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*Cover Images: Top row L to R: Bec and Oskar on Family Camp. Rhys at work at the Blue Turtle Cafe. Alana and Teagan at a Sibling Program activity.*

*Bottom row L to R: James working at Enterprises Work Training. The Schafter family at Family Camp. Volunteers rule! gathering.*

*Image Right: Jack and friend.*

*All information published in this annual report is accurate at the time of publishing. © Copyright, Interchange Outer East, unless stated otherwise.*



**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 Outer East:

- has an absolute focus on the involvement and participation of families as a whole, in services and the future development of the agency.
- 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.
- will work positively to reduce unnecessary restrictions on people who access the service.
- is committed to developing community capacity through links with agencies and developing opportunities for groups and individual members of the community to be involved in the service.
- is focused on the importance of volunteering and the central role of volunteers in the agency in regard to current service provision and the future of the agency.
- 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 agency 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, we have grown to now supporting 473 registered families.

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

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

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

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

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

So whether it is a young child with a disability going on their first overnight camp, a young adult travelling overseas, a teenage volunteer being responsible for another person, a mum connecting with other mums, a family having their first holiday together on a family camp or a staff member running a day activity or weekend camp - a wide variety of opportunities are available.

## BOARD OF MANAGEMENT

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

### **PRESIDENT**

Glenn Myatt

### **VICE PRESIDENT**

Bernadette McGinn

### **SECRETARY**

Jacinda Erich

### **TREASURER**

Tina Valentine

### **GENERAL MEMBERS**

Dianne Thomas

Susanne Grosser

John Van Putten

Melinda Spencer

*Image: Chiara and Gillian at Portsea Family Camp.*



*"I love being a part of the Interchange Outer East 'family' and community!"*



# PRESIDENT'S REPORT

In the past year, Interchange Outer East has established a direction that will enable the agency to continue its work towards providing opportunities, services and supports to children and young people with disabilities and their families well into the future. It has been a year of planning and consolidation as the Board and management of IOE have worked to prepare the agency for future changes and developments in the Disability sector.

The Strategic Plan developed by the agency has three major aspects:

1. service growth and development,
2. cultural maintenance,
3. strengthening of the agency's business processes.

The plan aims to enable the agency to transition effectively through the implementation of the National Disability Insurance Scheme whilst maintaining the collegial approach of IOE programs and services. Additionally, the plan looks to explore new areas in which the agency can grow and work towards whilst meeting the demand for our services.

From a governance perspective, the

Board has reviewed the rules and structures of the agency and has recommended changes that address aspects of the constitution that are outdated. These changes will enable the agency to move into the future with clear guidelines and intent. Additionally the Board has recruited new members with specific skills to provide greater depth to the agency's governance processes and development capabilities. The renewal process also nurtures the capacity for the agency to be clear on its operational priorities and philosophy.

Financially, the Board has continued to focus on strengthening the financial position of the agency. Adopting these measures has been highly effective and has enabled the agency to be better placed for the future. The need for developing revenue independent from government contracts continues and a Revenue Plan has been established to address this further. This independent revenue stream grew last year by 6% compared to overall revenue growth of 3% and the Board is keen to further progress this option.

On behalf of IOE 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**



Top Image: Bec and Oskar at the mud fight on Family Camp, March 2015. Bottom Image: Emily and Tessa wait their turn on the flying fox.

# MANAGEMENT REPORT



Top Image: Fred and Thomas MC at the 'Making it Happen' IOE conference.

Bottom Images: Fred at Portsea Family Camp.

## The state of play

With the coming changes as to how disability services are to be provided in the future, IOE has been identifying what is important to the agency and the families we support. From this analysis there are four key principles that need to be addressed in response to the trends and likely outcomes of the introduction of the NDIS.

### 1. An approach that has families as the key constituent of the service

Increasingly the approach to providing services is based upon the individual with a disability. The services of IOE aim to offer opportunities and choices through which people can meet others, develop confidence, learn, be engaged and included, feel good, be secure and to have fun. The opportunities and choices created should exist for all members of a family, not just those with a disability. IOE offers recreation and social programs for all members of the family – children, siblings, mums, dads and anyone else in the caring role. We have family camps, mums groups, dads groups, sibling programs and a developing Mens Shed ... all integrated with the generic type of services that IOE offers to children and young people with a disability. If families are supported as a whole, then children and young people with a disability are more likely to have better outcomes.

### 2. Local responses to address the needs of the local community

IOE is just that – part of the outer east community. It is our home, where most of the families who access our services are and it is the community we work with. This is most evident in the work that is done around our Adult service sites in Bayswater, Lilydale, Ferntree Gully and the work being developed with children and teenagers in the Upper Yarra area. Working side by side with community groups to involve and engage children and young people with disabilities enhances the community's capacity to grow, develop and involve all people in the life of that community.

### 3. An approach to supporting and developing volunteers to be engaged in the service

IOE is committed to the engagement and development of volunteer options for young people (and older) to learn, develop skills and understand that there is a place for all. IOE is a leader in the recruitment, engagement and support of young people as volunteers. The passion, commitment, energy and sense of wonder these young people bring to our service differentiates IOE from other similar services.

### 4. A commitment to a diverse marketplace where families have many choices of services and service types, providers and options

Disability based services are moving towards a more competitive market where services will compete for the customer. Many services are concerned about their capacity to compete, survive

and thrive in the new market. Mergers, takeovers, amalgamation discussions are rising significantly. IOE would prefer to see a wide array of services for families to access. A diverse range of choices in services, service types and options is preferred compared to having fewer large scale organisations competing, and only offering generic service types. A solution for one family is not necessarily a solution for another. We need a diverse mix of services and the capacity to modify services to meet individual needs.

