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*Cover Images: Sports Week, school holiday camp, family camp*

*Image Right: Thomas at the Sports Week Family Day, Lillydale Lake*

*All information published in this annual report is accurate at the time of publishing.*

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**VISION**  
**Creating**  
**Opportunities**  
**& Choice.**





## VALUES

Interchange Outer East is committed to working 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 on.

## 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**

Glenn Myatt

## **VICE PRESIDENT**

Bernadette McGinn

## **SECRETARY**

John Van Putten

## **TREASURER**

Tina Valentine

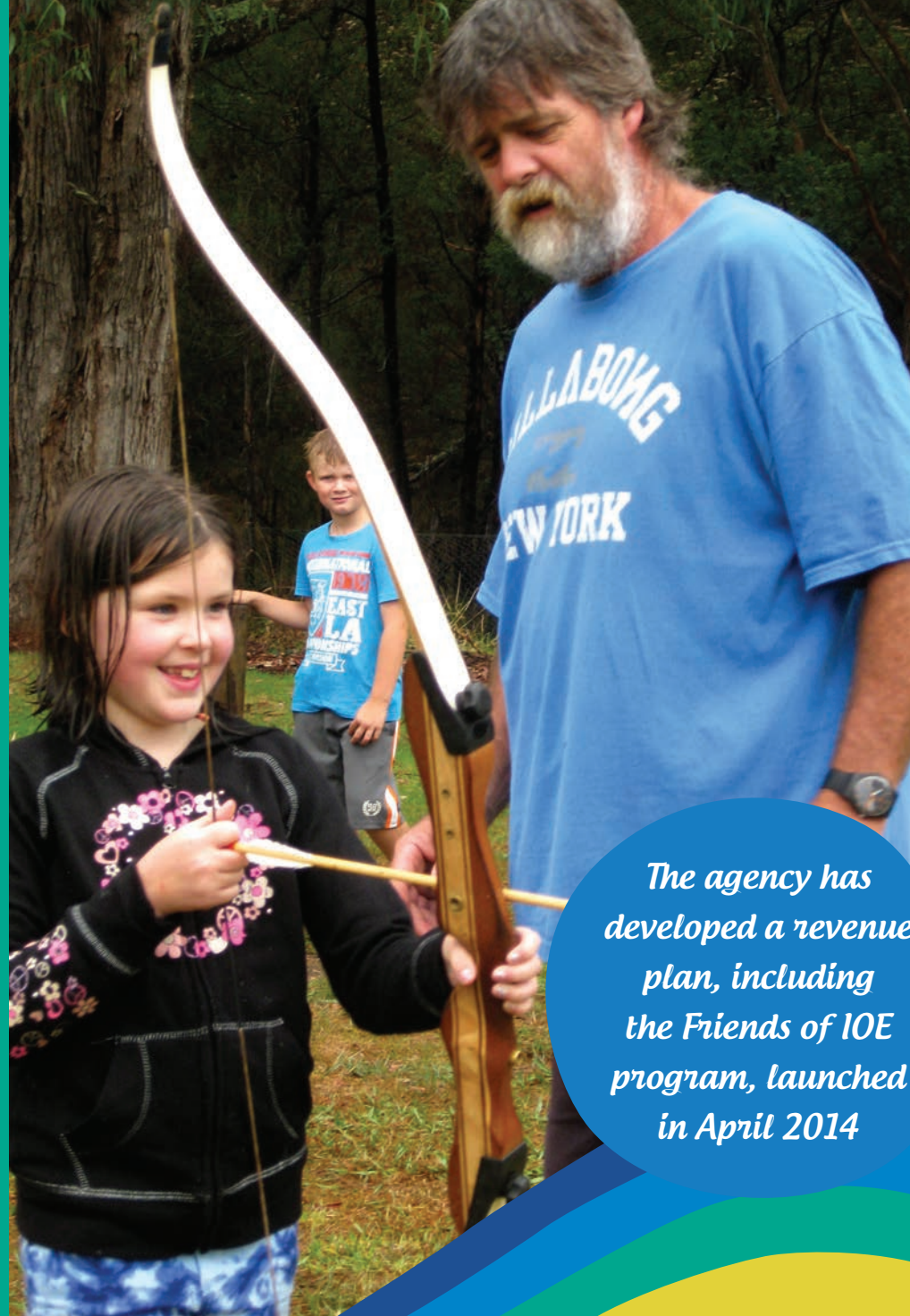
## **GENERAL MEMBERS**

Jacinda Erich

Susanne Grosser

Board members are volunteers who give up their time to govern the 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.

Image: Family Camp 2014



*The agency has developed a revenue plan, including the Friends of IOE program, launched in April 2014*





## PRESIDENT'S REPORT

Create opportunities and choice. It's a simple statement of intent. Yet building the capacity and environment to achieve good outcomes for Interchange families is an ongoing challenge.

The Board's role is to govern the agency through establishing direction and ensuring the big challenges that face Interchange are addressed. The past year has seen positive outcomes in regards to some of these challenges and some good groundwork completed towards preparing the agency for the future.

The declining financial position of the agency was the most significant issue that needed to be addressed. Through a mixture of comprehensive analysis, some cost savings and more prudent financial management, the agency has been able to deal with the underlying reasons and return its bottom line to a positive figure. This was an agency-wide effort and the way that all worked hard to ensure success was edifying for the agency. Of particular note was the way that the staff group came together to address the potentially negative impact that the introduction of weekend penalty rates could have had on the agency's weekend camps and day programs.

In tandem with addressing the agency's financial position was the strategic recognition that Interchange needs to be more independent and responsible for generating revenue outside of government contracts. As such, the agency has developed a revenue plan and a key item of that plan, The Friends of IOE program, was launched in April 2014.

Another significant aspect of the Board's work in the past year was the development and review of governance structures, establishing clearer policy and procedures that guide and inform the Board and the Members of the Association as to how Interchange makes decisions and ensures effective governance.

