

PROGRAMS & SERVICES INFORMATION



Creating Opportunities & Choice

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ABOUT IOE

INTERCHANGE OUTER EAST (IOE) is a non-profit, community based organisation which supports families who have a child or young person with a disability and who reside in Melbourne's outer eastern regions of Knox, Maroondah and Yarra Ranges. Through the range of programs and services offered, IOE opens opportunities to families and allows them the choice of how this support is provided.

Established in 1982, IOE has continued to grow its support services for young people with disabilities and their families. Programs offered include the Volunteer Host Program, School Holiday Program, weekend recreation programs for children and youth, Activ8 outreach program and social support programs for all family members, including a program for siblings.

IOE's Balanced Options for Adults service offers post school programs for young adults, which encourage individual choice to achieve best possible outcome. Group based and individualised recreation opportunities are also a part of the adult program.

IOE also assists families who wish to use individualised funding packages, private funds or other source funding to purchase respite and recreational services.

Volunteers play an important role in many Interchange programs. IOE is committed to developing opportunities for both groups and individual members of the community to be involved in the organisation.

IOE regularly monitors programs to ensure they are of the highest possible standard and remain flexible and relevant to families' needs.

IOE is committed to working within the Human Rights framework and embraces the values of dignity, respect, equity and freedom; providing a safe, inclusive and fun environment for all.

CHILDREN'S SERVICES / VOLUNTEER HOST PROGRAMS

Volunteer Host Program

The Host Program matches a child with a disability, aged to 18 years, with a volunteer host, who shares their home and time with that child on a regular basis.

Arrangements around actual periods of care are flexible, to fit in with the needs of family, child and host. However, a regular visit routine is encouraged, as this assists the development of the relationship between the child and their host family.

Initially, the prospective host, the child and their family all meet, giving everyone the opportunity to get to know a little about each other. For the match process to continue, everyone must give their agreement. Hosts come from all cultural and religious backgrounds, lifestyle and relationship situations and can be any age over 18 years. The role the host plays can also be varied - another 'family', friend, buddy - each host contributes in their unique way to the hosting program.

With the hosting program, parents have the reassurance that their child is being cared for in a loving and welcoming family or friendship situation. A CrimCheck, reference checks, home check and Working With Children Checks are carried out on all prospective hosts.

To enable them to provide the best possible care and support, hosts are provided with comprehensive information about their host child. However, as IOE believes the parents are the best source of information regarding the care of their child, open communication is encouraged between parents and hosts. IOE staff provide ongoing support throughout the match.

Early Childhood Program

This program is based on the concept and guidelines of the Volunteer Host Program but targets pre-school children up to the age of 5 years

As with the Host Program, arrangements are flexible in time and situation and consider the individual needs of all. Actual periods of care are often shorter but again, regular visits are strongly encouraged.

These may involve picking up or dropping off at preschool, attending therapy, enjoying play time with the host's children, meeting at a playground, or even a weekend visit.



Group Based Recreation Programs

Group based recreation programs offer leisure and social opportunities to children and teenagers with disabilities who are aged 5 – 17 years. All activities are fun, engaging and based out and about in the community, taking advantage of the many community venues and events. Programs are planned so participants can exercise choice in what activities they want to do, and where possible, are involved in the planning.

For many programs, groups consist of 'regular' members of similar interests, encouraging friendship and familiarity. The programs take the children away from their home environment and therefore encourage independence.

Volunteers play an essential role in all these programs, generally supporting children on a 1:1 basis to participate in activities, engage with others and most importantly have as much fun as possible.

To be eligible for these programs, participants must live in the outer eastern regions of Knox, Maroondah and Yarra Ranges.

Extra funding from trusts and grants enables IOE to run some additional recreation camps, often with a particular focus eg. camps for children and their siblings, camps for children with specific needs.

School Holiday Program

IOE runs a full holiday program of camps and day activities during each school break, for children and young people aged 5 – 17 years.

All camps and day activities are managed by the School Holiday Program Coordinators and run by IOE staff, with assistance from volunteers.

School Holiday Camps are generally held at accredited Victorian campsites, with dormitory style or cabin accommodation. A memorable camp experience is assured with fun filled programs of both on and off site activities. Camps are generally of 3 - 5 days duration.

School Holiday Activities are fun, varied and community based. There is always something guaranteed to burn up that holiday energy - roller skating, swimming, bmxing, playgrounds – even the thrills of 4WDing - plus other more leisurely pursuits such as visits to parks, shows, the zoo etc.