To date, the capacity to address these four principles under the NDIS is, at best, murky. However, as the system is rolled out, some of these issues will become clearer. With the transition date to NDIS for the Outer East set for November 2017, there is time to work out how community capital, family support, diversity of services and volunteer engagement will play out. However, as a service IOE remains committed to driving and further developing these areas.

## Key challenges

**Strategic Plan development:** The past 12 months have been about establishing a new Strategic Plan for the agency. This involved examining where we, as an agency, are at, and what we need to do to continue to thrive into the future. The resulting plan enables us to grow existing services and develop new service options and markets. A key focus is to ensure the agency maximises its strengths and differentiation from other services to

ensure the "Interchange approach" continues to be available and effective into the new model for disability services.

**Financial sustainability:** The drive to improve the financial position of IOE has continued in 2014-2015. New revenue development and cost controls have enabled the agency to provide a sound financial outcome for the year. The work to improve the financial position of the agency continues and the Board and management have been very cognizant to ensure that IOE is on a sound footing for the coming years, whilst not impairing the capacity to grow and develop as an agency.

## Key achievements

**Service Development:** Our Family Support options were expanded with the Sibling Program receiving further support through Freemasons Monash Gully district and Freemasons Victoria. In addition, the Mums and Dads groups have been expanded to offer new opportunities each month, and we are in the early stages of developing a Mens Shed for the IOE community. The Purchased Options program has significantly expanded offering 41 people more options to use their ISPs creatively and efficiently with more group based options for people to engage in. Finally, the Activ8 program has made significant progress in providing opportunities for children and teenagers living in the Upper Yarra area to be involved in their local

community.

**Youth Week Festival:** The National Youth Week festival this year was conducted at Bayswater Park. The day event was run and managed by our volunteers who did all the planning, organising and the conducting and evaluation of the event. Our role was one of mentoring and just being there to answer questions and assist in the event. Over 200 people were involved in the day.

**New Positions:** Three new positions have been developed. A Quality Coordinator was appointed to aid the development of our continuous improvement processes. A Fundraising Officer has been engaged to further develop and expand our capacity to raise revenue. Finally, we have recently appointed an Intake Coordinator to bring new families into the service and reduce the waiting list of the service.

## Final words

The people who make up IOE, the families, volunteers, staff and friends should be proud of what they have created. This is so evident when the agency faces difficult times and circumstances. This agency has a way of pulling together, with a comradeship that is both comforting and inspiring.

Thank you to all those who contribute to this community.

*Fred Brumhead*

**CEO**



# SIBLING PROGRAM

## Knowing You're Not Alone

IOE's Sibling Program (or 'Sibs' as it is affectionately known) has gone from strength to strength. Its popularity has grown this year, mainly through word of mouth, to the extent that all camps and activities were fully booked from the early part of the year.

This program receives no government funding. It has only been able to continue due to generous funding from Freemasons Victoria and Freemasons Monash Gully branch, who have contributed over \$100,000 in the past 5 years, with a further \$20,000 presented in May 2015. Words cannot adequately express how important this funding has been to the many siblings who have reaped such huge benefits from the program. As an expression of gratitude, IOE regularly holds 'Thank You' morning teas for Freemasons, where members are kept in touch with the latest program developments and hear personal stories from siblings themselves.

Laura West, who runs many of the camps and activities for siblings, summed up what the program is all about:

"During the All Ages Siblings Camp, held in early December, it rained for most of the weekend, so most activities were held indoors. As Christmas was coming up, we decided to make Christmas cards, including some cards to thank the ladies and gentlemen of the Freemasons, who are such fantastic supporters of our Sibs Program.

While sitting around the table with two girls who were attending their first ever siblings camp, I asked what they liked best about the camp. They replied, 'The beach, the pool and the trampoline!' I asked why they thought they would come to camp. The answer was 'to have fun'. I told them they were absolutely correct and then asked if they knew what every person on camp had in common. They looked at each other, looked at me and then tilted their heads to the side – they had no idea. A seasoned Sibs Program veteran sitting across the table raised her voice and informed them 'It's because you have a brother with a disability'. They looked at her, a little shocked by her abruptness, but mostly surprised that she knew this about them. She then continued, 'We all do! I have a brother with a disability, those two over there have a sister with a disability and she ...' pointing to the final girl at the table with us and pausing, realising she wasn't sure. This girl then informed the group, 'I have both, a brother and a sister with a disability!' The two girls smiled and thought about it for a little while. They looked at me again, I nodded to confirm that this was the case. 'Wow, really? Every one of these kids?' they asked. I nodded again.

Later that night, one of the two girls came up to me, she was still very unsure about this whole Sibs thing. 'What about you three?' She was referring to the three staff. I explained that one of us had a sibling with a disability, one had

foster siblings with disabilities and one had brothers and sisters, but they didn't have a disability. She smiled and walked off.

It is moments like these that make me realise that we can plan activities and we can ensure that the children are informed about disability and the effects it may have on them. The best part about the Sibling Program and sibling camps though, is giving children a chance to know that they are not alone. There are others who know what it is like, there are others who are the same as them, whose lives have similar issues. Sibling camps give them the opportunity to just spend time together.

Being with other siblings who understand you is what is important – it's more than we, as adults, can provide on our own to these young people."