For the coming year the Board will continue to work on refining the strategic direction for the agency. The National Disability Insurance Scheme is due to be fully implemented by 2019 and how the agency addresses the challenges of the scheme will shape how the organisation develops in the near future.

On behalf of Interchange Outer East and the Board of Management I present the Annual Report of the agency. I would like to thank the Families of Interchange, Volunteers, Staff members and fellow Board Members for their involvement and work over the past year.

*Glenn Myatt*

**President**



*Above Image: Youth Group visit the Melbourne Show  
Below Image: The thrills of School Holiday Program camp*

# MANAGEMENT REPORT

## Supporting Families

In the past year Interchange provided 274,453 hours of support to families involved in the agency. This support consisted of camps and activity days, one-to-one support, day services and family support programs. Support is provided through the use of volunteers and staff who assist and provide services for families to access.

This was why Interchange was established and for all the quality audits, legislative hurdles, policies, procedures, fiscal management, professional boundaries, funding and service agreements and so on...it's what we want to do; provide support to families.

However, support is more than just hours or programs and services. It's how an agency meets a person, the interactions, the willingness to act, to help, to be present. It's the face-to-face interactions and day-to-day contact that is often the best measure of support. Families tell us that the support they need is:

- To know that someone cares;
- Safety and security for their children;
- Being able to share feelings and experiences with other families;
- To be able to do the things that other families can do;
- Useful and relevant information; and
- Help when it's needed.

It sounds simple and straightforward and yet it seems difficult to achieve. Perhaps it is the complexities that we put around support; the processes and procedures, the rules and guidelines of

bureaucracy that obfuscates. Perhaps it is the difficulties of numbers and the weight of people needing help, the inadequacy of the "help" you can provide, that prevents any offering. Sometimes it's just that an action is not a funded activity. Yet politeness, asking people how they are, and acting in a kind and considerate manner is not difficult.

This year I have witnessed many acts of great support from volunteers, staff and families towards other families that have left me in awe. It is important that we acknowledge good support and understand that just providing programs and services does not mean people will feel supported. For Interchange, the aim is to provide good support across the whole service all the time. At times it is not possible, due to capacity or capability, but that should never stop the effort to strive to provide families with support - not just a service.

Over the past year, Interchange faced a number of challenges and grew and developed a number of new initiatives and services.

## Key Challenges

### Award Changes

A change to the award structure required the implementation of weekend penalty rates in October. The weekend penalty rates had a significant effect on the levels of support families were able to access



*Support is more than just hours or programs or services; it's the face-to face interactions and day-to-day contact*

Above image: Chris and James at high physical school holiday camp Below image: Sports Week Family Day

through their Individualised Service Plans (ISPs). Penalty rates also had a potentially adverse effect on our weekend camps and day activities. However, the ability of the staff to work together and come up with workable alternatives ensured that any reductions to service were minimised.

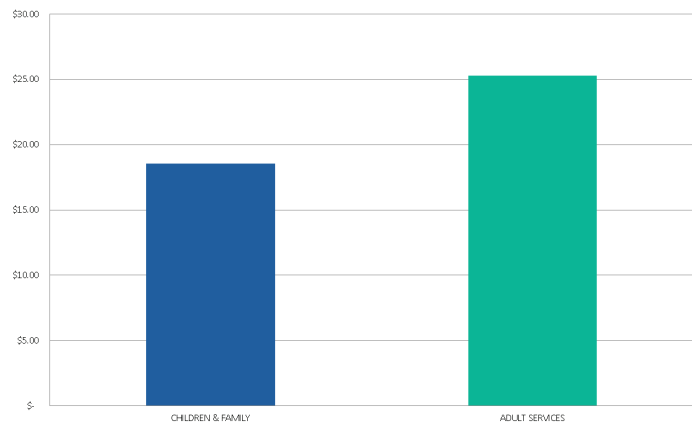
### Financial Sustainability

Interchange had a major focus on ensuring the budget returned to surplus in 2014. The cost savings that were implemented proved very successful and the support and buy-in from the staff team provided a very positive outcome for Interchange.

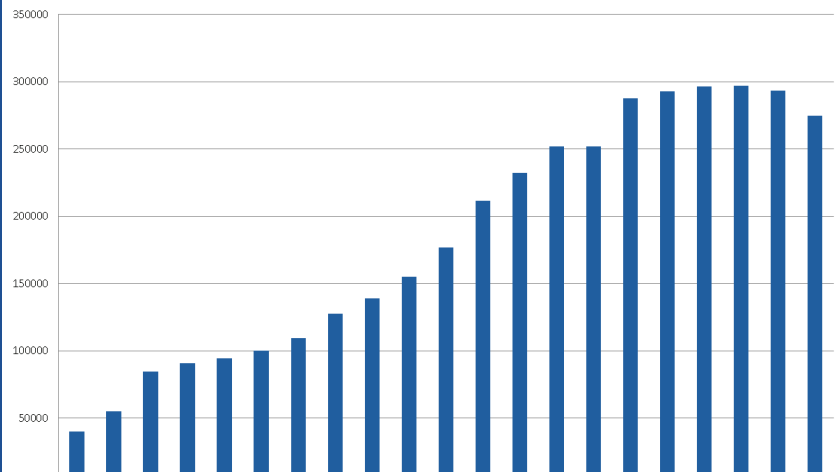
### Quality Audit

The last financial year has seen Interchange undergo three separate quality audits for three different parts of government. Each audit has a slightly different focus and approach which, by the end of the year, was beginning to send us a little 'evidenced' out. The good news is that the outcomes from the audits have been positive and we are only waiting for the Human Service Standards accreditation to come through, for the hat trick to be complete.

### Cost per Hour of Support



### Hours of Support 1990 - 2014



# MANAGEMENT REPORT

## Key Achievements

### The Crunch

Interchange Outer East was a participant in the 2014 edition of The Crunch developed by Social Traders Victoria. The Crunch is an intensive program designed to enable participants to develop a social enterprise that would be sustainable whilst meeting a defined social purpose. Interchange went into The Crunch working towards developing a catering company that would provide employment for young women with disabilities. The process provided great learnings for Interchange, including that we are not catering experts. We are currently investigating developing the idea further through partnerships and possibly the conduct of a pilot program to test our model.