CHILDREN'S SERVICES / GROUP BASED RECREATION PROGRAMS

Children's Recreation

Children's Recreation introduces 5 – 9 year old children, to group based weekend camps, mini camps and day activities, in a supportive environment that allows them to enjoy new experiences and make friends. Group numbers are kept very small so the children are not overwhelmed and feel at ease. Volunteer support is on a 1:1 basis and 2 Interchange staff attend each activity.

10 - 13 Recreation

For children aged 10 – 13, this weekend program offers camps and the type of community based day activities that most pre-teens would enjoy, with support from volunteers and IOE staff members. 10 – 13 Rec is all about small groups of pre teens socialising and having fun with others of the same age.

*recreation options
for children of all
ages*

Youth Group

Youth Group is a recreational and social program for 14 – 17 year olds. A weekend program of full day outings and camps, Youth Group gives teenagers the chance to enjoy themselves socially at local community venues and events. Groups numbers are small and most have a regular membership of like minded people, so it's easier to make friends and build good group dynamics. Teenagers can choose to be a member of one of these regular groups or opt to attend on a casual basis. Support is provided by IOE staff and volunteers.

Active8

Activ8 facilitates the inclusion of children and young people with disabilities into activities and events in their local community, connecting and building more inclusive communities and increasing social opportunities.

An Activ8 Inclusion Worker is 'matched' with the young person providing support to both the participant and the community body running the activity. This support is gradually withdrawn as the person participates more independently and the organisation is able to take over the support role from the Activ8 worker.

As well as working on an individual basis, Active8 has grown to include the formation and running of programs and initiatives which promote inclusive sport, leisure and social opportunities.

To be eligible for this program, participants need to be aged 5-18 years and living in the Shire of Yarra Ranges.



ADULT SERVICES / BALANCED OPTIONS FOR ADULTS



Balanced Options for Adults works with families, school leavers and young adults, offering opportunities and choice through a range of service options.

Group based services include post school options and recreational opportunities. IOE also works creatively with families who wish to use their ISP, Futures, brokerage or personal funds to purchase individualised services.

Our service focus:

- Working closely with families and all involved to provide the support required, in and out of home.
- Community participation.
- Encouraging valued roles, such as work, inclusion and volunteering.
- Developing capacities with people by exploring their strengths and interests.
- Supporting autonomy by encouraging choice.
- Incorporating ideas and experiences typical of other young adults.



ADULT SERVICES / BALANCED POST SCHOOL OPTIONS

Balanced Post School Options

Futures Program - *Futures* is a transitional program for 18 – 23 year olds. It provides a range of experiences for school leavers, which aim to build trust, confidence and skills to assist them to work out what they want for their future. *Futures* runs from sites in Ferntree Gully and Lilydale

Activities provided include: adventure programs which build confidence and independence in the outdoors; live in intensives, sporting intensives; community volunteering; ongoing learning and skill development; work education and work experience at *Enterprises* [see below] and community placements ... plus much more.

Futures also offers social activities to the school leavers, providing ample opportunity for fun and the formation of group cohesion and friendship. Normal hours of operation are weekdays from 9am - 3.30pm but, as with all the other post school options, activities/programs which give greater flexibility of service hours are constantly being developed and introduced.

Enterprises - Located at Sylvia St in Ferntree Gully, *Enterprises* focuses on vocational experiences and learning. This site runs some small not for profit business enterprises such as collecting, selling and delivering firewood and mulch and a gardening and basic landscape business. At *Enterprises* people work in teams learning their skills in a supervised environment and, if suited, can become team leaders.

Attendance at *Enterprises* is flexible. Participants have the option of dividing their week between *Enterprises* and one of the *Futures* sites, or spending the entire week at *Enterprises*.

Other Balanced Options Sites

IOE operates three other Balanced Options sites, located in Ferntree Gully, Lilydale and Bayswater. Programs running from these sites focus on real community inclusion.

All sites provide a range of group based activities. Some examples are sporting options, community volunteering, drama, independent living and ongoing learning often through community houses.

Participants attending the *Futures* program who wish to continue with group services for all or part of their week, have the option of moving to one of the other sites after their time at *Futures*.



A combination of both group services and individualised services is often a great way to ensure the young adult maximises opportunities to achieve the direction in life they want to pursue.

ADULT SERVICES / GROUP BASED RECREATIONAL OPTIONS

Group Based Recreation Programs

IOE offers recreational options to young adults with disabilities aged 18 – 25 years. The focus is on providing typical leisure and social opportunities enjoyed by most young adults of that age. Community involvement and inclusion is a priority.