*By Jenna Tatterson, Sibling Program Coordinator*



*Image: Sibling All Ages Camp, December 2014.*



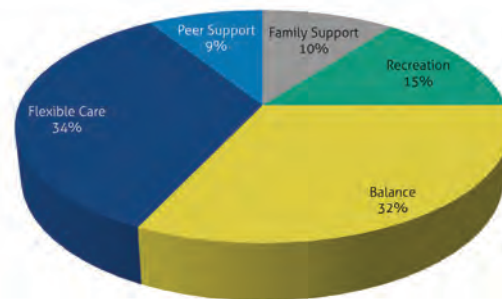




## Hours of Support 2014 - 2015

Program	Total Hours	Total Individuals
Host Program	9567	30
Camps & Holiday Program	12,220	126
Children's Recreation	22,820	55
Youth Group	3,933	51
Adult Recreation	6,896	78
Specialised Care	19,095	61
Flexicare	89,794	253
Summer Holiday Respite	3,049	39
Balance	88,957	116
10-13 Recreation	2,983	55
After Work Social	2,427	45
Special Projects	13,140	162
Family Support	24,957	481
<b>TOTAL</b>	<b>279,838</b>	<b>1,552</b>

## Area Support Hours 2014 - 2015



This chart shows a percentage of hours delivered through the different respite options, regardless of the participants' ages.

*Image: MUD FIGHT! Family Camp, March 2015.*

# FAMILY STORIES

## Fisher Family



Top Image: Fiona and Tom at our soccer tournament.

Middle Image: The Fishers on Family Camp.

Bottom Image: The Fishers at the IOE National Youth Week event.

When I think of IOE, I think of community. I have had many of these experiences in camping contexts, but nothing compares to IOE family camps. The sense of fun, support and camaraderie is like nothing I have ever experienced before. When we had to leave one of our kids at the November family camp (due to the other suffering an injury) he was cared for and embraced as family by so many people. I did not have to worry one moment about him, as I knew he was having fun and being looked after. After Lachie had had his little surgery, all he wanted to do was go back to camp and see his friends. He still talks about the people he saw and the love he received upon return; family, community, support.

That experience opened up a new world for our eldest son Tom, as he has now become a volunteer with IOE. The pride I have in him as he chooses to give up his time to spend with other kids with a disability makes my heart swell! BUT it's not just what he gives up, it's what he receives. Amazing experiences, friends across a variety of age groups who he calls family, and people that fill him with encouragement and confidence. Who wouldn't want that for their kid?

Our experiences with IOE have transformed our lives. Not only is Lachie able to go out on activities and give us as a family a break, he has a network of people in his life that provide him with love and acceptance that he doesn't always experience in

other places. Earlier this year, I was at the local shops and a beautiful young lady came up to us to say 'hi'. She was an IOE volunteer who I had never met, but who knew Lach. I was thrilled that Lach had people in his life that I didn't know and hadn't orchestrated, just like if he didn't have additional needs. Brilliant! Lach has such a rich and full life because of all the people that interact with him, love him and spend time with him.

We are also so blessed to have an IOE host family. Not only are they Lach's family but they are our family. We share meals, laughs, tears and lots of experiences. I can honestly say, I don't know where we would be without them. We have met many people that we consider our IOE family, and again our life is so much richer for having them in our life.

Another awesome connection we have with IOE is we have the 'Enterprises Crew' come and mow our lawns. They do an amazing job and I love that I've started to get to know them as individuals. I had a neighbour come and knock on the door and enquire about engaging them to do their lawn. They do an awesome job, are so reasonably priced and again it frees up our family time. Thanks Enterprises!

In conclusion, Interchange we thank you. For friendships, experiences, skills, support, laughter and being on the end of the phone when things go right and wrong. Thank you from the bottom of our heart.

By Fiona Fisher, IOE parent



## Schaffer Family

Sitting in hospital waiting to hear about Mitchell's results from a CT scan, I thought it was a perfect time to write our family story...

It's times like this when we are reminded that Interchange Outer East (IOE) is not just an organisation but our second family. To read messages of support from staff, support workers and friends makes us feel like we are not alone and certainly loved by IOE. Mitchell's and Dylan's support workers even come to watch them play football, BMX and soccer and come over to celebrate their birthdays on their days off work. These acts of friendship and support are what we cherish as parents.

Nine years ago, Mitchell started accessing the Children's Recreation Program and went on day activities. It wasn't long until he built up to mini camps (one night), then two night camps and in January 2015 he went on his first 4 night camp down on the Mornington Peninsula. I can remember all those years ago trying to get Mitch on an activity with tears, tantrums and extreme anxiety. The IOE staff were always looking at ways to make Mitchell's transition from home to IOE the easiest, relaxed and most comfortable for everyone. Now Mitchell is super keen to go on any activity, visit the staff and be part of the family at IOE. He has even now signed up as an IOE volunteer!

With Mitchell accessing services, Dylan got very used to meeting IOE staff,

families and volunteers so that when it was time for him to access services himself he was super excited that now he was able to have the fun that his brother was having.

The boys access lots of different programs at IOE like 10-13 Rec, Youth Group, School Holiday Program, Specialised Care, Sport for Fun and Family Camp. Both boys love to help out at camps whether it's helping the staff or playing and giving support to other children.

The last two years have been pretty hectic because my husband, Brett, has had health issues and has been unable to work. I have also returned to study a Certificate IV in Disability. Brett is now the house hubby and I'm lucky enough to be working casually at the IOE Post School Options sites. When Brett was in hospital, our IOE Coordinator went into overdrive to get support workers in to assist with Mitch and Dylan at this difficult time. I didn't have to worry about a thing, it was just organised and it just happened. To this day, I am forever grateful for the care we received as it gave me time to concentrate on Brett's recovery and his health.

Our family looks forward to spending many more happy, fun, exciting and wonderful years with our second family, Interchange Outer East.

