,469)	27,218
Cash and cash equivalents at beginning of financial year		952,228	925,010
Cash and cash equivalents at end of financial year	5	607,759	952,228

To obtain a copy of the full Financial Report for the year ended 30th June 2013, please contact Interchange Outer East. See back page of the Annual Report for the contact details. An explanation of 'Notes' is given in the full financial report.

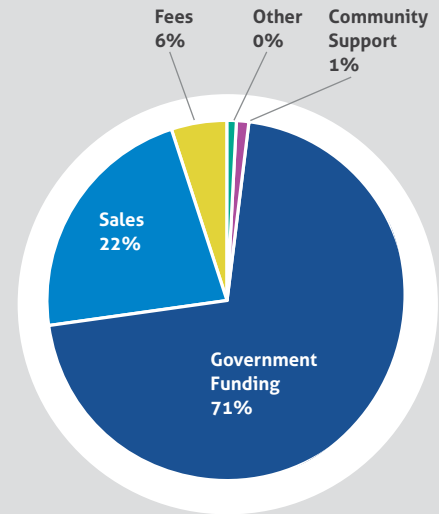
Statement of Financial Position for the Year Ended 30 June 2013	Notes	2013 \$	2012 \$
CURRENT ASSETS			
Cash and cash equivalents	5	607,759	952,228
Trade and other receivables	6	322,708	269,674
Other financial assets	7	264,726	49,581
Other assets	8	19,158	20,959
TOTAL CURRENT ASSETS		1,214,351	1,292,442
NON CURRENT ASSETS			
Property, plant and equipment	9	468,218	578,338
Intangible assets	10	2,767	8,622
TOTAL NON CURRENT ASSETS		470,985	586,960
TOTAL ASSETS		1,685,336	1,879,402
CURRENT LIABILITIES			
Trade and other payables	11	291,381	254,730
Provision for employee benefits	12	884,326	860,516
Other liabilities	13	66,189	124,184
TOTAL CURRENT LIABILITIES		1,241,896	1,239,430
NON CURRENT LIABILITIES			
Provision for employee benefits	12	119,210	90,080
TOTAL NON CURRENT LIABILITIES		119,210	90,080
TOTAL LIABILITIES		1,361,106	1,239,430
NET ASSETS		324,230	549,892
MEMBERS' FUNDS			
Reserves	14	826,739	826,739
Accumulated surplus/(deficit)	15	(502,509)	(276,847)
TOTAL EQUITY		324,230	549,892

Statement of Changes in Equity as at 30 June 2013	Notes	Accumulated Surplus/(Deficit) \$	Reserves \$	Total \$
Balance at 30 June 2011		92,114	826,739	918,853
Total comprehensive income/(expense) for the year	15	(368,961)	-	(368,961)
Balance at 30 June 2012	14, 15	(276,847)	826,739	549,892
Total comprehensive income/(expense) for the year	15	(225,662)	-	(225,662)
Balance at 30 June 2013	14, 15	(502,509)	826,739	324,230

FINANCE REPORT

Where the Money Comes From

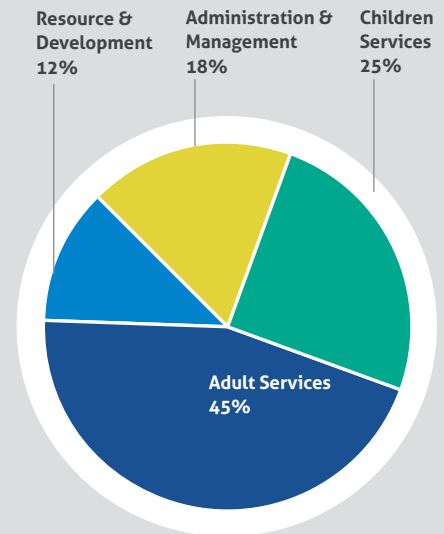
Service Sales	Service sales to other agencies.	21.8%
Government	Direct funding from State and Federal Governments.	70.6%
Community Support	Money received from trusts, small grants, donations and fundraising.	1.3%
Fees	Money received from service fees.	5.8%
Other		0.5%



During the past year the Board and management have worked to address the financial position of the agency. As costs continue to grow and government funding does not grow, or compensate at the same rate, the gap between income and expenditure becomes a significant challenge. The financial result for the year shows a 2.3% loss of income for the agency over the year. The Board have worked to ensure that the financial situation has been addressed and whilst some difficult decisions about services funded by Interchange itself have been made, the future financial forecast will ensure that Interchange will return to balanced books in 2014.

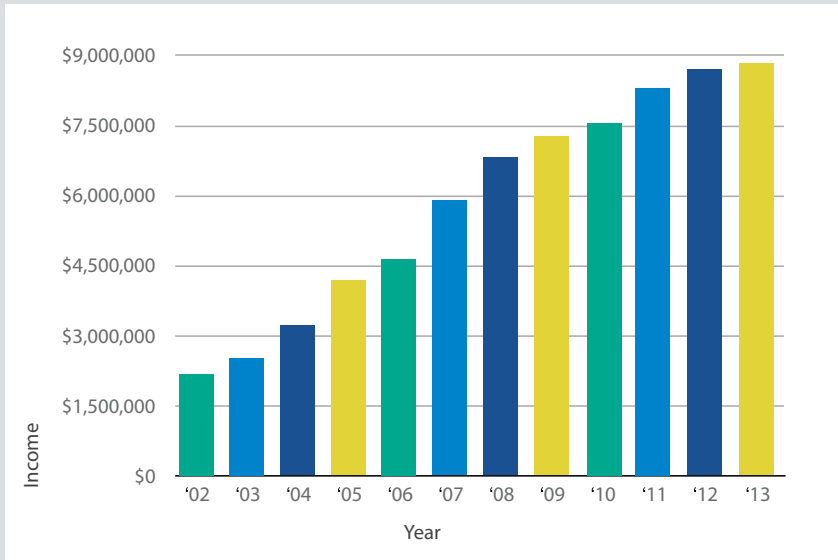
Where the Money is Spent

	Administration & Management	Program
2005	15%	85%
2006	16%	84%
2007	17%	83%
2008	18%	82%
2009	19%	81%
2010	19%	81%
2011	18.5%	81.5%
2012	20%	80%
2013	18.9%	81.1%



It is important for Interchange Outer East to invest enough in administration infrastructure and resources to ensure the agency continues to operate effectively.