### Friends of IOE

The Friends of IOE program was launched in April 2014. Friends of IOE is a membership based program where individuals, families, groups or organisations purchase a membership as a 'Friend' as a way of demonstrating support for the agency and its mission and vision. At this stage, the Friends of IOE program has only been launched to people already associated with the agency. The plan for the following year is to take it outside of Interchange and seek further individual and corporate support for the agency.

### Telling Stories

Last year Interchange identified the need to become better at telling the stories of the agency. A new website

and a more conversational approach to the agency's social media presence has provided the medium for this to occur. The feedback on the agency's Facebook page has been great and the number of posts has increased to approximately three per week. In addition, the website has averaged six new stories or blogs each month.

### Sibling Support

The partnership between Freemasons Victoria and Interchange continued to blossom, enabling Interchange to provide sibling support services across the year. As the demand for sibling support continues to grow we are very grateful for the financial and moral support of Freemasons Victoria.

## What's Next

For the coming year there are five key aspects that we want to focus on.

### 1. Service Model

We have been working on, and refining, a statement about how the organisation works. A service model details the importance of vision and the values that the agency upholds. It is the baseline document that underpins how everything else in the organisation is done. The model will be rolled out across the service in the coming year.

### 2. Strategic Planning

The agency's current strategic plan has run its course and we need to develop a new strategy that will guide Interchange for the coming years. With significant environmental changes

with the NDIS slowly being rolled out, this strategic plan will build upon the agency's strengths to create a clear pathway moving forward.

### 3. Training and Development

Interchange intends to invest in our staff and volunteers providing increased opportunities for training and development over the next year. Of particular focus is the needs of the casual support staff and how to better connect them to the organisation.

### 4. Knowing our costs

This work was commenced last year and we need to continue to progress our understanding of what it costs us to provide a unit of all of the individual programs we provide. Knowing what it costs us to provide "x" is vital for the agency to forecast effectively and to enable Interchange to continue to provide services in a future based on the National Disability Insurance Scheme.

### 5. Making Interchange Better

A major learning from the three audits that were undertaken is the need to develop a core group of staff who will be given the responsibility for addressing issues of improvement across the service. The group will undertake internal audits, analyse data and information available and compile information to drive improvement across the agency.

*Fred Brumhead*

**CEO**



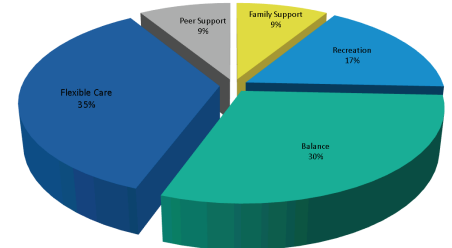


*We intend to invest in our staff and volunteers, providing increased opportunities for training and development*

## Hours of Support 2013 - 2014

Program	Total Hours	Total Individuals
Host Program	6,913	53
Camps & Holiday Program	12,608	157
Children's Recreation	2,936	49
Youth Groups	4,384	55
Adult Recreation	6,781	88
Specialised Care	17,023	45
Flexicare	95,616	203
Summer Holiday Respite	3,122	44
Balance	81,357	94
10-13 Recreation	2,567	54
After Work Social Club	2,245	53
Special Projects	14,971	85
Family Support	23,930	477
<b>TOTAL</b>	<b>274,453</b>	<b>1,457</b>

## Area Support Hours 2013 - 2014



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

*Image: Ben at Fred's Camp 2014*



## FAMILY STORIES

### Maybury Family

The last year has been extremely busy for our family. We have been involved in many IOE activities including the Coonawarra Family Camp, mum's weekend away, dad's weekend away and many camps and activities that Thomas has been involved with over the last 12 months. IOE has been instrumental in organising support for Tommy and extra help where it has been required. On a recent camp to Rye, staff arranged extra medical support for Thomas to receive growth hormone injections while he was away on the camp to ensure he didn't miss out on going. They booked a doctor and went out of their way each day to ensure he received the medication he needed. Staff and volunteers play a huge part in our family. From camps where volunteers take Thomas for activities to give my wife and I a little bit of time to relax and spend time with our daughter, to home based support with various activities that enable us to care for Thomas and increase our understanding of his needs.

Over the last 12 months, Interchange Outer East has shown us what a wonderful family it is. We are incredibly lucky to be involved with an organisation like IOE. Staff and volunteers are caring and supportive and go out of their way to make everyone feel important all the time. Interchange, to us, means more than having a break from Tommy when he goes on camp or day activities; Interchange are our family! The staff, volunteers and other families involved with Interchange have given us so much love, support, friendship and understanding - and most importantly, everyone is accepting of our family for who we are and we will be ever so grateful for that!

*By Stuart Maybury - Parent*

*Interchange  
Outer East has  
shown us what  
a wonderful  
family it is!*

*Above Image: Tommy Maybury*

*Below Image: The Maybury family at Interchange Outer East*





## Wheatfill Family

I heard about Interchange Outer East after my son, Flynn, was diagnosed with ASD. I had presumed the service was only for him. I put his name on the waiting list and during that time our eldest daughter, Lana, had also been diagnosed with ASD. About two years ago, we received a phone call to say that Interchange had opened their books and our family was now accepted. 'That's good' I thought, 'it will help give Flynn and Lana some positive activities to do in a safe environment.' Little did I know when I nervously set them off on their first activity to the Royal Melbourne Show, that it would be a positive, life changing event for our whole family.

IOE has incorporated every member of our family, both individually and together as a family unit. We have accessed the school holiday programs, children's 10-13 recreational program, youth group, siblings program, mums' and dads' programs, and family support programs. We have also had the opportunity to work very closely with the volunteers, who are the backbone of Interchange and wonderful role models for the children. Over the last 2 years we have had laughter, joy, tears, frustrations, triumphs, and made many friends.