*By Felicity Schaffer, IOE parent*



*Top Image: Mitchell and Xavier take a ride on Family Camp, March 2015.*

*Bottom Image: Felicity, Dylan and Mitchell on Family Camp, March 2015.*

# RECREATION VOLUNTEER



Image: Angie and Bethany on Family Camp.

## Angie Sipka

*'All children with autism are non-verbal. All children with cerebral palsy can't walk or talk. Every child with a disability is the same.'*

These were three things that fourteen year-old Angie thought to be true when she first thought about volunteering. But oh! How wrong she was!

"When, at just fifteen, I signed up as a volunteer, I quickly found out that many children with autism communicate (in many different ways). There are plenty of children with cerebral palsy who walk and talk and are able to also communicate in so many different ways. And here is the biggest thing I've learnt: no two children, with or without a disability, are the same. Each is different in their own unique way.

Volunteering with IOE has given me a whole new perspective on life. I've learnt skills, such as PEG feeding, that I didn't even know existed before volunteering. It has helped me discover a new pathway in life, including going on to working as a support worker at IOE, getting early admission into university and even volunteering overseas. I am so much more confident than I was five years ago. I communicate so much better with people and have learnt a large number of new skills that I can take with me through life.

I've also met the most incredible friends, the most inspiring children and amazing families who have

shaped and moulded me into the individual I am today. I've been to places I wouldn't otherwise go and I have had the best experiences on camps! I don't know where I would be if I hadn't taken that first step in volunteering all those years ago. Thankfully, I don't have to think about that, because volunteering at IOE will always be a part of my life."

*By Angie Sipka, Recreation Volunteer*

*"Volunteering at Interchange Outer East will always be a part of my life!"*



Image: Ciara enjoying a milkshake with Liz (Liz's story on the opposite page).



# HOST VOLUNTEER

## Debbie Welling

About a year ago, Liz and Harry (Liz's dog) came into our lives via the IOE Specialised Care Host Program. We initially met at a chocolate cafe in Croydon and I knew straight away that Ciara and Liz were a great pair. They both have infectious laughs, they both like chocolate and share an appreciation of fart stories!

Ciara absolutely loves spending the weekend with Liz and Harry (and other assorted pets). Liz always has plans for activities, chill out times, shopping expeditions and just doing whatever you do on a weekend. The added bonus has been how Liz's extended family and her friends have embraced Ciara and included her in their lives so genuinely, warmly and with total acceptance.

This is doubly special as we are a family of just five people. Ciara has twin siblings Ryan and Hanae who both have disabilities too. They are 10 and Ciara is 13. Then it is just me and Lee as the parents. We have no grandparents or extended family to call upon and to share life's experiences with. I sometimes feel that my kids have suffered from this insularity, so to have Ciara become an honorary member of someone else's family just fills me with joy.

I am so grateful for the opportunities extended to Ciara through this program. Ciara comes home ten feet

tall. Her confidence has improved. Her sense of self as a worthwhile individual who others care about and enjoy spending time with, is precious. Even if Ciara doesn't view it in these terms, she just has a special time and gets to be away from the rest of us! Ciara enjoys the change of pace, the chance to just be the only kid doing something just for her. Ciara generally lives by the motto 'what goes on at Liz's stays at Liz's'. It's her time, her experiences and her memories. I'm totally cool with that.

I miss Ciara heaps when she is gone - it's like an ache. Luckily Liz sometimes sends me a text message update or a photo over the course of the weekend, usually of Ciara lounging in complete luxury on the couch with Harry! All I can say is thank you, thank you, thank you! Lastly I acknowledge Karen's crystal ball gazing talents in being astute and sensitive enough to have matched Ciara and Liz in the first place.

*By Debbie Welling, IOE Parent*

## Liz Douglas

I was first involved with Interchange about 15 years ago when I was given the opportunity to provide specialised care to a young boy with autism. He stayed with me one weekend every month for about three years until his family moved interstate. I went on to work for Interchange but since changing my employment, I have continued to be involved in a volunteer role.

Although I don't have any children of my own, I love children and spending time

with them. I wanted to have the chance to really get to know a child and their family and to be able to give the family some respite. I wanted to include a child in my life and introduce them to different experiences, while at the same time having new experiences myself.

Ciara is the most delightful, easy to get along with, young girl. She has spunk, a sense of humour and a caring nature. Ciara is able to adapt easily to new experiences despite her sometimes initial shyness. I love the way Ciara makes me laugh and strives to be independent. It has also been great to see her gain courage to ask for help when she needs it. Ciara comes from a loving family and this is evident in the way she speaks about her parents and siblings when she is with me. I love Ciara's company, however I feel I am only second on her list - my dog Harry is definitely the favourite when she stays over.

Ciara is given the choice of what we get up to during our time together and this usually involves shopping, seeing a movie, going out for a meal and catching up with my friends and family. She loves motorbikes so a visit from my friend on his Harley is always a highlight of the weekend. She also loves being able to veg out and have full control of the TV!

Hosting has opened my eyes to just a glimpse of what families experience when they have a member who has a disability. Hosting gives you a whole new and added dimension to your life and reminds you not to stay caught up in our own lives.

*By Liz Douglas, Specialised Care Host Volunteer*

# SUPPORT WORKERS



## Matt Howard

I initially started as a volunteer at IOE in June 2013. I have always wanted to be involved in my community and to volunteer somewhere, and IOE offered me some wonderful opportunities! I quickly became knowledgeable in various areas of the disability sector and before too long, I became a casual Disability Support Worker with IOE.