Group membership is consistent to encourage bonding and friendship with those who share similar interests. Members are involved in planning and exercise choice over the types of activities they wish to do.

IOE group based recreational programs are open to young adults who are living in the family home, or independently, in the outer eastern regions of Knox, Maroondah and Yarra Ranges. People living in supported accommodation are not eligible to access this service.

Adult Recreation

Participants can choose from a range of activities, weekend camps or extended holiday options, some of which are partially funded and others are at full cost. Typical activities include outings to live shows, music festivals and special events, pub dinners, weekend camps to the snow, beach or 4WDing. Overseas trips and trips within Australia are also undertaken.

After Work Social Club (AWSC)

AWSC provides opportunities to get together during the week on a regular basis, either in the late afternoon or evening, to enjoy social leisure activities and friendship. Some activities include live gigs, pubs, comedy shows, theatre, beach trips and sporting events.

Summer Holiday Adult Respite Partnership (SHARP)

A program for for 18 – 25 year olds living in all the eastern regions of Melbourne, SHARP only operates during the summer holiday period. SHARP is a joint program of IOE, Scope, ERLS and EACH. It provides day activities and holiday experiences eg. house boat holiday, interstate railway trips, outings to restaurants and concerts.



FAMILY SERVICES

Family Support Programs

These programs and services provide opportunities for all IOE family members to participate in a variety of social activities and weekend camps in a friendly, relaxed and supportive environment.



Parent Support

Mums can relax, have time out and enjoy the friendship of other mothers on a number of day or night activities plus one full weekend each year. These outings are a great chance to network and share experiences too.

Activities include day and night outings to markets, the theatre, picnics, boat trips, pubs, music events... plus any other activity that involves fun and food!

Mums' group is often described as 'a sanity saver'!

Dads can enjoy weekend get-a-ways and occasional social days with other IOE fathers. Dads' Support gives men the chance to relax, unwind, have a break, do exciting and unexpected things, have fun and just enjoy the companionship and support of other fathers.



*It's important
to provide support
for the whole
family.*

FAMILY SERVICES

Sibling Support Group

A program of activities, outings and camps where siblings can socialise with others in a supportive and empathetic environment, Sibling support is all about sharing experiences, developing strategies, making friends and having fun.

Each support group caters for a specific age range.

- For the younger siblings (5 – 8 years) their activity and support sessions are usually based at IOE and run on a Saturday afternoon for a 3 Saturday block. Demand dependent.
- The 9 – 12 year old group enjoys full day activities, out and about in the community on a Saturday.
- The teenage siblings have two camps a year where they get to go away as a group for a full weekend of fun, doing things every teenager loves to do!

IOE also runs camps for the other age Sibling groups. Camps are run by IOE workers with the assistance of volunteers.

IOE's Sibling Program is extremely fortunate to have financial support from Freemasons Victoria, which has enabled this important program to continue.

Interchange Disco

IOE holds a monthly disco for young people from IOE and their friends.

DJ plays great dance music. Alcohol free and fully accessible. Supervision is provided by IOE staff and volunteers.

Family Camp

An IOE tradition, Family Camp is held over the March long weekend of each year. Offering loads of activities, relaxation, fun and a chance to socialise with other families in a supportive and empathetic environment, this very popular camp is the highlight of the year for many families.

A second family camp may also be available during the year with its focus on bringing together families who are new to Interchange Outer East programs.

IOE staff coordinate the camp and all activities. Volunteer support is available to assist families.

Family Days

An end of year get together plus occasional social events throughout the year give families the chance to have fun, socialise with other families and develop social networks.



INDIVIDUALISED & PURCHASED SERVICES

Individual & Purchased Services

Through planning and working together, families can utilise FFYA funds, ISP funding, brokerage funds or direct payments to tailor supports to meet their respite, support and recreation needs. Services may be purchased from IOE on a full cost recovery basis. Agencies may also purchase these services on behalf of families.

Purchased services may be used by anyone and are not restricted to IOE's set geographic boundaries or age limits.

This is a flexible service that can support individuals and families in many different ways, usually in a 1:1 environment. Consistency of support workers and personalised matching are a focus of this service.

Services able to be purchased include:

- Respite for families.
- In home personal support.
- Support to access further learning, including independent living skills, volunteering opportunities and search for employment.
- Support to access recreational opportunities, specific interest groups and the arts.
- Support for holidays and other leisure options, including 1:1 holiday support.