The staff and volunteers at IOE are always there for a friendly smile or laugh or just someone to sit with you when times are tough. We also love that we can share some of the funny things Flynn has got up to. IOE has also offered the opportunity to give our

youngest daughter, Hope, a chance to have some fun and relinquish the caring role that she has been thrust into with the other children. We have made friends with other families who we see outside of IOE activities.

A big highlight for us is Family Camp at Coonawarra. Anthony has also been on lots of activities and is starting to embrace the camaraderie that he has found amongst the other fathers connected to IOE. He has gotten himself out there and is mixing with others for the first time in years. There is always a 'Fred' story to be told when any of us come back from an outing with Fred.

We feel very privileged and fortunate to have been embraced by the Interchange community and look forward to a long and prosperous relationship in the years to come.

*By Mel Spencer (Wheatfill) - Parent*

*Above Image: Lana swimming with the dolphins on a youth group activity*

*Middle image: Hope at the 5-8 years siblings group*

*Below Image: Flynn on the school holiday program 'Amazing Race' day*







*Without fail,  
I always meet  
someone new,  
interesting and  
amazing!*

## RECREATION VOLUNTEER

**Gillian Anderson**

I have been a 'vollie' at IOE for a year and a half now. I am 15 years old and I love being a part of the IOE community. I first heard about Interchange through my brother who is also a volunteer here. I would always hear about his amazing days on camps and activities with Interchange, so I thought I'd give it a go.

I have had so many incredible experiences with IOE on day activities, camps, etc. Without fail, I always meet someone new, interesting and amazing. I have met volunteers who are now some of my closest friends, staff who have taught me so much and I have met kids, teens and adults with many different abilities, who I have had the privilege of spending time with, help in any way I can, and with whom I have loads of fun!

I have learnt so much through my experiences with IOE. I am a year 10 student at Avila College and this year I also got the opportunity to spend a week working in the IOE offices for my community service placement. I learnt about the administration side of Interchange and saw all the effort that goes on 'behind the scenes' as they organise volunteers onto camps and activities every week. I also saw all the hard work done on a daily basis, simply to ensure that everything that has been planned goes ahead without a hitch.

This year, I also had the opportunity to help organise the Colour Our

World festival held at IOE to celebrate National Youth Week. This was an awesome event to be a part of and was so much fun to help with! I really learned a lot from being a part of Colour Our World.

Interchange has given me many opportunities to grow and learn from many practical experiences, including their formal and informal training sessions. I am so grateful to be part of such an incredible organisation, which devotes all their time and passion into helping so many people.

I would like to finish by saying how much IOE has changed my life for the better. I love coming on the day activities and camps, having an awesome time with the kids and everyone there.

*By Gillian Anderson - Volunteer*

*Image: Gill after the paint fight at the 'Colour Our World' National Youth Week event*



# HOST VOLUNTEER

## Erin Weegberg

My family have been involved with Interchange Outer East for a very long time. In fact we first became involved through the host program, around 25 years ago. When I got married and had children of my own, I knew that it was something that I wanted to be involved with again. My husband, Brett, and I were planning on waiting until our boys were a little bit older before we started hosting. But that was before we met Jacob!

Jacob began attending the same family daycare placement as my two boys (Jesse – 5 and Kyle – 2), and I mentioned IOE to his mum, Wendy. Because Brett and I had already discussed hosting at some point, we put our names forward as a potential hosting match for Jacob. He started coming to our house on a Friday, spending a couple of hours with us at first. Jacob was only 18 months old at that stage, so we all agreed to ease both families into it. Jacob is very easy going and relaxed, which made the transition very easy for everyone.

At the start of this year, we decided it would be nicer if Jacob could come to us fortnightly, but for a longer period of time so we could spend more time with him. Jacob has genuinely become part of our family; my boys treat him as if he is their brother, and he fits in very easily with anything we do. We are enjoying have Jacob as part of our family and we look forward to watching him grow up with our boys. Hosting Jacob is working so well, I know that we've made the right decision with the right person!

*By Erin Weegberg - Host Volunteer*

## Wendy McQuie

When Erin suggested that I contact IOE, I thought I would see what was available as Jacob was still just a baby. Karen, the host program coordinator contacted me and we had a chat about the options and decided that hosting would work well for us. It seemed flexible and we liked the idea of it being long term. Jacob would be able to grow up with the host family being part of his life and it would reduce our need to always rely on our extended family for his care. If we started young he could get used to the idea as a normal part of his routine. This is exactly how it has turned out.

Jacob loves going to the Weegberg's; he smiles and waves goodbye when I drop him off. It's so exciting for him to have the attention of other little people who are always very keen to play with him and include him in their games. It has been extremely beneficial for all of us to have Jacob in a respite arrangement. I, and sometimes my husband, enjoy a break on a regular basis and Jacob loves being there. There are many challenges of parenting a child with special needs and we can often feel emotionally drained. To have some 'me' time was more important than I thought. I have been able to feel recharged and ready for the next challenge whether it be more appointments or dealing with the everyday struggle of him not being able to walk yet and his difficulty in talking. I would like to thank Erin, Brett, Jesse and Kyle for opening their hearts and home to us. We feel extremely blessed by their generosity and willingness to give their time.

*By Wendy McQuie - Parent*



*Jacob has become part of our family and fits in easily with anything that we do*

*Images: Jacob spends time with his host brothers, Kyle and Jesse*





## SUPPORT WORKERS

### Meaghan Finlayson

Interchange has been a big part of my life for a number of years now. I love volunteering, the fun that is had, the people I have met and what this organisation is about. Naturally, I thought that moving into support work as my casual job seemed very fitting. I found that being a support worker was a big change from volunteering on a camp or a day activity. Not just in responsibility and independence but in learning to work with a whole family as well as their child. Finding your place in a family home; understanding the dynamics of each individual family and being able to respond accordingly is one of the many extra challenges.

While continuously adding to my various skills, I have also learnt a lot about life and about myself. I have learnt that every family is different and everyone does things in different ways. This has encouraged me to learn how to be flexible and adapt my ways. Just last week I was amazed after being shown a really clever way to fold a fitted sheet! I will never again struggle with what I once thought was an impossible task!