During this time, I was offered such awesome opportunities to work with some of the most amazing people I have ever come to know and will ever know, with experiences that I will always treasure in life. In October 2014, I was lucky enough to join a great group of young adults on the trip of a lifetime to the Big Apple - New York City. We all had so much fun together, I will never forget the bonds we created and all the memories we made. To be able to support such a great group of individuals on a trip like this is something I will always remember.

In my time with IOE, my aim is to continue to be a positive influence on the people I work with, as they are a positive influence on me. This is very true in my current role as a Balance Support Worker on the Farm Intensive program. I go home each day with such an amazing feeling of job satisfaction and feel that I have found a role that

really suits me. I cannot thank the IOE community enough for the incredible year that I have had!

*By Matt Howard, Support Worker*

*Top Image: Matt, Luke, Jordan and Jack in New York.*

*Bottom Left Image: Matt and Jordan on Futures Camp, Phillip Island.*

*Image below: Matt and Josh on Farm Intensive.*



*“I go home each day with such an amazing feeling of job satisfaction.”*



## Linda Hull

I have had the absolute joy of working with both the Family Group at Community and the After Work Social Club over the past 12 months at IOE.

The list of activities I have implemented, or been involved in, has been so varied and includes: live theatre (Rocky Horror and Dirty Dancing), amateur theatre, sporting events, go karting, role playing dress up evenings, comedy shows, festivals and exhibitions, greyhound racing, tai chi, volunteering, iPad courses, the list goes on!

I am driven by my absolute commitment to ensure that everyone I support has every opportunity to grow, learn, experience and have fun. Some of the things that bring meaning to my work in my roles are:

- The delight on the faces of elderly residents who are watching the dancing group perform their routines at aged care facilities.
- The connections and genuine relationships formed at the retirement village where we volunteer each week.
- The pride I see in Carly when she puts on her pharmacy uniform and badge to go to her weekly work experience at Chemist Warehouse.
- Being backstage at the Yarra Valley Grammar Theatre and hearing the audience roar and cheer as they watch one of my groups perform at the end of year concert.
- Seeing Kimberley working hard packing pillows at the Dentons factory, taking care and pride in her work.

- And of course, all the laughter and the endless fun!

These are just a few of the many, many things that motivate me and that I love about the work I get to do here at IOE. It has been a great year and I look forward to seeing what next year will bring.

*By Linda Hull, Support Worker*

*Image: Linda is all smiles on the IOE deck.*



*“These are just a few of the many, many things that motivate me!”*

# INDIVIDUALS



Top Image: Bethany out and about with Futures.

Bottom Image: Cooking up a storm.

Right Image: Bethany's wombat artwork.

## Bethany

I came to Interchange in 2014.

Before Interchange I stayed home.

When I started coming to Interchange I was a little bit nervous.

After being at Interchange for a while, I got to know people.

Once I made new friends I was happy.

The first year, I think I was a bit immature and this year I am more of a leader. I am a bit more grown up and feel calmer.

Now I come to Interchange four days a week instead of three like last year.

Last year I did basketball on Thursdays. Matt J. did basketball with me.

On Tuesdays, I did Animals on the Move with Baz in Gembrook.

On Fridays, I do lunch at mine and we go to people's houses. They cook lunch for us and clean up. We do a review after.

I really love art.  
I love basketball too.  
I don't mind cooking.

I went to the Mornington Peninsula.  
I've been to Ballarat.  
I'm looking forward to the end of year camp.  
I helped to interview new staff.

I've got plans for the future.  
I want to be a reptile handler.  
I want to get my passport.  
I want to travel.  
I want my own house.  
I want to be more independent.  
I want a zoo keeper boyfriend.  
I want to own pets of my own to look after.

I want a pet snake.  
Here is a wombat artwork I did:



By Bethany, Post School Options, Futures

*"This year I am more of a leader; I am a bit more grown up and feel calmer."*



## Kent

My name is Kent. Before I came to Enterprises, I went to Heatherwood School. Heatherwood was a fantastic school but it was good to finish school and come to work.

When I first came, I was nervous about coming to a new place, but on my first day I was really happy.

I come to Enterprises three days a week. For two days I work, and on the other day I play basketball. The other two days of the week I go to the Community site in Ferntree Gully and learn other working skills. At Enterprises, I work with the group doing lots of different things like mulching, gardening, lawn mowing and delivering firewood. I have learnt new work skills like following instructions. Everyone is really nice and it is fun.

I have learnt to catch a bus and a train on my own. I really enjoy catching public transport on my own.

I have made new friends here and I like going out with different people. I am looking forward to new people coming next year. I might know some of them from school or make some new friends.

In the future, I would like to learn about woodwork and someday I would like to work part-time in a shop.

*By Kent Price, Enterprises Work Training with assistance from Cathy Handy.*

## Julie, Kent's mother

I would like to congratulate the staff at the Interchange Community and Enterprises sites for Kent's smooth transition from school to adult life.

I have noticed such an increase in his self confidence in the short time he has been in the program. Kent had not attended a school camp since he was in year 8 and the prospect of going on camp caused much anxiety for him. It is almost unbelievable how excited he was to go to Phillip Island on his first holiday with IOE. He had a ball and announced when he got home he's going on the next one ("preferably to Queensland" he said!)

Four months ago, I would not have imagined Kent on the public transport system. He has taken to it so well and has told everyone who will listen how independent he is now. His ability to problem solve when he has got the wrong bus or missed a bus has blown me away. On his first day he phoned me and announced he was on the wrong bus. My initial thought was to panic, tell him to stay where he was and I'd come and get him. However, I resisted that temptation and the voice at the other end of the phone said, "Don't you worry Mum I'm just going to get off at Upper Gully and jump on a train to Upwey and then walk home," which is exactly what he did!