INDIVIDUALISED & PURCHASED SERVICES

Purchased Options Project

As an alternative to using 1:1 support, families and individuals, either with or without funding packages, may be interested in linking with other families to use their dollars to purchase joint support.

This allows people to pursue their interests with likeminded others, providing social and friendship opportunities whilst maximising their support dollar. IOE facilitates such connections, assists families to find good support matches and works with families to tailor programs around the individuals involved.

Examples of how this can work are: three people who enjoy each other's company, and share an interest in fishing, organise a fishing charter and share one support worker; a few film buffs organise a regular Saturday outing to the movies, so sharing their interest and support staff.

The Purchased Options Project can also assist with organising combined holidays and trips, making supported travel more affordable.

This is a great option for families wanting to be more involved in planning and making social connections with others.

Specialised Care 24-48 Hour Care

Respite care is provided within the carer's home, for a period of not less than 24 hours. Care may be purchased on either a once off basis or as an ongoing regular arrangement.



*Creating
opportunities and
choice.*

TRAINING SERVICES

IOE Training

IOE values the importance of providing a comprehensive progressive training program. Topics range from legislative requirements such as first aid, medication and manual handling to specialised medical care training. Sessions incorporate the latest sector developments and trends.

Staff, support workers and volunteers are encouraged to participate in training to advance their skills and qualifications. Families and other interested people are also welcome to attend training and IOE is happy to tailor training to suit individual needs and requests.

Communication Program

IOE's Communication Coordinator works with families who use, or would benefit from the use of, augmentative and alternative communication (AAC) techniques.

In consultation with families, alternative communication options are explored and trialed with the aim of finding the best possible way to enhance the individual's ability to communicate. The alternative communication devices are customised to suit the individual's needs and training and supervision is provided. A range of the most appropriate communication apps are explored.

Training and information sessions are also conducted for anyone who is already using, or wants to find out more about, alternative communication devices, such as iPads, and current communication apps and programs such as Proloquo2Go. New communication apps are constantly being researched and this information is distributed to families.

IOE has an iPad loan service, whereby families who are considering an iPad as a communication device can trial one prior to purchase.



*Stay in touch
with IOE and
become a Friend of
IOE today.*

VOLUNTEERS

Volunteers play a crucial role in the running of many IOE programs and throughout the agency as a whole.

- Fun loving, enthusiastic and dedicated recreation volunteers provide support to program participants by encouraging interaction and supporting activity participation.
- The volunteers who act as hosts through the Volunteer Host Program are an invaluable asset to the families who reap the benefits of the hosting arrangements.
- Volunteers also work with the young adults who access the Balanced Options programs, supporting them as they explore their options for the future.
- IOE offers corporate organisations volunteering opportunities across the agency, with volunteers lending skills in a diverse range of areas.
- IOE also offers opportunities for student placement, as well as work and volunteer experience, for individuals in areas such as administration, special projects, media and events.

Through its volunteering options, IOE offers people the chance to contribute to their community. IOE has a firm belief in the value of people volunteering at a young age and our recreation programs welcome volunteers from the age of 14 years. All volunteers over 18 must hold a current Working With Children Check and have a CrimCheck clearance. Volunteers are encouraged to attend IOE's training sessions to update their skills and information. IOE highly values its volunteers and actively recognises their contribution through special volunteer only events.

MEMBERS

Interchange Outer East is a registered incorporated association. IOE receives funding from state and federal government, trusts, grants and, increasingly, through self generated funds from purchasable services. There is an annual non compulsory membership fee of \$15.00. Payment of this fee is an expression of interest in the organisation and allows members to vote and apply for a position on the IOE Board of Management. The Board is made up of representatives of families, hosts, volunteers and others who have an interest in the organisation. The Board meets monthly and oversees all aspects of the operation of Interchange Outer East. Interchange Outer East is registered with the Australian Tax Office as an income exempt charity and a deductible gift recipient and all donations over \$2.00 are tax deductible.

FRIENDS OF IOE

To keep in touch with IOE, receive invitations to events or simply show your support for the service, philosophy and programs, sign up to be a *Friend of IOE*.

This annual subscription entitles you to receive a newsletter via email or hard copy three times per year and invitations to IOE events.

Annual Subscriptions:
\$35 Individuals
\$55 Families
\$100 Club/Organisation/NFP
\$500 Corporate
\$5,000 Platinum

To register or for more information check the website www.ioe.org.au or contact IOE.