Working with a child with high medical needs has also been a really good learning experience and has given me a great head start in my uni course. I have learnt to be very well organised as well as creative with time, particularly on recreational shifts! This is something I definitely struggled with initially; no matter how well you prepare for a shift, it will NEVER go to plan. Problem solving, creativity, and quick thinking are must needed skills!

The experiences I have had through support work are what inspired my decision to study nursing and paramedics which is something I had never previously considered and now love.

I love that I am never bored at work; every shift is different and brings new challenges. Whether we are at home, in the car, at the park, at the pool, at chocolate restaurants, parties, shopping, bush walks, with friends or with siblings; there is never a dull moment!

Still today I am working with one of the first kids I ever met through volunteering who has now become a very special person in my life. I can honestly say that going to work is the highlight of my Tuesday! I think it is a pretty special and proud thing to be able to say that you love your job. Thanks to IOE and the amazing families I have been given the privilege to work with, I definitely love mine.

*By Meaghan Finlayson - Support Worker*

*Images: Meaghan and friends at high physical camp, January 2014*



## Daniel Ratnayake

Being a support worker for Interchange Outer East is definitely the most enjoyable, interesting, rewarding, (and at times, challenging and physically and emotionally demanding) jobs around. However, myself and many others could not think of anything better than being part of the Interchange family.

I started at Interchange as a volunteer two and a half years ago. I loved being a 'vollie' and continue to love it more and more as time goes on. Twelve months ago I, like several other volunteers, saw the opportunity to earn money from doing what I love and naturally applied to become a support worker. This was an easy decision at the time. I found that most other jobs for someone like myself, fresh out of school, provide little or no job satisfaction.

When I started work, I was quite confident that my experience as a volunteer would prepare me well for the job. This was partially true as I had already gotten to know a few of the kids and their families. However, nothing can prepare you for the entire experience of being a support worker. The main challenge that I found through the transition from volunteer to support worker is the 1:1 work. At times you wish you had an extra set of hands, the way you do on camps and day activities.

Time and experience strengthens you and you become wiser. Within the first few months of being a support worker, I had gained so much knowledge. The more experienced I became, the easier and more enjoyable each shift became for myself, the person I was working

with and their family. When working on a 1:1 shift, you are able to learn from them about life and how they tackle it – it is a really special thing. I have also found that 1:1 work enables you to tailor a shift to cater for the needs and interests of the person and the family.

My main goal when working and volunteering is to keep smiles on faces. A day full of smiles and joy usually goes too quick and before you know it, it's home time. Interchange Outer East has become such an amazing part of my life. I have always had three big passions in my life – things that I truly love. They are my family and friends, cars and machines, and animals. Now there is a fourth; Interchange. The smiles and laughs that Interchange has brought me are immeasurable and greatly surpass any difficult or sad moments that have occurred. I am very lucky and deeply grateful for Interchange and what they have done for me. I look forward to the future and the fun times ahead.

*By Daniel Ratnayake - Support Worker*

*Images: Daniel and some friends having a great time clowning around on school holiday camp, Coonawarra January 2014.*



# INDIVIDUALS

## Catarina

My name is Caterina Giusto and I am 19 years old. I attended Heatherwood School and graduated in 2013. I was a bit nervous about finishing school and meeting new people, but I went to transition week at Balance in Lilydale at the end of 2013 and I really enjoyed it.

During the week I met new friends, got to know the staff and tried out some new activities. When I first started at Balance, I wasn't quite sure what I wanted to do. My mum said that she wanted me to gain more skills so that I could work one day, become more independent and one day maybe move out by myself. This is why I tried a whole range of different things to begin with. In term one I volunteered at Animals on the Move one day a week, which I loved. I learnt how to take care of the animals and helped feed the rabbits, guinea pigs, goats, pigs, horses and other animals. I liked this program because it meant that I could work with different people at the farm and learn how to be responsible. I also liked working as part of a team.

Another program I really liked was the adventure program where we completed obstacle courses, team challenges and other outdoor activities. In first term I also started a literacy course at Upper Yarra Community Centre which I am still doing now. I like it because it's fun and I can keep working on my reading, writing and learning how to fill out forms properly.

I decided during term one that I would really like to get a job working in hospitality. I love cooking and I like serving customers. I also want to be

able to make money so I can do more things by myself.

In term two I went to a house intensive program on a Monday and Tuesday with a support worker and four other friends from Balance. We went to a house in Warburton and stayed overnight. We learned how to be responsible and tried a lot of different skills such as how to make up our own beds, how to make a shopping list, finding our way around a supermarket, purchasing food, preparing our own meals and cleaning. I liked it because it felt like I was really living away from home. The best bit was when our families came and we cooked them all dinner. My family liked it because they said I am now doing more at home and also it's good practice for when I move out of home one day.

My friend Rhiannon and I are now going to be working in a real cafe every Friday. We will be helping to prepare the food and serve the customers. We had to fill out lots of paperwork and I could do a lot of it myself because of what I'm learning in the course.

I really like coming to Balance Network because I can work but I can also have fun and do different things. I am going to be spending one day a week at 'Jamie's Kitchen' next term which will be fun and will really help me with my hospitality work.

*By Caterina Giusto - Balance Futures with assistance from Luke Adams.*



*Above Image: Caterina and Paisley at Phillip Island, Network Futures camp, May 2014.*

*Middle Image: Caterina works on The Crunch - Kung Food*

*Below Image: Caterina and Rhiannon*



## Luke

My name is Luke and I work at Balance Enterprises. I have been at Enterprises for just over a year but I have been a part of Interchange since I was a young boy. Most people would remember me to be a bit naughty, because I had a lot of energy when I was a kid but I have grown up a lot since then. Before I started at Enterprises my life was a bit of a mess; I couldn't commit to anything. I tried lots of different things like working at McDonalds, Safeway and Waverley Industries but they didn't work out for me because I wasn't in a good place.