Income Growth 2002-2013



Total Income for the 2012-2013 grew by 3.9% from the previous year.

The future financial forecast will ensure that interchnage will return to balanced books in 2014.

Above Image:
Childrens Recreation Program 2012
Below Image:
Family Camp 2013



ACKNOWLEDGEMENTS

Building mutually beneficial relationships and partnerships in our communities is essential for Interchange Outer East. These relationships often help the agency to achieve our vision of creating opportunities and choice. Interchange is grateful for the support received from many organisations and businesses in the community. There are also many individuals who support Interchange Outer East that we have not mentioned. We honestly value all of you and appreciate your contributions.

Thank You

Funds

- Care Connect
- Commonwealth Bank Mountain District and Knox Shopping Centre
- Department of Human Services
- Department of Health & Ageing
- Freemasons Monash Gully District
- Freemasons Victoria
- Department of Human Service (National Youth Week Grant)
- Knox City Council
- Bendigo Bank of Bayswater
- Visy (The Pratt Family Foundation)
- Rotary Club of Bayswater
- Rotary Club of Wandin
- Richies IGA Bayswater
- Boronia Country Women's Association
- Inner Wheel Club of Boronia
- Yarra Valley Youth Theatre and Adlib Entertainment

Products

- Cadbury
- Can Do 4x4
- Charles Parsons & Co Pty Ltd
- Dan Murphy's Boronia
- Donortec (Adobe & Microsoft)
- Dragon Boat Restaurant
- Essendon Football Club
- Healthguard First Aid Training Services
- LeReve
- Lunar Drive-In Theatre
- Melbourne Football Club
- Melbourn Museum
- Metro Cinemas
- Mulgrave Country Club
- Nelson 382
- Nick Wakelings Office
- Portrait Place Knox
- Recycled Art
- Sovereign Hill
- Sure Trac Training
- Stamford Hotel
- The Body Shop
- Tupperware
- United Youth Media

A bit about grants in 2012-13

Freemasons: complete their fourth year commitment (2009-13) to support the Sibling Support Program and extend it into a fifth year. No government funding is available for the Sibling Program in Australia. IOE genuinely appreciates the ongoing support from the Freemasons.

Knox City Council: supported the Interchange led annual community Sports Week with \$2,000. This week provides opportunities for a week dedicated to encouraging people to try various sports at local clubs. This year the initiative ran 18 sporting activities at local clubs for 233 people.

Bendigo Bank Community Enterprise Foundation: further developed the communication program to enhance people's communication skills and opportunities, funding \$1,361 to purchase a picture based computer program and sign language resources.

National Youth Week 2013: was funded a youth led festival for \$2,000 with the highlight being a massive paint fight, music entertainment and stalls.

Visy - The Pratt Family Foundation: Connecting Youth with the Community project was a significant grant funded by Visy for \$19,740 facilitated through the Pratt Foundation and Knox City Council. This project enabled Interchange Outer East to build relationships with secondary schools in the Knox area and deliver presentations to a significant number of youth encouraging them to connect with their community through volunteering.

Grants Projects in 2013-14

Freemasons: Sibling Support Program.

Bendigo Bank Community Enterprise Foundation: Bayswater Buzz Community Newspaper.

Lord Mayor's Charitable Foundation: CALD youth volunteering and mentoring project.

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.

- **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.
- Interchange Outer East also offers **other volunteer opportunities**. Just call or check out www.ioe.org.au to find out more.

Did You Know

In total Interchange Outer East volunteers contributed over 35,000 hours to the organisation this year. The bulk of these hours came from the very energetic recreation volunteers who provide over 20,000 hours on camps and day activities. Hosts provided 10,096 hours this year and the Board of Management also gave up their time to govern the agency. Other volunteers, such as office based volunteers, work experience students etc, made up the rest of the hours. Without volunteers Interchange Outer East would not be able to provide the number of quality hours of respite and fun that it does. Interchange appreciates volunteers!

Community Partnership

There are various mutually beneficial ways the community and businesses can become involved with Interchange Outer East. 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

Interchange Outer East has a \$15 membership fee. Payment of this fee expresses an interest in our organisation, allows a person to vote on matters which influence the direction of Interchange and is a prerequisite for becoming a member of the Board of Management.

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 Interchange or online at 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 Interchange Outer East services or learning more about us, simply call, email or check our website.



Phone: (03) 9758 5522 **Email:** ioe@ioe.org.au
Fax: (03) 9758 5899 **Web:** www.ioe.org.au



A: 5 - 7 Yose Street Ferntree Gully, Vic 3156

P: (03) 9758 5522 **F:** (03) 9758 5899

E: ioe@ioe.org.au **W:** www.ioe.org.au

Emergency After Hours Only:

0439 883 667

Creating Opportunities & Choice