INFORMATION FOR FAMILIES

IOE values

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

Key statements

IOE has an absolute focus on the involvement and participation of families as a whole in services and the future development of the agency.

IOE 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.

IOE 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.

IOE will work positively to reduce unnecessary restrictions on people who access the service.

IOE 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.

IOE recognises the Wurundjeri people and the Kulin nation as the traditional owners of the land that Interchange Outer East operates in.

Office of the Public Advocate
Phone: 1300 309 337
www.publicadvocate.vic.gov.au

Discrimination

IOE has eligibility criteria for access to services and screens volunteers and staff to ensure the safety and security of all participants. IOE will not discriminate on the basis of gender, ethnicity, marital status, age, family responsibility, pregnancy, religion, politics, disability or sexual orientation. IOE abides by legislation under the following acts: Equal Opportunity Act, Sex Discrimination Act, Racial Discrimination Act, Human Rights and Equal Opportunity Commission Act and the Disability Discrimination Act.

Communication

IOE aims to provide services that reflect the needs and wishes of its members and therefore welcomes feedback and input from participants and their families. Clear communication enables relationships between families and IOE to be developed. IOE facilitates ongoing program reviews, continual improvement and program development and welcomes active and open communication.

Communication may need to be in a variety of formats to suit the needs of participants and their families. IOE encourages the use of all formats which may facilitate communication. IOE welcomes the use of an advocate or advocacy service if requested and will assist with the provision of information about advocacy services on request.

For people from diverse linguistic and cultural backgrounds, interpreter services are available and the IOE website is fully translatable and accessible.

INFORMATION FOR FAMILIES

Assessment

The purpose of an assessment by an IOE worker is to:

- Determine eligibility for IOE services.
- Identify respite needs of families.
- Refer to other services where appropriate or if a crisis situation exists.
- Determine priorities.
- Create a register of all respite needs.

Principles of assessment

- Assessment will not be unnecessarily intrusive and will include existing assessment information from other services where family permission has been received and/or if practicable.
- Initial assessment will occur in the family home and encourage inclusion of all family members.
- Assessment information is used to create a document that identifies the individual's support needs. The document is considered a 'work in progress', which will be reviewed periodically or in response to changes brought to attention by the family.

If IOE programs and services are not right for you

IOE refers families on to other services if:

- At initial contact, or after assessment, the consumer is ineligible for service or the service does not meet the consumer's needs and preferences, or the consumer requires additional services;
- After admission to the program, the consumer's needs change and additional services are required.
- The consumer exits the service and requires an alternative service.
- The needs of the participant change and IOE is no longer able to support the person.



INFORMATION FOR FAMILIES

Rights of families and people with disabilities

- To be respected for their individual worth, dignity and privacy.
- To be assessed for services without discrimination.
- To be informed about available services.
- To pursue any complaint about service provision without retribution, and have that complaint investigated fairly.
- To have an advocate of their choice represent their interests, if requested.
- To be informed and participate in decision making about the services they receive.
- To consent to or refuse any service.
- To have their personal information kept in a confidential manner, and to be able to access that information.
- To be involved in decision making about IOE and the services it provides.
- To be nominated to be elected to the Board of Management.

*Families have
rights and
responsibilities
too.*

Responsibilities of families and people with disabilities

- To respect the individual worth, dignity and privacy of staff, volunteers and other IOE participants.
- To provide feedback about the service.
- To respect the diversity of religious and cultural beliefs amongst the IOE community.
- To play a part in assisting staff and volunteers to provide individuals and families with a quality experience of respite and recreation. This includes providing information about an individual's support needs, communicating with IOE workers about matters that may impact on the individual's experience of IOE programs and being punctual for program drop offs and pick ups.



INFORMATION FOR FAMILIES

Privacy and Confidentiality

IOE keeps all personal files in locked cabinets/cupboards.

Interchange Outer East is obligated to meet the requirements of the Health Records Act and the Information Privacy Act in regards to the collection, storage, use and disposal of personal information. IOE takes reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

Information collected is stored both electronically and in a paper format. Electronic information is stored on the IOE server and is password protected. Hard copy information is stored in a file room that is locked to prevent unauthorised access. The main database is the CRISSP program that is stored off site by DHS. CRISSP provides management tools to track who has been accessing information, to prevent inappropriate access to personal information.

At times it is necessary to share details of care needs with support workers, volunteers and staff within IOE on activities. IOE ask that you give permission for this to occur at the initial registration meeting.