Once I started at Balance Enterprises I started to get my life back on track. Sometimes I still need the staff to keep me on track but mostly I have great days. I feel like I belong at Balance Enterprises and I love all the outdoor work we do. I have learned lots of work skills at Enterprises, like how to communicate with people and tell people when I have an issue, building friendships, and learning to discover the good side of me. I have learned practical skills like operating machinery like the wood splitter, whipper snipper and lawn mower. My work colleagues would say that I am a great worker most of the time, and I am always there when someone needs a friend.

Apart from the work we do I love the other opportunities that I get at IOE. Last year I went to the Gold Coast and this year I am going to the USA and Hong Kong, I am really excited.

Someday I would like to be a manager at Enterprises.

*By Luke Blakemore - Balance Enterprises  
with assistance from Cathy Handy.*



*I feel like I belong  
at Enterprises  
and I love all the  
outdoor work we  
do!*



# SIBLINGS PROGRAM

## Cassandra Stanford

My name is Cassandra Stanford and my sister has a disability. Jacinta (my sister) is 17, Jamieson (my brother) is 13 and I am 19 years old. I have a passion for playing music and I absolutely love performing. I paint, generally abstract art to help express my emotions, and I love to photograph my family, especially Jacinta. In the photos I take, you can see her humanity and her personality which are things that people don't usually see the first time they meet her. I tend to classify myself as a lifelong member of Interchange, because as well as Jacinta receiving support from this organisation, I also receive endless support as a sibling. For over 11 years now I have been reaping the benefits of the sibling program at Interchange Outer East. I have attended too many sibling camps to count, and when I was much younger would attend weekly sessions at Interchange. As well as being in the sibling program, I have been volunteering on day activities and camps since I was 14 years old, and have now been a support worker since the end of 2013. My involvement with Interchange has now influenced me to do a Certificate IV in Disability, just because I love working in this sector.

My earliest memories of Interchange are of pirates. Pirates and treasure maps. On the weekly activities we had so many different challenges, we would be wandering around the IOE portables and buildings, getting around obstacles that came upon us and

trying to find treasure! I also remember being blindfolded and trying to eat, relying on someone else to feed me and writing on large pieces of butchers paper with only my mouth and feet. Now, looking back, I can see that these activities weren't just for fun, but they also gave us the education about disability that we wouldn't get otherwise. Skills such as empathy and problem solving are essential for siblings to have so we can cope with our home life, and are skills that I now value highly.

For me, these activities and camps helped me be able to cope with having a sister with a disability. They gave me fun breaks from home, life long friends, a comfortable and safe environment to

talk about my true feelings, support which I struggle to get from other aspects in my life and the ability to know that I am loved in my family, and that I am still important even if I am not getting all of the attention.

From all of the support I receive from Interchange as a sibling, I can now support Jacinta and the rest of my family in ways that I couldn't have otherwise. I quickly learnt that there are others my age in similar situations, and that I can be comfortable with what makes me, me, and not be ashamed or worried about other people's judgement. I introduce Jacinta to just about every one of my friends, and have brought her into a class in high school to educate my friends about being a sibling and to show them how proud I am to have my sister just the way she is.

I know that I definitely would not be the person I am today without the kind hearts and continual support from the Interchange community that began when I was so young. I am confident and happy with who I am, and I cannot thank Interchange enough for the opportunities they have provided for me, and the love they have shown to me and each one of my family members.

Thanks!

*By Cassandra Stanford - Sibling*





Left Image and Above Image: All Ages siblings camp May 2014

Below Image: 9-12 Camp, November 2013



## PHOTO GALLERY

### 01. Oh The Places You'll Go:

Team Pink celebrate victory at the IOE staff team building day

### 02. Siblings Program:

Freemasons 'Thank You', July 2013

### 03. Family Support:

Mums' Weekend at Mansfield, November 2013

### 04. Sports Week:

AFL at Sports Week 2014

### 05. Overseas Holidays:

Shelley, Claire and Robbie seeing the sights of Paris

### 06. Sports Week

Steph and Rhys enjoy the Sports Week family day at Lillydale Lake

### 07. Siblings Program:

Siblings Program all ages camp

### 08. The Supernaturals:

Friday rehearsals at Balance Enterprises

### 09. School Holiday Program:

Canoeing at Camp Coonawarra, January 2014

### 10. The Supernaturals

Basketball team huddle

01.



04.



02.

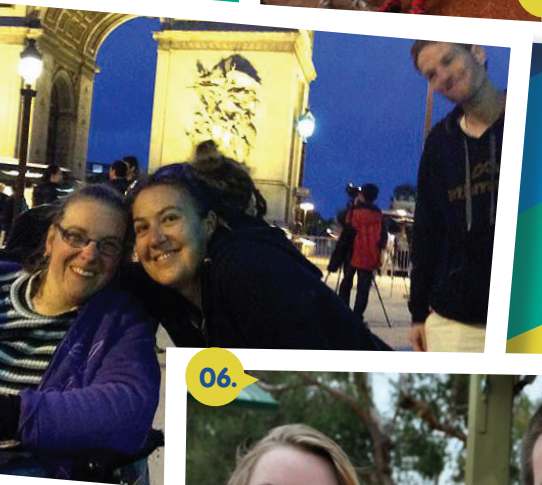


05.



03.