He has loved sharing about all the activities he has done with his family and friends. The general response from them is that they, "can't believe how much he has grown up in such a short

period of time".

I feel so fortunate to have such a program available for Kent. It is a great balance of work, social and recreational activities. There are still many things we need to continue to work on, but if the past few months are anything to go by, who knows what he is capable of. He has certainly exceeded the expectations of many already. Kent is so proud to tell people he doesn't go to school any more and that he goes to IOE.

He has a new found spring in his step and for that I'm grateful.

*By Julie Price, Kent's mother*

*Image: Kent at work at Enterprises.*



# NEW PROGRAMS

## Millgrove Youth Hangout

There is a new place in Millgrove for youth to hang out every second Friday night. An initiative of IOE's ACTIV8 program, Youth Hangout (YHO) is proving to be a model of how true integration can work in the community. While youth with disabilities are embraced, YHO's focus is to provide a space where all youth can get together for a few hours of fun and friendship. This program came about because a gap in community programs was realised, and ACTIV8 identified a way to fill that gap - and it's been hugely successful! The program has 15-25 youth who attend on a regular basis, and the feedback has been resoundingly positive, both from the young individuals with disabilities and the other general community members. It really is just a group of people hanging out, having fun, being themselves.



## Sport for Fun

This program is all about FUN! It is a non competitive environment and a great opportunity for kids and young people to play sport, socialise and stay active.

What makes Sport for Fun stand out? Sport for Fun is the first program that members of the community can attend without needing to be registered with IOE. This program is open to IOE families, siblings, friends and community members. Sport for Fun is a program that is inclusive and not disability specific. It is also one of the first IOE programs for children that runs during after school hours on a weeknight.

This program has been very successful, now running in two locations; Millgrove and Knox. It is open to all children between 8 and 18 years of age.

## Woori Yallock After School Program

Woori Yallock After School Program (WYASP) was set up to support grandparent carers in the Shire of Yarra Ranges by providing some much needed respite. From this, it has grown to be a support program for primary school aged kids with disabilities and their siblings to create connections. It is targeted at individuals with additional support needs who attend, or whose siblings attend, Woori Yallock Primary School. Currently, the program is looking at opening up its doors to individuals from other schools in the area. WYASP has been running every Thursday from 3-5:30pm during the school term, with additional holiday activities created

specifically for the group. The program has been a massive success on many different levels. It has been providing regular respite for families, has assisted with school transitions and many support techniques have now been implemented in the classrooms. In addition to all this, the program is a lot of fun! Every week we have a new theme and a new adventure, be it a bear hunt through the school, magic lessons, superheroes or an adventure through space. We do everything from cooking, craft and games - to science experiments and dancing. Every week we have a ball and can see the difference the program is making for the individuals, the families, the school and the community.

## ACTIV8 1:1

ACTIV8 was originally set up to engage young people in their communities and work with communities to know how to support that individual to access independently. This is now a service available to any young person under the age of 18 living in the Shire of Yarra Ranges, who wants to access an activity or program in their community, but requires initial assistance to do so. We pair an individual with an Inclusion Worker who will help the individual transition into programs like scouts, theatre groups, youth groups, the gym and work experience. The Inclusion Worker then gradually steps back their support until the individual is accessing independently.

*Images: (Left): Lego night at Millgrove Youth Hangout. (Opposite page): The superheroes of Woori Yallock After School Program and footy at Sport for Fun.*





*For information  
on all ACTIV8  
programs, email  
the team at  
[activ8@ioe.org.au](mailto:activ8@ioe.org.au).*





# PHOTO GALLERY

## 01. 10-13 Recreation

Amy and Jade; camp silliness

## 02. Portsea Family Camp

Don't look down! Flying fox time

## 03. House Intensive

Jackson, Moni and Nicoli prepare a meal

## 04. Helping the community

Robbie, Morgan and Josh at Bayswater PS

## 05. Siblings support

Freemasons 'Thank you' morning tea and Cheque presentation

## 06. Community Balance

Fridays at Ferntree Gully CFA

## 07. Sibling program

9-12 year old siblings beach day

## 08. Mums support

Outing in the city, March 2015

## 09. Volunteering

Jess and Amy on 10-13 Recreation camp

## 10. Overseas travel

Adele, Monica, Daniel and Jack in the UK

## 11. Dads weekend

Quad biking in Axedale

## 12. A moment of reflection

Jai on Family Camp





03.



04.



07.



08.



11.



12.

# FINANCE REPORT

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

Statement of Comprehensive Income for the Year Ended 30 June 2015	Notes	2015 \$	2014 \$
<b>Continuing operations</b>			
Revenue	4	9,671,537	9,445,446
Employee benefits expense		(7,302,992)	(6,984,894)
Depreciation, amortisation expense	5	(101,364)	(106,665)
Occupancy expenses		(260,026)	(258,613)
Clients expenses		(1,224,380)	(1,367,201)
Other expenses		(432,783)	(460,119)
<b>Net surplus/(deficit) for the year</b>	16	<b>349,992</b>	267,954
Other comprehensive income/(expense)		-	-
<b>Total comprehensive income/(expense) for the year</b>		<b>349,992</b>	267,954

Statement of Cash Flows for the Year Ended 30 June 2015	Notes	2015 \$	2014 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from contracted services and administration (inc. GST)		2,571,080	3,295,012
Operating grant receipts		7,266,830	6,265,978
Finance costs		(5,411)	(5,618)
Payments to suppliers (inc. GST) and employees		(9,284,811)	(8,870,114)
Interest received		46,978	36,851
<b>Net cash provided by/(used in) operating activities</b>	17	<b>594,666</b>	722,109
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Proceeds from sale of plant and equipment		21,986	34,500
Payment for property, plant and equipment		(116,350)	(99,886)
Payments for other financial assets		(9,667)	(11,478)
<b>Net cash used by investing activities</b>		<b>(104,031)</b>	(76,864)
<b>Net increase/(decrease) in cash and cash equivalents held</b>		<b>490,635</b>	645,245
Cash and cash equivalents at beginning of year		1,253,004	607,759
<b>Cash and cash equivalents at end of financial year</b>	6(a)	<b>1,743,639</b>	1,253,004

To obtain a copy of the full Financial Report for the year ended 30th June 2015, please contact Interchange Outer East. An explanation of the 'Notes' are provided in the full Financial Report.