Support information can be sent to staff and volunteers via both email and the general post. Support workers are advised to delete any information received via email once it is no longer required. Hard copies of support information are made available to volunteers on the day of activities/camps. They have the opportunity to read the document and then it is returned and locked in a filing cabinet on conclusion of the activity.

Individuals' support information may be shared with other agencies when requested and if families have consented.

Interchange Outer East is required to undertake periodic audits as part of funding agreements. Auditors have access to all files but will not identify individuals in reports and findings.

Statistics

IOE provides statistical data to our funding bodies, Home and Community Care (HaCC), Disability Client Services and Commonwealth Respite for Carers. This data is obtained from IOE's database and families are requested to give permission to be included in the quarterly statistical returns. The data is sent in a coded format and families can choose not to be included. Consent or dissent is requested at the initial registration.

Fees

Interchange Outer East provides several activity based programs, which charge a fee to participants. Arrangements for waiving, reducing or externally funding the activities can be discussed with staff, but we request that this discussion occur prior to the activity.

Where families choose to access purchased services at a full cost recovery basis, they are responsible to pay invoices in a timely manner. If invoices are not paid, services will be ceased until payment is made.

GENERAL INFORMATION

Medication Policy

The administration of medication carries legal obligations for staff, and families place a high level of trust and responsibility on staff when administering medication. When administering medication, both prescribed and non-prescribed, staff members and families need to be aware of the procedure around administering and recording medication.

IOE staff are trained in the safe and hygienic administration of medications and first aid, as part of their role within IOE. Further, families and staff are expected to work together to document all medications, prescribed uses for medications, and how and when medications are administered. This is to be done before any medication is administered, and families are to sign Medication Sheets before activities/shifts where medication is required to ensure clear communication between all parties.

The full medication policy can be found on the Interchange website, or will be made available upon request.

Cancellation Policy for 1:1 Purchased Supports

If a shift is cancelled within 24 hours of the scheduled start time, IOE coordinators will attempt to offer the support worker an alternative shift for a similar time.

The support worker will be paid for the alternative shift plus a reimbursement of any extra hours on the original shift. These extra hours will be invoiced to the funding agency or individual who authorised the original shift. If no alternative shift is available, the support worker will be paid the full amount for the original shift, and any related costs will be invoiced to the original authorising funding agency or individual.

The IOE cancellation policy also covers provisions in the event that an individual is not home (or at the planned meeting point) at the scheduled shift start time, or if a shift is cancelled within 24 hours due to sickness or hospitalisation. The full cancellation policy can be found on the IOE website, or will be made available upon request.



GENERAL INFORMATION

Grievance Procedure

All members (family members, program participants, staff and volunteers) of IOE have the right to have any grievances or complaints dealt with fairly, promptly and without prejudice. The grievance system aims to ensure that the parties involved can resolve their issues through negotiation and discussion. If, as a result of a concern or grievance, changes to procedures, policies or practices are required, these will be undertaken as soon as possible. The use of advocates in a grievance process is encouraged and supported by Interchange Outer East.

Internal complaints

IOE believes everyone has the right to make a complaint and values the opportunity to use this process to review and improve services.

All complaints are to be dealt with respectfully and in a timely manner. In all cases, an IOE complaint form will be raised, and the complainant will be contacted to discuss the matter, as well as any actions that IOE has taken, or will take, to ensure a process of continuous improvement. If the family or participant is dissatisfied with the way IOE has responded, they will be reminded that they are entitled to take the matter further, in accordance with the grievance procedure.

All complaints received by IOE, including all relevant documents, will be stored within a locked cabinet. All complaints will be submitted on the complaints register managed by the Disability Commissioners Office. The complaints register will be held

and reviewed periodically by the General Manager.

The full complaints policy can be found on the IOE website, or will be made available upon request.

External complaints mechanisms

If individuals are unhappy or dissatisfied with how a complaint has been managed by IOE there are external mechanisms available to assist them. The procedure for making a complaint varies between offices, however, consumers will be required to submit a complaint form and/or letter, as well as any other relevant and supporting documentation.

Complaints may be made to the following bodies:

- Office of the Disability Services Commissioner
Phone: 1800 677 342
www.odsc.vic.gov.au
- Office of the Health Services Commissioner
Phone: 1800 136 066
www.health.vic.gov.au/hsc
- Victorian Ombudsmen
Phone: 1800 806 314
www.ombudsman.vic.gov.au
- Office of the Public Advocate
Phone: 1300 309 337
www.publicadvocate.vic.gov.au

NOTES

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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



Updated February 2015