# FINANCE REPORT

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

Statement of Comprehensive Income for the Year Ended 30 June 2014	Notes	2014 \$	2013 \$
<b>Continuing operations</b>			
Revenue	2	9,445,446	8,965,988
Employee benefits expense		(6,984,894)	(6,931,375)
Depreciation, amortisation expense	3	(106,665)	(132,685)
Advertising and promotions expense		-	-
Clients expenses		(1,360,450)	(1,375,493)
Occupancy expenses		(258,613)	(251,009)
Other expenses		(466,870)	(501,088)
<b>Net surplus/(deficit) for the year</b>	14	267,954	(225,662)
Other comprehensive income/(expense)		-	-
<b>Total comprehensive income/(expense) for the year</b>		267,954	(225,662)

Statement of Cash Flows for the Year Ended 30 June 2014	Notes	2014 \$	2013 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from contracted services and administration (inc. GST)		3,295,012	2,605,343
Operating grant receipts		6,265,978	6,265,978
Finance costs		(5,618)	(4,977)
Payments to suppliers (inc. GST) and employees		(8,870,114)	(9,024,074)
Interest received		36,851	45,117
<b>Net cash provided by/(used in) operating activities</b>	15(a)	722,109	(112,613)
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Proceeds from sale of plant and equipment		34,500	-
Payment for property, plant and equipment		(99,886)	(16,711)
Payments for other financial assets		(11,478)	(215,145)
<b>Net cash used by investing activities</b>		(76,864)	(231,856)
<b>Net increase/(decrease) in cash and cash equivalents held</b>		645,245	(344,469)
Cash and cash equivalents at beginning of year		607,759	952,228
<b>Cash and cash equivalents at end of financial year</b>	4(a)	1,253,004	607,759

To obtain a copy of the full Financial Report for the year ended 30th June 2014, 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 2014	Notes	2014 \$	2013 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	1,253,004	607,759
Trade and other receivables	5	318,639	322,708
Other financial assets	6	276,204	264,726
Other assets	7	14,811	19,158
<b>TOTAL CURRENT ASSETS</b>		<b>1,862,658</b>	<b>1,214,351</b>
<b>NON CURRENT ASSETS</b>			
Property, plant and equipment	8	437,291	468,218
Intangible assets	9	511	2,767
<b>TOTAL NON CURRENT ASSETS</b>		<b>437,802</b>	<b>470,985</b>
<b>TOTAL ASSETS</b>		<b>2,300,460</b>	<b>1,685,336</b>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	10	336,610	291,381
Provision for employee benefits	11	1,021,832	884,326
Other liabilities	12	222,611	66,189
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,581,053</b>	<b>1,241,896</b>
<b>NON CURRENT LIABILITIES</b>			
Provision for employee benefits	11	127,223	119,210
<b>TOTAL NON CURRENT LIABILITIES</b>		<b>127,223</b>	<b>119,210</b>
<b>TOTAL LIABILITIES</b>		<b>1,708,276</b>	<b>1,361,106</b>
<b>NET ASSETS</b>		<b>592,184</b>	<b>324,230</b>
<b>MEMBERS' FUNDS</b>			
Reserves	13	826,739	826,739
Accumulated surplus/(deficit)	14	(234,555)	(502,509)
<b>TOTAL EQUITY</b>		<b>592,184</b>	<b>324,230</b>

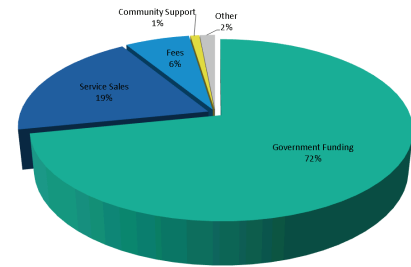
Statement of Changes in Equity as at 30 June 2014	Notes	Accumulated Surplus/(Deficit) \$	Reserves \$	Total \$
<b>Balance at 30 June 2012</b>	13, 14	(276,847)	826,739	549,892
Total comprehensive income/(expense) for the year	14	(225,662)	-	(225,662)
<b>Balance at 30 June 2013</b>	13, 14	(502,509)	826,739	324,320
Total comprehensive income/(expense) for the year	14	267,954	-	267,954
<b>Balance at 30 June 2014</b>	13, 14	(234,555)	826,739	592,184



# FINANCE REPORT

## Where the Money Comes From

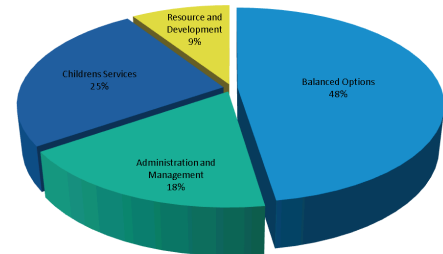
Service Sales	Service sales to other agencies.	19%
Government	Direct funding from State and Federal Governments.	72%
Community Support	Money received from trusts, small grants, donations and fundraising.	1%
Fees	Money received from service fees.	6%
Other		2%



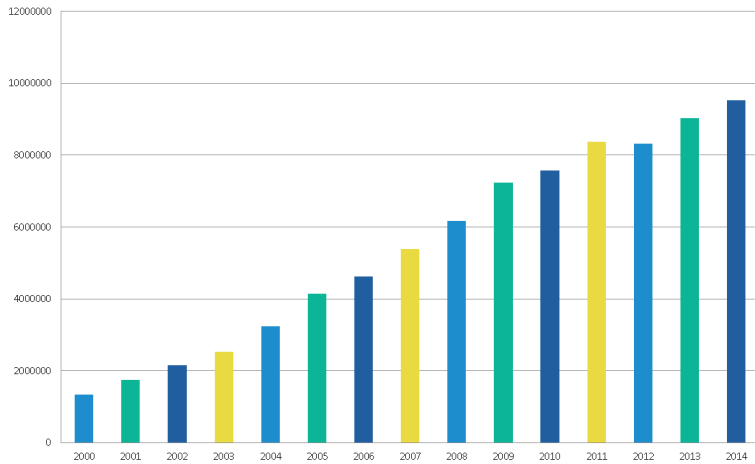
In the past year Interchange Outer East was strongly focused on ensuring the agency's financials return to surplus after 2 years of deficits. Following on work commenced in the last financial year, Interchange implemented a range of cost savings to facilitate this. Central to these savings was the desire not to compromise the services available to families and we were able to achieve the savings with little effect to service levels. The coming year aims to produce another surplus to build the reserves of the agency and begin to enable Interchange to set up for the changes due to occur with the introduction of the National Disability Insurance Scheme.