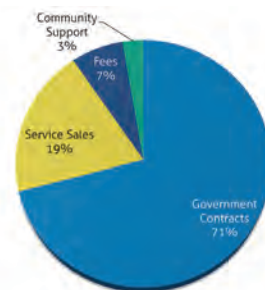
Statement of Financial Position for the Year Ended 30 June 2015	Notes	2015 \$	2014 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	6	1,743,639	1,253,004
Trade and other receivables	7	344,630	318,639
Other financial assets	8	285,871	276,204
Other assets	9	24,650	14,811
<b>TOTAL CURRENT ASSETS</b>		<b>2,398,790</b>	<b>1,862,658</b>
<b>NON CURRENT ASSETS</b>			
Property, plant and equipment	10	437,102	437,291
Intangible assets	11	28	511
<b>TOTAL NON CURRENT ASSETS</b>		<b>437,130</b>	<b>437,802</b>
<b>TOTAL ASSETS</b>		<b>2,835,920</b>	<b>2,300,460</b>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	12	336,938	336,610
Provision for employee benefits	13	927,182	1,021,832
Other liabilities	14	468,281	222,611
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,732,401</b>	<b>1,581,053</b>
<b>NON CURRENT LIABILITIES</b>			
Provision for employee benefits	13	161,343	127,223
<b>TOTAL NON CURRENT LIABILITIES</b>		<b>161,343</b>	<b>127,223</b>
<b>TOTAL LIABILITIES</b>		<b>1,893,744</b>	<b>1,708,276</b>
<b>NET ASSETS</b>		<b>942,176</b>	<b>592,184</b>
<b>MEMBERS' FUNDS</b>			
Reserves	15	826,739	826,739
Accumulated surplus/(deficit)	16	115,437	(234,555)
<b>TOTAL EQUITY</b>		<b>942,176</b>	<b>592,184</b>

Statement of Changes in Equity as at 30 June 2015	Notes	Accumulated Surplus/(Deficit) \$	Reserves \$	Total \$
<b>Balance at 1 July 2013</b>	15, 16	(502,509)	826,739	324,230
Total comprehensive income/(expense) for the year	16	267,954	-	267,954
<b>Balance at 30 June 2014</b>	15, 16	(234,555)	826,739	592,184
Total comprehensive income/(expense) for the year	16	349,992	-	349,992
<b>Balance at 30 June 2015</b>	15, 16	<b>115,437</b>	<b>826,739</b>	<b>942,176</b>

# FINANCE REPORT

## Where the Money Comes From

Service Sales	Service sales to other agencies.	19%
Government	Direct funding from State and Federal Governments.	71%
Community Support	Money received from trusts, small grants, donations and fundraising.	3%
Fees	Money received from service fees.	7%

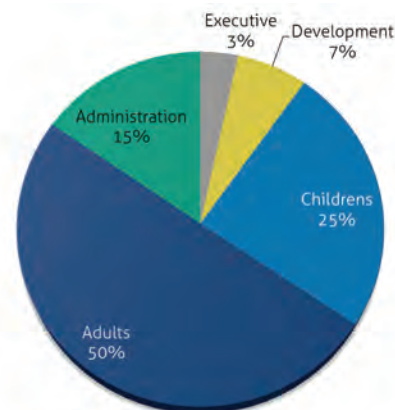


The 2014-2015 financial performance of IOE provided a strong result. Three years ago, we implemented a range of cost savings and increased revenue options to return the agency to surplus. After this year's result, the equity of the agency has been restored to previous levels, whilst also ensuring unspent income is wholly accounted for. In 2014-2015, income sources were up 3.3% whilst expenditure only rose 2.5%. The Total Equity for 2014/2015 is now \$942,176.

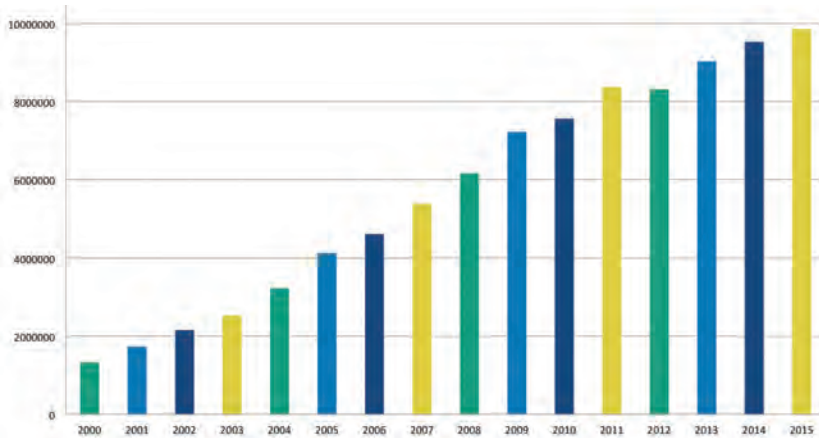
In this coming year, we aim to produce a 2% surplus to further build the reserves of the agency. This is being achieved whilst developing new projects and developments that will enable the service to grow and provide additional supports and services for families.

## Where the Money Is Spent

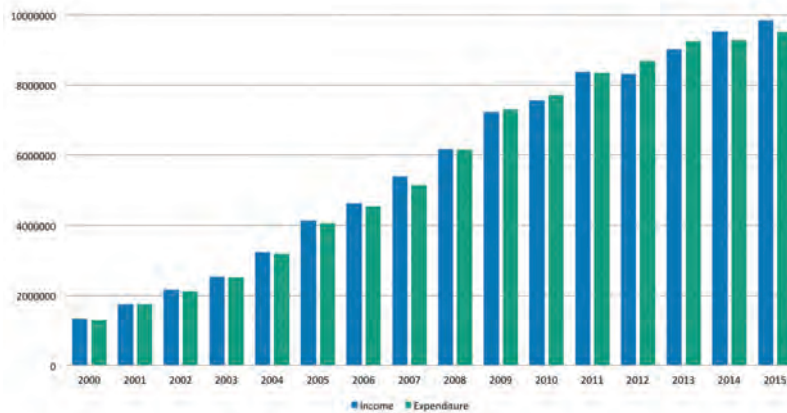
Adults	50%
Children	25%
Administration	15%
Development	7%
Executive	3%



## Income Growth 2000-2015



## Income & Expenditure 1994 - 2015



*“Interchange was able to achieve the necessary savings to return to surplus, with little impact on service levels.” - Fred*



## ACKNOWLEDGEMENTS

IOE strives to build connections and relationships with all areas of the community to enrich its programs, to create better outcomes for everyone involved in the service and to strengthen the community.

We are extremely grateful to have the support of such a wide range of businesses, organisations and individuals. This support shows a shared belief in our vision to create opportunities and choice for the children and young people we support, their families, our volunteers and the community.

### Thank you to our supporters:

- Bayswater Indoor Soccer Centre
- Bayswater Primary School
- Bendigo Bank Ringwood Branch
- Blue Turtle Cafe, Lilydale
- Boronia Salvos
- Care Connect
- Curves
- Department of Health and Human Services
- El Grando Farm
- Ferntree Gully CFA
- Freemasons Monash Gully
- Freemasons Victoria
- Google Grants
- Grill'd Local Matters
- Herbert Allan Bequest
- Japara Community House
- Knox City Council
- KYM Bayswater
- Lilydale Nursing Home
- Lord Mayor's Charitable Foundation
- Mount Waverley Book Exchange
- Nick Wakeling MP
- Office for Youth
- Parent Support Network
- The Portsea Camp
- Ringwood Secondary College
- Ron Malhotra
- Royal Children's Hospital
- Shire of Yarra Ranges
- Sweetheart's Cafe, Lilydale
- Uniting Care
- Uniting Care Life Assist
- Vibe Dance
- Villa Maria



Image: Sarah and Shy share a lovely moment on a Family Camp.

## FUNDRAISING

This financial year, IOE held two great fundraising events. Both events were embraced by the wider community, helping us to raise the public profile of the agency, to share our mission and raise money for our family support services.

Back in November, we held a trivia night at the Upwey Community Hall. It was a highly successful night with almost 200 people participating from all over the agency and community members having their first taste of IOE. Aside from the usual trivia, there were games, a silent auction, a raffle and a fast paced, high energy live auction which was a huge hit.

With the support of so many local businesses who donated prizes and auction items, as well as great participation from all teams, we were able to raise just over \$10,000! This money was put towards Portsea Family Camp, had in November 2015.

In mid-July, we tried something a little different and held a fundraising event just for the ladies! We took over Cinema Europa at Village Knox on Monday 13<sup>th</sup> July and held a special screening of the newly released Magic Mike XXL.

Ticket sales went really well and it was fabulous to see so many new faces in the crowd. The cinema was jam packed for raffles, goodie bags, munchies and a great girls night out at the movies. The only thing missing was a promised half time performance from CEO Fred Brumhead who got cold feet and fled to England at the last minute!

The Magic Mike XXL movie night fundraiser contributed just over \$2,500 to family support services.

We thank everyone involved for making these fundraising events a success! The coming years will see some exciting changes at IOE in regard to fundraising, with the establishment of a new permanent Fundraising Officer position - we welcome Katie Jacobson to the organisation!

# HOW TO GET INVOLVED

## Volunteers

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

### Opportunities include:

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

## Did You Know:

This financial year, we employed seven new permanent staff, 40 casual support workers and registered 102 new volunteers. Recreation volunteers contributed over 19,000 hours to the organisation this year, which would cost \$475,000 if the support was purchased. Host volunteers gave up 9,547 hours of their time to the Host Program, with ten new host matches made. The cost of purchasing this respite would be at least \$415,962.79! Specialised Care volunteers also provided 3,280 hours of HACC funded care. These numbers show the incredible benefit that volunteers provide to the agency and to the families that we support. IOE appreciates the amazing and selfless contribution of volunteers!

## Community Partnership

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

## Members

Are a paid for, expression of interest in our organisation allowing a person to vote on matters which influence the direction of Interchange Outer East and is a prerequisite for becoming a member of the Board of Management. An annual fee of \$15 applies.

## Donations

All donations are put directly into programs and services run by Interchange Outer East for the benefit of participants and their families. Make a donation at our office or via the website.

## Family

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



**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: Hanna and Ash at the beach on school holiday camp.*

*Back Page Image: teenagers dancing at Family Camp covered in glowsticks.*



# Creating Opportunities & Choice



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**Emergency After Hours Only:**

0439 883 667