## Where the Money is Spent

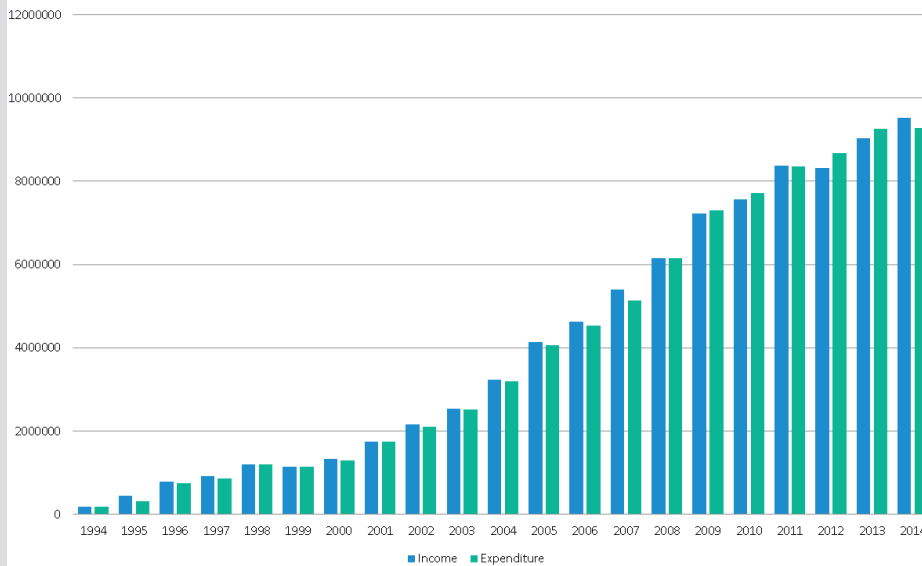
	Administration & Management	Program
2005	15%	85%
2006	16%	84%
2007	17%	83%
2008	18%	82%
2009	19%	81%
2010	19%	81%
2011	18.5%	81.5%
2012	20%	80%
2013	18.9%	81.1%
2014	18%	82%



## Income Growth 2000-2014



## Income & Expenditure 1994 - 2014



*Interchange was able to achieve the necessary savings to return to surplus, with little effect to service levels*

Top Image: Ben and Akuot cooling off on Fred's Camp  
Bottom Image: Shaving foam fight at Camp Coonawarra, January 2014 School Holiday Program.



## ACKNOWLEDGEMENTS

Building mutually beneficial relationships and partnerships in our communities is essential for Interchange Outer East. These relationships help the agency to achieve our vision of creating opportunities and choice. Thanks to the support of the local and wider community, we are able to provide better support and more varied programs for the individuals and families that we support. Interchange is grateful for the generosity of many organisations and businesses in the community. There are also many individuals who support Interchange Outer East in so many ways. We value all of you and appreciate your contributions.

### Thank You:

- Care Connect
- Department of Human Services
- Freemasons Victoria
- Freemasons Monash Gully
- Knox City Council
- Jetmaster Heat and Glo
- TAL Insurance
- Shire of Yarra Ranges
- Bendigo Bank Bayswater branch
- Office for Youth
- Youth in Philanthropy - Lord Mayor's Charitable Foundation
- Nick Wakeling MP
- Uniting Care Life Assist
- Ringwood Secondary College
- Social Traders
- Sure-Trac Training
- The Hills Church
- Variety The Children's Charity
- Royal Children's Hospital
- Bark King
- Taylors Tree and Stump Removal

*Below Image: Moni on Fred's Camp*



## Friends of IOE

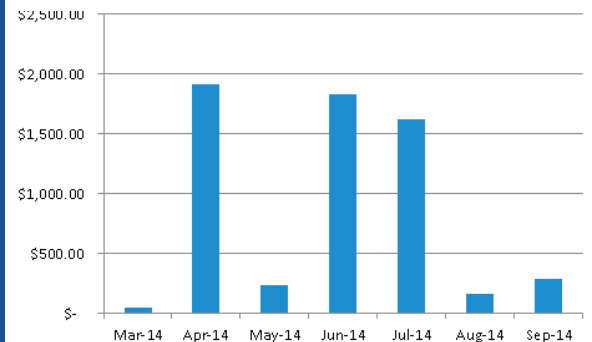
On 9th April 2014, Interchange Outer East launched the Friends of IOE program. This initiative aims to raise funds to support IOE's important Family Support Programs which do not receive any government funding.

"Over the years we have developed a range of services, including activities and camps for mums, dads, siblings and families as a whole and other innovative camps for family members. With no government funding for the past twenty years, these family services have been operating through a mixture of cost savings, once off grants and fundraising. Unfortunately these channels are becoming increasingly difficult to access. To ensure their future and hopefully to deliver additional services we need secure funding."

"That's why the Friends of IOE is needed now - to ensure these opportunities remain available into the future." said CEO Fred Brumhead at the Friends of IOE launch.

Joining up as a Friend of IOE for a small donation shows commitment to community and family. All 'Friends' receive a dedicated quarterly newsletter, as well as exclusive invitations to Interchange Outer East events.

### Friends of IOE - Amount Raised



# 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](http://www.ioe.org.au) to find out more.

## Did You Know

This financial year, Interchange Outer East employed two new permanent staff, two trainees, 41 casual staff, and registered 71 new volunteers.

Recreation volunteers contributed over 15,000 hours to the organisation this year, at a dollar value of \$314,295.

Host volunteers gave up 7,036 hours of their time to the Host Program, with nine new host matches made. The Board of Management also volunteered their time to govern the agency. Other volunteers, such as office based volunteers, work experience students and Balanced Options volunteers also made an extremely valued contribution to the agency. Interchange appreciates the incredible and selfless contribution of 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](http://www.ioe.org.au), call (03) 9758 5522 or email [ioe@ioe.org.au](mailto: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/](http://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](mailto:ioe@ioe.org.au)  
**Fax:** (03) 9758 5899    **Web:** [www.ioe.org.au](http://www.ioe.org.au)

Above image: Boating fun on school holiday camp January 2014



# Creating Opportunities & Choice



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OUTER EAST

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

**E:** [ioe@ioe.org.au](mailto:ioe@ioe.org.au) **W:** [www.ioe.org.au](http://www.ioe.org.au)

**Emergency After Hours Only:**

0439 883 667